J.P. Morgan Access®

The Complete Guide to Manager

Find the information you need to manage user entitlements and streamline administrative tasks.

J.P.Morgan

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Manager Quick Start

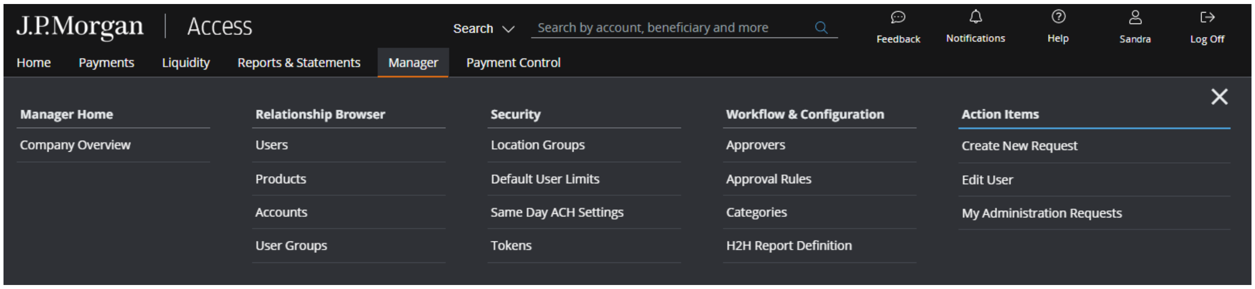
Get quick and easy instructions for your most essential J.P. Morgan Access® Manager tasks.

Learn how to set default limits, create user profiles, add entitlements and set up credentials—when adding new users to J.P. Morgan Access.

Manager menu options

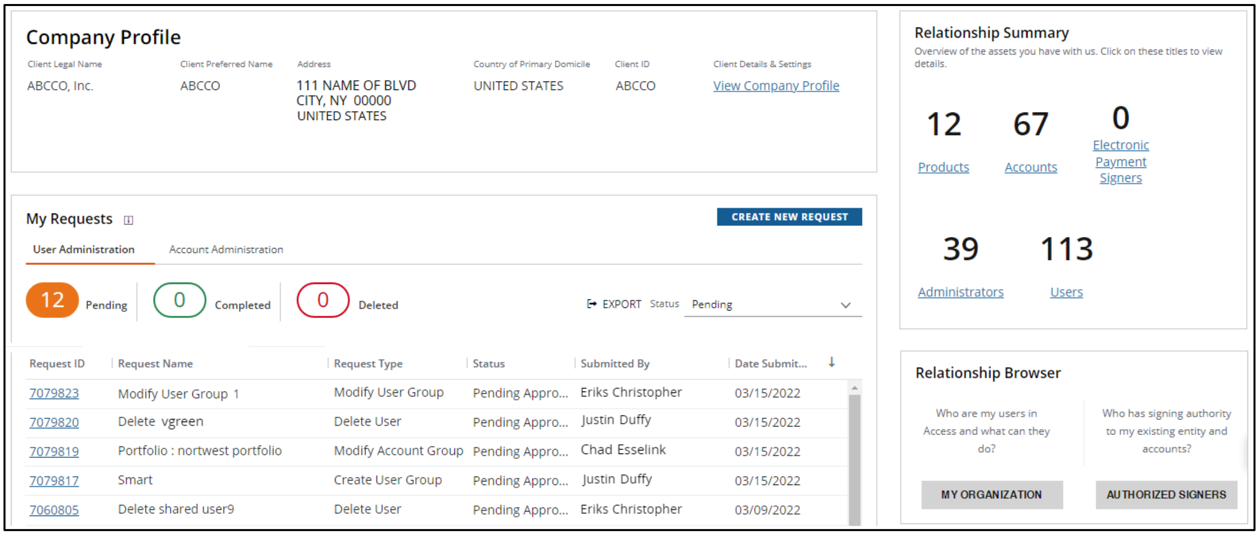
View your administration options in the Access header main Manager menu, including:

- **Manager Home**—Access your Company Overview. Approve requests, initiate user management and client setup.
- **Relationship Browser**—Visualize the client's product and services setup. Verify user entitlements.
- **Security**—Set up location groups, default user limits and same-day ACH. Manage tokens.
- **Workflow & Configuration**—Select approvers and set up approval rules and approval categories. Access Test Center.
- **Action Items**—Create new requests, view and edit user details.


J.P.Morgan | Access
Search
Search by account, beneficiary and more
Feedback
Notifications
Help
Sandra
Log Off
Home
Payments
Liquidity
Reports & Statements
Manager
Payment Control
Manager Home
Company Overview
Relationship Browser
Users
Products
Accounts
User Groups
Security
Location Groups
Default User Limits
Same Day ACH Settings
Tokens
Workflow & Configuration
Approvers
Approval Rules
Categories
H2H Report Definition
Action Items
Create New Request
Edit User
My Administration Requests

Company Overview

The Company Overview provides a holistic view of all your administration relationships and tasks. You can initiate common actions, including user management and client setup.



Company Profile

Client Legal Name	Client Preferred Name	Address	Country of Primary Domicile	Client ID	Client Details & Settings
ABCCO, Inc.	ABCCO	111 NAME OF BLVD CITY, NY 00000 UNITED STATES	UNITED STATES	ABCCO	View Company Profile

My Requests

Request ID	Request Name	Request Type	Status	Submitted By	Date Submit...
7079823	Modify User Group 1	Modify User Group	Pending Appro...	Eriks Christopher	03/15/2022
7079820	Delete vgreen	Delete User	Pending Appro...	Justin Duffy	03/15/2022
7079819	Portfolio : nortwest portfolio	Modify Account Group	Pending Appro...	Chad Esselink	03/15/2022
7079817	Smart	Create User Group	Pending Appro...	Justin Duffy	03/15/2022
7060805	Delete shared user9	Delete User	Pending Appro...	Eriks Christopher	03/09/2022

Relationship Summary

Overview of the assets you have with us. Click on these titles to view details.

12 Products
67 Accounts
0 Electronic Payment Signers
39 Administrators
113 Users

Relationship Browser

Who are my users in Access and what can they do?

Who has signing authority to my existing entity and accounts?

The Company Overview comprises the following panels:

- **Company Profile**—Displays client name, address and ID. Click **View Company Profile** to display the Company Profile page.
- **My Requests**—Displays pending actions. Click a Request ID to display the Requests Details page to approve or delete requests. Click **Create New Request** to initiate common actions.
- **Relationship Summary**—Displays counts for products, accounts, users and more. Click a link to display the respective list page.
- **Relationship Browser**—Click **My Organization** to display the Relationship Browser. Click **Authorized Signers** to display the Authorized Signers grid.

To access the Company Overview page:

1. Click Company Overview from the Manager menu.

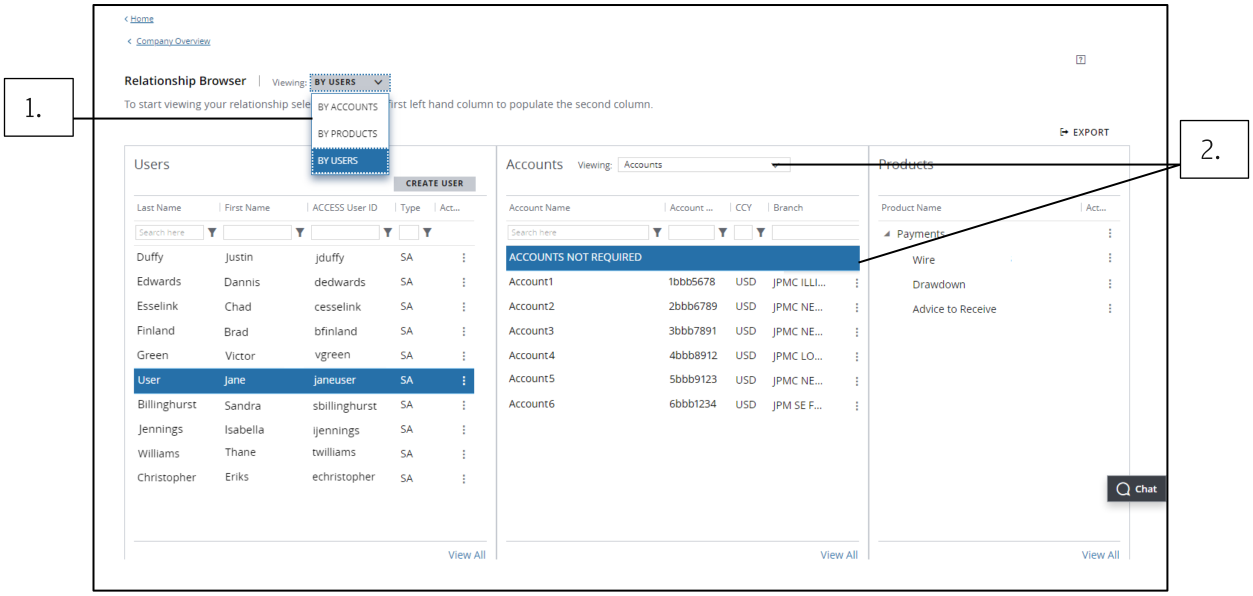
To make the Company Overview page your landing page:

1. Click your user profile in the Access header.

2. Click Settings—then click Landing Page.

Relationship Browser

Visualize your product and services setup using the Relationship Browser—and make decisions more quickly and easily. Verify user entitlements and determine next steps at a glance.



Relationship Browser | Viewing: BY USERS

To start viewing your relationship sele first left hand column to populate the second column.

Users

Last Name	First Name	ACCESS User ID	Type	Act...
Duffy	Justin	jduffy	SA	⋮
Edwards	Dannis	dedwards	SA	⋮
Esselink	Chad	cesselink	SA	⋮
Finland	Brad	bfinland	SA	⋮
Green	Victor	vgreen	SA	⋮
User	Jane	janeuser	SA	⋮
Billinghurst	Sandra	sbillinghurst	SA	⋮
Jennings	Isabella	ijennings	SA	⋮
Williams	Thane	twilliams	SA	⋮
Christopher	Eriks	echristopher	SA	⋮

Accounts Viewing: Accounts

Account Name	Account ...	CCY	Branch	
ACCOUNTS NOT REQUIRED				
Account1	1bbb5678	USD	JPMC ILLI...	⋮
Account2	2bbb6789	USD	JPMC NE...	⋮
Account3	3bbb7891	USD	JPMC NE...	⋮
Account4	4bbb8912	USD	JPMC LO...	⋮
Account5	5bbb9123	USD	JPMC NE...	⋮
Account6	6bbb1234	USD	JPM SE F...	⋮

Products

Product Name	Act...
Payments	⋮
Wire	⋮
Drawdown	⋮
Advice to Receive	⋮

1. Select an option from the Relationship Browser Viewing dropdown to view relationships by users, accounts or products.

Action menus display available actions for users, accounts or products.

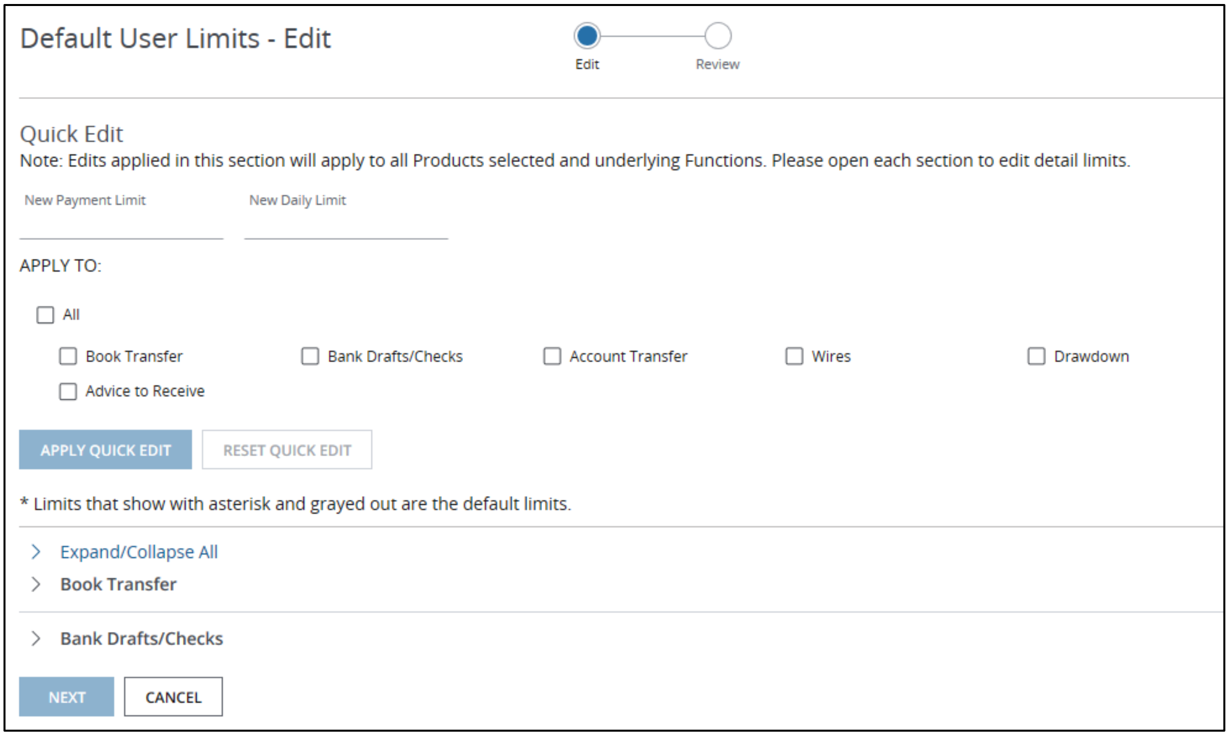
2. Select an account type from the Viewing dropdown. Deposit accounts display by default.

Options include ACH Company IDs, Account Groups, Investment Accounts, Convenio (Brazil accounts) and more.

Accounts Not Required displays if the user is entitled to an Access More Services or Security Services product.

Set default user limits

Before you start managing users in Manager, follow the steps below to set default user limits at a client level. This will ensure that users are not entitled to unlimited transaction amounts or unlimited daily payment amounts.


Default User Limits - Edit
Edit
Review
Quick Edit
New Payment Limit
New Daily Limit
APPLY TO:
☐ All
☐ Book Transfer
☐ Bank Drafts/Checks
☐ Account Transfer
☐ Wires
☐ Drawdown
☐ Advice to Receive
APPLY QUICK EDIT
RESET QUICK EDIT
Expand/Collapse All
Book Transfer
Bank Drafts/Checks
NEXT
CANCEL

Note: Edits applied in this section will apply to all Products selected and underlying Functions. Please open each section to edit detail limits.

* Limits that show with asterisk and grayed out are the default limits.

1. **From the Manager menu, select Default User Limits.**

2. **Use the Quick Edit section to set the same limits for all functions across multiple transaction types.**

3. **Enter a New Payment Limit or a New Daily Limit.**

4. **Select the transaction types you want to apply the limits to—and click Apply Quick Edit.**

5. **Click Reset Quick Edit to clear all values and start over—or continue by selecting new products.**

6. **Below the Quick Edit section, click the right arrow next to individual transaction types to expand them and override limits for specific functions.**

Maximum allowable payment limits vary by transaction type (and may be lower than the maximum allowable limits in the Quick Edit panel).

7. When you've set all limits, click Next to review them.

8. Click Submit.

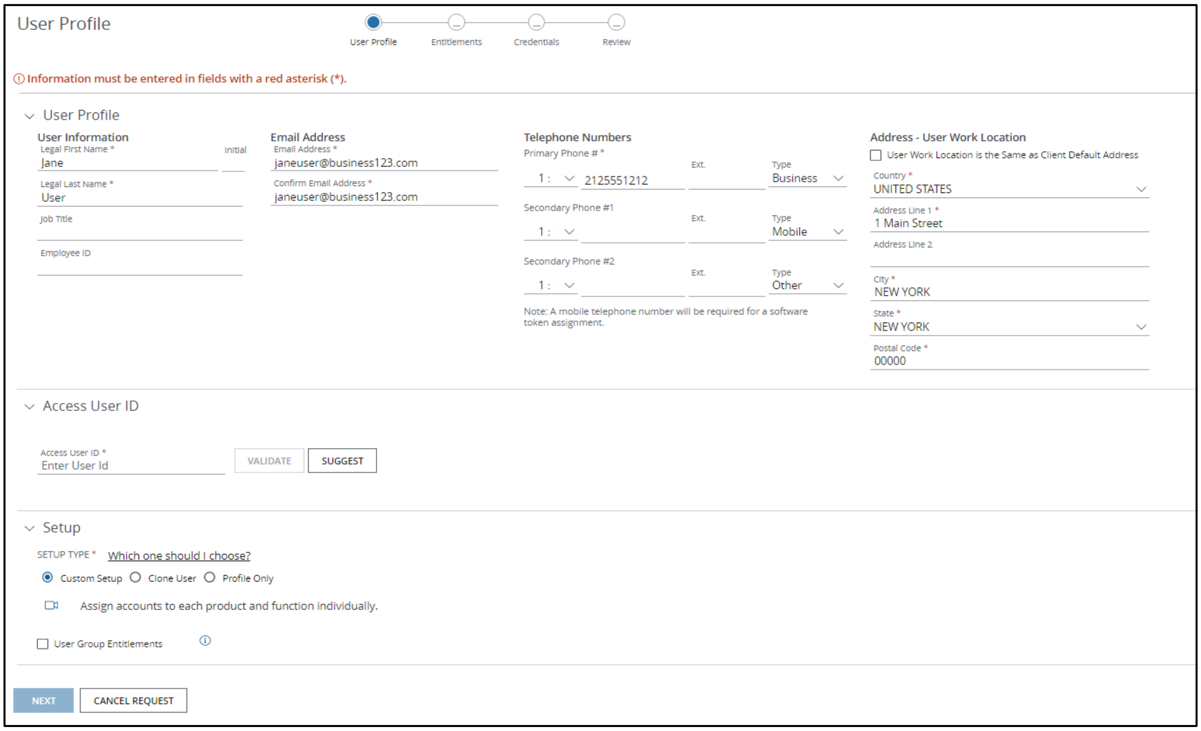
The limits request must be approved before any other user administration requests can be approved.

If you'd like to set limits for an individual user, refer to Assign entitlements for Payments or Assign entitlements for Reporting, Checks and other services. Client-level default user limits apply to all users, but individual limits always take precedence over default limits.

Default limits appear with an asterisk (*) next to the limit value.

Create a new user

Need to add new users to J.P. Morgan Access®? Follow the steps below to create a user profile.



ⓘ Information must be entered in fields with a red asterisk (*).

User Information
Legal First Name *: Jane
Initial:
Legal Last Name *: User
Job Title:
Employee ID:

Email Address
Email Address *: janeuser@business123.com
Confirm Email Address *: janeuser@business123.com

Telephone Numbers
Primary Phone # *: 1 : 2125551212 Ext.: Type: Business
Secondary Phone #1: 1 : Ext.: Type: Mobile
Secondary Phone #2: 1 : Ext.: Type: Other
Note: A mobile telephone number will be required for a software token assignment.

Address - User Work Location
☐ User Work Location is the Same as Client Default Address
Country *: UNITED STATES
Address Line 1 *: 1 Main Street
Address Line 2:
City *: NEW YORK
State *: NEW YORK
Postal Code *: 00000

Access User ID *: Enter User Id

SETUP TYPE * Which one should I choose?
● Custom Setup ○ Clone User ○ Profile Only
Assign accounts to each product and function individually.
☐ User Group Entitlements

1. **From the Manager menu, select Create New Request.**

2. **Click Create User.**

3. **Under User Profile, enter profile information, including User Information, Email Address, Telephone Numbers and Address.**

4. **Under Access User ID, enter a unique User ID and click Validate—or click Suggest for a list of suggested User IDs.**

   If the User ID you enter isn't valid, four suggested IDs will display.

5. **Under Setup, select one of the three setup types: Custom Setup, Clone User or Profile Only.**

   For a detailed description of each setup type, click **Which one should I choose?**

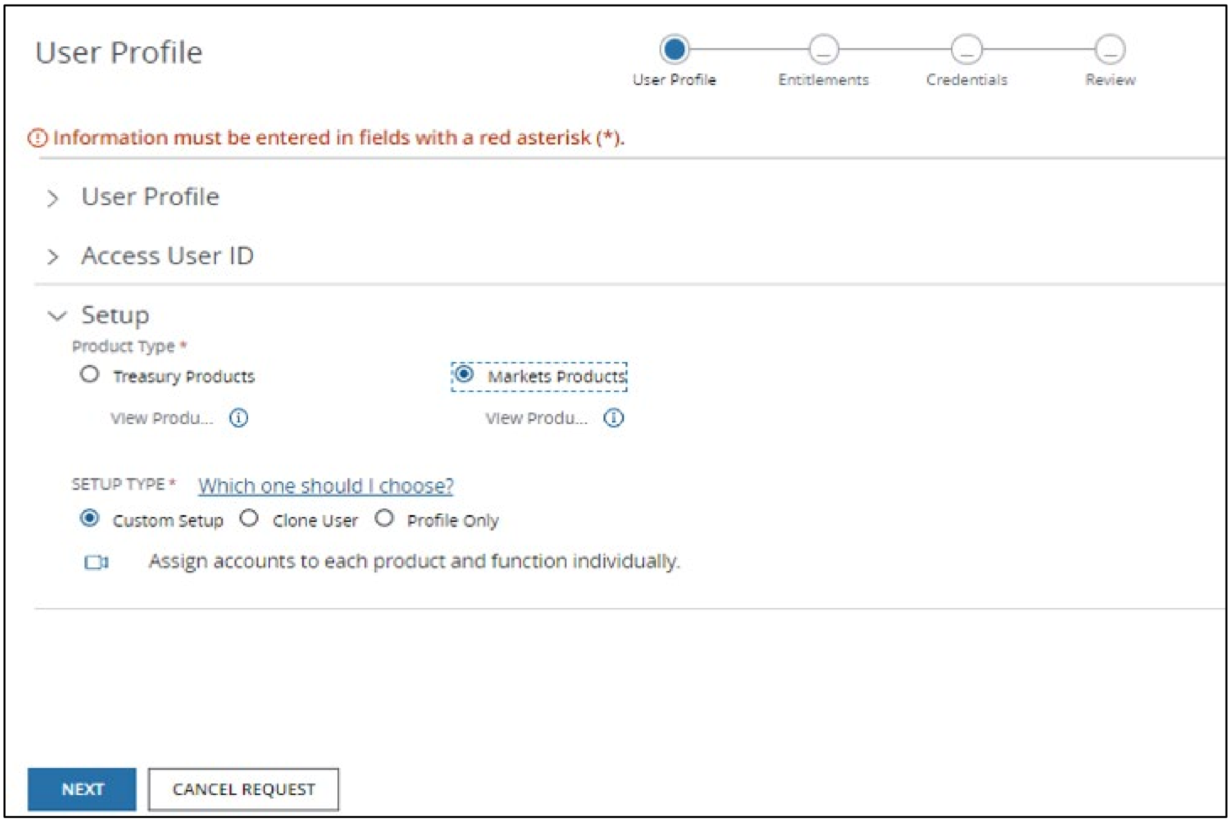
6. **Click Next to set up the user entitlements or credentials.**

J.P. Morgan Markets® administrators can create new users with Custom Setup and may see two IDs.

- Select **Markets Products** to add entitlements to J.P. Morgan Markets products.

Or

- Select **Treasury Products** to add entitlements to Access products.


User Profile
User Profile
Entitlements
Credentials
Review
User Profile
Access User ID
Setup
View Produ...
View Produ...
Which one should I choose?
NEXT
CANCEL REQUEST

Information must be entered in fields with a red asterisk (*).

Product Type *
○ Treasury Products ● Markets Products

SETUP TYPE *
● Custom Setup ○ Clone User ○ Profile Only

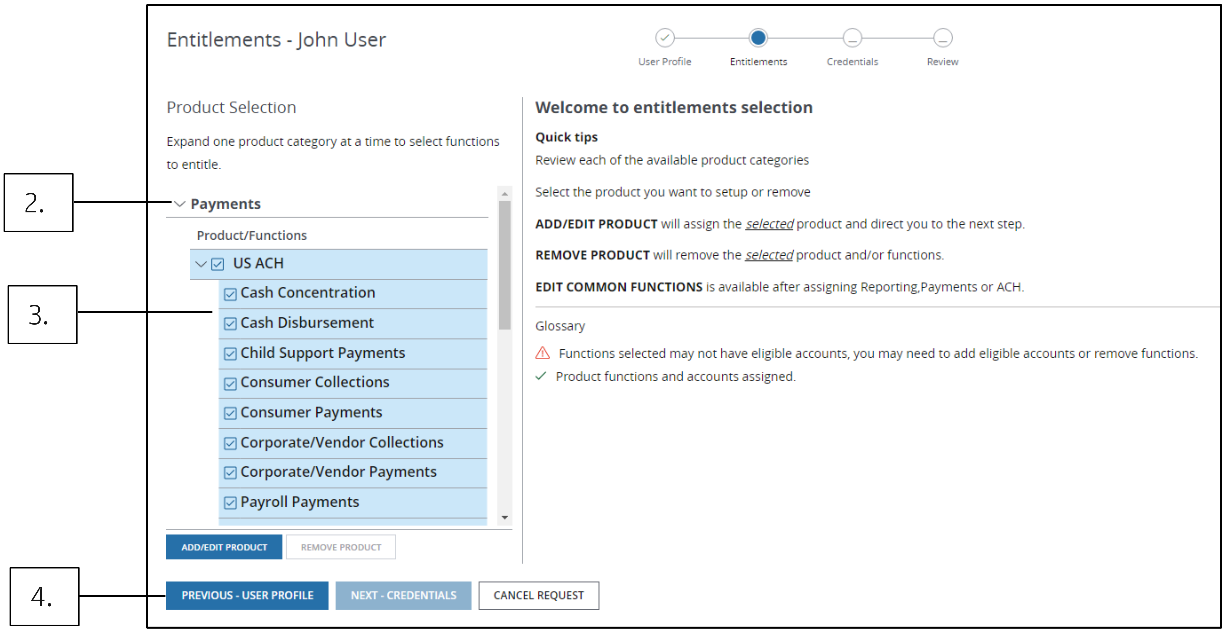
Assign accounts to each product and function individually.

Assign entitlements for Payments

Custom Setup offers flexibility in the way you entitle users. Follow the steps below to select specific entitlements to Payments products, functions and accounts.

1. Select Custom Setup on the User Profile page—then click Next to display the Entitlements page.

Refer to Create a new user.



Entitlements - John User

Product Selection

Expand one product category at a time to select functions to entitle.

Payments

Product/Functions

- ☑ US ACH
  - ☑ Cash Concentration
  - ☑ Cash Disbursement
  - ☑ Child Support Payments
  - ☑ Consumer Collections
  - ☑ Consumer Payments
  - ☑ Corporate/Vendor Collections
  - ☑ Corporate/Vendor Payments
  - ☑ Payroll Payments

Welcome to entitlements selection

Quick tips

Review each of the available product categories

Select the product you want to setup or remove

ADD/EDIT PRODUCT will assign the *selected* product and direct you to the next step.

REMOVE PRODUCT will remove the *selected* product and/or functions.

EDIT COMMON FUNCTIONS is available after assigning Reporting,Payments or ACH.

Glossary

⚠ Functions selected may not have eligible accounts, you may need to add eligible accounts or remove functions.

✓ Product functions and accounts assigned.

2. Review available product categories.

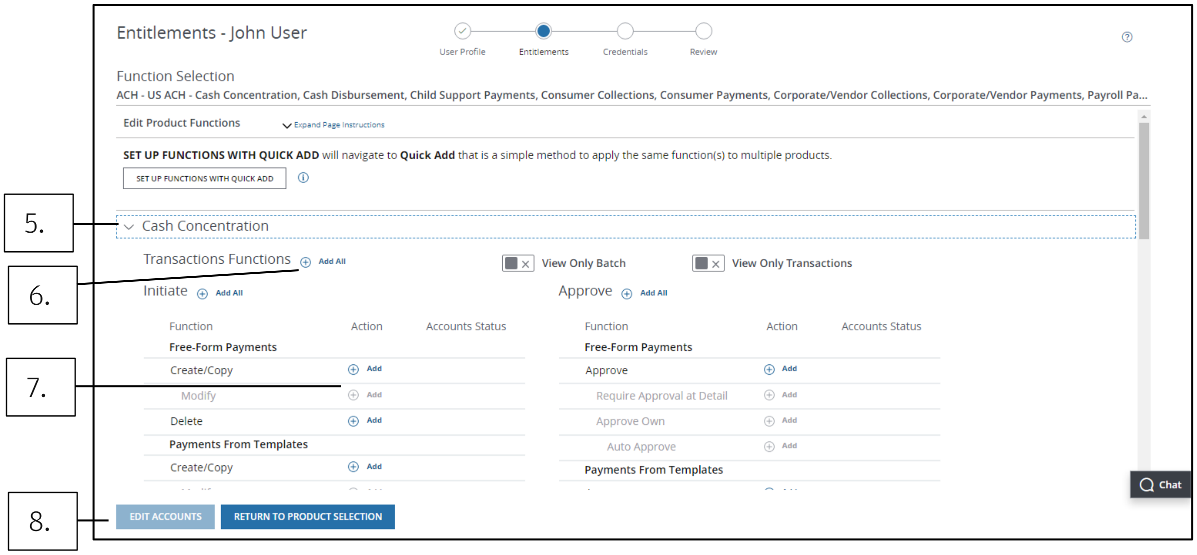
To expand a category, click the arrow beside it.

3. Select the product you want to set up or remove.

For Payments and ACH, you can select one or more products to entitle.

4. Click Add/Edit Product to assign the selected product.

The Function Selection screen displays.


5.
6.
7.
8.
Entitlements - John User
User Profile
Entitlements
Credentials
Review
Function Selection
ACH - US ACH - Cash Concentration, Cash Disbursement, Child Support Payments, Consumer Collections, Consumer Payments, Corporate/Vendor Collections, Corporate/Vendor Payments, Payroll Pa...
Edit Product Functions
Expand Page Instructions
SET UP FUNCTIONS WITH QUICK ADD
Cash Concentration
Transactions Functions
Add All
View Only Batch
View Only Transactions
Chat
EDIT ACCOUNTS
RETURN TO PRODUCT SELECTION

SET UP FUNCTIONS WITH QUICK ADD will navigate to **Quick Add** that is a simple method to apply the same function(s) to multiple products.

Initiate ⊕ Add All

Function	Action	Accounts Status
Free-Form Payments		
Create/Copy	⊕ Add	
Modify	⊕ Add	
Delete	⊕ Add	
Payments From Templates		
Create/Copy	⊕ Add	

Approve ⊕ Add All

Function	Action	Accounts Status
Free-Form Payments		
Approve	⊕ Add	
Require Approval at Detail	⊕ Add	
Approve Own	⊕ Add	
Auto Approve	⊕ Add	
Payments From Templates		

5. Click the arrow beside a product to expand it and select functions.

Alternately, use Quick Add to quickly apply the same functions and accounts for one or more products. Refer to the **Set up functions and accounts with Quick Add** section below.

6. Click Add All to select all transactions and/or template functions.

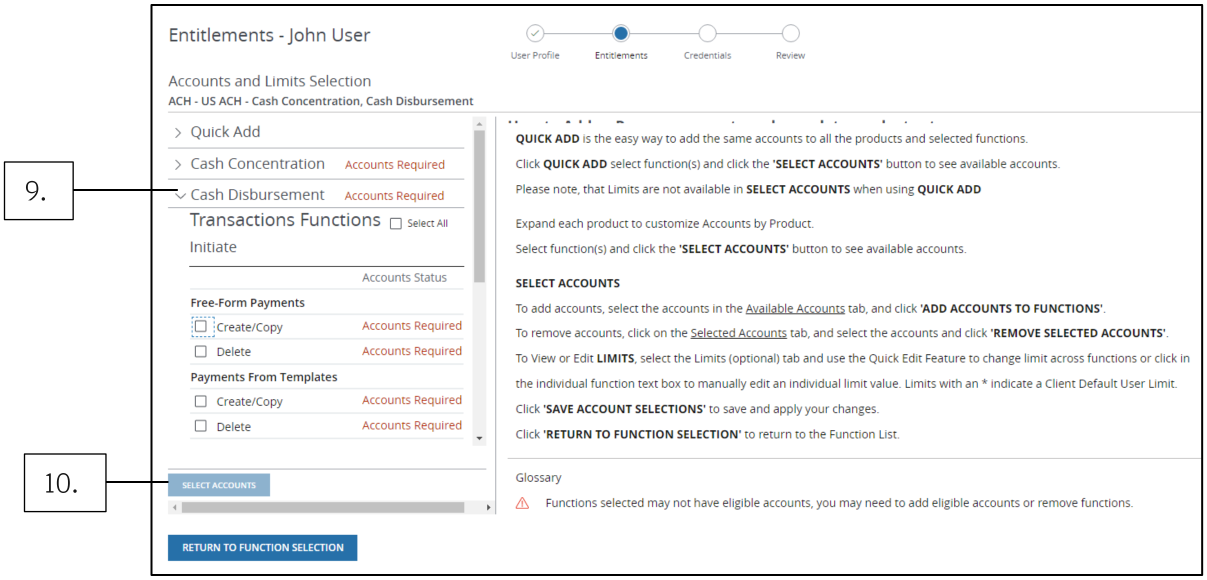
7. Click Add or Remove to select or remove specific functions.

Once you add a function, an Accounts Status displays.

The View Only Transactions option is disabled once you select a transactions function. The View Only Templates option is disabled once you select a template function.

8. Click Edit Accounts.

The Accounts and Limits Selection screen displays.


9.
10.
Entitlements - John User
User Profile
Entitlements
Credentials
Review
Accounts and Limits Selection
ACH - US ACH - Cash Concentration, Cash Disbursement
Quick Add
Cash Concentration Accounts Required
Cash Disbursement Accounts Required
Transactions Functions ☐ Select All
Initiate
Accounts Status
Free-Form Payments
☐ Create/Copy Accounts Required
☐ Delete Accounts Required
Payments From Templates
☐ Create/Copy Accounts Required
☐ Delete Accounts Required
SELECT ACCOUNTS
RETURN TO FUNCTION SELECTION
Glossary

QUICK ADD is the easy way to add the same accounts to all the products and selected functions.

Click **QUICK ADD** select function(s) and click the **'SELECT ACCOUNTS'** button to see available accounts.

Please note, that Limits are not available in **SELECT ACCOUNTS** when using **QUICK ADD**

Expand each product to customize Accounts by Product.

Select function(s) and click the **'SELECT ACCOUNTS'** button to see available accounts.

SELECT ACCOUNTS

To add accounts, select the accounts in the Available Accounts tab, and click **'ADD ACCOUNTS TO FUNCTIONS'**.

To remove accounts, click on the Selected Accounts tab, and select the accounts and click **'REMOVE SELECTED ACCOUNTS'**.

To View or Edit **LIMITS**, select the Limits (optional) tab and use the Quick Edit Feature to change limit across functions or click in the individual function text box to manually edit an individual limit value. Limits with an * indicate a Client Default User Limit.

Click **'SAVE ACCOUNT SELECTIONS'** to save and apply your changes.

Click **'RETURN TO FUNCTION SELECTION'** to return to the Function List.

⚠ Functions selected may not have eligible accounts, you may need to add eligible accounts or remove functions.

9. Click the arrow beside a product to expand it and select functions.

Alternately, you can use Quick Add—if multiple products are selected.

Follow these steps to quickly apply the same accounts to all products and selected functions.

a. Click the arrow beside Quick Add to expand it.

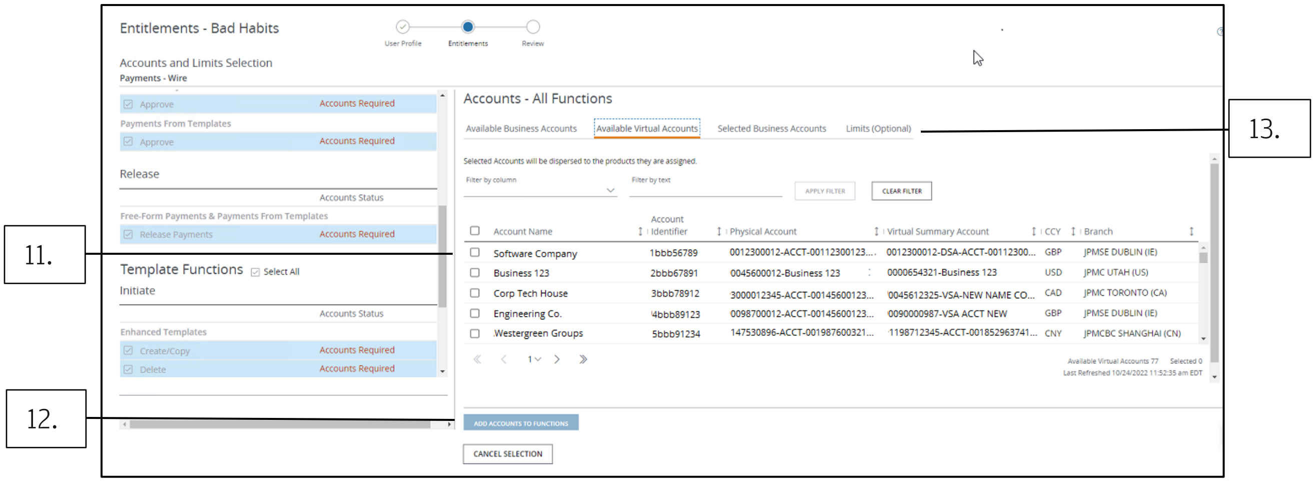
b. Select functions to add accounts to all products.

Limits cannot be set when selecting accounts using Quick Add.

10. Click Select Accounts.

The Accounts panel displays.

- For Brazil accounts eligible for wire, entitle at the convenio number—not the account level.


11.
12.
13.
Entitlements - Bad Habits
User Profile
Entitlements
Review
Accounts and Limits Selection
Payments - Wire
☑ Approve Accounts Required
Payments From Templates
☑ Approve Accounts Required
Release
Accounts Status
Free-Form Payments & Payments From Templates
☑ Release Payments Accounts Required
Template Functions ☑ Select All
Initiate
Accounts Status
Enhanced Templates
☑ Create/Copy Accounts Required
☑ Delete Accounts Required
Accounts - All Functions
Available Business Accounts
Available Virtual Accounts
Selected Business Accounts
Limits (Optional)
Filter by column
Filter by text
APPLY FILTER
CLEAR FILTER
ADD ACCOUNTS TO FUNCTIONS
CANCEL SELECTION

Selected Accounts will be dispersed to the products they are assigned.

☐	Account Name	Account Identifier	Physical Account	Virtual Summary Account	CCY	Branch
☐	Software Company	1bbb56789	0012300012-ACCT-00112300123....	0012300012-DSA-ACCT-00112300...	GBP	JPMSE DUBLIN (IE)
☐	Business 123	2bbb67891	0045600012-Business 123	0000654321-Business 123	USD	JPMC UTAH (US)
☐	Corp Tech House	3bbb78912	3000012345-ACCT-00145600123...	0045612325-VSA-NEW NAME CO...	CAD	JPMC TORONTO (CA)
☐	Engineering Co.	4bbb89123	0098700012-ACCT-00145600123...	0090000987-VSA ACCT NEW	GBP	JPMSE DUBLIN (IE)
☐	Westergreen Groups	5bbb91234	147530896-ACCT-001987600321...	1198712345-ACCT-001852963741...	CNY	JPMCBC SHANGHAI (CN)

Available Virtual Accounts 77 Selected 0
Last Refreshed 10/24/2022 11:52:35 am EDT

11. **For DDAs, select accounts from the Available Business Accounts list. For virtual accounts, select from the Available Virtual Accounts list.**

    a. To filter accounts, either select an option in the dropdown—or type in the text field and click **Apply Filter**.

    b. Select a physical or a virtual account for Wires.

12. **Click Add Accounts to Functions to move selected accounts to the Selected Business Accounts list.**

13. **Depending on the selected function, a Limits tab may be available. To quickly set limits, click the Limits tab.**

    - In the Quick Edit section, add a payment limit and/or daily limit. Click **Apply** to set the limits for all selected products.
    - To edit detail limits for a specific product and its functions, click **Expand/Collapse All** to expand the product sections.

    Set your desired user limits here. Default user limits are applied to functions you don't set limits for.

14. **Click Save Account Selections to add the selected products, functions, accounts and limits to the user.**

    To continue, click Return to Function Selection.

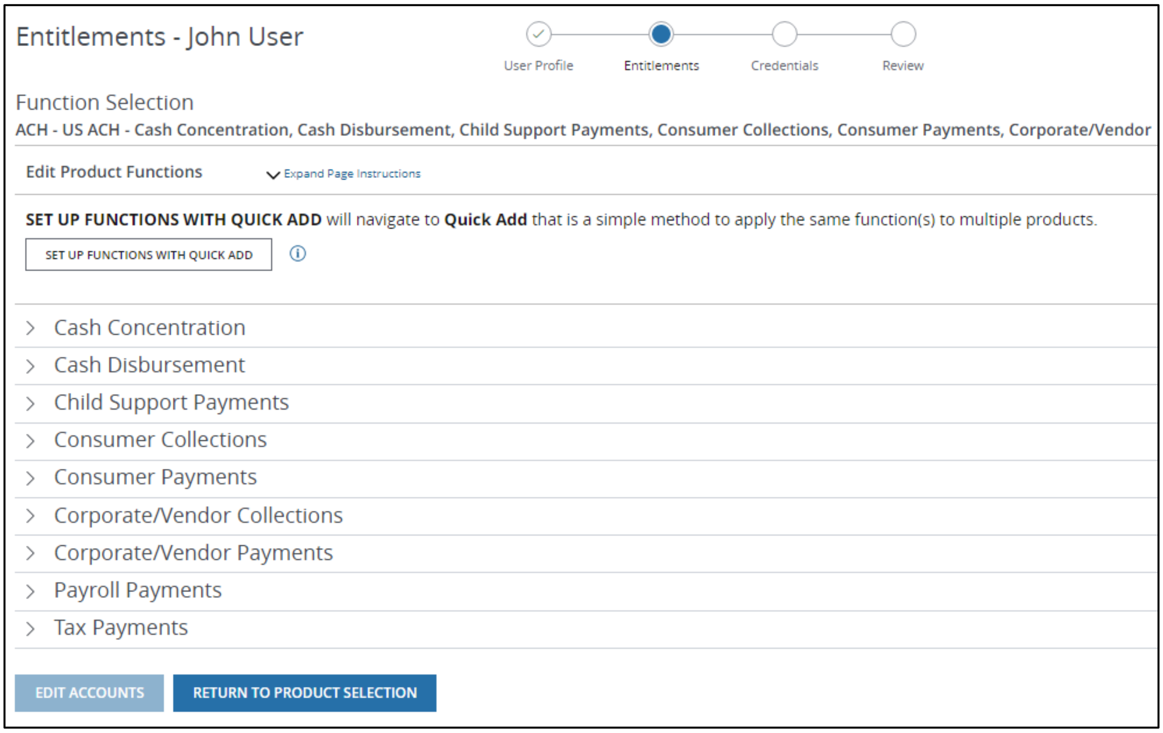
15. **To add entitlements to more products and functions, repeat steps 5 to 14.**

    To remove the selected product and/or functions, click Remove Product.

    To set up login credentials, click Return to Product Selection—then click Next - Credentials.

Set up functions and accounts with Quick Add

To quickly apply the same functions and accounts for one or more products, follow these steps:



Entitlements - John User

Function Selection

ACH - US ACH - Cash Concentration, Cash Disbursement, Child Support Payments, Consumer Collections, Consumer Payments, Corporate/Vendor

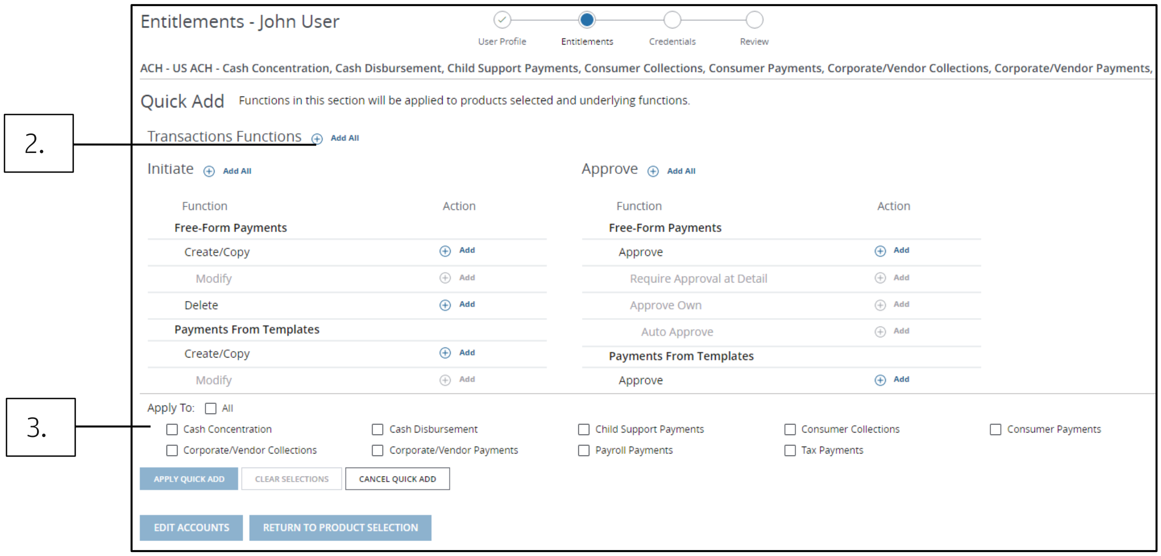
Edit Product Functions

SET UP FUNCTIONS WITH QUICK ADD will navigate to **Quick Add** that is a simple method to apply the same function(s) to multiple products.

