Virtual Enrollment Contract Troubleshooting Tips

• Close all extra browser tabs before starting the Virtual Enrollment Contract (VEC) process; only have the VEC window open

• Complete the process in a single transaction; there is a 10-minute time limit to complete the payment process

• Have your credit card information ready before moving to the next page (Visa, MasterCard, and Discover are accepted)

• Try using a “Private” or “Incognito” browser. This is a more secure browser setting for financial transactions (see example below).

  Click on your browser icon. If using Chrome, select “New incognito window”, or if using Internet Explorer select “Start InPrivate Browsing”.

• If you are timed out, wait an hour for your account to reset then try again. If you are still not able to complete the transaction, please call University Admissions at 410-704-2113 during regular business hours, Monday – Friday, 8:00 a.m. – 5:00 p.m.