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## I receive a "Transaction was rejected by gateway" error message, but I haven't entered any payment info yet.

M+P Development - 2019-05-15 - in Students

When submitting your info you might be asked to complete the attached page "Upgrade your account" and provide payment information for an MP Pro account.

Some users report that this page loads with the error message "Transaction was rejected by gateway" even though they have not yet submitted payment information. This issue will occur if you have a slow internet connection or have disabled javascript in your browser. This page and the payment form will not function correctly with javascript disabled or a script blocker active in your browser.

You can resolve this issue with the following steps.

1. If you have submitted payment info and get the "Transaction was rejected by

gateway" message then please check your payment info and try again.

2. Please visit <https://www.whatsmybrowser.org/> and ensure that "Javascript Enabled" is set to yes before continuing.
3. Try signing out of your MP account with the sign-out link or by navigating to <https://secure.medproctor.com/account/signout>
4. Wait for the entire "Upgrade your account" page to load (your browser load animation stops)
5. Click the Submit button.



There was an issue billing the card that you provided. Please correct the issue below, try again, or use a different card.  
**Transaction was rejected by gateway.**

### Ready to submit your documentation?

- ★ [Submit your immunizations with M+P Pro!](#)