Logging In

1. Open your Internet browser and enter the following in your address bar: https://gov1.paymentnet.com
2. Enter the following on the PaymentNet Login screen:
   • **Organization ID**
   • **User ID**
   • **Pass Phrase**
3. Click **Go**.

Forgot your Pass Phrase

If you cannot remember your pass phrase, you can request a temporary pass phrase to be emailed to you. When you log in with the temporary pass phrase, you will be prompted to change your pass phrase and create a new pass phrase.

1. On the PaymentNet Login screen, click the **Forgot your Pass Phrase ?** link.
2. Enter the following on the Login Assistance screen:
   • **Organization ID**
   • **User ID**
   • **E-Mail Address**
3. Click **Submit**. A temporary pass phrase will be emailed to your PaymentNet email address.

> For all notifications during login, PaymentNet uses the employee/user ID email address accessible on the General Information screens on My Profile or Employees > Manage.

Register Your Device

After you complete the fields on the PaymentNet Login screen, you will need to register your device. If you log in from an unregistered device you are directed through a quick process to verify your identity and asked to register your device to your user ID.

For security purposes, your user ID must be registered to each device you use when logging in, or you must enter an access code. This helps prevent access by unauthorized users.

1. After the PaymentNet Login screen, the Register Your Device screen displays.
2. If your user ID has an email address on file, enter the registration code that was emailed to you. If you need a new code sent to you, click the **Request a new code** option.

> If your user ID doesn't have an email address in your PaymentNet profile, please follow the on-screen instructions.

3. Select one of these options:
   • **Yes**: Select this option if you are using a private computer or other device.
   • **No**: Select this option if you are using a public computer.
4. Click **Submit**. Once the validation process completes, you will be prompted to answer security questions or the PaymentNet Welcome screen displays.

> Device registration is usually a one-time process. There are events that may require you to register your device again, including using a different browser, or software or hardware profile changes.

Change Pass Phrase

If you have a temporary pass phrase, you will need to change your pass phrase. Also, if you have an expired pass phrase or you are a new user and this is your first time logging in, use these steps to change your pass phrase.

1. Enter your current pass phrase in the **Old Pass Phrase** field.
2. Enter a new pass phrase in the **New Pass Phrase** field. Pass phrases are case sensitive and must conform to your organization's restrictions. The pass phrase must contain a lowercase letter, an uppercase letter, a number, and a special character. Special characters can be any character from a standard keyboard.
3. Enter your new pass phrase again in the **Confirm New Pass Phrase** field.
4. Click **Change Pass Phrase**.

Security Question Setup

These questions and your responses provide additional security to confirm your identity. The answers are saved in your PaymentNet profile and are only needed if you use the Forgot your Pass Phrase process.

1. Answer at least three of the security questions on the Security Questions Setup screen. Each answer must be unique and can be up to 25 characters. Answers are not case sensitive.
2. Click **Continue**.
3. Click **Submit**. The PaymentNet Welcome screen displays.

After logging in to PaymentNet, you can change either the questions you answered or the previously saved answers in the **My Profile** icon

Support

For cardholder login assistance, please call the number on the back of your card. All other users, please contact your local A/OPC. For A/OPCs, please contact your J.P. Morgan program coordinator.

J.P.Morgan