- Cash Concentration
- Cash Disbursement
- Child Support Payments
- Consumer Collections
- Consumer Payments
- Corporate/Vendor Collections
- Corporate/Vendor Payments
- Payroll Payments
- Tax Payments

User Profile
Entitlements
Credentials
Review
Expand Page Instructions
SET UP FUNCTIONS WITH QUICK ADD
EDIT ACCOUNTS
RETURN TO PRODUCT SELECTION

1. From the Entitlements Function Selection page, click Set Up Functions with Quick Add.



Entitlements - John User

ACH - US ACH - Cash Concentration, Cash Disbursement, Child Support Payments, Consumer Collections, Consumer Payments, Corporate/Vendor Collections, Corporate/Vendor Payments,

Quick Add Functions in this section will be applied to products selected and underlying functions.

Transactions Functions Add All

Initiate Add All

Function	Action
Free-Form Payments	
Create/Copy	Add
Modify	Add
Delete	Add
Payments From Templates	
Create/Copy	Add
Modify	Add

Approve Add All

Function	Action
Free-Form Payments	
Approve	Add
Require Approval at Detail	Add
Approve Own	Add
Auto Approve	Add
Payments From Templates	
Approve	Add

Apply To: ☐ All

☐ Cash Concentration ☐ Cash Disbursement ☐ Child Support Payments ☐ Consumer Collections ☐ Consumer Payments
☐ Corporate/Vendor Collections ☐ Corporate/Vendor Payments ☐ Payroll Payments ☐ Tax Payments

2.
3.
User Profile
Entitlements
Credentials
Review
APPLY QUICK ADD
CLEAR SELECTIONS
CANCEL QUICK ADD
EDIT ACCOUNTS
RETURN TO PRODUCT SELECTION

2. Click Add next to a function to add it—or click Add All to add all functions in a category.

Clicking **Add All** under Transaction Functions or Approve won't add the Required Approval at Detail function. Click **Add** next to the function to add it.

3. **Select the products you want to apply the functions to—then click Apply Quick Add.**

4. **Click Edit Accounts.**

5. **Follow steps 9 through 14 above.**

6. **Review the updates and if required, choose one of two options:**

   - Repeat Steps 2 and 3 to add more functions.

   Or

   - Click **Cancel Quick Add** to return to the Function Selection screen to manually select functions to add or remove.

Related Articles

Create a new user

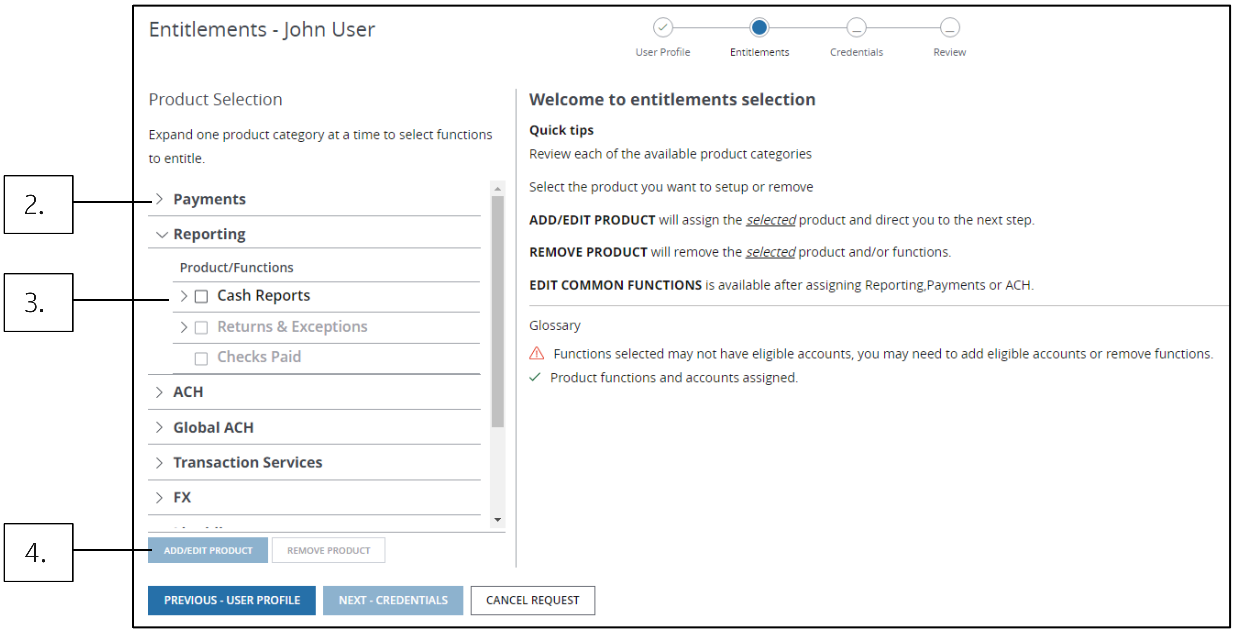
Set up credentials for a new user

Assign entitlements for Reporting, Checks and other services

Follow these steps to select specific entitlements to products, functions and accounts—for Reporting, Checks and other services.

1. Select Custom Setup on the User Profile page—then click Next to display the Entitlements page.

Refer to Create a new user.


2.
3.
4.
User Profile
Entitlements
Credentials
Review
Payments
Reporting
Product/Functions
Cash Reports
Returns & Exceptions
Checks Paid
ACH
Global ACH
Transaction Services
FX
ADD/EDIT PRODUCT
REMOVE PRODUCT
PREVIOUS - USER PROFILE
NEXT - CREDENTIALS
CANCEL REQUEST

Entitlements - John User

Product Selection

Expand one product category at a time to select functions to entitle.

Welcome to entitlements selection

Quick tips

Review each of the available product categories

Select the product you want to setup or remove

ADD/EDIT PRODUCT will assign the *selected* product and direct you to the next step.

REMOVE PRODUCT will remove the *selected* product and/or functions.

EDIT COMMON FUNCTIONS is available after assigning Reporting,Payments or ACH.

Glossary

⚠ Functions selected may not have eligible accounts, you may need to add eligible accounts or remove functions.

✓ Product functions and accounts assigned.

2. Review available product categories.

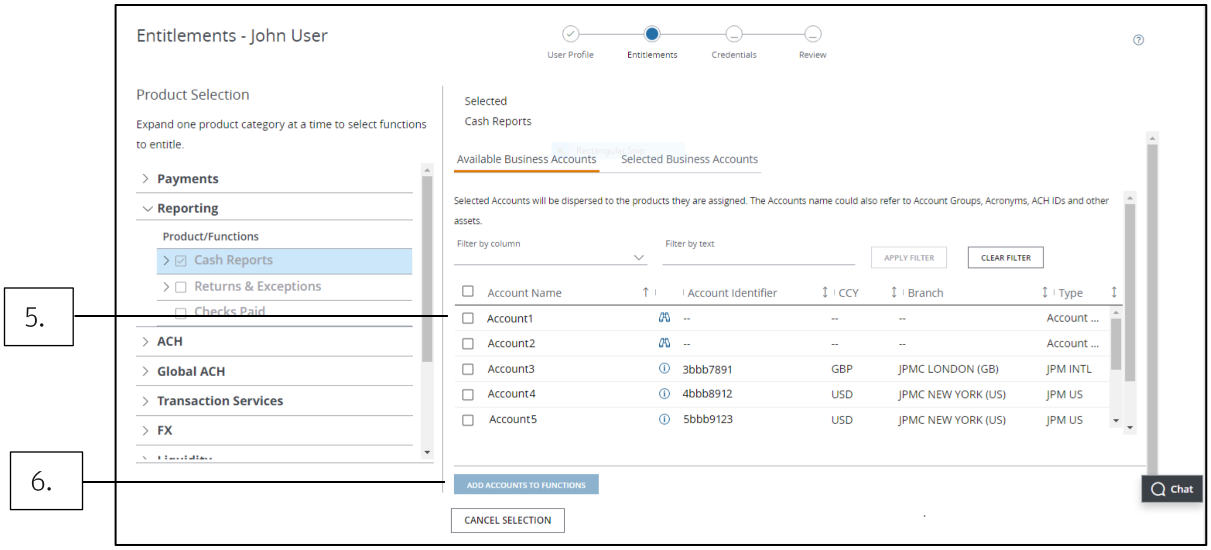
To expand a category, click the arrow beside it. You can only expand one product category at a time.

3. Select the product you want to set up or remove.

4. Click Add/Edit Product to assign the selected product.

The Available Business Accounts panel displays.

- For Brazil accounts eligible for wire, entitle at the convenio number—not the account level.


Entitlements - John User
User Profile
Entitlements
Credentials
Review
Product Selection
Payments
Reporting
Product/Functions
Cash Reports
Returns & Exceptions
Checks Paid
ACH
Global ACH
Transaction Services
FX
Liquidity
Selected
Cash Reports
Available Business Accounts
Selected Business Accounts
Filter by column
Filter by text
APPLY FILTER
CLEAR FILTER
ADD ACCOUNTS TO FUNCTIONS
CANCEL SELECTION
Chat
5.
6.

Expand one product category at a time to select functions to entitle.

Selected Accounts will be dispersed to the products they are assigned. The Accounts name could also refer to Account Groups, Acronyms, ACH IDs and other assets.

☐	Account Name	Account Identifier	CCY	Branch	Type
☐	Account1	--	--	--	Account ...
☐	Account2	--	--	--	Account ...
☐	Account3	3bbb7891	GBP	JPMC LONDON (GB)	JPM INTL
☐	Account4	4bbb8912	USD	JPMC NEW YORK (US)	JPM US
☐	Account5	5bbb9123	USD	JPMC NEW YORK (US)	JPM US

5. Select accounts from the Available Business Accounts list.

To filter accounts, either select an option in the dropdown—or type in the text field and click **Apply Filter**.

6. Click Add Accounts to Functions to move selected accounts to the Selected Business Accounts list.

7. Depending on the selected function, a Limits tab may be available. To quickly set limits, click the Limits tab.

- In the Quick Edit section, add a payment limit and/or daily limit. Click **Apply** to set the limits for all selected products.
- To edit detail limits for a specific product and its functions, click **Expand/Collapse All** to expand the product sections.

Set your desired user limits here. Default user limits are applied to functions you don't set limits for.

8. Click Save Account Selections to add the selected products, functions, accounts and limits to the user.

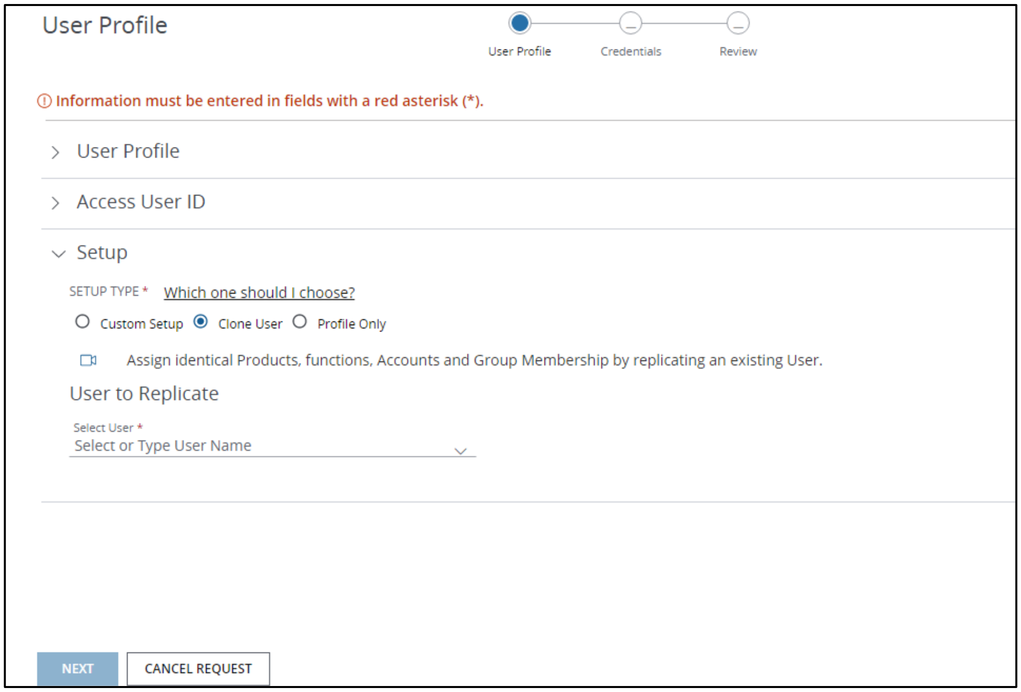
9. To add entitlements to more products and functions, repeat steps 3 to 8.

To remove the selected product and/or functions, click Remove Product.

To set up login credentials, click Return to Product Selection—then click Next - Credentials.

Assign entitlements with Clone User setup

Assign products, functions and accounts to a new user quickly and easily by cloning an existing user's entitlements.


User Profile
User Profile
Credentials
Review
User Profile
Access User ID
Setup
User to Replicate
NEXT
CANCEL REQUEST

ⓘ Information must be entered in fields with a red asterisk (*).

SETUP TYPE * Which one should I choose?

○ Custom Setup ● Clone User ○ Profile Only

Assign identical Products, functions, Accounts and Group Membership by replicating an existing User.

Select User *
Select or Type User Name

1. **Select Clone User on the User Profile page.**

   Refer to Create a new user.

   A User to Replicate panel displays.

2. **Select the user you want to clone from the dropdown—or start typing a user name to locate it on the list.**

3. **Click Next to set up login credentials.**

   Cloned user entitlements cannot be edited. You can't clone entitlements for user groups.

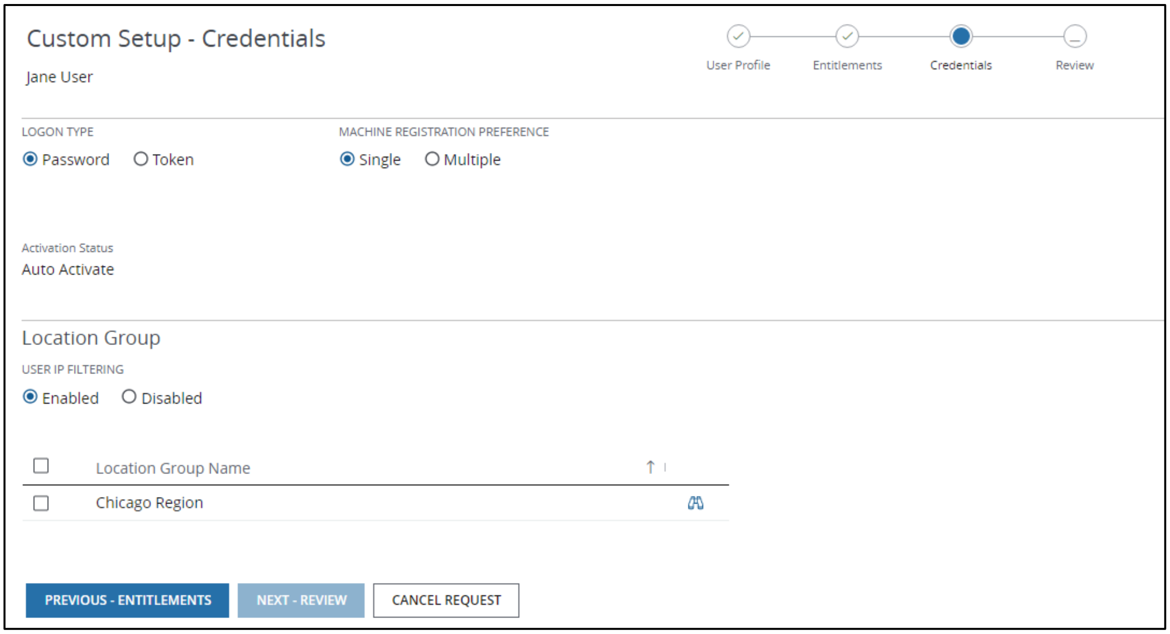
Related Articles

Create a new user

Set up credentials for a new user

Set up credentials for a new user

Once you've set up entitlements for a new user with Custom Setup or Clone User, you can set up login credentials on the Credentials page.



Custom Setup - Credentials

Jane User

LOGON TYPE

● Password ○ Token

MACHINE REGISTRATION PREFERENCE

● Single ○ Multiple

Activation Status

Auto Activate

Location Group

USER IP FILTERING

● Enabled ○ Disabled

☐	Location Group Name
☐	Chicago Region

1. Review the following credential settings and make any changes you'd like:

- The **Logon Type** is preselected based on user entitlements.
- To update a password-only user to token-based login, change the selection to **Token**. Then select a Token Type from the dropdown.
- For users entitled to J.P. Morgan® Access Mobile, an **Allow Biometric Authentication** setting displays—and is set to Yes by default.

This enables users to log in to Access or Access Mobile using biometric authentication rather than Access credentials (i.e., a password and/or token).

Biometric authentication requires a mobile device and includes:

- Touch ID—Fingerprint-based authentication.
- Face ID—Facial recognition (only available for Apple iPhone X and higher).

Change the selection to **No** if you don't want to allow biometric authentication.

- The **Machine Registration Preference** is preselected based on Client Credential Preferences.

You can change the default selection from Single to Multiple or vice versa.

- If you'd like to have a new hardware token shipped when the create user request is approved, select Order New Token.

- The **Activation Status** indicates whether a user will be activated once the request is approved.
- A Location Group panel will be available if IP filtering is enabled for your company.
- Under User IP Filtering, select Enabled or Disabled.

2. After you've set up credentials, click Next (Next – Review for Custom Setup users) to review the user profile, roles and/or entitlements, business accounts and credentials.

3. Click Previous (Previous - Credentials for Custom Setup users) to make changes—or click Submit for Approval.

Related Articles

Create a new user

Assign entitlements for Payments

Assign entitlements for Reporting, Checks and other services

Assign entitlements with Clone User setup

Manager Specialized Tasks

Comprehensive instructions for completing your administrative tasks in Access.

Once you've created user profiles, added entitlements and set up credentials for new Access users, learn how to manage and monitor your other administrative tasks as effortlessly as possible.

Account groups

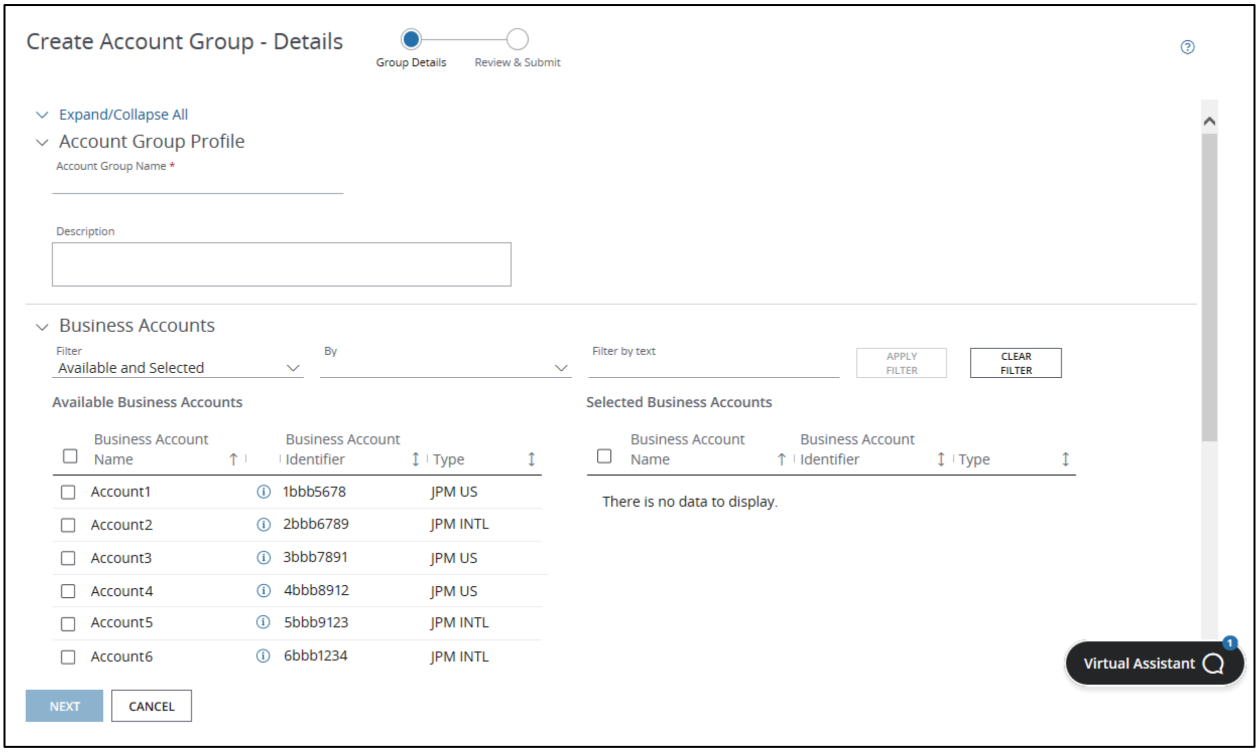
Account groups are collections of selected accounts. They allow you to quickly make decisions related to all accounts or manage an account subset.

When using account groups:

- Any changes to an account group apply to all users and user groups associated with it.
- An account can belong to more than one account group. There's currently no limit to the number of account groups you can create.
- When you delete an account group, the accounts within it aren't deleted, but they're no longer associated as a group. Deleting an account group could affect individual user or user group entitlements—or approval rules.

Create an account group

To create a new account group, follow the steps below.


Create Account Group - Details
Group Details
Review & Submit
Expand/Collapse All
Account Group Profile
Account Group Name *
Description
Business Accounts
By
Filter by text
APPLY FILTER
CLEAR FILTER
Virtual Assistant
NEXT
CANCEL

Filter: Available and Selected

Available Business Accounts

☐	Business Account Name	Business Account Identifier	Type
☐	Account1	1bbb5678	JPM US
☐	Account2	2bbb6789	JPM INTL
☐	Account3	3bbb7891	JPM US
☐	Account4	4bbb8912	JPM US
☐	Account5	5bbb9123	JPM INTL
☐	Account6	6bbb1234	JPM INTL

Selected Business Accounts

☐	Business Account Name	Business Account Identifier	Type

There is no data to display.

1. **From the Manager menu, click Account Groups.**
2. **Click Create Account Group.**
3. **Enter an account group name and an optional description.**
4. **Select accounts from the Available Business Accounts list.**

   To filter accounts, select an option in the dropdown or type in the text field and click **Apply Filter**.

5. **Click the right arrow to move selected accounts to the Selected Business Accounts list.**
6. **Click Next to define these accounts as the user account set.**
7. **Click Submit for Approval.**

Edit an account group

Once you've created account groups, make changes to them by following the steps below. Changes you make will be inherited by all users and user groups associated with the account group.

1. **From the Manager menu, click Accounts.**

2. **Select Account Groups from the Accounts Viewing dropdown.**

3. **Click the Action menu (three vertical dots) for the account group you want to edit—then click View Details.**

4. **Click Edit Group.**

5. **Edit the account group name and/or the description.**

6. **From the Available Business Accounts list, select accounts to add to the group.**

   To filter accounts, select an option in the dropdown or type in the text field and click **Apply Filter**.

7. **Click the right arrow to move selected accounts to the Selected Business Accounts list.**

8. **From the Selected Business Accounts list, select accounts to remove from the group.**

9. **Click the left arrow to restore accounts to the Available Business Accounts list.**

10. **Click Next to apply and review the changes.**

11. **Click Submit for Approval—or click Previous to make additional changes.**

    To make further edits to the account group, repeat steps 1 to 3. From the bottom of the Account Group Details page, choose one of the following options:

    - **Edit Group**—Make further changes to the account.
    - **Clone Group**—Replicate this account group.
    - **Delete Group**—Remove this account group.

Delete an account group

When you delete an account group, the accounts in it aren't deleted, but they are no longer associated as a group. Deleting an account group can affect individual user or user group entitlements—or approval rules.

1. From the Manager menu, click Accounts.

2. Select Account Groups from the Accounts Viewing dropdown.

3. Click the Action menu (three vertical dots) for the account group you want to delete.

4. Click Delete Group—then click Continue.

A confirmation window displays.

5. Select your reason for deletion from the dropdown.

If you select **Other**, type a reason in the Description field.

6. Click Delete to display a confirmation window.

An alert displays if deleting the account group affects a user, user group or an approval rule.

- Click **Continue** in the alert window to complete the deletion.

Or

- Click **Cancel** to return to the Account Group Details page without deleting the account group.

Edit Acronyms

Acronyms let you control which accounts can be used to fund FX trades. Follow the steps below to modify Acronyms.

1. **From the Manager menu, click Company Overview—then click Accounts in the Relationship Summary panel.**

2. **Click Acronyms on the Business Accounts list.**

3. **Click the acronym you want to edit.**

4. **Click Edit Group.**

5. **From the Available Business Accounts list, select business accounts to add to the group.**

6. **Click the right arrow to move these accounts to the Selected Business Accounts list.**

7. **From the Selected Business Accounts list, select business accounts to remove.**

8. **Click the left arrow to restore accounts to the Available Business Accounts list.**

9. **Click Next to apply and review the changes.**

10. **Click Submit for Approval—or click Previous to make additional changes.**

Related Articles

Account groups

Create an account group

Edit an account group

Delete an account group

User groups

A user group is a collection of selected users. When you create a user group, you can take actions that apply to the entire group. Set up a user group to organize users by location, accounts or products. Then entitle the group with the same set of product functions and accounts.

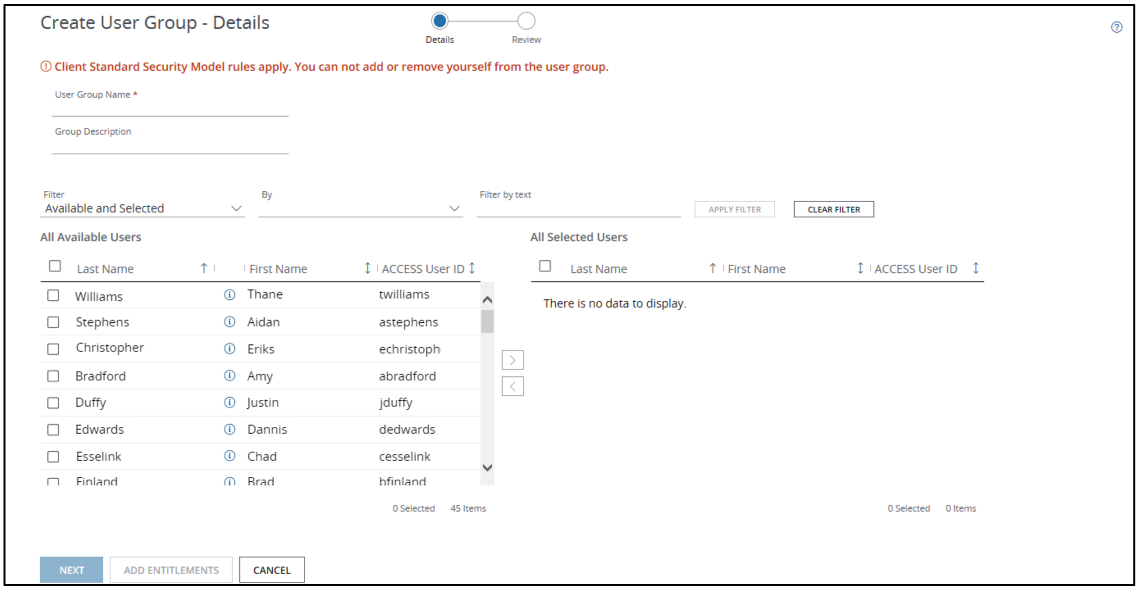
User groups are only available for users created with Custom Setup.

When using user groups:

- There's no limit to the number of user groups you can create.
- Users can belong to multiple groups.
- Entitlements are accumulated when users are associated to one or more user groups.
- Individual entitlements take precedence over entitlements inherited from a user group.
- If there are conflicts between two user groups, the system performs conflict validation and the outcome displays on the conflict validation tab of the request action.

Create a user group

Need to apply actions to a collection of users? Create a new user group following these steps.



Create User Group - Details

ⓘ Client Standard Security Model rules apply. You can not add or remove yourself from the user group.

User Group Name *

Group Description

Filter: Available and Selected

By:

Filter by text:

All Available Users

☐	Last Name	First Name	ACCESS User ID
☐	Williams	Thane	twilliams
☐	Stephens	Aidan	astephens
☐	Christopher	Eriks	echristoph
☐	Bradford	Amy	abradford
☐	Duffy	Justin	jduffy
☐	Edwards	Dannis	dedwards
☐	Esselink	Chad	cesselink
☐	Finland	Brad	bfinland

0 Selected 45 Items

All Selected Users

☐	Last Name	First Name	ACCESS User ID

There is no data to display.

0 Selected 0 Items

1. **From the Manager menu, click User Groups.**

2. **Click Create User Group.**

3. **Enter a unique user group name and optional description.**

4. **Add users immediately—or skip to step 5 to add entitlements to the group without adding users.**

   To add users immediately:

   - Select users from the All Available Users list.
   - To filter users, select an option in the dropdown or type in the text field and click **Apply Filter**.
   - Click the **right arrow** to move the users to the All Selected Users list.

5. **Click Add Entitlements to select entitlements for the user group.**

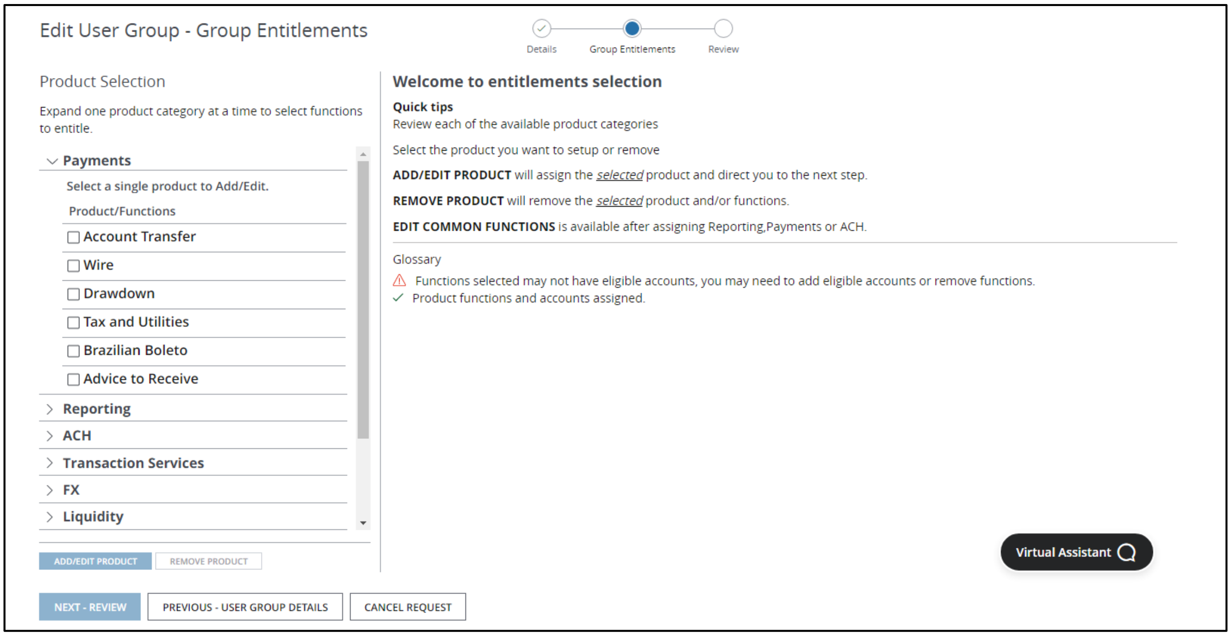
   Or

   Click Next to review user group details without adding entitlements.

If you don't assign any users within 63 days, the group is automatically purged from Access.

Assign entitlements to user groups

Add product and account entitlements when you create or edit a user group.



Edit User Group - Group Entitlements

Details
Group Entitlements
Review

Product Selection

Expand one product category at a time to select functions to entitle.

Payments
Select a single product to Add/Edit.
Product/Functions
☐ Account Transfer
☐ Wire
☐ Drawdown
☐ Tax and Utilities
☐ Brazilian Boleto
☐ Advice to Receive
Reporting
ACH
Transaction Services
FX
Liquidity
ADD/EDIT PRODUCT
REMOVE PRODUCT
NEXT - REVIEW
PREVIOUS - USER GROUP DETAILS
CANCEL REQUEST
Virtual Assistant

Welcome to entitlements selection

Quick tips
Review each of the available product categories

Select the product you want to setup or remove

ADD/EDIT PRODUCT will assign the *selected* product and direct you to the next step.

REMOVE PRODUCT will remove the *selected* product and/or functions.

EDIT COMMON FUNCTIONS is available after assigning Reporting,Payments or ACH.

Glossary

⚠ Functions selected may not have eligible accounts, you may need to add eligible accounts or remove functions.
✓ Product functions and accounts assigned.

1. Add entitlements from one of two pages:

- From the Create User Group - Details page, click **Add Entitlements**.

Or

- From the Edit User Group - Details page, click **Edit Entitlements**.

2. Review available product categories.

To expand a category, click the arrow beside it.

3. Select the product you want to set up.

You can select only one product to entitle at a time.

4. Click Add/Edit Product to assign the selected product.

Depending on the chosen product, one of the following will display:

- Function Selection screen—to go the next step.

Or

- Available Business Accounts panel—skip to step 8.

5. On the Function Selection screen, click Add All to select all transactions and/or template functions.

To select or remove specific functions, click **Add** or **Remove**. Once you add a function, an Accounts Status displays.

- The View Only Transactions option is disabled once you select transaction functions.
- The View Only Templates option is disabled once you select template functions.

6. Click Edit Accounts.

7. Select the functions that you'd like to add accounts for—then click Select Accounts.

8. Select accounts from the Available Business Accounts list.

To filter accounts, select an option (through the dropdown or by typing in the text field) and click **Apply Filter**.

9. Click Add Accounts to Functions to move selected accounts to the Selected Business Accounts list.

10. Depending on the function(s) you selected, a Limits tab may be available. To quickly set limits, click the Limits tab.

In the Quick Edit section, add a payment limit and/or daily limit.

- Click **Apply** to set the limits for all selected products.
- To edit detail limits for a specific product and its functions, click **Expand/Collapse All** to expand the product sections.

Set your desired user limits here. Default user limits are applied to functions you don't set limits for.

11. Click Save Account Selections to add the selected products, functions, accounts and limits to the user group.

12. To continue, click Return to Function Selection.

Or

To add entitlements to more functions, repeat steps 5 to 12.

13. To continue, click Return to Product Selection.

To add entitlements to more products, repeat steps 2 to 13.

To remove the selected products and/or functions, click **Remove Product**.

14. Click Next – Review to review the user group profile, entitlements and accounts.

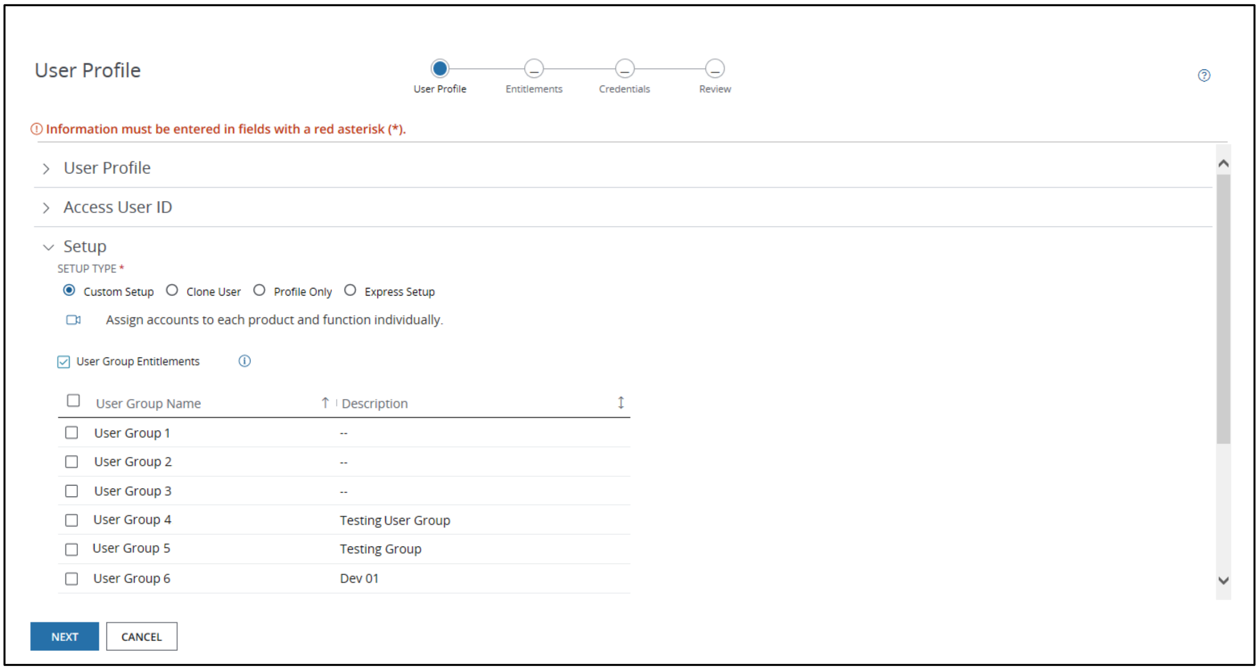
15. Click Previous to make changes—or click Submit for Approval.

You can't clone entitlements for user groups.

Add users to an existing user group

There are three ways to add users to user groups.

- Create a new user with Custom Setup.
- Edit a Custom Setup user.
- Edit the user group directly.



ⓘ Information must be entered in fields with a red asterisk (*).

User Profile

Access User ID

Setup

SETUP TYPE *

● Custom Setup ○ Clone User ○ Profile Only ○ Express Setup

Assign accounts to each product and function individually.

☑ User Group Entitlements

☐	User Group Name	Description
☐	User Group 1	--
☐	User Group 2	--
☐	User Group 3	--
☐	User Group 4	Testing User Group
☐	User Group 5	Testing Group
☐	User Group 6	Dev 01

Add users with Custom Setup

Follow these steps to add users when you create a new user with Custom Setup.

1. **After selecting Custom Setup on the User Profile page, select User Group Entitlements.**
2. **Select one or more existing user groups.**
3. **Click Next to add group entitlements.**

Refer to Assign entitlements to user groups.

Add users when editing a user profile

Follow these steps to add users when you edit a user profile.

1. **From the User Details page, click Edit Custom User.**

2. **Select User Group Entitlements.**

3. **Select one or more existing user groups.**

4. **Click Next – Entitlement to add group entitlements.**

Add users when editing a user group

Follow these steps to add users when you edit a user group directly.

1. **From the Manager menu, click User Groups.**

2. **Click a user group to display the User Group Details page.**

3. **Click Edit.**

4. **Select users from the All Available Users list.**

   To filter users, select an option in the dropdown or type in the text field and click **Apply Filter**.

5. **Click the right arrow to move the users to the All Selected Users list.**

6. **Click Edit Entitlements to add group entitlements.**

Related Articles

Assign entitlements to user groups

Create a new user

Edit a user

Edit a user group

Edit the details of an existing user group—including the name, description and group membership—by following the nine steps below.

1. **From the Manager menu, click User Groups.**

2. **Click a user group to display the User Group Details page.**

3. **Click Edit.**

4. **Edit the user group name and/or the description.**

5. **From the All Available Users list, select users to add to the group.**

   To filter users, select an option in the dropdown or type in the text field and click **Apply Filter**.

6. **Click the right arrow to move selected users to the All Selected Users list.**

7. **From the All Selected Users list, select users to remove from the group.**

8. **Click the left arrow to restore users to the All Available Users list.**

9. **Click Edit Entitlements to add group entitlements.**

Related Articles

Assign entitlements to user groups

Delete a user group

When you delete a user group, individual user profiles aren't deleted, but you do remove entitlements inherited from the group.

Follow these five quick steps to delete a user group.

1. From the Manager menu, click User Groups.

2. Click a user group to display the User Group Details page.

3. Click Delete—then click Continue.

A confirmation window displays.

4. Select your reason for deletion from the dropdown.

If you select **Other**, type a reason in the Description field.

5. Click Delete to display a confirmation window—then click OK.

Related Articles

User groups

Create a user group

Assign entitlements to user groups

Add users to an existing user group

Edit a user group

Edit a user

After you've created a user, you can edit most aspects of their profile following these steps.

1. From the Manager menu, click Edit User.

2. Select a user from the dropdown—then click View User Details.

3. Take one of the actions below—depending on the setup method (Custom or Profile) used to create the user:

- Click **Edit Custom User** to make changes to the User Profile, including user details, login details, user groups and contact information. (Custom Setup)

  Refer to the Edit a custom user topic for steps.
- Click **Edit Profile Only** to make change to the User Profile. (Profile Only)
- Click **Clone User** to create a new user with identical entitlements as the existing user. (Custom Setup)
- Click **Delete User** to remove the user. (Both setup methods)
- Click **Copy User** to replace the user's entitlements with entitlements copied from another existing user. (Custom Setup)
- Click **Change Setup** to start a Custom Setup and set up entitlements or to copy entitlements from another existing user. (Profile Only)
- Click **Edit Credentials** and select actions to manage user login credentials. (Both setup methods)

Edit a custom user

Use the Edit Custom User option to make changes to the User Profile and add product entitlements.

1. From the Manager menu, click Edit User.

1. Select the user to edit.

2. Click Edit Custom User.

3. Click Next-Entitlement.

4. In the Product Selection panel, click a product category to expand it—then select the product to add.

5. Click Add/Edit Product.

6. Click the Available Business Accounts tab.

7. Select an account, then click Add Accounts to Functions.

8. Click Save Account Selections.

9. Click Next - Review, then click Submit for Approval.

A different SA approves the request.

Related Articles

Create a new user

Assign entitlements for Payments

Assign entitlements for Reporting, Checks and other services

Delete users

Once a user profile is deleted, their information is completely removed. Deletions aren't reversible and User IDs can't be reused.

Delete users from the Edit Users page in five quick steps.

1. From the Manager menu, click Edit User.

2. Select a user from the dropdown and click View User Details.

3. Click Delete User—then click Continue.

A confirmation window displays.

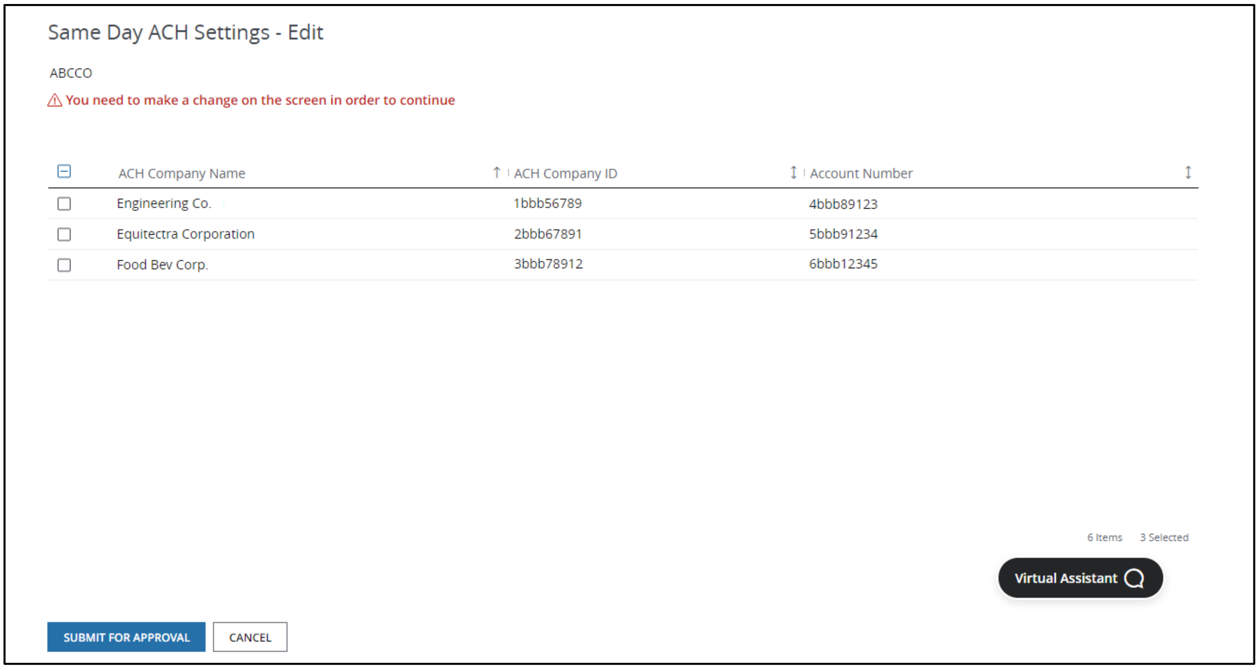
4. Select your reason for deletion from the dropdown.

