

# **J.P. Morgan Access®**

## **The Complete Guide to Dashboard, Tools and Settings**

**Find the information you need to complete common  
tasks in Access—in one comprehensive guide.**

**Last Modified: March 1, 2023**

©2023 JPMorgan Chase & Co. Member FDIC. All rights reserved. The statements herein are confidential and proprietary and not intended to be legally binding. Not all products and services are available in all geographical areas. Visit [jpmorgan.com/paymentsdisclosure](https://jpmorgan.com/paymentsdisclosure) for further disclosures and disclaimers related to this content.

This guide is confidential and proprietary to J.P. Morgan and is provided for your general information only. It is subject to change without notice and is not intended to be legally binding. All services described in this guide are subject to applicable laws and regulations and service terms. Not all products and services are available in all locations. Eligibility for particular products and services will be determined by JPMorgan Chase Bank, N.A. or its affiliates.

J.P. Morgan makes no representation as to the legal, regulatory or tax implications of the matters referred to in this guide.

Any third-party trademarks are the intellectual property of their respective owners and any mention herein is for referential purposes only.

J.P. Morgan is a marketing name for the Payments businesses of JPMorgan Chase Bank, N.A., member FDIC, and its affiliates worldwide. JPMorgan Chase Bank, N.A., organized under the laws of U.S.A. with limited liability.

## Contents

<b>Dashboard, Tools and Settings Quick Start .....</b>	<b>5</b>
<b>Set started with Access.....</b>	<b>5</b>
The dashboard display .....	5
The global header menu .....	7
<b>Get started with My Access.....</b>	<b>11</b>
Videos.....	11
Entitlements .....	11
Tailor your Access Experience .....	13
We're here to help.....	14
<b>Get started with My Profile &amp; Settings.....</b>	<b>15</b>
General .....	16
Security.....	17
Security Administrators .....	22
Products & Services.....	23
<b>Get started with My Entitlements .....</b>	<b>24</b>
<b>Get started with notifications.....</b>	<b>26</b>
Subscribe to notifications--and set preferences .....	27
Add new emails .....	29
Manage notification subscriptions.....	31
<b>Check account balances.....</b>	<b>32</b>
<b>Dashboard, Tools &amp; Settings Specialized Tasks .....</b>	<b>34</b>
<b>Working with your dashboard .....</b>	<b>34</b>
Dashboard entitlements overview.....	34
Cash Position Snapshot.....	36
Manage Reporting account groups .....	37
Controlled Disbursements.....	42
Online Payment Activity .....	43
Pending Actions.....	44
Reports .....	46
Statements .....	48
Loans .....	49
J.P. Morgan Host-to-Host widgets.....	50
<b>Working with Account Analysis features .....</b>	<b>51</b>
<b>Working with Host-to-Host .....</b>	<b>53</b>
File Transmissions.....	54

File content summary .....	56
Key management .....	57
Upload a key .....	59
Activate a key .....	61
<b>Working with tools and resources .....</b>	<b>62</b>
View and search the Audit & Event Log .....	64
Use Bank Lookup .....	67
Download plug-ins .....	70
Set up Access Mobile .....	72
Check your computer settings .....	74
Check global cut-off times .....	75
Global payment instructions .....	77
Track wire payments .....	78
Discover learning options .....	79
Schedule webinars .....	79
View how-to videos .....	82
<b>Search Access .....</b>	<b>83</b>
Get familiar with Global Search .....	83
Run a search .....	83
Run a simple search .....	83
Run a suggestive search .....	84
Search for payment navigation shortcuts .....	85
Search completed transactions .....	87
Search payments .....	88
Track Access-originated and non-Access-originated wires .....	90
Initiate an inquiry from Search .....	92
Search templates .....	93
Use the options in the filter panel to pinpoint the precise template(s) you are looking for. ....	94
<b>Notification descriptions and entitlements .....</b>	<b>96</b>
<b>Build your security awareness .....</b>	<b>112</b>
Protect yourself against cyber fraud .....	112
Protect yourself against malware and social engineering attacks .....	114
How we protect you .....	114
Types of cyber fraud .....	115

# Dashboard, Tools and Settings Quick Start

Initiate common tasks and actions from either the Access dashboard or the header menu. View key information, initiate tasks—and customize settings in Access.

Get familiar with tools and resources, entitlements, notifications and customizing your preferences.

## Get started with Access

Start from either the dashboard or the header menu.

### The dashboard display

The Access dashboard presents key information and shortcuts to actions.

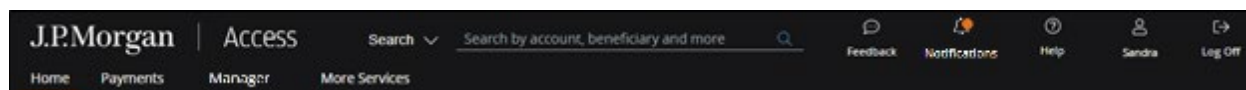
Check your account balances, run a report or initiate a payment from this page. Also, view recent online payment activity or open a report.

The dashboard widgets displayed will depend on your entitlements—and may be different from those displayed on other users' dashboards.

6

## The global header menu

From the global header, search Access, set user preferences, view and manage notifications, get help and give feedback.








- **Search:** Run simple or detailed searches to find completed transactions, payments, accounts, templates—and to find Support.

Simply begin entering the term in the Search bar. A menu displays as you key in characters—showing results that match the full search term—along with a list of tabs that contain content related to your search.

Refer to **Search Access** for more tips on using the search function.

- **Feedback:** Provide feedback on Access products and services.  
Your feedback is important and helps J.P. Morgan continue to improve your user experience.
  - Click the **Feedback** icon.

Please rate your level of satisfaction with JPM Access.

 Very Dissatisfied	 Dissatisfied	 Neither Satisfied nor Dissatisfied	 Satisfied	 Very Satisfied
---	---	--	--	--

Please tell us why you gave that rating.  
*(Please do not include personally identifiable information)*

**Submit**

- Click your level of satisfaction—then tell us what we did well or how we might do better.
- When you're done, click **Submit**.

- **Notifications:** View and subscribe to notifications.

An orange dot displays on the icon when new notifications are received. Click the icon to open the Notifications panel.

Refer to [Get started with notifications](#) for more information.

- **Help:** Click the Help icon to display the following options.
  - How Can We Help?: Find help for Access products and functionality. Refer to [Search Help](#) for more information.
  - Frequently asked questions: Get answers to frequently asked questions.
  - Global holiday calendar: View the global holiday calendar by country and currency.
  - Tools and resources: Get global payment instructions, view global cut-off times by country and branch, track Access activity—and track wires initiated in the last 90 days, and much more.

Refer to [Working with tools and resources](#) for more information.

- Schedule Webinars: Explore interactive webinars about Access products and functions. Refer to [Schedule webinars](#) for more information.
  - How-to videos: View how-to videos to learn more about Access products and functions. Refer to [Discover learning options](#) for more information.
  - Contact Us: Get regional Help Desk contact numbers to speak to a service rep.
- **User profile:** Displays the My Access page for a new user to learn about Access and how to work with it.
  - Videos—Provide an overview of basic functionality, including Welcome to Access, Virtual Assistant, Payment Tracker and Schedule Your Webinar.
  - Entitlements—Find out what products you are entitled to—and the actions you can perform. Contact your Security Administrator if you need help with entitlements—contact information displays below.
  - Personalize your experience—Update your profile and set up notifications to receive alerts that you select to receive.
  - Help—Find links to the Access Help Center, including links to system-wide and product-related information.

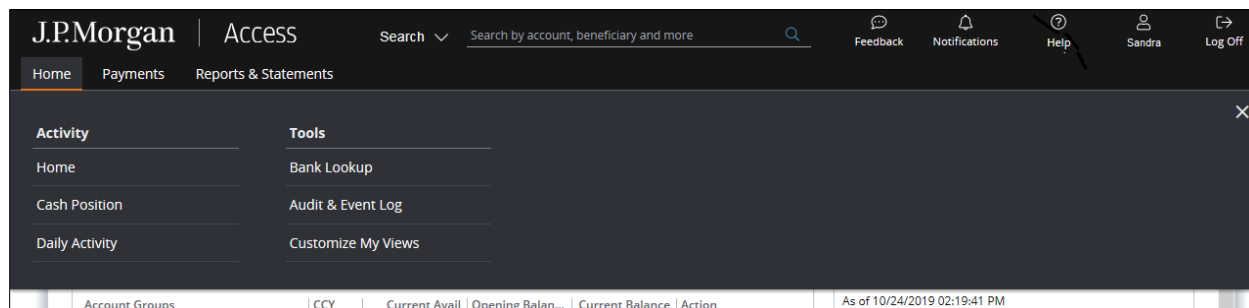
Refer to [Get started with My Access](#) for more information.



## The header menu

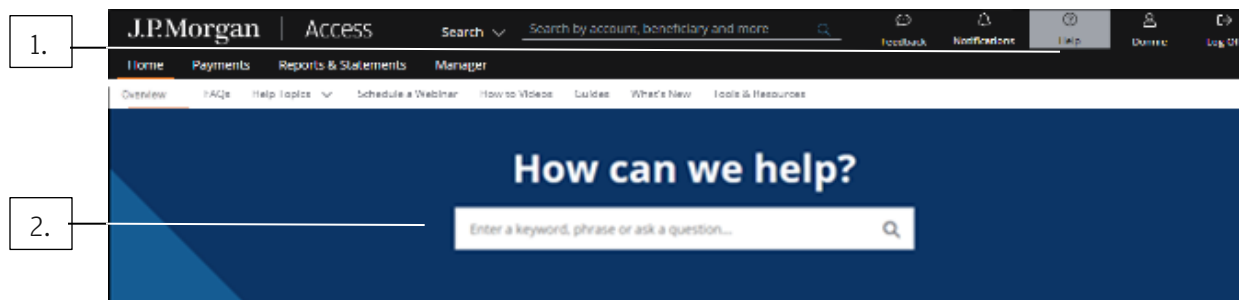
The options that display in the header menu depend on your entitlements.

Click a menu option to open the related dropdown. Then select a link to go to a specific page, initiate a process or take an action.



## Search Help

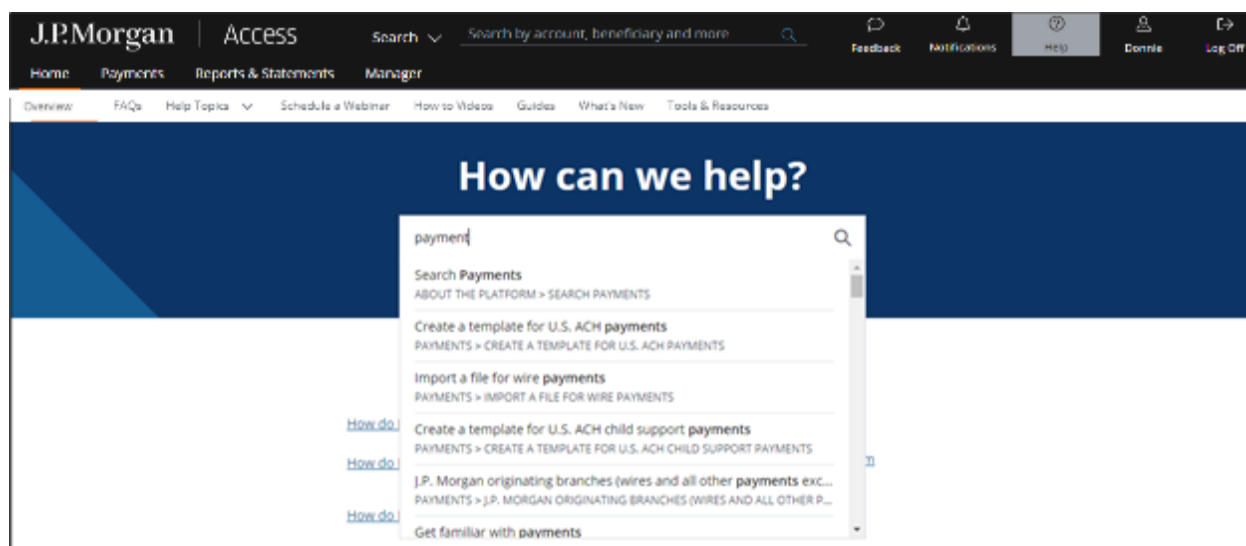
Use the Search Help capability to find answers to your questions about Access products and functionality—and get the information you need to complete tasks.



Follow these steps:

1. **Click Help.**
2. **Enter a keyword, phrase or ask a question in the How can we help? search bar.**

As you key in characters, a dropdown menu displays listing suggested articles.



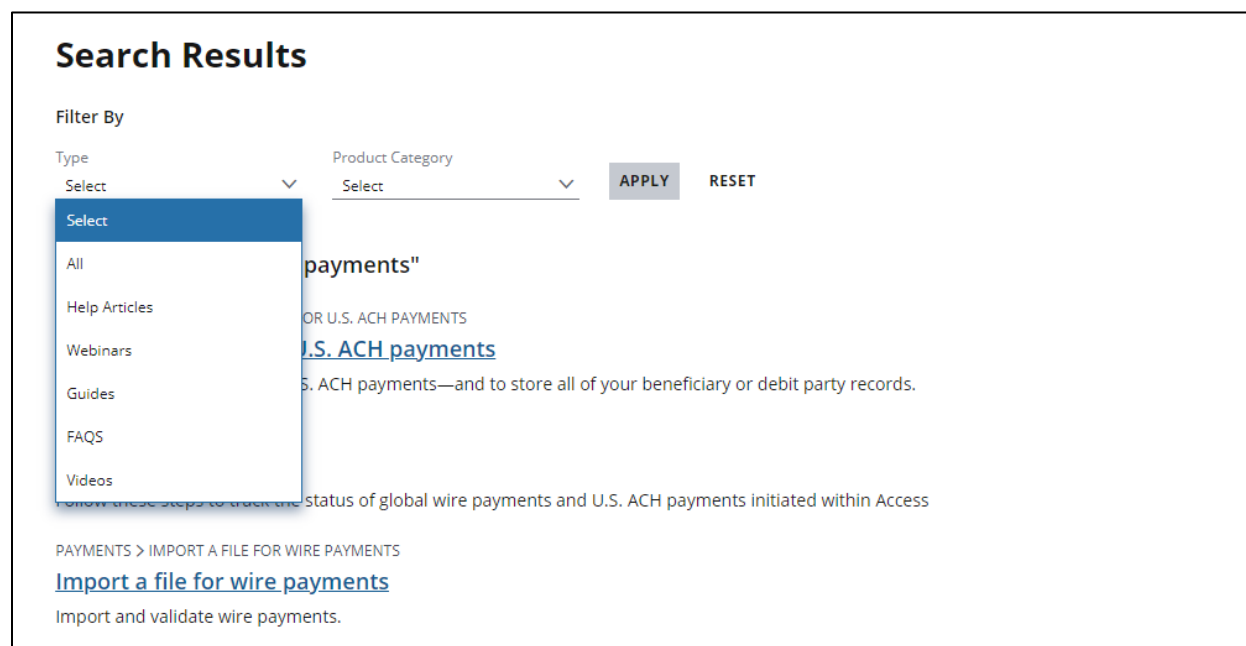
**3. Find the information you need in one of the following ways:**

- Select an article from the dropdown list—and go directly to step-by-step instructions to complete a task.

Or

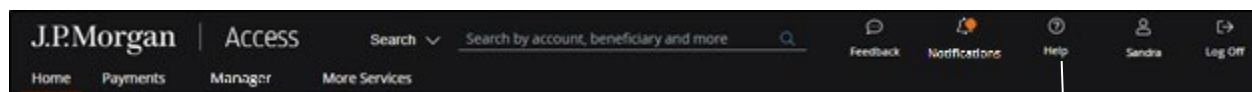
- Press **Enter** to view a list of relevant search results.

Then filter your search results by selecting options from the Type and Product Category dropdowns.

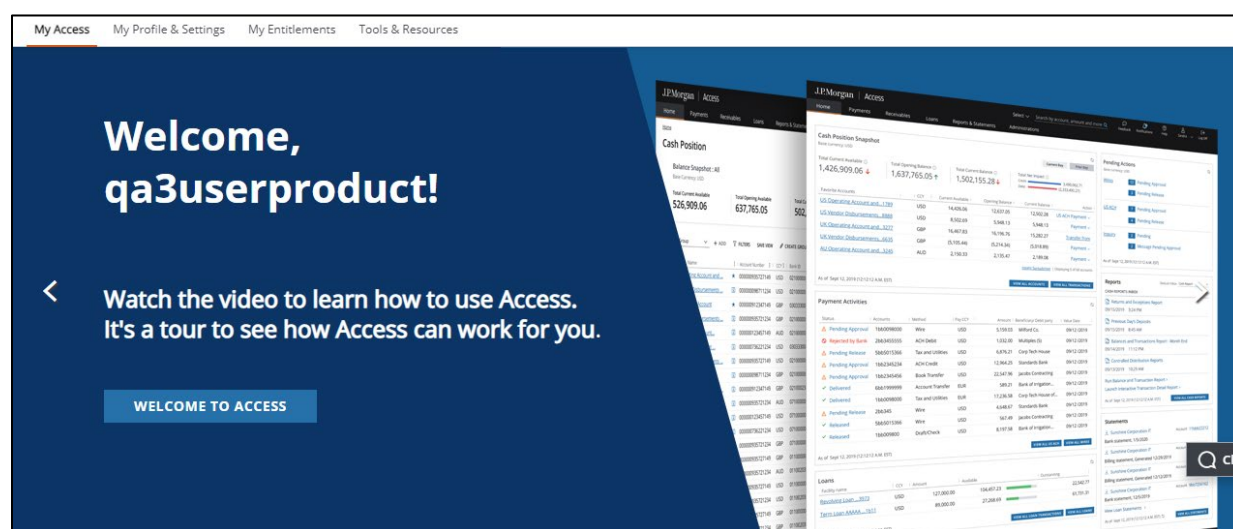


## Get started with My Access

Learn about Access and how to use it—including help that you can access. View the products and services you are entitled to. Find your Security Administrators and how to contact them.



### 1. Click your user profile.



View videos and resources on the My Access page.

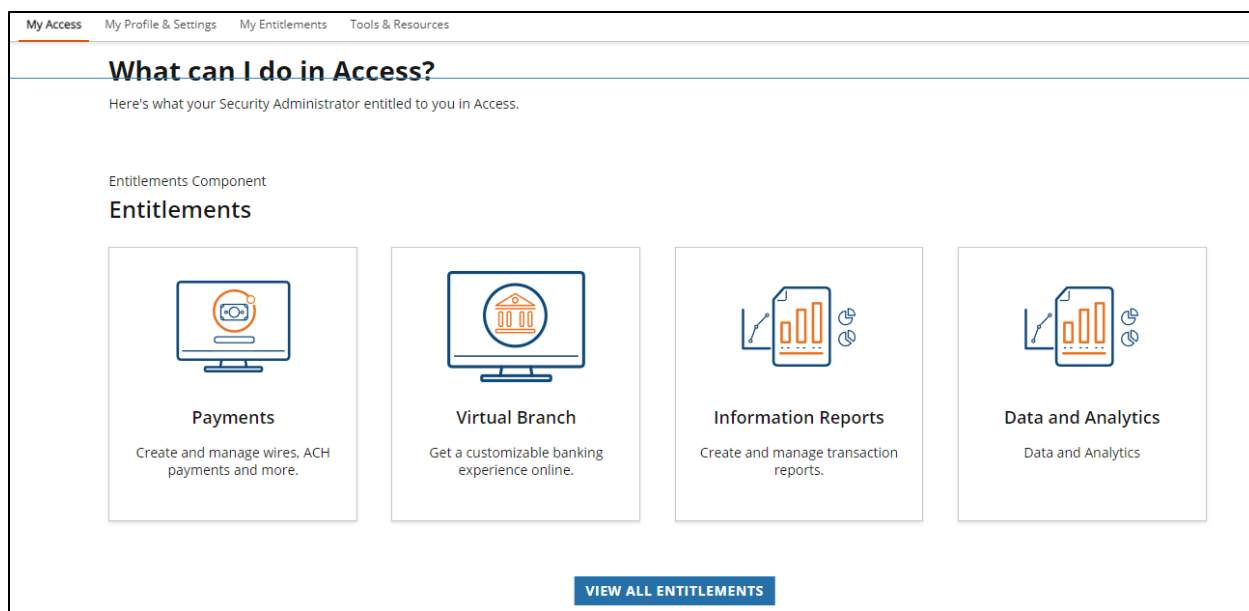
## Videos

Watch introductory videos to learn how to work in Access—such as Welcome to Access, Virtual Assistant and Payment Tracker.

## Entitlements

View your entitlements for the products you use the most.

Follow these steps to view what actions you can perform with products—and which accounts.



## 1. Click a product or service.

Or

**Click View All Entitlements.**

Or

**Click the My Entitlements tab.**

The My Entitlements page displays.

### My Entitlements

Select a product or account and associated sub-products and actions to view what you're entitled to. Questions about entitlements? Reach out to your [Security Administrator](#).

\*Only DDA accounts and Company ID's (for ACH accounts) are displayed. More account types are coming soon.

View by **ENTITLEMENTS** ▼

#### Entitlements

See how to filter

Products	Sub Products
Common Services	ACH - Cash Concentra...
Counterparty Portal	Activity Log
Data and Analytics	Advice to Receive
Information Reports	Alerts
Payments	Cash Reports
Virtual Branch	Checks Paid
	Counterparty Portal A...
	Document Submission
	Drawdown
	Information Reports

#### Actions

Function Na...	Function Type
Activate	Templates
Activate	Templates
Activate Own	Templates
Activate Own	Templates
Amendment	Wire Inquiry
Approve	Statutory Payments
Approve	Free-Form Payments
Approve	Free-Form Payments
Approve	Templates
Approve	Payments From Templa...

#### Accounts

Name	Number	Bank Name	CCY
ACCT 0060100818	l	--	--
ACCT 0077619911	m	--	--
ACCT 22617101	h	--	--
ACCT 22721601	i	--	--
ACCT 3308602444	a	--	--
ACCT 3308604234	b	--	--
ACCT 3440000101	c	--	--
ACCT 3440000101	z	--	--
ACCT 5370001256	d	--	--
ACCT 6650002477	e	--	--

Refer to [Getting started with My Entitlements](#) for more information.


## Tailor your Access Experience

Change your profile and set up notifications.

View and update your user profile—and set preferences to personalize your Access experience.


Customize page views.

### Tailor your Access experience



#### Change Your Profile

Update your Access [Profile & Setting](#) including timezone, language, password and many more.



#### Setup Your Notifications

Subscribe to be alerted for important events using [Notifications](#)

Select preferences for the following options:

- Personal Information—Name, user ID, email address, phone numbers—including adding or editing secondary phone numbers.
- General—Set language preferences, date and time format, time zone, landing page and navigation order.
- Security—Password expiration date—and the ability to change your password, logon history and token information.

- Security Administrators—List and contact information.
- Products & Services—Customize how to view and work with products and services you're entitled to.

Refer to the following topics for more information—including steps:

- [Get started with My Profile & Settings.](#)
- [Get started with notifications.](#)

## We're here to help

Find out about resources you have to learn how to use Access.

Find help articles and answers to frequently asked questions. Schedule webinars for interactive training.

### We're here to help

Find the answers you need in the Access [Help Center](#). Get Articles, FAQs, videos and more. Here are a few articles and links to help you get started.

Here To Help Component

#### About the Platform

[I'm having trouble logging in to Access](#)

Most login errors on J.P. Morgan Access® can be easily fixed....

[How do I change my password?](#)

You can change your password from the Security section in Access®—or from the Access login...

[How do I optimize system settings for best performance?](#)

Follow these tips to ensure you're getting the best performance from J.P. Morgan Access®....

[Search for a Completed Transaction](#)

Here's how to find a completed transaction using search.

Here To Help Component

#### Payments

[Create a template for a wire and other payments](#)

Save time and improve efficiency by creating a template for recurring wires, book transfers....

