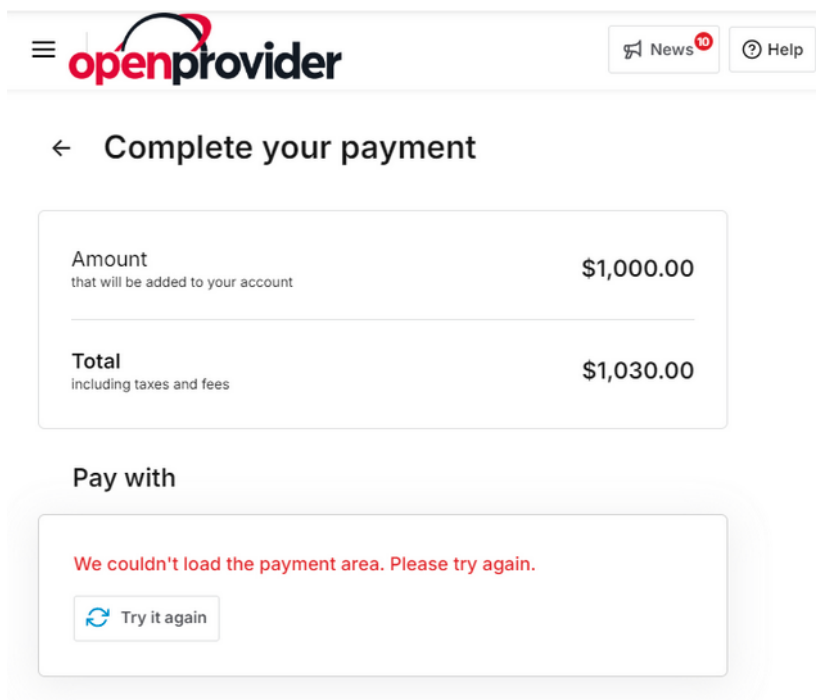


What to do if you receive the error “We couldn’t load the payment area. Please try again.”

If you encounter the error “**We couldn’t load the payment area. Please try again.**” when trying to make a new payment, there are a few steps we recommend to try before contacting support.



The screenshot shows the OpenProvider website header with a menu icon, the logo, and links for News and Help. Below the header is a navigation bar with a back arrow and the text "Complete your payment". The main content area displays a payment summary table and a "Pay with" section. The table shows an amount of \$1,000.00 and a total of \$1,030.00. The "Pay with" section contains a red error message: "We couldn't load the payment area. Please try again." and a "Try it again" button with a refresh icon.

Amount that will be added to your account	\$1,000.00
Total including taxes and fees	\$1,030.00

Pay with

We couldn't load the payment area. Please try again.

[Try it again](#)

- VAT number

- In case your account is within the EU and your VAT number is invalid, the module will not be loading. You can check if your VAT number is valid [here](#).

- Bank transfer (wire transfer)

- This only works in case your address is within the EU and you have an account set up in EURO.

- iDeal transfers

- This only works in case your address is within the Netherlands or Belgium.

- Creditcard payments

- Check if your card is supporting [3D Secure payments](#). In case your card (card issuer) does not support 3D Secure payments, the card can not be used.
- Check if your browser is not preventing or blocking any pop-ups
- Check if the card has been used before to make successful payments or needs to be activated first
- In case this does not resolve the problem, please provide a screen record or screen shots with browser **console logs** enabled to our support department for further investigation. Your console logs may provide additional info about what is causing your issue.

Console logs in Chrome

- In your Google Chrome window, click the **three dots icon** in the top right corner.
- In the dropdown menu, select **More Tools**.
- In the next dropdown menu, select **Developer Tools**.
- In the sidebar that opens, Support may request logs from the *Network* or *Console* tab at the top.
- Copy the Console/Network logs to your clipboard or take screenshots of the logs to share with Support.

Console logs in Firefox

- In your Mozilla Firefox window, click the **three horizontal lines icon** in the top right corner.
- In the dropdown menu, select **More Tools**.
- In the next dropdown menu, select **Browser Console** or **Web Developer Tools >>** *Network* or *Console* tab.
- A popup window will appear with your logs (for **Browser Console**).
- Copy the console logs to your clipboard or take screenshots of the logs to share with Support.

Console logs in Safari

- Open a Safari window.
- In the top menu of your Mac computer, select **Safari**.
- In the dropdown window, select **Settings**.
- In the pop-up window, select **Advanced** from the pop-up windows top menu.
- Select *Show Develop menu in menubar* to enable the checkbox.
- Close the pop-up window.
- In the top menu of your Mac computer, select **Develop**.
- In the dropdown menu, select **Show Web Inspector**.
- Copy the console logs to your clipboard or take screenshots of the logs to share with Support.

Console logs in Microsoft Edge

- In your Microsoft Edge window, click the **three dots icon** in the top right corner.
- In the dropdown menu, select **More Tools**.
- In the next dropdown menu, select **Developer Tools**.
- Copy the console logs to your clipboard or take screenshots of the logs to share with Support.

Revision #2

Created 2026-08-07 14:59:39 UTC by Sarath

Updated 2026-08-07 16:05:51 UTC by Sarath