BGSU Support Ticket Steps
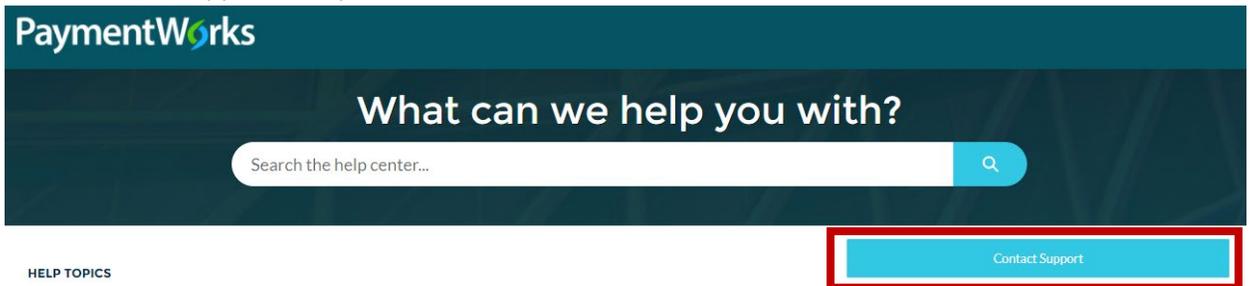
BGSU employees experiencing issues with the PaymentWorks portal can file a support ticket through the online form within PaymentWorks.

1. Log in to the PaymentWorks portal.
2. Select "Help" from the top right corner.

3. Click "Contact Support" to open the online form.

4. Complete the details below to submit a support ticket to PaymentWorks for assistance.
   a. Your full name
   b. Your BGSU email
   c. If you need another user to be added to the ticket, please insert their email address in the "Copy (CC) One Additional Email Address on this Ticket to PaymentWorks Support" field.
   d. Select "Payer" for the "User Type" or "Payer on Behalf of Vendor" if you need to submit a ticket for your vendor.
   e. Select the appropriate option that best fits your issue or inquiry for the "Problem Type".
   f. Provide a title for your "Subject" line.
   g. Detail the issue under the "Description" section.
   h. You may upload or drop files in the "Upload File" section which will be sent to PaymentWorks with your ticket.
   i. Click "Next" to send your ticket to the PaymentWorks team for assistance. You will receive a confirmation email with an assigned ticket number. PaymentWorks will reach directly out to you through email.

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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

[⬆ Upload Files]   Or drop files

[Next]

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