[Manage wires or other payments \(except U.S. ACH\)](#)

Approve, release or reject an individual payment or group of payments.


[How do I make a U.S. ACH payment from a template?](#)

An ACH payment is a type of electronic bank-to-bank payment in the U.S....

[How do I place a stop payment?](#)


You can submit or revoke a stop-payment request—if you're entitled....

Help Promos Component




**Help Center**

Search by product, topic or function to get helpful content




**Schedule Webinars**

Explore our interactive webinars to get an overview of our products.



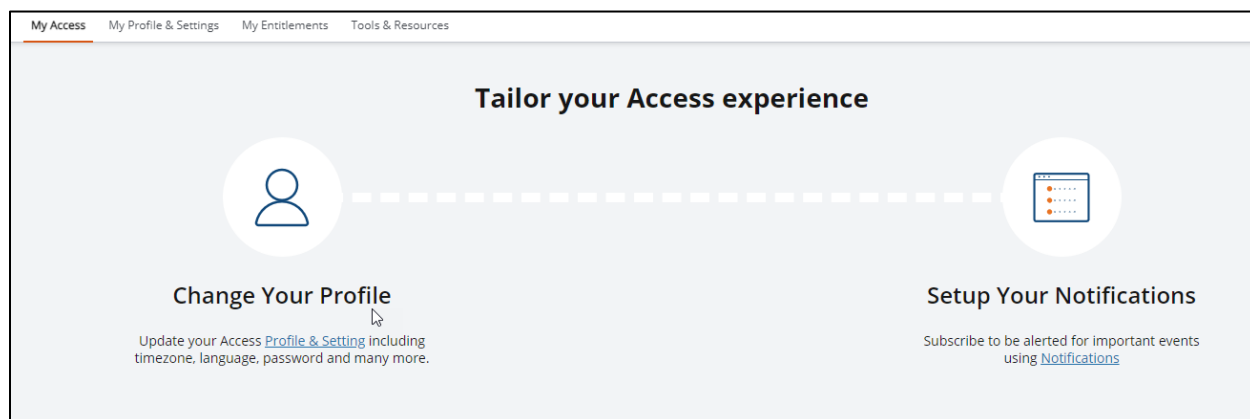
Cha



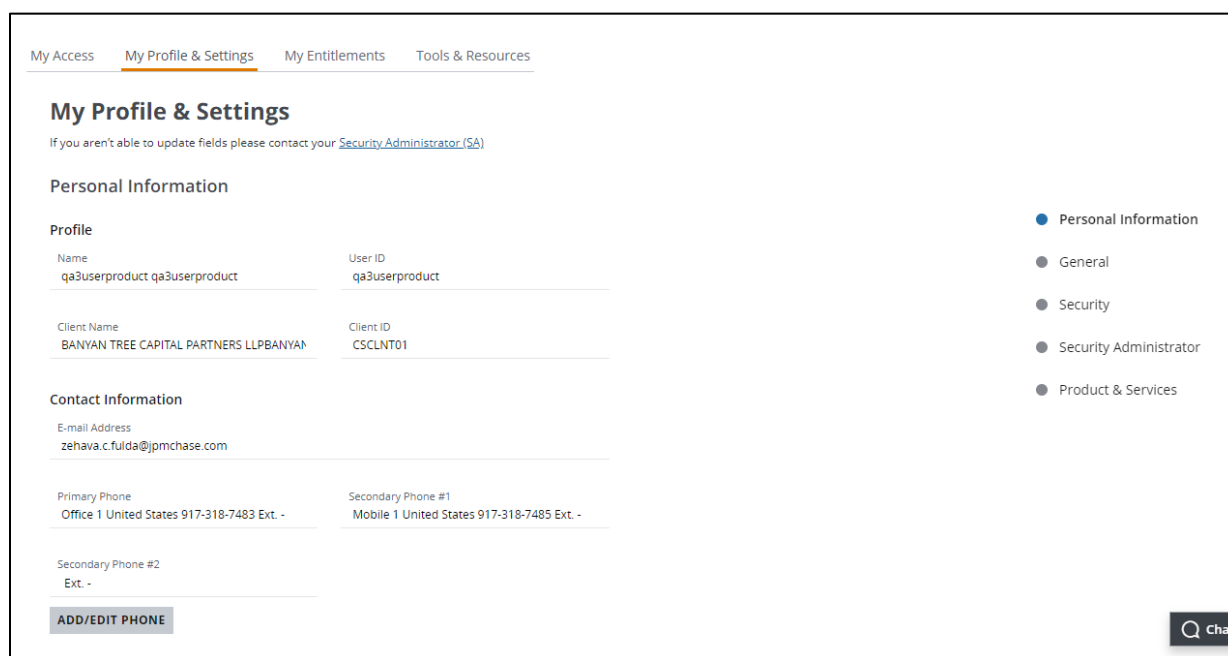
BACK TO TOP

## Get started with My Profile & Settings

Update your name and other personal information—including your password and secondary phone number. Contact your SA if you can't update a field—just click the Security Administrators link for a list.



1. Click **My Profile & Settings** in the header menu—or click **Profile & Setting** from the **My Access** page.



Follow these steps to update your phone number.

1. Click **Add/Edit Phone**.

Your Phone Numbers screen displays where you can update or add a secondary phone.

2. From the Type dropdown, select Mobile or Office.
3. Select your Country from the dropdown.
4. Enter your Phone Number—and extension if you have one.
5. Click Save.

## General

Set language preferences, date and time format, time zone, landing page and navigation order.

**General**

Language English	Time Zone GMT -05:00 ( New York )
Paper Size Letter	Date Format MM/DD/YYYY
Time Format 12 hour	Dataset Loading Infinite Scrolling
On Startup (Landing Page) Home	Session Timeout Warning Within the application
Starting Page Layout Dashboard	

**Navigation Order** [ ? ]

- Home
- Reports and Statements
- Payments
- More Services
- Virtual Branch
- Receivables
- J.P.Morgan Markets

**Settings Categories:**

- Personal Information
- General**
- Security
- Security Administrator
- Product & Services

**Buttons:** SAVE, RESTORE DEFAULT SETTINGS, Chat

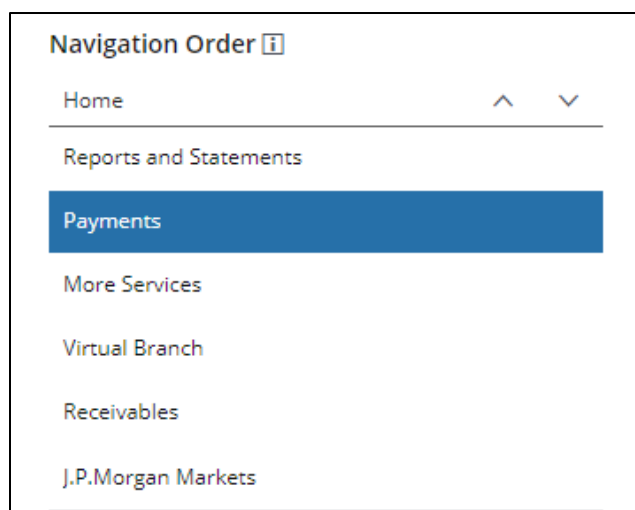
Follow these steps to set your on-screen and print preferences.

1. Click the dropdown arrows for the General Settings options below—then make a selection from the menu.
  - Language.
  - Time Zone.
  - Page Size.
  - Date Format.



- Time Format.
- Dataset Loading.
  - Infinite Scrolling: This option is the default for Support, Notifications and Transactions grids with more than 100 rows.
  - Pagination: This option lets you navigate through the pages of a grid using links.
- On Startup (Landing Page)—The Dashboard is your Home page. Select a product page if you want.
- Session Timeout Warning—**Within the application** or **Open in a new browser window**.
  - If you select Open in a new browser window, the session time out warning displays in a new Browser Window—especially useful if you have Access minimized.
- Starting Page Layout—Options are based on your entitlements.

## 2. Specify the Navigation Order.



- Select a product—then click the up or down arrow to move to a new position.

## 3. Click Save.

### Security

View password expiration date, log on history and token information—and change your password.

**Security**

**Logon Security**

Password Expiration Date 04/16/2023	Last Logon 01/13/2023 12:19 PM
--	-----------------------------------

**CHANGE PASSWORD**

Last Failed Logon 01/13/2023 09:43 AM	Last Failed Logon Reason Password and/or Token was invalid
--	---

**Logon Token**

Token Type RSA	Expiration Date 08/30/2025
-------------------	-------------------------------

Serial Number  
990420410460

**Previous Logon Details**

Registered Devices  
1 machine(s)

**UNREGISTER DEVICES**

**SAVE** RESTORE DEFAULT SETTINGS

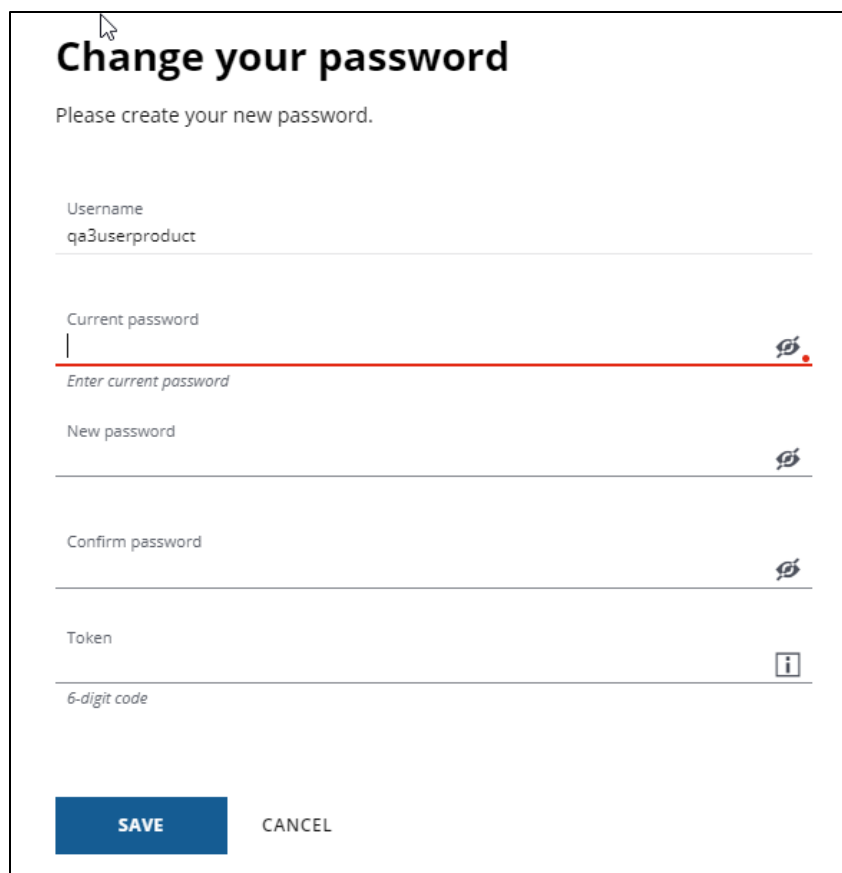
- Personal Information
- General
- **Security**
- Security Administrators
- Product & Services

Q Chat

## Change password

To change your password:

1. **Click Change Password.**



**Change your password**

Please create your new password.

Username  
qa3userproduct

Current password  
Enter current password

New password

Confirm password

Token  
6-digit code

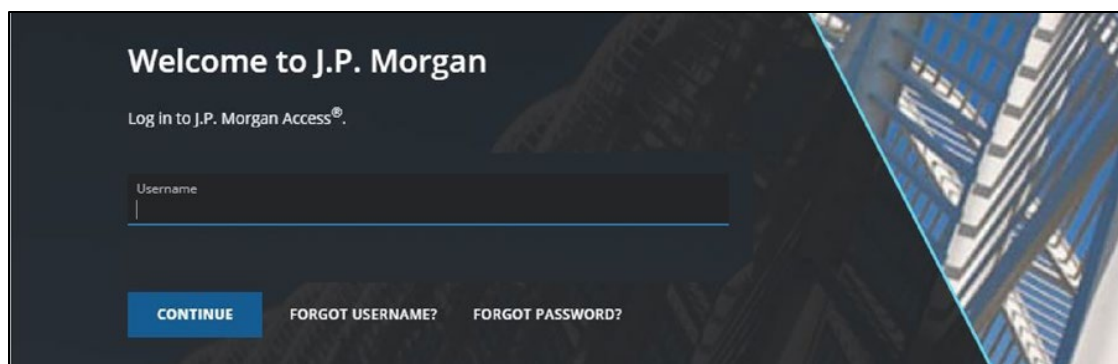
**SAVE** CANCEL

2. Enter your Current password.
3. Enter your New password.
4. Type your new password in Confirm password.
5. Enter a valid token code (if required).
6. Click Save.

### Reset password

You can also reset your password from the log in page.

Follow these steps to reset your Access password if you forget it—or if you lock yourself out of Access.



**1. At the Access log in screen, click Forgot Password.**

**2. Enter your Username and click Next.**

**3. Click I Confirm to confirm your identity.**

Continue only if your first name and username display correctly.

**4. When prompted, click either email, text message or voice message to get a one-time PIN—then click Next.**

**5. Enter the PIN you receive, then click Next.**

- Request a PIN as many times as you need—but only a user can request one. Security Administrators can't provide a PIN—and neither can the Help Desk.
- Your PIN is valid for 20 minutes.

**6. Create and confirm your password.**

**7. Enter a valid token code (if required).**

**8. Click Next.**

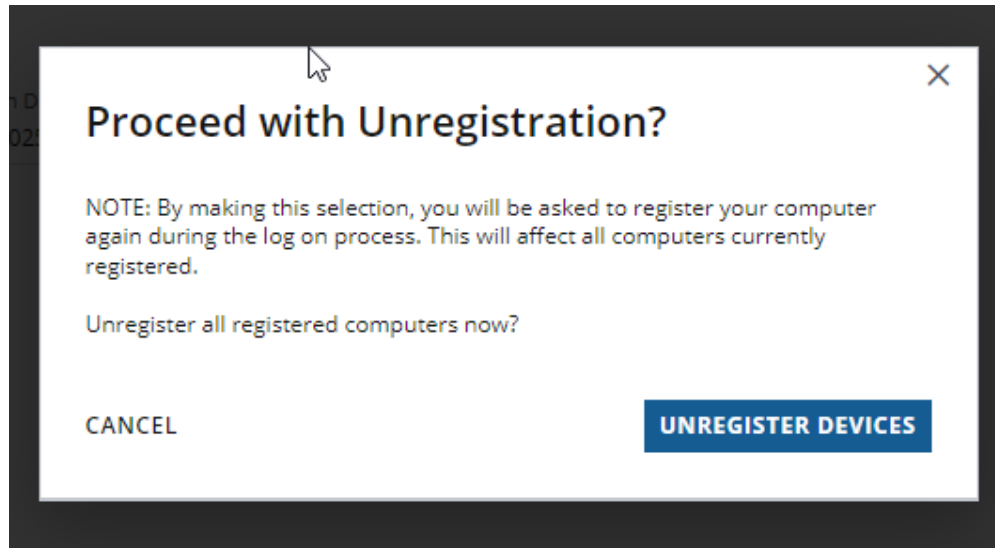
**9. Enter your Password and Token.**

**10. Click Log In.**

#### Unregister device

To unregister your devices:

1. Click Unregister Devices.



2. Click Unregister Devices to confirm.

## Security Administrators

View Security Administrators to contact for help with Access—if you have questions about your profile and entitlements.

Security Administrators

Name Abe Lucky	Email access.administration@res	Phone 813-451-8494
Name Animesh Priyadarshi	Email animesh.priyadarshi@jpm	Phone 984-515-0273
Name Balagangadhar Vaka	Email balagangadhar.vaka@jpm	Phone 888-473-7111
Name Carl CSCLNT01	Email ats_common_services_qa@	Phone 888-473-7111
Name Daniel Chew	Email daniel.chew@jpmchase.co	Phone 906-910-21
Name Dapeng Liu	Email dapeng.liu@jpmchase.com	Phone 909-096-93
Name ecscln t01	Email ats_common_services_qa@	Phone 964-219-0009
Name Huajie Yang	Email huajie.yang@jpmchase.cor	Phone 932-860-30
Name Krishna Gandhi	Email krishna.d.gandhi@jpmcha	Phone 773-951-4920
Name Megala Uthayakumar	Email megala.uthayakumar@jpm	Phone 865-634-95

- Personal Information
- General
- Security
- Security Administrator**
- Product & Services

Q Cha

SAVE

RESTORE DEFAULT SETTINGS

## Products & Services

Update your default settings for the products and services you are entitled to.

**Product & Services**

**Accounts**

View Accounts by  
Account Number

Show Leading Zeros?  
Show Leading Zeros

Equivalent Currencies  
None

Number Format  
9,999.99

**Reports**

Show Notes  
Show Notes Expanded

Show Images  
Show Images Expanded

Print Report Settings  
Page Breaks Between Payments

**Payments**

ACH Payment Methods  
ACH Debit

Wires & Other Payment Methods  
Wire

ACH Payment Description  
Cash Concentration

**Virtual Branch**

Default Home Branch  
IN

● Personal Information  
● General  
● Security  
● Security Administrators  
● **Product & Services**

**SAVE** RESTORE DEFAULT SETTINGS

Chat

For each product or service:

1. Click the down arrow to select the default setting you want.
2. Click Save.

## Get started with My Entitlements

View the products and services you are entitled to—by product or by account.

**What can I do in Access?**

Here's what your Security Administrator entitled to you in Access.

Entitlements Component

**Entitlements**

**Payments**

Create and manage wires, ACH payments and more.

**Virtual Branch**

Get a customizable banking experience online.

**Information Reports**

Create and manage transaction reports.

**Data and Analytics**

Data and Analytics

[VIEW ALL ENTITLEMENTS](#)

### 1. Click My Entitlements in the header menu—or click View All Entitlements from the My Access page

**My Entitlements**

Select a product or account and associated sub-products and actions to view what you're entitled to. Questions about entitlements? Reach out to your Security Administrator.

\*Only DDA accounts and Company ID's (for ACH accounts) are displayed. More account types are coming soon.

View by **ENTITLEMENTS**

**Entitlements**

See how to filter

Products	Sub Products
Common Services	ACH - Cash Concentra...
Counterparty Portal	Activity Log
Data and Analytics	Advice to Receive
Information Reports	Alerts
Payments	Cash Reports
Virtual Branch	Checks Paid
	Counterparty Portal A...
	Document Submission
	Drawdown
	Information Reports

**Actions**

Function Na...	Function Type
Activate	Templates
Activate	Templates
Activate Own	Templates
Activate Own	Templates
Amendment	Wire Inquiry
Approve	Statutory Payments
Approve	Free-Form Payments
Approve	Free-Form Payments
Approve	Templates
Approve	Payments From Templa...

**Accounts**

Name	Number	Bank Name	CCY
ACCT 0060100818	i	--	--
ACCT 0077619911	m	--	--
ACCT 22617101	h	--	--
ACCT 22721601	i	--	--
ACCT 3308602444	a	--	--
ACCT 3308604234	b	--	--
ACCT 3440000101	c	--	--
ACCT 3440000101	z	--	--
ACCT 5370001256	d	--	--
ACCT 6650002477	e	--	--

### 2. Click a product to view your entitlements.

The sub-product column updates based on your selection.



### My Entitlements

Select a product or account and associated sub-products and actions to view what you're entitled to. Questions about entitlements? Reach out to your Security Administrator.

\*Only DDA accounts and Company ID's (for ACH accounts) are displayed. More account types are coming soon.

View by **ENTITLEMENTS** ▼

Entitlements		Actions		Accounts			
See how to filter							
Products	Sub Products	Function Name	Function Type	Name	Number	Bank Name	CCY
<a href="#">Filter this column</a>	<a href="#">Filter this column</a>	<a href="#">Filter this column</a>	<a href="#">Filter this column</a>	<a href="#">Filter this column</a>	<a href="#">Filter this column</a>	<a href="#">Filter this column</a>	<a href="#">Filter</a>
Common Services	ACH - Cash Concentration	Approve	Free-Form Payments	ACCT-0016870076953074-TITLE.1	0076953074	J.P. MORGAN CHASE BAN...	MYR
Counterparty Portal	Advice to Receive	Approve Own	Free-Form Payments	ACCT-0016870076953482-TITLE.1	0076953482	J.P. MORGAN CHASE BAN...	MYR
Data and Analytics	Drawdown	Auto Approve	Free-Form Payments	ACCT-0016876870682629-TITLE.1	6870682629	J.P. MORGAN CHASE BAN...	MYR
Information Reports	Payments	Auto Release Payments	Free-Form Payments & P...	ACCT-0016876870791925-TITLE.1	6870791925	J.P. MORGAN CHASE BAN...	MYR
Payments	Real Time Payment	Create/Copy	Free-Form Payments	TECHNOLOGY PARTNERS FUND VI LP	000003020402430	JPMORGAN CHASE BANK...	USD
Virtual Branch	Transaction Services	Delete	Free-Form Payments				
	Wire	Modify	Free-Form Payments				
		Release Own Payments	Free-Form Payments & P...				
		Release Payments	Free-Form Payments & P...				

### 3. Click a sub-product—then click an action.

Actions you are entitled to perform display—and which Accounts you can action.

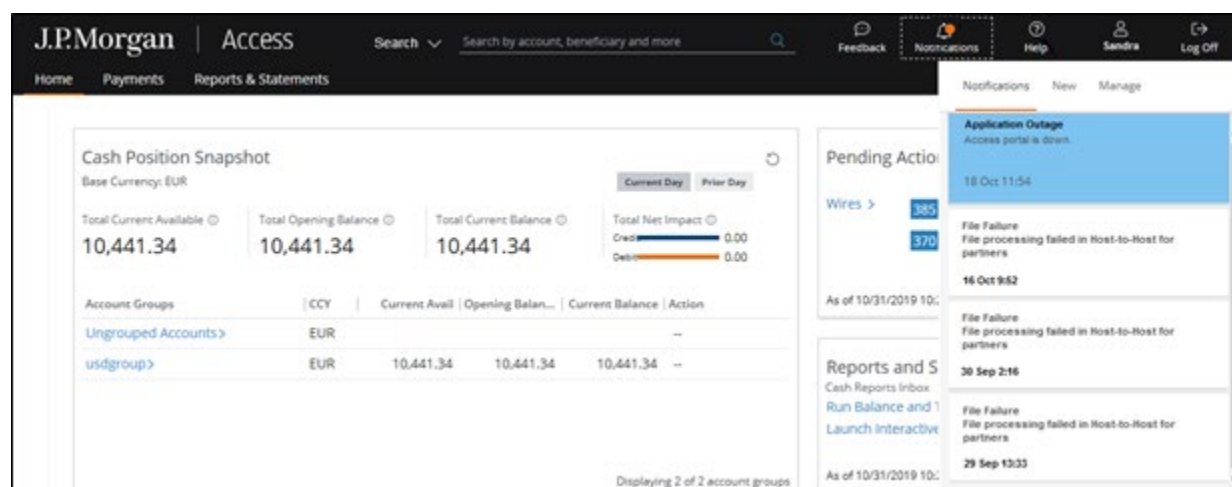
To view entitlements by account:

1. Select Accounts from the View by dropdown.
2. Click an account to see your Actions and Entitlements.

Contact a Security Administrator for questions about your entitlements.

## Get started with notifications

View and manage notifications.



You're auto-subscribed to some notifications—and can subscribe to others—depending on the notification types and your product entitlements.

Refer to [Notification Descriptions and Entitlements](#) in **Tools and Settings Specialized Tasks** for a complete list of available notifications.

Choose to receive notifications in one of the following ways:

- Notifications icon in the header.

An orange dot displays on the icon when new notifications are received. Click the icon to open the Notifications panel.

All notifications display under the Notifications tab on the panel by default—and are available for 90 days.