If you select **Other**, type a reason in the Description field.

5. Click Delete to display a confirmation window—then click OK.

Manage Same Day ACH settings

Enable or disable Same Day ACH settings for a company in three quick steps. Same day settings let you determine whether a company can initiate ACH transactions for settlement that day.



Same Day ACH Settings - Edit

ABCCO

⚠ You need to make a change on the screen in order to continue

⊟	ACH Company Name ↑	ACH Company ID ↕	Account Number ↕
☐	Engineering Co.	1bbb56789	4bbb89123
☐	Equitectra Corporation	2bbb67891	5bbb91234
☐	Food Bev Corp.	3bbb78912	6bbb12345

6 Items 3 Selected

1. **From the Manager menu, click Same Day ACH Settings.**

2. **Select a company to enable same-day ACH transactions—deselect it to disable same-day ACH transactions.**

   When a new company ID is added, its Same Day ACH setting is enabled by default.

3. **Click Submit for Approval.**

Credential Services overview

Use Credential Services to manage security-related information such as User IDs, passwords and digital signing credentials for your company's employees. With Credential Services, you can handle many employee requests without contacting J.P. Morgan, including:

- Managing user authentication methods.
- Managing machine registration.
- Managing self-service client security preferences.
- Ordering and tracking security tokens.

Types of credentials

User credentials authenticate a user's identity and provide access to protected information and transaction capabilities. Use Credential Services to assign, manage and maintain user credentials.

Access supports password-only and token-based authentication. Token-based authentication requires both a password and a security token provided by J.P. Morgan—and assigned by you as the Security Administrator (SA). You can only assign one type of token to a user at a time. Token users must have a specific token associated with their User ID.

There are five types of credentials available in Access:

- **Password**—Password-based authentication allows users to log in with a User ID and password.
- **Hardware RSA SecurID®**—The RSA SecurID hardware token is a hand-held device that displays a new security code every 60 seconds. Users enter the numeric code (or "token code") along with a personal password.
- **Software RSA SecurID®** (preferred)—The software version of the RSA SecurID token works similarly to the hardware version. Instead of using a hardware token, users generate a token code from a mobile device using the RSA SecurID Software Token App.
- **Hardware Feitian**—Feitian hardware tokens are assigned to users entitled to China accounts or residing in China. Security Administrators (SAs) who oversee users with China accounts will also use a Feitian token. Users and SAs who use Feitian tokens can use the same token to access both China and non-China accounts.
- **Feitian Software** (preferred)—The software version of the Feitian token works similarly to the hardware version. Instead of using a hardware token, users generate a token code from a mobile device using the Feitian Software Token App. Users and SAs who use Feitian tokens can use the same token to access both China and non-China accounts.

Which product and services entitlements require tokens?

Users are assigned security tokens to provide multifactor authentication, meet regulatory mandates or meet corporate requirements. Tokens also allow users to act as Security Administrators or perform sensitive activities such as wire payment approval and release.

The following product entitlements require a security token:

- Manager
- Payments
    - US ACH Initiation
    - Wire
    - Tax and Utility
    - Global ACH
    - FX
    - Transaction Services
- Checks
- Digital Payments
- Host to Host Online
- Commercial Loans
- J.P. Morgan Concourse™ Payables
- Counterparty Portal
- Electronic Specialty Account Portal
- J.P. Morgan Access® Liquidity Solutions - Visibility
    - Call Deposit
    - Time Deposit
    - Money Market Mutual Funds
    - Intercompany Loan Amendments
    - Earnings Credit/Interest PEG
    - Rule Based Liquidity Management
    - Physical Cash Concentration Self Service
- Receivables
- ACH File Warehouse
- Global Trade
- Virtual Branch

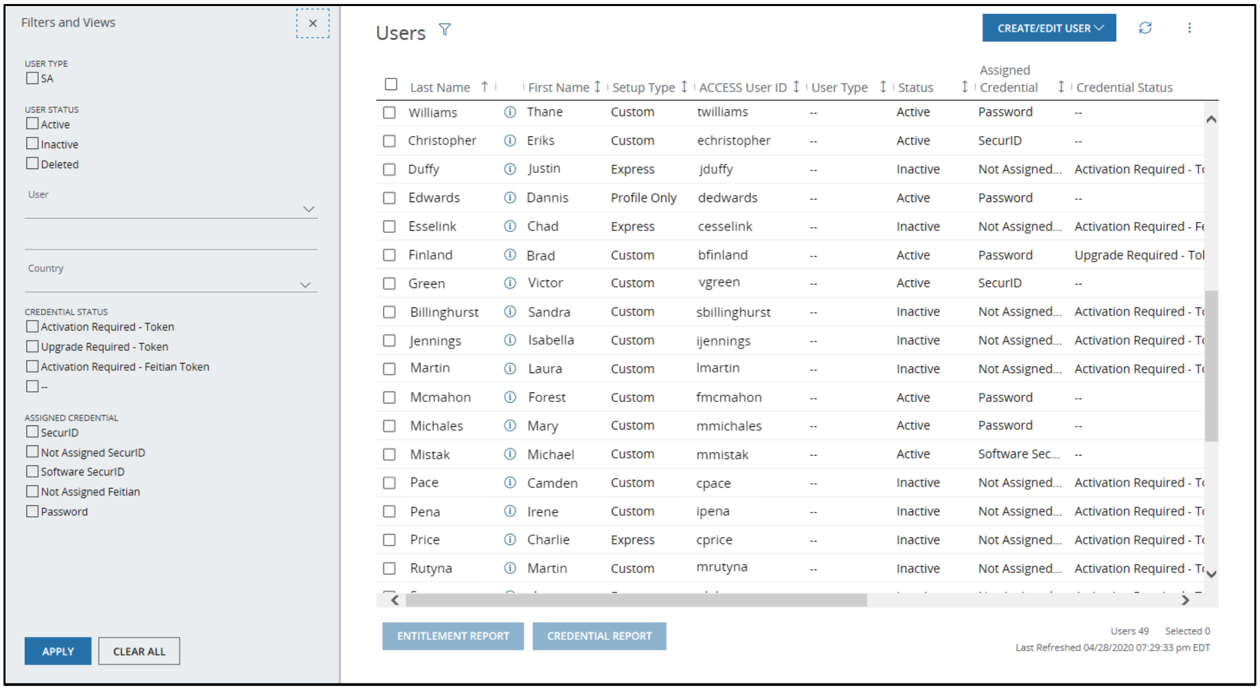
Additionally, entitlements to accounts from the following countries require a security token:

- Argentina
- Australia
- Bangladesh
- China
- Colombia
- Hong Kong
- India
- Indonesia
- Japan
- Republic of Korea
- Malaysia
- Mexico
- New Zealand
- Philippines
- Singapore
- South Sudan
- Taiwan
- Thailand
- Vietnam

For more details on entitlement options download the **Entitlement Descriptions Mapping and Options Guide**.

View user credential status

Need to view credential statuses or search for users by credential status? Follow the three quick steps below.



USER TYPE
☐ SA

USER STATUS
☐ Active
☐ Inactive
☐ Deleted

CREDENTIAL STATUS
☐ Activation Required - Token
☐ Upgrade Required - Token
☐ Activation Required - Feitian Token
☐ --

ASSIGNED CREDENTIAL
☐ SecurID
☐ Not Assigned SecurID
☐ Software SecurID
☐ Not Assigned Feitian
☐ Password

☐	Last Name	First Name	Setup Type	ACCESS User ID	User Type	Status	Assigned Credential	Credential Status
☐	Williams	Thane	Custom	twilliams	--	Active	Password	--
☐	Christopher	Eriks	Custom	echristopher	--	Active	SecurID	--
☐	Duffy	Justin	Express	jduffy	--	Inactive	Not Assigned...	Activation Required - T
☐	Edwards	Dannis	Profile Only	dedwards	--	Active	Password	--
☐	Esselink	Chad	Express	cesselink	--	Inactive	Not Assigned...	Activation Required - F
☐	Finland	Brad	Custom	bfinland	--	Active	Password	Upgrade Required - To
☐	Green	Victor	Custom	vgreen	--	Active	SecurID	--
☐	Billinghurst	Sandra	Custom	sbillinghurst	--	Inactive	Not Assigned...	Activation Required - T
☐	Jennings	Isabella	Custom	ijennings	--	Inactive	Not Assigned...	Activation Required - T
☐	Martin	Laura	Custom	lmartin	--	Inactive	Not Assigned...	Activation Required - T
☐	Mcmahon	Forest	Custom	fmcmahon	--	Active	Password	--
☐	Michales	Mary	Custom	mmichales	--	Active	Password	--
☐	Mistak	Michael	Custom	mmistak	--	Active	Software Sec...	--
☐	Pace	Camden	Custom	cpace	--	Inactive	Not Assigned...	Activation Required - T
☐	Pena	Irene	Custom	ipena	--	Inactive	Not Assigned...	Activation Required - T
☐	Price	Charlie	Express	cprice	--	Inactive	Not Assigned...	Activation Required - T
☐	Rutyna	Martin	Custom	mrutyna	--	Inactive	Not Assigned...	Activation Required - T

Users 49 Selected 0
Last Refreshed 04/28/2020 07:29:33 pm EDT

1. **From the Manager menu, select Users.**

2. **Click View All at the bottom of the Users panel to display the Users list.**

   The Credential Status column displays credential activity by user.

3. **Click the filter icon at the top of the list—and select filters from the Credential Status section of the Filters and Views Panel.**

4. **Click Apply to display the filtered list of users.**

Credential Status	Description	Action Required
Activation Required – Token	A new user requires activation with assignment of an RSA SecurID® token (hardware or software).	Assign Token
Activation Required – Feitian Token	A new user requires activation with assignment of a Feitian token.	Assign Token
Activation Required – Password	A new user requires activation.	Activate Password User

Credential Status	Description	Action Required
Upgrade Required - Token	An existing user received a product or account that requires an RSA SecurID token.	Assign Token
Upgrade Required - Feitian Token	An existing user received a product or account that requires a Feitian token.	Assign Token
Expiring Token - 5 Days	An assigned token is expiring in the next five days.	Replace Token
Expiring Token - 10 Days	An assigned token is expiring in the next 10 days.	Replace Token
Expired Token	The user's assigned token is expired.	Assign Token
Temporary Token Codes In Use	The user has been assigned temporary token codes. An SA must revoke the temporary codes before the user can log on with their assigned token.	Revoke Temporary Token Codes
Locked (only displays in User Details or Edit User page)	The user is locked out of Access and their User ID must be unlocked in order to log on. This occurs when a user has multiple unsuccessful login attempts.	Unlock User
Pending Security Admin Request	The bank has initiated an action on the user which must be completed before any other action can be taken.	Contact Access Helpdesk

Assigned Credential	Description
Password	The user requires only a password to log in.
SecurID	The user has an assigned hardware RSA SecurID® token.
Software SecurID	The user has an assigned software RSA SecurID token.
Not Assigned SecurID	The user is not pending an upgrade but requires an RSA SecurID to log in.
Feitian	The user has an assigned Feitian hardware token.
Software Feitian	The user has an assigned Feitian software token.
Not Assigned Feitian	The user is not pending an upgrade but requires a Feitian hardware or software token to log in.

Run a Credential Report

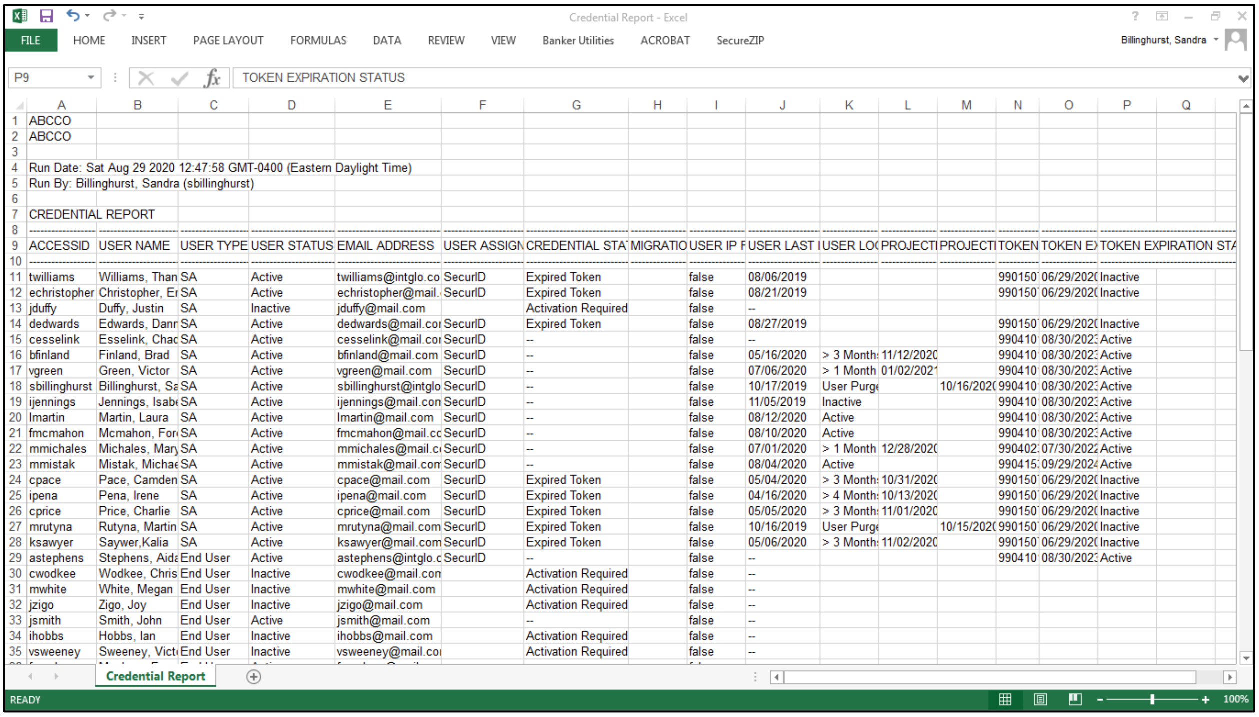
Generate and download a Credential Report to view complete credential details for your users.

1. From the Manager menu, select Users.

2. Click View All at the bottom of the Users panel to display the Users list.

3. Select one or more users from the list.

4. Click Credential Report to download the report as a *.CSV spreadsheet file.



ABCCO
ABCCO

Run Date: Sat Aug 29 2020 12:47:58 GMT-0400 (Eastern Daylight Time)
Run By: Billinghurst, Sandra (sbillinghurst)

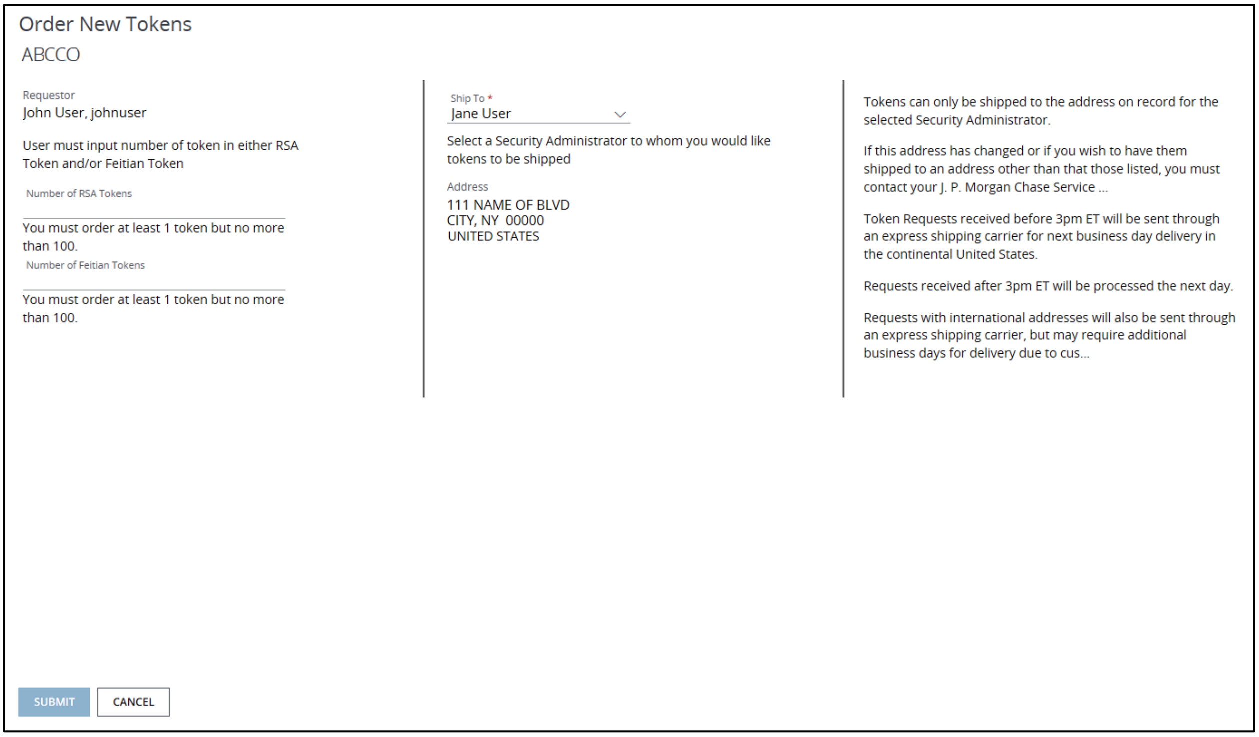
CREDENTIAL REPORT

ACCESSID	USER NAME	USER TYPE	USER STATUS	EMAIL ADDRESS	USER ASSIGN	CREDENTIAL STA	MIGRATIO	USER IP F	USER LAST I	USER LO(	PROJECTI	PROJECTI	TOKEN	TOKEN E)	TOKEN EXPIRATION STA
twilliams	Williams, Than	SA	Active	twilliams@intglo.co	SecurID	Expired Token		false	08/06/2019				990150	06/29/202(	Inactive
echristopher	Christopher, Er	SA	Active	echristopher@mail.	SecurID	Expired Token		false	08/21/2019				990150	06/29/202(	Inactive
jduffy	Duffy, Justin	SA	Inactive	jduffy@mail.com		Activation Required		false	--						
dedwards	Edwards, Danr	SA	Active	dedwards@mail.cor	SecurID	Expired Token		false	08/27/2019				990150	06/29/202(	Inactive
cesselink	Esselink, Chac	SA	Active	cesselink@mail.cor	SecurID	--		false	--				990410	08/30/2023	Active
bfinland	Finland, Brad	SA	Active	bfinland@mail.com	SecurID	--		false	05/16/2020	> 3 Month:	11/12/2020		990410	08/30/2023	Active
vgreen	Green, Victor	SA	Active	vgreen@mail.com	SecurID	--		false	07/06/2020	> 1 Month	01/02/2021		990410	08/30/2023	Active
sbillinghurst	Billinghurst, Sa	SA	Active	sbillinghurst@intglo	SecurID	--		false	10/17/2019	User Purge		10/16/202(	990410	08/30/2023	Active
ijennings	Jennings, Isabe	SA	Active	ijennings@mail.con	SecurID	--		false	11/05/2019	Inactive			990410	08/30/2023	Active
lmartin	Martin, Laura	SA	Active	lmartin@mail.com	SecurID	--		false	08/12/2020	Active			990410	08/30/2023	Active
fmcmahon	Mcmahon, For	SA	Active	fmcmahon@mail.cc	SecurID	--		false	08/10/2020	Active			990410	08/30/2023	Active
mmichales	Michales, Mary	SA	Active	mmichales@mail.c	SecurID	--		false	07/01/2020	> 1 Month	12/28/2020		990402	07/30/2022	Active
mmistak	Mistak, Michae	SA	Active	mmistak@mail.com	SecurID	--		false	08/04/2020	Active			990415	09/29/2024	Active
cpace	Pace, Camden	SA	Active	cpace@mail.com	SecurID	Expired Token		false	05/04/2020	> 3 Month:	10/31/2020		990150	06/29/202(	Inactive
ipena	Pena, Irene	SA	Active	ipena@mail.com	SecurID	Expired Token		false	04/16/2020	> 4 Month:	10/13/2020		990150	06/29/202(	Inactive
cprice	Price, Charlie	SA	Active	cprice@mail.com	SecurID	Expired Token		false	05/05/2020	> 3 Month:	11/01/2020		990150	06/29/202(	Inactive
mrutyna	Rutyna, Martin	SA	Active	mrutyna@mail.com	SecurID	Expired Token		false	10/16/2019	User Purge		10/15/202(	990150	06/29/202(	Inactive
ksawyer	Saywer,Kalia	SA	Active	ksawyer@mail.com	SecurID	Expired Token		false	05/06/2020	> 3 Month:	11/02/2020		990150	06/29/202(	Inactive
astephens	Stephens, Aida	End User	Active	astephens@intglo.c	SecurID	--		false	--				990410	08/30/2023	Active
cwodkee	Wodkee, Chris	End User	Inactive	cwodkee@mail.con		Activation Required		false	--						
mwhite	White, Megan	End User	Inactive	mwhite@mail.com		Activation Required		false	--						
jzigo	Zigo, Joy	End User	Inactive	jzigo@mail.com		Activation Required		false	--						
jsmith	Smith, John	End User	Active	jsmith@mail.com		--		false	--						
ihobbs	Hobbs, Ian	End User	Inactive	ihobbs@mail.com		Activation Required		false	--						
vsweeney	Sweeney, Vict	End User	Inactive	vsweeney@mail.co		Activation Required		false	--						

Report Column Heading	Description
Access ID	User's Access ID.
User Name	User's first and last name.
User Type	SA or End User.
User Status	Active or Inactive.
Email Address	User's email address.
User Assigned Credential	User's assigned credential type.
Credential Status	User's credential status (if applicable).
Migration Expiration Date	User is pending an upgrade and will be inactivated on this date unless a token is assigned.
User Last Logon Date	User's last login date.
User Logon Status	Active, Inactive, Pending Inactivation, Pending Purge.
Projected Inactive Date	Projected date of inactivation unless user logs on or token is assigned.
Projected Purge Date	Projected date of user purge unless user logs on.
Token Serial Number	User's assigned token serial number.
Token Expiration Date	User’s assigned token expiration date.
Token Expiration Status	Active, Inactive, Pending Expiration.

Order new tokens

As a Security Administrator (SA), you assign client tokens and distribute hardware tokens to users who require them. Order new tokens by following the steps below.



Order New Tokens

ABCCO

Requestor
John User, johnuser

User must input number of token in either RSA Token and/or Feitian Token

Number of RSA Tokens

You must order at least 1 token but no more than 100.

Number of Feitian Tokens

You must order at least 1 token but no more than 100.

Ship To *
Jane User

Select a Security Administrator to whom you would like tokens to be shipped

Address
111 NAME OF BLVD
CITY, NY 00000
UNITED STATES

Tokens can only be shipped to the address on record for the selected Security Administrator.

If this address has changed or if you wish to have them shipped to an address other than that those listed, you must contact your J. P. Morgan Chase Service ...

Token Requests received before 3pm ET will be sent through an express shipping carrier for next business day delivery in the continental United States.

Requests received after 3pm ET will be processed the next day.

Requests with international addresses will also be sent through an express shipping carrier, but may require additional business days for delivery due to cus...

1. From the Manager menu, select Tokens.

2. Click Order New Tokens.

3. Enter the number of each type of token to order.

You must order at least one token, but no more than 100 of each type.

4. From the Ship To dropdown, select an SA to ship the tokens to.

Tokens can be shipped only to the address on record for the selected SA. If this address has changed or if you'd like to ship them to a different address, contact your J.P. Morgan Service Representative.

5. Click Submit—then click Continue to create the new Token Request ID.

View the status of the token request ID in the New Token Requests panel on the Company Profile page.

Related Articles

View Company Profile

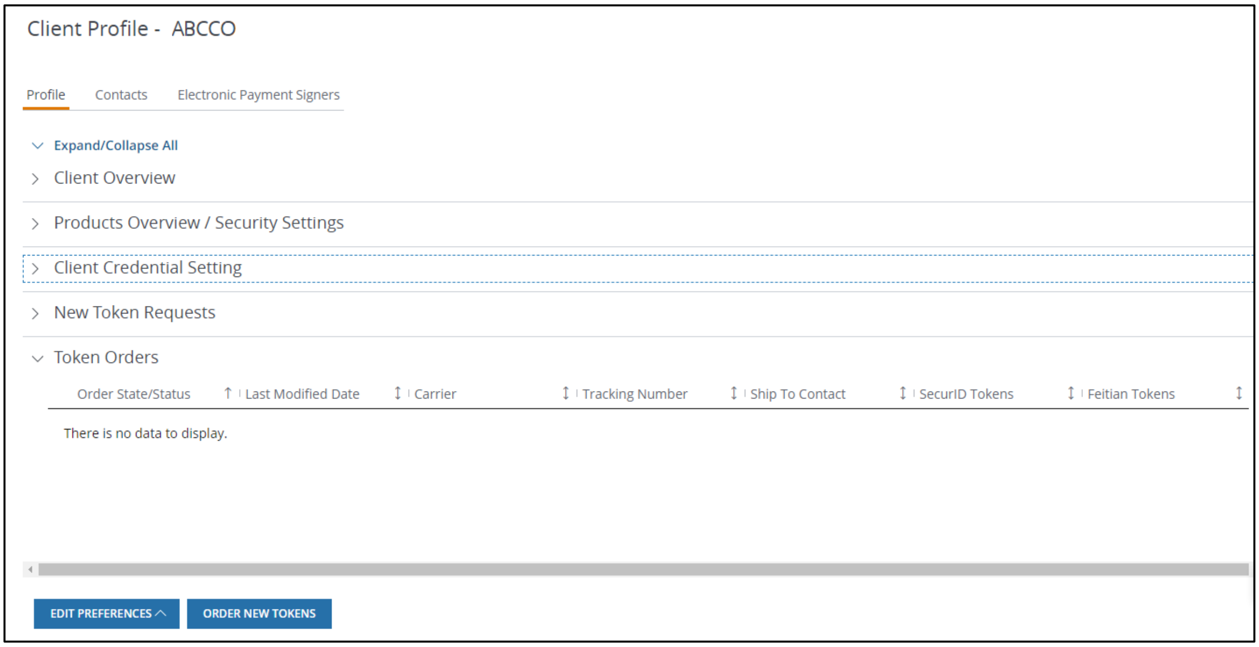
Track token orders

Track token orders

Track your token order without contacting your service team by following the steps below.

1. From the Manager menu, select Tokens.

2. Click the down arrow to expand the Token Orders panel.


Client Profile - ABCCO
Profile
Contacts
Electronic Payment Signers
Expand/Collapse All
Client Overview
Products Overview / Security Settings
Client Credential Setting
New Token Requests
Token Orders
Order State/Status
Last Modified Date
Carrier
Tracking Number
Ship To Contact
SecurID Tokens
Feitian Tokens
EDIT PREFERENCES
ORDER NEW TOKENS

There is no data to display.

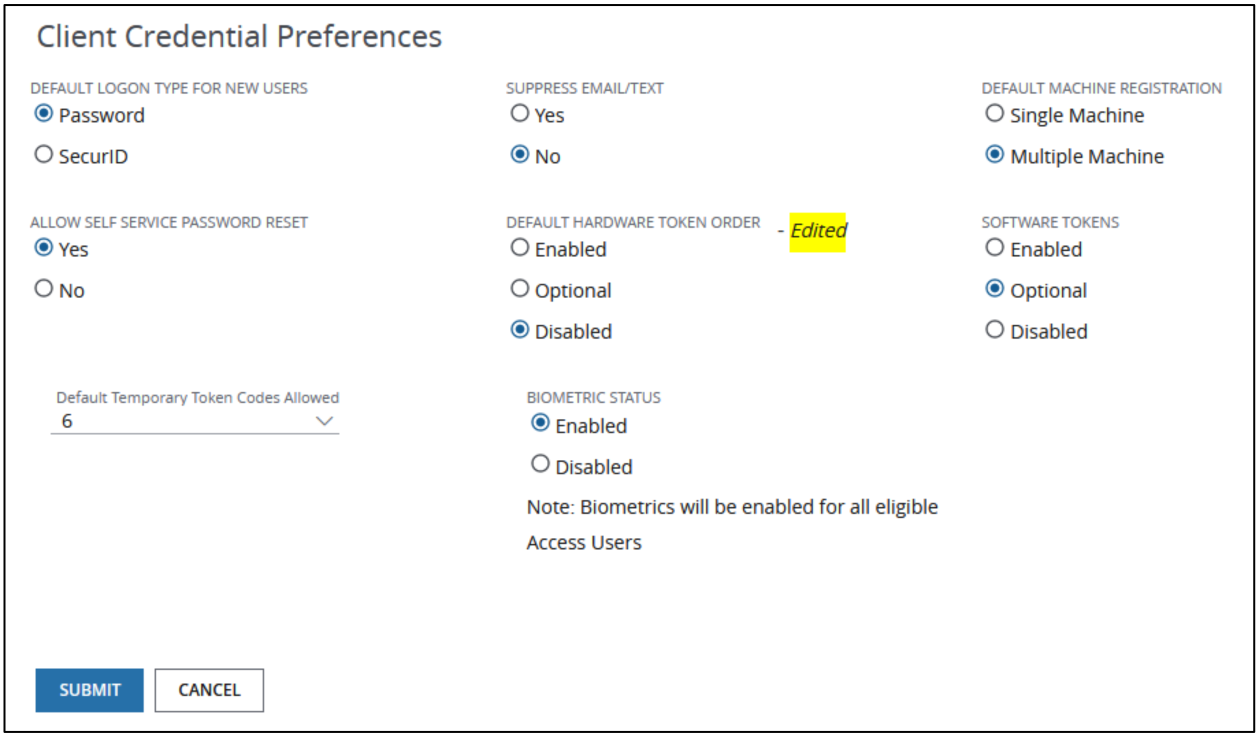
3. View the order status and shipping information such as carrier, tracking number and ship-to contact.

Related Articles

Order new tokens

Edit client credential preferences

Change client credential preferences from the Company Profile page.



Client Credential Preferences

DEFAULT LOGON TYPE FOR NEW USERS
● Password
○ SecurID

SUPPRESS EMAIL/TEXT
○ Yes
● No

DEFAULT MACHINE REGISTRATION
○ Single Machine
● Multiple Machine

ALLOW SELF SERVICE PASSWORD RESET
● Yes
○ No

DEFAULT HARDWARE TOKEN ORDER - *Edited*
○ Enabled
○ Optional
● Disabled

SOFTWARE TOKENS
○ Enabled
● Optional
○ Disabled

Default Temporary Token Codes Allowed
6

BIOMETRIC STATUS
● Enabled
○ Disabled

Note: Biometrics will be enabled for all eligible Access Users

1. **From the Manager menu, click Company Overview—then click View Company Profile.**

2. **Click Edit Preferences—then select Edit Credential Preferences from the Edit Preferences menu.**

3. **Make changes to the following options from the Client Credential Preferences page:**

- Default Logon Type for New Users—Select the Logon Type that will be preselected when you set up credentials for a new user.
- Suppress Email/Text—Determine whether SAs and end users will receive emails/text messages from credential actions.
  - Select **No** for users to receive a one-time pin or token activation code by email or text.
- Default Machine Registration—Select the Machine Registration Preference that will be preselected when you set up credentials for a new user.
- Default Hardware Token Order—Select one of the following options:
  - **Enabled**—Automatically submits a Token Order auto-replenishment request when you create a new user.

  - **Optional**—Allows you to make the decision on token auto-replenishment when you create a new user.
  - **Disabled**—Disables auto-replenishment and requires you to order tokens through the Order New Token option.

  If you're primarily using software tokens, we recommend that you select Disabled and order new tokens as needed.

- Software Tokens—Manages the ability to assign an RSA SecurID® software to users.
  - Select **Enabled** to allow clients to use software tokens by default.
  - Select **Disabled** if you don't want to offer software tokens.
  - Select **Optional** to allow only some of your users to have software tokens.
- Default Temporary Token Codes Allowed—Determines the number of codes selected by default when assigning temporary token codes.
- Biometric Status—Manages the ability to authenticate on J.P. Morgan® Access Mobile using biometrics (fingerprint or facial recognition).
  - Select **Enable** to allow Access Mobile users to authenticate using biometrics. All Access Mobile users will be enabled.
  - Select **Disable** if you don't want to offer authentication on Access Mobile. The feature is disabled for all Access Mobile users—and the option is no longer available for new users.

4. Click Submit—then click Continue to display a confirmation window.

5. Click OK.

Related Articles

Set up credentials for a new user

Order new tokens

New user credentials and activation

When you set up credentials for a new user, their user activation is based on the way they log on to Access:

- Password-only users are automatically activated. They receive an email after the Create User request is approved.
- Hardware token users are automatically activated when you assign the token—after the Create User request is approved.
- Software token users are automatically activated when you select a mobile phone number to deliver the activation code—after the Create User request is approved.

Related Articles

Set up credentials for a new user

User password reset

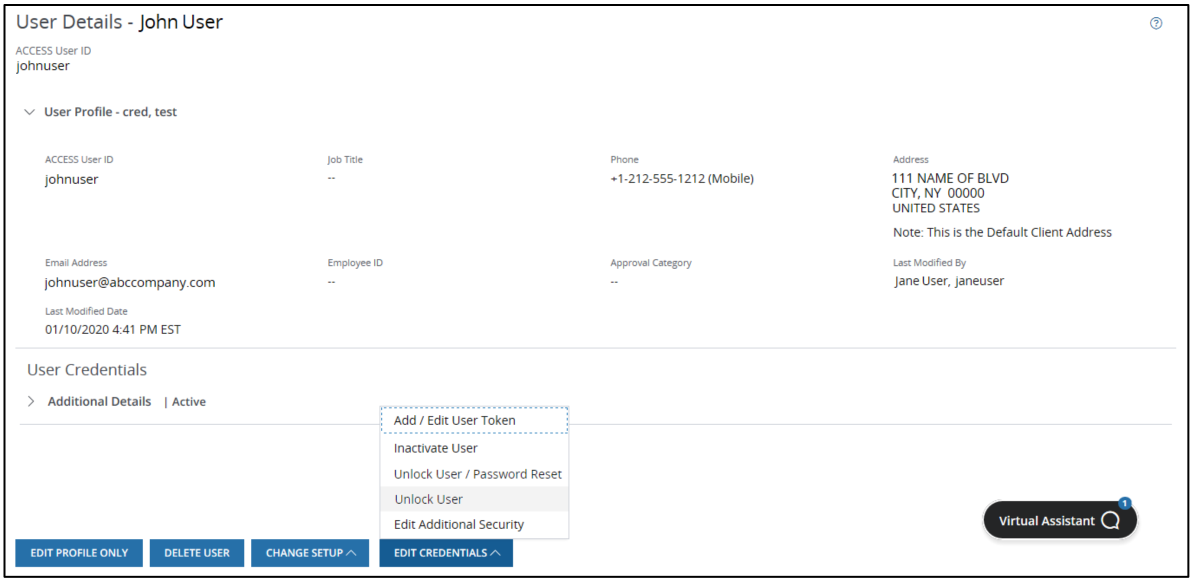
Only users can reset their passwords. Security Administrators cannot reset a password for a user.

To reset password, a user follows the **Forgot Password** steps from the Access login page—using the email address and phone numbers from their user profile that the SA provided.

Unlock a User ID

After excessive unsuccessful login attempts, users are locked out of Access and can't log on until their User IDs are unlocked.

You can unlock a user without approval from a second SA.



User Details - John User

ACCESS User ID
johnuser

User Profile - cred, test

ACCESS User ID: johnuser
Job Title: --
Phone: +1-212-555-1212 (Mobile)
Address: 111 NAME OF BLVD
CITY, NY 00000
UNITED STATES
Note: This is the Default Client Address

Email Address: johnuser@abccompany.com
Employee ID: --
Approval Category: --
Last Modified By: Jane User, janeuser

Last Modified Date: 01/10/2020 4:41 PM EST

User Credentials

Additional Details | Active

Add / Edit User Token
Inactivate User
Unlock User / Password Reset
Unlock User
Edit Additional Security
Virtual Assistant
EDIT PROFILE ONLY
DELETE USER
CHANGE SETUP
EDIT CREDENTIALS

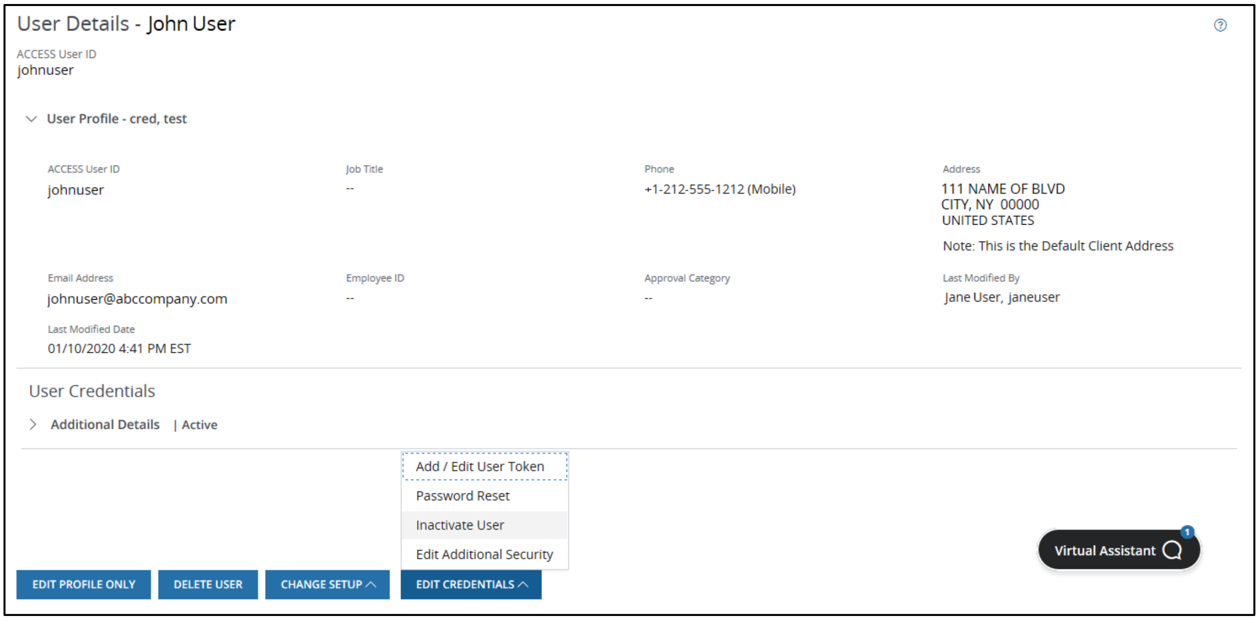
1. **From the User Details page, click Edit Credentials—then select Unlock User from the Edit Credentials menu.**

2. **Click Continue to unlock the user and display a confirmation window—then click OK.**

3. **Inform the user that their User ID has been unlocked.**

Inactivate a user

Designate a user as inactive to prevent them from using Access. You can inactivate a user without approval from a second SA.



User Details - John User

ACCESS User ID
johnuser

User Profile - cred, test

ACCESS User ID: johnuser
Job Title: --
Phone: +1-212-555-1212 (Mobile)
Address: 111 NAME OF BLVD
CITY, NY 00000
UNITED STATES
Note: This is the Default Client Address
Email Address: johnuser@abccompany.com
Employee ID: --
Approval Category: --
Last Modified By: Jane User, janeuser
Last Modified Date: 01/10/2020 4:41 PM EST

User Credentials

Additional Details | Active

Add / Edit User Token
Password Reset
Inactivate User
Edit Additional Security
Virtual Assistant
1
EDIT PROFILE ONLY
DELETE USER
CHANGE SETUP
EDIT CREDENTIALS

1. **From the User Details page, click Edit Credentials—then select Inactivate User from the Edit Credentials menu.**

2. **Click Continue to inactivate the user and display a confirmation window—then click OK.**

The user status changes to inactive and the user won’t be able to log on to Access.

Reactivate a user

Reactivate a user who has become inactive after not logging in for an extended period—or if an SA has inactivated the user.

Reactivation of a user requires a second SA's approval.

1. **From the User Details page, click Edit Credentials—then select Reactivate User from the Edit Credentials menu.**

2. **Click Submit for Approval to display a confirmation window—then click OK.**

Approve a reactivated user

Reactivation of a user requires a second SA's approval. Approve another SA's reactivation request.

1. **From the Manager menu, select My Administration Requests.**

2. **Click the Reactivate User request.**

3. **Click Approve—then click Continue to display a confirmation window.**

4. **Click OK.**

Related Articles

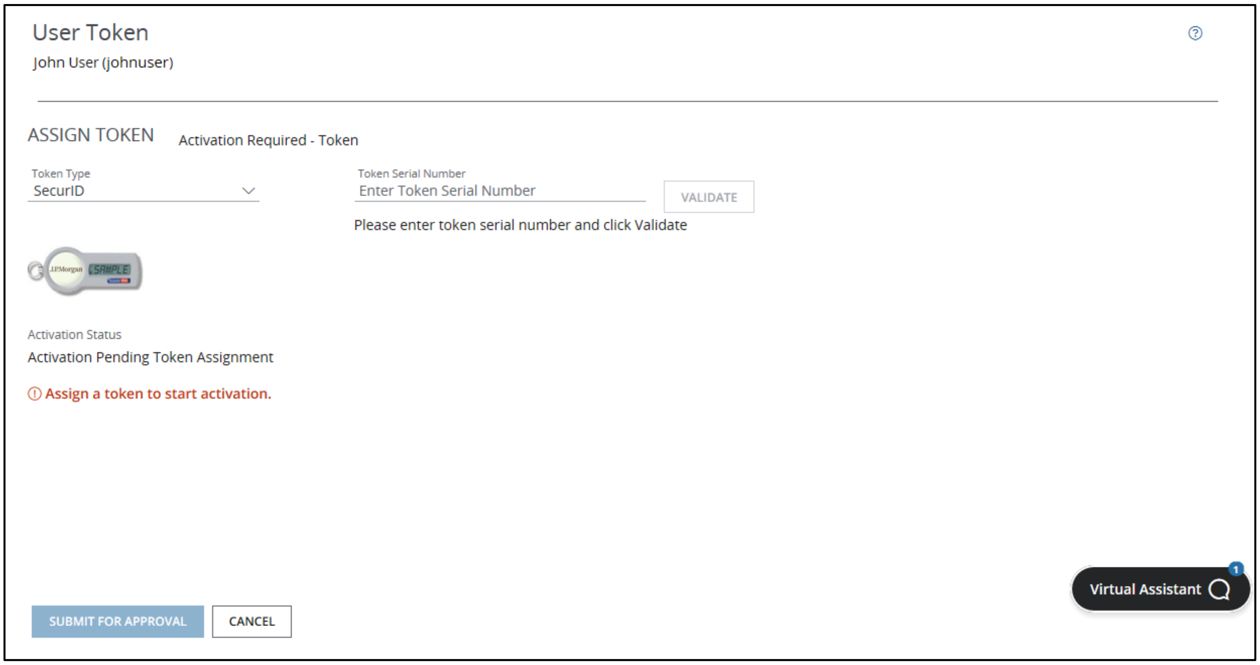
Unlock a User ID

Inactivate a user

Reactivate a user

Assign a hardware token

Follow these steps to assign a hardware token to a new or existing user.



User Token

John User (johnuser)

ASSIGN TOKEN Activation Required - Token

Token Type: SecurID

Token Serial Number: Enter Token Serial Number

Please enter token serial number and click Validate

Activation Status: Activation Pending Token Assignment

ⓘ Assign a token to start activation.

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**

2. **Select a Token Type from the dropdown.**

3. **Obtain an unassigned hardware token from your inventory.**

   Make sure the token type matches the token type you've selected—and the token image displayed onscreen.

