

Contacting PaymentWorks Support

If you need to contact the PaymentWorks Support Team, please access the PaymentWorks site at <https://www.paymentworks.com/accounts/login/> and login using your credentials.

****Note:** The support team does *not* offer phone support.

1. From the Home page, click on the initials on the top right, then select “**Help**”.
2. The Knowledge Base page will populate. On the upper right corner, click on “**Contact Support**”.

The screenshot displays the PaymentWorks user interface. At the top right, a user profile with initials 'JL' is shown. A dropdown menu is open, with the 'Help' option highlighted by a yellow background and a circled '1'. Below this, the 'Contact' option is visible. The main content area shows a 'Home' page with a 'Customers' section. A table lists customer information, including 'The University of Texas at El Paso' with a 'Connected' status. At the bottom, a search bar is present. A red box highlights the 'Contact Support' link in the top right corner of the Knowledge Base page, with a circled '2' next to it.

Customer	Registration Submission Date ↓	Status
The University of Texas at El Paso	10/27/2023	Connected

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3. Complete the form. Please note all fields with **asterisks*** must be filled out.
4. When finished, click on “**Submit**”. You will receive an email from PaymentWorks confirming your request was received.

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Contact Customer Support

Tell us how we can help

First Name*

Please complete this required field.

Last Name*

Please complete this required field.

Email*

Please complete this required field.

Copy (CC) Optional

One additional email address on this ticket to paymentworks support

User Type*

Please Select

Payer Name *

If you are a payer, enter the name of your organization, if you are a payee/vendor, enter the name of the payer with whom you are trying to connect

Subject *

Short description of your inquiry

Description *

With as much detail as possible, please indicate your question, errors, steps taken, etc.

File Upload

You can upload 1 document as an artifact to aid the ticket resolution- additional documents may be requested by support team after investigation

Choose File No file chosen

protected by reCAPTCHA

Privacy - Terms

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SUBMIT