Broadcast notifications display with a blue background.

If you haven't subscribed to any notifications—and haven't received any auto-generated or broadcast notifications—the following message displays on the Notifications tab:

"There are no notifications. This could be because you haven't set any up."

- Pop-ups.

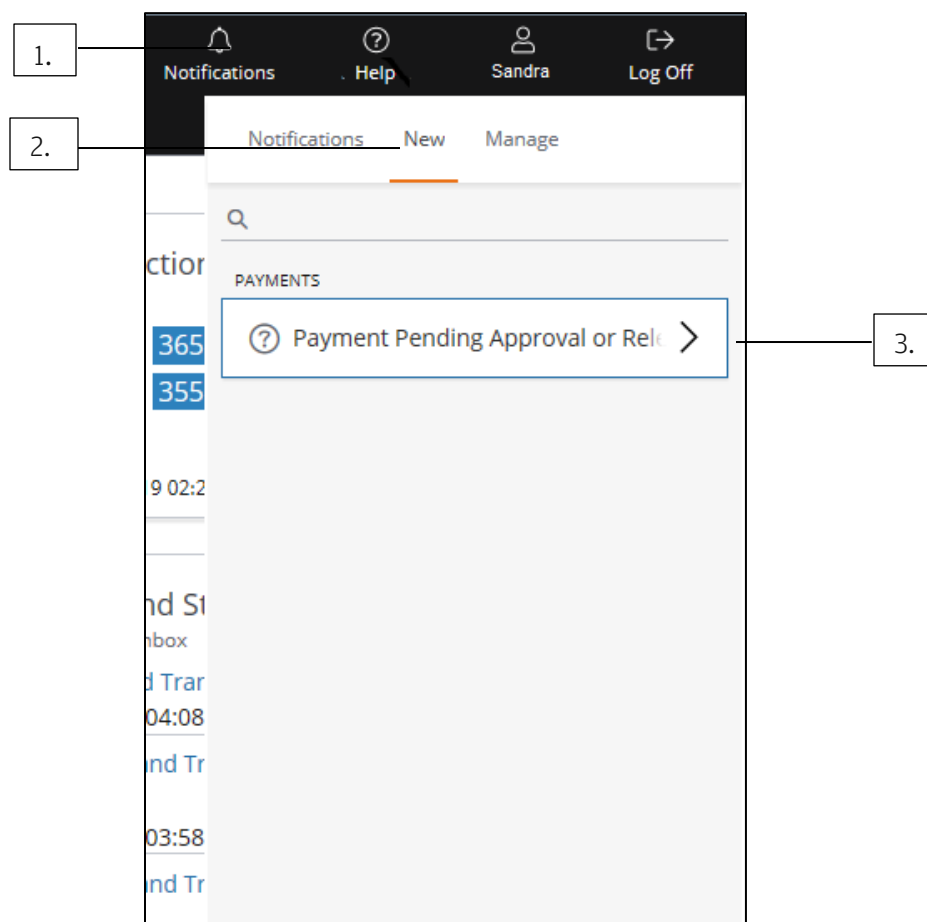
A Desktop/Web pop-up appears to alert you to new notifications.

Pop-ups display for two to three seconds—unless you mark a notification "important." In that case, the pop-up stays on the screen until you close it to acknowledge receipt.

- Email.

An email informs you of notifications. You can also choose to have these notifications sent to colleagues' email addresses.

## Subscribe to notifications—and set preferences



Follow these steps to subscribe to notifications.

### 1. Click the Notifications icon in the header—or click Notifications from the My Access page.

The Notifications panel displays.

### 2. Click New on the Notifications panel.

A list of all notifications displays, depending on your entitlements.

Hover your cursor over a notification's question mark for a description.

### 3. Click a notification you want to subscribe to.

A panel with preference options for that notification displays.

Notifications Help Sandra Log Off

< Payment Pending Approval or Release

Description  
Payment Pending Approval

Comment

Recurrence  
Off Unlimited

Mark as important  
Yes No

Channels  
☒ Desktop / Web  
☐ Email

Your contact details  
EDIT CONTACTS

☐ sandra.billingshurst@jpmchase.com  
☐ john.q.doe@jpmchase.com

SAVE

4.

5.

6.

#### 4. Enter a description.

A description is required.

#### 5. Set the following preferences, as needed:

- Recurrence: **Unlimited** is the default setting.  
Click **Off** to turn off the notification.
- Mark as Important: **No** is the default setting.  
Click **Yes** to mark the notification as important—when it appears in the feed.
- Channels: Access delivers notifications automatically to the Notifications tab.  
Click **Desktop/Web** to receive a pop-up notification.

Click **Email** to receive the notification by email—and to have the notification sent to colleagues' emails.

Refer to **Add new emails** for more info.

You may need to make additional selections, such as account or amount—depending on the notification.

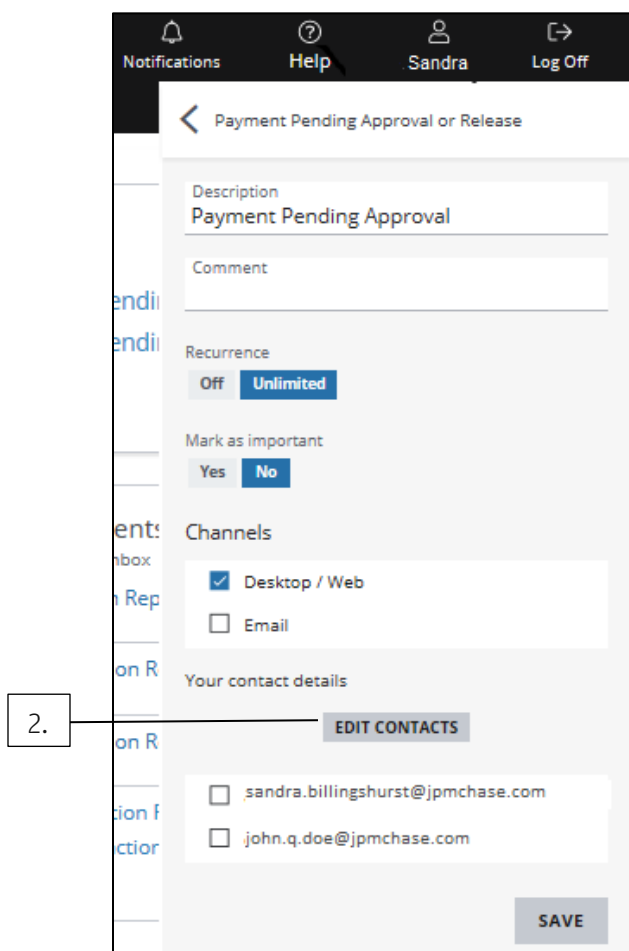
## 6. Click Save.

### Add new emails

Add email addresses to receive notifications.

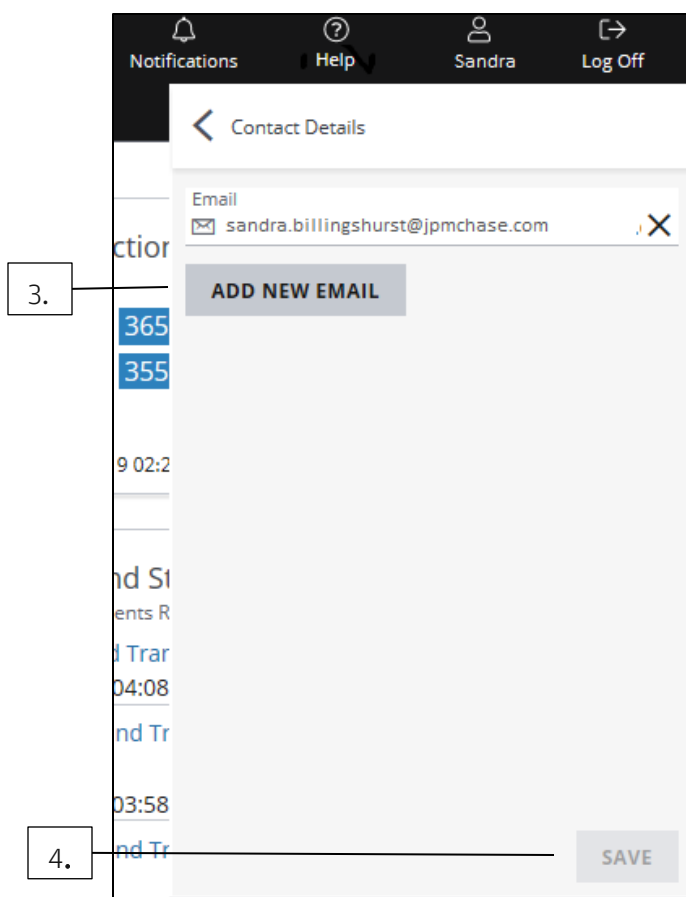
#### 1. Select a notification from the **New** tab on the Notifications panel.

Refer to [Subscribe to notifications—and set preferences](#) for instructions.



Then, follow the steps below.

#### 2. Click Edit Contacts.



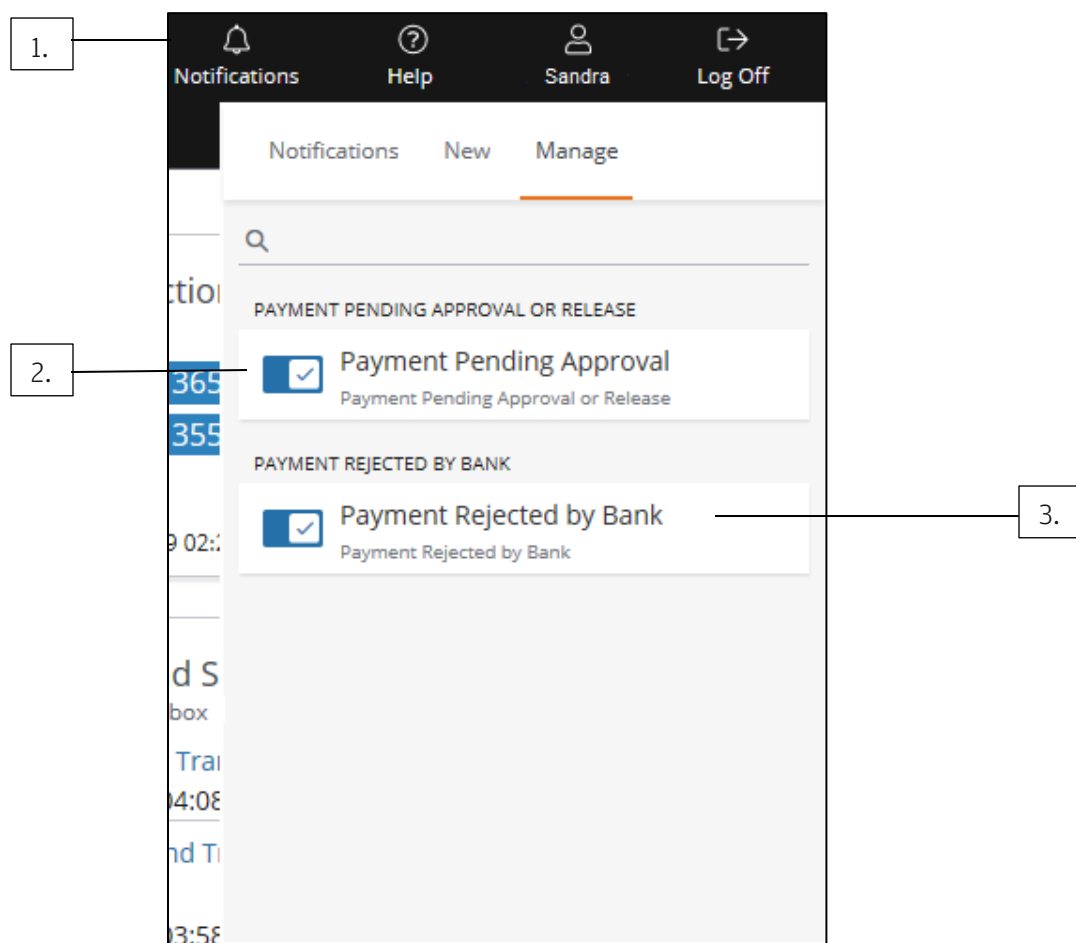
### 3. Click Add New Email to add or remove email addresses.

- Add up to 25 email addresses.  
Don't add personal email addresses.  
A verification message is sent to each address entered.  
Until the email owner verifies the address, it displays as "pending" in Your Contact Details on the notification subscription page.
- To remove an address, click the X for that address.

### 4. Click Save—then accept the authorization confirmation that displays.

Once you add an email for one notification, choose to send any of your other entitled notifications to that address.

## Manage notification subscriptions



Follow these steps to update your notification subscription preferences.

1. **Click the Notifications icon in the header—then click Manage on the Notifications panel.**

All auto-generated notifications—and those you’ve subscribed to—display.

2. **Click the checkbox for a notification you no longer want to receive.**

The notification is deactivated.

3. **Click a notification to display and update your preferences, if needed.**

Refer to [Subscribe to notifications—and set preferences](#) for more on delivery channel options and adding email addresses.

## Check account balances

View overall cash position—and select account balances.

**Cash Position Snapshot**

Base Currency: USD

Total Current Available: 38,155,124.72  
 Total Opening Balance: 38,155,124.72  
 Total Current Balance: 38,155,124.72  
 Total Net Impact: 0.00

Account	CCY	Current Available	Opening Balance	Current Balance	Action
AccountNickname1...2000	USD	31,500,393.13	31,500,393.13	31,500,393.13	Payment
AccountNickname1...6000	USD	1,000.55	1,000.55	1,000.55	Payment
AccountNickname1...0000	USD	1,224.76	1,224.76	1,224.76	Payment
AccountNickname1...3000	USD	0.00	0.00	0.00	—
AccountNickname1...6000	USD	6,623,205.72	6,623,205.72	6,623,205.72	—
AccountNickname1...7000	USD	4,434.35	4,434.35	4,434.35	—
AccountNickname2...1000	USD	9,542.51	9,542.51	9,542.51	—
AccountNickname2...5000	USD	7,225.24	7,225.24	7,225.24	Payment
AccountNickname1...6000	USD	8,098.46	8,098.46	8,098.46	—
AccountNickname2...4000	USD	0.00	0.00	0.00	—

As of 01/06/2021 15:29:06

[View Cash Position](#)

**Pending Actions**

Wires > 341 Pending Approval, 185 Pending Release

US ACH > 23 Pending Approval, 1 Pending Release

As of 01/06/2021 15:29:07

**Reports**

Cash Reports Index

[Balance and Transaction Report - Summary and Detail](#)

01/05/2021 17:17

[Run Balance and Transaction Report](#)

[Launch Interactive Transaction Detail Report](#)

[View All Reports](#)

The Cash Position Snapshot on the dashboard presents the following information:

- Total Current Available.
- Total Opening Balance.
- Total Current Balance.
- Balance information for up to 10 accounts or account groups.

The arrow next to a balance indicates the change from the prior business day.

Follow the steps below to see account details, take an action—and view prior day balances:

1. **Click an account to view balance and payment details.**
2. **Click a link in the Action column to initiate a payment or a funds transfer.**
3. **Click Prior Day to display prior day balances.**



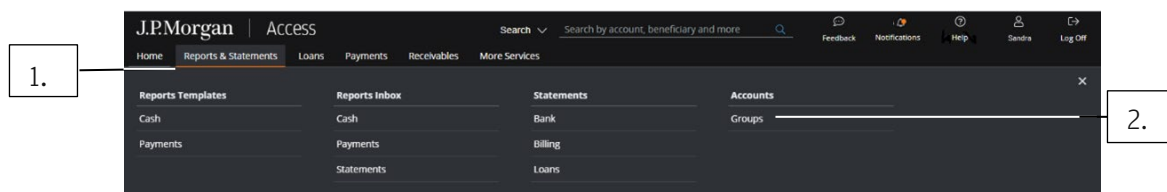
Want to see a full list of all your accounts or groups? Do one of the following:

- Click **View Cash Position** to view all accounts or account groups.

Or

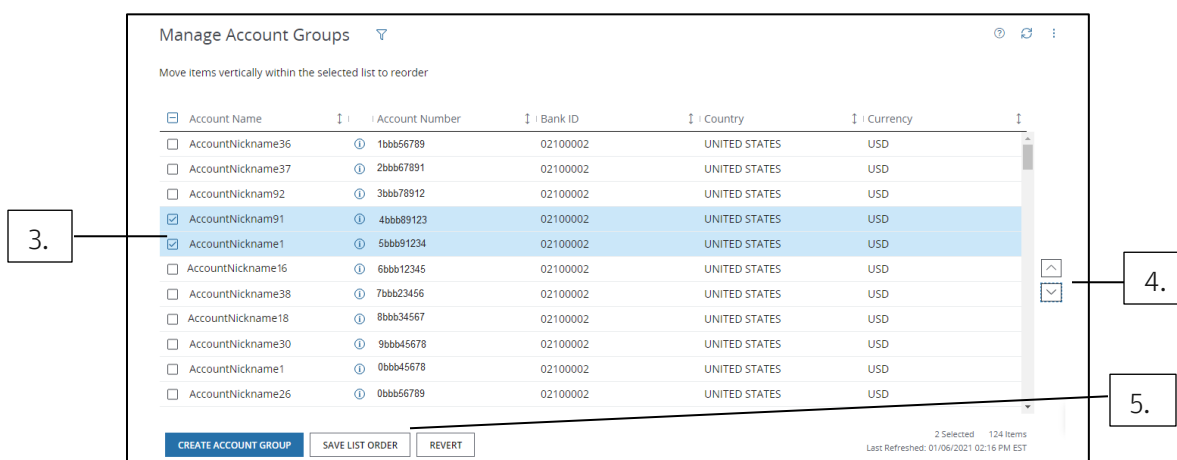
- Click **Home** on the header to display the dropdown menu—then select **Cash Position**.

Need to change the order of accounts or account groups shown? Follow the steps below:



1. Click Reports & Statements in the header.

2. Click Groups from the dropdown.



3. Select the account(s) you want to review.

4. Click an arrow to change the order of the accounts in the list.

5. Click Save List Order.

# Dashboard, Tools & Settings Specialized Tasks

Customize and manage Access features—and find the information you need to complete common tasks.

Learn about working with your dashboard, using tools, managing account groups—and running searches.

Check payment cut-off times and transaction formatting guidelines. Discover learning options—and find more information about building your security awareness.

## Working with your dashboard

Learn about the functionality and benefits of the Access dashboard widgets.

### Dashboard entitlements overview

The widgets displayed on your dashboard reflect your entitlements.

The chart below outlines available widgets—and the associated entitlements needed.

Widgets / Entitlements	Wires	U.S. ACH	Loans	Cash Reports	Controlled Disbursements	Bank Statements	Transaction Services	File Status	Key Mgmt.	Security Admin.
Cash Position Snapshot				X						
Controlled Disbursements					X					
Online Payment Activity–Wires	X									
Online Payment Activity–U.S. ACH		X								
Loans			X							
Pending Actions–Wires	X									
Pending Actions–U.S. ACH		X								
Pending Actions– Inquiry							X			
Pending Actions–Admin.										X
Reports and Statements–Cash Report				X						

Widgets / Entitlements	Wires	U.S. ACH	Loans	Cash Reports	Controlled Disbursements	Bank Statements	Transaction Services	File Status	Key Mgmt.	Security Admin.
Reports and Statements– Bank Statement						X				
Reports and Statements– Loan Statement			X							
File Transmissions								X		
Key Management									X	

If you're not entitled to any of the widgets, you'll see an alternate landing page when logging in to Access.

For example, the landing page for a Security Administrator will be Manager Company Overview.

Contact your Security Administrator about your entitlements.

## Available widgets

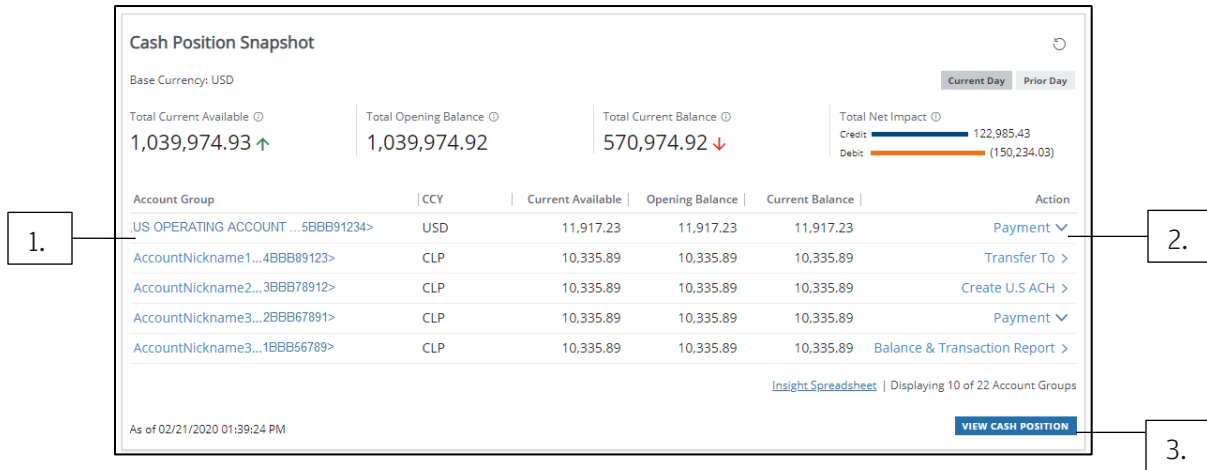
The following widgets are available—depending on your entitlements.

### Cash Position Snapshot

Monitor and manage your cash flow directly from the dashboard.

View your current day and prior day's cash balances—including your overall cash position and up to 10 of your top accounts or account groups.

Depending on your entitlements, you also can initiate frequent tasks—or work in a spreadsheet.



Get started with any of the following steps.

1. **Select an account to view the Account Summary page—and see detailed account information.**
2. **Select an action from the Action column.**
3. **Click View Cash Position to get more details—and take action.**

Create a payment on an account—or go to the Balance and Transaction Report to get details on your entitled accounts.

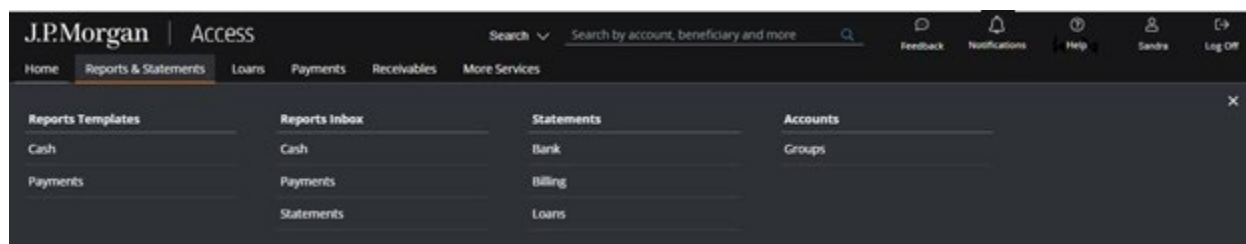
4. **Click Prior Day for a snapshot of prior-day balances and accounts.**
5. **Click Insight Spreadsheet to create a customized spreadsheet—or use your company's existing spreadsheet—to manage cash flow.**

Refer to the **J.P. Morgan Access® Insight Quick Start** in **Access Support Help**—for more info about completing essential tasks using Insight.

## Manage Reporting account groups

Follow these steps to create and edit account groups—depending on your entitlements.

### 1. Click Reports & Statements on the header—then select Groups from the Accounts subhead.



The Manage Account Groups page displays.

1.

