

# Why do I get an error message: 'Payment totals could not be successfully assessed'?

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## HOW-TO:

The error occurs when no payment gateway has been selected in the event set up (even though 'pay online' has been enabled for an interactive site). See the how-to text below, and the related FAQ at the link:

[Why is Pay Online 'grayed out' \(not available as an option\) in payment page setup?](#)

## Setup Panel

1. Select *Event*, then *Preferences*
2. Choose *External Connections tab*
3. Select E-Commerce Account
4. Enter E-Commerce Reference
5. Save

The E-Commerce Reference is the code (your chosen letters/numbers) you're using to identify transactions relating to this event, for example in your payment gateway and on bank statement.

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