4. **In the token Serial Number field, enter the serial number from the back of the token.**

5. **Click Validate.**

6. **After you get a Validation Successful message, click Submit for Approval.**

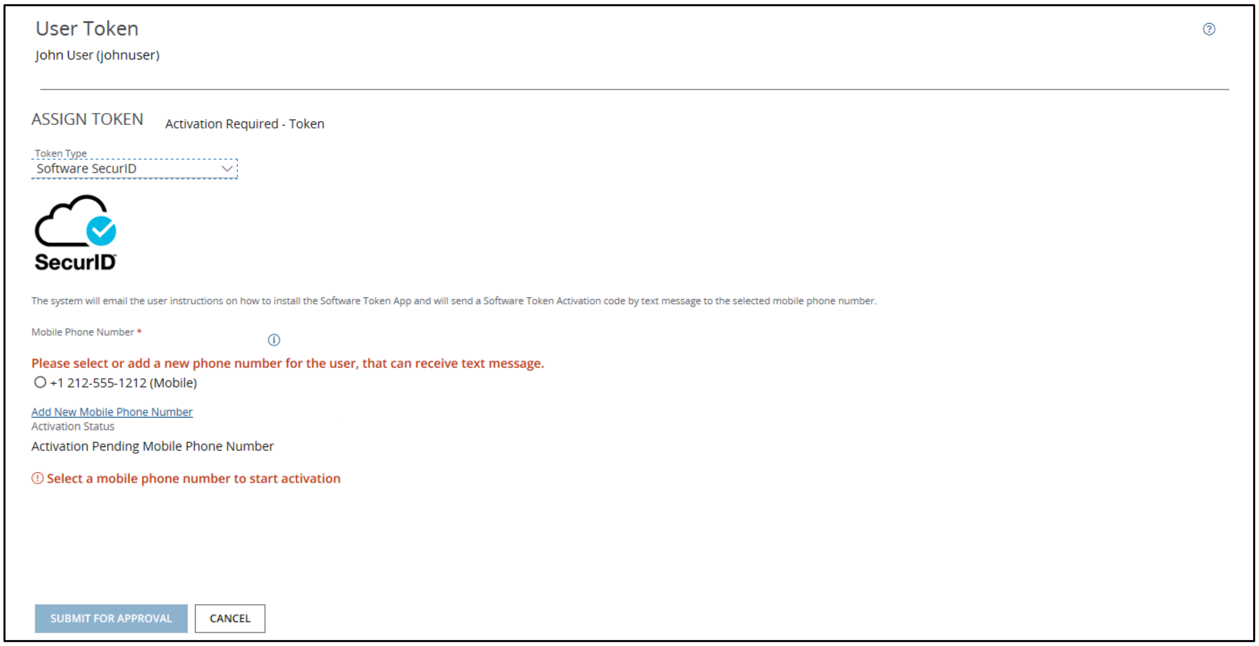
7. **Distribute the token to the user securely.**

   The token assignment will be completed once another SA approves the request.

Assign a software token

Assign a software token to a new or existing user by following these steps.

Assign an RSA SecurID software token



User Token

John User (johnuser)

ASSIGN TOKEN Activation Required - Token

Token Type: Software SecurID

The system will email the user instructions on how to install the Software Token App and will send a Software Token Activation code by text message to the selected mobile phone number.

Mobile Phone Number *

Please select or add a new phone number for the user, that can receive text message.

○ +1 212-555-1212 (Mobile)

Add New Mobile Phone Number

Activation Status: Activation Pending Mobile Phone Number

Select a mobile phone number to start activation

1. **Confirm the user can download the RSA SecurID® Software Token App to their mobile device.**

2. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**

3. **Select Software SecurID from the Token Type dropdown.**

4. **Select a mobile phone number that can receive text messages.**

   The user's Access User Profile must include a mobile number to receive an activation code and register the token.

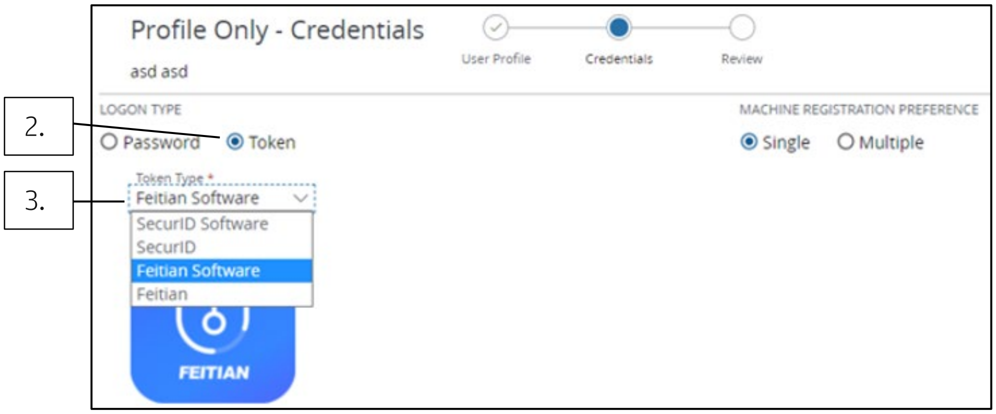
5. **Click Submit for Approval to display a confirmation window—then click OK.**

   Once another SA approves the request, the user will receive a text message with the software token activation code. They will also receive an email with login credentials and instructions to download the software token app to their mobile device and authenticate it.

Assign a Feitian Software token

Assign a Feitian Software token to a new user by following these steps.

1. Complete all necessary user information in the User Profile.


Profile Only - Credentials

asd asd

LOGON TYPE: ○ Password ● Token

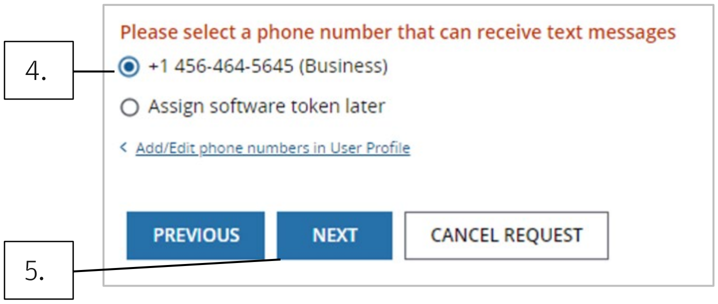
MACHINE REGISTRATION PREFERENCE: ● Single ○ Multiple

Token Type *: Feitian Software

User Profile
Credentials
Review
SecurID Software
SecurID
Feitian Software
Feitian
FEITIAN
2.
3.

2. Select Token under Logon Type.

3. Select Feitian Software under Token Type dropdown.


Please select a phone number that can receive text messages

● +1 456-464-5645 (Business)

○ Assign software token later

< Add/Edit phone numbers in User Profile

PREVIOUS
NEXT
CANCEL REQUEST
4.
5.

4. Select a mobile phone number that can receive text messages.

5. Click Next to submit the request.

Software token instructions

Access users who have been set up with a software token will receive a text message with the software token activation code and a notification email that will have the RSA or Feitian Soft Token Registration instructions in an Adobe® PDF format attached.

New Access users will also receive an email that will contain a temporary password and instructions to set up a new password for the software token.

Users can retain hardware tokens until they're ready to use the software token only.

If a user no longer needs a hardware token, they should return it by mail to:

Attention: J.P. Morgan Access Expired Tokens

10410 Highland Manor Drive - Floor 03

Tampa, FL, 33610-9128, United States

Install the SecurID® software token app

Install the SecurID software token app in three simple steps.

1. Go to the appropriate app store for your device (noted below) to search for and download the SecurID app.

iOS

Download on the App Store

Or copy/paste this link:

com.rsa.securid://ctkip?url=https://webt-prd-ext1.jpmchase.com/ctkip/services/CtkipService

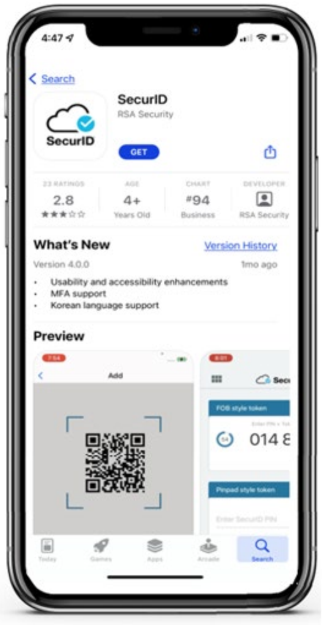
Android

GET IT ON Google Play

Or copy/paste this link:

http://127.0.0.1/securid/ctkip?scheme=https&url=webt-prd-ext1.jpmchase.com/ctkip/services/CtkipService

2. Open the SecurID app on your mobile device—then scan the applicable QR code or copy/paste the applicable link.


4:47
Search
SecurID
RSA Security
SecurID
GET
23 RATINGS
2.8
AGE
4+
Years Old
CHART
#94
Business
DEVELOPER
RSA Security
What's New
Version History
Version 4.0.0
1mo ago
Usability and accessibility enhancements
MFA support
Korean language support
Preview
Add
FOB style token
014
Pinpad style token
Enter SecurID PIN
Today
Games
Apps
Arcade
Search

3. Enter the Activation code you receive on your device to finalize the token setup.

Start using your SecurID token to authenticate your credentials when logging in to J.P. Morgan.

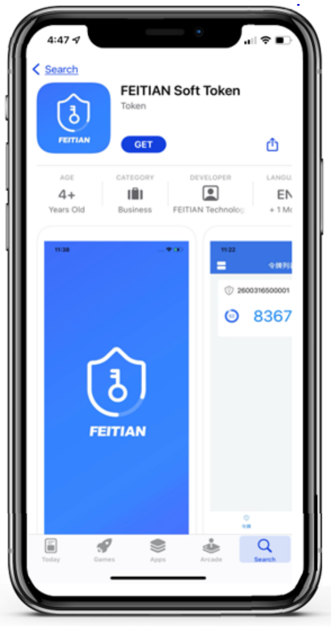
Install the FEITIAN Soft Token app

Follow these steps to install the FEITIAN Soft Token app.

1. **Go to the appropriate app store for your device (noted below) to search for 'FEITIAN Soft Token' or '飞天手机令牌' to download the app.**

iOS	Android and Huawei
Or copy/paste this iOS link: com.ftsafe.otp://https://new2faactivation.jpmorgan.com:443/ftmobileToken/active	Or copy/paste this Android link: http://127.0.0.1/ftsafeotp/new2faactivation?scheme=https&url=https://new2faactivation.jpmorgan.com:443/ftmobileToken/active

2. **Open the FEITIAN app on your mobile device—then scan the applicable QR code or copy/paste the applicable link.**


4:47
Search
FEITIAN Soft Token
Token
FEITIAN
GET
4+
Years Old
Business
FEITIAN Technolog
EN
FEITIAN
2600316500001
8367
Today
Games
Apps
Arcade
Search

3. **Enter the Activation code you receive on your device to finalize the token setup.**

Start using your FEITIAN token to authenticate your credentials when logging in to J.P. Morgan.

Replace a token

Need to switch a user to a different token type—or replace a broken, expired or lost token?

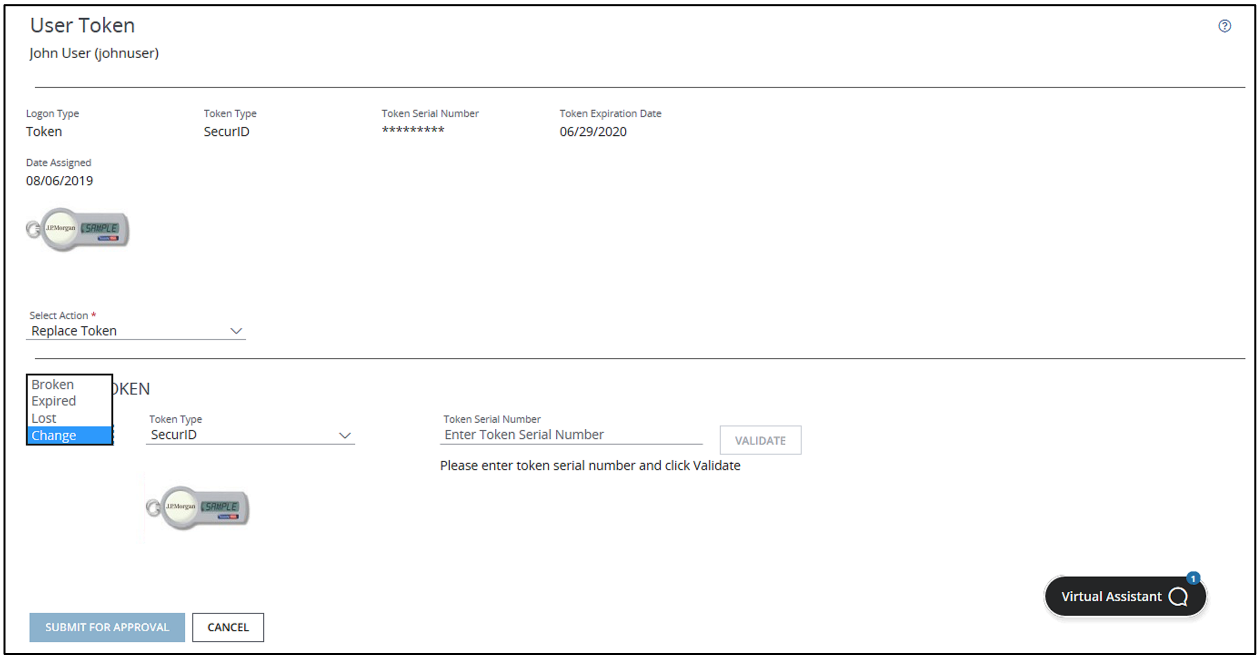
Below is how to replace the following types of tokens:

- SecurID hardware token.
- SecurID software token.
- Feitian Hardware token.
- Feitian Software token.

Replace with SecurID hardware token

To replace your existing SecurID hardware token, follow these steps.

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**



User Token

John User (johnuser)

Logon Type	Token Type	Token Serial Number	Token Expiration Date
Token	SecurID	*********	06/29/2020

Date Assigned
08/06/2019

Select Action *
Replace Token

KEN

Broken
Expired
Lost
Change

Token Type	Token Serial Number
SecurID	Enter Token Serial Number

Please enter token serial number and click Validate

2. **Select Replace Token from the Select Action dropdown.**

3. **In the Replace Token panel, select a Reason (Broken, Expired, Lost or Change).**

4. **Obtain a new and unassigned security token from your inventory.**

Make sure the token type is accurate.

5. **Enter the serial number from the back of the token in the Token Serial Number field.**

6. **Click Validate.**

7. **After you get a Validation Successful message, click Submit for Approval.**

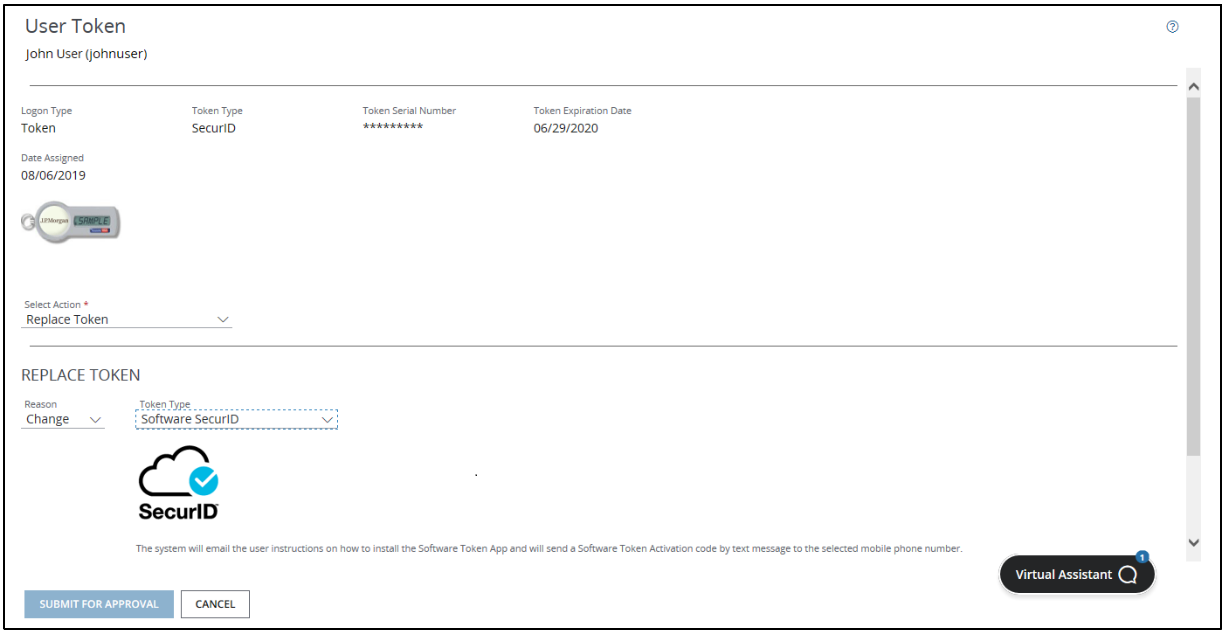
8. **Distribute the token to the user securely.**

   Once another SA approves the request, the token assignment is complete.

Replace with SecurID software token

To replace your existing software token, follow these steps.

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**



User Token

John User (johnuser)

Logon Type: Token

Token Type: SecurID

Token Serial Number: *********

Token Expiration Date: 06/29/2020

Date Assigned: 08/06/2019

Select Action *: Replace Token

REPLACE TOKEN

Reason: Change

Token Type: Software SecurID

The system will email the user instructions on how to install the Software Token App and will send a Software Token Activation code by text message to the selected mobile phone number.

2. **Select Replace Token from the Select Action dropdown.**

3. **In the Replace Token panel, select a Reason (Broken, Expired, Lost or Change).**

4. **Select Software SecurID from the Token Type dropdown.**

5. **Select a mobile phone number that can receive text messages.**

The user's Access User Profile must include a mobile number to receive an activation code and register the token.

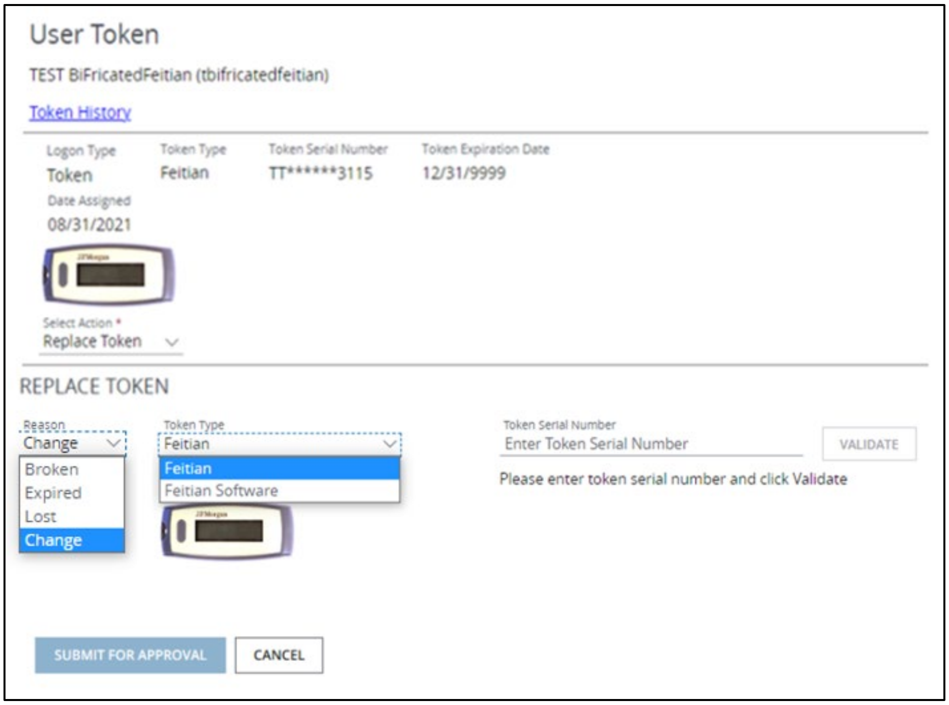
6. Click Submit for Approval to display a confirmation window—then click OK.

Once another SA approves the request, the user receives a text message with the software token activation code. They also receive an email with login credentials and instructions to download the software token app to their mobile device and authenticate it.

Replace with Feitian Hardware token

To replace your existing Feitian Hardware token, follow these steps.

1. From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.



User Token

TEST BiFricatedFeitian (tbifricatedfeitian)

Token History

Logon Type: Token
Token Type: Feitian
Token Serial Number: TT******3115
Token Expiration Date: 12/31/9999
Date Assigned: 08/31/2021

Select Action *: Replace Token

REPLACE TOKEN

Reason: Change
Token Type: Feitian
Token Serial Number: Enter Token Serial Number

Please enter token serial number and click Validate

2. Select Replace Token from the Select Action dropdown.

3. In the Replace Token panel, select a Reason (Broken, Expired, Lost or Change).

4. Select Feitian from the Token Type dropdown.

5. Obtain a new and unassigned security token from your inventory.

Make sure the token type is accurate.

6. **Enter the serial number from the back of the token in the Token Serial Number field.**

7. **Click Validate.**

8. **After you get a Validation Successful message, click Submit for Approval.**

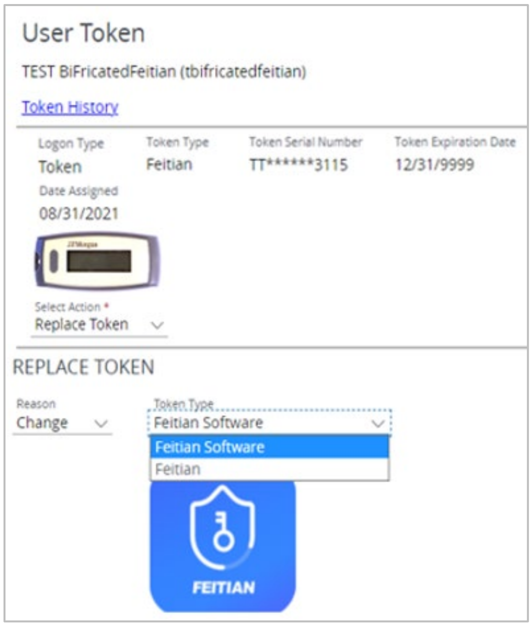
9. **Distribute the token to the user securely.**

   Once another SA approves the request, the token assignment is complete.

Replace with Feitian Software token

To replace your existing Feitian Software token, follow these steps.

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**



User Token

TEST BiFricatedFeitian (tbifricatedfeitian)

Token History

Logon Type: Token
Token Type: Feitian
Token Serial Number: TT******3115
Token Expiration Date: 12/31/9999
Date Assigned: 08/31/2021

Select Action *: Replace Token

REPLACE TOKEN

Reason: Change
Token Type: Feitian Software

2. **Select Replace Token from the Select Action dropdown.**

3. **In the Replace Token panel, select a Reason (Broken, Expired, Lost or Change).**

4. **Select Feitian Software from the Token Type dropdown.**

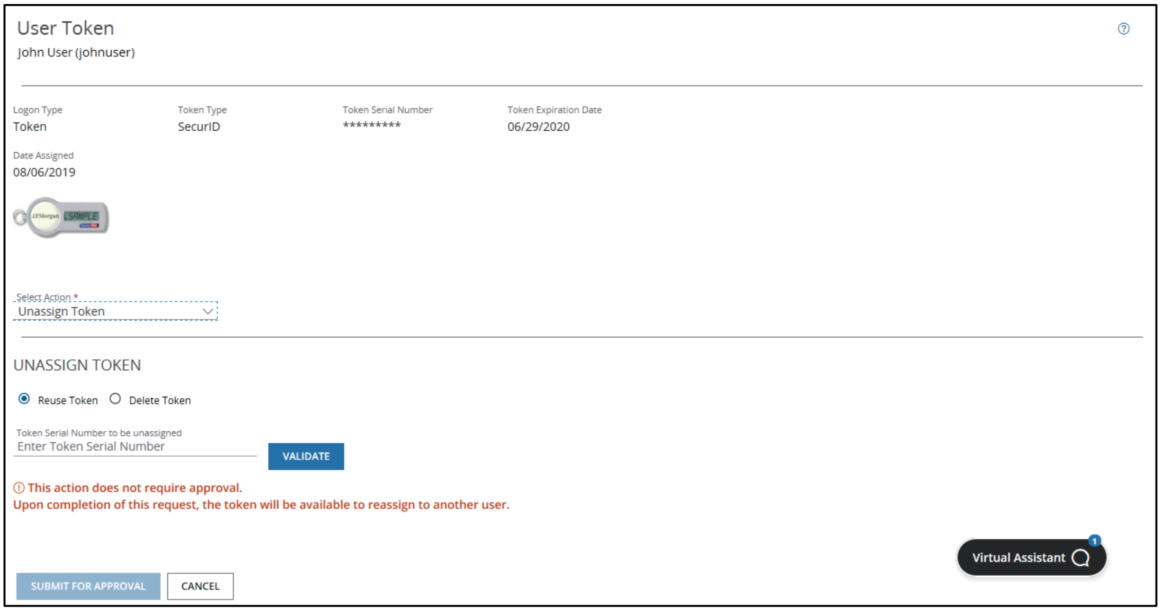
5. Select a mobile phone number that can receive text messages.

6. Click Submit for Approval.

Once another SA approves the request, the token assignment is complete.

Unassign a token

Unassign a security token if a user leaves the company or no longer needs to use Access. Once a token is unassigned, you can reassign it to another user.


User Token

John User (johnuser)

Logon Type: Token

Token Type: SecurID

Token Serial Number: *********

Token Expiration Date: 06/29/2020

Date Assigned: 08/06/2019

Select Action *: Unassign Token

UNASSIGN TOKEN

● Reuse Token ○ Delete Token

Token Serial Number to be unassigned: Enter Token Serial Number

ⓘ This action does not require approval.

Upon completion of this request, the token will be available to reassign to another user.

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**
2. **Select Unassign Token from the Select Action dropdown.**
3. **In the Unassign Token panel:**

- Select **Reuse Token** to unassign the token and make it available to another user.

Or

- Select **Delete Token** to unassign the token and permanently delete the token from inventory so it can't be reused.

If you select Reuse Token:

1. **Enter the Token Serial Number of the unassigned token and click Validate.**
2. **Click Submit for Approval—then click Continue to display a confirmation window.**

3. Click OK.

Only use the Unassign token option if a user no longer requires a security token. If you unassign a token in error, contact the Help Desk immediately.

Upgrade a token type

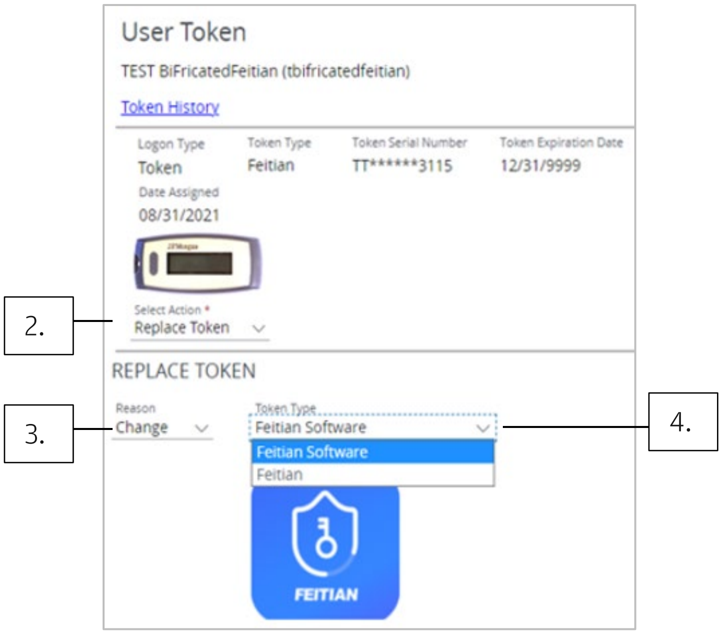
Users with new entitlements to China accounts, and users changing location to China, must upgrade from an RSA SecurID® token to a Feitian token. SAs must make this upgrade if the client they support has users who have new or upgraded entitlements to China accounts.

Users and SAs can use Feitian tokens to access both China and non-China accounts.

When users qualify for Feitian tokens, Access will automatically detect the new token type requirement and trigger the token type migration process.

Upgrade from Feitian Hardware to Feitian Software token

1. From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.



User Token

TEST BiFricatedFeitian (tbifricatedfeitian)

Token History

Logon Type: Token

Token Type: Feitian

Token Serial Number: TT******3115

Token Expiration Date: 12/31/9999

Date Assigned: 08/31/2021

Select Action *: Replace Token

REPLACE TOKEN

Reason: Change

Token Type: Feitian Software

2. Select Replace Token from the Select Action dropdown.

3. Select Change from the Reason dropdown.

4. **Select Feitian Software from the Token Type dropdown.**

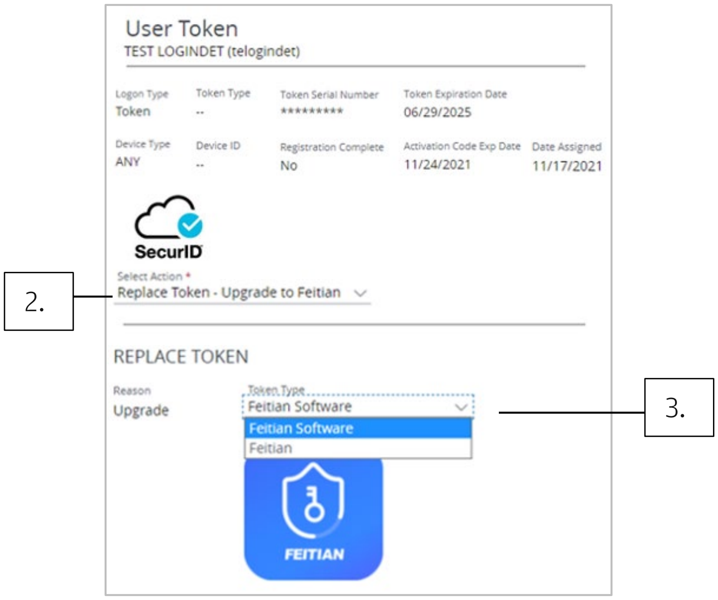
5. **Select a mobile phone number that can receive text messages.**

6. **Click Submit for Approval.**

   Once another SA approves the request, the token assignment is complete.

Upgrade from SecurID Software to Feitian Software token

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**



User Token
TEST LOGINDET (telogindet)

Logon Type	Token Type	Token Serial Number	Token Expiration Date	
Token	--	*********	06/29/2025	
Device Type	**Device ID**	**Registration Complete**	**Activation Code Exp Date**	**Date Assigned**
ANY	--	No	11/24/2021	11/17/2021

Select Action *
Replace Token - Upgrade to Feitian

REPLACE TOKEN

Reason: Upgrade
Token Type: Feitian Software
Feitian Software
Feitian

2. **Select Replace Token – Upgrade to Feitian from the Select Action dropdown.**

3. **Select Feitian Software from the Token Type dropdown.**

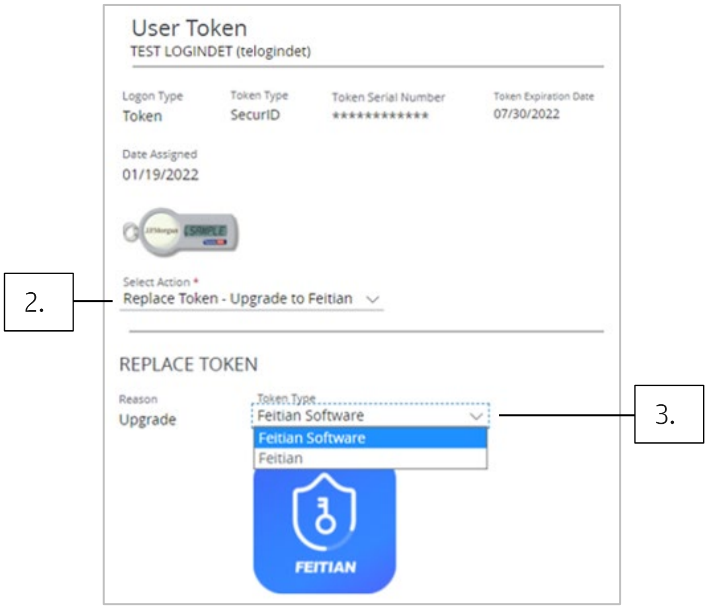
4. **Select a mobile phone number that can receive text messages.**

5. **Click Submit for Approval.**

   Once another SA approves the request, the token assignment is complete.

Upgrade from SecurID Hardware to Feitian Software token

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**



User Token
TEST LOGINDET (telogindet)

Logon Type	Token Type	Token Serial Number	Token Expiration Date
Token	SecurID	************	07/30/2022

Date Assigned: 01/19/2022

Select Action *: Replace Token - Upgrade to Feitian

REPLACE TOKEN

Reason: Upgrade

Token Type: Feitian Software

2. **Select Replace Token – Upgrade to Feitian from the Select Action dropdown.**

3. **Select Feitian Software from the Token Type dropdown.**

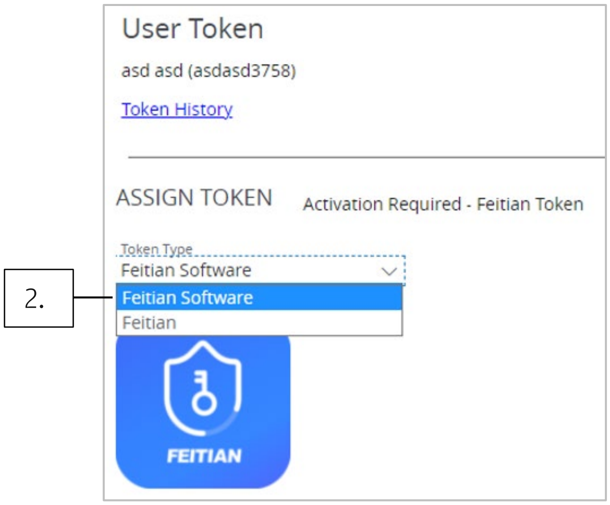
4. **Select a mobile phone number that can receive text messages.**

5. **Click Submit for Approval.**

   Once another SA approves the request, the token assignment is complete.

Upgrade from Password-Only to Feitian Software token

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**


User Token
asd asd (asdasd3758)
Token History
ASSIGN TOKEN
Activation Required - Feitian Token
Token Type
Feitian Software
Feitian Software
Feitian
FEITIAN
2.

2. **Select Feitian Software from the Token Type dropdown.**

3. **Select a mobile phone number that can receive text messages.**

4. **Click Submit for Approval.**

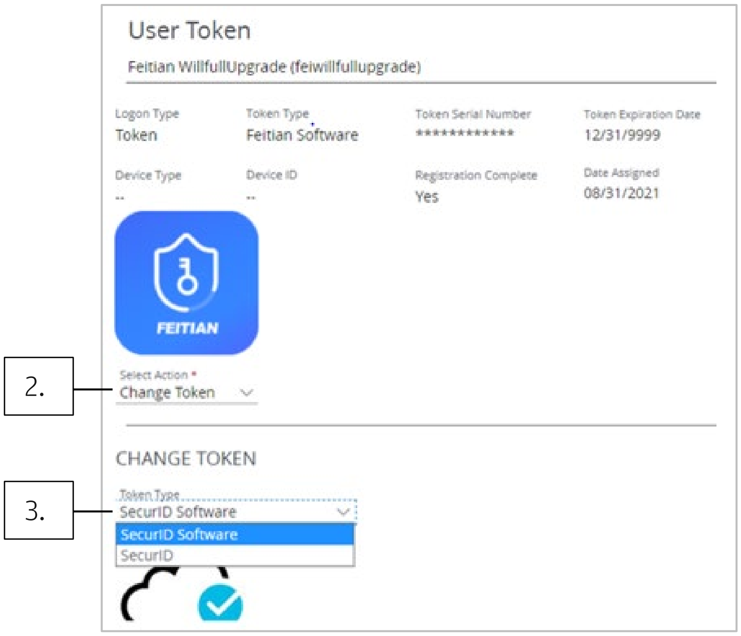
   Once another SA approves the request, the token assignment is complete.

Downgrade a token type

Users will downgrade a token type if they no longer meet the requirements for the type they are using (e.g., have a Feitian token but are not entitled to a China account) or because of other entitlement changes.

Downgrade from Feitian Software to SecurID Software token

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**



User Token

Feitian WillfullUpgrade (feiwillfullupgrade)

Logon Type: Token
Token Type: Feitian Software
Token Serial Number: ************
Token Expiration Date: 12/31/9999
Device Type: --
Device ID: --
Registration Complete: Yes
Date Assigned: 08/31/2021
Select Action *: Change Token

CHANGE TOKEN

Token Type: SecurID Software

2. **Select Change Token from the Select Action dropdown.**

3. **Select SecurID Software from the Token Type dropdown.**

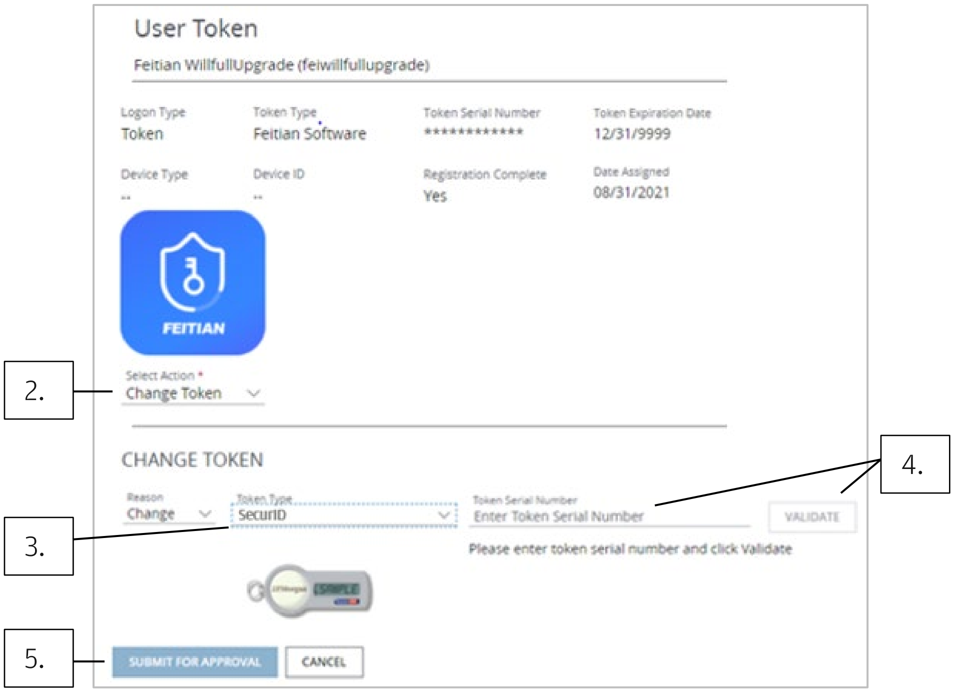
4. **Select a mobile phone number that can receive text messages.**

5. **Click Submit for Approval.**

Once another SA approves the request, the token assignment is complete.

Downgrade from Feitian Software to SecurID Hardware token

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**



User Token

Feitian WillfullUpgrade (feiwillfullupgrade)

Logon Type: Token
Token Type: Feitian Software
Token Serial Number: ************
Token Expiration Date: 12/31/9999
Device Type: --
Device ID: --
Registration Complete: Yes
Date Assigned: 08/31/2021

Select Action *: Change Token

CHANGE TOKEN

Reason: Change
Token Type: SecurID
Token Serial Number: Enter Token Serial Number

Please enter token serial number and click Validate

2. **Select Change Token from the Select Action dropdown.**

3. **Select SecurID from the Token Type dropdown.**

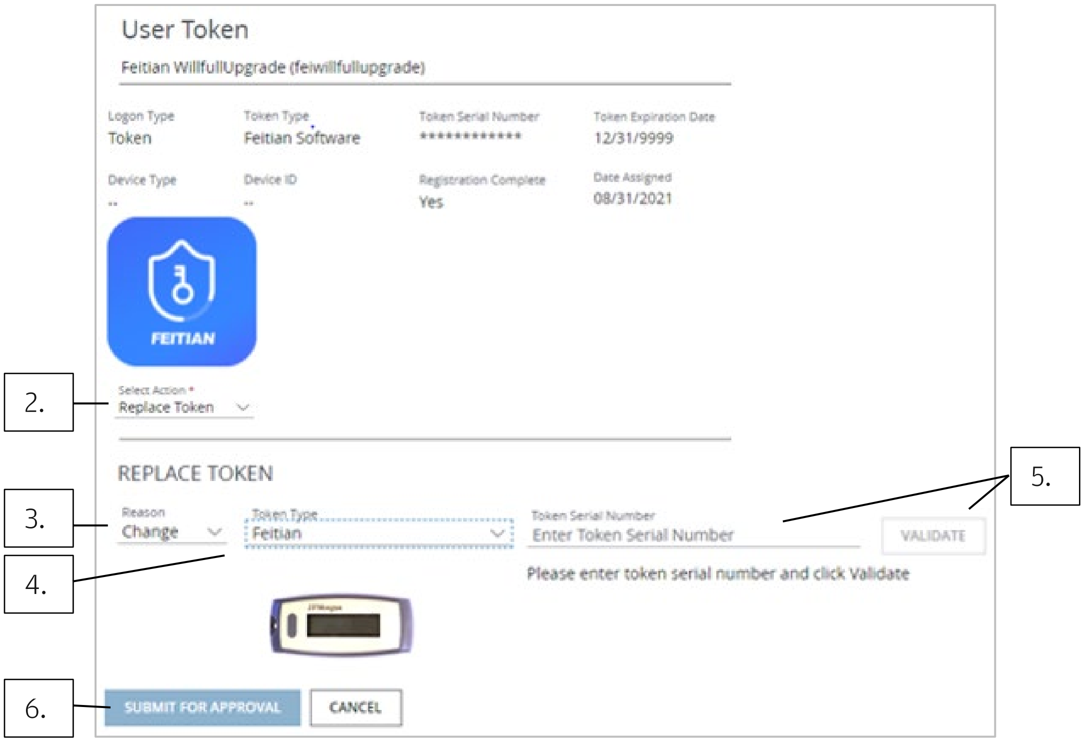
4. **Enter the token serial number in the Token Serial Number field—then click Validate.**

5. **Click Submit for Approval.**

   Once another SA approves the request, the token assignment is complete.

Downgrade from Feitian Software to Feitian Hardware token

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**



User Token

Feitian WillfullUpgrade (feiwillfullupgrade)

Logon Type: Token
Token Type: Feitian Software
Token Serial Number: ************
Token Expiration Date: 12/31/9999
Device Type: --
Device ID: --
Registration Complete: Yes
Date Assigned: 08/31/2021

Select Action *: Replace Token

REPLACE TOKEN

Reason: Change
Token Type: Feitian
Token Serial Number: Enter Token Serial Number

Please enter token serial number and click Validate

2. **Select Replace Token from the Select Action dropdown.**

3. **Select Change under the Reason dropdown.**

4. **Select Feitian from the Token Type dropdown.**

5. **Enter the token serial number in the Token Serial Number field—then click Validate.**

6. **Click Submit for Approval.**

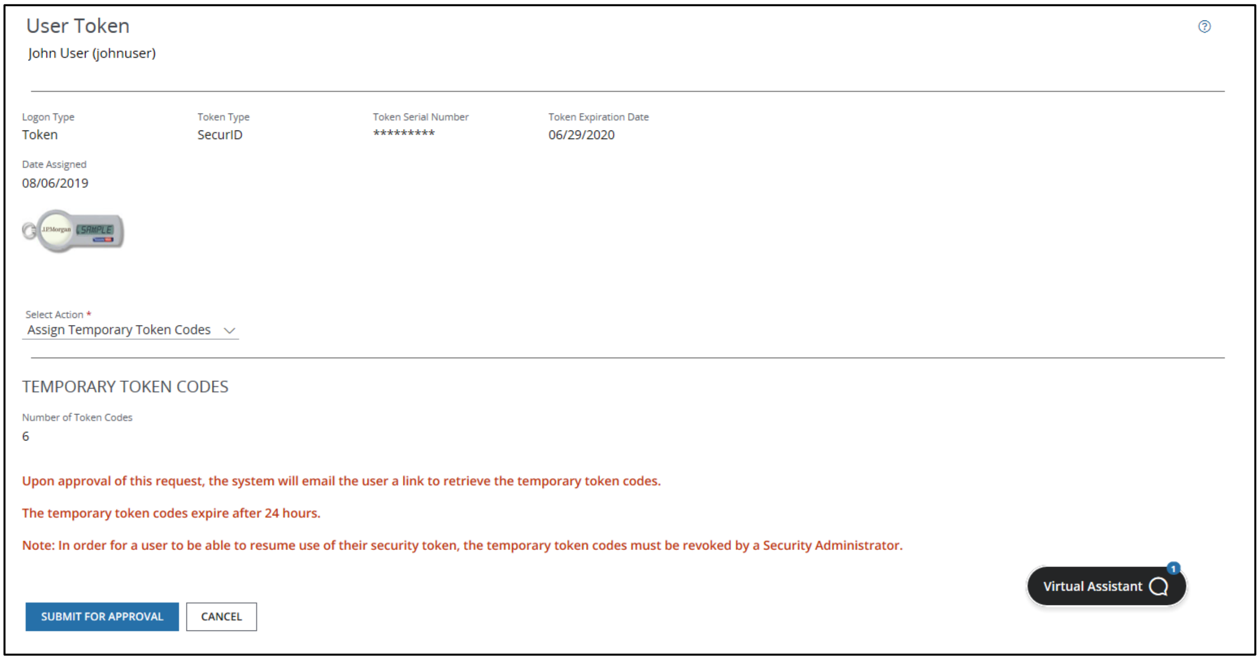
   Once another SA approves the request, the token assignment is complete.

Give emergency access with temporary token codes

Assign temporary token codes to give a user emergency access if their security token is damaged, stolen, lost or left at home.

Temporary token codes have some restrictions:

- Only the intended user can view or use them.
- Only an active user can receive one.
- A code can be used for only one action each (e.g., if one code is used for logging in, another code must be requested for digital signing).
- Codes expire after 24 hours.
- An SA must revoke a temporary token code before the user can resume use of their physical security token.



User Token

John User (johnuser)

Logon Type: Token

Token Type: SecurID

Token Serial Number: *********

Token Expiration Date: 06/29/2020

Date Assigned: 08/06/2019

Select Action *: Assign Temporary Token Codes

TEMPORARY TOKEN CODES

Number of Token Codes: 6

Upon approval of this request, the system will email the user a link to retrieve the temporary token codes.

