

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”.

The screenshot shows the PaymentWorks Home page. The user menu is open, showing options: Company Profile, Manage Account, Logout, Help (circled in red), Contact, Privacy, and Terms and Conditions. A red box highlights the 'Help' option. A black arrow points to the user initials 'JL' in the top right corner. A circled '1' is placed over the 'Help' option.

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

The screenshot shows the PaymentWorks Help Center page. The main heading is "What can we help you with?". Below it is a search bar with the placeholder text "Search the help center...". At the bottom, there is a "Contact Support" button, which is circled in red. A circled '2' is placed over the button.

Continued – Contacting the PaymentWorks Support Team

Contact Customer Support
Tell Us How We Can Help

* Your Full Name (First and Last)

* Your Email (Please Enter a Single Email and Remove Any Extra Spaces)

you@example.com

* Confirm Your Email

you@example.com

Copy (CC) One Additional Email Address on this Ticket to PaymentWorks Support (Optional)

them@example.com

Confirm CC'd Email Above

them@example.com

* User Type (Please Select the Type of User You Are)

--None--

* Problem Type (Please Indicate the General Topic of Your Question)

--None--

* Subject

* Description (Please Indicate With As Much Detail As You Can Your Question, Errors, Steps Taken, etc.)

Attached file names do not display on this screen but will display on the Ticket Creation Success screen. As well, they will be accessible to the support team reviewing your ticket.

Multiple files can be uploaded.

Upload File

Or drop files

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.