First Time Login Help

When you are set up as a user in PaymentNet, JPMorgan sends two separate emails that contain the information and the links to log in for the first time. The first one will contain your login ID and Organization ID:

The second email will contain your temporary password:

The first time you log in, you will enter the User ID and temporary password that were sent to you or provided by your program administrator. Your initial temporary password is only valid for a limited time; by default, it expires after 90 days. Contact your program administrator if your initial temporary password has expired and you need to have it reset.

Once you enter your login credentials, you are directed through a quick process to create a new password and register your computer.

**Note:** When you log in, you may be prompted to enter your Organization ID, which is also included in the email. If you don’t want to enter it each time you log in, select **Remember my Organization ID**. You should not select this option if you log in to your account from a public computer.
To log in for the first time:

1. In the **User ID** field, enter the User ID assigned by your program administrator. This should match your UA Single Sign On ID.

2. In the **Password** field, enter your case-sensitive temporary password. This password may only be used once. You will create a new password on the next screen.

3. Click **Log In**. The First Time Log In — Create Password screen displays.

Create Password

Now that you have entered your login information, you will create a new password to replace your temporary password.

Passwords are case-sensitive and must meet certain security requirements as displayed on the screen. When you enter a new password, a green check mark displays as each requirement is met.

**Note:** If you click the **Return to Log In Page** link, the Log In screen displays and your temporary password is no longer valid.

To create a new password:

1. In the **New Password** field, enter a new password. If you want to view the password characters as you enter them, select **Show Password**.

2. In the **Confirm Password** field, re-enter your new password.

3. Click **Next**. Your new password is saved and the First Time Log In Setup — Confirm Email Address screen displays.
Confirm Email Address

Once you have created your password, you must confirm your email address. This helps to verify your identity and ensures that email messages regarding your account are directed to the correct address.

To confirm your email address:

1. Verify that the address in the Email Address field is correct. If the email address is not correct, please update it now.
2. Enter the same address in the Confirm Email Address field.
Set Security Questions

Now that you have confirmed your email address, you will answer the security questions. Responses to at least three questions are required, but it is recommended that you answer all five questions that display. Security questions may be used to verify that you have the proper identity to access your account.

**Note:** Once you log in to PaymentNet, you can change your responses by editing your profile.

To answer security questions:

1. Enter your responses to the questions. You can enter up to 30 characters, including spaces, for each response, but the first character cannot be a space. Your responses are not case-sensitive.
2. Click **Save**. The security questions and your responses are shown. If you need to edit your responses, click **Edit**.
3. Click **Next**. The First Time Log In Setup — Register Computer screen displays.

Register Computer

Now that you have responded to security questions, you will confirm your computer registration.

Computer registration matches your User ID with your computer. For security purposes, your User ID must be registered to each computer you use when logging in.

A confirmation message indicates that your computer will be registered to your User ID. In the future, when you log in from the same computer, you will not have to register your computer again, but if you log in from an unregistered computer, you will be guided through a quick registration process.

Click **Next** to complete the first time login setup.

Certain common events may require you to re-register your computer, including:

- Using a different Internet browser. For example, you might have two different browsers on your computer, and your first login used a different browser.
- Clearing the browser cookies, cache, or temporary files. Follow your browser's Help instructions on temporary files and cookies to ensure that computer registration cookies are retained.

- Software or hardware profile changes. If your computer has a new hard drive since your last login, your computer may not be registered to your User ID.

If you use a public or shared computer, close all browsers and clear the cookies after you log out.

Setup Complete

The Setup Complete confirmation message verifies that you have successfully completed the first time user registration process.

Click Get Started to access your account.