Welcome to PaymentNet Logging In

The purpose of this quick reference card is to provide information about logging in to PaymentNet®. Because PaymentNet registers your computer for increased security, the logging in process may change depending on whether you log in from a known computer, a new computer, or when you are logging in for the first time.

You can quickly identify the method of logging in that matches your situation by looking in the Quick Topics section to the right. For more information about the log in screen, see the information below.

The PaymentNet Log In screen is shown above.

A. Log In Section
This section includes the log in fields, help if you have forgotten your password, and general help with logging in.

B. Attention Section
This section contains important PaymentNet messages from J.P. Morgan.

C. Log In Fields
The Organization ID, User ID, and Password fields are required to log in to PaymentNet. Passwords are case sensitive.

D. Remember Organization ID
You can select the “Remember my Organization ID” checkbox if you want your Internet browser to store and populate your Organization ID each time you open the Log In screen.

E. Forgot Your Password
If you forget your password, you can click this link and answer the security questions needed to reset your password. See “Forgot Your Password” in this card for more information.

F. Bookmark
This link allows you to bookmark PaymentNet. A bookmark is used to reach the website address in your Internet browser without having to manually re-enter the address each time you want to log in to PaymentNet.
Logging In Requirements

To log in to PaymentNet, you must have the following information:

- **Organization ID and User ID**
  If you are unsure of your Organization ID, please go to “Access PaymentNet” on the Purchasing Card website or click here.

- **Password**
  If you do not remember your password, see “Forgot Your Password” below.

**Note:** By default, you are required to change your password every 90 days. The system prompts you to change your password when it expires and you cannot log in until the password is changed. For more details, please go to “Passwords” on the Purchasing Card website or click here.

Logging In for the First Time

The first time you log in, you must change your temporary password and establish your authentication questions. If you do not, your account will be disabled. If you forget your password, you must answer your authentication questions and request a temporary password.

1. Using your Internet browser, go to the following address:  
   [https://www.paymentnet.jpmorgan.com](https://www.paymentnet.jpmorgan.com)

2. Complete the following fields on the Log In screen:
   - **Organization ID:** Enter your Organization ID.
   - **User ID:** Enter your assigned User ID as received in the transition email.
   - **Password:** Enter your case-sensitive, temporary password as received in the transition email.

3. You may select the Remember my Organization ID checkbox. PaymentNet saves your Organization ID so you do not have to enter it each time you log in.

4. Click Log In.

5. Complete the following fields on the Create Password screen. If you do not complete this step, your account is disabled.
   - **New Password:** Enter a new password following the requirements on the screen.
   - **Confirm New Password:** Re-enter your new password.

6. Click Next.

7. Enter your email address. Click Next.

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

9. Click Save and Next.

10. Computer Registration. Click Next.

11. Click Get Started.

Browser Requirements

**Windows**
- Internet Explorer 9, 10 and 11
- Mozilla Firefox 38 and above
- Google Chrome 52 and above

**Mac**
- Mozilla Firefox 38 and above
- Google Chrome 52 and above

Depending on a user’s browser configurations, PaymentNet may require a user to adjust the compatibility settings within Internet Explorer. The compatibility button is shown in the address bar.

To enable the compatibility view, click on the compatibility view button to change the button from an outline to a solid color. The website will then be in compatibility view.
For security purposes, you must register your User ID on each computer you use to access PaymentNet. If you try to access PaymentNet from an unregistered computer, the site guides you through the registration process. Please note that during your first log in, your computer will be automatically registered.

The computer from which you are logging in is unregistered if it meets one of three different scenarios:

- First, you have never used the computer, or are using a different internet browser or computer/device to log in.
- Second, the cookies, cache, or temporary files have been cleared since you last logged in.
- Third, you have cleared the option to have PaymentNet retain registration on your computer.

1. Using your Internet browser, go to the following address: https://www.paymentnet.jpmorgan.com
2. Complete the following fields on the Log In screen:
   - **Organization ID:** Enter your Organization ID
   - **User ID:** Enter your assigned User ID
   - **Password:** Enter your case-sensitive password
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 in.
4. Click **Log In**.
5. Select the following option:
   - **Send the Activation Code to my email on file with J.P. Morgan**
6. Click **Next**. J.P. Morgan sends the activation code via email. If you do not receive the email, contact your program administrator for assistance. The activation code expires after five days. However, if you request additional activation codes, only the most recently received code is valid.
7. On the Enter Activation Code screen, complete the following fields:
   - **Activation Code:** Enter the activation code provided by J.P. Morgan in the email that you received.
   - **Password:** Enter your site password.
8. Click **Next**.

If you need further assistance logging in, please contact your program administrator or contact J.P. Morgan Customer Service by calling the phone number on the back of your J.P. Morgan card 1-800-270-7760.