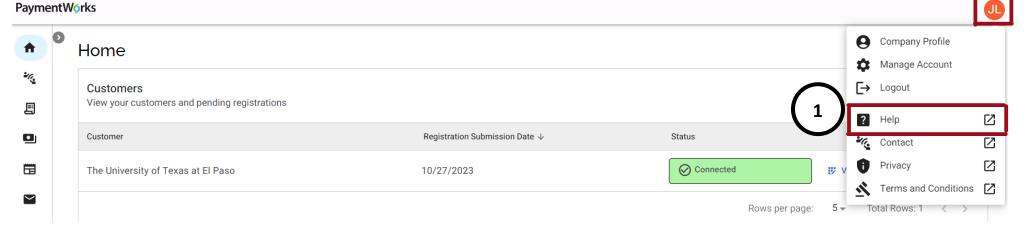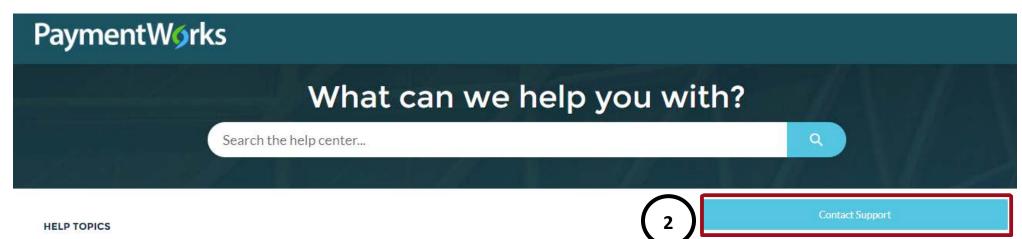# Contacting the PaymentWorks Support Team

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 currently offer phone support.**

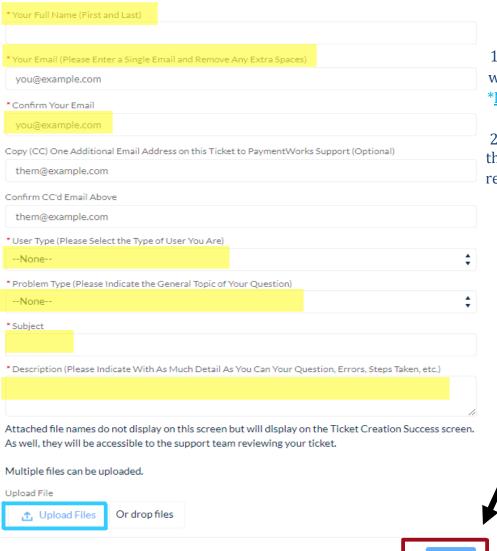1. From the Home page, click on the initials on the top right, then select "**Help**".

2. The PaymentWorks community page will populate then click on "**Contact Support**".

Continued – Contacting the PaymentWorks Support Team

1. Fill out the form. Please be advised that any fields with **red asterisks***, must be filled out.
   ***Note**: You may upload files or screenshots if needed.

2. When finished, click on "**Next**" to submit. You will then receive an email from PaymentWorks that they received your request and will respond to you.