



CWP Pay Button Greyed Out: Post Captcha and Plaid Rollout:

Following the rollout of our Customer Web Portal security patch in March 2022 that added security features such as Captcha and Plaid Bank Account Validation, we have received reports of a greyed-out pay button when attempting to make a payment. This is often accompanied by an error message stating, "Captcha Token was not found in the request."

This issue is caused by the web browser holding on to certain information from the Customer Web Portal called "cache". Caching allows your web browser to quickly load websites you visit frequently. Despite this advantage, caching can lead to issues with the features of a website not working as intended when large changes are implemented on a webpage. Though this occurs infrequently, it is impacting some of our clients' customers after our Customer Web Portal (CWP) security patch.

If you receive reports of this issue from your customers, please provide them with the following instructions for clearing the browser cache.

- For PC:
 1. With the CWP open, press CTRL + F5 and wait for the page to reload.
 - This works for both Google Chrome and Microsoft Edge. Other browsers may require users to enter the settings area and locate the options to clear browsing history and cache.
- For Android Tablets, iPad, iPhone, and Android Phones:
 1. This is a lot more variety in how to clear browsing cache on these devices. Generally, your CWP functions best when accessed from Google Chrome. If using Google Chrome, you can clear your cache by:
 - Tapping the three dots icon on the bottom right of the screen
 - Selecting Privacy from the list
 - Selecting Clear Browser Data
 - Selecting only Cached Images and Files
 - Tapping Clear Browsing Data at the bottom of the screen
 2. Customers may be using Safari on their iPhone or iPad. If the steps below do not resolve the issue for them, please request they download Google Chrome to access your Web Portal.
 - From the home screen, Select Settings > Safari
 - At the bottom of Safari's settings screen, select Clear History and Website Data
(NOTE: This will also delete all saved usernames and passwords)

Please Note: Your Customer Web Portal should operate on any modern browser. Support of Internet Explorer ended with this security rollout. If a customer is using a different browser and their issues are not resolved by clearing their browsing cache, recommend the use of Google Chrome.

If you receive reports from customers that they see a spinning wheel next to or on the pay button, please notify CUSI Tech Support to investigate the issue.