PaymentWorks does not allow multiple accounts to share the same email address. As a result, if you have already been invited to join PaymentWorks by another institution and established a Payee / Vendor account using your UNI@columbia.edu email address, you will receive a Single Sign-On Authentication Failure message when you try to log into your Columbia Payer / Employee account.

This job aid details how to unlock your Columbia Payer / Employee PaymentWorks account if you should encounter the Single Sign-On (SSO) error. The steps include establishing an alias Columbia email address, updating your Payee / Vendor PaymentWorks account, and unlocking your Payer / Employee PaymentWorks Account.

Establishing a Columbia Email Address Alias
You will need to establish an alternative email address for your Payee / Vendor account. We recommend that you establish a personalized email alias for your Columbia email address (firstname.lastname@columbia.edu) if you do not already have one. A Columbia email alias is a “virtual” email address that points to your destination UNI email address mailbox where your email actually resides.

Follow the CUIT Instructions on how to create a personalized email alias.

Updating Your Payee / Vendor PaymentWorks Account Email Address
Update your Payee / Vendor PaymentWorks account using the Columbia Email Address Alias that you created.

Updating Your Personal Information
1. Log into your Payee / Vendor PaymentWorks account at https://www.paymentworks.com/accounts/login/.

2. Click Account from the top right.
3. Click **Personal Information** in the left menu bar.

4. Click **Edit**.

5. Update the **Email** field with your Columbia Email Address Alias.

6. Click **Save**.

**Updating Company Profile (Optional Step)**

1. Click **Company Profile** from the top right

2. Click **Marketing Information** in the left menu bar

3. Click **Edit**.
4. Update the **Primary Account Email** field
5. Click **Save**.

**Unlock Your Payer / Employee Account**

If you have not attempted to login to your **Payer / Employee account with Columbia University**, you should be able to login via SSO at: [https://www.paymentworks.com/login/saml/?idp=columbia](https://www.paymentworks.com/login/saml/?idp=columbia)

If you have already tried to login and received the **Single Sign-On Authentication Failure** message, PaymentWorks has locked your account for security reasons and you will need to contact **PaymentWorks Support** to have your Payer / Employee account (**UNI@columbia.edu**) unlocked.

1. Log into your **Payee / Vendor PaymentWorks account** at [https://www.paymentworks.com/accounts/login/](https://www.paymentworks.com/accounts/login/).

2. Click **Help** and select **Support** from the top right. The PaymentWorks help center website appears.

3. Click **Contact Support**. The PaymentWorks Support Center form appears.
4. Complete the required fields in the Contact Customer Support section including Your Full Name (First and Last), Your Email (UNI@columbia.edu) and Confirm Your Email. Optionally, you can enter an additional email address to Copy (CC), if desired.

5. Select Payer from the User Type dropdown and General Inquiry form the Problem Type dropdown. 
6. Populate the Subject field with “Unlock my Columbia Payer / Employee Account (UNI@columbia.edu)”. Replace UNI@columbia.edu with your information.
7. Populate the Description field with “Please unlock my Columbia Payer / Employee Account (UNI@columbia.edu). I have updated my Payee / Vendor account email address with an Alias Email, (Alias@columbia.edu). Replace UNI@columbia.edu and Alias@columbia.edu with your information.
8. Click Next.

Once PaymentWorks support has unlocked your Payer / Employee Account, you will be able to login via SSO at: https://www.paymentworks.com/login/saml/?idp=columbia

**Getting Help**

If you have questions regarding the PaymentWorks platform please contact PaymentWorks Support. For questions regarding Columbia’s specific vendor management process, please visit our Vendor Management homepage. If you still have questions, you can contact the Columbia University Finance Service Center.