Logging On

Log on Requirements

To log on to PaymentNet, you must have the following information:
• Organization ID
• User ID
• Password
If you do not know this information, contact your program administrator for assistance.

Note: You will be prompted, and are required, to change your password every 90 days.

Logging on for the First Time

The very first time you log on to PaymentNet, you must change the temporary password provided by your program administrator and establish your authentication questions. Your temporary password expires after 30 days. If your password has expired, contact your program administrator to have it reset before following the steps in this section.

Note: You must change your password during your initial logging on session. If you do not, your account will be disabled. If your account is disabled, contact your program administrator to reset your password.

1. Using your Internet browser, go to the following address:
www.paymentnet.jpmorgan.com

2. Enter the following on the Log On screen: Organization ID, User ID, Password.

Note: Your temporary password may only be used once and is case sensitive.

3. Select the Remember my Organization ID checkbox. PaymentNet saves your organization ID so you do not have to enter it each time you log on.

Note: J.P. Morgan discourages selecting the Remember my Organization ID option if you are accessing PaymentNet from a public computer.

4. Click Log On. PaymentNet registers your computer to your user ID.

5. Enter the following on the Password Setup: Change Password screen:
• Organization ID
• User ID
• New Password: Enter a new password. Passwords are case sensitive and must conform to the password constraints that display on the screen above these fields.
• Re-enter Password

6. Click Next. PaymentNet displays the Password Setup: Complete screen.

7. Click Next.

8. Complete all five questions on the Select Authentication Questions screen. The PaymentNet screen indicates that only three are required, but J.P. Morgan recommends that you complete all five questions. If you forget your password, these questions will allow you to request a temporary one.

Note: Your authentication question responses are case sensitive. As a best practice, J.P. Morgan recommends entering your authentication question responses using all lower-case letters.

9. Click Submit. PaymentNet displays the Welcome screen.

Forgot your Password?

If you cannot remember your password, and have never logged on to PaymentNet, contact your program administrator to have your password reset and then follow the instructions in the “Logging on for the First Time” section below.

If you know your organization and user ID, and have logged on to PaymentNet before, you can request a temporary password by answering your authentication questions. After logging on with your temporary password, you must establish a new password.

1. Click the Forgot your password? link on the Log On screen.
2. Enter the following on the Logon Information screen:
   • Organization ID:
   • User ID:
3. Click Submit. The Select Authentication Questions screen displays.
4. Confirm that the e-mail address listed below your authentication questions is correct. If your e-mail address is incorrect, contact your program administrator before proceeding.
5. Select two different authentication questions you previously answered and enter the answers to the questions in the corresponding fields.

Note: Answers are case sensitive.

6. Click Submit. PaymentNet sends a temporary password to the e-mail address in your PaymentNet profile. If you do not receive the e-mail, contact your program administrator for assistance.

Note: Your temporary password may only be used once and expires after five days. You will be required to change it after logging on to PaymentNet.

If you try to access PaymentNet from an unregistered computer with your regular password, PaymentNet will guide you through the registration process.

1. Enter the following on the Log On screen: Organization ID, User ID, Password.
2. Click Log On. PaymentNet displays the Register Machine screen.
3. Select the I have an e-mail address on file with J.P. Morgan option. If you do not have an e-mail address on file with J.P. Morgan, select the second option and contact your program administrator to have your password reset.
4. Click Next. J.P. Morgan sends the activation code to the e-mail address in your PaymentNet profile. If you do not receive the e-mail, contact your program administrator for assistance.
5. On the Register Machine screen, complete the Activation Code and Password fields.

6. Click Next. PaymentNet registers your computer to your user ID and displays the Welcome screen.

Note: If you are accessing PaymentNet from a public computer, J.P. Morgan recommends clearing the Retain registration on this workstation after logging out checkbox. Clearing this checkbox helps to protect your log on information by requiring you to reregister this computer the next time you log on.

Logging on Tips

1. Your temporary password is deactivated after three failed log on attempts. If your temporary password is deactivated, follow the instructions in the “Forgot your Password?” section to request a new temporary password.
2. You can log on to PaymentNet from any computer. However, each computer you use must be registered to your user ID. You can register your user ID to an unlimited number of computers. The computer from which you are logging on is registered if:
   • You have used the same Internet browser on this computer to successfully log on to PaymentNet
   • You did not clear the option to have PaymentNet retain registration on this computer
   • The cookies, cache, or temporary files have not been cleared since you last logged on.