Manage Account Groups

Move items vertically within the selected list to reorder

<input type="checkbox"/>	Account Name	Account Number	Bank ID	Country	Currency
<input type="checkbox"/>	AccountNickname36	1bbb56789	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountNickname37	2bbb67891	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountNickname92	3bbb78912	02100002	UNITED STATES	USD
<input checked="" type="checkbox"/>	AccountNickname91	4bbb89123	02100002	UNITED STATES	USD
<input checked="" type="checkbox"/>	AccountNickname1	5bbb91234	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountNickname16	6bbb12345	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountNickname38	7bbb23456	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountNickname18	8bbb34567	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountNickname30	9bbb45678	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountNickname1	0bbb45678	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountNickname26	0bbb56789	02100002	UNITED STATES	USD

CREATE ACCOUNT GROUP

SAVE LIST ORDER

REVERT

2 Selected 124 Items

Last Refreshed: 01/06/2021 02:16 PM EST

## Create a new account group

### 1. Click Create Account Group.

The New Account Group page displays.

The screenshot shows the 'New Account Group' form. Callout 2 points to the 'Account Group Name' field. Callout 3 points to the 'Available Accounts' table. Callout 4 points to the double-right arrow button between the 'Available Accounts' and 'Selected Accounts' tables. Callout 5 points to the 'SAVE' button at the bottom left.

**New Account Group**

Account Group Name \* Remaining Characters: 45

Description Remaining Characters: 255

**Account Selection**

Filter: Available and Selected | Filter By: | Filter by text: APPLY FILTER CLEAR FILTER

Available Accounts					Selected Accounts						
<input type="checkbox"/>	Account Name	Account Number	Bank ID	Country	Currency	<input type="checkbox"/>	Account Name	Account Number	Bank ID	Country	Currency
<input type="checkbox"/>	AccountName1	1bbb56789	02100002	UNITED STATES	USD						
<input type="checkbox"/>	AccountName2	2bbb67891	02100002	UNITED STATES	USD						
<input type="checkbox"/>	AccountName3	3bbb78912	02100002	UNITED STATES	USD						
<input type="checkbox"/>	AccountName4	4bbb89123	02100002	UNITED STATES	USD						

There is no data to display.

SAVE CANCEL

## 2. Enter a name for the new group.

- Enter an optional description.
- Use the Account Selection filter options to filter Available Accounts.
- Click the Filter dropdown arrows in order—then select an option.
- Use the Filter By field to perform a free-form search for specific accounts.

## 3. Select accounts from Available Accounts—then click the double-right arrow to move your selections to Selected Accounts.

Available Accounts include both cash reporting-entitled and payment-entitled accounts.

- Combine cash reporting-entitled and payment-entitled accounts in an account group.

For reporting purposes, only data for cash reporting-entitled accounts within an account group will be included in the Cash Reports Inbox.

To reorder accounts under Selected Accounts:

## 4. Select an account—then click the up or down arrow to move the account into the desired position.

## 5. Select Save to save your account group.

A confirmation displays.

The newly defined account group displays on the Manage Account Groups page—and in the Cash Position Snapshot on the dashboard.

## Edit an account group

The screenshot shows the J.P. Morgan Access interface. The header includes the J.P. Morgan logo, 'Access', a search bar, and user profile information (Sandra, Log Off). The main navigation bar has links for Home, Reports & Statements, and Payments. A 'Filters and Views' panel is open on the left, with callout 1 pointing to the 'Account Group Name' field and callout 2 pointing to the 'Country' dropdown. The main content area is titled 'Manage Account Groups' and displays a table of account groups. Callout 3 points to the 'CREATE ACCOUNT GROUP' button at the bottom. The table lists 'Account Group A' and 'Account Group B', each with a list of accounts and their details.

Account Group / Account	Account Number	Bank ID	Country
Ungrouped Accounts			
Account Group A			
AccountNickname36	1bbb56789	02100002	UNITED STATES
AccountNickname37	2bbb67891	02100002	UNITED STATES
AccountNickname92	3bbb78912	02100002	UNITED STATES
Account Group B			

1. Click your User Profile in the header—then select **Manage Account Groups** from the dropdown menu.
2. Select the **Account Group to edit**.
  - a. To display the accounts within a group, click the group's directional arrow.
  - b. For more details about an account or group, click the corresponding Info icon.
  - c. Click the Filter icon to display the Filter and Views panel—and to find a specific account or group to edit.
3. Click **Edit**.

### Edit Account Group

Account Group Name \*

Account Group B Remaining Characters 30

Description

Remaining Characters 255

#### Account Selection

Filter Available and Selected Filter By  Filter by text APPLY FILTER CLEAR FILTER

##### Available Accounts

<input type="checkbox"/>	Account Name	Account Number	Bank ID	Country	Currency
<input type="checkbox"/>	AccountName1 ⓘ	1bbb56789	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountName2 ⓘ	2bbb67891	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountName3 ⓘ	3bbb78912	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountName4 ⓘ	4bbb89123	02100002	UNITED STATES	USD

##### Selected Accounts

<input type="checkbox"/>	Account Name	Account Number	Bank ID	Country	Currency
<input type="checkbox"/>	AccountName1 ⓘ	1bbb56789	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountName2 ⓘ	2bbb67891	02100002	UNITED STATES	USD
<input type="checkbox"/>	AccountName3 ⓘ	3bbb78912	04400003	UNITED STATES	USD
<input type="checkbox"/>	AccountName4 ⓘ	4bbb89123	04400003	UNITED STATES	USD

SAVE
CANCEL

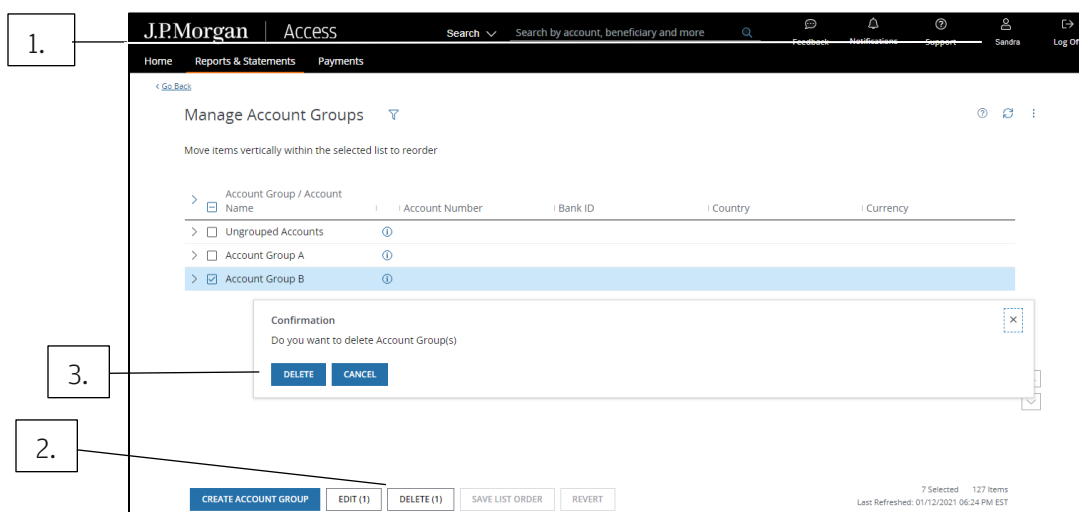
#### 4. Take any of the following actions:

- Change the account group name.
- Add or remove accounts from the group.
- Re-order the Selected Accounts.

#### 5. Click Save.



## Delete an account group



1. **Click your User Profile in the header—then select Manage Account Groups from the dropdown menu.**
  - a. To see the accounts within a group, click the group’s directional arrow.
  - b. For more details about an account or group, click the corresponding Info icon.
  - c. Click the Filter icon to display the Filter and Views panel—and find a specific account or group to delete.

## 2. Select the Account Group to delete—then click Delete.

A confirmation message displays.

## 3. Click Delete in the confirmation.

A status message displays stating the Account Group has been deleted successfully.

## Controlled Disbursements

Identify daily disbursement funding requirements—to minimize idle balances and optimize loan and investment opportunities.

This widget will display if you're entitled to Controlled Disbursements.

Controlled Disbursements				
Currency: USD				
Status	First Presentment	Second Presentment	Funding Requirement ⓘ	Reporting Date
Final	1,426,909.06	1,426,909.06	1,426,909.06	10/09/2019
Name	Status	First Presentment	Second Presentment	Funding Requirement
JPMorgan Chase Bank, N.A. (NY)>	Final	5,159.03	5,159.03	5,159.03
JPMorgan Chase Bank, N.A. (IL)>	Final	1,032.00	1,032.00	1,032.00
JPMorgan Chase Bank, N.A. (OH)>	Final	6,876.21	6,876.21	6,876.21
As of 02/21/2020 01:34:20 PM				<a href="#">VIEW CONTROLLED DISBURSEMENTS</a>

To view disbursement details:

### 1. Select an account name to view details.

The account's total funding requirement for the day is based on the first and second presentments.

ACH activity received into a Controlled Disbursement Account by 5 a.m. ET is included in the morning funding totals.

### 2. Click View Controlled Disbursements.

The Controlled Disbursements Summary page displays.

View funding details by account—and display a Controlled Disbursement Report.

## Online Payment Activity

View your most recent online wire and U.S. ACH payment activity—depending on your entitlements.

The screenshot shows the 'Online Payment Activity' interface. Callout 1 points to the 'Status' and 'Methods' dropdown menus. Callout 2 points to the list of payment transactions. Callout 3 points to the 'VIEW ALL WIRES' and 'VIEW ALL US ACH' buttons at the bottom right.

Status	Originating Account	Method	CCY	Amount	Beneficiary / Debit Party	Value Date
⚠ Pending Approval	2bbb678901	Wire	USD	100	BeneName1	10/28/2019
⚠ Pending Release	2bbb678901	Wire	USD	100	BeneName2	10/28/2019
⚠ Pending Approval	2bbb678901	Wire	CLP	44	BeneName3	10/28/2019
❌ Rejected	2bbb678901	Wire	USD	33	BeneName4	10/28/2019
✅ Released	2bbb678901	Wire	CLP	2	BeneName5	10/28/2019
⚠ Pending Approval	2bbb678901	Wire	CLP	7	BeneName6	10/28/2019
⚠ Pending Release	3bbb789012	Wire	CLP	123	BeneName7	10/25/2019
✅ Released	3bbb789012	Wire	USD	100	BeneName8	10/25/2019
❌ Rejected	2bbb678901	Wire	USD	33	BeneName9	10/25/2019
⚠ Pending Approval	2bbb678901	Wire	CLP	11	BeneName10	10/25/2019

As of 10/28/2019 12:22:09 PM

[VIEW ALL WIRES](#) [VIEW ALL US ACH](#)

See key information for your 10 most recent online wire and U.S. ACH payments—including their statuses.

Follow these steps to filter activity, view details and take action.

- To filter payment activity by Status and Method, click a dropdown arrow—then select an option.**
- Click a payment status—such as Pending Approval, Pending Release or Rejected.**

The transaction detail page displays.

From the transaction page, view details—and take an action based on payment status.

- Click View All Wires—or View All U.S. ACH.**

A complete list of transactions for the payment method selected displays.

From the list, view payment details or take action.

## Pending Actions

Get a snapshot of pending actions for wires, U.S. ACH, inquiries, administration of user management and fraudulent activities—depending on your entitlements.

### Payments and Inquiry Pending Actions

Pending Actions	
Wires >	<div>25</div> Pending Approval
	<div>21</div> Pending Release
<hr/>	
US ACH >	<div>&gt;</div> Pending Approval
	<div>&gt;</div> Pending Release
<hr/>	
Inquiry >	<div>4</div> Pending Approval
	<div>7</div> Message Pending Approval
	<div>2</div> Action Items
As of 9/9/2020 11:34:28 AM	

For payment details—or to take action, do one of the following:

1. **Click the link for wires, U.S. ACH or Inquiry.**

A page displays—listing all items for the category selected.

2. **Select an item from the list—then take action or view details.**

Or

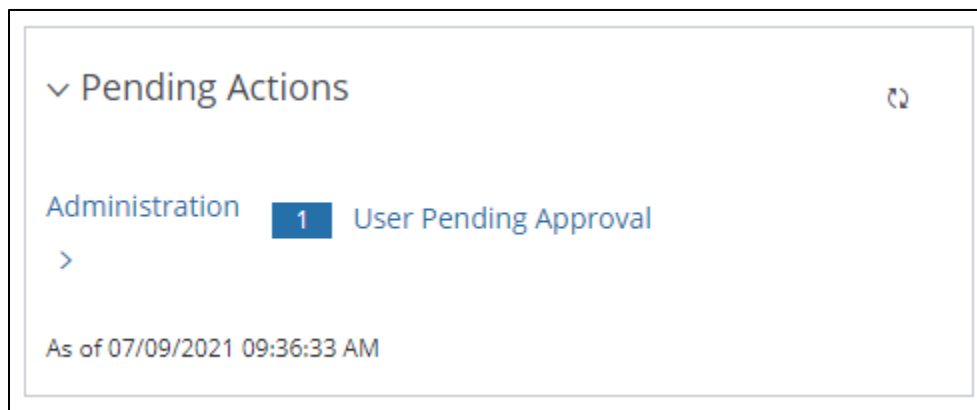
1. **Click a pending action for wires, U.S. ACH or Inquiry—or Inquiry Action Items.**

A page displays—listing all pending actions selected.

2. **Select an item—then take action or view details.**

## Administration User Requests Pending Approval

Security Administrators can see a snapshot of user requests pending approval.



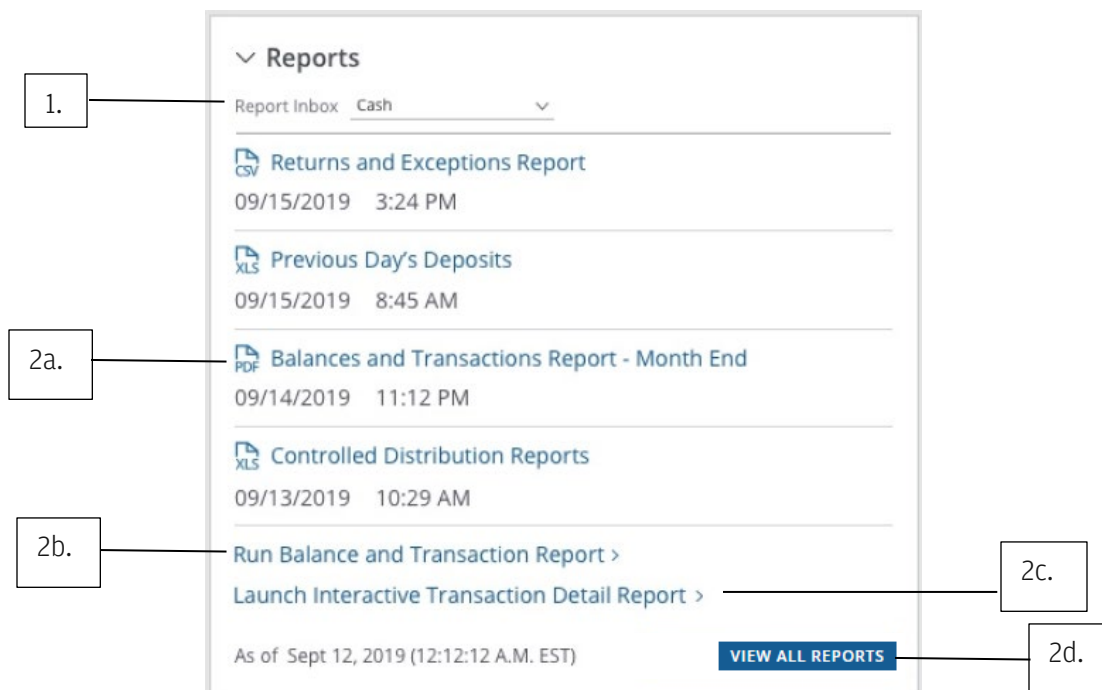
Follow the steps below to view or take action on a user request pending approval:

### 1. Click User Pending Approval.

The request list displays.

## Reports

Select a report inbox and view your most recent unread reports—depending on your entitlements.



1. To view reports from a different inbox, click the **Reports Inbox** dropdown arrow—then select the desired report inbox.

The widget will automatically refresh and display the most recent reports from the selected report inbox.

2. To view reports, click one of the following links displayed in the widget.

- a. To open a report, click a report name.

The most recent unread reports in the selected Report Inbox display in the widget.

Only scheduled reports in the Adobe® PDF format will display—and are available for viewing.

Any Adobe PDF-formatted reports you've run ad hoc won't display in this widget. These reports open automatically when run.

- b. Click **Run Balance and Transaction Report**.

This option is only available when you select the Cash Report Inbox.

The Create a Report page displays. Then, customize and run the report.

- c. Click **Launch Interactive Transaction Detail Report**.

This option is only available when you select the Cash Report Inbox.

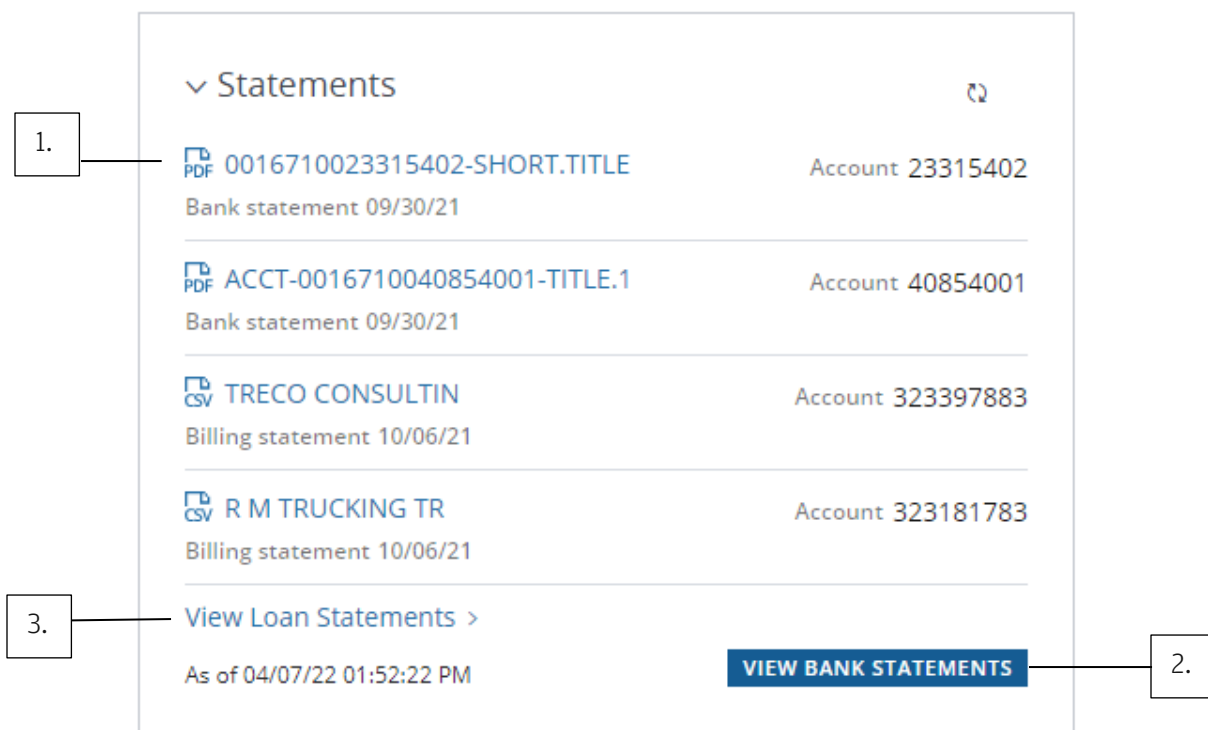
Customize and update the report in near real time—then print or export the report.

- d. Click **View All Reports**.

The selected Report Inbox displays. Then, download, delete, print or rerun reports.

## Statements

View your most recent unread statements—depending on your entitlements.



**1. Click a statement to open the PDF.**

**2. Click View All Statements.**

The Bank Statement summary page displays. Then, download statements—and view and export check images.

**3. If you are entitled to Loans, click View Loan Statements.**

The Loan Statements Inbox displays.



## Loans

View a snapshot of all available loans and balances—depending on your entitlements.

Loans <span>🔄</span>					
Facility Name	CCY	Amount		Available	Outstanding
<a href="#">REVOLVING LOAN ...1BBB</a>	USD	60,000,000.00	22,038,692.08	<div><div></div></div>	32,070,507.92
<a href="#">TERM LOAN AAAA ...3BBB</a>	USD	100,000,000....	15,128,575.10	<div><div></div></div>	47,960,094.59
As of 02/20/2020 12:10:01				<a href="#">VIEW ALL LOAN TRANSACTIONS</a>	<a href="#">VIEW ALL LOANS</a>

To get loan details and transaction info, do one of the following:

### 1. Click a facility name to view the loan details.

Or

**Click View All Loan Transactions to go to the Loan Transaction Summary page.**

Filter, search and view loan details from the summary page.

Or

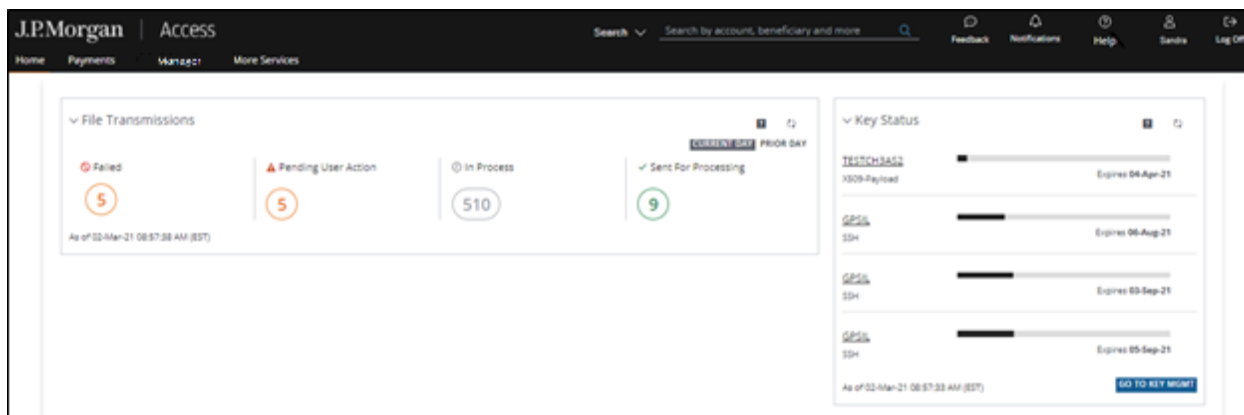
**Click View All Loans.**

A page displays listing the details of all loans by account.

Only those loans available to you display.

## J.P. Morgan Host-to-Host widgets

Monitor file transmissions—and manage Host-to-Host security keys.



View the following Host-to-Host widgets from your Access dashboard—if you're entitled.

- **File Transmissions:** Displays the number of files transmitted by status for all entitled Partner IDs. Click a status for more detailed information about file transmissions.
- **Key Status:** Displays your Host-to-Host security keys—and their expiration dates. Progress bars indicate how close security keys are to expiring.

### 1. Click [Go To Key Mgmt](#) to view more details—and to renew your keys.

Refer to [Working with Host-to-Host](#) for more details on each of these widgets.

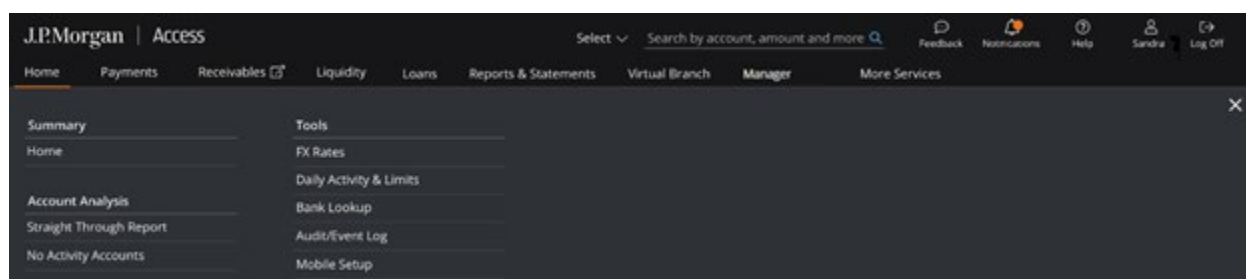
## Working with Account Analysis features

Identify the frequent causes of payment repairs—and view accounts with no payment activity.

