Registering Your Computer

For security purposes, PaymentNet® registers your computer. This associates specific computers with specific users and helps JP Morgan Chase keep the commercial card data safe.

Refer to the job aid “Register Your Computer” for instructions on logging in for the first time and registering your computer.

Forgotten Password

If you cannot remember your password, you can request a temporary one. The process to request a temporary password varies based on whether you know both your organization ID and user ID, and you have logged in and set up your security question responses.

Request a Temporary Password

If you do not remember your password and you have NEVER logged in and setup your security responses:

- Contact the Program Administrator to have your password reset.

If you do not remember your email address associate with your account profile:

- Contact the Program Administrator to have your password reset.

If you do not remember your Organization ID or User ID:

- From the Login Screen, click “Forgot Your Organization ID or User ID” link.
- As an alternative to the above, either:
  o Contact JP Morgan Customer Service by calling the number on the back of your card
  o OR – Contact the Program Administrator

If you do not remember your password but you know your Organization ID and user Id, AND you have logged in and setup your security question responses:

1. Navigate to the following URL: http://www.paymentnet.jpmorgan.com
2. Click the “Forgot Your Password” link.
3. Complete the following fields:
   a. Organization ID = (US00007)
   b. User ID assigned to you
   c. Email Address associated with your account profile
4. Click Next.
5. Select the checkbox next to the two security questions you wish to answer.
6. Enter the response for each of the two security questions.
7. Click Next.
8. Click OK.
9. An email message containing a temporary password will be sent to the email address associated with your account profile.
10. Follow the steps below under the heading “Logging In with a Temporary Password”.

**Logging In with a Temporary Password**

1. Using your Internet browser, navigate to the following URL: https://www.paymentnet.jpmorgan.com
2. Enter the following information:
   a. **Organization ID:** US00007
   b. **User ID:** Enter your assigned user ID
   c. **Password:** Enter your temporary password.
3. Select the “**Remember by Organization ID**” checkbox so you do not need to enter the information each time you log in.

   **If you are using a public computer, selecting the “Remember my Id” checkbox is NOT recommended.**

4. Click **Log On**.
5. The “Change Password” screen displays. Enter the following:
   a. **New Password:** Enter a new password.
   b. **Confirm New Password:** Re-enter your new password.
6. Click **Next**. A confirmation message displays.
7. Click **Continue**. The welcome screen displays.

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**System and Browser Requirements:**

- Windows® 7 and Internet Explorer 9
- Firefox® 21 on Windows 7

You must configure browser settings to:

- Enable Javascript
- Enable cookies
- Turn off pop-up blocking

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Procurement Card Administrator: 330-972-6013  2  The University of Akron