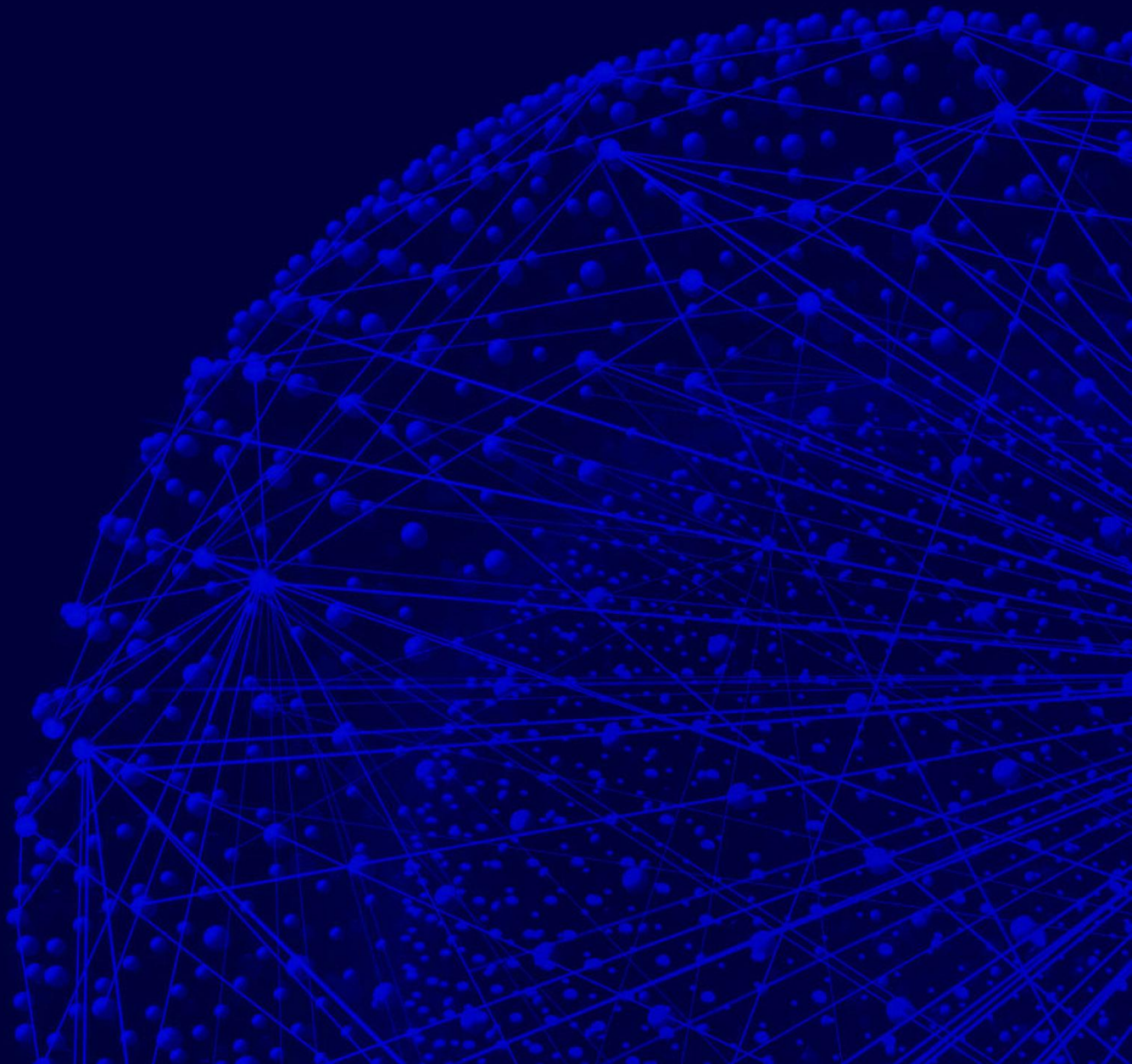




**Informa Customer Portal**  
hosted on Paytopia



# Informa Customer Portal – hosted on Paytopia

## How to access the customer portal to manage your Informa invoices

1



Invoice reminders containing the **Customer Portal link** will be sent from either of the following email addresses:

[collections@ar.informa.com](mailto:collections@ar.informa.com)

[creditcontrol@cc.informa.com](mailto:creditcontrol@cc.informa.com)