Access offers two key account analysis options:

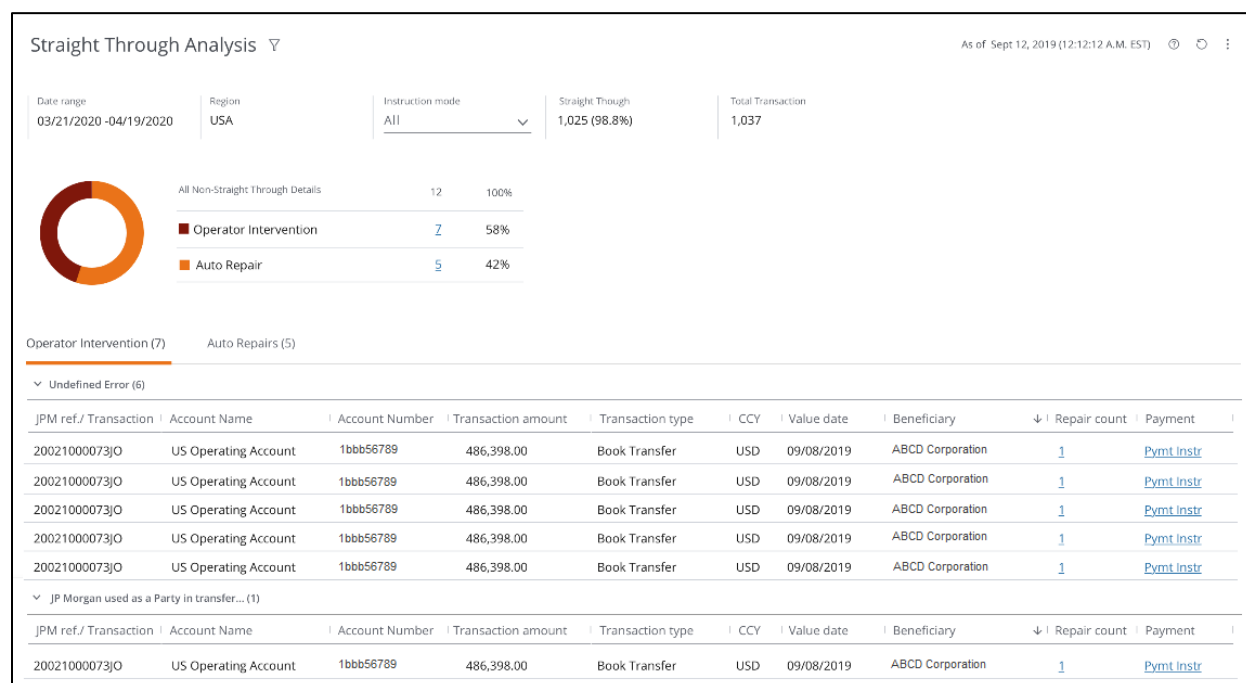
- **Straight-Through Report:** Presents information about straight-through processing performance of payments—to help identify and address frequent causes of repair and reduce inquires.
- **No Activity Accounts:** Displays accounts with no payment activity over 30, 60 or 90 days.

This information can assist in detecting potential unused funds.



1. Click Home—then select an option from the Account Analysis subhead in the dropdown menu.

2. Select Straight Through Report to display the analysis page.



The following information displays:

- Date range: Displays the payment processing period.
- Region: Displays the region.
- Straight Through: Displays the number and percentage of payments processed without needing repair.
- Total Transaction: Displays the total number of transactions.
- All Non-Straight Through Details: Displays the breakdown between payments repaired by operator intervention—and payments that were repaired automatically.

The Operator Intervention tab displays a list of specific transactions that required repair—and the reasons for the repairs—grouped by reason codes.

The Auto Repairs tab displays a list of transactions that were repaired automatically—and the reasons for the repairs—grouped by reason codes.

### 1. To filter data displayed, click the Instruction Mode dropdown arrow—then select an option.

Options may include:

- Debit Transactions.
- Credit Transactions.
- Combined Debit & Credit.

### 2. Click the filter icon next to the page heading to change the following options:

- Date range.
- Region.
- Accounts included in the analysis.

### 3. Select No Activity Accounts to display the analysis page.

No Activity account ▾

As of Sept 12, 2019 (12:12 A.M. EST) ⌂ ⌂ ⌂

Past 30 days

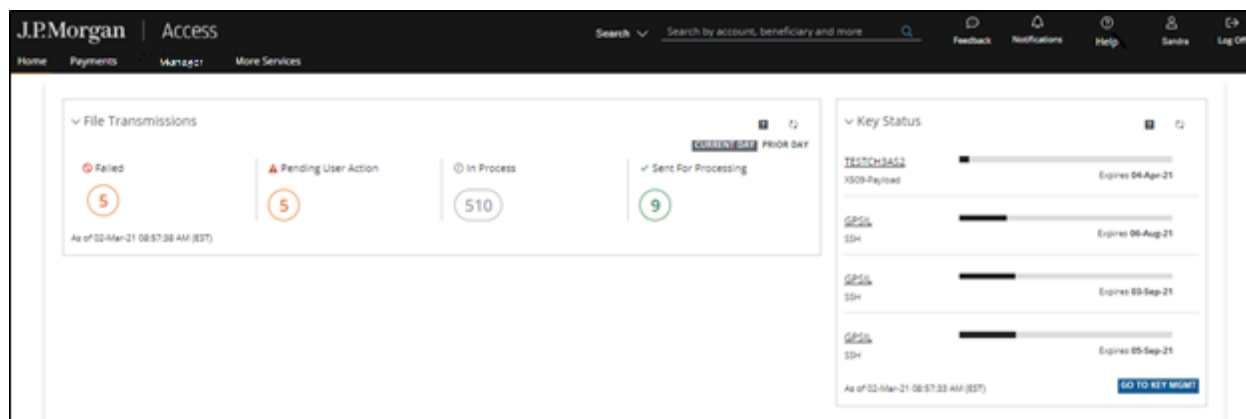
Account name	Account number	Bank ID	CCY	Closing ledger balance
Brown EUR account	1bbb56789	CHASDEFX	USD	17,000.00
Brown EUR account	1bbb56789	CHASDEFX	USD	17,000.00
Brown EUR account	1bbb56789	CHASDEFX	USD	17,000.00

Accounts with no payment activity in the past 30 days is the default setting.

### 4. To display accounts with no activity for 60 or 90 days, click the filter icon next to the page header. Select a time frame—then click Save.

## Working with Host-to-Host

Monitor current-day file transmissions and manage Host-to-Host security keys—depending on your entitlements.



Take the following actions.

1. Click an option on the **File Transmissions** widget for more detailed information about the files.

Pending User Action is available only to Host-to-Host Online subscribers.

Current Day refers to the calendar day in your selected time zone.

2. Click **Go To Key Mgmt** on the **Key Status** widget to view more details—and to renew your keys.

Alternatively, go to Host-to-Host functions from the Payments and Manager menus in the header.

## File Transmissions

Confirm file transmission status—and detect failed transmissions.

The screenshot shows the 'File Transmissions' interface. Callout 1 points to the 'Received Date' dropdown menu. Callout 2 points to a file name in the table: 'MPVTSBMMVZ.REPORT.ISO20022\_CAMT.0486433.202103111930'. Callout 3 points to the 'Partner ID' column header.

Status	File Name	Partner ID	Data Type/Format	More Info	Direction	Current Step	Size	Received (ET)	Last Updated (ET)
In Process	MPVTSBMMVZ.REPORT.ISO20022_CAMT.0486433.202103111930	AVT.ISO8857	REPORT / ISO20022_CAMT_v2		Bank-to-Client	Outbound File Staged	65,779	03-Nov-21 01:12:43	03-Nov-21 01:15:08
In Process	MPVTSBMMVZ.REPORT.ISO20022_CAMT.0486433.202103111930	AVT.ISO8857	REPORT / ISO20022_CAMT_v2		Bank-to-Client	Outbound File Staged	65,779	03-Nov-21 19:33:40	03-Nov-21 19:36:08
In Process	MPVTSBMMVZ.REPORT.ISO20022_CAMT.0486433.202103111930	AVT.ISO8857	REPORT / ISO20022_CAMT_v2		Bank-to-Client	Outbound File Staged	1,369,705	03-Nov-21 19:38:38	03-Nov-21 19:39:27
In Process	MPVTSBMMVZ.REPORT.ISO20022_CAMT.0486433.202103111930	AVT.ISO8857	REPORT / ISO20022_CAMT_v2		Bank-to-Client	Outbound File Staged	65,779	03-Nov-21 19:33:49	03-Nov-21 19:36:17
In Process	MPVTSBMMVZ.REPORT.ISO20022_CAMT.0486433.202103111930	AVT.ISO8857	REPORT / ISO20022_CAMT_v2		Bank-to-Client	Outbound File Staged	1,369,705	03-Nov-21 01:07:46	03-Nov-21 01:10:13
In Process	MPVTSBMMVZ.REPORT.ISO20022_CAMT.0486433.202103111930	AVT.ISO8857	REPORT / ISO20022_CAMT_v2		Bank-to-Client	Outbound File Staged	2,131,233	03-Nov-21 01:13:21	03-Nov-21 01:15:34
In Process	MPVTSBMMVZ.REPORT.ISO20022_CAMT.0486433.202103111930	AVT.ISO8857	REPORT / ISO20022_CAMT_v2		Bank-to-Client	Outbound File Staged	1,463,756	03-Nov-21 01:07:45	03-Nov-21 01:10:16
In Process	MPVTSBMMVZ.REPORT.ISO20022_CAMT.0486433.202103111930	AVT.ISO8857	REPORT / ISO20022_CAMT_v2		Bank-to-Client	Outbound File Staged	65,779	03-Nov-21 01:13:03	03-Nov-21 01:15:08
In Process	MPVTSBMMVZ.REPORT.ISO20022_CAMT.0486433.202103111930	AVT.ISO8857	REPORT / ISO20022_CAMT_v2		Bank-to-Client	Outbound File Staged	1,463,756	03-Nov-21 19:33:34	03-Nov-21 19:35:54

Follow these steps to view details of your file transmissions.

### 1. Click any of the following options to navigate around the file transmission screen:

- The Received Date dropdown arrow—to toggle between a current day and prior day transmission display.
- The Status dropdown arrow—to switch to any other transmission status view—including:
  - Failed:** Errors were encountered during file validation or processing. Action may be required.
  - In Process:** Transmission is not yet complete. Files are being validated or transformed—or awaiting pickup.
  - Sent for Processing:** Files have been successfully validated and transmitted.

### 2. Click a file name to display the full, unique name of the file—then click Copy (if you wish to paste in another document).

### 3. Click a partner ID to show a variety of File Definition information used on Host-to-Host.

Always refer to the Partner ID when communicating with the support team.

File Definition				
Partner ID		Communications Protocol		Inbound Security
AVT_ISORPT		SFTP		Bypass
				Outbound Transmission Method
				Manual
Seq ID	Data Type	Data Format	Direction	Last Used Date
48480	REPORT	ISO53_Ver2_CP	Bank-to-Client	10-Feb-21
46971	REPORT	ISO53_Ver2	Bank-to-Client	10-Feb-21
48484	REPORT	ISO53_Ver2_MultiVersion	Bank-to-Client	10-Feb-21
48479	REPORT	ISO54_Ver2_CHIP	Bank-to-Client	10-Feb-21
46102	REPORT	ISO54_Ver2	Bank-to-Client	10-Feb-21
48485	REPORT	ISO54_Ver2_MultiVersion	Bank-to-Client	10-Feb-21
47271	REPORT	ISO54_Ver2_V2	Bank-to-Client	10-Feb-21

#### 4. Click Close to return to the File Transmissions screen.

Other file transmission information includes the following:

- More Info:** Displays a summary of contents for eligible files.  
 Refer to **File Content Summary** for a description of summary information.
- Data Type/Format:** Displays information about the file contents and format (but not in every case).  
 This information cannot be changed without changing the Host-to-Host setup on both the client system and J.P. Morgan system.
- Direction:** Displays the file flow—either Bank-to-Client or Client-to-Bank.
- Current Step:** Displays a file's stage in the transmission process.  
 A Failed status may note a reason in this column.
- Size:** Displays the original file size in bytes.
- Received:** Displays when the Host-to-Host application received the file.  
 The timestamp refers to the date and time on the Host-to-Host server—which is based on U.S. Eastern Time.
- Last Updated:** Displays when the file was last updated by Host-to-Host.  
 The timestamp refers to the date and time on the Host-to-Host server—which is based on U.S. Eastern Time.

## File content summary

Get more information about a specific file transmitted.

The File Content summary is available for most Host-to-Host payment files, ACH files and check-issuance files.

To see a summary of a file's contents, click the information icon ( ⓘ ) in the More Info column.

The screenshot shows a table titled 'File Transmissions - Current' with columns: Status, File Name, More Info, Data TYP/FMT, Direct..., and Current Step. A tooltip is open over the 'More Info' column of the first row, displaying the following details:

Type	PAYMENTS
FileID	042901
Created	2020-Apr-29
TransCount	1
HashTotal	330.55

The main table contains the following data:

Status	File Name	More Info	Data TYP/FMT	Direct...	Current Step
✓ Sent for Processing	E729817_Partner. PAYMENTS.GFF.txt	ⓘ	PAYMENTS / GFF	Client-to-Bank	Inbound File Process Complete
✓ Sent for Processing	I706721_TC_Credit ts1.txt_2020050410		PAYMENTS / CPA005	Client-to-Bank	Inbound File Process Complete
✓ Sent for Processing	ARGHV1.PAYMENTS. ISO20022_PAIN_01Ver5.10...		PAYMENTS / ISO20022 PAIN 01Ver5	Client-to-Bank	Inbound File Process Complete

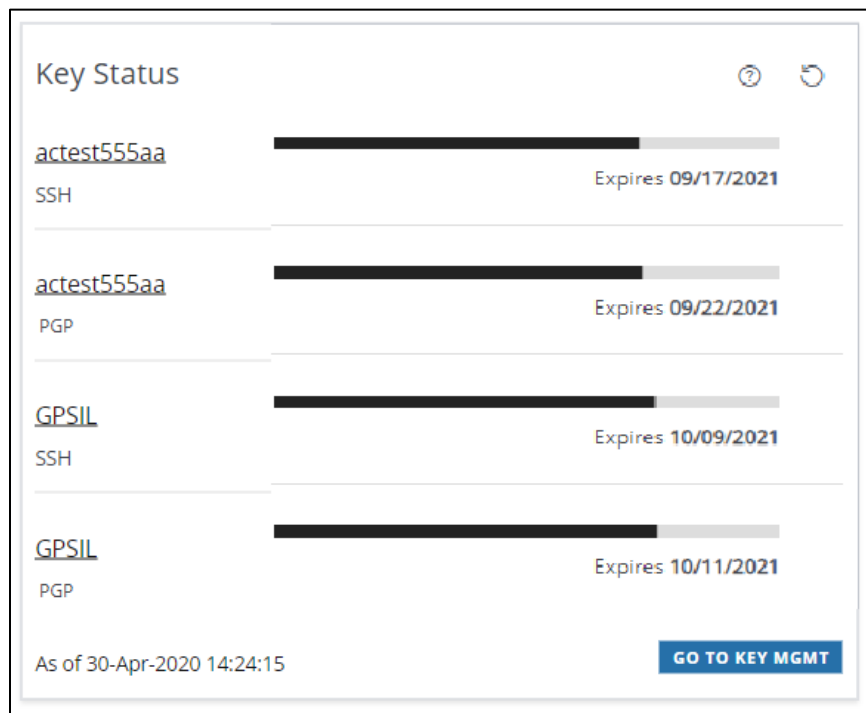
Some or all of the information below may display—depending on the file format.

- **Type:** Displays whether the file contains payments, collections, ACH transactions or checks.
- **Origin:** Displays the immediate origin for ACH files in the U.S. Nacha standard format.  
If more than one origin is contained within a single file, “Multiple” displays.
- **Created:** Displays the date the file was created, if available.
- **TransCount:** Displays the total number of transactions in the file.
- **Credit Total:** Displays the total amount of credits in the ACH file.
- **Debit Total:** Displays the total amount of debits in the ACH file.
- **File ID:** Displays the unique File ID for payment or collection files.
- **Hash Total:** Displays the sum of amount fields in payment, collection or check files.
- **FirstAcct:** Displays the account number on the first record of the check file.
- **FirstChk:** Displays the check number on the first record of the check file.
- **LastAcct:** Displays the account number on the last record of the check file.
- **LastChk:** Displays the check number on the last record of the check file.



## Key management

Monitor and renew your Host-to-Host security keys to reduce service interruptions.



### 1. Click Go To Key Mgmt in the Key Status widget on the dashboard.

The Key Management table displays a list of keys with the following columns: Status, Partner ID, Key Type, Protocol, Serial Nu..., Common ..., Days To Ex..., Expiration..., More Info, and Action. The table contains six rows of data:

Status	Partner ID	Key Type	Protocol	Serial Nu...	Common ...	Days To Ex...	Expiration...	More Info	Action
Awaiting Activation	GPSIL	SSH		2074		0	NA		ACTIVATE
Expired	GPSIL	SSH	SFTP	NA	V071250	(2)	09/13/2020		UPLOAD
Active	TESTCH3A52	X509-Payload	AS2	27B9B6C22D...	N/A	200	04/04/2021		UPLOAD
Active	GPSIL	SSH	SFTP	012c	GPSIL	324	08/06/2021		UPLOAD
Active	GPSIL	SSH	SFTP	01b1	GPSIL	352	09/03/2021		UPLOAD
Active	GPSIL	SSH	SFTP	01b3	GPSIL	354	09/05/2021		UPLOAD

The Key Management page displays the information below for each Host-to-Host key:

- Status:** Displays the status of the key.  
Options are: Active, Awaiting Activation or Expired.
- Partner ID:** Displays the account identifier used on Host-to-Host.  
Always refer to this Partner ID when communicating with the support team.  
Click a Partner ID to display details and file definition information.  
Refer to **File Definition** to learn more.

- **Key Type:** Displays the type.

Different algorithms create keys based on their intended usage:

- Keys of type SSH or SSL: Used for encryption of the file transmission communications session (transport keys).
- Keys of type PGP or X509-Payload: Used to digitally sign and/or encrypt the file itself (payload keys).

- **Communications Protocol:** Displays the secure method of communication between your system and Host-to-Host for a given Partner ID.

- **Serial Number:** Displays the identifying number of the key.

This number may be established at the time the key is created—or it may be assigned when the key is installed.

Click the icon in the More Info column for the key's fingerprint—if the serial number doesn't fully identify your key.

- **Common Name:** Displays the name given to the key when created or installed.
- **Days to Expiration:** Displays the number of days until expiration—along with a progress bar indicating the remaining key life.
- **Expiration Date:** Displays the date the key expires.
- **More Info:** Displays additional information about the key.

Click to open Key Details.

### Key Details

Partner ID

TESTCH3AS2

Key Type

X509-Payload

Fingerprint

44 e1 70 ba 78 d6 2e 1b 7d da e1 09 5b 64 7f 5f 9e 99 d0 a1

Key Chain

→

Serial Number

2A521AAE4C2F194823B7DAEB567E09A2

Bank Domain

transmissions.jpmorgan.com

CLOSE

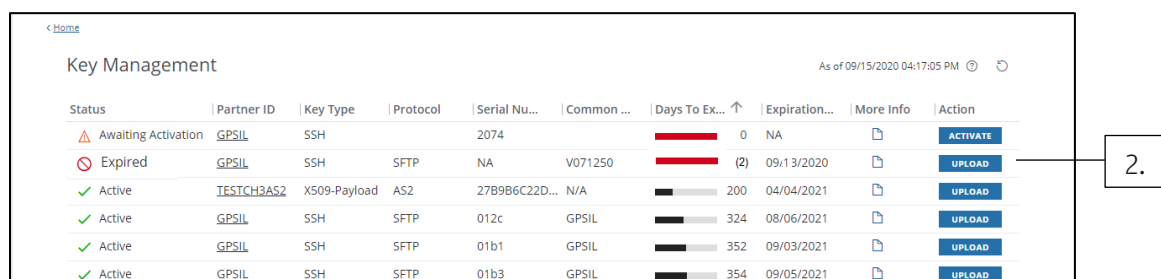
The following key details may display:

- **Fingerprint:** Displays the unique identifier assigned to the key when created.
- **Key Chain:** Displays certificate chain details for SSL keys.
- **Serial Number:** Displays the identifying number of the key.  
This number may be established at the time the key is created—or it may be assigned when the key is installed.
- **Bank Domain:** Displays the address of the Host-to-Host server where the key is installed.
- **Action:** Indicates an action to take.  
Click the button to upload and replace an expiring key or activate a new key that is awaiting activation.

## Upload a key

Upload a new key to replace a soon-to-expire—or expired key.

### 1. Click Go To Key Mgmt in the Key Status widget on the dashboard.

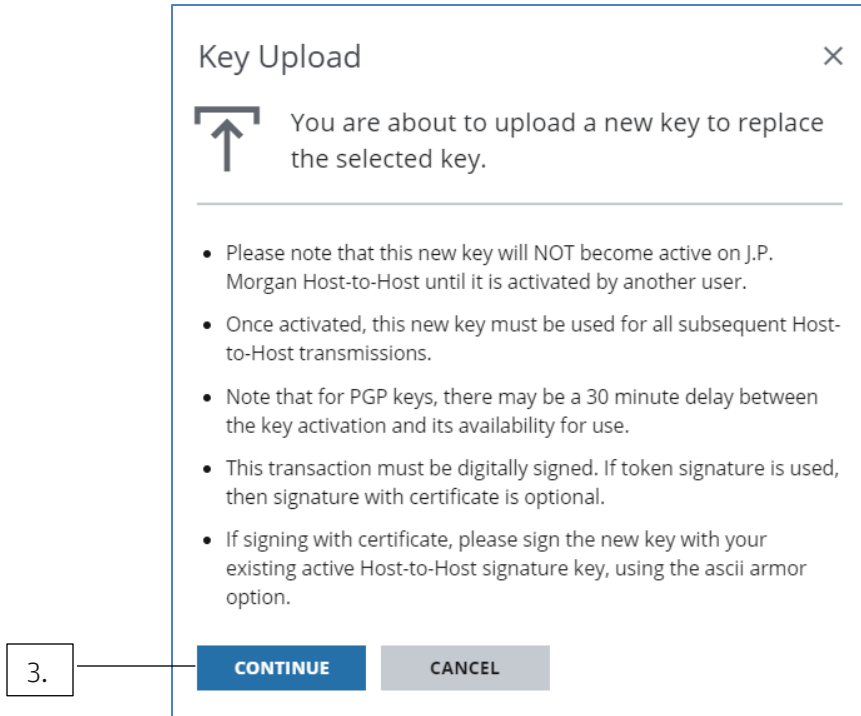


Status	Partner ID	Key Type	Protocol	Serial Nu...	Common ...	Days To Ex... ↑	Expiration...	More Info	Action
⚠ Awaiting Activation	GPSIL	SSH		2074		0	NA	📄	ACTIVATE
🛑 Expired	GPSIL	SSH	SFTP	NA	V071250	(2)	09/13/2020	📄	UPLOAD
✅ Active	TESTCH3AS2	X509-Payload	AS2	27B9B6C22D...	N/A	200	04/04/2021	📄	UPLOAD
✅ Active	GPSIL	SSH	SFTP	012c	GPSIL	324	08/06/2021	📄	UPLOAD
✅ Active	GPSIL	SSH	SFTP	01b1	GPSIL	352	09/03/2021	📄	UPLOAD
✅ Active	GPSIL	SSH	SFTP	01b3	GPSIL	354	09/05/2021	📄	UPLOAD

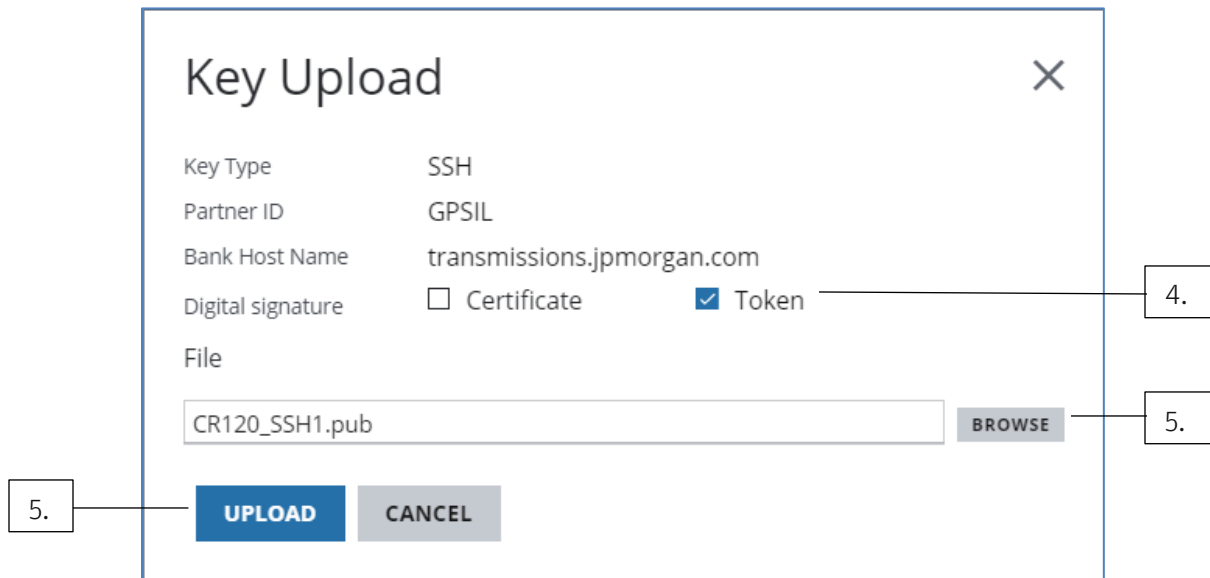
Then follow the steps below.

