

## Submitting a Support Case

1. Log in to your manager dashboard at <u>www.gozego.com</u> and select <u>Manager Login</u> in the upper right corner.



2. Select the dashboard login for the product that your case applies to.



3. Use your existing credentials to login. If you do not currently have an account, please contact your Zego powered by PayLease administrator and ask them to request your account be setup. We can only setup new user accounts with permission from your Zego account admin.

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4. Once logged in to your dashboard, click on the Support Center in the top right corner.



5. Fill out your case details and click submit. You will receive a confirmation email with your case number and a support agent will respond to your case in the order it was received

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	HOME IDEAS TR/	CREATE	CONTACT SUPPORT	MANAGE CASES	NEED ANSWERS FAST? Check out these articles	
ill out as many	Tom Napoli	×	Payments	:	Community Articles	Browse through
	* Account		* Case Reason			our help articles for more information
	The Bridgeport Company	×	Accounting Software	:	Why was a Paymeet Returned? 000001194 * Last Molfred v5/2019 ACH/E-Check Return Codes To see a list of all return codes, please see below	
	* Severity		* Case Sub-Reason			
s as possible	Medlum	:	Integration Question	:	A Resident's Payment Was Returned And They Claim To Have Money In Their Account, What Happened? 000001122 1 Just Mediane 4/9/2019	regarding your
n explaining	*Subject				holder's bank has returned the debit along with a return	issues and to lear new ways to use
ssue. These	Why was this payment returned?				A Resident's Payment Was Returned. Will You Try To Process The Payment Again?	
fetails help us •Description		scription			000001121 * Last Modified: 4/9/2019 f a resident's payment is returned, there will_If a resident's payment is returned, there will	our systems.
roubleshoot to figure out the problem quickly.	Thave a resident Mrs. Jane Smith in apartment with 122 whose payment was returned with an R000 code. Can you please tell me why? Thank you in advance for your help!			e. Can you	A Badder Invessel A Bread For The Incorrect Amount, How Boad They Handle It? 00001125 * Lat Modified 479215 Careful as a water mode to the wind paronal. Brid and, Once a paronal has been paid out, only the When The The The They in the Internal And Albund? Click on Contact	
	Send a copy of all notifications to these emails				SupportPayLease provides online payments, resident	
	trussell@gozego.com				TINES A 10 FYTE FORM?	

If this is an emergency and you need immediate assistance, you can also reach us by phone between the hours of 6:00 AM to 5:00 PM PST at 1-866-729-5327 option 2.