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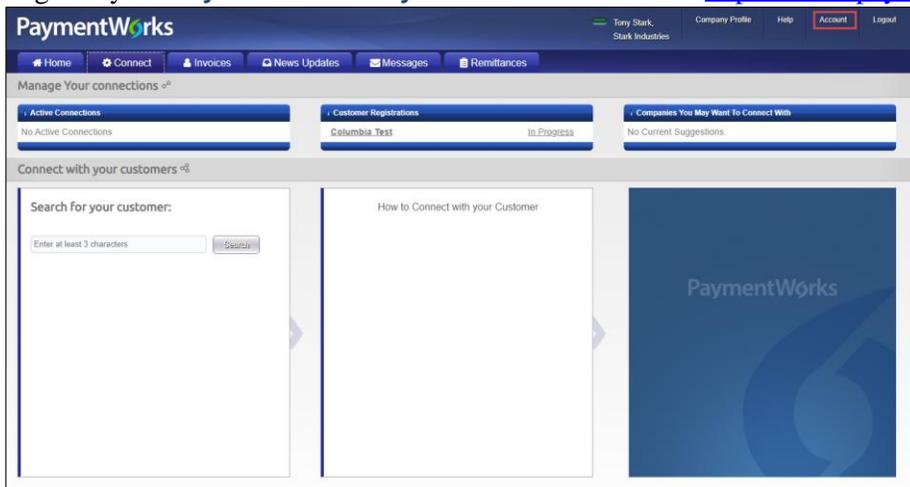
2.. Click **Account** from the top right.
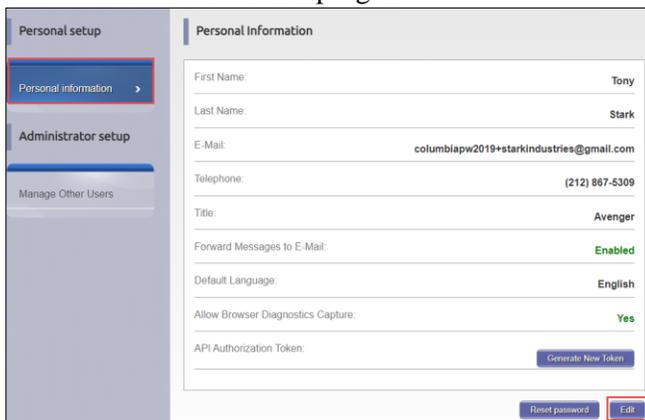
3. Click **Personal Information** in the left menu bar.
4. Click **Edit**.

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

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/.

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](#).