

Pay.gov Users,

In an effort to provide a more predictable schedule of availability and allow adequate opportunity to perform system maintenance and incorporate system enhancements, a recurring weekly block of time has been dedicated for these activities. Each week on Sunday morning from 2 AM to 6 AM Eastern Time, any system maintenance needs, hardware upgrades, or application fixes & enhancements that need to be implemented will utilize this block of time. Emergency maintenance will continue to be performed as needed and scheduled downtime may exceed the 6 AM standard deadline. All agencies and users will continue to receive notification for all scheduled periods of downtime including those conducted during this time. This change in policy is only intended to allow the users of the Pay.gov application to plan their operations under more predictable conditions. If you have any questions or would like more clarification, please email the Customer Service help desk at pay.gov@clev.frb.org with your questions or concerns.

eGov Customer Service

E-mail: pay.gov@clev.frb.org

Phone: 800-624-1373 / 216-579-2112

DSN: 510-4-2-86824 option 6 option 4

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