

J.P. Morgan Access[®]

Logon Troubleshooting Guide

Resolving J.P. Morgan Access[®] logon errors is usually a matter of following a few simple steps

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Overview

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

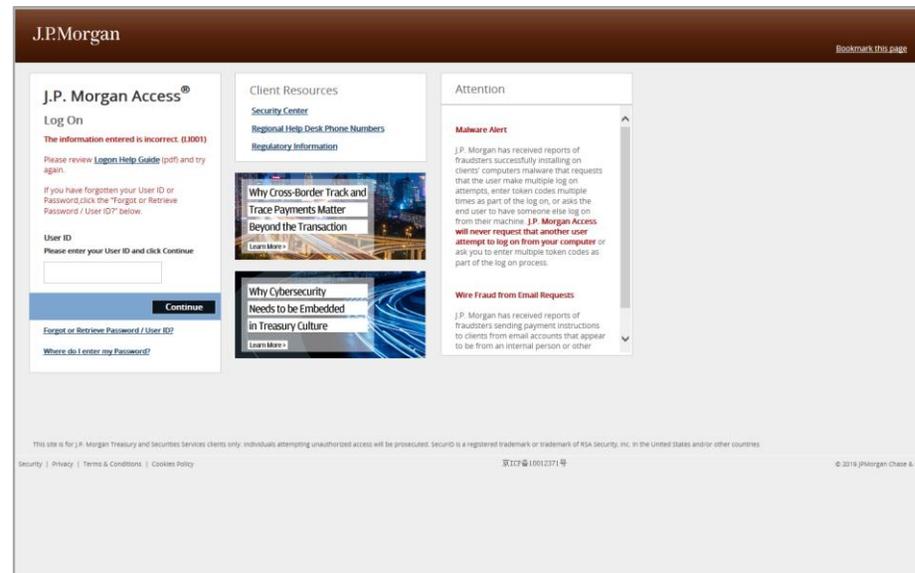
If you have encountered a logon error message, then you are most likely seeing the screen to the right.

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.

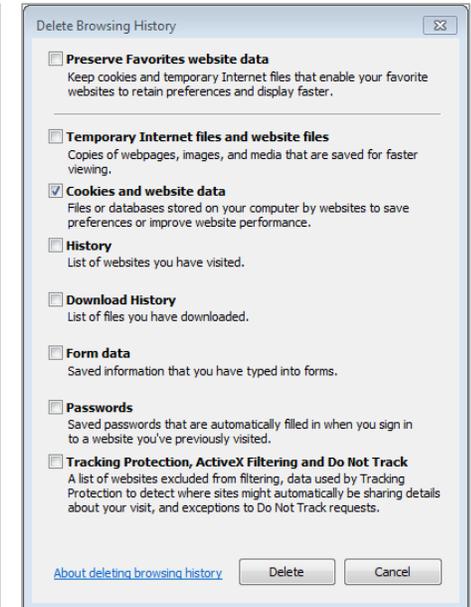
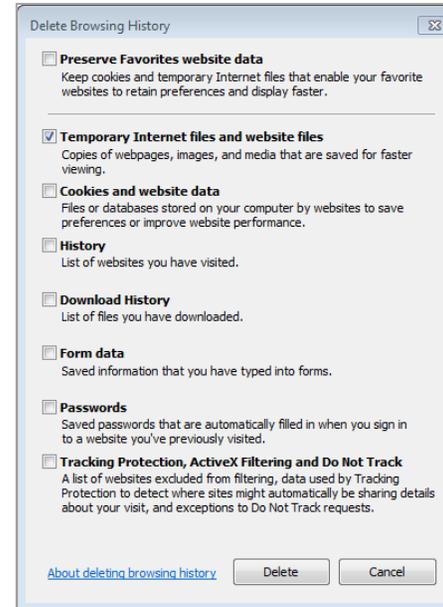
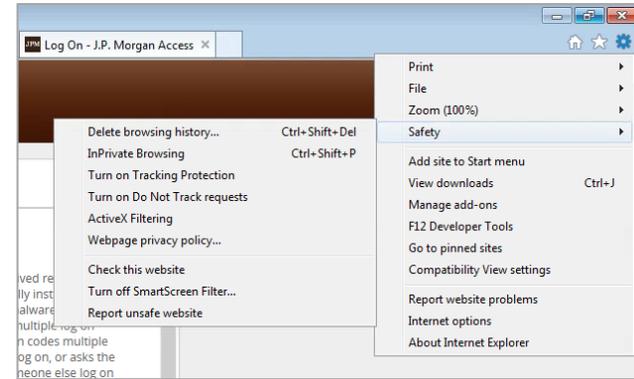
Note: Access is optimized for Internet Explorer 11, to which the directions below apply. Access also works on many of the latest browser versions of Google Chrome™, Firefox® and Apple Safari®. Access is also compatible with the Microsoft Edge browser. Please contact your local technical support team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