The temporary token codes expire after 24 hours.

Note: In order for a user to be able to resume use of their security token, the temporary token codes must be revoked by a Security Administrator.

To assign temporary token codes:

1. From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.

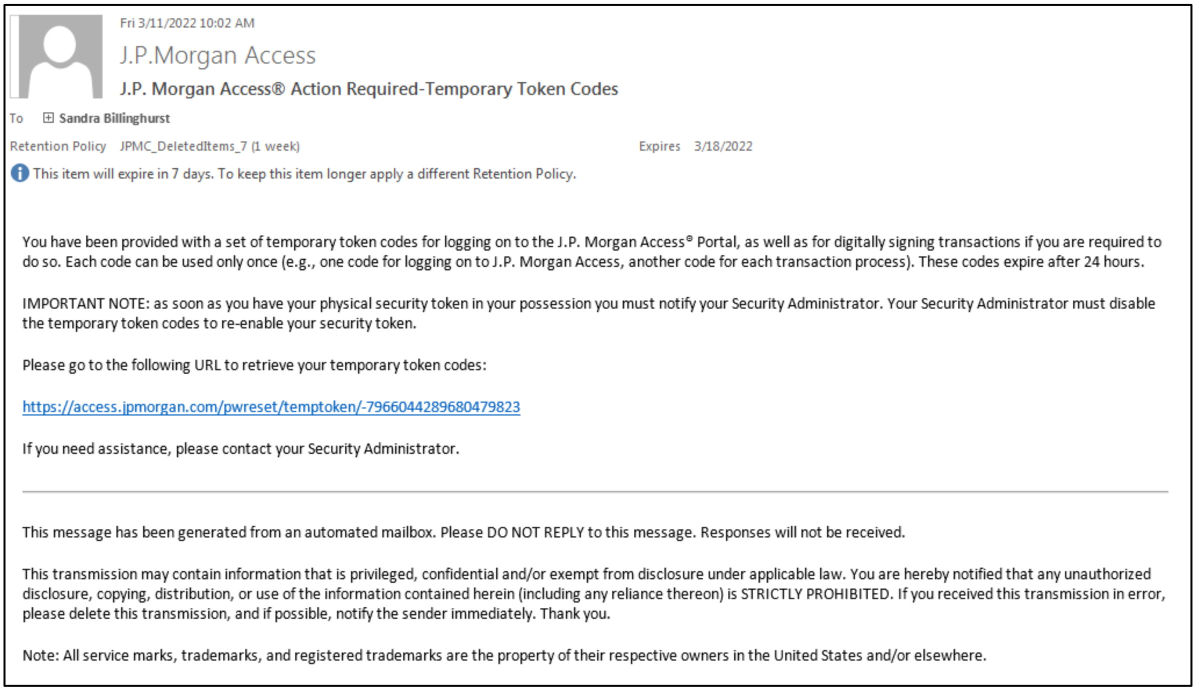
2. Select Assign Temporary Token Codes from the Select Action dropdown.

The number of temporary token codes available will depend on your Client Credential Preferences (refer to Edit client credential preferences).

3. Click Submit for Approval—then click Submit for Approval to display a confirmation window.

4. Click OK.

Once another SA approves the request, the user receives an email message with a link to retrieve the temporary token codes.



Fri 3/11/2022 10:02 AM

J.P.Morgan Access

J.P. Morgan Access® Action Required-Temporary Token Codes

To ⊞ **Sandra Billinghurst**

Retention Policy JPMC_DeletedItems_7 (1 week) Expires 3/18/2022

This item will expire in 7 days. To keep this item longer apply a different Retention Policy.

You have been provided with a set of temporary token codes for logging on to the J.P. Morgan Access® Portal, as well as for digitally signing transactions if you are required to do so. Each code can be used only once (e.g., one code for logging on to J.P. Morgan Access, another code for each transaction process). These codes expire after 24 hours.

IMPORTANT NOTE: as soon as you have your physical security token in your possession you must notify your Security Administrator. Your Security Administrator must disable the temporary token codes to re-enable your security token.

Please go to the following URL to retrieve your temporary token codes:

https://access.jpmorgan.com/pwreset/temptoken/-7966044289680479823

If you need assistance, please contact your Security Administrator.

This message has been generated from an automated mailbox. Please DO NOT REPLY to this message. Responses will not be received.

This transmission may contain information that is privileged, confidential and/or exempt from disclosure under applicable law. You are hereby notified that any unauthorized disclosure, copying, distribution, or use of the information contained herein (including any reliance thereon) is STRICTLY PROHIBITED. If you received this transmission in error, please delete this transmission, and if possible, notify the sender immediately. Thank you.

Note: All service marks, trademarks, and registered trademarks are the property of their respective owners in the United States and/or elsewhere.

Revoke temporary token codes

Follow these steps to revoke temporary token codes so a user can resume use of their physical security token.

1. **From the User Details page, click Edit Credentials—then select Add/Edit User Token from the Edit Credentials menu.**

2. **Select Revoke Temporary Token Codes from the Select Action dropdown.**

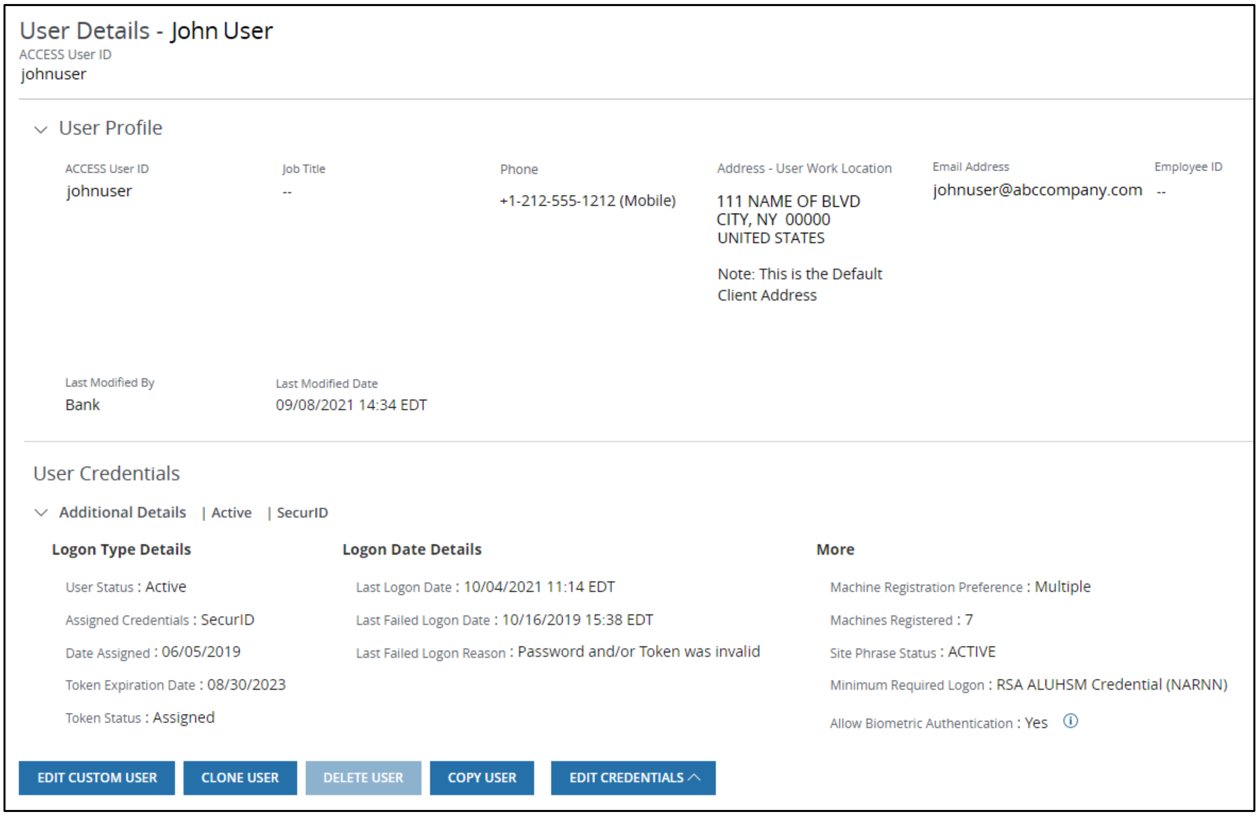
3. **Click Submit for Approval—then click Continue to display a confirmation window.**

4. **Click OK.**

   When the temporary token codes are revoked, the user's assigned token is enabled, and the user can log on.

View token details

Learn how to view token details in three quick steps.



User Details - John User

ACCESS User ID
johnuser

User Profile

ACCESS User ID: johnuser
Job Title: --
Phone: +1-212-555-1212 (Mobile)
Address - User Work Location: 111 NAME OF BLVD
CITY, NY 00000
UNITED STATES
Note: This is the Default Client Address
Email Address: johnuser@abccompany.com
Employee ID: --

Last Modified By: Bank
Last Modified Date: 09/08/2021 14:34 EDT

User Credentials

Additional Details | Active | SecurID

Logon Type Details

User Status : Active
Assigned Credentials : SecurID
Date Assigned : 06/05/2019
Token Expiration Date : 08/30/2023
Token Status : Assigned

Logon Date Details

Last Logon Date : 10/04/2021 11:14 EDT
Last Failed Logon Date : 10/16/2019 15:38 EDT
Last Failed Logon Reason : Password and/or Token was invalid

More

Machine Registration Preference : Multiple
Machines Registered : 7
Site Phrase Status : ACTIVE
Minimum Required Logon : RSA ALUHSM Credential (NARNN)
Allow Biometric Authentication : Yes

1. **From the Manager menu, select Users.**

2. **Click the Action menu (three vertical dots) for the user—then click View Details.**

3. **In the User Credentials section of the User Details page, click the right arrow to expand Additional Details.**

   View user credential details including Logon Type Details and Logon Date Details—as well as other details like Locked Status, Machine Registration Preference and Site Phrase Status.

Related Articles

Assign a hardware token

Assign a software token

Upgrade a token type

Set up Multiple Machine Registration

Users can log on to Access from multiple computers with Multiple Machine Registration (MMR). Follow these four quick steps to enable registration and get activation codes for multiple machines.

1. **From the User Details page, click Edit Credentials—then select Edit Additional Security from the Edit Credentials menu.**
2. **Under Machine Registration Preference, select Multiple.**
3. **Click Submit—then click Continue to display a confirmation window.**
4. **Click OK.**

Set up Single Machine Registration

Single Machine Registration (SMR) prevents unauthorized logins to Access. When a user is set up for SMR, they can only log on from one computer. If they try to log on from a different computer, they will be denied access. Follow these four quick steps to enable SMR.

1. **From the User Details page, click Edit Credentials—then select Edit Additional Security from the Edit Credentials menu.**
2. **Under Machine Registration Preference, select Single.**
3. **Click Submit—then click Continue to display a confirmation window.**
4. **Click OK.**

The computer is now unregistered. The user can log on from another computer, request and enter an activation code and complete a new login to register that computer.

Enable or disable biometric authentication

Choose whether users can log in to Access or J.P. Morgan® Access Mobile using biometric authentication –instead of using Access credentials (i.e., a password and/or token).

Biometric authentication requires a mobile device and includes:

- Touch ID–Fingerprint-based authentication.
- Face ID–Facial recognition (only available for Apple iPhone X and higher).

1. From the User Details page, click Edit Credentials–then select Edit Additional Security from the Edit Credentials menu.

2. Under Allow Biometric Authentication, select Yes or No.

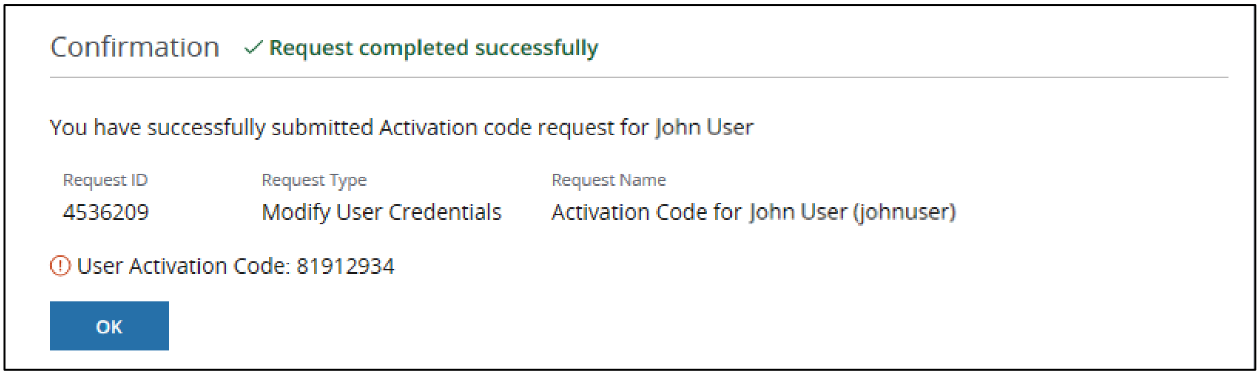
Yes is selected by default.

3. Click Submit–then click Continue to display a confirmation window.

4. Click OK.

Request machine activation codes

Didn't get a machine activation code email? Follow these five steps to request a new one.



You have successfully submitted Activation code request for John User

Request ID	Request Type	Request Name
4536209	Modify User Credentials	Activation Code for John User (johnuser)

User Activation Code: 81912934

1. **From the User Details page, click Edit Credentials—then select Edit Additional Security from the Edit Credentials menu.**

2. **Select Get Activation Codes from the Select Action dropdown.**

3. **Click Submit—then click Continue to display a confirmation window with the user's activation codes.**

4. **Click OK.**

Unlink machines

Unlink a computer from a User ID (i.e., unregister it) using the four quick steps below. (You'll need to do this if a user loses a computer or is suspected of fraudulent activity, for example.)

1. **From the User Details page, click Edit Credentials—then select Edit Additional Security from the Edit Credentials menu.**

2. **Select Unlink Machines from the Select Action dropdown.**

3. **Click Submit—then click Continue to display a confirmation window.**

4. **Click OK.**

All computers linked to the User ID are now unregistered—you can't unlink a single machine. When the user logs on to Access the next time, they will need to request and enter a new activation code to register the machine.

Advanced security with IP filtering

Internet Protocol (IP) filtering is an enhanced security method that provides IP-address-based control of user access. Using IP filtering allows you to restrict a user’s login access to an individual IP address or a group of IP addresses based on their physical work location. This prevents the user from logging in remotely from other locations.

Enable IP filtering for a client

Enable IP filtering at a client level so the client can enable IP filtering for any of its users. Enabling IP filtering requires a second SA's approval.

1. **From the Manager menu, click Company Overview—then click View Company Profile.**
2. **Click Edit Preferences—then select Enable IP Filtering from the Edit Preferences menu.**
3. **Click Submit.**

Disable IP filtering for a client

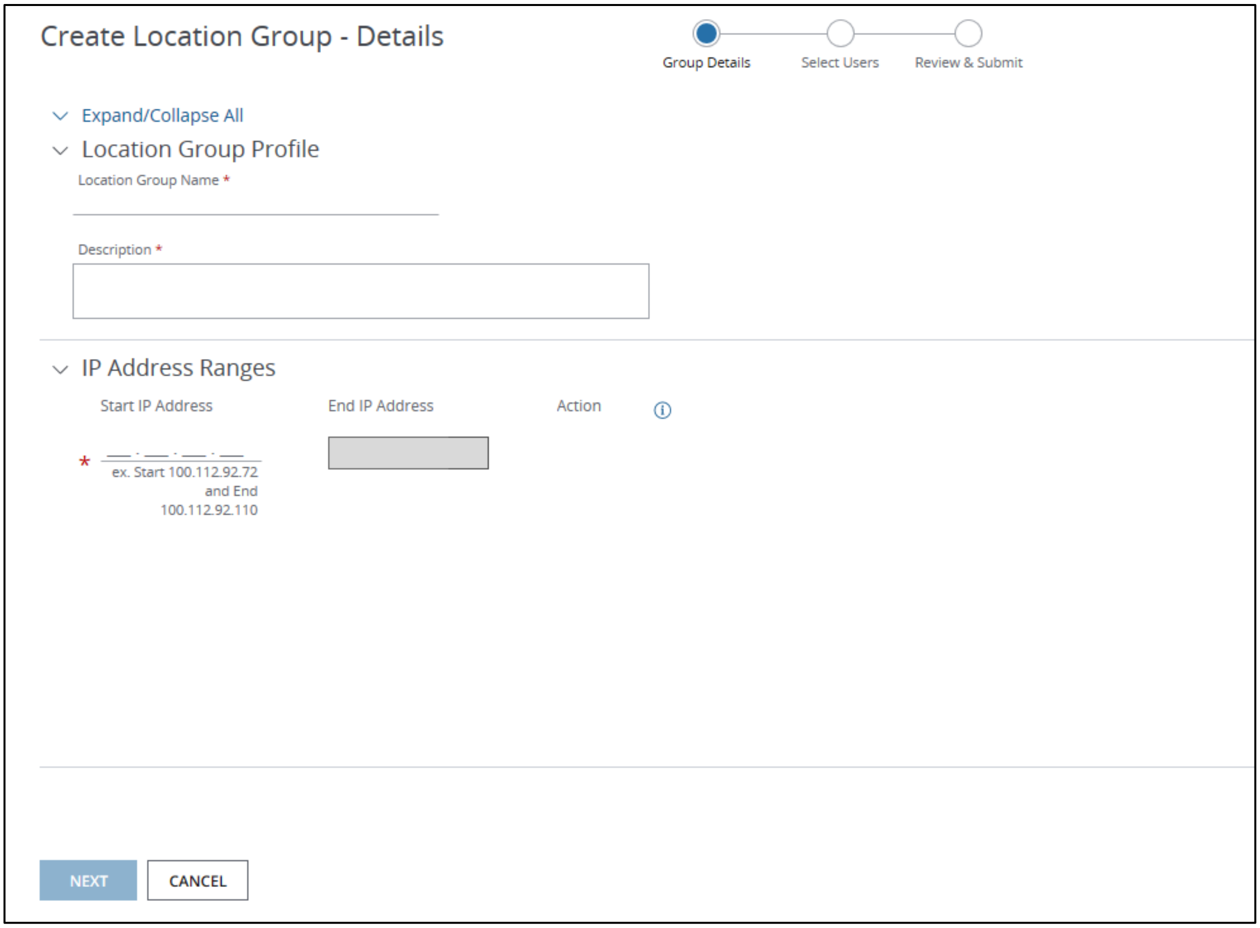
If you don't want a client to enable IP filtering for any users, follow these steps to disable IP filtering at the client level.

Disabling IP filtering requires a second SA's approval.

1. **From the Manager menu, click Company Overview—then click View Company Profile.**
2. **Click Edit Preferences—then select Disable IP Filtering from the Edit Preferences menu.**
3. **Click Submit.**

Create a location group

Location groups are custom-named groupings of IP addresses. Assigning a location group to a user means they can log on to Access only from that group of IP addresses—or from a single IP address if the location group only includes one.


Create Location Group - Details
Group Details
Select Users
Review & Submit
Expand/Collapse All
Location Group Profile
Location Group Name *
Description *
IP Address Ranges
Start IP Address
End IP Address
Action
*
ex. Start 100.112.92.72 and End 100.112.92.110
NEXT
CANCEL

To create a location group:

1. **From the Manager menu, select Location Groups.**

2. **Click Create Location Group.**

3. **Enter a location group name and description.**

4. **Enter the IP address(es), which can be defined in the following ways:**

   - Explicit IP address (e.g., Start 100.112.92.68 and End 100.112.92.68).
   - IP address range (e.g., Start 100.112.92.72 and End 100.112.92.110).

- Single wildcard IP address (e.g., Start 100.112.92.* and the End will default to 100.112.92.255).
- Double wildcard IP address (e.g., Start 100.112.*.* and the End will default to 100.112.255.255).

You may use an asterisk (*) as a wildcard in the third and fourth octets or in the fourth octet only.

5. **Click Next.**

6. **Select users from the Available Users list.**

7. **Click the right arrow to move selected users to the Selected Users list.**

8. **Click Next to review the location group details.**

9. **Click Submit for Approval—then click Submit for Approval to display a confirmation window.**

10. **Click OK.**

Remove a particular IP address range using the Remove link in the Action column.

Edit a location group

Need to make changes to a location group? Edit a group in three quick steps.

1. **From the Manager menu, select Location Groups.**

2. **Select the location group you want to edit—then click Edit Group and select one of the following options from the menu:**

- **Edit Details**—Edit the group name, description, IP address ranges and/or assigned users.
- **Edit Assigned Users**—Edit assigned users without modifying Location Group Profile information or IP address ranges.
- **Set as Default Group**—Change the default location group.

If you're editing the default location group, click **Remove As the Default Group**.

3. **Click Submit for Approval or Continue—then click OK.**

Delete a location group

Delete a location group in three quick steps.

1. **From the Manager menu, select Location Groups.**
2. **Select a location group—then click Delete Group.**
3. **Click Submit for Approval to display a confirmation window—then click OK.**

You can also delete a location group from the Location Groups Detail screen.

Disable IP filtering for a user

Once IP filtering is enabled for a client, it's optional for users. You can quickly disable IP filtering for an individual user, so the user isn't restricted from using other computers to log on remotely.

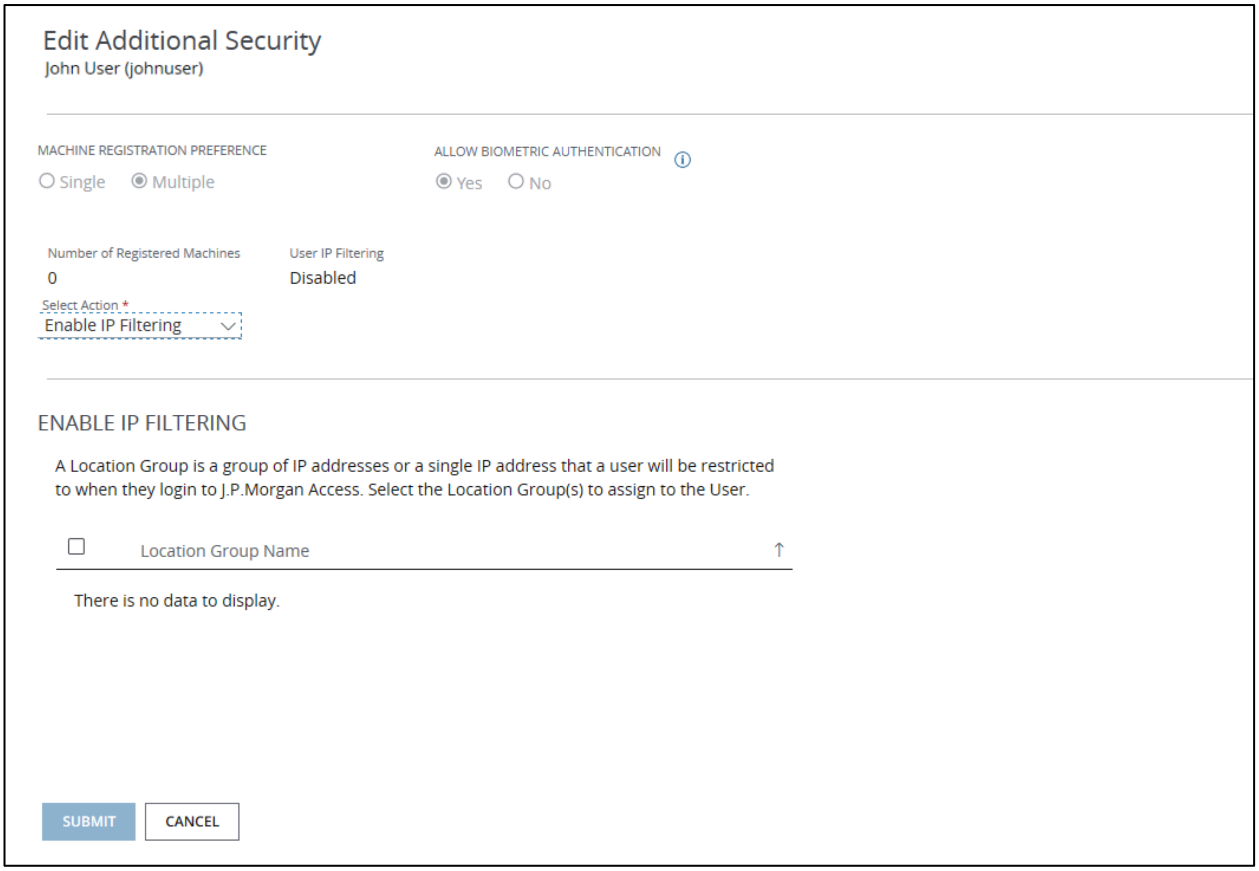
1. **From the User Details page, click Edit Credentials—then select Edit Additional Security from the Edit Credentials menu.**
2. **Select Disable IP Filtering from the Select Action dropdown.**
3. **Click Submit—then click Continue to display a confirmation window.**
4. **Click OK.**

Disabling IP filtering requires a second SA's approval.

Enable IP filtering for a user

Once IP filtering is enabled for a client, it's optional for users. You can quickly enable IP filtering for individual users to restrict them from using other computers to log on remotely.

Enabling IP filtering requires a second SA's approval.



Edit Additional Security

John User (johnuser)

MACHINE REGISTRATION PREFERENCE: ○ Single ● Multiple

ALLOW BIOMETRIC AUTHENTICATION: ● Yes ○ No

Number of Registered Machines: 0

User IP Filtering: Disabled

Select Action *: Enable IP Filtering

ENABLE IP FILTERING

A Location Group is a group of IP addresses or a single IP address that a user will be restricted to when they login to J.P.Morgan Access. Select the Location Group(s) to assign to the User.

☐	Location Group Name ↑

There is no data to display.

1. **From the User Details page, click Edit Credentials—then select Edit Additional Security from the Edit Credentials menu.**

2. **Select Enable IP Filtering from the Select Action dropdown.**

3. **Click Submit—then click Continue to display a confirmation window.**

4. **Click OK.**

Change a user’s location group

Follow these steps to change a user’s location group to allow them to log on from a different location.

Changing location groups requires a second SA’s approval.

1. **From the User Details page, click Edit Credentials—then select Edit Additional Security from the Edit Credentials menu.**
2. **From the Select Action dropdown, select Change User Location Group.**
3. **Select location group(s) to assign to the user—deselect location group(s) to remove them.**
4. **Click Submit—then click Continue to display a confirmation window.**
5. **Click OK.**

Related Articles

Advanced security with IP filtering

Create a location group

Edit a location group

Delete a location group

Disable IP filtering for a user

Enable IP filtering for a user

Where to find Credential Services options

Find the Credential Services options in Access in two places:

- The Edit Credentials option on the User Details screen.
- The Credential Services box on the Edit User screen.

Depending on the selected user, available Credential Services options may include:

Credential Services Options	Description	Approval Required
Add/Edit User Token	Assign Token - SecurID: Assign hardware token.	Y
Add/Edit User Token	Assign Token - Software SecurID: Assign software token.	Y
Add/Edit User Token	Assign Token - Feitian (if applicable): Assign hardware token for China users and accounts.	Y
Add/Edit User Token	Assign Token - Feitian Software: Assign software token for China users and accounts.	Y
Add/Edit User Token	Replace Token: Change token types (hardware to hardware/hardware to software/software to hardware).	Y
Add/Edit User Token	Unassign Token: Unassign a security token.	N
Add/Edit User Token	Assign/Revoke Temporary Token Codes: Request or disable temporary token codes.	Y
Activate Password User	Activate a new password user.	Y
Password Reset	Reset a user’s password by email, voice, or text.	Y
Unlock User/Password Reset	Unlock a user who has been locked out and reset their password.	Y
Reactivate User	Reactivate an inactive user without resetting their password.	Y
Unlock/Reactivate User	Unlock a user who has been locked out and reactivate the user without resetting their password.	Y
Inactivate User	Block a user from logging in to J.P. Morgan Access®.	N
Unlock User	Unlock a user without a password reset	N
Resend Software Token	Resend an activation code when a user is assigned a software token and the activation code has expired.	N
Register New Device	Register a SecurID software token user’s token to a new device.	N

Credential Services Options	Description	Approval Required
Edit Additional Security	Machine Registration Preference - Single/Multiple: Enable registration for a single computer or multiple computers.	N
Edit Additional Security	Allow Biometric Authentication	N
Edit Additional Security	Unlink Machines: Unlink a computer from a user ID that it has been registered to.	N
Edit Additional Security	Get Activation Codes: Request activation codes to register computers to a user ID.	N
Edit Additional Security	Reset Site Phrase: Reset the site phrase used for additional security during login.	N
Edit Additional Security	Enable/Disable User IP Filtering and Location Group (if applicable)	Y

Some options will be hidden based on the selected user’s status and credential status (e.g., for an active user, you won’t see Reactivate User; for a user who isn’t locked out, you won’t see Unlock User).

More Services applications

More Services are additional applications and products that are entitled using Access Manager. Some More Services applications can be fully entitled in Manager. Others require that entitlements for specific lower-level functions be assigned within the product itself.

These More Services applications can be fully entitled in Manager:

- Global ACH.
- Host-to-Host Online.
- J.P. Morgan Concourse™.
- Virtual Account Management.
- Counter Party Portal.
- Electronic Specialty Account Portal.

These applications require lower-level entitlements to be assigned within the product itself:

- Trade – Supply Chain Finance.
- Trade – Global Trade Transactions.
- Trade – China eDraft.
- ACH Services U.S.
- Brazil Online.
- Healthcare Link.
- Receivables.

In either case, first create and complete the user profile before assigning lower-level entitlements.

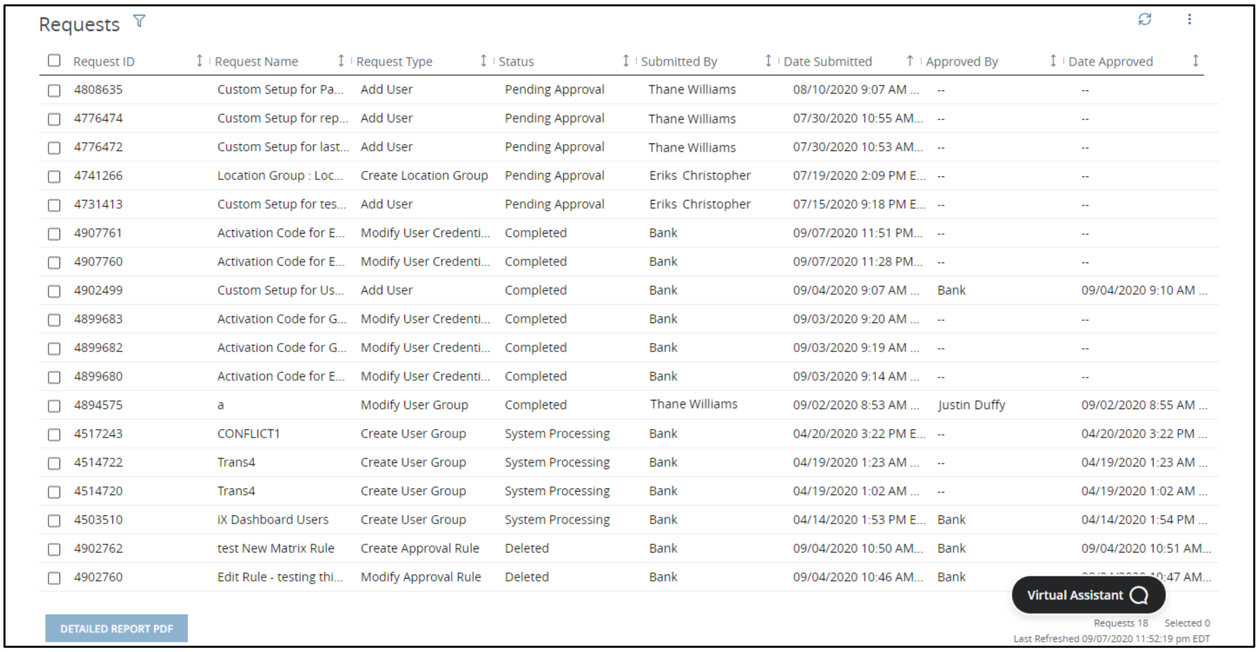
Security Administrators are automatically entitled to the Security Administration application in More Services.

Manage requests

Manage your actionable requests from the Requests list.

1. From the Manager menu, click Company Overview—then click View All Requests from the My Requests panel.

The Requests list displays.



Requests

☐	Request ID	Request Name	Request Type	Status	Submitted By	Date Submitted	Approved By	Date Approved
☐	4808635	Custom Setup for Pa...	Add User	Pending Approval	Thane Williams	08/10/2020 9:07 AM ...	--	--
☐	4776474	Custom Setup for rep...	Add User	Pending Approval	Thane Williams	07/30/2020 10:55 AM...	--	--
☐	4776472	Custom Setup for last...	Add User	Pending Approval	Thane Williams	07/30/2020 10:53 AM...	--	--
☐	4741266	Location Group : Loc...	Create Location Group	Pending Approval	Eriks Christopher	07/19/2020 2:09 PM E...	--	--
☐	4731413	Custom Setup for tes...	Add User	Pending Approval	Eriks Christopher	07/15/2020 9:18 PM E...	--	--
☐	4907761	Activation Code for E...	Modify User Credenti...	Completed	Bank	09/07/2020 11:51 PM...	--	--
☐	4907760	Activation Code for E...	Modify User Credenti...	Completed	Bank	09/07/2020 11:28 PM...	--	--
☐	4902499	Custom Setup for Us...	Add User	Completed	Bank	09/04/2020 9:07 AM ...	Bank	09/04/2020 9:10 AM ...
☐	4899683	Activation Code for G...	Modify User Credenti...	Completed	Bank	09/03/2020 9:20 AM ...	--	--
☐	4899682	Activation Code for G...	Modify User Credenti...	Completed	Bank	09/03/2020 9:19 AM ...	--	--
☐	4899680	Activation Code for E...	Modify User Credenti...	Completed	Bank	09/03/2020 9:14 AM ...	--	--
☐	4894575	a	Modify User Group	Completed	Thane Williams	09/02/2020 8:53 AM ...	Justin Duffy	09/02/2020 8:55 AM ...
☐	4517243	CONFLICT1	Create User Group	System Processing	Bank	04/20/2020 3:22 PM E...	--	04/20/2020 3:22 PM ...
☐	4514722	Trans4	Create User Group	System Processing	Bank	04/19/2020 1:23 AM ...	--	04/19/2020 1:23 AM ...
☐	4514720	Trans4	Create User Group	System Processing	Bank	04/19/2020 1:02 AM ...	--	04/19/2020 1:02 AM ...
☐	4503510	iX Dashboard Users	Create User Group	System Processing	Bank	04/14/2020 1:53 PM E...	Bank	04/14/2020 1:54 PM ...
☐	4902762	test New Matrix Rule	Create Approval Rule	Deleted	Bank	09/04/2020 10:50 AM...	Bank	09/04/2020 10:51 AM...
☐	4902760	Edit Rule - testing thi...	Modify Approval Rule	Deleted	Bank	09/04/2020 10:46 AM...	Bank	0:47 AM...

Requests 18 Selected 0

Last Refreshed 09/07/2020 11:52:19 pm EDT

2. Click any column heading to sort the list by any of the attributes (e.g., Request ID, Request Name, Request Type, etc.).

Click the up or down arrow to the right of the column heading to sort ascending or descending.

3. Click a request to display request details.

4. Click Approve or Delete to approve or delete the request.

You can edit and delete requests that you've submitted yourself. You must be entitled to approve or delete requests submitted by others.

5. Click Continue.

Have a request pending approval? Expand the Request Information section on the Request Details page. Then click the blue info icon to see who can approve it.

Manage Transaction approvals

Create rules to set the number and identity of approvers for different types of transactions—and to set the order of review.

The Approval Rules list shows existing rules in the order they will be applied. It also displays basic details about each rule.

View approval rules information

1. **From the Manager menu, click Approval Rules.**
2. **Click a rule on the Approval Rules list.**
3. **On the Approval Rule details page, view the status, conditions, qualifiers, approvers and products associated with the rule.**

Use approval categories to classify users, since approval rules are tied to a group or job function rather than to individuals.

View approval category information

1. **From the Manager menu, click Categories.**
2. **Click a category on the Categories list.**
3. **On the Approval Category details page, view the users assigned to the category, as well as the category's status, creation date and the number of pending requests.**

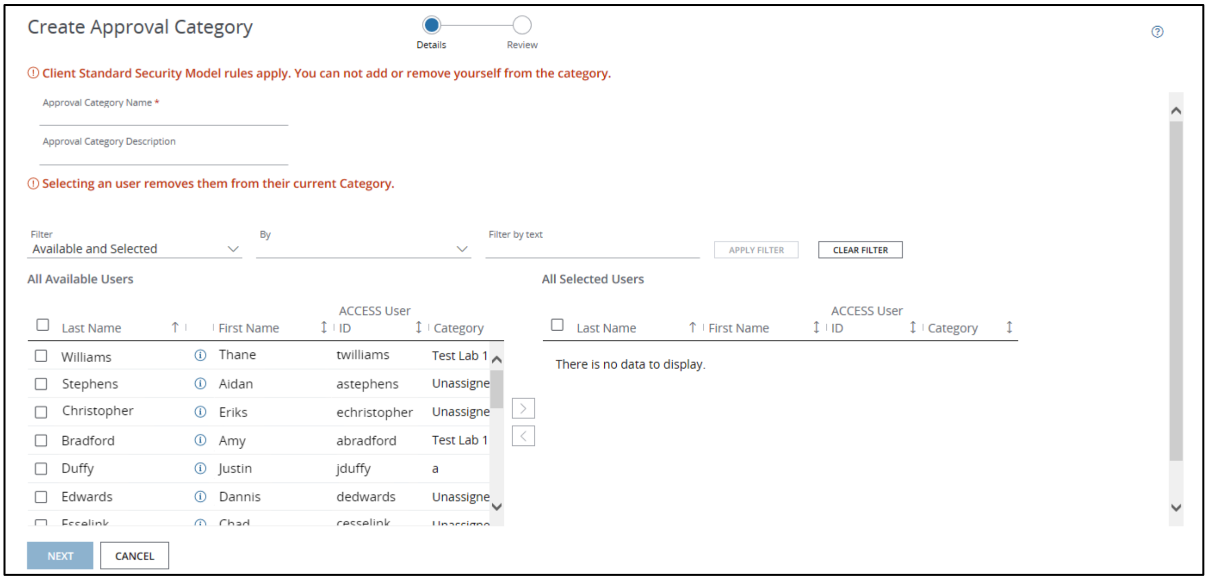
Customize the number of approvers

Depending on the features your company has selected, you may be able to customize the number of approvers for different types of transactions. If so, follow five simple steps.

1. **From the Manager menu, click Approvers.**
2. **Click the arrow next to a product—or click Expand/Collapse All to display the number of approvers for each of the products.**
3. **Edit the number of approvers by using the dropdowns for each product.**
4. **Click Next to review your changes.**
5. **Click Submit.**

Create an approval category

In order to approve transactions, users must be assigned to an approval category. Follow these steps to create a category.



Create Approval Category

ⓘ Client Standard Security Model rules apply. You can not add or remove yourself from the category.

Approval Category Name *

Approval Category Description

ⓘ Selecting an user removes them from their current Category.

Filter: Available and Selected

By:

Filter by text:

All Available Users

☐	Last Name		First Name	ACCESS User ID	Category
☐	Williams	ⓘ	Thane	twilliams	Test Lab 1
☐	Stephens	ⓘ	Aidan	astephens	Unassigne
☐	Christopher	ⓘ	Eriks	echristopher	Unassigne
☐	Bradford	ⓘ	Amy	abradford	Test Lab 1
☐	Duffy	ⓘ	Justin	jduffy	a
☐	Edwards	ⓘ	Dannis	dedwards	Unassigne

All Selected Users

☐	Last Name	First Name	ACCESS User ID	Category

There is no data to display.

1. **From the Manager menu, click Categories.**

2. **Click Create Approval Category.**

3. **Enter an approval category name and an optional description.**

4. **Select users from the All Available Users list.**

   To filter users, select an option in the dropdown or type in the text field and click **Apply Filter**.

5. **Click the right arrow to move selected users to the All Selected Users list.**

   A user can only belong to one approval category at a time.

   If you select a user already assigned to a category, they'll be removed from the existing category and added to the new category.

6. **Click Next to review the category details.**

7. **Click Submit for Approval.**

Edit an approval category

Need to quickly edit the details of an existing category? Follow these steps.

1. **From the Manager menu, click Categories.**

2. **Click a category to display the Approval Category details page.**

3. **Click Edit.**

4. **Edit the approval category name and/or the description.**

5. **From the All Available Users list, select users to add to the approval category.**

   To filter users, select an option in the dropdown or type in the text field and click **Apply Filter.**

6. **Click the right arrow to move the selected users to the All Selected Users list.**

7. **From the All Selected Users list, select users to remove from the approval category.**

8. **Click the left arrow to move users back to the All Available Users list.**

9. **Click Next to review your changes.**

10. **Click Submit for Approval.**

Related Articles

Change an approval rule priority

Delete an approval rule

Delete an approval category

If you don’t need an existing approval category, follow these steps to delete it.

1. **From the Manager menu, click Categories.**

2. **Click a category to display the Approval Category details page.**

3. **Click Delete—then click Continue.**

   A confirmation window displays.

4. **Select your reason for deletion from the dropdown.**

   If you select Other, type a reason in the Description field.

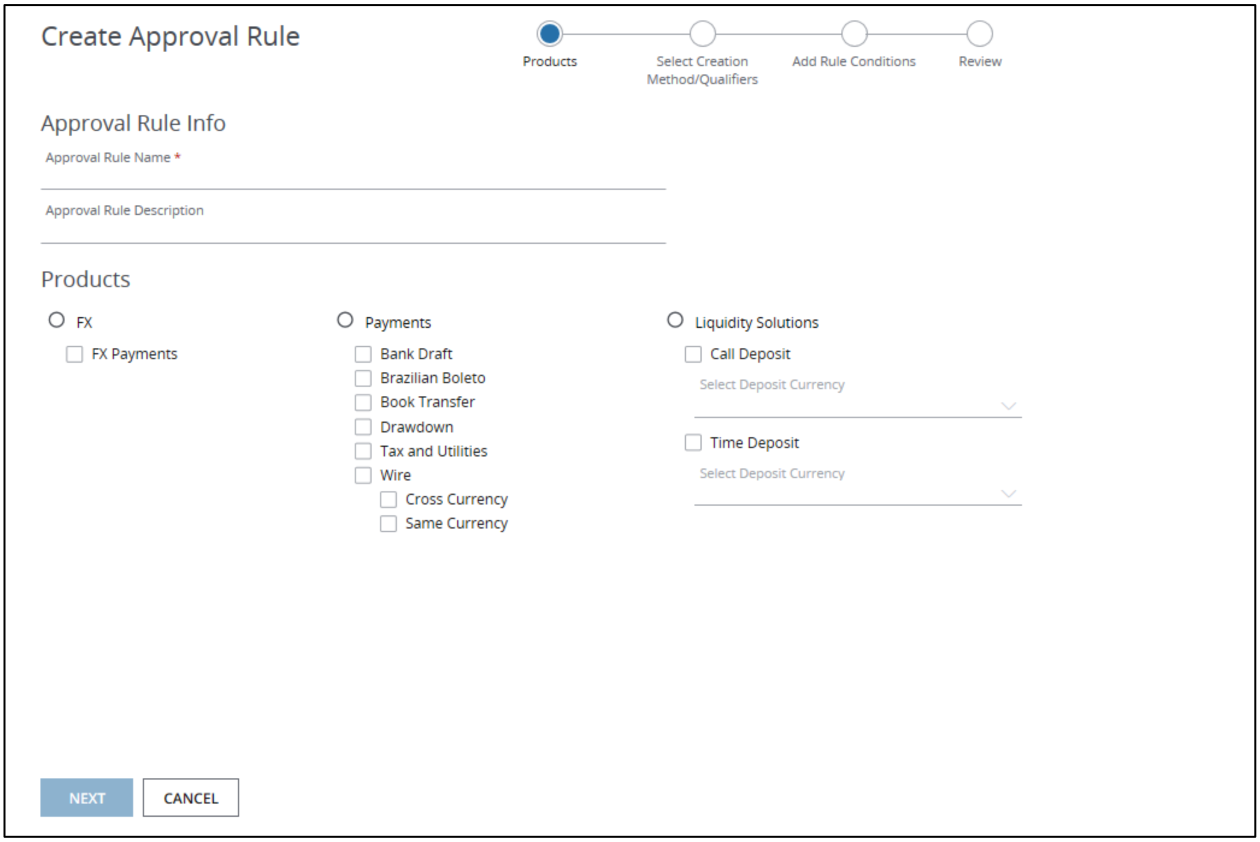
5. **Click Delete to display a confirmation window—then click OK.**

Create an approval rule

Approval rules govern how many people must approve a certain type of transaction, who they are and in what order the approvals should occur. Follow these steps to create a new approval rule.

The elements of an approval rule are:

- Payment type.
- Payment creation method.
- Accounts/account groups.
  - For Brazil accounts, approval rules are set at the account level.
- Templates.
- Transaction amount limit.
- Approval type (sequential or non-sequential).
- Number and category of approvers.