### 2. Click Upload to replace a key.

Be sure to note the important information that displays in the message box.



### 3. Click Continue.



### 4. Select at least one Digital Signature option.

You must digitally sign the upload transaction.

If you choose Certificate, ensure the new key is digitally signed with your existing, active signature (PGP) key.

The ascii armor option must be used when applying the signature to the file.

#### 4. Click Browse to find and select the replacement key file.

- a. Select an appropriate file type—based on the key type.

Valid key file extensions are:

- SSH: \*.txt \*.pub.
- PGP: \*.txt \*.acs.
- X509-Payload: \*.txt \*.p7b.

#### 5. Click Upload.

If prompted, enter your password and token code.

Once you've uploaded a new key, another user must activate it.

#### Activate a key

Activate a newly uploaded key.

When you upload a new key, another user must activate it.

Once the key is activated, use it for all of your subsequent Host-to-Host transmissions.

The old key will no longer function.

The screenshot shows the 'Key Management' interface. At the top, it says 'As of 09/16/2020 08:49:34 AM'. Below is a table with columns: Status, Partner ID, Key Type, Protocol, Serial Nu..., Common ..., Days To Ex..., Expiration..., More Info, and Action. The first row is highlighted with a red background and has a status of 'Awaiting Activation'. A dialog box titled 'Digital Signature Required' is open in the foreground, with fields for User ID (sbillingshurst), Password (masked with dots), and Token Code (445574). There are 'SUBMIT' and 'CANCEL' buttons at the bottom of the dialog.

Status	Partner ID	Key Type	Protocol	Serial Nu...	Common ...	Days To Ex...	Expiration...	More Info	Action
⚠ Awaiting Activation	GPSIL	SSH		2074		0	NA		ACTIVATE
✓ Active	GPSIL	SSH	SFTP	NA	V071250	6	09/23/2020		UPLOAD
✓ Active	TESTCH3AS2	X509-Payload	AS2	27B9B6C22D...	N/A	199	04/04/2021		UPLOAD
✓ Active	GPSIL	SSH	SFTP	012c	GPSIL	323	08/06/2021		UPLOAD
✓ Active	GPSIL	SSH	SFTP	01b1	GPSIL	351	09/03/2021		UPLOAD
✓ Active	GPSIL	SSH	SFTP	01b3	GPSIL	353	09/05/2021		UPLOAD

**Digital Signature Required**

User ID: sbillingshurst Password: \*\*\*\*\* Token Code: 445574

SUBMIT CANCEL

To activate a newly uploaded key, follow these steps:

#### 1. Click Activate.

#### 2. When prompted, enter your Access password and token code.

#### 3. Click Submit.

Once a PGP key is activated, there may be a 30-minute delay before it's available for use.

## Working with tools and resources

Get key payment and bank information, track Access activity—and maximize your Access experience.

Tools and resources include:

- **Audit & Event Logs:** Customize audit reports to review a history of application activities—and track misuse of the system.
- **Global ACH Audit Log:** View the Global ACH audit log.
- **Bank Lookup:** Find bank identifiers and other beneficiary bank information—for wires and ACH transactions.
- **Branch Lookup:** View key branch information, including bank identifiers, supported payment methods and currencies.
- **Customize My Views and Customize My Views (GACH):** Lets users manage preferences—language, date/time format, time zone and currency format.
- **Download Plug-ins:** Install a variety of plug-ins to use in Access.
- **FX Rates:** View FX rates for specific currencies.
- **Global Cut-off Times:** View critical payment cut-off information for your selected country and branch.
- **Global Holiday Calendar:** View bank holiday information by country and date range.
- **Global Payment Instructions:** Get payment-formatting details for your selected beneficiary country.
- **Mobile:** Register for J.P. Morgan Access® Mobile—and take key cash management actions directly from your device.
- **Payment Tracker:** View updated payment status information for wires initiated in the last 90 days.
- **System Checker:** Check your computer settings to maximize your Access experience.

[Search](#) Search by account, beneficiary and more

[Feedback](#)

[Notifications](#)

[Home](#)

[Donor](#)

[Log Out](#)

[Home](#)
[Payments](#)
[Reports & Statements](#)
[Manager](#)

[Overview](#)
[FAQs](#)
[Help Topics](#)
[Schedule a Webinar](#)
[How-to Videos](#)
[Guides](#)
[What's New](#)
[Tools & Resources](#)

## How can we help?

Enter a keyword, phrase or ask a question...

FAQ by Category

### Frequently Asked Questions

[How do I reset my password? What should I do if I lock myself out?](#)
[How do I submit a reversal for an ACH?](#)
[How do I customize a report?](#)
[How do I make a U.S. ACH payment from a template?](#)
[How do I modify a transaction?](#)
[How do I create a template?](#)

SEE ALL FAQs

Category Cards Component

### Product Categories

<p><b>About the Platform</b></p> <p>View our latest product offerings, updates and more.</p>	<p><b>Checks</b></p> <p>Manage activity, minimize risk and streamline account processes.</p>	<p><b>Liquidity</b></p> <p>View your cash and investment position details.</p>	<p><b>Loans</b></p> <p>Get account balances, create reports and submit payments.</p>
<p><b>Manager</b></p> <p>Create user profiles, add entitlements and set up credentials.</p>	<p><b>Payments</b></p> <p>Create and manage wires, ACH payments and more.</p>	<p><b>Reports &amp; Statements</b></p> <p>Create and manage transaction reports and statements.</p>	<p><b>Virtual Branch</b></p> <p>Get a customizable banking experience online.</p>

Promotional Content

#### 2023 Global Holiday Calendar

Select by country or date range to view global holiday calendar for selected country or currency.

[VIEW NOW](#)

#### What's new?

Our latest releases, help topic updates, tools and more.

[SEE WHAT'S NEW](#)

#### Fraud & Security

Get the tools you need to stay secure online. Get the tools you need to stay secure online.

[CLICK HERE](#)

Tools Listing

### Tools and Resources

<p><b>Global Payment Instructions</b></p> <p>Get details on payment formatting for selected beneficiary countries.</p>	<p><b>Global Cut-off Times</b></p> <p>View critical payment cutoff data for your selected country and branch.</p>
<p><b>Audit &amp; Event Logs</b></p> <p>Customize audit reports to view a history of application activities and track misuse of the system.</p>	<p><b>Payment Tracker</b></p> <p>View updated payment status information for wires initiated in the last 90 days.</p>

SEE MORE

## We're here to help

**Schedule Webinars**

Experience a variety of learning options. Explore our webinars.

**How-to Videos**

Explore quick tips, product overviews and features. Online and ready to view.

**Download Guides**

Can't find the answer you need? Check out our comprehensive guides.

BACK TO TOP

Products & Categories	Learning Options	Tools and Resources	Get In Touch
<a href="#">About the Platform</a>	<a href="#">Download Guide</a>	<a href="#">Audit &amp; Event Logs</a>	<a href="#">Contact Us</a>
<a href="#">Checks</a>	<a href="#">How-to Videos</a>	<a href="#">Bank Lookup</a>	
<a href="#">Liquidity</a>	<a href="#">Schedule a Webinar</a>	<a href="#">Branch Lookup</a>	
<a href="#">Loans</a>		<a href="#">Download Plug-ins</a>	
<a href="#">Manager</a>		<a href="#">Global Cut-off Times</a>	
<a href="#">Payments</a>		<a href="#">Global Holiday Calendar</a>	
<a href="#">Reports &amp; Statements</a>		<a href="#">Global Payment Instructions</a>	
<a href="#">Virtual Branch</a>		<a href="#">Payment Tracker</a>	
		<a href="#">System Checker</a>	
		<a href="#">Country Guides</a>	
		<a href="#">Country Guides</a>	

1b.

1a.

1c.

To select a Tools and Resources option, follow these steps.

### 1. Click **Help** in the header—then take one of the following actions:

In the Tools and Resources section of the page, select an option.

- a. Click **See More** to see the full Tools and Resources list.
- b. Click **About the Platform**—then select an option in the Tools and Resources section of the page.
- c. Click **See More** to see the full Tools and Resources list.

Select an option from the Tools and Resources links at the bottom of the page.

Follow the steps below for your selected tool or resource.

### View and search the Audit & Event Log

Customize audit reports to review a history of application activities—and track misuse of the system.

The Audit & Event Log captures every step in the transaction and template workflow—create, modify, approve, reject, activate, delete, etc. It also captures all activities for Reports, Statements and Loans.

For the below products and applications, the Audit & Event Log only captures the launch step. The log does not capture any actions taken after launching the product or application.

- Manager.
- Checks.
- FX.
- Securities.
- Applications/products under More Services.


The Audit Log Search Results grid includes a maximum of 2000 rows. Each page of the grid displays 50 rows.


Only Security Administrators can view their own activity—and are entitled to audit the transaction activity of other users.





[Help Center](#) > Tools and Resources


## Tools & Resources to Help You Self-Serve



**Audit & Event Logs**  
 Customize audit reports to view a history of application activities and track misuse of the system.



**Bank Lookup**  
 Find bank identifiers and other beneficiary bank information for your wire and ACH transactions.



**Branch Lookup**  
 View key branch information like bank identifiers, supported payment methods, currencies and more.



**Download Plug-ins**  
 Access a variety of plug-ins created to elevate your Access experience.



**FX Rates**  
 View FX rates for desired currencies. Information is subject to market conditions and may change.



**Global Cut-off Times**  
 View critical payment cutoff data for your selected country and branch.


**Global Holiday Calendar**  
 Select the country and date range you need to view your desired bank holiday information.


**Global Payment Instructions**  
 Get details on payment formatting for selected beneficiary countries.


**Mobile**  
 Register for Access mobile. Act on key cash management functions directly from your device.


**Payment Tracker**  
 View updated payment status information for wires initiated in the last 90 days.


**System Checker**  
 Check your system settings against the recommended Access system settings.

To customize and view the Audit & Event log, follow these steps:

### 1. Click Audit & Event Logs on the Tools and Resources page.

To view the complete Tools and Resources list, refer to [Working with tools and resources](#).

Filters

Date  
Last 7 days

Category  
All

Type  
All

Activity Details  
All

APPLY FILTER CLEAR FILTER

< Home

### Audit Log Search Results

Date	Category	Type	Event Details	Details
01/08/2021 09:30 HST	Tools	View Display and Print Settings		
01/08/2021 09:30 HST	User Session	Log on		
01/08/2021 09:30 HST	Tools	Update Landing Page Settings	Home	<a href="#">View</a>
01/08/2021 09:30 HST	Tools	View Display and Print Settings		
01/08/2021 09:29 HST	Analytics	Dashboard	Launch Analytics CB	<a href="#">View</a>
01/08/2021 09:28 HST	Global Navigation	Reports & Statements	Statements - Bank	
01/08/2021 09:27 HST	Statements	Execute Search	US Bank	<a href="#">View</a>
01/08/2021 09:27 HST	Analytics	Reports and	View Bank	<a href="#">View</a>

Items 1 - 50 of 395  
Last refreshed: 01/11/2021 09:17

Customer	User	Date	Category	Type
AUTOAL01	AUTOALCB1	01/08/2021 09:30 HST	Tools	Update Landing Page Settings

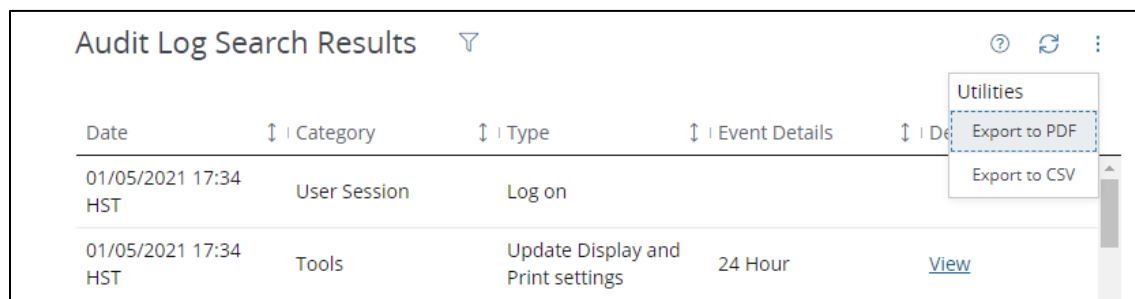
Name	Value
Global Navigation New Starting Page	Home
Global Navigation New Starting Page Layout	Dashboard
Global Navigation Old Starting Page	Home
Global Navigation Old Starting Page Layout	Cash Position

Take these actions, as needed:

- To view event details, click **View**.  
Details display in a grid below the results table.
- To filter results, click the dropdown arrow for any of the following criteria—then select an option from the menu.
  - Date:** Options displayed are—Today, Yesterday, Last Month, Date Range, Specific Date.
  - Category:** Options displayed include entitled products—and common services, such as Tools and Notifications.
  - Type:** Options displayed depend on the category selected.
  - Activity:** Options displayed depend on the type selected.

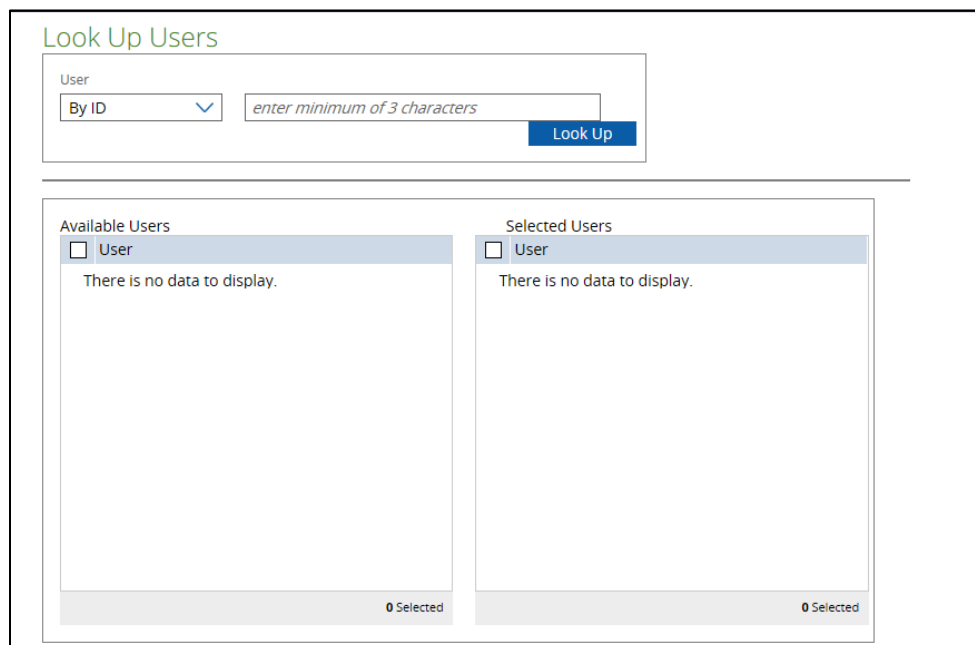
Once you've made your selections, click **Apply Filter**.

- To download the log, click the Utilities menu—then select **Export to PDF** or **Export to CSV**.



Date	Category	Type	Event Details	Duration	Actions
01/05/2021 17:34 HST	User Session	Log on			
01/05/2021 17:34 HST	Tools	Update Display and Print settings	24 Hour		<a href="#">View</a>

- To search by user (Security Administrators only):
  - Select **Edit** in the Filters panel.



### Look Up Users

User

By ID  [Look Up](#)

Available Users

☐ User

There is no data to display.

0 Selected

Selected Users

☐ User

There is no data to display.

0 Selected












- b. Click the User dropdown arrow—then select one of the following options:
  - By ID.
  - J.P. Morgan.
  - By Last Name.
  - All Users.
- c. Enter at least three characters in the search criteria field—then click Look Up.  
A list of names displays in the Available Users pane.
- To select users:
  - a. Select the user name(s) from Available Users—then click the right arrow.  
The users you selected will be moved to Selected Users.
  - b. Select Apply—or use the filter options to refine your search.

## Use Bank Lookup

Find bank identifiers and other beneficiary bank information—for wires and ACH transactions.

[Help Center](#) > [Tools and Resources](#)

### Tools & Resources to Help You Self-Serve

 <b>Audit &amp; Event Logs</b> Customize audit reports to view a history of application activities and track misuse of the system.	 <b>Bank Lookup</b> Find bank identifiers and other beneficiary bank information for your wire and ACH transactions.
 <b>Branch Lookup</b> View key branch information like bank identifiers, supported payment methods, currencies and more.	 <b>Download Plug-ins</b> Access a variety of plug-ins created to elevate your Access experience.
 <b>FX Rates</b> View FX rates for desired currencies. Information is subject to market conditions and may change.	 <b>Global Cut-off Times</b> View critical payment cutoff data for your selected country and branch.
 <b>Global Holiday Calendar</b> Select the country and date range you need to view your desired bank holiday information.	 <b>Global Payment Instructions</b> Get details on payment formatting for selected beneficiary countries.
 <b>Mobile</b> Register for Access mobile. Act on key cash management functions directly from your device.	 <b>Payment Tracker</b> View updated payment status information for wires initiated in the last 90 days.
 <b>System Checker</b> Check your system settings against the recommended Access system settings.	

### 1. Click Bank Lookup on the Tools and Resources page.

To view the complete Tools and Resources list, refer to [Working with tools and resources](#).

The screenshot shows the 'Bank Lookup' interface. On the left is a 'Filters and Views' sidebar with the following fields: Transaction Method (set to WIRE), Search By (set to CONTAINS), Bank Name, Bank ID Type (set to CHIPS Universal Identifier), Bank Value, Address1, Address2, City, State/Province, Zip/Postal Code, and Country (set to Select Country). Callout 2 points to the filter sidebar. Callout 3 points to the 'APPLY' button at the bottom of the sidebar. The main area displays a table of bank results with columns: Bank Name, Location, Country, Local Routing Code, SWIFT ID, and Details. The table lists several banks, including ABC INTERNATIONAL BANK PLC, ABHYUDAYA CO-OPERATIVE BANK LTD., ABN AMRO BANK, and ABN AMRO BANK N.V. HEAD OFFICE. Below the table, a detailed view for 'ABHYUDAYA CO-OPERATIVE BANK LTD.' is shown, including its Bank Identifiers (Swift ID: ACBLINBB, CHIPS Universal Identifier: 430100), Address (GURUKRUPA CHS LTD., OPP. PLAZA, CINW N C KELKAR ROAD), and a note about eligibility for USD Book Transfer from US Accounts (No). A search icon and 'Cha' are visible in the bottom right corner of the main area.

## 2. Use filters to search for banks.

Common search criteria are Method, Bank Name, Bank ID Type and Country.

## 3. Click Apply once you've selected your criteria.

## 4. Click View for a selected bank to see details.

A window displays under the list. Bank details include the following:

- Bank identifiers.
- Bank Address(es).
- Intermediary Banks (if Wires is the selected method).
- Eligibility for U.S. book transfers.

Book transfers can be processed later than transactions using Fed or CHIP bank ID types—and may be priced lower than other transactions.

## Lookup Branch Information

View key branch information, including bank identifiers, supported payment methods and currencies, and holiday calendars.

### Tools & Resources to Help You Self-Serve

#### Audit & Event Logs

Customize audit reports to view a history of application activities and track misuse of the system.

#### Branch Lookup

View key branch information like bank identifiers, supported payment methods, currencies and more.

#### FX Rates

View FX rates for desired currencies. Information is subject to market conditions and may change.

#### Global Holiday Calendar

Select the country and date range you need to view your desired bank holiday information.

#### Mobile

Register for Access mobile. Act on key cash management functions directly from your device.

#### System Checker

Check your system settings against the recommended Access system settings.

#### Bank Lookup

Find bank identifiers and other beneficiary bank information for your wire and ACH transactions.

#### Download Plug-ins

Access a variety of plug-ins created to elevate your Access experience.

#### Global Cut-off Times

View critical payment cutoff data for your selected country and branch.

#### Global Payment Instructions

Get details on payment formatting for selected beneficiary countries.

#### Payment Tracker

View updated payment status information for wires initiated in the last 90 days.

## 1. Click Branch Lookup on the Tools and Resources page.

To view the complete Tools and Resources list, refer to **Working with tools and resources**.

### Branch Lookup

Lookup up key branch information such as bank identifiers, supported payment methods currencies and more.

#### Show me branch details

##### By country and location

Beneficiary Bank Country  
ARGENTINA

SUBMIT

Bank Branch

JPMORGAN CHASE BANK, N.A. - BUENOS AIRES BRANCH

## 2. Begin typing the country name in the Beneficiary Bank Country field to display the dropdown menu—then select a country.

### 3. Click the **Bank Branch** field to display the dropdown menu—then select a branch.

### 4. Click **Submit**.












## Download plug-ins

View and install plug-ins to use in Access.

The Download Plug-in page displays detailed descriptions of plug-in features and functionality.

[Help Center](#) > [Tools and Resources](#)

### Tools & Resources to Help You Self-Serve

 <b>Audit &amp; Event Logs</b> Customize audit reports to view a history of application activities and track misuse of the system.	 <b>Bank Lookup</b> Find bank identifiers and other beneficiary bank information for your wire and ACH transactions.
 <b>Branch Lookup</b> View key branch information like bank identifiers, supported payment methods, currencies and more.	 <b>Download Plug-ins</b> Access a variety of plug-ins created to elevate your Access experience.
 <b>FX Rates</b> View FX rates for desired currencies. Information is subject to market conditions and may change.	 <b>Global Cut-off Times</b> View critical payment cutoff data for your selected country and branch.
 <b>Global Holiday Calendar</b> Select the country and date range you need to view your desired bank holiday information.	 <b>Global Payment Instructions</b> Get details on payment formatting for selected beneficiary countries.
 <b>Mobile</b> Register for Access mobile. Act on key cash management functions directly from your device.	 <b>Payment Tracker</b> View updated payment status information for wires initiated in the last 90 days.
 <b>System Checker</b> Check your system settings against the recommended Access system settings.	

