



## What To Do When Your Credit Card Fails to Process in RAMP

This guide explains what to do if your payment does not go through in the RAMP registration system and how to log in to correct the issue.

### Why a Credit Card Payment May Fail

A payment may fail for several common reasons:

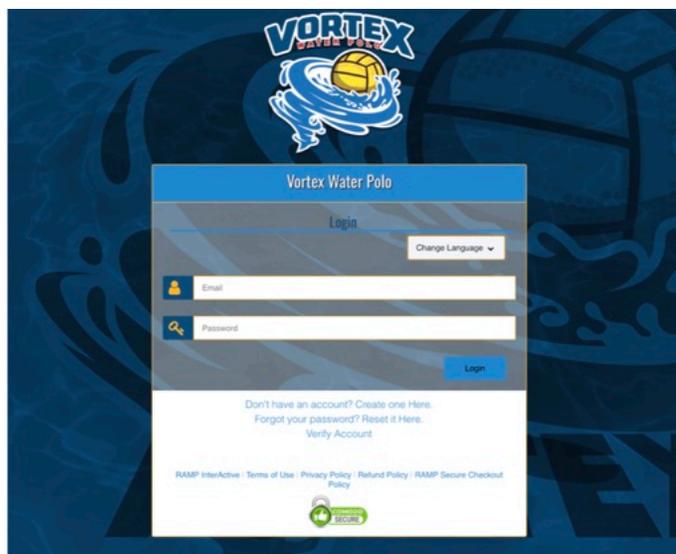
- Incorrect card number, expiry date, or CVV entered
- Insufficient funds
- Card has expired
- Card has been cancelled or replaced
- Bank declined the transaction for security reasons
- Daily transaction limit exceeded

If your payment fails, your registration may remain incomplete until payment is successfully processed.

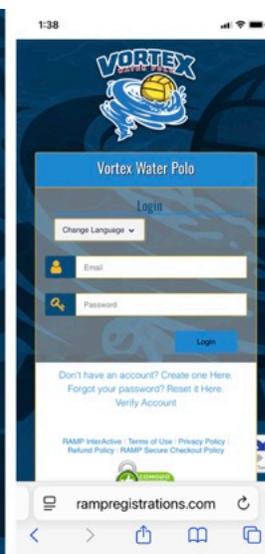
## How to Log In to RAMP and Fix the Payment

### Step 1: Log In to Your [RAMP Account](#)

1. **Login Here:** <http://VortexWaterPolo.rampregistrations.com>



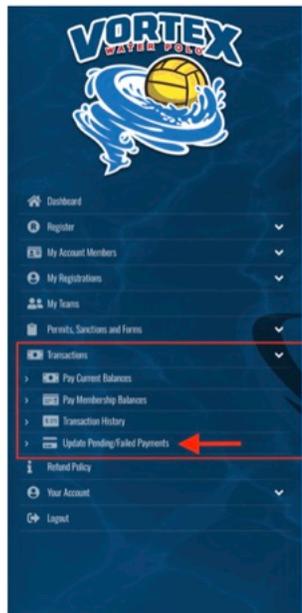
Computer



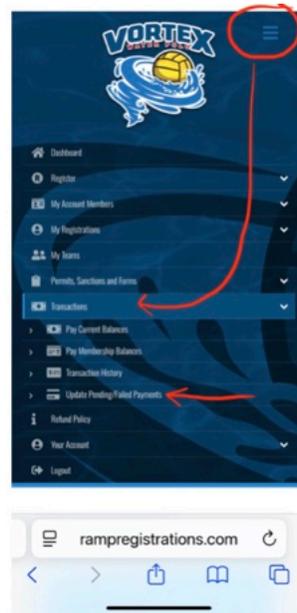
Phone

## Step 2: Update your Credit Card on File and/or Make a Payment

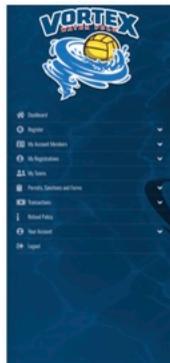
### 1. Select Transactions >>> Update Pending/Failed Payments



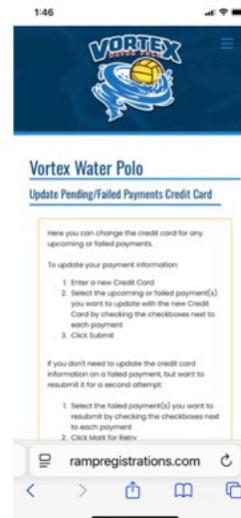
Computer



Phone



Computer



Phone

## If Your Card Still Does Not Work

If payment fails again:

### ✓ Contact Your Bank

Ask if:

- The transaction was blocked
- There is a security hold

- Your daily limit needs to be increased

### ✓ Try Another Credit Card

- You may use a different valid credit card.

### ✓ Contact Vortex Water Polo

If the issue continues, please contact us.

[registrar@vortexwaterpolo.ca](mailto:registrar@vortexwaterpolo.ca) and [td@vortexwaterpolo.ca](mailto:td@vortexwaterpolo.ca)

Include:

- Athlete name and Program Age group
- Screenshot of the error message or other info where you are having problems (if possible)

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