# Logon Troubleshooting Guide

Resolving J.P. Morgan Access<sup>®</sup> logon errors is usually a matter of following a few simple steps

- Overview
- Troubleshooting Computer Settings

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### Overview

Most logon errors on J.P. Morgan Access® can be easily resolved.

If you have encountered a logon error message, then you are most likely seeing the screen to the right.

User IDs lock after three unsuccessful log on attempts. If this happens to you, click **Forgot or Retrieve Password/User ID** and follow the instructions.

**Note:** You can also refer to the New User Quick Start Guide for additional information on this topic.

If you are still unable to log on, try the following:

- 1. Close all open browser windows and open a new window before proceeding.
- 2. Make sure you are using the correct user ID and password, with no extra spaces or special characters.
- 3. Make sure your Caps Lock is turned off.
- 4. If you are using a security token, wait for the code to change and try again.
- 5. Delete any old bookmarks you may have for Access, and type www.jpmorganaccess.com. You will have the option to create a bookmark from the Access home page after you log on.



### **Troubleshooting Computer Settings**

Still unable to log on? Try one or more of the steps below.

Note: Access is optimized for Internet Explorer 11, to which the directions below apply. Access also works on many of the latest browser versions of Google Chrome<sup>™</sup>, Firefox<sup>®</sup> and Apple Safari<sup>®</sup>. Access is also compatible with the Microsoft Edge browser. Please contact your local technical support team for assistance with these other browsers.

### **Clear Temporary Files (Cache)**

Clearing temporary flies should eliminate the possibility of your logon attempts being compromised by old or outdated information. For example, using Microsoft Internet Explorer 11<sup>®</sup>, take the following steps:

- 1. From the Tools menu (accessed from the gear icon), select Safety and then Delete browsing history...
- 2. In the Delete Browsing History window, make sure that only the Temporary Internet files and website files box is checked and click the **Delete** button.
- 3. Try to log on again.
- 4. If you still get an error message, follow the same steps above, but this time check off the Cookies and website data box in the Delete Browsing History window.

Note: Deleting cookies will require that you re-register your machine for Access.



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#### Delete Browsing History

Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster. Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing. viewing. Cookies and website data Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance. History History List of websites you have visited. Download History Download History List of files you have downloaded. List of files you have downloaded Form data Form data Saved information that you have typed into forms Passwords Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited. Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

Cancel

Delete About deleting browsing history

#### Delete Browsing History

#### Preserve Favorites website data

Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

Temporary Internet files and website files

Copies of webpages, images, and media that are saved for faster

Files or databases stored on your computer by websites to save preferences or improve website performance.

List of websites you have visited.

Saved information that you have typed into forms.

Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

```
Tracking Protection, ActiveX Filtering and Do Not Track
   A list of websites excluded from filtering, data used by Tracking
   Protection to detect where sites might automatically be sharing details
   about your visit, and exceptions to Do Not Track requests.
```

Delete Cancel About deleting browsing history

### **Troubleshooting Computer Settings (continued)**

### Allow Pop-ups from Access

If your browser's pop-up blocker is enabled, you may need to allow pop-ups from Access.

- 1. Verify that your browser's pop-up blocker is enabled by selecting Internet Options from the Tools menu and selecting the **Privacy** tab.
- 2. Turn on Pop-up Blocker should be selected (do not uncheck the box).
- 3. Click Settings to display the Pop-up Blocker Settings window.
- Enter jpmorgan.com under Address of website to allow. 4.
- 5. Click Add to add jpmorgan.com to the list of Allowed sites.
- 6. From the Blocking Level drop-down, select Low: Allow pop-ups from secure sites.
- 7. Click Close to save your changes
- 8. Try to log on again.

ernet Options	? 💌		
General Security Privacy Content Connection	ns Programs Advanced		
Settings			
Select a setting for the Internet zone.			
Medium			
<ul> <li>Blocks third-party cookies that do privacy policy</li> </ul>	not have a compact		
- Blocks third-party cookies that sav be used to contact you without you	e information that can r explicit consent		
Restricts first-party cookies that s     can be used to contact you without	ave information that		
	your implicit conserve		
Sites Import Advance	d Default		
Location			
Never allow websites to request your physical location	Clear Sites		
Pop-up Blocker			
Turn on Pop-up Blocker	Settings		
InPrivate	Proweing starts		
Usable toobars and extensions when in invat	browsing starts		
r		1	
	Pop-up Blocker Settings	×	
	Exceptions		
	Pop-ups are currently blocked. ` websites by adding the site to the	You can allow pop-ups from specific e list below.	
	Address of website to allow:		
	ipmorgan.com	Add	
	Allowed sites:		
		Remove	
		Remove all	
	Notifications and blocking level:		
	✓ Play a sound when a pop-up is blocked.		
	Show Notification bar when a pop-up is blocked.		
	Blocking level:		
	Low: Allow pop-ups from secure sites	<b>•</b>	
	Leam more about Pop-up Blocker	Close	

Internet Options

General Security Settings

### Make J.P. Morgan Access a Trusted Site

Adding Access as a trusted website is one more way of ensuring that your logon attempts are not blocked by your browser.

- 1. From the Tools menu, select **Internet Options** and then select the **Security** tab.
- 2. Select **Trusted Sites** and then click **Sites** to open the Trusted sites window.
- 3. Enter <u>https://jpmorgan.com</u> under **Add this website to the zone**.
- 4. Click **Close** to return to the Internet Options window and **OK** to save your changes.
- 5. Close your browser window and then open a new browser window to try to log on again.

### If You Still Cannot Log On...

If you've tried all of the steps above, including contacting your Security Administrator for a password unlock, restart your computer and try logging on again. If you are still experiencing logon difficulties, please contact your Regional Help Desk.

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General Security Privacy Content Co	nnections Programs Advanced	
Select a zone to view or change security s	ettings.	
🔮 👊 🗸		
Internet Local intranet Trusted s	ites Restricted	
Trusted sites	sites	
This zone contains websites that	you Sites	
<ul> <li>trust not to damage your comput your files.</li> </ul>	ter or	
You have websites in this zone.		
Security level for this zone		
Allowed levels for this zone: All		
LOW Minimal safeguards and w	arning prompts are provided	
- Most content is download	led and run without prompts	
- Appropriate for sites that	t you absolutely trust	
Enable Protected Mode (requires r	restarting Internet Explorer)	
Custom	level Default level	
Re	set all zones to default level	
Some settings are managed by your	Trusted sites	×
Joine <u>seconds</u> are managed by you		underiter from this same. All underiter is
OK	this zone will use the zone	a's security settings.
	•	
	Add this website to the zone:	
	https://ipmorgan.com	
	nepsimprisiganeoni	Had
	Websites:	
		Remove
	Require server verification (htt	ps:) for all sites in this zone
		Close