To view and install the available plug-ins, follow these steps.

### 1. Click **Download Plug-ins** on the **Tools and Resources** page.

To view the complete Tools and Resources list, refer to **Working with tools and resources**.

Download Plugins

Adobe Reader		
	v2015.008.20082 Adobe Systems, Inc. File Size: 124.22 MB	The Adobe® Reader® lets you view, navigate, and browse PDF files inside a Web browser or in a standalone viewer. Many J.P. Morgan Access reporting products require this plug-in for viewing and printing reports. Please download an updated version of Adobe Reader by visiting: <a href="http://get.adobe.com/reader">http://get.adobe.com/reader</a>
<a href="#">Download</a>		

Arial Unicode MS Font		
	v1.01 The Monotype Corporation File Size: 14.4 MB Date Posted: 03/23/2013	The Arial Unicode MS font allows the display of characters in most languages. J.P. Morgan Access Reporting products require this font in order to properly view and print reports. For more information on installing Arial Unicode, please refer to the <a href="#">Installation Guide</a> .
<a href="#">Download</a>		

JAVA Plug-In		
	v1.8.0.111 Oracle File Size: 60 MB Date Posted: 11/9/2016	The Oracle® Java® plug-in software is a component of the Java Runtime Environment (JRE). The JRE allows applets written in the Java programming language to run inside various browsers. J.P. Morgan Access applets are mini-programs, written in the Java language, and specifically designed to run with higher security levels. Using this plug-in will provide additional technical features beyond those of the browser. Access Online no longer requires Java. For Saudi Arabia Online and Host-to-Host Online (legacy) applications, we support version 1.8 updates 11-111.
<a href="#">Download</a>		

Access Insight		
	Version 6.24 File Size: 73.2 MB Date Posted: 12/14/20	Access Insight provides you with a tool to automatically create an intraday cash position using an Excel spreadsheet to assist in managing your cashflow.
<a href="#">Download</a>		

Access Insight API		
	Version 1.4.4 File Size: 69 MB Date Posted: 10/12/20	Kick-start your digital transformation with J.P. Morgan Treasury Services and MS Excel together as an API-powered platform for real-time, on-demand bank data through a low-impact installation and activation across your company. <i>What is the Access Insight API?</i> Insight API installs into Microsoft Excel and uses your Access Online credentials to connect with J.P. Morgan Treasury Service APIs to immediately display real-time, on-demand data. The tool comes with pre-configured Excel files that provide bank reporting, payment tracking and user management Treasury solutions, all in Excel.
<a href="#">Download</a>		

**Speak with your Sales team for pricing and activation.**

2.

**2. To install an individual plug-in, click Download.**

## Set up Access Mobile












Register a device for Access Mobile—if you're entitled.

Use Access Mobile to manage accounts, payments, Global Trade transactions and more—all from your mobile device or tablet.

Your Security Administrator must enable your company and give you permission before you can use Access Mobile. Contact your Security Administrator for more information.

If you are enrolled in Access Mobile, follow these steps to register your device:

### Tools & Resources to Help You Self-Serve

 <b>Audit &amp; Event Logs</b> Customize audit reports to view a history of application activities and track misuse of the system.	 <b>Bank Lookup</b> Find bank identifiers and other beneficiary bank information for your wire and ACH transactions.
 <b>Branch Lookup</b> View key branch information like bank identifiers, supported payment methods, currencies and more.	 <b>Download Plug-ins</b> Access a variety of plug-ins created to elevate your Access experience.
 <b>FX Rates</b> View FX rates for desired currencies. Information is subject to market conditions and may change.	 <b>Global Cut-off Times</b> View critical payment cutoff data for your selected country and branch.
 <b>Global Holiday Calendar</b> Select the country and date range you need to view your desired bank holiday information.	 <b>Global Payment Instructions</b> Get details on payment formatting for selected beneficiary countries.
 <b>Mobile</b> Register for Access mobile. Act on key cash management functions directly from your device.	 <b>Payment Tracker</b> View updated payment status information for wires initiated in the last 90 days.
 <b>System Checker</b> Check your system settings against the recommended Access system settings.	

### 1. Click Mobile on the Tools and Resources page.

To view the complete Tools and Resources list, refer to **Working with tools and resources**.

### About J.P. Morgan Access® Mobile

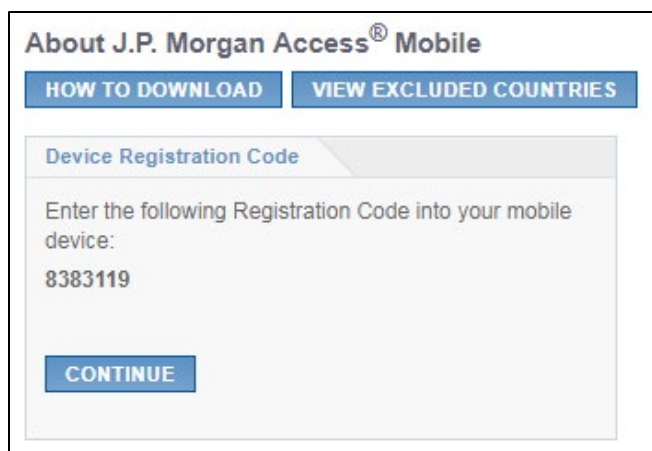
[HOW TO DOWNLOAD](#)
[VIEW EXCLUDED COUNTRIES](#)

Once you have downloaded the application from either the Apple App Store or Android Google Play, click "Generate Registration Code".

[GENERATE REGISTRATION CODE](#)

### 2. Click Generate Registration Code.





The screenshot shows a web interface for J.P. Morgan Access Mobile. At the top, the title "About J.P. Morgan Access® Mobile" is displayed. Below the title are two blue buttons: "HOW TO DOWNLOAD" and "VIEW EXCLUDED COUNTRIES". The main content area is titled "Device Registration Code" and contains the instruction "Enter the following Registration Code into your mobile device:". Below this instruction, the registration code "8383119" is displayed in a bold font. At the bottom of the registration code section is a blue button labeled "CONTINUE".


The registration code is displayed, with instructions to enter it in your mobile device.


Refer to the Access Mobile Quick Start Guide in Access Support Help for instructions on entering the registration code in your device—and to get started using Access Mobile.


## Check your computer settings


Maximize your Access experience—or find solutions to issues you may encounter.


### Tools & Resources to Help You Self-Serve


 **Audit & Event Logs**  
Customize audit reports to view a history of application activities and track misuse of the system.


 **Branch Lookup**  
View key branch information like bank identifiers, supported payment methods, currencies and more.


 **FX Rates**  
View FX rates for desired currencies. Information is subject to market conditions and may change.


 **Global Holiday Calendar**  
Select the country and date range you need to view your desired bank holiday information.


 **Mobile**  
Register for Access mobile. Act on key cash management functions directly from your device.


 **System Checker**  
Check your system settings against the recommended Access system settings.

 **Bank Lookup**  
Find bank identifiers and other beneficiary bank information for your wire and ACH transactions.

 **Download Plug-ins**  
Access a variety of plug-ins created to elevate your Access experience.

 **Global Cut-off Times**  
View critical payment cutoff data for your selected country and branch.

 **Global Payment Instructions**  
Get details on payment formatting for selected beneficiary countries.

 **Payment Tracker**  
View updated payment status information for wires initiated in the last 90 days.

To check your computer settings, follow these steps:

### 1. Click System Checker on the Tools and Resources page.

To view the complete Tools and Resources list, refer to [Working with tools and resources](#).

### J.P.Morgan Access System Check

In order to check your computer settings we will need permission to access information such as the current web browser settings, your Java settings or screen resolution. This information will provide you with the critical information needed in order to determine possible ways for you to maximize your J.P.Morgan Access experience, or to help you with possible solutions for issues you may encounter.

All information gathered during this process will be kept confidential and will never be shared with anyone without your permission. Additionally, all information shall be treated according to the J.P.Morgan Access Terms and Conditions Contract.

CHECK SETTINGS

### 2. Click Check Settings.

An analysis of your system displays—noting if your system component and settings meet Access requirements.

## J.P.Morgan Access System Check

Components	Your System Settings	Status	J.P.Morgan Access Requirements
Operating System	Windows 10	✓ Meets Requirements	Windows® 7 Windows® 8.1* Windows® 10* Apple macOS® 10.15 (Catalina)
Screen Resolution	1366 x 768 resolution, 32-bit	✓ Meets Requirements	1024 x 768 resolution, 16-bit or 32-bit, 1280 x 1024 resolution, 16-bit or 32-bit, 1366 x 768 resolution, 16-bit or 32-bit, 1440 x 900 resolution, 16-bit or 32-bit, 1600 x 900 resolution, 16-bit or 32-bit,

[CHECK SETTINGS AGAIN](#)

## Check global cut-off times

Find local cut-off times for supported currencies.

**J.P.Morgan Access** Search  Search by account, beneficiary and more

Home Payments Reports & Statements Manager

Overview FAQs Help Topics Schedule a Webinar How to Videos Guides What's New Tools & Resources

### 2023 Global Holiday Calendar

Select by country or date range to view global holiday calendar for selected country or currency.

[VIEW NOW](#)

### Whats new?

Our latest releases, help topic updates, tools and more.

[SEE WHAT'S NEW](#)

### Fraud & Security

Get the tools you need to stay secure online. Get the tools you need to stay secure online.

[CLICK HERE](#)

Tools Listing

## Tools and Resources

**Global Payment Instructions**

Get details on payment formatting for selected beneficiary countries.

**Global Cut-off Times**

View critical payment cutoff data for your selected country and branch.

**Audit & Event Logs**

Customize audit reports to view a history of application activities and track misuse of the system.

**Payment Tracker**

View updated payment status information for wires initiated in the last 90 days.

[SEE MORE](#)

Follow these steps:

**1. Click Help—then select Global Cut-off Times in the Tools and Resources section.**

### Payment Cut-off times

View critical payment cut-off data for your selected country and branch.

**I want to send or receive money**

**From**

Debit Bank Country	Debit Bank Branch	Payment Method	Payment Curre...
CANADA	JPMORGAN CHASE BANK, N.A. - TORO	WIRE	CANADIAN DOI

**SUBMIT**

**2. Position your cursor in each of the following fields to display the corresponding dropdown menu—then select an option.**

- Debit Bank Country.
- Debit Bank Branch (for J.P. Morgan branches).
- Payment Method.
- Payment Currency.

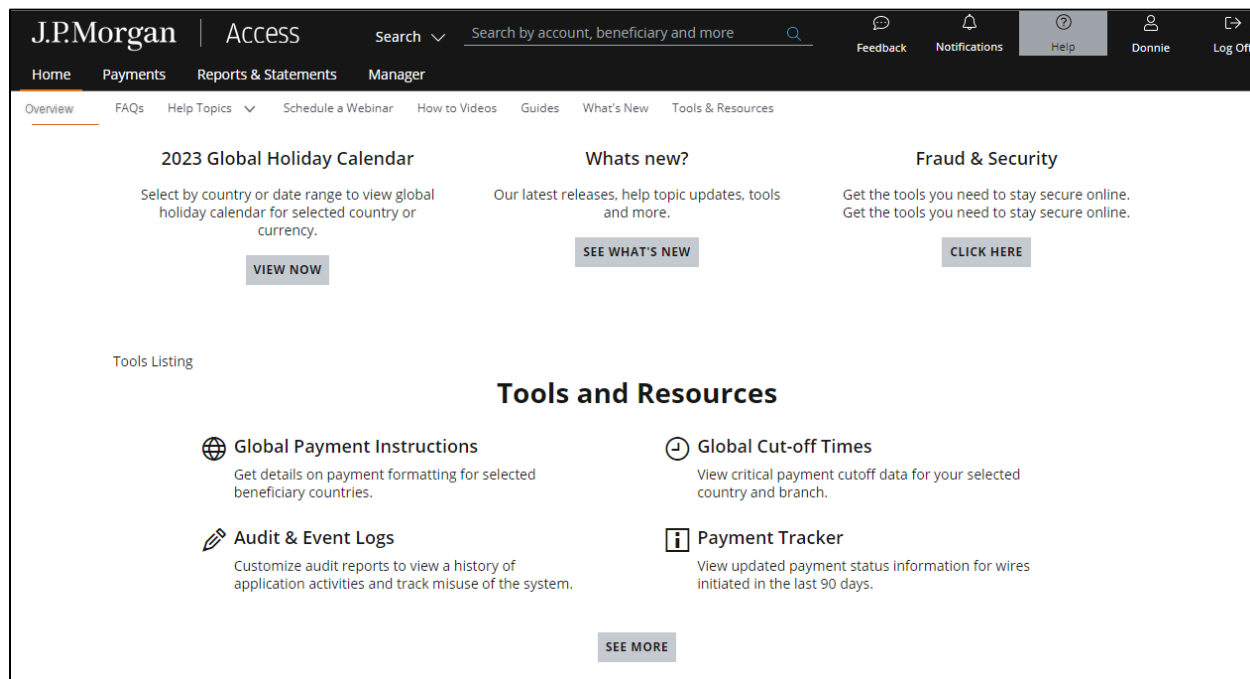
**3. Click Submit.**

A page displays, showing the following information:

- Cut-off times for same-currency transactions for the selected currency.
- Value dates for same-currency transactions for the selected currency.
- FX cut-off times for the selected currency.
- FX value dates for the selected currency.

## Global payment instructions

Get detailed payment formatting information by country.



To find detailed payment formatting information, follow these steps:

### 1. Click Help—then select Global Payment Instructions in the Tools and Resources section.

The screenshot shows the 'Global Payment Instructions' tool interface. It features a title 'Global Payment Instructions' and a description: 'Our Global Payment Instructions tool will provide you with all the mandatory and recommended information you need to enter when creating your payments via Access Online, Host-to-Host, SWIFT, etc. To begin, tell us more about where you are initiating the transaction, the beneficiary country and currency to be used.' Below this is a section titled 'I want to send money' with three input fields: 'From' (Originating Country: BRAZIL), 'To' (Beneficiary Country: UNITED KINGDOM), and 'Payment Currency' (BRAZILIAN REAL). A 'SUBMIT' button is located at the bottom left of the form.

### 2. Position your cursor in each of the following fields to display the corresponding dropdown menus—then select an option.

- Originating Country.
- Beneficiary Country.
- Payment Currency.

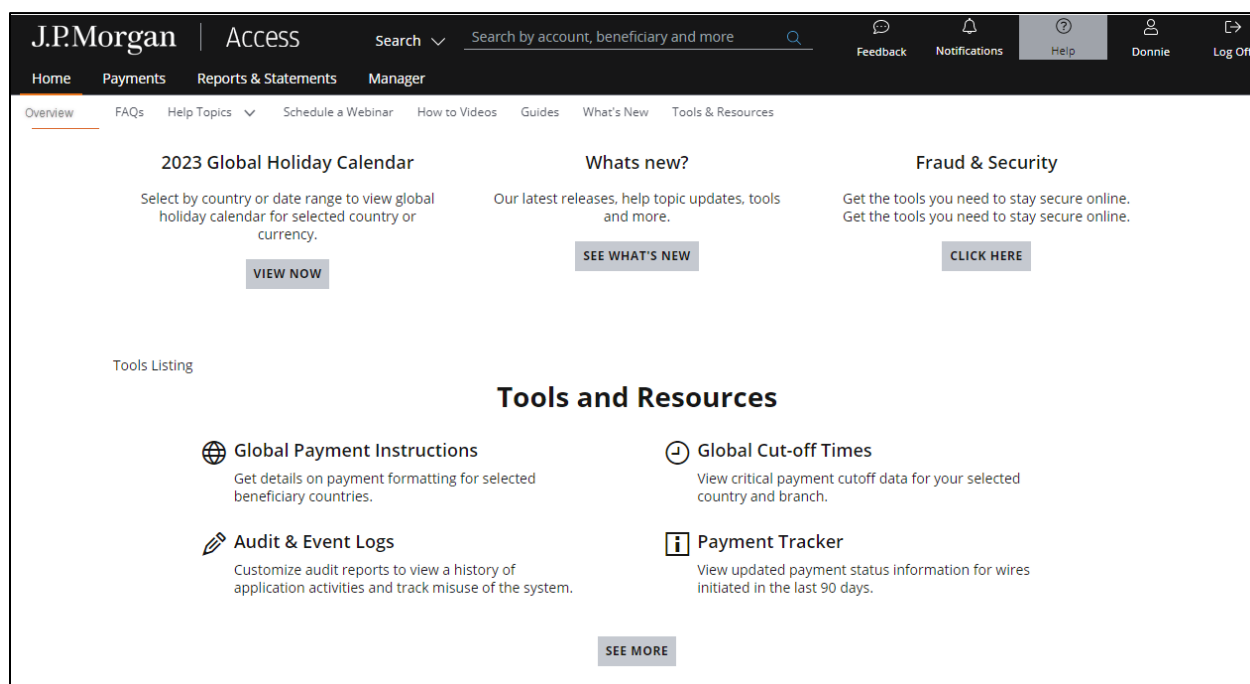
### 3. Click Submit.

The following information displays depending on your selections:

- Country Code.
- Central Bank Website.
- Currency and Clearing Information.
- Payment Requirements/Restrictions.
- Local Account Information.
- Additional Documentation.
- Local Clearing routing and reference information by payment method.
- Non-FX cross-border routing and reference information by payment method.
- FX cross-border routing and reference information by payment method.

### Track wire payments

View updated payment status information for wires initiated in the last 90 days.



1. Click Help—then select Payment Tracker in the Tools and Resources section.

2. Enter the following payment details.

- Payment reference number.

- Value date.
- Amount.
- Currency.

### 3. Click Search.

The latest status of the searched payment and the JPM Reference Number displays—with end-to-end SWIFT statuses for wire payments, when available.

## Discover learning options

Learn more about certain Access products and functions.

There are two types of learning options available:

- Webinars: Live, facilitator-led web conferences.
- How-to videos: Brief overviews of selected topics.

## Schedule webinars

The screenshot displays the J.P. Morgan Access web application. The top navigation bar includes the J.P. Morgan logo, 'Access', a search bar, and links for Feedback, Notifications, Help, Donnie, and Log Off. Below this is a secondary navigation bar with links for Home, Payments, Reports & Statements, and Manager. The main content area is titled 'Tools and Resources' and features four cards: 'Global Payment Instructions', 'Global Cut-off Times', 'Audit & Event Logs', and 'Payment Tracker'. A 'SEE MORE' button is located below these cards. At the bottom, a dark blue section titled 'We're here to help' contains three cards: 'Schedule Webinars', 'How-to Videos', and 'Download Guides'. A 'BACK TO TOP' button is in the bottom right corner.

### 1. Click Help—then select Schedule a Webinar in the We're here to help section.

## 2. Click Register for a webinar you want to schedule.

Webinars are available for the following products:

- ACH payments.
- Wire payments.
- Administration/Manager.
- Checks.
- Cyber fraud and secure online banking.
- Reports.
- Statements.
- Remote capture.
- Transaction Services ACH.
- Transaction Services Wires.
- Receivables Online.



## Register for Webinar

### ACH Payments

Learn about ACH features and functions in this popular session. See how to originate and manage ACH transactions for a wide range of applications, quick entry, free from and templates. Plus, get an overview on importing NACHA files, and securely approving and releasing payments and ACH Reports.

\*All Fields are mandatory

#### Webinar Details

Date/Time  
2021-06-03 08:30

Language  
English

#### Attendee Details

##### Attendee 1

First Name Access	Last Name Litee
Work Email analytics_dashboard@restricted.chase.com	Confirm Work Email
Phone Number 9898989898	Company Name UNITED HEALTH CARE INSURANCE COUNITED HEALTH CAR

+ ADD ANOTHER ATTENDEE

SUBMIT

CANCEL

3. Click the Date/Time dropdown arrow—then select an option.

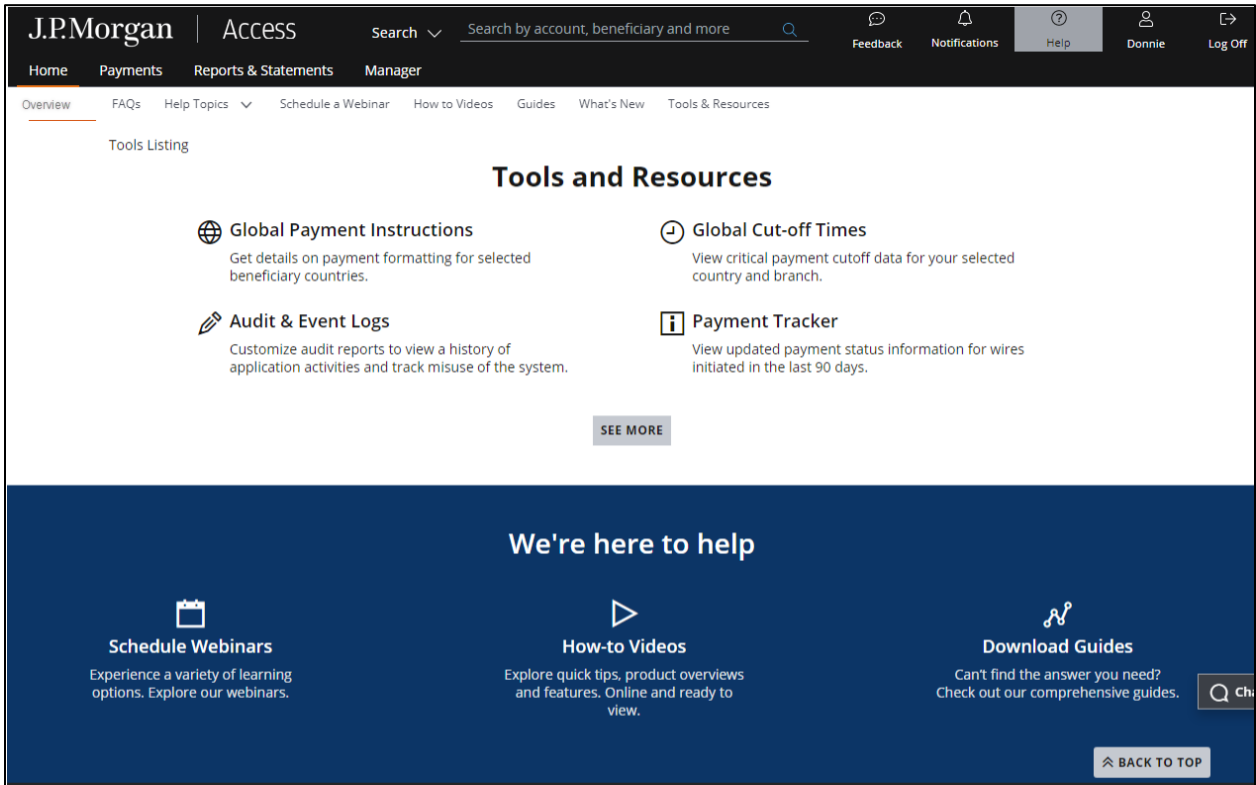
4. Enter the Attendee Details information.

