

Columbia University Finance Training

Job Aid: Resolving Your PaymentWorks SSO Authentication Error

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.

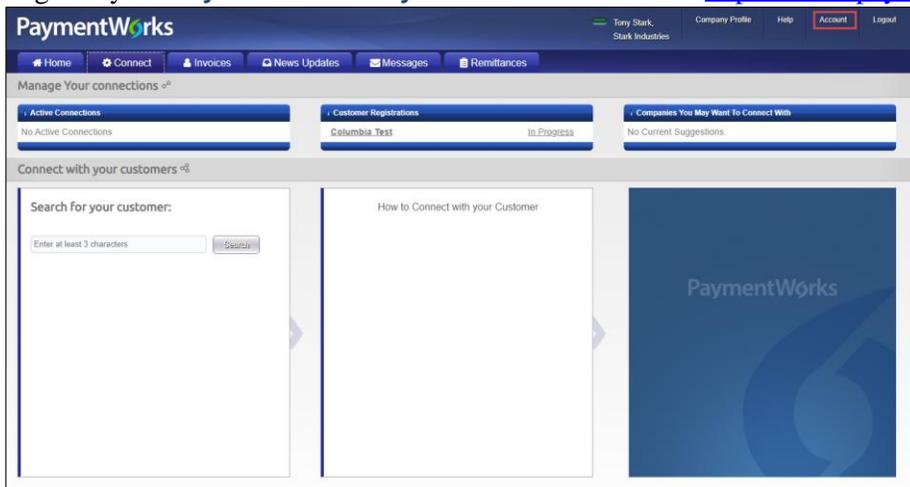
Follow the [CUIT Instructions](#) on how to create a personalized email alias.

Updating Your Payee / Vendor PaymentWorks Account Email Address

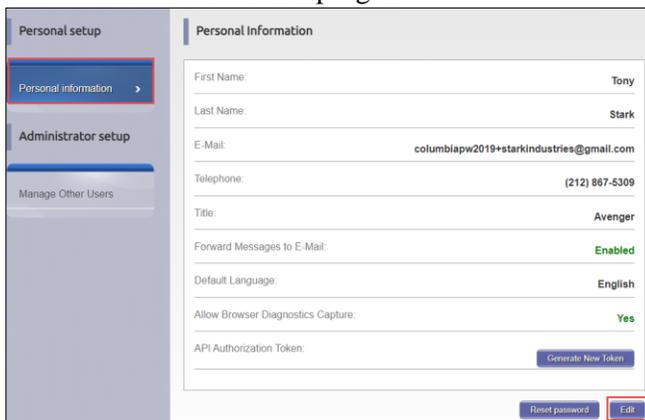
Update your Payee / Vendor PaymentWorks account using the Columbia Email Address Alias that you created.

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**.

The screenshot shows the 'Personal Information' form. The left sidebar has 'Personal information' selected. The form fields are: First Name (Tony), Last Name (Stark), E-Mail (firstname.lastname@columbia.edu), Telephone ((212) 867-5309), Title (Avenger), Forward Messages to e-Mail (checked), Default Language (English), and Allow Browser Diagnostics Capture (checked). The 'Save' button is highlighted with a red box.

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

Updating Company Profile (Optional Step)

The screenshot shows the PaymentWorks dashboard. The top right navigation bar has 'Company Profile' highlighted with a red box. The dashboard includes sections for 'Manage Your connections', 'Connect with your customers', and a search bar.

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

The screenshot shows the 'Company Profile' form. The left sidebar has 'Marketing Information' selected. The form fields are: Company Name (DBA) (Stark Industries), Corporate Address (123 Main St, Franklin, NJ USA 07416-1542), Telephone ((201) 555-1212), Primary Account e-Mail, Website URL, and Business Description. The 'Edit' button is highlighted with a red box.

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

The following public information is visible to all payers in the PaymentWorks network

Company Name (DBA): Stark Industries

Corporate Address:

Country: United States of America

Street: 123 Main St

City: Franklin

State: New Jersey

Zip/Postal: 07416-1542

Telephone: (201) 555-1212

Primary Account e-Mail: **firstname.lastname@columbia.edu**

Website URL:

Business Description:

Cancel Save

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>

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/>.

PaymentWorks

Tony Stark, Stark Industries Company Profile Help Account Logout

Home Connect Invoices News Updates Messages Remittances

Manage Your connections

Active Connections: No Active Connections

Customer Registrations: Columbia Test In Progress

Companies You May Want To Connect With: No Current Suggestions

Connect with your customers

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

PaymentWorks

What can we help you with?

Search the help center...

HELP TOPICS

Contact Support

3. Click **Contact Support**. The PaymentWorks Support Center form appears.

The screenshot shows the 'PaymentWorks Support Center' interface. On the left is the 'Contact Customer Support' form with the following fields: 'Your Full Name (First and Last)', 'Your Email (Please Enter a Single Email and Remove Any Extra Spaces)', 'Confirm Your Email', 'Copy (CC) One Additional Email Address on this Ticket to PaymentWorks Support (Optional)', and 'Confirm CC'd Email Above'. On the right is the 'Trending Articles' section with links for 'Connect Help', 'How to Contact PaymentWorks Support', 'Connecting as a New Vendor', 'Locating Your New Vendor Registration Form', 'Invoice Help', 'Viewing Invoices', and 'How to Update the Remittance and/or Corporate Addresses'.

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.

The screenshot shows the ticket creation form with the following fields: 'User Type (Please Select the Type of User You Are)' with 'Payer' selected; 'Problem Type (Please Indicate the General Topic of Your Question)' with 'General Inquiry' selected; 'Subject' with 'Unlock my Columbia Payer / Employee Account (UNI@columbia.edu)'; and 'Description (Please Indicate With As Much Detail As You Can Your Question, Errors, Steps Taken, etc.)' with the text: 'Please unlock my Columbia Payer / Employee Account (UNI@columbia.edu). I have updated my Payee / Vendor account email address with an Alias (Alias@columbia.edu).'. Below the description is an 'Upload File' section with an 'Upload Files' button and 'Or drop files' text. A red box highlights the 'Next' button at the bottom right.

5. Select **Payer** from the **User Type** dropdown and **General Inquiry** from 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](#).