

How to Use Paymate's Knowledge Base

From the Paymate Team

Online Help Desk

1. Visit wiki.paymatesoftware.com
2. Enter keywords of the issue to the search navigation bar

Enter some text here so we could look up solution(s):

- Note: You will find more articles on the left panel

How to Access the Online Help Desk

- In case existing articles are not helping, you may raise a ticket online
- Go to support.paymatesoftware.com

Logging In:

- Sign up if you haven't registered with our help desk
- Login using your credentials

Login to Paymate Online Help Desk

Username

Password

[Access Help Desk](#)

Keep me logged in

[Forgotten your help desk password?](#)

Have not registered yet?

Sign up for an account to get direct contact to support team to raise a request

[Sign up for help desk](#)

Step 1: How to Submit a Ticket

- Click on the product you are currently using (Acclaim or Clarity).
- Any other issue: Please advise if there is another issue you would like us to solve.



Welcome! You can search existing articles or raise a support request from the options provided below.



Acclaim

Click here to raise an Acclaim related issue and submit a ticket with support team.



Clarity

Click here to raise a Clarity related issue and submit a ticket with support team.




Any other issue

Click here to raise an other issue and submit a ticket with support team.

Step 2: How to Submit a Ticket

- You will have a form to fill with what you need help with.
- Customer ID: 6-digit number starting with a 1. It will let us identify active customers and resolve the issue faster.


Help Center / Paymate online helpdesk

 Clarity


What do you need?

Taxes are too high

What version of the software are you currently using? *(optional)*

5.25 

What is your customer ID? *(optional)*

123456 

Do you like to tell us more on the issue? Description *(optional)*

I can't seem to find the solution. Tax is more than the last pay run.

We've found solutions that could save you time 

 [Tax is calculating too high for this pay run](#)

Tax is calculating **too high** for this pay run. Problem For a particular payroll run, the **Tax** is calculating way **too high**.
Solution This is likely because...

 [Reports Giving Incorrect Amounts](#)

My reports are giving amounts that are **too high** or low
Problem My reports are giving amounts that are **too high** / low. Why? When I produce my employees T4s...

 [How to Tax as Bonus](#)

Tax as Bonus Discussion: What is the "**Tax** as Bonus" flag on the payroll category setup, what does it do and how does it work? When: The "**Tax** as Bonus" flag represents...

Step 3: How to Submit a Ticket with an Image

- You have an option to attach a file or a screenshot to help us solve the problem faster.
- To create a screenshot, you can use the Snipping Tool (part of the Windows accessories).



Step 4: Ticket Submission

- You will receive a reference number for your ticket.

Once the ticket is created:

- Confirmation email is sent to you
- Our support team is notified with your submitted ticket

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Taxes are too high **OPEN**

Comment on this request...

Activity

Tanya Meutemedian · Today 12:22 PM **LATEST**

!clarity.jpg|thumbnail!

Details · Today 12:22 PM

What version of the software are you currently using?
5.25

What is your customer ID?
123456

Reference: CS-1712

People involved

Tanya Meutemedian
Creator

You can

Add a comment
Add attachment

Step 5: Reopening a Ticket


- You can always reopen a new ticket by starting a new case.

Help Center / Paymate online helpdesk
Taxes are too high **CLOSED**

Comment on this request...


Activity

Your request status changed to **Closed** with resolution **Fixed**. Today 12:26 PM **LATEST**

 **Paymate Support** Today 12:25 PM
Hi Tanya Meutemedian,

please call support desk at 905 771 1555


– Paymate Support

 **Tanya Meutemedian** Today 12:22 PM

!clarity.jpg|thumbnail!

Details Today 12:22 PM
What version of the software are you currently using?
5.25
What is your customer ID?
123456

Reference: CS-1712

People involved
 Tanya Meutemedian
Creator

You can
[Add a comment](#)

How to Access the Online Help Desk in Acclaim & Clarity

In the Help menu, you will find: Support Walkthrough

