

Payment FAQ's

Please note that due to the EU revised Payment Services Directive 2 (PSD2), all online payments within the EEA are now subject to Strong Customer Authentication (SCA). When paying your fee online, you will be directed to a separate page to verify your payment.

Please ensure that the cardholder bank has your current mobile phone number and that you have entered this number on the billing page before proceeding to payment. When entering the phone number please enter the area code e.g., “353” and remainder of your mobile number e.g., “87XXXXXXX” in the correct box.

Please also ensure that you are entering the correct cardholder's name, address and Eircode associated with your bank account, depending on the details you are requested to input.

If you have checked the above information is correct, and you are still experiencing payment issues, please follow the below steps:

- Login on a laptop or computer
- Ensure there are no barriers/blocks set up if you are using a work computer or connected via your work Wi-Fi.
- Log out of applications on all your devices and close all windows.
- Clear all cookies and caches.
- Ensure you only use one device when logging into your Doctor's Portal.
- Please ensure you are not using incognito mode or private browsing when accessing the doctor portal.

The most common payment errors experienced by users are explained below.

1. Payment Failed – Your payment attempt has failed. Transaction blocked by merchants 3D Secure 2 configuration – authentication failed.

The cardholder has not entered their details correctly. A 3D secure authentication error could be due to everything from a mistyped card number to an incorrect expiration date. If the error continues, the cardholder will need to contact their credit card issuer for assistance.

2. Payment Failed – Invalid ORDER_ID field. Not enough characters

This error message is coming from Realex payments. Please ensure you are entering the required details as the error message is advising there is not enough characters, which means there is some information missing.

3. Payment Failed – Your payment attempt has failed. Declined

Please contact your bank to verify the payment. Please ensure you are not using incognito mode or private browsing while attempting to make payment as this does not allow cookies.

4. Payment Failed – Invalid TX'

Invalid transaction code and the issuing bank does not accept the transaction. Please contact your bank. Please also ensure you are not using incognito mode or private browsing while attempting to make payment as this does not allow cookies.

5. Payment Failed – TX Not Permitted

Indicates a rejection on the side of the credit card provider for unspecified reasons. It does not necessarily mean that there is an issue with the card, but it does indicate that the bank will not approve this transaction. You will need to contact your bank for more information.

6. Payment Failed - EX APPROVAL AMT

Please contact your bank. Please ensure you are not using incognito mode or private browsing while attempting to make payment as this does not allow cookies.

7. Payment Failed – NEG ONLINE DATA

Please contact your bank. Please ensure you are not using incognito mode or private browsing while attempting to make payment as this does not allow cookies.

8. Payment Failed – Suspected Fraud

Please contact your bank. Please ensure you are not using incognito mode or private browsing while attempting to make payment as this does not allow cookies.

9. Error 501: This transaction (MCI-OID-XXXXXX-XXXXXX) has already been processed.

Please send a screenshot of the error message by email to support@mcirl.ie