Create Approval Rule
Products
Select Creation Method/Qualifiers
Add Rule Conditions
Review
Approval Rule Info
Approval Rule Name *
Approval Rule Description
Products
○ FX
☐ FX Payments
○ Payments
☐ Bank Draft
☐ Brazilian Boleto
☐ Book Transfer
☐ Drawdown
☐ Tax and Utilities
☐ Wire
☐ Cross Currency
☐ Same Currency
○ Liquidity Solutions
☐ Call Deposit
Select Deposit Currency
☐ Time Deposit
Select Deposit Currency
NEXT
CANCEL

1. **From the Manager menu, click Approval Rules.**

2. **Click Create Approval Rule.**

3. Enter an approval rule name and an optional description.

4. Select the payment type(s) the rule will apply to—then click Next.

5. Select the Creation Method(s) the rule will apply to.

For Wire Transfer and Book Transfer payments only, the creation method choices will also include options for Trusted Beneficiary Transactions (both Free Form Transactions and Transactions from Templates).

You can only select regular transactions or trusted beneficiary transactions, but not both.

6. From the All Available Accounts/Account Groups list, select accounts or account groups.

To filter accounts, select an option in the dropdown or type in the text field and click **Apply Filter**.

7. Click the right arrow to move selected accounts to the All Selected Accounts/Account Groups list.

8. Click Next to assign the accounts.

9. Click Add New Condition to set limits on the transaction amount and determine whether approvals will be executed sequentially or non-sequentially—then set the number and category of approvers required.

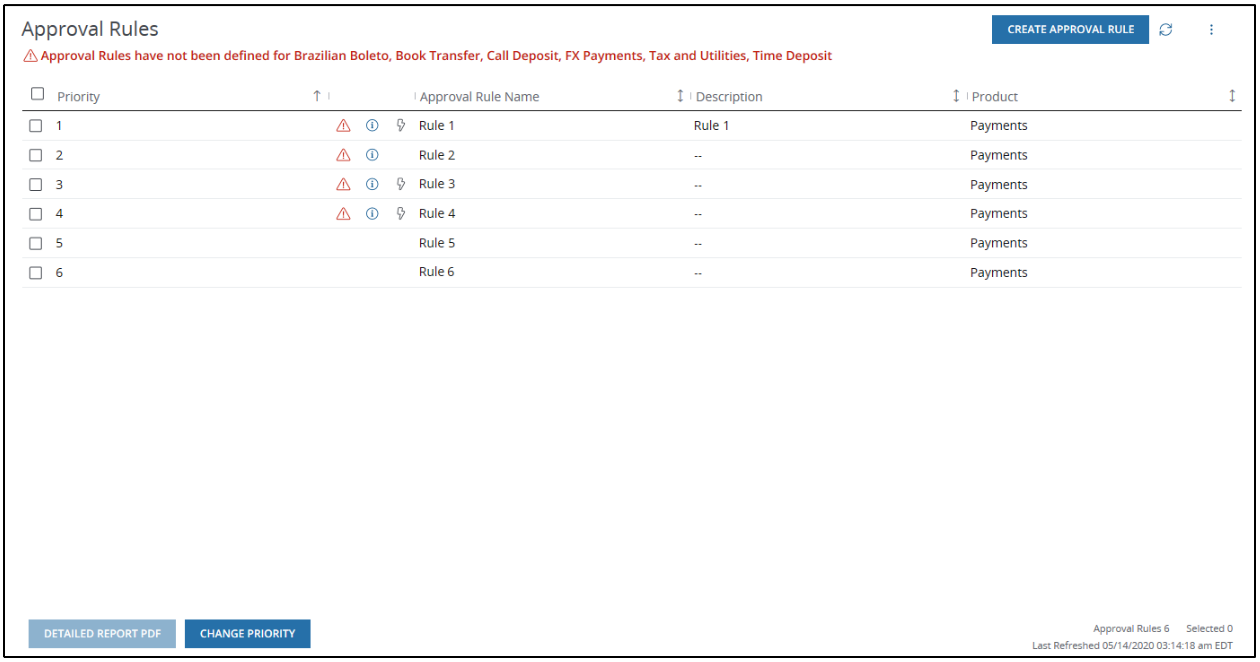
A minimum of two approvers must review each transaction.

10. Click Next to review the approval rule details.

11. Click Submit for Approval.

Edit an approval rule

Need to change an existing approval rule? Edit the details by following these steps.



⚠ Approval Rules have not been defined for Brazilian Boleto, Book Transfer, Call Deposit, FX Payments, Tax and Utilities, Time Deposit

☐ Priority		Approval Rule Name	Description	Product
☐ 1	⚠ ⓘ	Rule 1	Rule 1	Payments
☐ 2	⚠ ⓘ	Rule 2	--	Payments
☐ 3	⚠ ⓘ	Rule 3	--	Payments
☐ 4	⚠ ⓘ	Rule 4	--	Payments
☐ 5		Rule 5	--	Payments
☐ 6		Rule 6	--	Payments

Approval Rules 6 Selected 0
Last Refreshed 05/14/2020 03:14:18 am EDT

1. **From the Manager menu, click Approval Rules.**
2. **Click a rule to display the Approval Rule details page.**
3. **Click Edit.**
4. **Edit the approval rule name and/or the description.**
5. **Select payment types to edit—then click Next.**
6. **Make changes to the Creation Method and Qualifying Accounts and Account Groups—then click Next.**
7. **Click Add New Condition or Edit Condition to make changes to the Rule Conditions.**
8. **Click Next to review your changes.**
9. **Click Submit for Approval.**

Change an approval rule priority

Approval rules are applied in the order they appear on the Approval Rules list. Change the priority of an approval rule with these steps.

1. **From the Manager menu, click Approval Rules.**
2. **Select a rule from the Approval Rules list—then click Change Priority.**
3. **Select a rule and click the up or down arrow to move the rule to higher or lower priority.**
4. **When you're satisfied with the new order, click Submit for Approval.**

Delete an approval rule

If you don't need an approval rule anymore, follow these five steps to delete it.

1. From the Manager menu, click Approval Rules.

2. Click an approval rule to display the Approval Rule details page.

3. Click Delete—then click Continue.

A confirmation window displays.

4. Select your reason for deletion from the dropdown.

If you select Other, type a reason in the Description field.

5. Click Delete to display a confirmation window—then click OK.

Related Articles

Manage approvals

Customize the number of approvers

Create an approval category

Edit an approval category

Delete an approval category

Create an approval rule

Edit an approval rule

Change an approval rule priority

Administration reports

From the Reports & Statements menu, click **Administration** under Reports Templates to run the following reports from the Report Formats list:

- Approval Report.
- Configurable Entitlements Report.
- Entitlements Report.
- Request Report.

Once you run a report, it will be delivered to your Administration Reports Inbox.

All administrative reports use the following abbreviations for product functions:

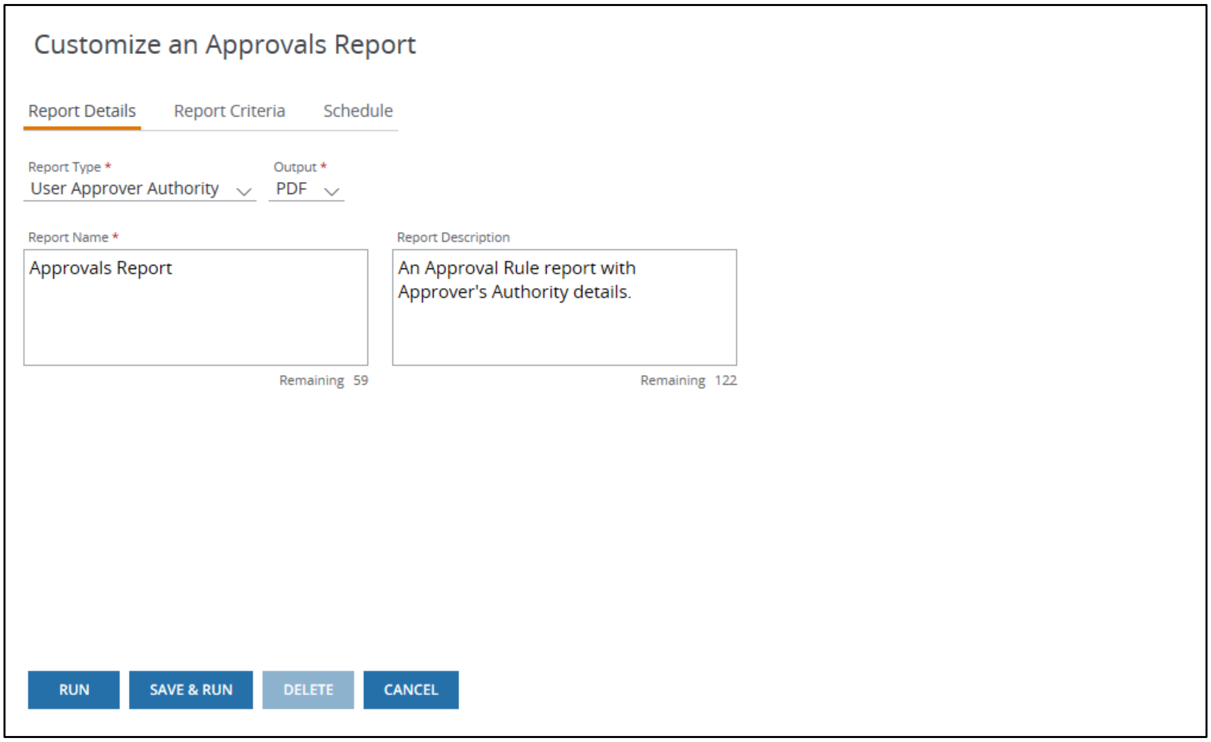
Product Function	Abbreviation in Reports
Approve	Approve
Approve, Approve Own	Approve, OWN
Approve, Require Approval at Detail	Approve, RAD
Approve, Approve Own, Require Approval at Detail	Approve, OWN, RAD
Approve, Approve Own, Auto Approve	Approve, OWN, AUTO
Approve, Require Approval at Detail, Approve Own, Auto Approve	Approve, RAD, OWN, AUTO
Release Payments	Release PMT
Release Payments, Release Own Payments	Release PMT, OWN
Release Payments, Release Own Payments, Auto Release Payments	Release PMT, OWN, AUTO
Release Payments, Unrelease	Release PMT, UNR
Release Payments, Release Own Payments, Unrelease	Release PMT, OWN, UNR
Release Payments, Release Own Payments, Auto Release Payments, Unrelease	Release PMT, OWN, AUTO, UNR
Activate	Activate
Activate, Activate Own	Activate, OWN
Activate, Activate Own, Auto Activate	Activate, OWN, AUTO
Create / Copy	Create/Copy
Create / Copy, Modify	Create/Copy, Modify
Balance & Transactions and Wire Detail	BAL TRAN
Balance & Transactions and Wire Detail, Checks Paid	BAL TRAN, Checks Paid
Approve Imported	Approve IMP
Approve Imported, Require Approval at Detail	Approve IMP, RAD
Approve Imported, Approve Own Imported	Approve IMP, OWN

Product Function	Abbreviation in Reports
Approve Imported, Approve Own Imported, Auto Approve	Approve IMP, OWN, AUTO
Approve Imported, Require Approval at Detail, Approve Own Imported, Auto Approve	Approve IMP, RAD, OWN, AUTO
Release Imported	Release IMP
Release Imported, Release Own Imported	Release IMP, OWN
Release Imported, Release Own Imported, Auto Release	Release IMP, OWN, AUTO
Release Imported, Unrelease	Release IMP, UNR
Release Imported, Release Own Imported, Auto Release, Unrelease	Release IMP, OWN, AUTO, UNR
Approve Payments with Approved Beneficiary	Approve w APPR BENY
Approve Payments with Approved Beneficiary, Approve Own Payments with Approved Beneficiary	Approve w APPR BENY, OWN
Approve Payments from Templates	Approve PMT FTMP
Approve Payments from Templates, Approve Own Payments from Templates	Approve PMT FTMP, OWN
Approve Templates	Approve TMP
Approve Templates, Approve Own Templates	Approve TMP, OWN
Approve Free Form Payments	Approve FF PMT
Approve Free Form Payments, Approve Own Free Form Payments	Approve FF PMT, OWN
Approve Settlements	Approve Settlements
Approve Settlements, Approve Own Settlements	Approve Settlements, OWN
Approve Contracts	Approve Contracts
Approve Contracts, Approve Own Contracts	Approve Contracts, OWN
Release Settlements	Release Settlements
Release Settlements, Release Own Settlements	Release Settlements, OWN
Check Inquiry	Check Inquiry
Check Inquiry, View Image	Check Inquiry, View Image
Create / Respond To	Create/Respond To
Create / Respond To, Modify/Cancel Others	Create/Respond To, Modify

Run or customize an Approvals Report

The User Approval Authority Report provides information on approvers. It contains the category the approver is assigned to and all the approval rules the category is associated with.

Follow these steps to run or customize an Approvals Report.



Report Type * User Approver Authority

Output * PDF

Report Name * Approvals Report

Remaining 59

Report Description An Approval Rule report with Approver's Authority details.

Remaining 122

1. From the Reports & Statements menu, click Administration under Reports Templates.

2. Select Approvals Report from the Reports Format list.

a. Click **Run** to generate the Approvals Report and deliver it to the Administration Reports Inbox.

Or

a. Click **Customize** to modify report criteria before running it.

The only Report Type option is User Approver Authority.

The only output option is Adobe® PDF.

3. Click Report Criteria.

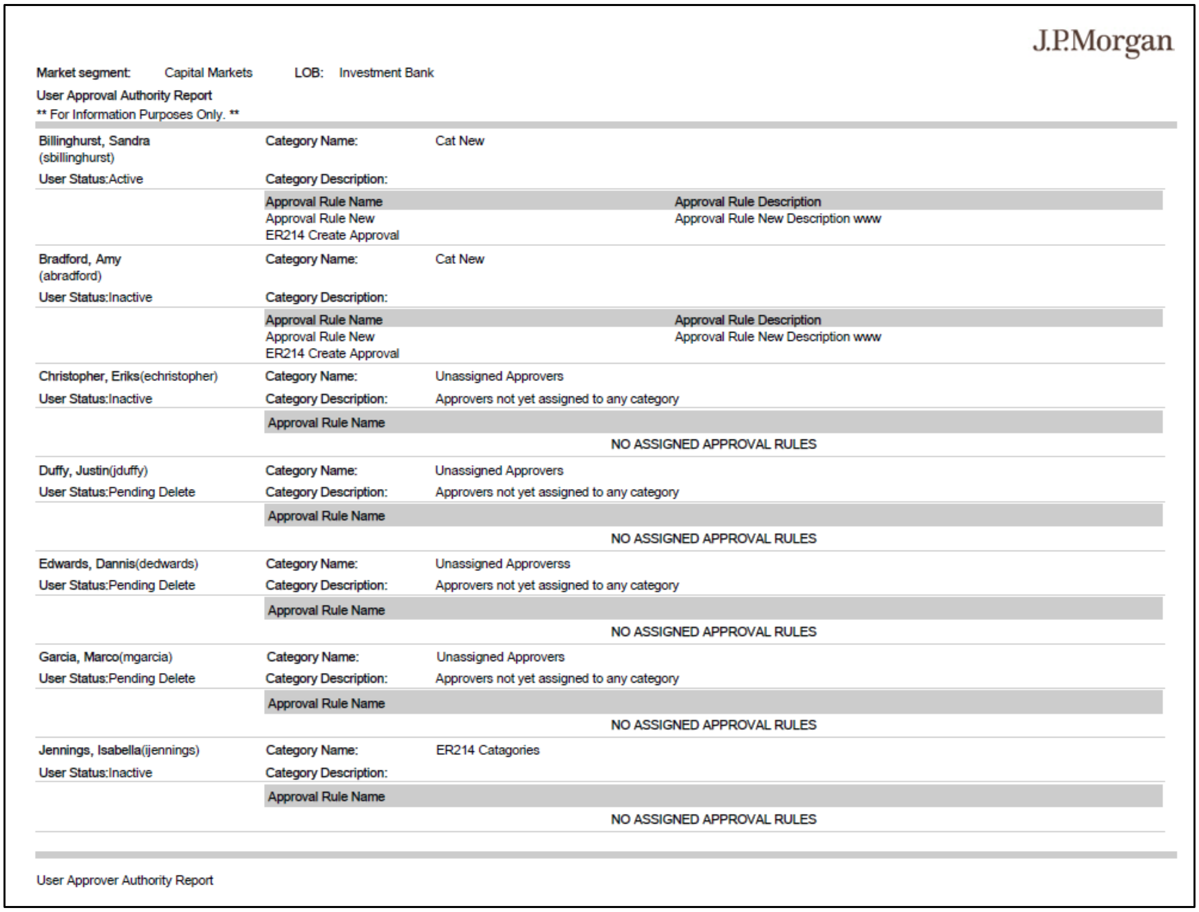
4. Select approvers from the Approvers list.

5. Click Schedule to set up a recurring schedule that runs the report at a specific time or in intervals.

- Select a frequency from the Repeats dropdown (Everyday, Every Week, Every Month, Every Quarter or Specific Days).
- Select Repeat options (which vary based on the frequency you've chosen), Start and End dates, and Run at times.
- If you select Specific Days, a calendar opens for you to select one or more days.
- If you don't require an end date, select Never Ends.

6. Click one of the following options:

- **Run** to generate the report.
- **Save & Run** to save the report options and generate the report.
    - If you make changes without changing the report name, you'll update the existing customized template.
    - If you make changes and change the report name, you'll create a new customized template without changing the existing template.
- **Delete** to delete the template.
- **Cancel** to return to the Reports Formats list without making any changes.



J.P.Morgan

Market segment: Capital Markets **LOB:** Investment Bank

User Approval Authority Report

** For Information Purposes Only. **

Billinghurst, Sandra (sbillinghurst)
User Status: Active

Category Name: Cat New
Category Description:

Approval Rule Name	**Approval Rule Description**
Approval Rule New	Approval Rule New Description www
ER214 Create Approval	

Bradford, Amy (abradford)
User Status: Inactive

Category Name: Cat New
Category Description:

Approval Rule Name	**Approval Rule Description**
Approval Rule New	Approval Rule New Description www
ER214 Create Approval	

Christopher, Eriks(echristopher)
User Status: Inactive

Category Name: Unassigned Approvers
Category Description: Approvers not yet assigned to any category

Approval Rule Name

NO ASSIGNED APPROVAL RULES

Duffy, Justin(jduffy)
User Status: Pending Delete

Category Name: Unassigned Approvers
Category Description: Approvers not yet assigned to any category

Approval Rule Name

NO ASSIGNED APPROVAL RULES

Edwards, Dannis(dedwards)
User Status: Pending Delete

Category Name: Unassigned Approverss
Category Description: Approvers not yet assigned to any category

Approval Rule Name

NO ASSIGNED APPROVAL RULES

Garcia, Marco(mgarcia)
User Status: Pending Delete

Category Name: Unassigned Approvers
Category Description: Approvers not yet assigned to any category

Approval Rule Name

NO ASSIGNED APPROVAL RULES

Jennings, Isabella(ijennings)
User Status: Inactive

Category Name: ER214 Catagories
Category Description:

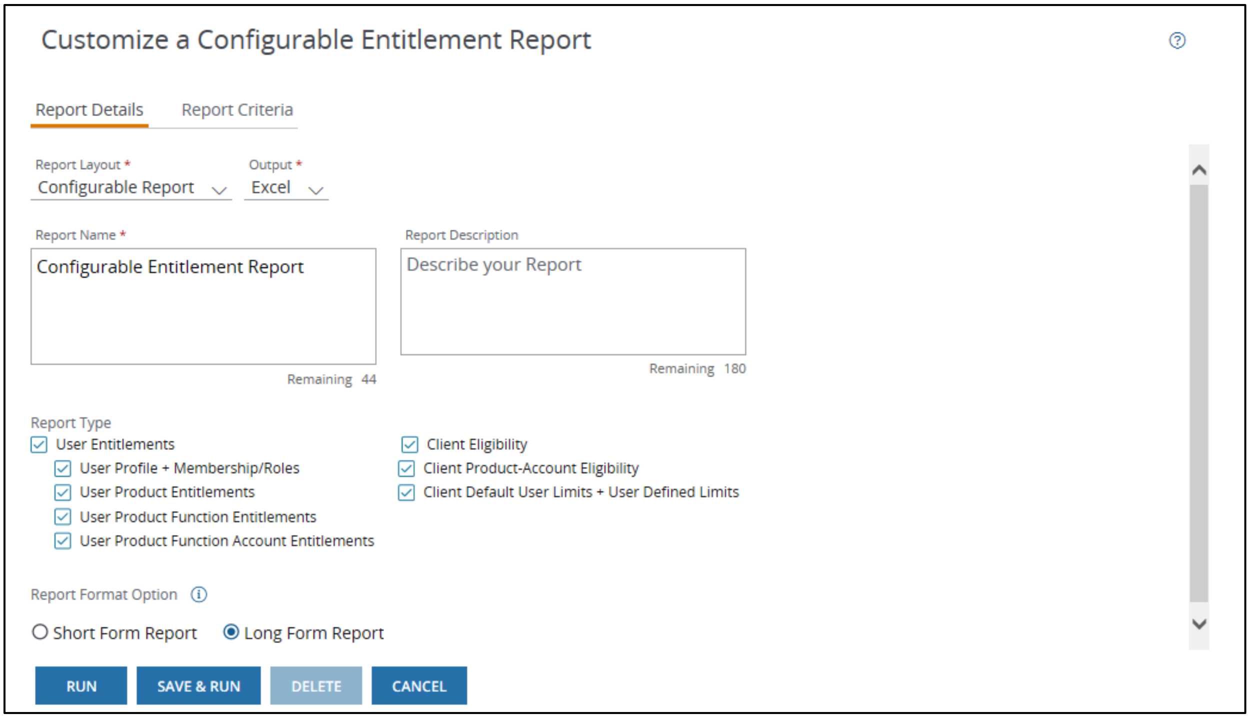
Approval Rule Name

NO ASSIGNED APPROVAL RULES

User Approver Authority Report

Run or customize a Configurable Entitlement Report

Narrow the scope of your entitlement report to display only the information you want by using the Configurable Entitlement Report which reduces the size of the report and improves performance.



Customize a Configurable Entitlement Report

Report Details | Report Criteria

Report Layout * Configurable Report

Output * Excel

Report Name * Configurable Entitlement Report

Remaining 44

Report Description Describe your Report

Remaining 180

Report Type
- ☑ User Entitlements
  - ☑ User Profile + Membership/Roles
  - ☑ User Product Entitlements
  - ☑ User Product Function Entitlements
  - ☑ User Product Function Account Entitlements
- ☑ Client Eligibility
- ☑ Client Product-Account Eligibility
- ☑ Client Default User Limits + User Defined Limits

Report Format Option

○ Short Form Report ● Long Form Report

1. From the Reports & Statements menu, click Administration under Reports Templates.

2. Select Configurable Entitlement Report from the Reports Format list.

a. Click **Run** to generate a report and deliver it to the Administration Reports Inbox.

Or

a. Click **Customize** to modify report criteria before running it.

When you run a Configurable Entitlement Report, the report content is current only when you run it. Future actions may change the content of the report.

The only output option is Microsoft Excel®.

3. Enter a report name and optional description.

4. Select one or more report types.

There are four User Entitlement report types and two Client Eligibility report types.

5. Select a Report Format Option.

- The Short Form Report summarizes functions as a single line for each product and account.
- The Long Form Report displays each entitlement on a single line.

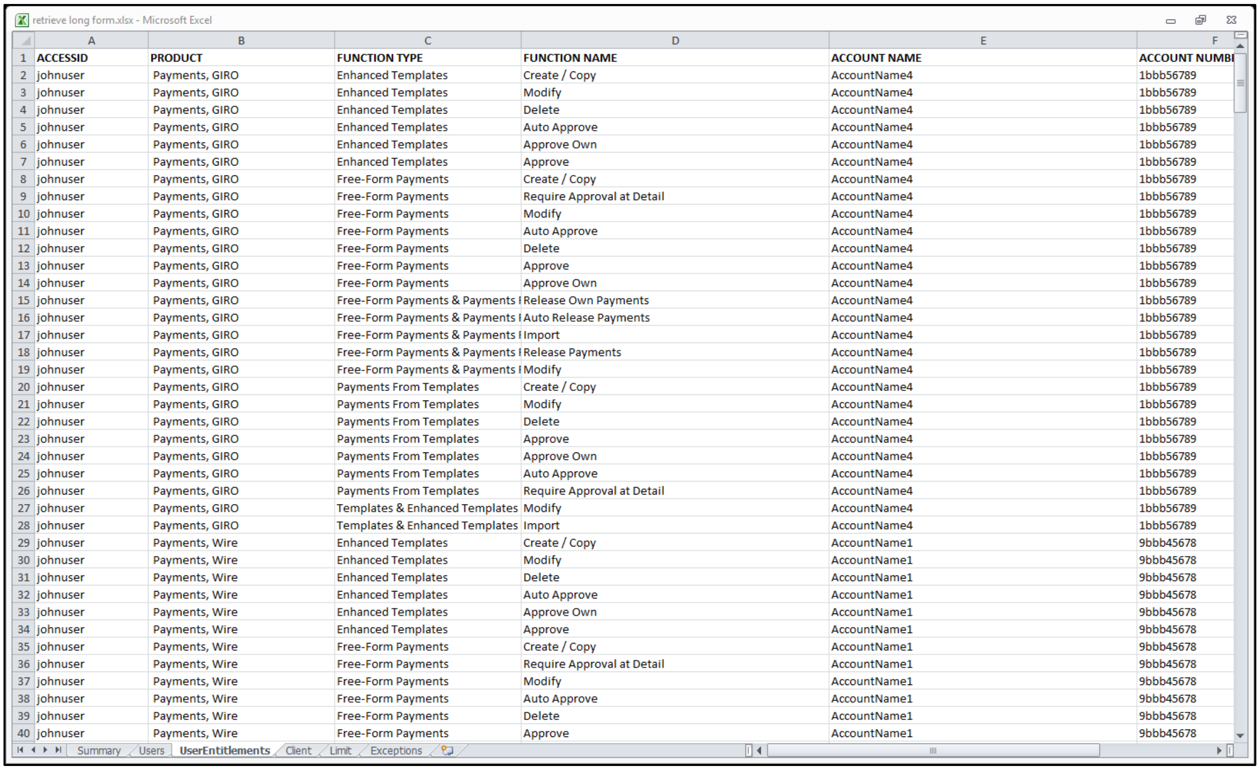
6. Click Report Criteria.

- Choose additional criteria to filter the user entitlement information and reduce the size of the report.
- Select at least one option for the following Report Criteria (options will vary based on the report type you've selected):
    - Select **All Users** or designate specific Users and Groups.
    - Select **All Products** or designate specific Products
    - Select **All Accounts** or designate specific Accounts and Account Groups

7. Click one of the following options:

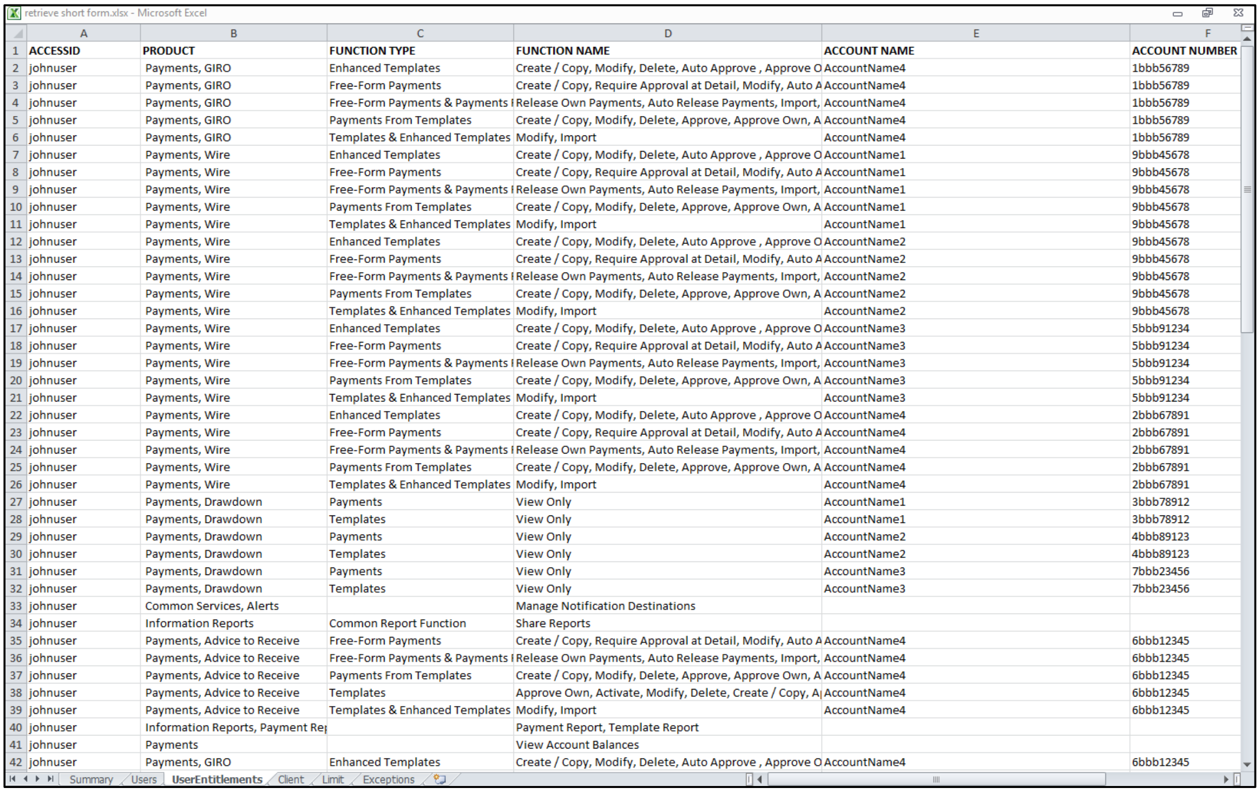
- **Run** to generate the report.
- **Save & Run** to save the report options and generate the report.
    - If you make changes without changing the report name, you'll update the existing customized template.
    - If you make changes and change the report name, you'll create a new customized template without changing the existing template.
- **Cancel** to return to the Reports Formats list without making any changes.

Sample Report: Long Form


retrieve long form.xlsx - Microsoft Excel

	A	B	C	D	E	F
1	**ACCESSID**	**PRODUCT**	**FUNCTION TYPE**	**FUNCTION NAME**	**ACCOUNT NAME**	**ACCOUNT NUMB**
2	johnuser	Payments, GIRO	Enhanced Templates	Create / Copy	AccountName4	1bbb56789
3	johnuser	Payments, GIRO	Enhanced Templates	Modify	AccountName4	1bbb56789
4	johnuser	Payments, GIRO	Enhanced Templates	Delete	AccountName4	1bbb56789
5	johnuser	Payments, GIRO	Enhanced Templates	Auto Approve	AccountName4	1bbb56789
6	johnuser	Payments, GIRO	Enhanced Templates	Approve Own	AccountName4	1bbb56789
7	johnuser	Payments, GIRO	Enhanced Templates	Approve	AccountName4	1bbb56789
8	johnuser	Payments, GIRO	Free-Form Payments	Create / Copy	AccountName4	1bbb56789
9	johnuser	Payments, GIRO	Free-Form Payments	Require Approval at Detail	AccountName4	1bbb56789
10	johnuser	Payments, GIRO	Free-Form Payments	Modify	AccountName4	1bbb56789
11	johnuser	Payments, GIRO	Free-Form Payments	Auto Approve	AccountName4	1bbb56789
12	johnuser	Payments, GIRO	Free-Form Payments	Delete	AccountName4	1bbb56789
13	johnuser	Payments, GIRO	Free-Form Payments	Approve	AccountName4	1bbb56789
14	johnuser	Payments, GIRO	Free-Form Payments	Approve Own	AccountName4	1bbb56789
15	johnuser	Payments, GIRO	Free-Form Payments & Payments	Release Own Payments	AccountName4	1bbb56789
16	johnuser	Payments, GIRO	Free-Form Payments & Payments	Auto Release Payments	AccountName4	1bbb56789
17	johnuser	Payments, GIRO	Free-Form Payments & Payments	Import	AccountName4	1bbb56789
18	johnuser	Payments, GIRO	Free-Form Payments & Payments	Release Payments	AccountName4	1bbb56789
19	johnuser	Payments, GIRO	Free-Form Payments & Payments	Modify	AccountName4	1bbb56789
20	johnuser	Payments, GIRO	Payments From Templates	Create / Copy	AccountName4	1bbb56789
21	johnuser	Payments, GIRO	Payments From Templates	Modify	AccountName4	1bbb56789
22	johnuser	Payments, GIRO	Payments From Templates	Delete	AccountName4	1bbb56789
23	johnuser	Payments, GIRO	Payments From Templates	Approve	AccountName4	1bbb56789
24	johnuser	Payments, GIRO	Payments From Templates	Approve Own	AccountName4	1bbb56789
25	johnuser	Payments, GIRO	Payments From Templates	Auto Approve	AccountName4	1bbb56789
26	johnuser	Payments, GIRO	Payments From Templates	Require Approval at Detail	AccountName4	1bbb56789
27	johnuser	Payments, GIRO	Templates & Enhanced Templates	Modify	AccountName4	1bbb56789
28	johnuser	Payments, GIRO	Templates & Enhanced Templates	Import	AccountName4	1bbb56789
29	johnuser	Payments, Wire	Enhanced Templates	Create / Copy	AccountName1	9bbb45678
30	johnuser	Payments, Wire	Enhanced Templates	Modify	AccountName1	9bbb45678
31	johnuser	Payments, Wire	Enhanced Templates	Delete	AccountName1	9bbb45678
32	johnuser	Payments, Wire	Enhanced Templates	Auto Approve	AccountName1	9bbb45678
33	johnuser	Payments, Wire	Enhanced Templates	Approve Own	AccountName1	9bbb45678
34	johnuser	Payments, Wire	Enhanced Templates	Approve	AccountName1	9bbb45678
35	johnuser	Payments, Wire	Free-Form Payments	Create / Copy	AccountName1	9bbb45678
36	johnuser	Payments, Wire	Free-Form Payments	Require Approval at Detail	AccountName1	9bbb45678
37	johnuser	Payments, Wire	Free-Form Payments	Modify	AccountName1	9bbb45678
38	johnuser	Payments, Wire	Free-Form Payments	Auto Approve	AccountName1	9bbb45678
39	johnuser	Payments, Wire	Free-Form Payments	Delete	AccountName1	9bbb45678
40	johnuser	Payments, Wire	Free-Form Payments	Approve	AccountName1	9bbb45678

Sample Report: Short Form

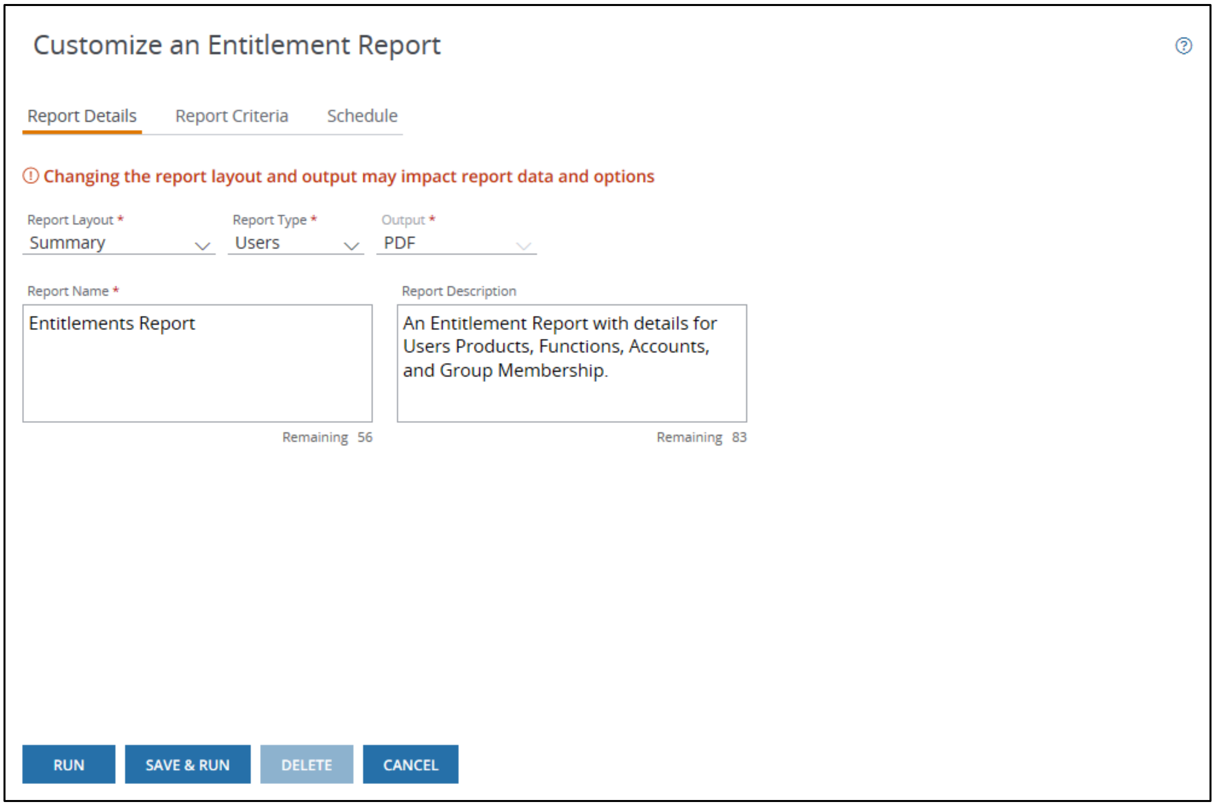

retrieve short form.xlsx - Microsoft Excel

	A	B	C	D	E	F
1	**ACCESSID**	**PRODUCT**	**FUNCTION TYPE**	**FUNCTION NAME**	**ACCOUNT NAME**	**ACCOUNT NUMBER**
2	johnuser	Payments, GIRO	Enhanced Templates	Create / Copy, Modify, Delete, Auto Approve , Approve O	AccountName4	1bbb56789
3	johnuser	Payments, GIRO	Free-Form Payments	Create / Copy, Require Approval at Detail, Modify, Auto A	AccountName4	1bbb56789
4	johnuser	Payments, GIRO	Free-Form Payments & Payments	Release Own Payments, Auto Release Payments, Import,	AccountName4	1bbb56789
5	johnuser	Payments, GIRO	Payments From Templates	Create / Copy, Modify, Delete, Approve, Approve Own, A	AccountName4	1bbb56789
6	johnuser	Payments, GIRO	Templates & Enhanced Templates	Modify, Import	AccountName4	1bbb56789
7	johnuser	Payments, Wire	Enhanced Templates	Create / Copy, Modify, Delete, Auto Approve , Approve O	AccountName1	9bbb45678
8	johnuser	Payments, Wire	Free-Form Payments	Create / Copy, Require Approval at Detail, Modify, Auto A	AccountName1	9bbb45678
9	johnuser	Payments, Wire	Free-Form Payments & Payments	Release Own Payments, Auto Release Payments, Import,	AccountName1	9bbb45678
10	johnuser	Payments, Wire	Payments From Templates	Create / Copy, Modify, Delete, Approve, Approve Own, A	AccountName1	9bbb45678
11	johnuser	Payments, Wire	Templates & Enhanced Templates	Modify, Import	AccountName1	9bbb45678
12	johnuser	Payments, Wire	Enhanced Templates	Create / Copy, Modify, Delete, Auto Approve , Approve O	AccountName2	9bbb45678
13	johnuser	Payments, Wire	Free-Form Payments	Create / Copy, Require Approval at Detail, Modify, Auto A	AccountName2	9bbb45678
14	johnuser	Payments, Wire	Free-Form Payments & Payments	Release Own Payments, Auto Release Payments, Import,	AccountName2	9bbb45678
15	johnuser	Payments, Wire	Payments From Templates	Create / Copy, Modify, Delete, Approve, Approve Own, A	AccountName2	9bbb45678
16	johnuser	Payments, Wire	Templates & Enhanced Templates	Modify, Import	AccountName2	9bbb45678
17	johnuser	Payments, Wire	Enhanced Templates	Create / Copy, Modify, Delete, Auto Approve , Approve O	AccountName3	5bbb91234
18	johnuser	Payments, Wire	Free-Form Payments	Create / Copy, Require Approval at Detail, Modify, Auto A	AccountName3	5bbb91234
19	johnuser	Payments, Wire	Free-Form Payments & Payments	Release Own Payments, Auto Release Payments, Import,	AccountName3	5bbb91234
20	johnuser	Payments, Wire	Payments From Templates	Create / Copy, Modify, Delete, Approve, Approve Own, A	AccountName3	5bbb91234
21	johnuser	Payments, Wire	Templates & Enhanced Templates	Modify, Import	AccountName3	5bbb91234
22	johnuser	Payments, Wire	Enhanced Templates	Create / Copy, Modify, Delete, Auto Approve , Approve O	AccountName4	2bbb67891
23	johnuser	Payments, Wire	Free-Form Payments	Create / Copy, Require Approval at Detail, Modify, Auto A	AccountName4	2bbb67891
24	johnuser	Payments, Wire	Free-Form Payments & Payments	Release Own Payments, Auto Release Payments, Import,	AccountName4	2bbb67891
25	johnuser	Payments, Wire	Payments From Templates	Create / Copy, Modify, Delete, Approve, Approve Own, A	AccountName4	2bbb67891
26	johnuser	Payments, Wire	Templates & Enhanced Templates	Modify, Import	AccountName4	2bbb67891
27	johnuser	Payments, Drawdown	Payments	View Only	AccountName1	3bbb78912
28	johnuser	Payments, Drawdown	Templates	View Only	AccountName1	3bbb78912
29	johnuser	Payments, Drawdown	Payments	View Only	AccountName2	4bbb89123
30	johnuser	Payments, Drawdown	Templates	View Only	AccountName2	4bbb89123
31	johnuser	Payments, Drawdown	Payments	View Only	AccountName3	7bbb23456
32	johnuser	Payments, Drawdown	Templates	View Only	AccountName3	7bbb23456
33	johnuser	Common Services, Alerts		Manage Notification Destinations		
34	johnuser	Information Reports	Common Report Function	Share Reports		
35	johnuser	Payments, Advice to Receive	Free-Form Payments	Create / Copy, Require Approval at Detail, Modify, Auto A	AccountName4	6bbb12345
36	johnuser	Payments, Advice to Receive	Free-Form Payments & Payments	Release Own Payments, Auto Release Payments, Import,	AccountName4	6bbb12345
37	johnuser	Payments, Advice to Receive	Payments From Templates	Create / Copy, Modify, Delete, Approve, Approve Own, A	AccountName4	6bbb12345
38	johnuser	Payments, Advice to Receive	Templates	Approve Own, Activate, Modify, Delete, Create / Copy, A	AccountName4	6bbb12345
39	johnuser	Payments, Advice to Receive	Templates & Enhanced Templates	Modify, Import	AccountName4	6bbb12345
40	johnuser	Information Reports, Payment Re		Payment Report, Template Report		
41	johnuser	Payments		View Account Balances		
42	johnuser	Payments, GIRO	Enhanced Templates	Create / Copy, Modify, Delete, Auto Approve , Approve O	AccountName4	6bbb12345

Run or customize an Entitlements Report

Display entitlement details for individual user and user group assignments with the Entitlements Report. It also includes account and account group assignments to the product and product functions.

Follow these steps to run or customize the report.



Changing the report layout and output may impact report data and options

Report Layout * Summary

Report Type * Users

Output * PDF

Report Name * Entitlements Report

Remaining 56

Report Description An Entitlement Report with details for Users Products, Functions, Accounts, and Group Membership.

Remaining 83

1. From the Reports & Statements menu, click Administration under Reports Templates.

2. Select Entitlements Report from the Reports Format list.

- Click **Run** to generate a report and deliver it to the Administration Reports Inbox.

Or

- Click **Customize** to modify report criteria before running it.

When you run a user entitlement report, the report content is current only when you run it. Future actions may change the content of the report.

3. Select a Report Layout from the dropdown.

- Summary report layout provides a high-level review of the products assigned to the selected user(s) or user group(s).

- Summary + Details provides a detailed view of all assigned products, functions, capabilities and information for the selected user(s) or user group(s).

4. Select a Report Type from the dropdown.

The options are **Users** or **User Group**.

5. If you selected Summary + Details layout, select an Output type from the dropdown.

The only output type available for Summary layout is Adobe® PDF.

The options are Adobe PDF or Pipe Delimited.

6. Enter a report name and (optional) description.

7. Click Report Criteria.

a. Choose additional criteria to filter the user entitlement information and reduce the size of the report.

b. Select at least one option for the following Report Criteria (options will vary based on the report type you've selected).

- For Users report type:
  - Select **User Status**.
  - Select **All Users** or designate specific Users and Groups.
  - Select **All Products** or designate specific Products.
  - Select **All Accounts** or designate specific Accounts and Account Groups.
  - Select **All Functions** or designate specific Functions with Limits.
- For User Group report type
  - Select **All User Groups** or **Select User Groups**.

