Logging On

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

2. Click the "Forgot your password?" link on the Log On screen.

3. Enter the following on the Logon Information screen:
   - Organization ID: hopkins
   - User ID: <your JHED ID>

4. Click Submit. The Select Authentication Questions screen displays.

5. Confirm that the email address listed below your authentication questions is correct. If your email address is incorrect, contact your program administrator before proceeding.

6. Select two different authentication questions you previously answered and enter the answers to the questions in the corresponding fields.

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

8. Click the Return to Login Page link and log on using your temporary password. For instructions, see “Logging on with a Temporary Password” below.

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. By default, your temporary password expires after 90 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: hopkins
   - User ID: <your JHED ID>
   - Password: <contact Card Administrator>

Note: Your temporary password may only be used once and is case-sensitive.
3. Click Log On. PaymentNet registers your computer to your user ID.

4. Enter the following on the Password Setup: Change Password screen:
   - Organization ID: hopkins
   - User ID: <your JHED 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: <reenter your new password>

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

6. Click Next.

7. 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.

8. Click Submit. PaymentNet displays the Welcome screen.

4. Click Log On. PaymentNet registers your computer to your user ID if you are logging on from an unregistered computer.

5. Enter the following on the Password Setup: Change Password screen:
   - Organization ID: hopkins
   - User ID: <your JHED ID>
   - New Password: <Enter a new password. Passwords are case-sensitive, must conform to the password constraints that display on the screen above these fields, and must be different than your previous five passwords.>
   - Re-enter Password: <reenter your new password>

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

7. Click Next. PaymentNet displays the Welcome screen.

Logging on from a Registered Computer

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

If the computer you are using to log on to PaymentNet is not registered, see the “Logging on from an Unregistered Computer” section for instructions.

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

The normal process for logging on to PaymentNet involves using a registered computer and your regular password.

**Note:** Your password is deactivated after three failed log on attempts. If your password is deactivated, follow the instructions in the “Forgot your Password?” section to request a temporary password. After you receive a new temporary password, follow the steps in the “Logging on with a Temporary Password” section above to log on.

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:** hopkins
   - **User ID:** <your JHED ID>
   - **Password:** <enter your password>

**Note:** Your password is case-sensitive.

3. Click Log On. PaymentNet displays the Welcome screen.

**Loggin on from an Unregistered Computer**

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 never used this computer, or are using a different Internet browser on this computer, to log on to PaymentNet.
- You cleared the option to have PaymentNet retain registration on this computer.
- The cookies, cache, or temporary files have been cleared since you last logged on.

If the computer you are using to log on to PaymentNet is registered, see the “Logging on from a Registered Computer” section for instructions.

When you log on to PaymentNet using an unregistered computer, PaymentNet guides you through one of two processes. The process you follow depends on whether you are using a temporary password or your regular password. Follow the appropriate steps in one of the two topics below to log on from an unregistered computer.

**Using a Temporary Password**

Follow the instructions in this topic if you:

- Have successfully logged on to PaymentNet in the past.
- Are using a temporary password obtained either from your program administrator or through the password reset process described in the “Forgot your Password?” section.
- Are logging on using an unregistered computer.

When you log on to PaymentNet using an unregistered computer and a temporary password, PaymentNet requires you to establish a new password. Once you successfully log on, PaymentNet automatically registers your computer.

**PaymentNet® Quick Reference Card**

If you are logging on using your regular password, see the “Using your Regular Password” topic below for instructions.

**Note:** Your password is deactivated after three failed log on attempts. If your password is deactivated, follow the instructions in the “Forgot your Password?” section to request a temporary password. After you receive a new temporary password, follow the steps in this topic to log on.

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:** hopkins
   - **User ID:** <your JHED ID>
   - **Password:** <contact Card Administrator>

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

3. Click Log On. PaymentNet registers your computer to your user ID.
4. Enter the following on the Password Setup: Change Password screen:
   - **Organization ID:** hopkins
   - **User ID:** <your JHED ID>
   - **New Password:** <Enter a new password. Passwords are case-sensitive, must conform to the password constraints that display on the screen above these fields, and must be different than your previous five passwords.>
   - **Re-enter Password:** <reenter your new password>
5. Click Next. PaymentNet displays the Password Setup: screen.
6. Click Next. PaymentNet displays the Welcome screen.
Using your Regular Password

Follow the instructions in this topic if you:
- Have successfully logged on to PaymentNet in the past
- Are using your regular password
- Are logging on using an unregistered computer

Note: Your password is deactivated after three failed log on attempts. If your password is deactivated, follow the instructions in the “Forgot your Password?” section to request a temporary password. After you receive a new temporary password, follow the steps in the “Logging on with a Temporary Password” section above to log on.

If you try to access PaymentNet from an unregistered computer with your regular password, PaymentNet will guide you through the registration process. If you are logging on using a temporary password, see the “Using a Temporary Password” topic above for instructions.

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: hopkins
   - User ID: <your JHED ID>
   - Password: <enter your password>

Note: Your password is case-sensitive.

3. Click Log On. PaymentNet displays the Register Machine screen.

4. Select the I have an e-mail address on file with J.P. Morgan option.

Note: If you do not have an email address on file with J.P. Morgan, select the second option and contact your program administrator to have your password reset. The computer you use the first time you log on after a password reset is automatically registered.

5. Click Next. J.P. Morgan sends the activation code to the email address in your PaymentNet profile. If you do not receive the email, contact your program administrator for assistance.

Note: The activation code expires in five days. If you request additional activation codes, only the most recently requested code is valid.

6. On the Register Machine screen, complete the following fields:
   - Activation Code: <enter the activation code>
   - Password: <enter your PaymentNet password>

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.

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