

**University of Mumbai**  
**Institute of Distance & Open Learning**

**Helpline to solve queries related to online payment (2021-22)**

Students filling online admission & examination from the portal of IDOL are hereby inform that, while filling the online forms if any query occurs only in Payment Process such as

- A) Double payment,
- B) Payment failed but amount debited from students account
- C) Session time out after the payment procedure and payment is not recorded
- D) After entering the card details it is shown as card details not found Etc.

Student can connect with Airpay at below given details.

1) Helpline Numbers & email ID

(i) Customer Care-

**Email ID: [customerservice@airpay.co.in](mailto:customerservice@airpay.co.in)**

**Contact number only for payment related  
issue: 02268870500 (9:00 AM to 9:00 PM)**

(ii) [shivani.shah@airpay.co.in](mailto:shivani.shah@airpay.co.in)

(iii) [asha.nair@airpay.co.in](mailto:asha.nair@airpay.co.in)

**Instructions to follow by the students during payment process**

1) Do not refresh or exit the payment page till transaction is completed. If payment page is loading and transaction is in process, students are requested to wait as mentioned over the screen for 45 minutes (please add screenshot of the message asking students to wait for 45 minutes).

2) In case if transaction fails or if student receives any error, they may re-attempt the transaction after the specified 45minutes duration.

3) Please ensure that you download the hall ticket/receipt after successful payment.

Date: 26<sup>th</sup> August, 2021

Director