If you choose Select User Groups, make a further selection from the User Groups list.

8. Click Schedule to set up a recurring schedule that runs the report at a specific time or in intervals.

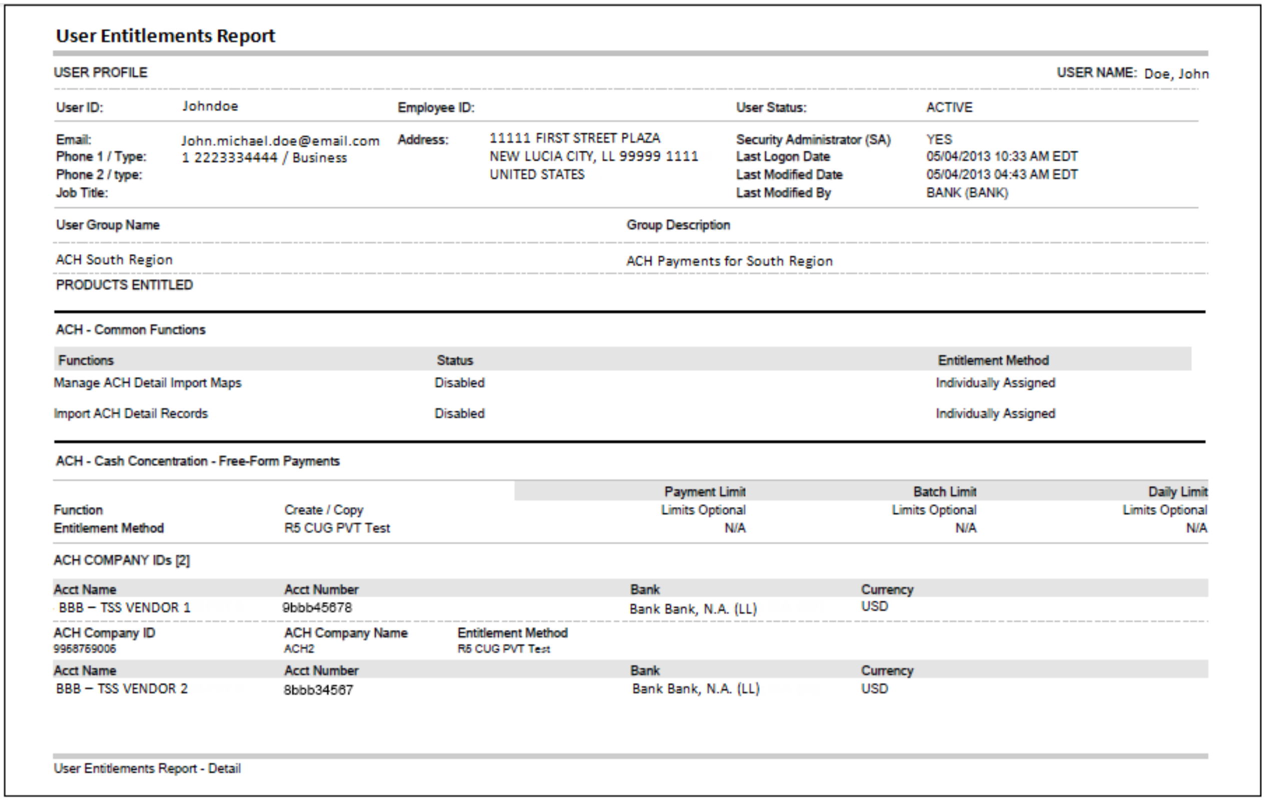
- Select a frequency from the Repeats dropdown (Every day, Every Week, Every Month, Every Quarter or Specific Days).
- Select Repeat options (which vary based on the frequency you've chosen), Start and End dates, and Run at times.

- If you select Specific Days—select one or more days from the calendar that displays.
- If you don't require an end date, select Never Ends.

9. Click one of the following options:

- **Run** to generate the report.
- **Save & Run** to save the report options and generate the report.
  - If you make changes without changing the report name, you'll update the existing customized template.
  - If you make changes and change the report name, you'll create a new customized template without changing the existing template.
- **Delete** to delete the template.
- **Cancel** to return to the Reports Formats list without making any changes.

Another way to run or customize an Entitlements Report is from the Users list. Select users from the list and click **Entitlement Report**. When the report is ready it will appear in your Administration Reports Inbox.



User Entitlements Report

USER PROFILE — USER NAME: Doe, John

User ID:	Johndoe	Employee ID:		User Status:	ACTIVE
Email:	John.michael.doe@email.com	Address:	11111 FIRST STREET PLAZA	Security Administrator (SA)	YES
Phone 1 / Type:	1 2223334444 / Business		NEW LUCIA CITY, LL 99999 1111	Last Logon Date	05/04/2013 10:33 AM EDT
Phone 2 / type:			UNITED STATES	Last Modified Date	05/04/2013 04:43 AM EDT
Job Title:				Last Modified By	BANK (BANK)

User Group Name	Group Description
ACH South Region	ACH Payments for South Region

PRODUCTS ENTITLED

ACH - Common Functions

Functions	Status	Entitlement Method
Manage ACH Detail Import Maps	Disabled	Individually Assigned
Import ACH Detail Records	Disabled	Individually Assigned

ACH - Cash Concentration - Free-Form Payments

		Payment Limit	Batch Limit	Daily Limit
Function	Create / Copy	Limits Optional	Limits Optional	Limits Optional
Entitlement Method	R5 CUG PVT Test	N/A	N/A	N/A

ACH COMPANY IDs [2]

Acct Name	Acct Number	Bank	Currency
BBB – TSS VENDOR 1	9bbb45678	Bank Bank, N.A. (LL)	USD

ACH Company ID	ACH Company Name	Entitlement Method
9968769006	ACH2	R5 CUG PVT Test

Acct Name	Acct Number	Bank	Currency
BBB – TSS VENDOR 2	8bbb34567	Bank Bank, N.A. (LL)	USD

User Entitlements Report - Detail

Run or customize a Request Report

The Request Report provides information on the selected request(s) completed for a user, including the creation, modification and deletion of users and user or account groups.

Follow these steps to run or customize the report.

1. From the Reports & Statements menu, click Administration under Reports Templates.

2. Select Request Report from the Reports Format list.

- Click **Run** to generate a report and deliver it to the Administration Reports Inbox.

Or

- Click **Customize** to modify report criteria before running it.

3. Select a Report Layout from the dropdown.

- Summary report layout provides a high-level review of the products assigned to the selected user(s) or user group(s).
- Summary + Details provides a detailed view of all assigned products, functions, capabilities and information for the selected user(s) or user group(s).

The only output type available for a Request Report is Adobe® PDF.

4. Enter a report name and optional description.

5. Click Report Criteria.

a. Select a Request Type from the dropdown (All, User Requests, User Group Requests or Account Group Requests).

b. Select a Request Status from the dropdown (Completed or Pending/In Process).

c. Select a Request Duration from the dropdown (Last 15, 30, 60 or 90 days).

6. Click Schedule to set up a recurring schedule that runs the report at a specific time or in intervals.

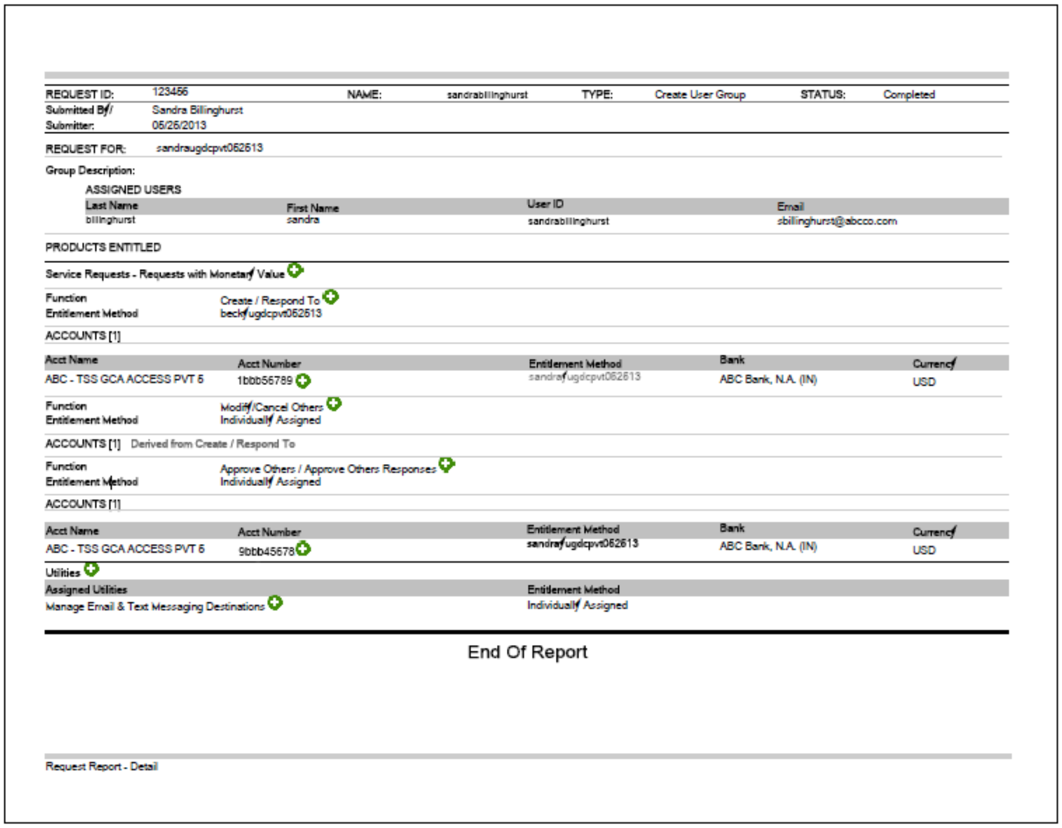
- Select a frequency from the Repeats dropdown (Everyday, Every Week, Every Month, Every Quarter or Specific Days).
- Select Repeat options (which vary based on the frequency you've chosen), Start and End dates, and Run at times.

  - If you select Specific Days, a calendar opens for you to select one or more days.
  - If you don’t require an end date, select Never Ends.

7. Click one of the following options:

- **Run** to generate the report.
- **Save & Run** to save the report options and generate the report.
  - If you make changes without changing the report name, you’ll update the existing customized template.
  - If you make changes and change the report name, you’ll create a new customized template without changing the existing template.
- **Delete** to delete the template.
- **Cancel** to return to the Reports Formats list without making any changes.

Another way to run or customize a Request Report is from the Requests list. Select requests from the list and click **Detailed Report PDF**. When the report is ready it will appear in your Administration Reports Inbox.



REQUEST ID:	123456	NAME:	sandrabillinghurst	TYPE:	Create User Group	STATUS:	Completed
Submitted By/ Submitter:	Sandra Billinghurst 05/26/2013						

REQUEST FOR: sandraugdcpvt052613

Group Description:

ASSIGNED USERS

Last Name	First Name	User ID	Email
billinghurst	sandra	sandrabillinghurst	sbillinghurst@abcco.com

PRODUCTS ENTITLED

Service Requests - Requests with Monetary Value ⊕

Function	Create / Respond To ⊕
Entitlement Method	beckyugdcpvt052613

ACCOUNTS [1]

Acct Name	Acct Number	Entitlement Method	Bank	Currency
ABC - TSS GCA ACCESS PVT 5	1bbb56789 ⊕	sandrayugdcpvt052613	ABC Bank, N.A. (IN)	USD

Function	Modify/Cancel Others ⊕
Entitlement Method	Individually Assigned

ACCOUNTS [1] Derived from Create / Respond To

Function	Approve Others / Approve Others Responses ⊕
Entitlement Method	Individually Assigned

ACCOUNTS [1]

Acct Name	Acct Number	Entitlement Method	Bank	Currency
ABC - TSS GCA ACCESS PVT 5	9bbb45678 ⊕	sandrayugdcpvt052613	ABC Bank, N.A. (IN)	USD

Utilities ⊕

Assigned Utilities	Entitlement Method
Manage Email & Text Messaging Destinations ⊕	Individually Assigned

End Of Report

Request Report - Detail

Administration Reports Inbox

View in-process, completed and failed reports in the Administration Reports Inbox. Reports are retained for up to 90 days, and then they are automatically removed from the list. Follow the steps below to view, download or delete reports from the inbox.

To access the Administration Reports Inbox:

1. **From the Reports & Statements menu, click Administration under Reports Inbox.**

View reports

1. **Select a timeframe from the dropdown.**

Options include:

- Today.
- Yesterday.
- Last 7 Days (default).
- Last 14 Days.
- Last 35 Days.
- Last 60 Days.
- Last 90 Days.

2. **Click Apply.**
3. **Open online report types by selecting the report and clicking View.**

Download reports

1. **Select a report.**
2. **Click Download.**

- PDF reports open in a separate window, with options to view online or save the report.
- Pipe Delimited reports are text files that can be saved and converted to a spreadsheet. (Refer to **Convert pipe delimited output to Excel or CSV**.)

Delete reports

1. Select a report.

2. Click Delete.

The report is deleted from the scheduled date displayed in the Date and Time column.

If it's a recurring report, it will continue to run as scheduled.

Delete a customized report

If you don't need a customized report anymore, follow these steps to delete it:

1. **From the Reports & Statements menu, click Administration under Reports Templates.**

2. **Select the customized report.**

3. **Click Delete to remove the report from your Reports list.**

Schedule a report

Follow these steps to run an Entitlements, Request or Approval report on a schedule—once or at regular intervals.

1. From the Reports & Statements menu, click Administration under Reports Templates.

2. Select a report—then click Customize.

3. Click Schedule to set up a recurring schedule that runs the report at a specific time or in intervals.

- Select a frequency from the Repeats dropdown (Every day, Every Week, Every Month, Every Quarter or Specific Days).
- Select Repeat options (which vary based on the frequency you've chosen), Start and End dates, and Run at times.
  - If you select Specific Days, a calendar opens for you to select one or more days.
  - If you don't require an end date, select Never Ends.

4. Click one of the following options:

- **Run** to generate the report.
- **Save & Run** to save the report options and generate the report.

Delete a scheduled report

If you don't need a report to run on a schedule anymore, delete it in three quick steps.

1. **From the Reports & Statements menu, click Administration under Reports Inbox.**

2. **Select a scheduled report—then click Customize.**

3. **Click Schedule—then click Delete Schedule.**

Convert pipe delimited output to Excel or CSV

Reports run with the Pipe Delimited output option are delivered as open .TXT files that you can save. Follow the steps below to convert reports to a Microsoft Excel or .CSV spreadsheet format.

Convert pipe delimited output to Excel

1. **Save the .TXT report output file.**
2. **Launch Excel.**
3. **From the File menu, click Open.**
4. **Select a computer or network location—then click Browse to locate the saved .TXT file.**
5. **Click Open to launch the Text Import Wizard.**
6. **Select Delimited—then click Next.**
7. **Under Delimiters, select Other—then enter the pipe character (|).**
8. **Click Next.**
9. **Click Finish to open the report in an Excel worksheet.**

Convert pipe delimited output to .CSV

1. **Save the .TXT report output file.**
2. **Open the saved .TXT file with Microsoft Notepad®.**
3. **From the Edit menu, click Replace.**
4. **Enter the pipe character (|) in the Find what field.**
5. **Enter a comma in the Replace with field.**

6. **Click Replace All.**

7. **From the File menu, click Save As.**

8. **From the Save as Type dropdown, click All Files.**

9. **In the File name field, change the filename extension from .TXT to .CSV.**

10. **Click Save.**

Run an Approval Rules or Category Report

Unlike other report formats, Approval Rules and Categories reports are generated directly from the Approval Rules or Categories list. Follow three simple steps to run them:

1. **From the Manager menu, select Approval Rules or Categories.**
2. **Select approval rules or categories to include in your report.**
3. **Click Detailed Report PDF to generate an Approval Rules or Categories report that will appear in your Administration Reports Inbox.**

Print or export your Users list

Need a list of all your users? Print or export your Users list in three quick steps.

1. **From the Manager menu, select Users.**
2. **Click View All at the bottom of the Users panel to display the Users list.**
3. **Click the Utilities menu icon in the upper right corner—then select Print, Export to Excel or Export to CSV.**

Related Articles

Administration reports

Run or customize an Approvals Report

Run or customize a Configurable Entitlement Report

Run or customize an Entitlements Report

Run or customize a Request Report

Run a Credential Report

Administration Reports Inbox

Delete a customized report

Schedule a report

Delete a scheduled report

View administrative information

Quickly view request, user, account or product details using the following steps.

View the details of a request

1. **From the Manager menu, click My Administration Requests.**

   To filter requests, click the Filter icon, select filter options from the dropdowns and click **Apply**.

2. **Click a request to display the Request Details page.**

View user details

1. **From the Manager menu, click Users.**
2. **Click the Action menu (three vertical dots) for the user—then click View Details.**

   To filter users, start typing in the column filters.

View account details

1. **From the Manager menu, click Accounts.**
2. **Click the Action menu for the account—then click View Details.**

View user group details

View details of the user groups you've set up in two quick steps.

1. **From the Manager menu, click User Groups.**
2. **Click a User Group to display the User Group Details page.**

View account and account group details

View details of your accounts and account groups from the Business Accounts list. It displays the accounts, account groups and other instruments included in Access.

1. From the Manager menu, click Company Overview—then click Accounts from the Relationship Summary panel.

The Business Accounts list displays.

2. Click the following items to view a more detailed list of each instrument type:

- **Account Groups**—Account groups (if you've created them) and related information including descriptions, number of assigned accounts, and modified dates and IDs.
- **Accounts**—Accounts and related information, including the account number and name, Bank ID, bank name and account type.
- **Company IDs**—10-digit ACH IDs issued by the bank; includes Direct Send.
- **Billing Groups**—Grouped billing accounts. Stand-alone billing accounts are displayed in the Ungrouped Accounts section.
- **Digital Payments Program IDs**—Program IDs used by Digital Payments to create a payment program that specifically aligns with a business' requirements.
- **Trading Partner Agreements (TPA)**— Host-to-Host file definitions, comprised of Partner ID, Data Type and Data Format.

To view account and account group details via the Relationship Browser, follow these steps:

1. From the Manager menu, click Accounts.

The Relationship Browser displays, viewing Accounts by default.

2. From the Accounts Viewing dropdown, select an instrument type.

3. Click the Action menu (three vertical dots) for the instrument you want to view—then click View Details.

Download or export your Accounts list

Need a list of all your accounts? Download or export your Account list in three quick steps.

1. **From the Manager menu, select Accounts.**
2. **Click View All at the bottom of the Accounts panel to display the Accounts list.**
3. **Click the Utilities menu icon in the upper right corner—then select Print, Export to Excel or Export to CSV.**

View Company Profile

Need to view client-configurable information all in one place? Follow these steps to view the client's profile information, security settings, credential settings and more.

1. From the Manager menu, click Company Overview—then click View Company Profile.

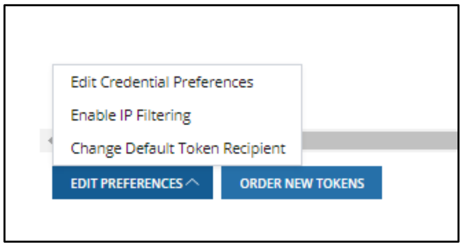
2. On the Client Profile details page, click one of the following tabs:

- **Profile**—Includes data such as:
    - Client Overview—Address, number of accounts and account groups, and number of users and user groups.
    - Products Overview/Security Settings—Information on product entitlements and more.
    - Client Credential Setting information.
    - Token status (under New Token Requests and Token Orders).
- **Contacts**—Includes client contact address and contact information for Mail Receiver and Security Administrators.
- **Authorized Signers**—Includes users documented as electronic payment signers for EMEA and APAC branches that require them. (Refer to Approve/Release electronic payment signers.)

Update default token recipient

Follow these steps to change the token recipient—no approval required.

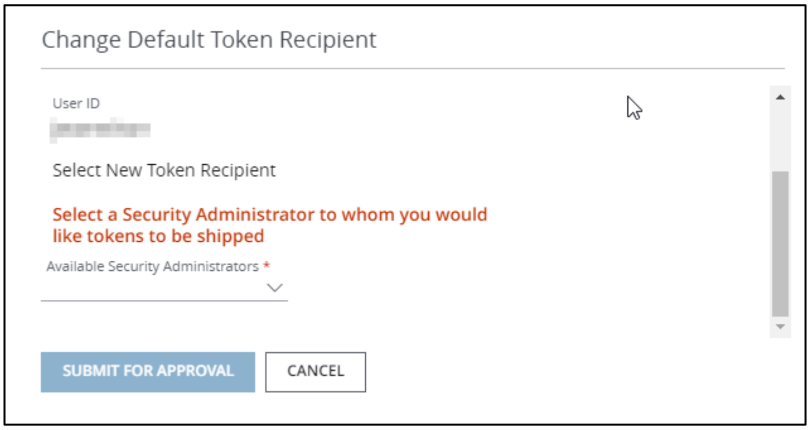
1. From the Manager menu, click Company Overview—then click View Company Profile.


Edit Credential Preferences
Enable IP Filtering
Change Default Token Recipient
EDIT PREFERENCES
ORDER NEW TOKENS

2. Click Edit Preferences—then select Change Default Token Recipient.

You can also choose to:

- Edit Credential Preferences.
- Enable IP Filtering.



Change Default Token Recipient

User ID

[redacted]

Select New Token Recipient

Select a Security Administrator to whom you would like tokens to be shipped

Available Security Administrators *

SUBMIT FOR APPROVAL
CANCEL

3. Select a new Security Administrator from the Available Security Administrators dropdown.

4. Click Submit for Approval.

A submission confirmation message displays .

5. Click OK.

View products

Quickly view the client's product detail, approvers, functions, accounts and users associated with the product. Plus, view the assigned and approved number of approvers for applicable products.

1. From the Manager menu, click Products.

2. Click View All at the bottom of the Products panel to display the Product list.

Alternately, from the Manager menu click **Company Overview**—then click **Products** from the Relationship Summary panel.

3. Click a product group to expand a list of products.

4. Click a product.

5. In the product panel on the right, click the type of product information to view:

- **Product Configuration**—An overview of existing product configurations and other attributes available to the company.
- **Approvers**—The number of (bank and client) mandated approvers with functions.
- **Business Accounts**—An overview of the business account names, the account associated identifiers and account types.
- **Users**—A list of users entitled to a specific product function.

View or export authorized signers

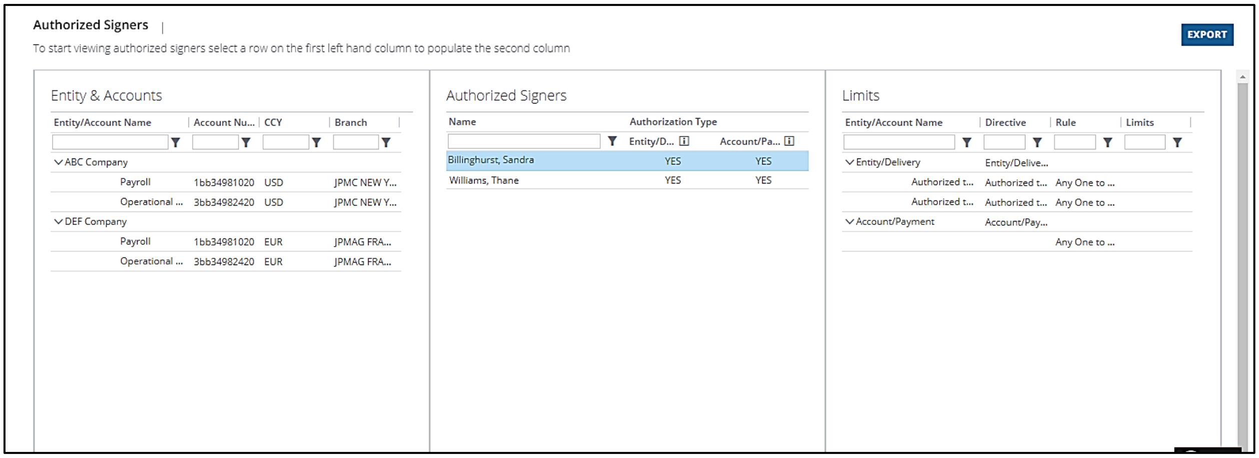
Use authorized signers to simplify the way you manage your company's authorities. Select an entity or account to view and export signers in real time.

Choose from three authorization types:

- **Entity level signer** (also called delivery signer) can:
  - Execute agreements and receive terms.
  - Open and close accounts.
  - Provide account and product instructions.
  - Designate and remove authorities.
  - Perform callback verification.
  - Initiate transfer of funds.
- **Account level signer** (also called payment signer) can:
  - Receive terms.
  - Provide account and product instructions.
  - Perform callback verification.
  - Initiate transfer of funds.
- **Electronic payment signer**—applies only to EMEA and APAC branches that have regulatory requirements for payment approvers on Access. Refer to Approve/Release electronic payment signers for more information.

1. From the Manager menu, click Authorized Signer.

The Authorized Signers page displays.



Authorized Signers |

To start viewing authorized signers select a row on the first left hand column to populate the second column

Entity & Accounts

Entity/Account Name	Account Nu...	CCY	Branch
ABC Company			
Payroll	1bb34981020	USD	JPMC NEW Y...
Operational ...	3bb34982420	USD	JPMC NEW Y...
DEF Company			
Payroll	1bb34981020	EUR	JPMAG FRA...
Operational ...	3bb34982420	EUR	JPMAG FRA...

Authorized Signers

Name	Authorization Type	
	Entity/D...	Account/Pa...
Billinghurst, Sandra	YES	YES
Williams, Thane	YES	YES

Limits

Entity/Account Name	Directive	Rule	Limits
Entity/Delivery	Entity/Delive...		
Authorized t...	Authorized t...	Any One to ...	
Authorized t...	Authorized t...	Any One to ...	
Account/Payment	Account/Pay...		
		Any One to ...	

2. Select an entity or account to view authorized signers.

Authorized signers display in the Authorized Signers section.

3. Click Export to create a file of authorized signers.

An Excel spreadsheet is created with the following information:

- Account Number.
- Account Owner.
- Account Name.
- Branch.
- Currency (CCY).
- Singer Type.
- Last Name.
- First Name.

Contact your service representative to modify your company's authorized signers.

Approve/release electronic payment signers

To support Anti-Money Laundering account control requirements, some EMEA and APAC branches require an authorized signer to either approve or release electronic transactions. This requirement applies to electronic transactions initiated through Access Transactions (including Mobile), Global ACH and FX— from accounts with the branches below:

- J.P. Morgan Chase Bank, N.A., Sucursal en España (Spain).
- J.P. Morgan Chase Bank, N.A., Milan Branch (Italy).
- J.P. Morgan AG (Germany).
- J.P. Morgan Chase Bank N.A., Labuan Branch (Labuan).
- J.P. Morgan Chase Bank N.A., New Zealand Branch (New Zealand).
- J.P. Morgan Chase Bank N.A., Singapore Branch (Singapore).
- J.P. Morgan Chase Bank N.A., Bangkok Branch (Thailand).
- J.P. Morgan Chase Bank N.A., Sydney Branch (Australia)
- J.P. Morgan Chase Bank N.A., Hong Kong Branch (Hong Kong).
- J.P. Morgan Chase Bank N.A., Mumbai, New Delhi, Devanahalli, Paranur Branches (India).
- J.P. Morgan Chase Bank Berhad (Malaysia).

Only users previously designated as authorized signers for accounts identified on the Electronic Payment Signatory form provided to J.P. Morgan can approve or release Access transactions. Also, these users must have Approve or Release entitlements for the identified accounts.

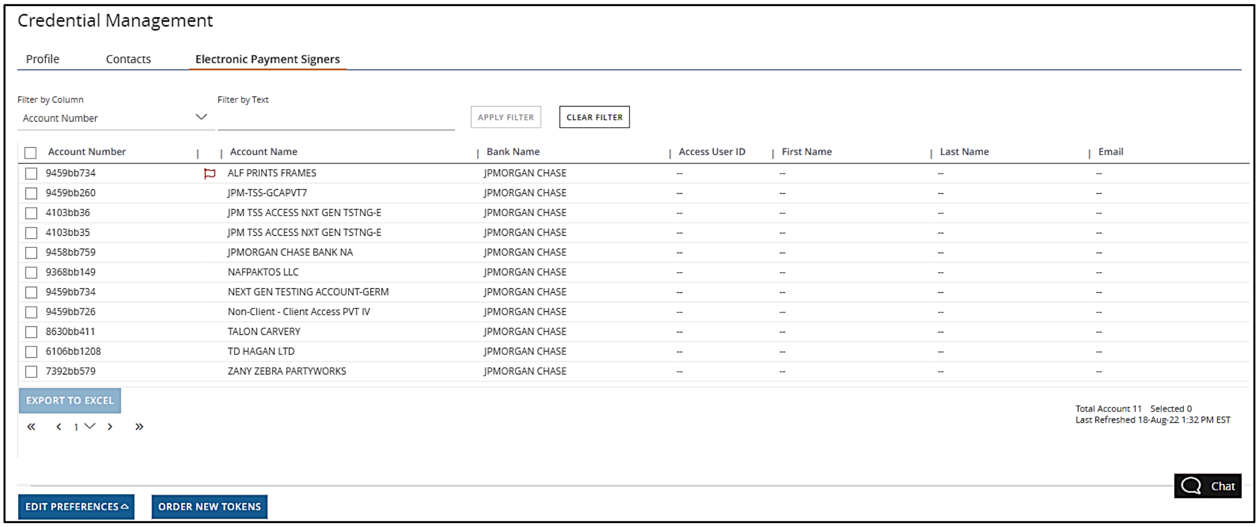
At the point of release in the transaction workflow, Access will validate the approver as an authorized signer. If the approver is authorized, any user entitled to release the transaction(s) can do so—whether or not they are authorized signers. If an approver is not an authorized signer, the user who releases the transaction must be an authorized signer.

If no authorized signer was part of the transaction workflow—either as an approver or as the user releasing the transaction—the transaction(s) will fail. An error message will display on the confirmation screen for Transactions, and on the Global ACH and FX screens. The transaction will remain in Pending Release status. The event will also display in the transaction history and logged in the audit log.

If the transaction(s) failed due to no authorized signers, users should contact their Security Administrators to determine if any other users are designated as authorized signers for the account. Security Administrators will work with the company's designated Account Controller to take appropriate action.

Viewing Authorized Signers in Manager

For clients with affected accounts, the Company Profile includes an Authorized Signers tab that lists documented authorized signers for each account (including user ID, name and email address). It also identifies affected accounts that don't have current authorized signers.


Credential Management
Profile
Contacts
Electronic Payment Signers
APPLY FILTER
CLEAR FILTER
EXPORT TO EXCEL
« ‹ 1 › »
Chat
EDIT PREFERENCES
ORDER NEW TOKENS

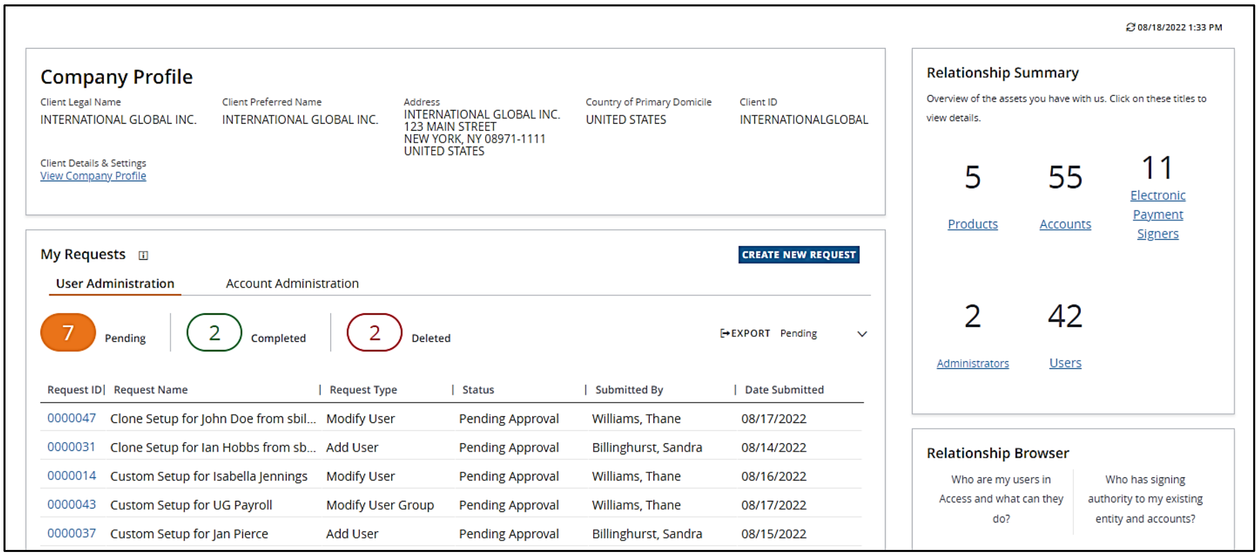
Filter by Column: Account Number

Filter by Text:

☐ Account Number		Account Name	Bank Name	Access User ID	First Name	Last Name	Email
☐ 9459bb734	🚩	ALF PRINTS FRAMES	JPMORGAN CHASE	--	--	--	--
☐ 9459bb260		JPM-TSS-GCAPVT7	JPMORGAN CHASE	--	--	--	--
☐ 4103bb36		JPM TSS ACCESS NXT GEN TSTNG-E	JPMORGAN CHASE	--	--	--	--
☐ 4103bb35		JPM TSS ACCESS NXT GEN TSTNG-E	JPMORGAN CHASE	--	--	--	--
☐ 9458bb759		JPMORGAN CHASE BANK NA	JPMORGAN CHASE	--	--	--	--
☐ 9368bb149		NAFPAKTOS LLC	JPMORGAN CHASE	--	--	--	--
☐ 9459bb734		NEXT GEN TESTING ACCOUNT-GERM	JPMORGAN CHASE	--	--	--	--
☐ 9459bb726		Non-Client - Client Access PVT IV	JPMORGAN CHASE	--	--	--	--
☐ 8630bb411		TALON CARVERY	JPMORGAN CHASE	--	--	--	--
☐ 6106bb1208		TD HAGAN LTD	JPMORGAN CHASE	--	--	--	--
☐ 7392bb579		ZANY ZEBRA PARTYWORKS	JPMORGAN CHASE	--	--	--	--

Total Account 11 Selected 0
Last Refreshed 18-Aug-22 1:32 PM EST

Follow these steps to view electronic payment signers:


08/18/2022 1:33 PM
Company Profile
View Company Profile
My Requests
CREATE NEW REQUEST
User Administration
Account Administration
EXPORT
Pending
Relationship Summary
Relationship Browser

Client Legal Name: INTERNATIONAL GLOBAL INC.

Client Preferred Name: INTERNATIONAL GLOBAL INC.

Address:
INTERNATIONAL GLOBAL INC.
123 MAIN STREET
NEW YORK, NY 08971-1111
UNITED STATES

Country of Primary Domicile: UNITED STATES

Client ID: INTERNATIONALGLOBAL

Client Details & Settings

7 Pending | 2 Completed | 2 Deleted

Request ID	Request Name	Request Type	Status	Submitted By	Date Submitted
0000047	Clone Setup for John Doe from sbil...	Modify User	Pending Approval	Williams, Thane	08/17/2022
0000031	Clone Setup for Ian Hobbs from sb...	Add User	Pending Approval	Billinghurst, Sandra	08/14/2022
0000014	Custom Setup for Isabella Jennings	Modify User	Pending Approval	Williams, Thane	08/16/2022
0000043	Custom Setup for UG Payroll	Modify User Group	Pending Approval	Williams, Thane	08/17/2022
0000037	Custom Setup for Jan Pierce	Add User	Pending Approval	Billinghurst, Sandra	08/15/2022

Overview of the assets you have with us. Click on these titles to view details.

5 Products
55 Accounts
11 Electronic Payment Signers
2 Administrators
42 Users

Who are my users in Access and what can they do?

Who has signing authority to my existing entity and accounts?

4. **From the Manager menu, click Company Overview—then click Electronic Payment Signers in the Relationship Summary section.**

To filter accounts, select an option in the dropdown—or type in the text field and click **Apply Filter**.

Accounts that do not have authorized signers identified are marked with a red flag icon.

Related Articles

View administrative information

View user group details

View account and account group details

Download or export your Accounts list

View Company Profile

View products

Digital Onboarding overview

Use Digital Onboarding to complete tasks like:

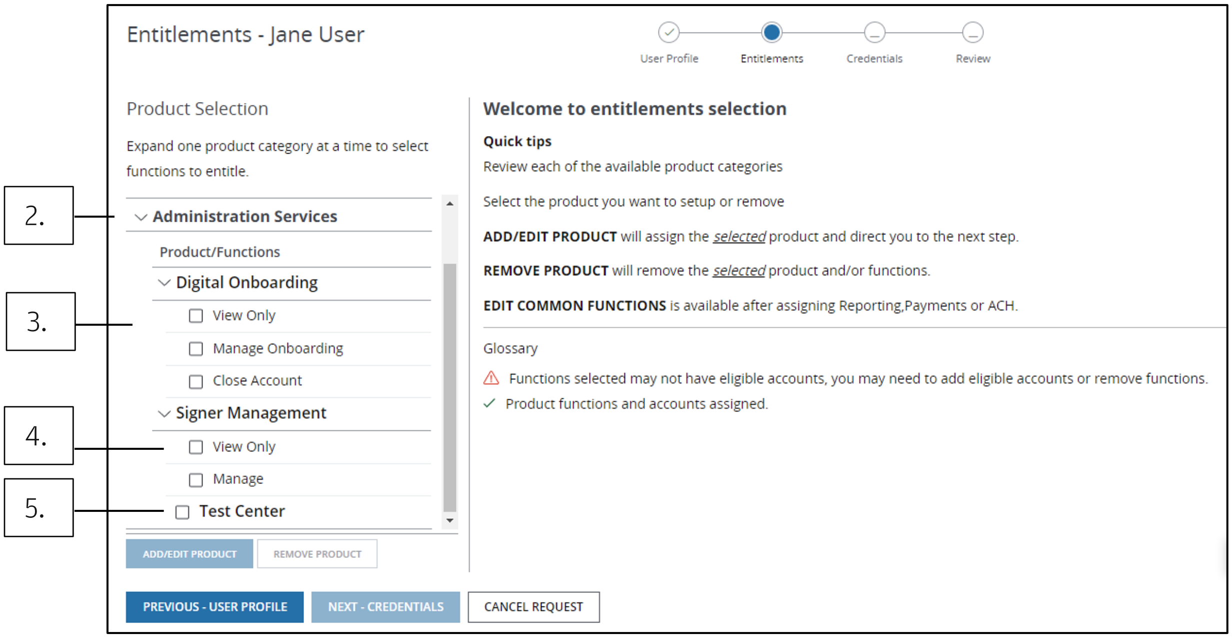
- Managing user authentication methods.
- Managing machine registration.
- Managing self-service client security preferences.
- Ordering and tracking security tokens.

Assign entitlements for Digital Onboarding

Follow these steps to select specific entitlements to Digital Onboarding products, functions and accounts.

1. Select Custom Setup on the User Profile page—then click Next to display the Entitlements page.

Refer to Create a new user.



Entitlements - Jane User

Product Selection

Expand one product category at a time to select functions to entitle.

- Administration Services
  - Product/Functions
  - Digital Onboarding
    - ☐ View Only
    - ☐ Manage Onboarding
    - ☐ Close Account
  - Signer Management
    - ☐ View Only
    - ☐ Manage
  - ☐ Test Center

Welcome to entitlements selection

Quick tips

Review each of the available product categories

Select the product you want to setup or remove

ADD/EDIT PRODUCT will assign the *selected* product and direct you to the next step.

REMOVE PRODUCT will remove the *selected* product and/or functions.

EDIT COMMON FUNCTIONS is available after assigning Reporting,Payments or ACH.

Glossary

⚠ Functions selected may not have eligible accounts, you may need to add eligible accounts or remove functions.

✓ Product functions and accounts assigned.

2. Click the arrow next to Administration Services to expand the product category.

3. Select View Only, Manage or Close Account to entitle Onboarding Management functions.

4. **Select View Only under Signer Management to view signer information.**

5. **Select Test Center to enable file testing.**

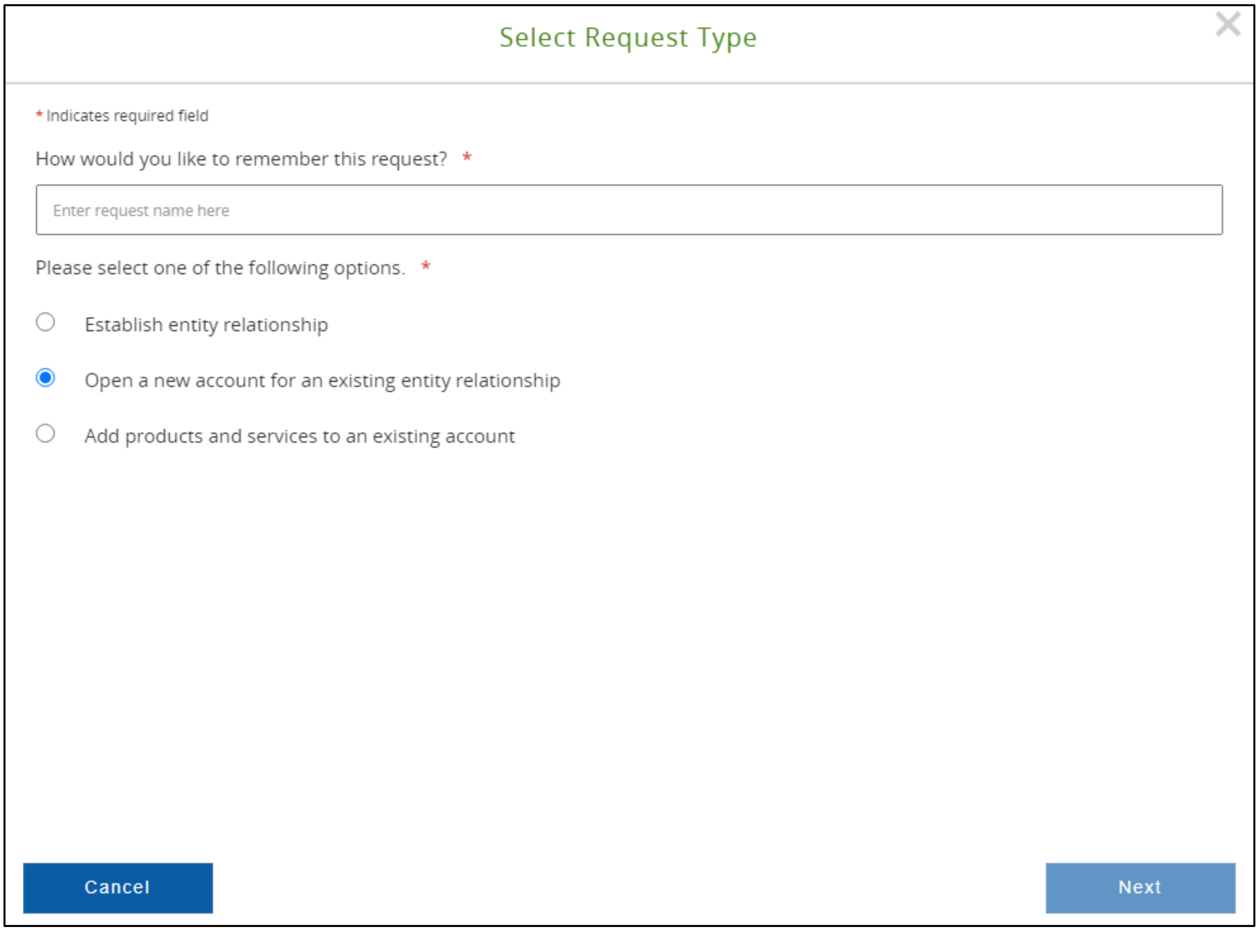
6. **Click Add/Edit Product to assign the selected product.**

7. **To set up login credentials, click Next – Credentials.**

Open a new account

To open a new account—or replicate a prior account and product setup for recurring requests—follow these steps.