Clear Temporary Files (Cache)

Clearing temporary files should eliminate the possibility of your logon attempts being compromised by old or outdated information. For example, using Microsoft Internet Explorer 11®, 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.

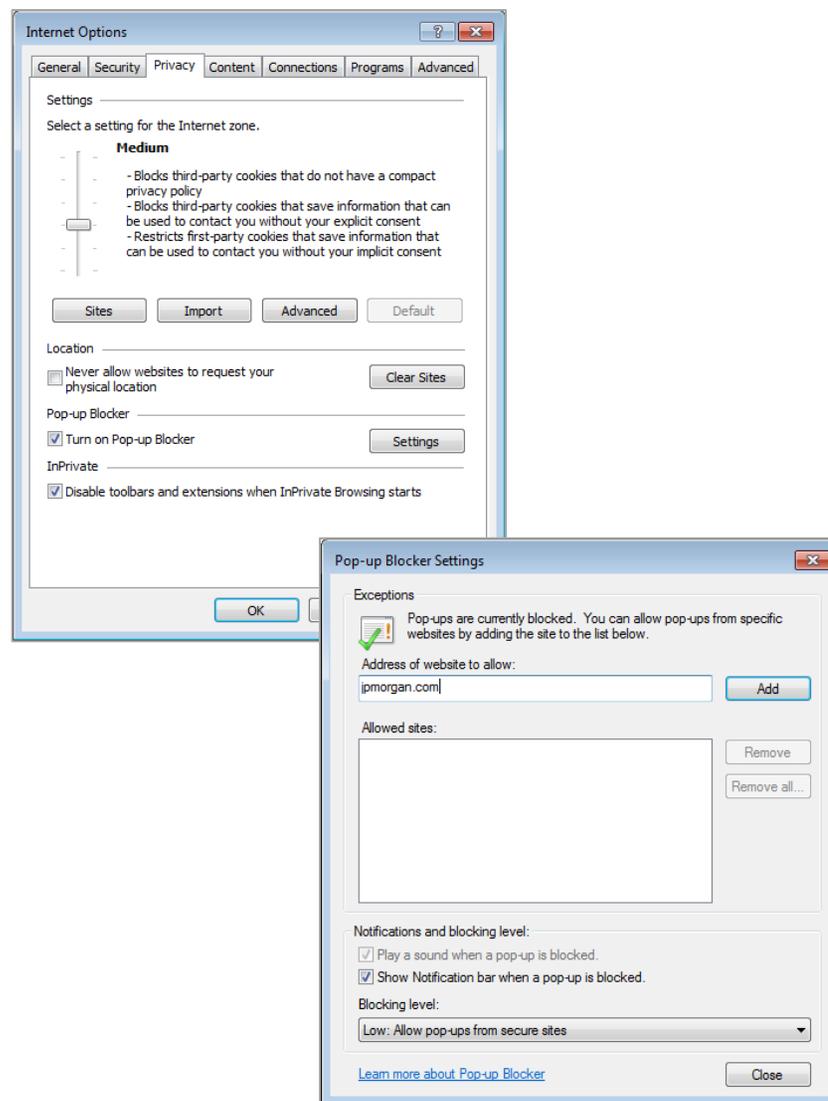


Troubleshooting Computer Settings (continued)

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.
4. Enter jpmorgan.com under Address of website to allow.
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.



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 <https://jpmorgan.com> 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.