**Please whitelist these email addresses to ensure you receive the customer portal link**

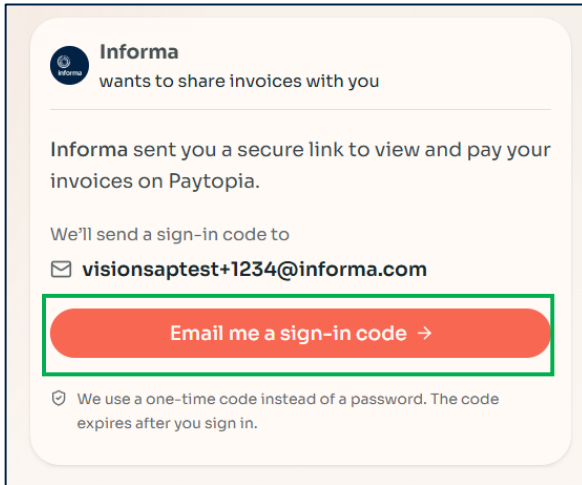
2

Customer Portal

Open the email & click on the portal link to access your Informa account

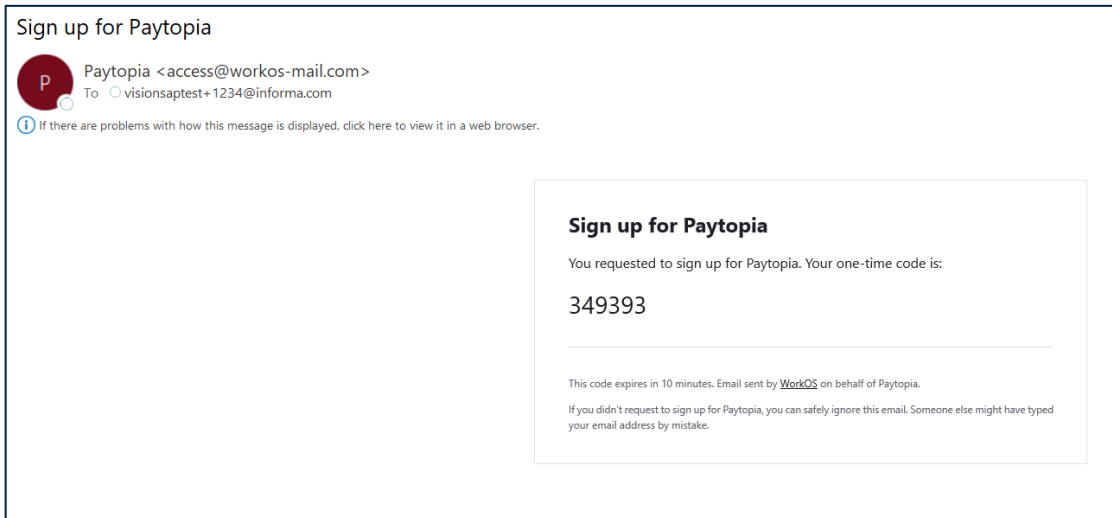


3



Request a one-time access code to access the **Customer Portal hosted on Paytopia**

4

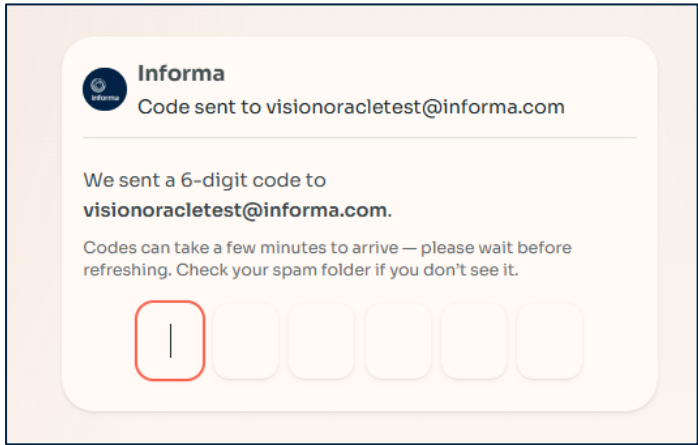


One-time access codes are emailed from Paytopia using the following email address: [access@workOS-mail.com](mailto:access@workOS-mail.com)  
**Please whitelist this email address to ensure you receive the code**

