



PaymentWorks and IPRO FAQ for Vendors

Most questions can be answered on the [PaymentWorks Payee Knowledge Base](#). Please review the guides there or refer to the FAQs below.

Q: How do I get added as a vendor?

A: An agency you are doing business with needs to send you a PaymentWorks invitation.

Q: I didn't receive the activation email from PaymentWorks; what do I do?

A: [Activation Email: What It Is and What to Do If You Don't Receive It](#).

Note: SCO cannot send this link.

Q: I'm having issues logging in to my PaymentWorks, what do I do?

A: SCO cannot assist with PaymentWorks login issues. You will need to contact PaymentWorks for assistance. [Troubleshooting Login Issues](#)

Q: How do I update my business address?

A: Vendors should update their address in both PaymentWorks and IPRO.

PaymentWorks: [Update Your Payee Profile](#)

IPRO: Page 23 of the [IPRO Supplier Guide](#)

Q: How do I add or update my remittance address?

A: Vendors need to add or update remittance address in PaymentWorks.

[How to Update or Share Remittance and Corporate Addresses](#)

Q: How do I change my payment preferences?

A: Vendors must complete this process in PaymentWorks. [How to Update Your Payment Method in PaymentWorks](#). Click the following link for more

ACH Direct Deposit information: [PaymentWorks ACH Information](#)



Q: Can anyone else access PaymentWorks from my company?

A: Yes, you may add as many additional contacts as needed. [How to Add Users to Your PaymentWorks Account](#)

Q: Can anyone else access IPRO from my company?

A: Yes, you may add as many additional contacts as needed. See page 24 of the [IPRO Supplier Guide](#).

Q: I already have an IPRO account, why do I need PaymentWorks?

A: All vendors need to register through PaymentWorks, which facilitates secure connections between vendors and the state resulting in a process that greatly reduces fraud. You must register with PaymentWorks to be paid for work you do with the State of Idaho.

Q: Why can't I see my payments or remittance advice in PaymentWorks?

A: Payments are not currently available in PaymentWorks. Payments can be viewed in IPRO.