1. From the Manager menu, click Create New Request—then click Open New Account.



* Indicates required field

How would you like to remember this request? *

Please select one of the following options. *

○ Establish entity relationship

● Open a new account for an existing entity relationship

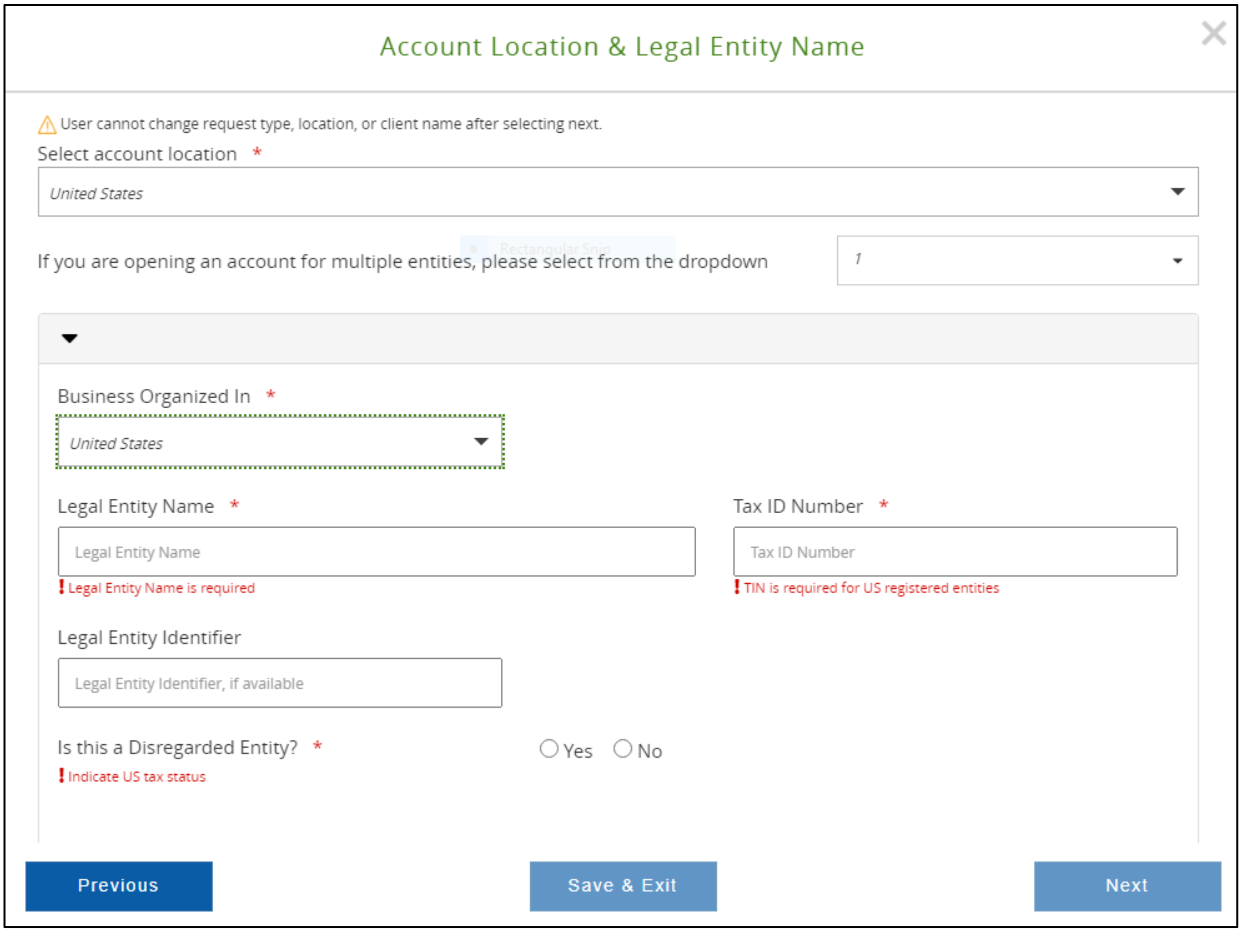
○ Add products and services to an existing account

2. Enter a request name.

3. Select Open a new account for an existing entity relationship—then click Next.

4. Select an account location from the dropdown.

If you are opening an account for multiple entities, select the number of entities from the dropdown.



Account Location & Legal Entity Name

⚠ User cannot change request type, location, or client name after selecting next.

Select account location *: United States

If you are opening an account for multiple entities, please select from the dropdown: 1

Business Organized In *: United States

Legal Entity Name *: Legal Entity Name

! Legal Entity Name is required

Tax ID Number *: Tax ID Number

! TIN is required for US registered entities

Legal Entity Identifier: Legal Entity Identifier, if available

Is this a Disregarded Entity? * ○ Yes ○ No

! Indicate US tax status

5. **Select the account location from the dropdown—then select the business location and fill in the legal entity information fields (e.g., Legal Entity Name, Tax ID Number and Legal Entity Identify) for each entity.**

   The required fields will vary depending on the account location and business locations selected.

6. **Click Next and enter contact details.**

   Click the green plus sign to add additional contacts—or click the red minus sign to remove added contacts.

7. **Click Next to add account information.**

   Click the arrow beside a category to expand it—then select or enter information for Account Details, Channels, Regulatory Information, Account Statement, Account Billing and Client Special Instructions.

8. **Click Next to enter account names and numbers.**

9. Click Next to select check options.

10. Click Next to onboard additional products to the accounts during the same request.

Click the arrow beside a product category to expand it—then select additional products.

11. Click Next to upload any required documents.

Drag and drop the document file—or click **Browse** to locate the file on your computer or network.

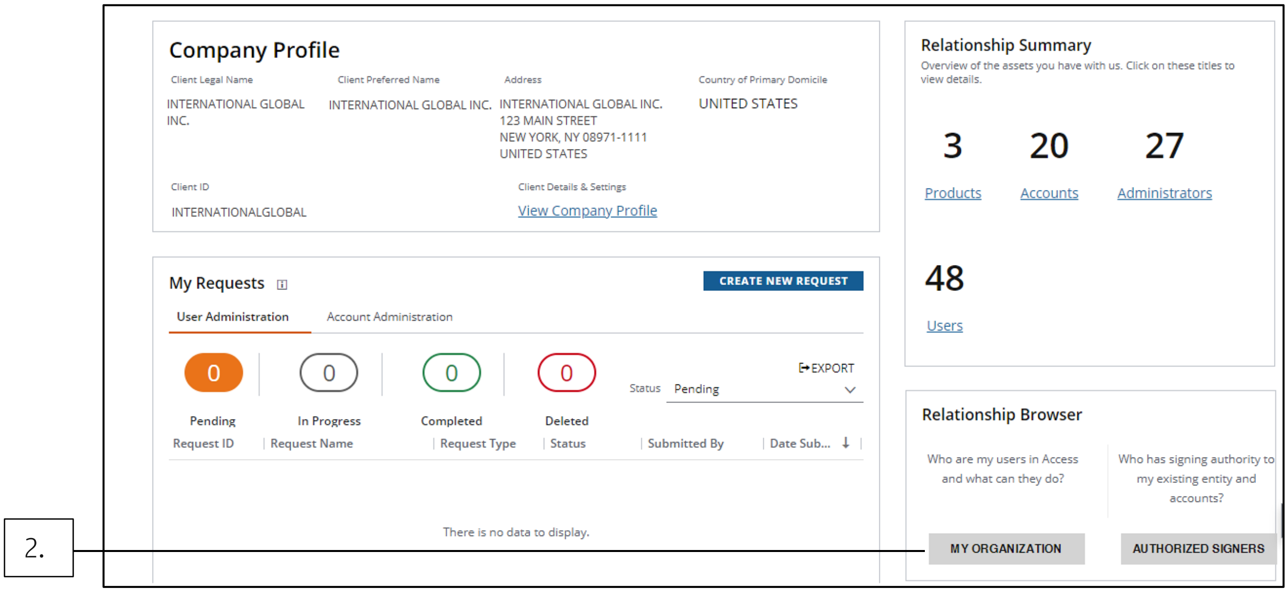
12. Click Review to review the request summary—then click Submit to submit the request.

To save the request details for reuse at another time, click **Save as Template.**

Close an account

Follow these steps to close an account.

1. From the Manager menu, click Company Overview.


Company Profile
My Requests
CREATE NEW REQUEST
User Administration
Account Administration
EXPORT
Relationship Summary
Relationship Browser
MY ORGANIZATION
AUTHORIZED SIGNERS
2.

Client Legal Name: INTERNATIONAL GLOBAL INC.
Client Preferred Name: INTERNATIONAL GLOBAL INC.
Address: INTERNATIONAL GLOBAL INC. 123 MAIN STREET NEW YORK, NY 08971-1111 UNITED STATES
Country of Primary Domicile: UNITED STATES
Client ID: INTERNATIONALGLOBAL
Client Details & Settings: View Company Profile

0 Pending · 0 In Progress · 0 Completed · 0 Deleted
Status: Pending

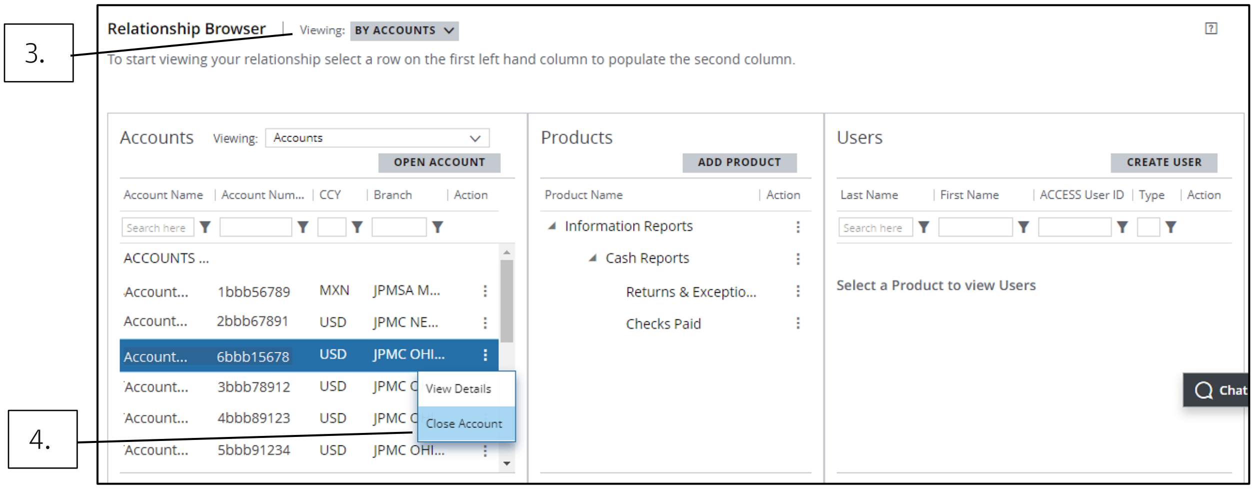
Request ID	Request Name	Request Type	Status	Submitted By	Date Sub...

There is no data to display.

Relationship Summary: Overview of the assets you have with us. Click on these titles to view details.
3 Products · 20 Accounts · 27 Administrators · 48 Users

Relationship Browser: Who are my users in Access and what can they do? · Who has signing authority to my existing entity and accounts?

2. Click My Organization under Relationship Browser.


Relationship Browser
Viewing:
BY ACCOUNTS
Accounts
Viewing:
Accounts
OPEN ACCOUNT
Products
ADD PRODUCT
Users
CREATE USER
View Details
Close Account
Chat
3.
4.

To start viewing your relationship select a row on the first left hand column to populate the second column.

Account Name	Account Num...	CCY	Branch	Action
ACCOUNTS ...				
Account...	1bbb56789	MXN	JPMSA M...	
Account...	2bbb67891	USD	JPMC NE...	
Account...	6bbb15678	USD	JPMC OHI...	
Account...	3bbb78912	USD	JPMC O	
Account...	4bbb89123	USD	JPMC O	
Account...	5bbb91234	USD	JPMC OHI...	

Product Name	Action
Information Reports	
Cash Reports	
Returns & Exceptio...	
Checks Paid	

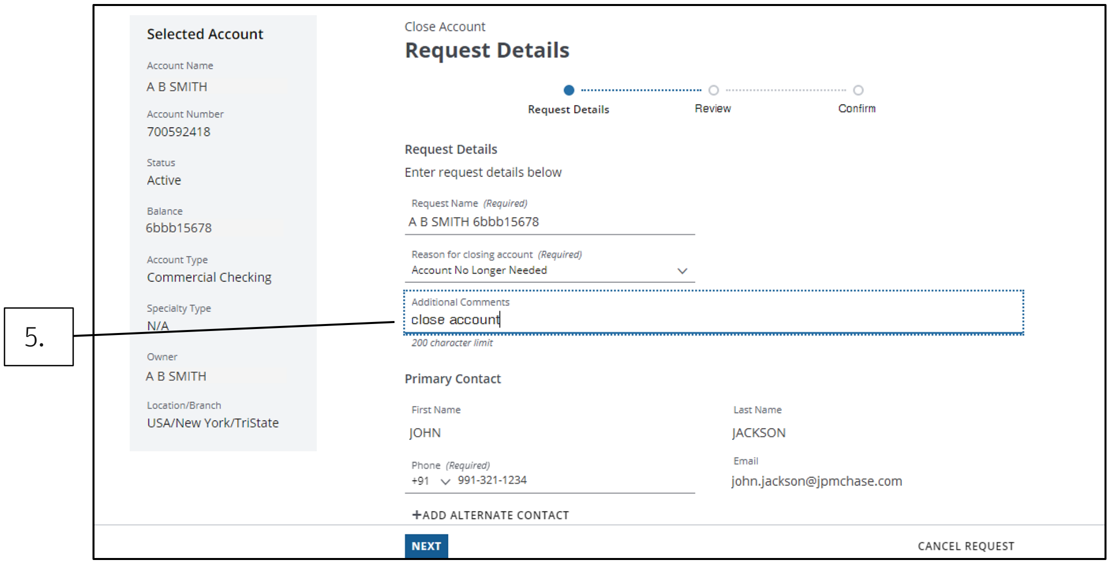
Last Name	First Name	ACCESS User ID	Type	Action

Select a Product to view Users

3. Click By Accounts from the Viewing dropdown.

4. From the Action dropdown menu of the account to close, click Close Account.

Request Details display.



Selected Account

Account Name
A B SMITH

Account Number
700592418

Status
Active

Balance
6bbb15678

Account Type
Commercial Checking

Specialty Type
N/A

Owner
A B SMITH

Location/Branch
USA/New York/TriState

Close Account

Request Details

Request Details

Enter request details below

Request Name *(Required)*
A B SMITH 6bbb15678

Reason for closing account *(Required)*
Account No Longer Needed

Additional Comments
close account
200 character limit

Primary Contact

First Name
JOHN

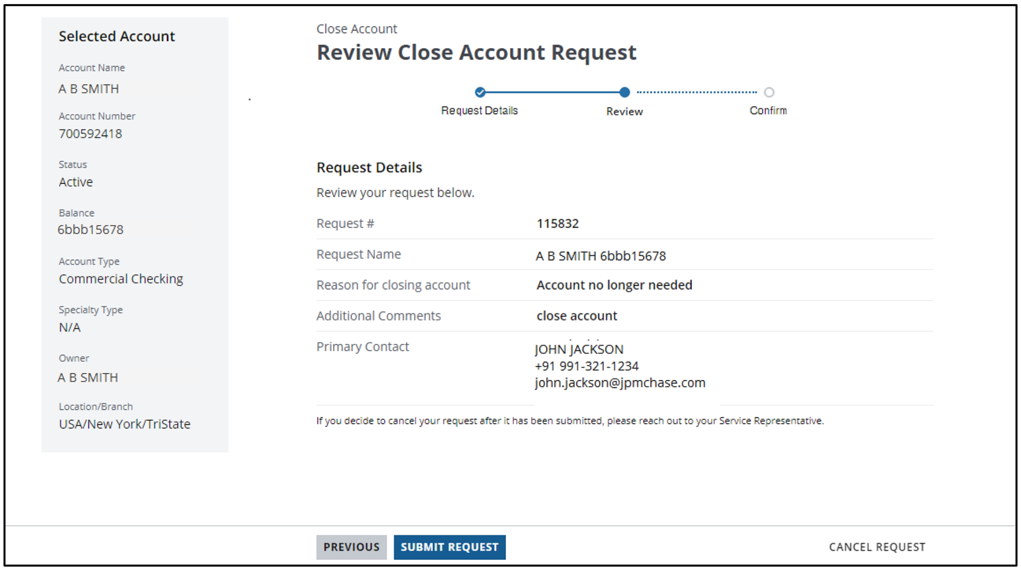
Last Name
JACKSON

Phone *(Required)*
+91 991-321-1234

Email
john.jackson@jpmchase.com

5. In Additional Comments, enter the reason for closing the account.

6. Click Next.



Selected Account

Account Name
A B SMITH

Account Number
700592418

Status
Active

Balance
6bbb15678

Account Type
Commercial Checking

Specialty Type
N/A

Owner
A B SMITH

Location/Branch
USA/New York/TriState

Close Account

Review Close Account Request

Request Details

Review your request below.

Request #	115832
Request Name	A B SMITH 6bbb15678
Reason for closing account	Account no longer needed
Additional Comments	close account
Primary Contact	JOHN JACKSON +91 991-321-1234 john.jackson@jpmchase.com

If you decide to cancel your request after it has been submitted, please reach out to your Service Representative.

7. Review the request.

- Click **Previous** to go to Request Details to edit.

Or

- Click **Submit Request**.

8. Click Confirm—or click Delete to cancel the request.

Add products and services to an account

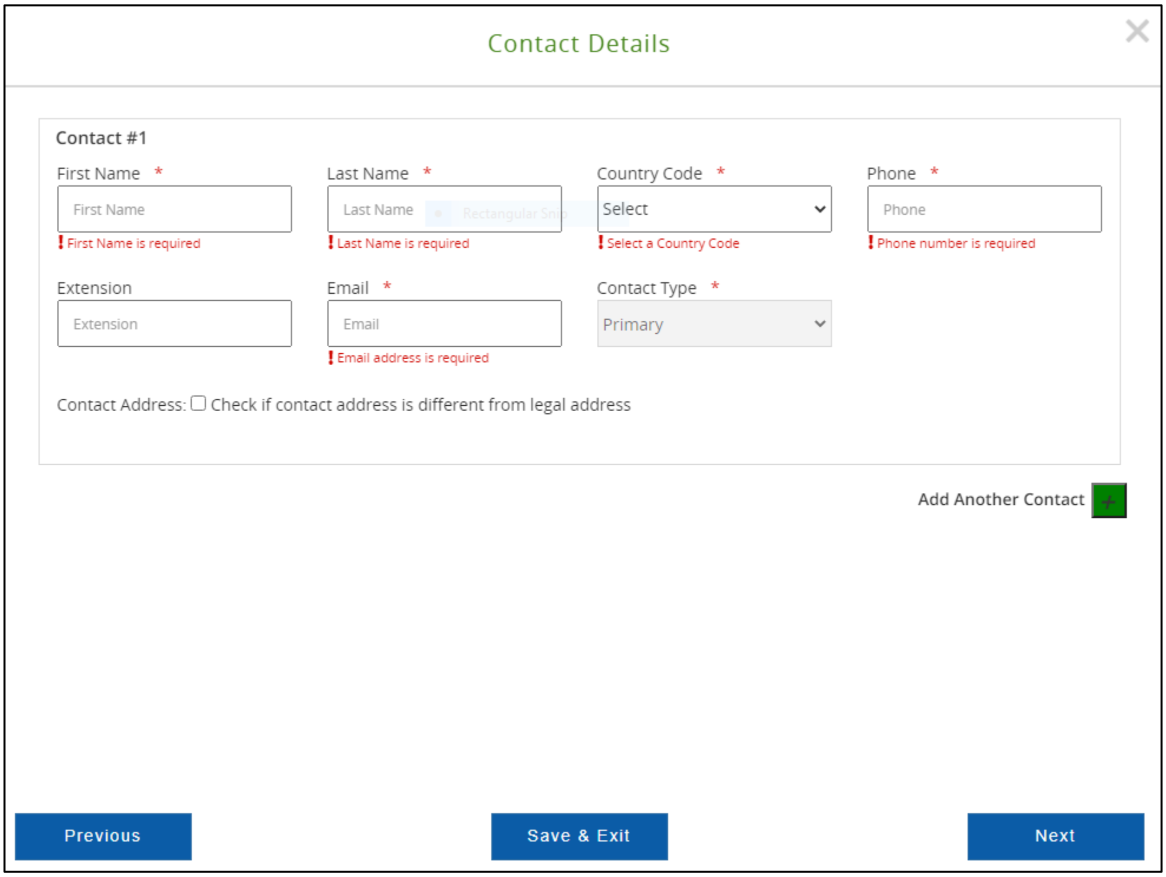
To add products and services to an existing account, follow these steps.

1. From the Manager menu, click Create New Request—then click Add Products.

2. Enter a request name.

3. Select Add products and services to an existing account—then click Next.

4. Select an account location from the dropdown—then enter a legal entity name and click Next.



Contact Details

Contact #1

First Name * First Name
! First Name is required

Last Name * Last Name
! Last Name is required

Country Code * Select
! Select a Country Code

Phone * Phone
! Phone number is required

Extension Extension

Email * Email
! Email address is required

Contact Type * Primary

Contact Address: ☐ Check if contact address is different from legal address

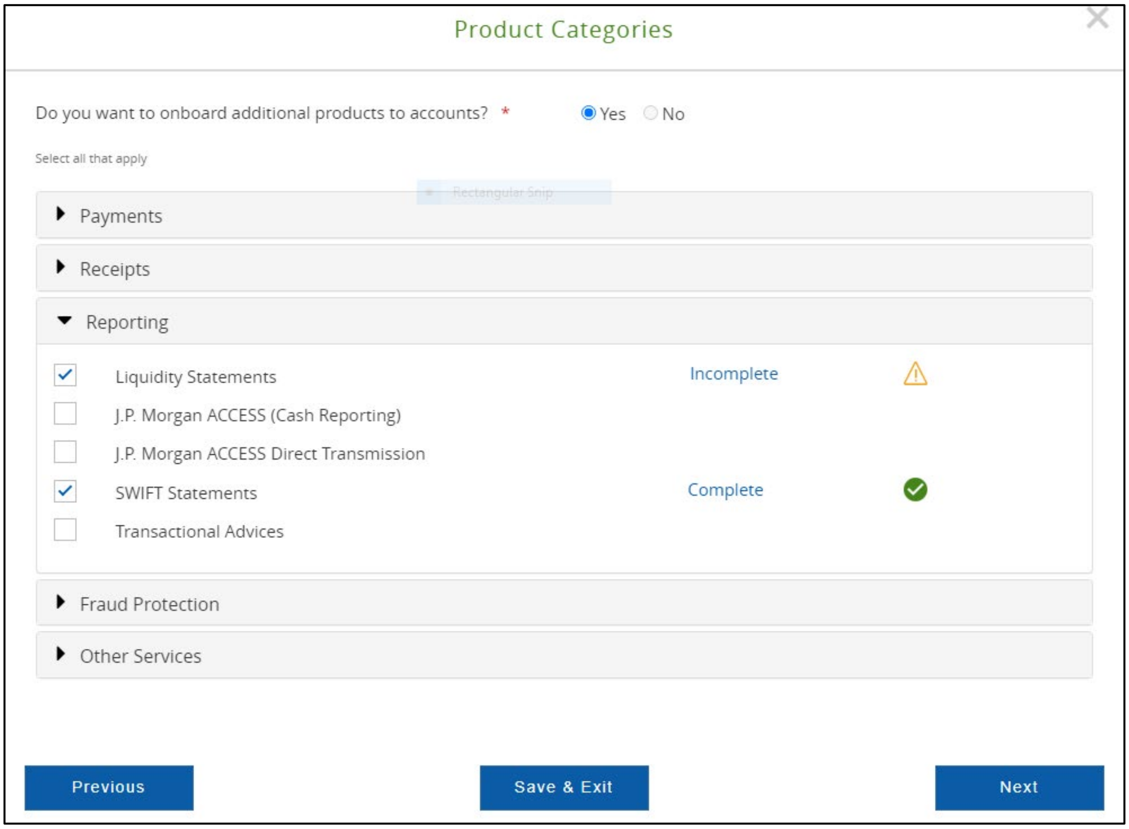
5. Enter contact details.

Click the green plus sign to add additional contacts—or click the red minus sign to remove added contacts.

6. Click Next to add channels and account information.

7. Click Next to enter information for Account Statement, Account Billing and Client Special instructions.

8. Click Next to add product information.



Product Categories

Do you want to onboard additional products to accounts? * ● Yes ○ No

Select all that apply

- ▸ Payments
- ▸ Receipts
- ▾ Reporting
  - ☑ Liquidity Statements — Incomplete ⚠
  - ☐ J.P. Morgan ACCESS (Cash Reporting)
  - ☐ J.P. Morgan ACCESS Direct Transmission
  - ☑ SWIFT Statements — Complete ✓
  - ☐ Transactional Advices
- ▸ Fraud Protection
- ▸ Other Services

9. Click the arrow beside a product category to expand it—then select additional products.

An Incomplete icon displays when the section requires additional information.

A Complete icon displays when the section is completed.

10. Click Next to upload any required documents.

Drag and drop the document file—or click **Browse** to locate the file on your computer or network.

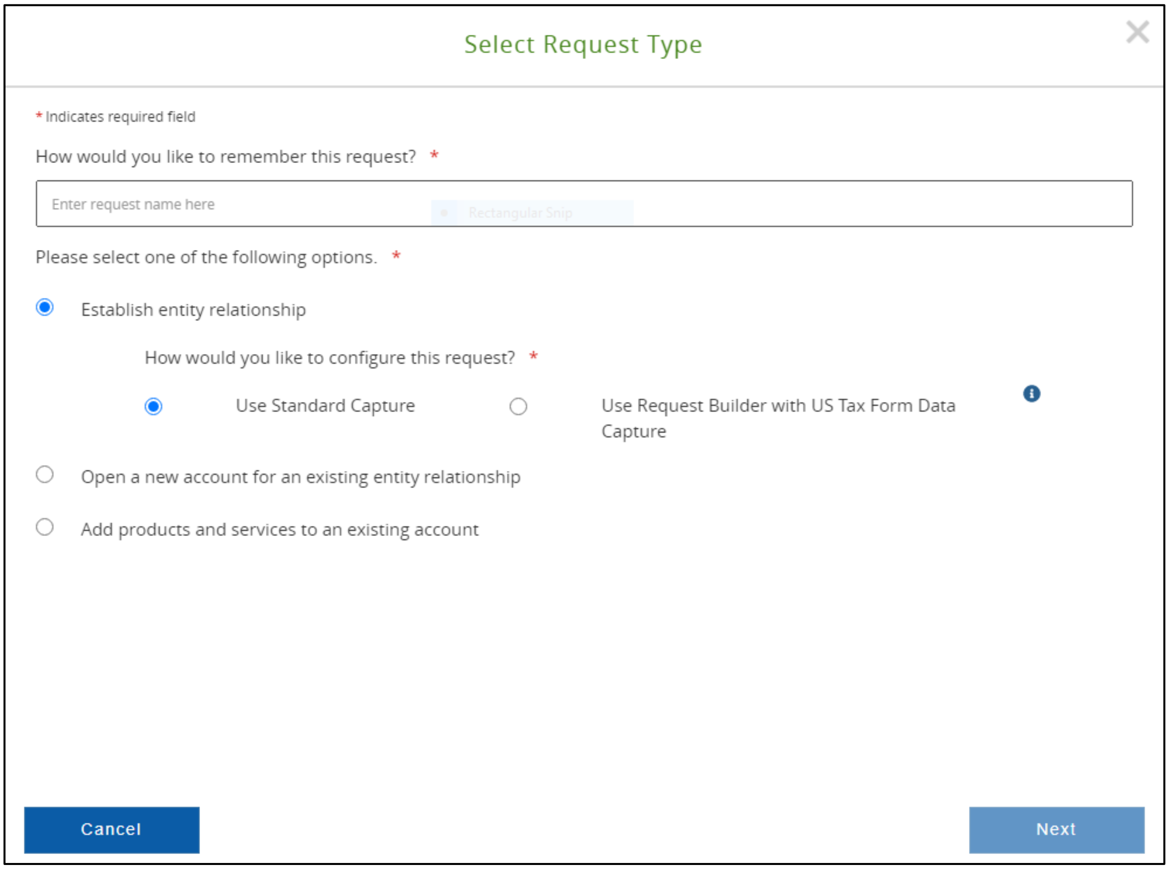
11. Click Review to review the request summary—then click Submit to submit the request.

To save the request details for future use—click **Save as Template**.

Add a new entity

To open a new account—or replicate a prior account and product setup for recurring requests—follow these steps.

1. From the Manager menu, click Create New Request—then click Onboard New Entity.



Select Request Type

* Indicates required field

How would you like to remember this request? *

Enter request name here

Please select one of the following options. *

● Establish entity relationship

How would you like to configure this request? *

● Use Standard Capture ○ Use Request Builder with US Tax Form Data Capture

○ Open a new account for an existing entity relationship

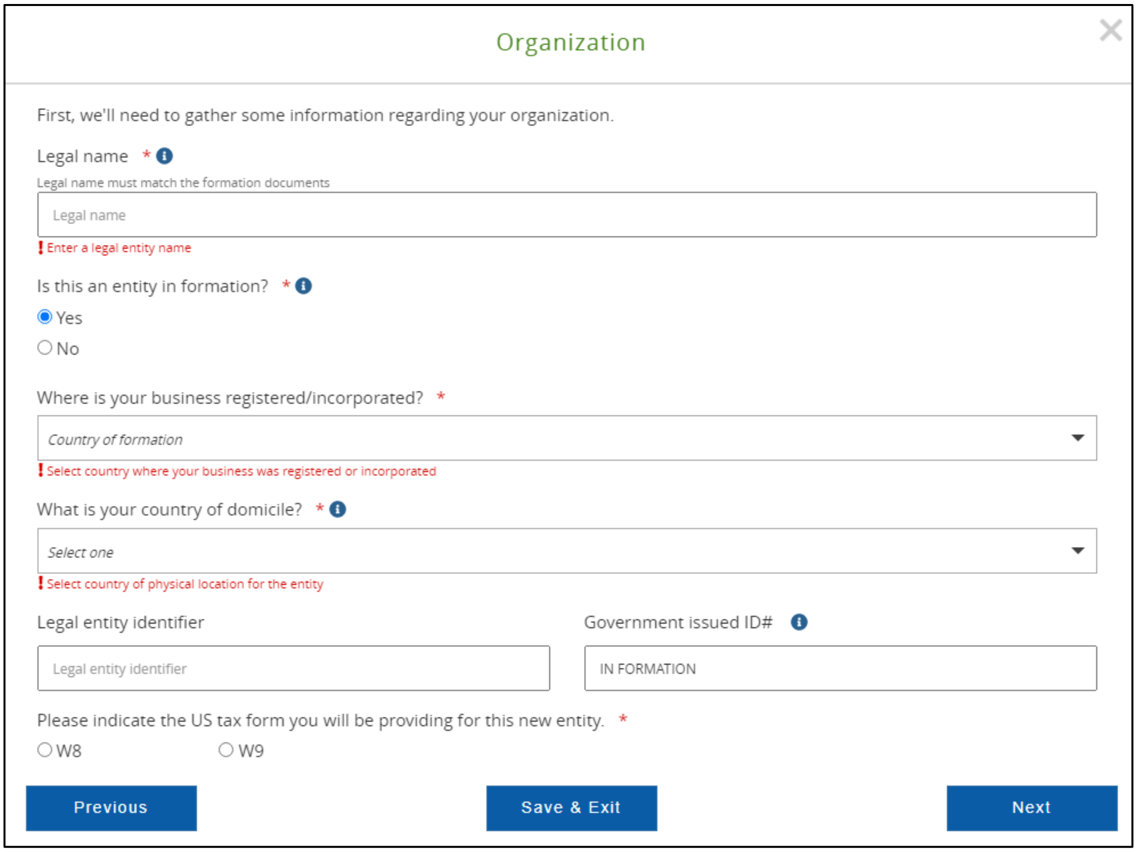
○ Add products and services to an existing account

2. Enter a request name.

3. Select Establish entity relationship and select how you would like to configure the request—then click Next.

4. Select an entity type, the location where the entity will be transacting business—and indicate if you'd like to initiate the Know Your Customer (KYC) process.

You can choose between submitting a KYC eForm, uploading your own KYC related documents, or requesting that the bank contact you to initiate the KYC process.



Organization

First, we'll need to gather some information regarding your organization.

Legal name *

Legal name must match the formation documents

Legal name

! Enter a legal entity name

Is this an entity in formation? *

● Yes

○ No

Where is your business registered/incorporated? *

Country of formation

! Select country where your business was registered or incorporated

What is your country of domicile? *

Select one

! Select country of physical location for the entity

Legal entity identifier

Legal entity identifier

Government issued ID#

IN FORMATION

Please indicate the US tax form you will be providing for this new entity. *

○ W8 ○ W9

5. Enter or select information about your organization including:

- Legal name.
- If it's an entity in formation.
- Where the business is registered.
- The country its primary business is carried out in.
- Legal entity identifier.
- Government issued ID number.
- U.S. tax form you will provide for the entity.

6. Click Next and select an NAIC Code/Description and Legal Classification of the entity.

A Sub Industry description and Primary Industry description will autopopulate based on the NAIC Code you select.

7. Click Next to add legal address details.

8. Click Next to select Entity Classification and Equity Owner Type and the country in which most assets are located or revenue is generated.

9. Click Next to upload the following files:

- Onboarding/KYC Questionnaire.
- W8/W9.
- Formation Document.
- Organization Chart.
- Evidence of Address.
- Additional Documents.

Drag and drop the document files—or click **Browse** to locate the files on your computer or network.

10. Click Review to review the request summary—then click Submit to submit the request.

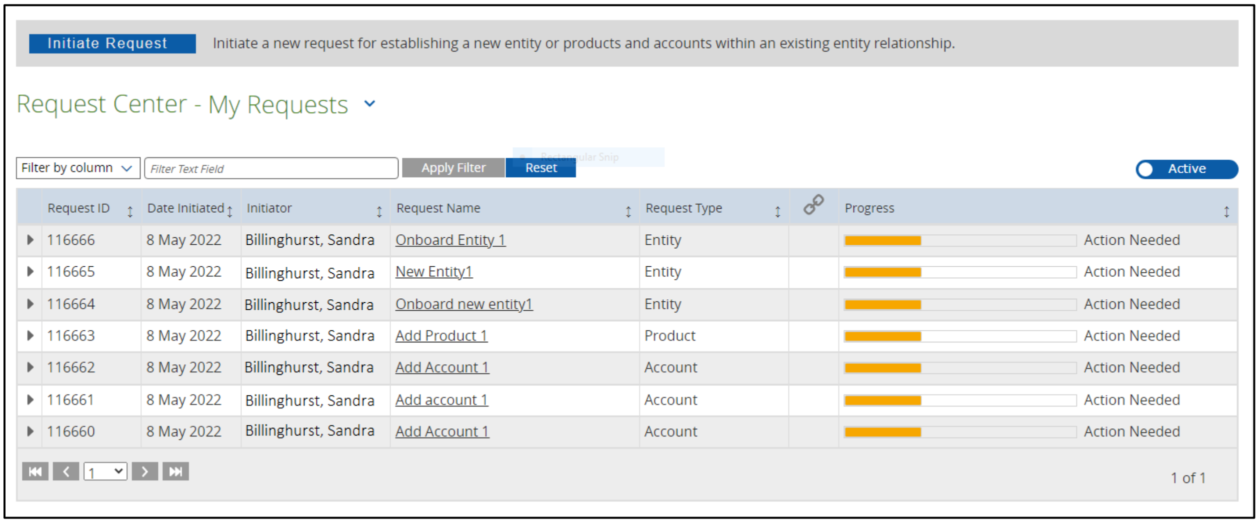
To save the request details and complete the request at another time, click **Save & Exit.**

Review onboarding requests

Review onboarding requests from the Request Center.

1. From the Manager menu, click My Onboarding Requests.

The Request Center - All Requests list displays



Initiate a new request for establishing a new entity or products and accounts within an existing entity relationship.

Request Center - My Requests

Request ID	Date Initiated	Initiator	Request Name	Request Type		Progress	
116666	8 May 2022	Billinghurst, Sandra	Onboard Entity 1	Entity			Action Needed
116665	8 May 2022	Billinghurst, Sandra	New Entity1	Entity			Action Needed
116664	8 May 2022	Billinghurst, Sandra	Onboard new entity1	Entity			Action Needed
116663	8 May 2022	Billinghurst, Sandra	Add Product 1	Product			Action Needed
116662	8 May 2022	Billinghurst, Sandra	Add Account 1	Account			Action Needed
116661	8 May 2022	Billinghurst, Sandra	Add account 1	Account			Action Needed
116660	8 May 2022	Billinghurst, Sandra	Add Account 1	Account			Action Needed

1 of 1

2. To display your requests only, click the down arrow next to All Requests—then click View My Requests.

To filter the list, select an option from the Filter by column dropdown, enter filter text—then click **Apply Filter**.

3. Click the arrow beside a request to expand it and view more details.

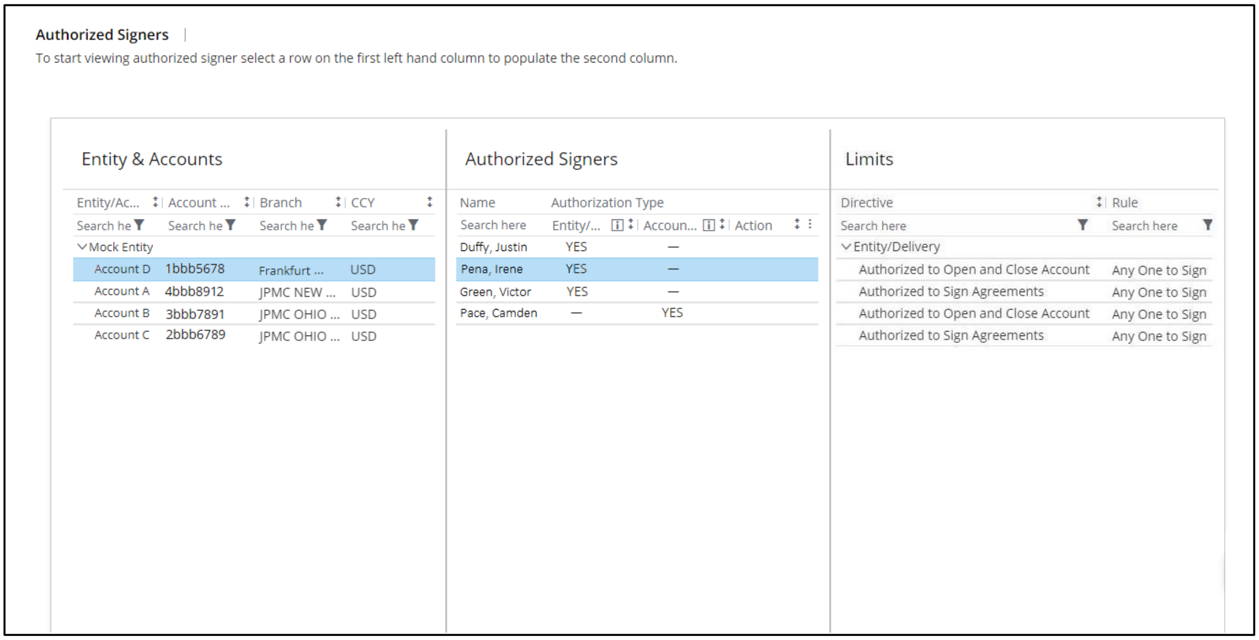
4. Click a Request Name to view the Request Details screen where you choose one of the following actions:

- Click **Replicate Request** to copy the details of the current request.
- Click **Edit Request** to display a Request Summary where you can modify the request details.
- Click **Delete Request** to delete the current request.
- Click **Request Center** to return to the Request Center - All Requests (or My Requests) list.

Authorized Signer grid

View signer details in real-time and access signer information from your entities and accounts—from the Authorized Signer grid.

1. From the Manager menu, click Authorized Signers.



Authorized Signers |

To start viewing authorized signer select a row on the first left hand column to populate the second column.

Entity & Accounts

Entity/Ac...	Account ...	Branch	CCY
Search he	Search he	Search he	Search he
Mock Entity			
Account D	1bbb5678	Frankfurt ...	USD
Account A	4bbb8912	JPMC NEW ...	USD
Account B	3bbb7891	JPMC OHIO ...	USD
Account C	2bbb6789	JPMC OHIO ...	USD

Authorized Signers

Name	Authorization Type		
Search here	Entity/...	Accoun...	Action
Duffy, Justin	YES	—	
Pena, Irene	YES	—	
Green, Victor	YES	—	
Pace, Camden	—	YES	

Limits

Directive	Rule
Search here	Search here
Entity/Delivery	
Authorized to Open and Close Account	Any One to Sign
Authorized to Sign Agreements	Any One to Sign
Authorized to Open and Close Account	Any One to Sign
Authorized to Sign Agreements	Any One to Sign

2. Click an account name to display the authorized signers for that account—and their authorization types.

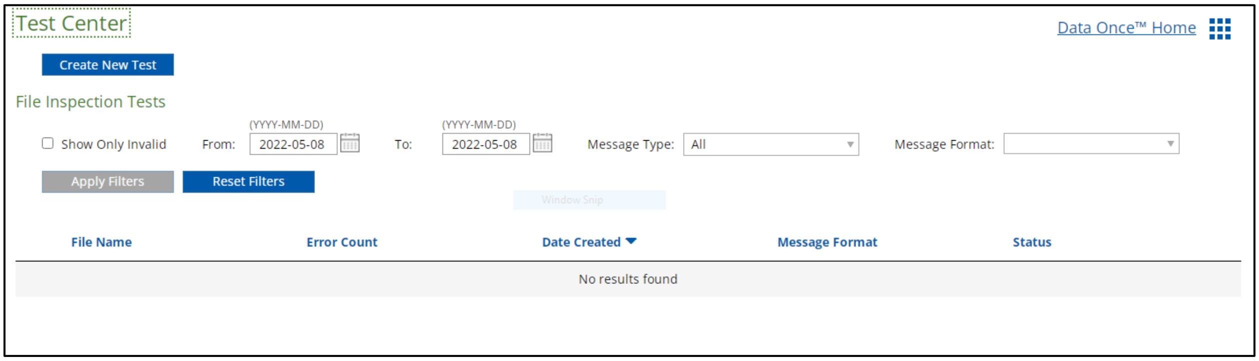
Authorization types include:

- Entity/Delivery Signers—Can open and close accounts, sign legal agreements and delegate other individuals on behalf of the legal entity and/or accounts.
- Payment Signers—Can sign for manual or paper transactions at an account level.
- Electronic Signers— Can approve/release an electronic payment on Access for specific locations.

Test Center

Test your files to ensure your current process is working accurately. You can self-test against payment syntax and file formats online according to your own schedule.

1. From the Manager menu, click Test Center.

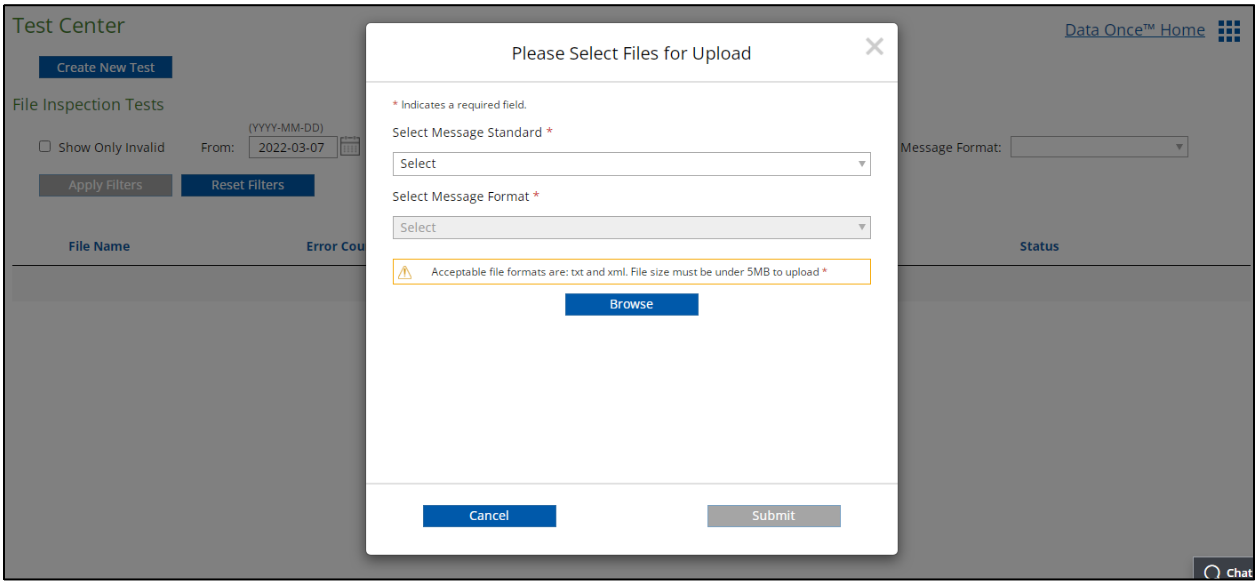

Test Center
Data Once™ Home
Create New Test
File Inspection Tests
☐ Show Only Invalid
(YYYY-MM-DD)
Message Format:
Apply Filters
Reset Filters
File Name
Error Count
Date Created
Message Format
Status

From: 2022-05-08 To: 2022-05-08 Message Type: All

No results found

To filter file inspection tests, select Show Only Invalid or select dates from the calendar dropdowns and/or Message Type and Message Format dropdowns—then click **Apply Filters**.

2. Click Create New Test.


Test Center
Data Once™ Home
Create New Test
File Inspection Tests
☐ Show Only Invalid
(YYYY-MM-DD)
Message Format:
Apply Filters
Reset Filters
File Name
Error Cou
Status
Browse
Cancel
Submit
Chat

From: 2022-03-07

Please Select Files for Upload

* Indicates a required field.

Select Message Standard *: Select

Select Message Format *: Select

Acceptable file formats are: txt and xml. File size must be under 5MB to upload *

3. Select a Message Standard and Message Format option from the dropdowns—then click Browse to locate files for upload on your computer or network.

4. Click Submit.