The code will expire in 10 minutes

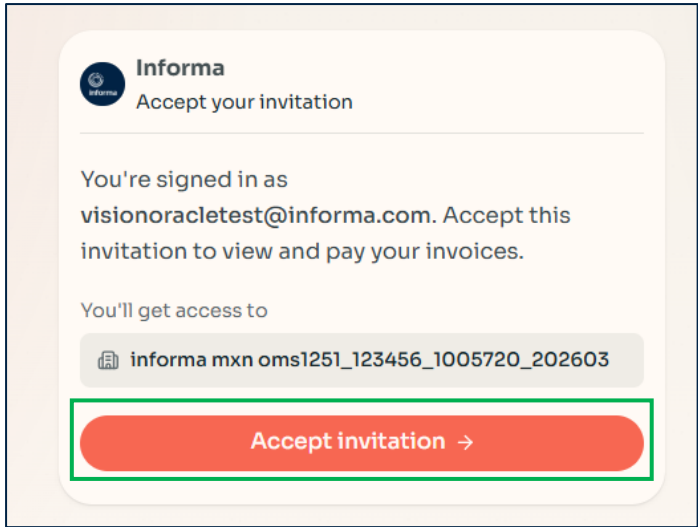


5



Enter the one-time access code

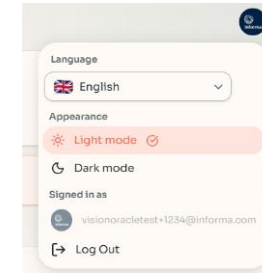
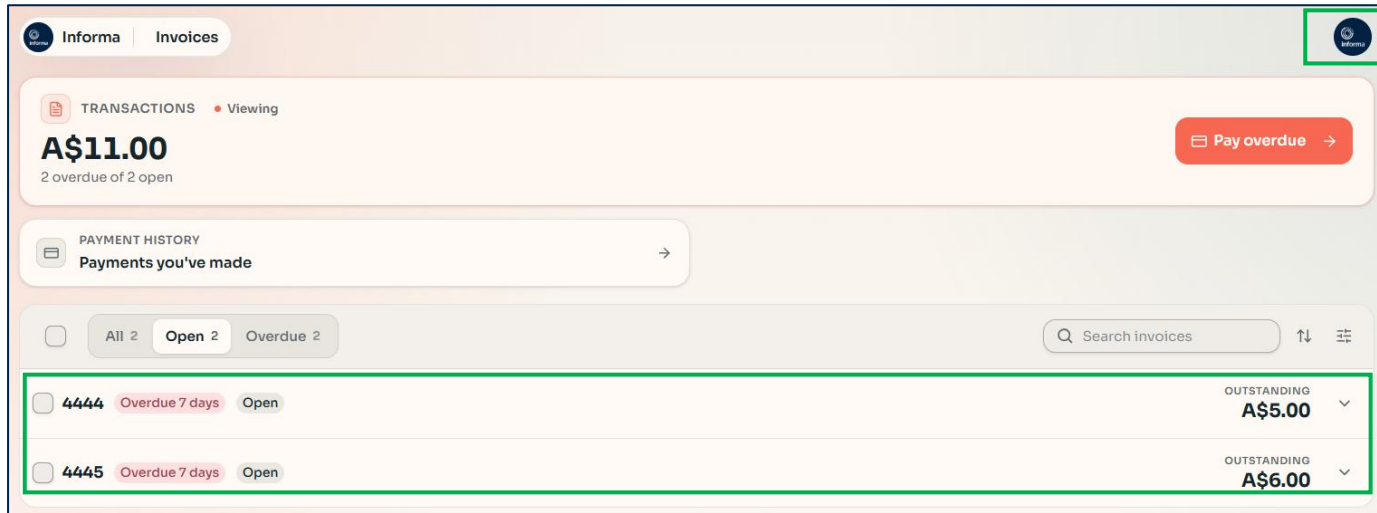
6



Accept the invitation



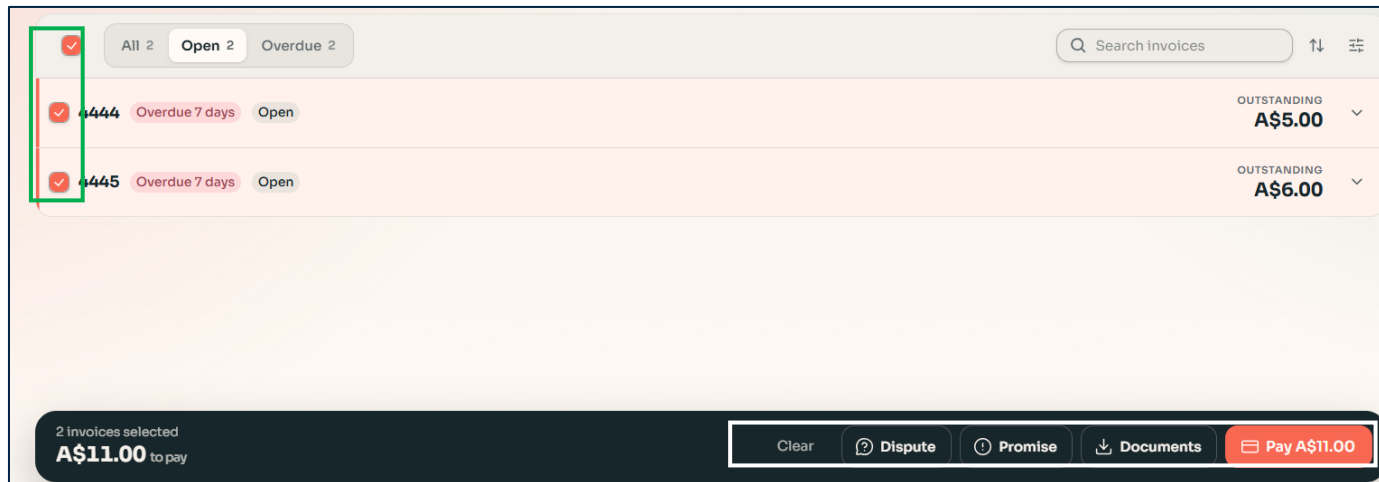
7



Click on the Informa logo to choose your preferred language and appearance theme

On entering the portal, you can view the outstanding invoices on your account

8

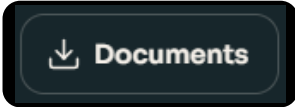


Select one or more invoices to access the option buttons at the bottom of the screen



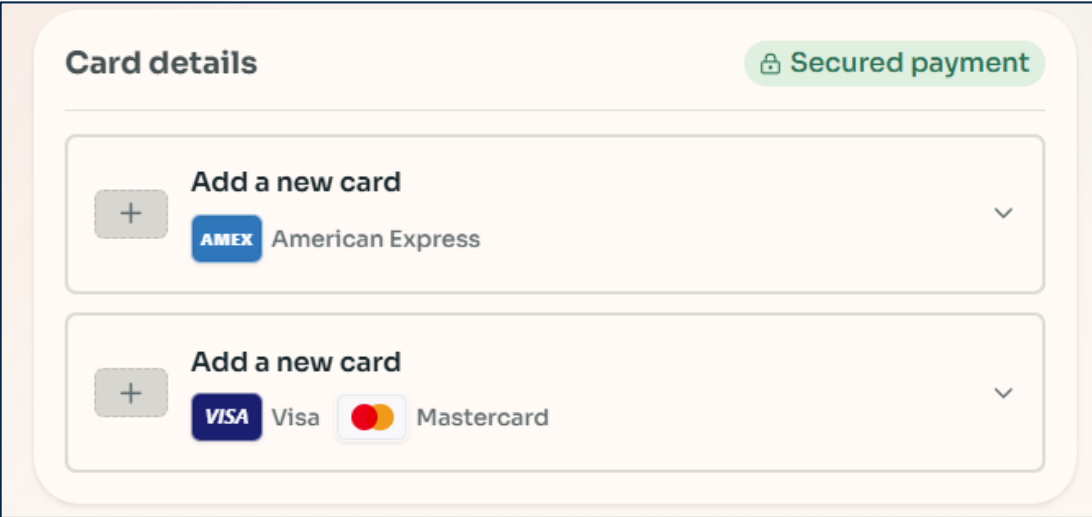
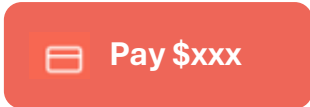
# Options available to manage your Informa invoices in the Customer Portal

1



Select this option to download copy invoice/s.  
If the document is not available, please contact the credit control team  
(details will be on the original email)

2



To pay your invoices by credit card,  
select the card type



3



Dispute Status \*

Customer Query

Dispute Sub Status \*

Customer Query

Dispute Reason \*

Please provide a detailed reason for this dispute...

Cancel

Submit Dispute

Please tell us of any reason preventing payment of the invoice/s

Then click Submit Dispute

4



Promise Status \*

Customer Payment Promise

Promise Sub Status \*

Customer Payment Promise

Promise Payment Date \*

mm / dd / yyyy

Promise Reason \*

Please provide details about when and how you will make this payment...

0 / 5000 characters

Cancel

Submit Promise

Please tell us the date of your intended payment

...and details of your payment method

Then click Submit Promise



# IMPORTANT: Prevention of fraudulent activity

Informa is constantly working to improve security and reduce the risk to our customers of any fraudulent activity and would like to take this opportunity to remind you of the following:

- Funds should only be remitted to the bank account details quoted on Informa invoices.
- If the bank account details quoted on our invoice/s differ to the details held on your system, please contact your Informa contact person by telephone using a trusted number on your files or via our switchboard in order to verify the correct details.
- Informa will never contact customers directly to request for funds to be remitted to any bank account other than that printed on the invoice/s.





**Thank you for using the  
Informa Customer Portal**