5. Click the + sign to add another attendee, if needed.

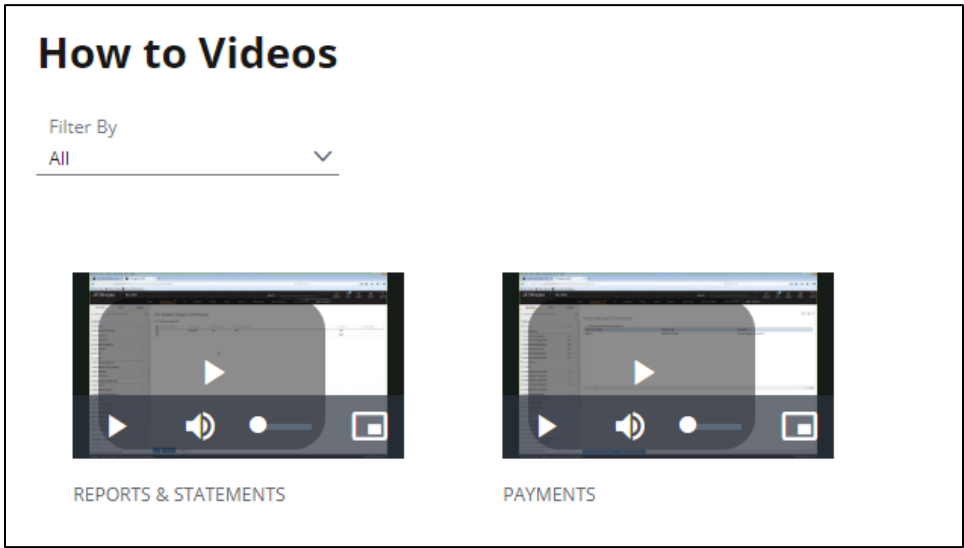
6. Click Submit.

A confirmation message displays.

View how-to videos



1. Click Help from the header—then select How-to Videos in the We’re here to help section.

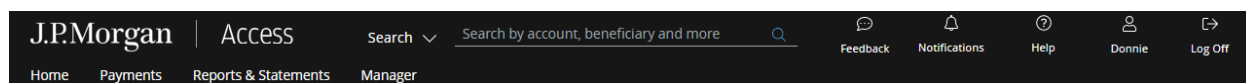


2. Click the video you want to view.
- a. To filter available videos by product, click the Filter By dropdown arrow—then select a product.

## Search Access

Run simple or detailed searches to find completed transactions, payments, accounts, templates—and to find Support.

### Get familiar with Global Search



The Access Global Search function is a traditional Web-based search engine.

Search with any term related to the information you're looking for. For example:

- Looking for a posted transaction? Enter a dollar amount, account number or transaction method.
- Need to find payment information? Enter amounts and accounts—and beneficiary and template names.

The Global Search feature returns the results that best match your query. Your results display in the tabs. Narrow your search results further using filters, if needed.

You also can use the Global Search function to:

- Search all originated or received wire payments—whether originated in Access or through another channel.

Then view payment search results from origination through the entire J.P. Morgan payment processing system—including updates for intermediary banks if your wire transaction uses the SWIFT messaging network.

- Conduct detailed searches directly from Search result tabs.

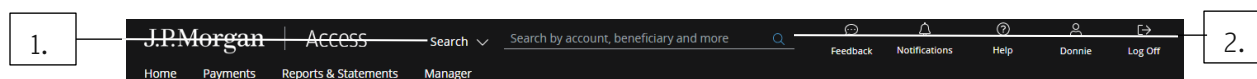
The tabs and search options depend on your entitlements.

### Run a search

There are three types of searches.

- Simple search—when you're sure of the search term or key word.
- Suggestive search—when you're not sure of the search term.
- Targeted search—when you know the search term and search area.

### Run a simple search



Follow these steps.

## 1. Enter the search term or key word in the header Search bar.

## 2. Click the magnifying glass—or hit Enter on your keyboard.

A results page displays—listing records that contain your search term.

The records are grouped in tabs.

3.

4.

Account Name	Account	Bank ID	Transaction Date	Value Date	Description	Credit Amount	Debit Amount	CCY	Customer Reference	Bank Reference
Account...	000000...	021000...	02/26/2...	02/26/2...	INBND ...	17,763.99		USD	TREASO...	363190...
Account...	000000...	021000...	05/31/2...	05/31/2...	REAL TI...	29.09		USD	G1235...	000221...
Account...	000000...	021000...	05/31/2...	05/31/2...	REAL TI...	29.09		USD	G1235...	000223...
Account...	000000...	021000...	02/26/2...	02/26/2...	INBND ...	6,825.00		USD	O/B CE...	041290...
Account...	000000...	021000...	02/26/2...	02/26/2...	INBND ...	12,000.00		USD	TS INT R...	213810...
Account...	000000...	021000...	02/26/2...	02/26/2...	INBND ...	3,371.77		USD	O/B AM...	095200...
Account...	000000...	021000...	02/26/2...	02/26/2...	INBND ...	5,995.00		USD	O/B STA...	305930...

## 3. Click the appropriate tab.

## 4. Refine your search results using the filter options.

### Run a suggestive search

Follow these steps:

## 1. Start entering a search term in the header Search bar.

As you key in characters, a dropdown menu displays listing suggestions.

## 2. Select the suggestion that shows the full search term you're looking for.

A results page displays—listing records that match your full search term.

The records are grouped in tabs.

The screenshot shows a web interface for J.P. Morgan Access. On the left, a 'Filters' panel is open, showing options for 'Date' (set to 'Any') and 'Amount' (From 0.00 to 112,250,000.00). Below these, a list of transaction methods is shown, including 'BOOK TRANSFERS (326)', 'ADJUSTMENT (37)', 'INVESTMENT SERVICES (29)', 'OTHER FUNDS TRANSFERS (15)', 'FED WIRE TRANSFERS (6)', and 'MISCELLANEOUS (2)'. The main content area displays '415 results for Create'. At the top of this area are several tabs: 'Completed Transactions (415)', 'Payments / Receipts (3341)', 'Templates (0)', 'Accounts (0)', 'Inquiries (0)', and 'Support (241)'. The 'Completed Transactions' tab is selected. Below the tabs is a table with columns: Account Name, Account, Bank ID, Transaction Date, Value Date, Description, Credit Amount, Debit Amount, CCY, Custom er Referen ce, and Bank Referen ce. The table contains several rows of transaction data, including entries for 'INBND ...' and 'REAL TI...'. The interface includes various icons for filtering and sorting.

### 3. Click the appropriate tab.

### 4. Refine your search results using the filter options.

#### Speed your search

Use the common words below as search terms.

- Today: To search for today's activity, type "today" followed by an activity.  
Example: "today's wires".
- Yesterday: To search for yesterday's activity, type "yesterday" followed by an activity.  
Example: "yesterday's checks".
- This Week: To search for this week's activity, type "this week" followed by an activity.  
Example: "this week's checks".
- This Month: To search for this month's activity, type "this month" followed by an activity.  
Example: "this month's checks".
- Last Week: To search for last week's activity, type "last week" followed by an activity.  
Example: "last week's checks".
- Last Month: To search for last month's activity, type "last month" followed by an activity.  
Example: "last month's checks."

#### Search for payment navigation shortcuts

Use Search to go directly to the Create Transactions or Templates page.

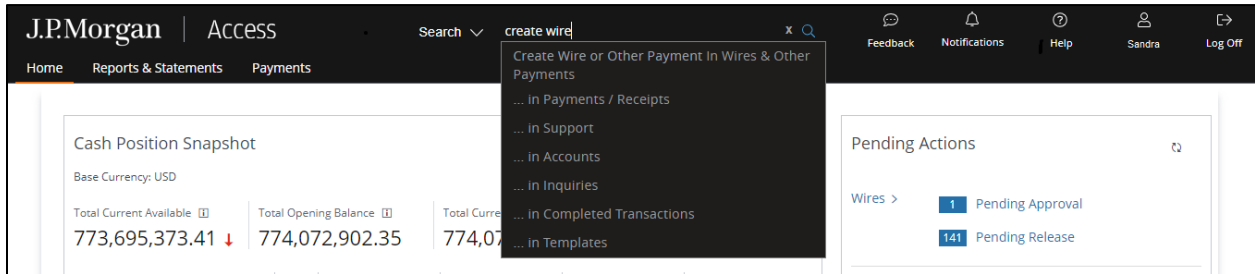
## Create transactions

To make a free-from wire payment, follow these steps.

### 1. Enter a keyword in the header Search bar.

For example: “Create Wire”.

As you key in characters, a dropdown menu displays.



### 2. Select Create Wire or Other Payment.

The Create Transaction page displays.

### 3. Enter information as needed—then click Submit.

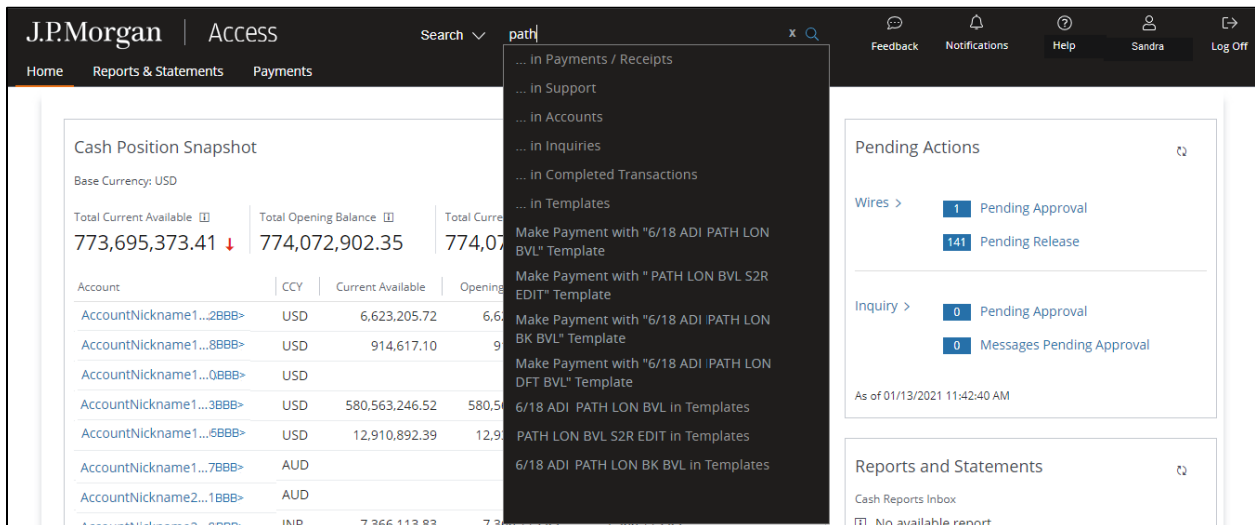
## Create a payment using a template

To create a payment from a template, follow these steps.

### 1. Start typing the template name in the header Search bar.

As you key in characters, a dropdown menu displays.

Keep typing until you see the option “Make Payment with <full template name> Template.”



## 2. Select Make Payment with <full template name> Template from the dropdown menu.

The Create Transaction page displays—populated with the template information.

## 3. Review and update information as needed—then click Submit.

### Search completed transactions

Search for completed transactions.

One of the easiest ways to search is by amount and account. The search period is determined by the transaction history retention period for your accounts—45 days, 90 days, 1 year or 2 years.

You can search all Access-originated and non-Access originated and received wire payments for the past year.

The screenshot shows the J.P. Morgan Access interface. At the top, there's a search bar with the text "1000.00 6717". Below the search bar, there are tabs for "Completed Transactions (3538)", "Payments / Receipts (12618)", "Templates (1)", "Accounts (1)", "Inquiries (2)", and "Support (0)". The "Completed Transactions (3538)" tab is selected. Below the tabs, there's a table with columns: Account Name, Account, Bank ID, Transaction Date, Value Date, Description, Credit Amount, Debit Amount, CCY, Custom er Referen ce, and Bank Referen ce. The table displays several rows of transaction data. On the left side, there's a "Filters" panel with options for Date, Amount, and Method. The "Method" dropdown is open, showing a list of transaction types like "OTHER FUNDS TRANSFERS (3334)", "BOOK TRANSFERS (104)", "CHECKS (30)", "LETTER OF CREDIT (19)", "INVESTMENT SERVICES (12)", "ADJUSTMENT (10)", "FEE OR CHARGE (10)", and "AUTOMATED CLEARING HOUSE (ACH)".

## 1. To start a search, enter one of the following parameters in the Search bar:

- Enter the full transaction amount—including digits after the decimal place.

Or

- Enter the last four digits of the account number and a space—then the full amount.

## 2. Press the Enter key.

The search results page displays.

The transactions that match your entry are displayed in order—from best match to next-best.

Use the options in the filter panel to pinpoint the precise transaction(s) you need.

## 3. To view additional information about a completed transaction, select the transaction—then click View Details.

**Other search combinations**

Use a single value—or any combination of values below—to search completed transactions.

Be sure to use spaces between values.

- Account Number.
- Account Name.
- Bank ID.
- Transaction Description.
- Amount.
- Currency.
- Customer Reference.
- Bank Reference.

**Search payments**

Search payments and receipts by amount and account number—and by beneficiary name.

Search all originated and received wire payments for the past year—whether the payment originated in Access or another channel. Then, track searched-for payments from origination through processing—both within the J.P. Morgan payment systems and into the SWIFT clearing network.

Refer to **Track Access-originated and non-Access-originated Wires** for more information on statuses.

Search Access-originated ACH Payments initiated within the past 63 days from the current date. Search wires originated in Access or another channel that were initiated and received within the past year.



The screenshot displays the J.P. Morgan Access web application. At the top, the navigation bar includes 'J.P.Morgan | Access', a search bar with 'bene name' entered, and icons for Feedback, Notifications, Help, and a user profile (Sandra). Below the navigation bar, the main content area is titled '1539 results for bene name'. On the left, a 'Filters' panel is visible, showing options for Date (Any), Amount (From 0.00 to 21,000,000,000.00), Status (Processing by Bank (629), Completed (229), Released (212), Pending Approval (123), Future Value Date (115), Pending Compliance Review (114), Rejected by Bank (53)), and Method (Wire (1283), Book Transfer (254), Draft (1), Draft/Check (1)). The main results area shows a table of transactions with columns: Status, Account, Value Date, CCY, Method, Amount, Beneficiary / Party, CR/DR, and Reference. The table lists various transactions, including 'Process...', 'Comple...', 'Pendin...', and 'Future ...'. At the bottom of the results area, there are buttons for 'VIEW DETAILS' and 'SHOW TEMPLATE DETAILS', and a count of 'Items 1539'.

To start a search, enter one of the following parameters in the Search bar.

1. **Enter the transaction reference number (TRN), amount—and the last-four digits of an account number.**

Be sure to separate the values by spaces.

**Or enter the beneficiary name.**

2. **Press the Enter key.**

The search results page displays.

3. **Select the Payments/Receipts tab to view your results.**

All records matching the beneficiary name, including multiple beneficiary ACH payments, display.

Use the options in the filter panel to pinpoint the precise transaction(s) you need.

4. **To view additional information, select the transaction—then click View Details.**

**5. To view details of the template used to initiate the payment, select the transaction—then click Show Template Details.**

**Other search combinations**

Use a single value—or any combination of values below—to search payments and receipts.

Be sure to separate values with spaces.

- Account Number.
- Account Name.
- Bank ID (ACH only).
- Bank Name (ACH only).
- Company Name (ACH only).
- Payment ID.
- Method/Description.
- Status.
- Amount.
- Currency.
- Template Name.
- Beneficiary Name.
- Individual Beneficiary Account Number within a batch (ACH only).
- Individual Beneficiary Name within a batch (ACH only).

**Track Access-originated and non-Access-originated wires**

Track the status of payments from origination through processing—both within the J.P. Morgan payment systems and into the SWIFT clearing network.

**1. Select a payment from the Payments/Receipts tab of your search results—then click View Details.**

The transaction details page displays.

bene name 10.00

Submitted
Approve
Release
Processing By Bank
Completed

Tracking Status ⓘ

Expand/Collapse All

Payment Information

Routing Information

Tracking Information

Payment Amount	Beneficiary Amount	Tracking Status ⓘ
USD 10.00	--	--

Status Details

No updates available

Reference Information

Notes

The Tracking Status bar highlights the payment's current status.

The Tracking Information section includes information about the payment transaction if it uses the SWIFT clearing network.

Expanded J.P. Morgan payment statuses include:

- **Pending Approval:** A user entitled to approve must approve the payment.
- **Partially Approved:** An initial approver has approved the payment—and additional approvers need to take action.
- **Pending Release:** A user entitled to release must release the approved payment.
- **Released:** A user entitled to release has released the payment.
- **Rejected:** A user has rejected the payment.
- **Saved:** A user has saved the payment before submitting it.
- **Processing by Bank:** A user released the payment—and J.P. Morgan is processing it.
- **Canceled:** The payment has been canceled.
- **Future Value Date:** The payment is future-valued dated.
- **Rejected by Bank:** The bank has rejected the transaction.
- **Returned:** The payment has been returned via an offsetting transaction.
- **Pending Credit Decision:** The payment is pending a credit decision.
- **Pending Compliance Review:** The payment is pending compliance review.
- **Pending Client Review:** The payment is waiting for wire positive pay review.
- **Completed:** Processing of the payment is complete.

SWIFT wire statuses (display in the Tracking Status section)

- **Delivered to Next Bank:** The transaction has been delivered to the next eligible bank—to update the tracking status.
- **Pending Credit May Not be Same Day:** The credit to the beneficiary's account may not be confirmed on the same day.  
Update of tracking status will follow.
- **Pending Receipt of Documentation from the Beneficiary:** The credit to the beneficiary's account is pending receipt of required documents from beneficiary.  
Update of tracking status will follow.
- **Pending Receipt of Funds from the Previous Bank:** The credit to the beneficiary's account is waiting for funds to be provided by—or on behalf of—the ordering bank.  
Update of tracking status will follow.
- **Delivered to Next Bank (no tracking):** The transaction has been delivered to the next bank—which is unable to update the tracking status.
- **Rejected:** The transaction was rejected before the funds had been transferred or credited to the beneficiary's account.
- **Credited to Beneficiary:** The beneficiary has been credited—and can use the funds.

### Initiate an inquiry from Search

Find a payment using Search—then initiate a new inquiry about that payment.

#### 1. Start by searching payments.

Refer to [Search payments](#) for instructions.

#### 2. Select a payment from the Payments/Receipts results tab—then click View Details.

The payment details page displays.

KG 6,909.00

Submitted

Approve

Release

Processing By Bank

Completed

Tracking Status ⓘ

Credited to beneficiary

Expand/Collapse All

> Payment Information

> Routing Information

> Tracking Information

Payment Amount

USD 6,909.00

Beneficiary Amount

USD 6899.0

Tracking Status ⓘ

Credited to beneficiary

Status Details

Update 1

Bank Name/ID

JPMORGAN CHASE BANK, N.A.

CHASUS33XXX

Date/Time

2018-09-09T21:06:23.000-04:00

Update 2

Bank Name/ID

BANK NAME 2

BANK ID 2

Date/Time

2018-09-09T21:11:00.000-04:00

Update 3

Amount USD 6899.0 Credited to beneficiary

Bank Name/ID

BANK NAME 3

BANK ID 3

Date/Time

2018-09-09T21:12:00.000-04:00

> Reference Information

> Notes

Create Inquiry

Close

## 1. Click Create Inquiry.

Refer to the **Transactions Services Guide** in **Access Support Help** for details on creating and tracking inquiries.

## Search templates

Search templates by template name, default dollar amount—and account name and number.

Templates are available to search until they're deleted.

## 1. To start a search, enter a partial or full template name in the header Search bar.

## 2. Press the Enter key.

The search results page displays.

## 3. Select the Templates tab.

**Filters**

The data within the page and subsequent filter options will be filtered based on the selections within the filter panel

Date  
Any

Amount  
From 0.00 To 1,000.00

Status  
Active (4)

Method  
Wire (2)  
Book Transfer (1)  
Draft (1)

**4 results for haden**

Completed Transactions (1) Payments / Receipts (21) **Templates (4)** Accounts (0) Inquiries (1) Support (0)

Template Name	Beneficiary y / Party	Account Name	Account	Default Amount	CCY	Modified Date	Method	Status
6/18 ADI H...	6/18 ADI H...	AccountNi...	002bbb6...	0.00	GBP	05/01/201...	Wire	Active
HADEN PA...	6/18 ADI H...	AccountNi...	002bbb6...	0.00	GBP	07/08/201...	Wire	Active
6/18 ADI H...	6/18 ADI H...	AccountNi...	002bbb6...	0.00	GBP	05/01/201...	Book Tran...	Active
6/18 ADI H...	BENE ADD...	AccountNi...	002bbb6...	0.00	GBP	05/01/201...	Draft	Active

**CLEAR FILTER** **VIEW DETAILS** **SHOW ALL PAYMENTS** Items 4

All records matching the template name display.

Use the options in the filter panel to pinpoint the precise template(s) you are looking for.

## 1. To view additional information, select a template—then do one of the following:

- Click **Show All Payments**.

A list of all payments initiated using the selected template displays.

Or

- Click **View Details**.

The template details page displays.

## 2. To initiate a payment using the selected template, click **Make This a Transaction**.

### Other search combinations

Use a single value—or any combination of values below—to search templates.

Be sure to separate values with spaces.

- Template Name.
- Account Number.
- Account Name.
- Bank ID (ACH only).
- Bank Name (ACH only).

- Company Name (ACH only).
- Method/Description.
- Status.
- Payment Amount.
- Currency.
- Beneficiary Name.
- Beneficiary Account Number (ACH only).
- Beneficiary Individual Name (ACH only).

## Search accounts

Search accounts to view a specific account balance and cash position.

The screenshot displays the J.P. Morgan Access interface. At the top, there is a search bar with the text 'account'. Below the search bar, a navigation bar shows 'Home', 'Payments', and 'Reports & Statements'. A filter panel on the left shows 'Filters' with a dropdown menu set to 'Current Day'. The main content area displays '12 results for account' and a table of accounts. The table has columns for Account Name, Account Number, Currency, Bank ID, Date, Balance As Of, Opening Ledger, Current Ledger, Current Available, Credits, Debits, 1 Day, and 2 Days. The first row is selected, showing account details for ACCT-001... 18886789 AUD CHASAUSS 12/01/2020. At the bottom, there are buttons for 'CLEAR FILTER' and 'SHOW TRANSACTIONS'.

Follow these steps to search account balances up to 63 days prior to the current date.

### 1. Enter the last four digits of the account number—then press the Enter key.

You also can enter the three-letter currency code to limit results to accounts in that particular currency.

### 2. Select the Accounts tab.

### 3. To view balances for the prior day or another date, click the Date dropdown arrow in the Filter panel.

### 4. Select an account—then click Show Transactions to view transactions associated with an account.

## Notification descriptions and entitlements

The chart below summarizes all available auto-generated notifications and notifications you may subscribe to if you are entitled.

Refer to [Getting started with notifications](#) in **Tools and Settings Quick Start** to learn how to view, subscribe to and manage Notifications.

Category	Title	Description	Message Example	Entitlement
Accounts	Account Summary	<b>Optional</b> —Receive a daily summary of total deposits, withdrawals and balances for each selected account.	Your Account Summary for Account ending in: <...XXXX>. End-of-day balance: <\$XXX.XXX> Total deposits: <\$0.00> Total withdrawals: <\$0.00>	Cash Reports
Accounts	Balance Threshold	<b>Optional</b> —Get notified when an account balance has met the specified threshold criteria (positive or negative). Notification is sent once per occurrence.	Your account balance is 'above' or 'below' the threshold of <\$XXXX.XX>. Alert limit for Account ending in: (...XXXX). Your available balance is <\$XXX.XXX>.	Cash Reports



Category	Title	Description	Message Example	Entitlement
Accounts	Completed Payment Notification Request	<b>Optional</b> -Get notified when J.P. Morgan has completed processing a payment.	Your completed payment notification for [e.g., XXXXXX1234] Method-[e.g., Wire, ACH] Payment Type-[e.g., Debit] Amount-[e.g., XXXX.XX USD] Account #-[e.g., XXXXXX1234] Date-[e.g., 09-Mar-16] Originator OR Paid To [name] JPM Reference #-[e.g., JPM TRN: 000000000FR] Client reference #-[e.g., 173027] Confirmation-[e.g., XXXXXX**X] Remarks-[e.g., HOLD CLEANING CHEMICAL INV 14697 /ACC/INSTIT. #XXX] Sending Bank-[e.g., BANK NAME 123 MAIN STREET SAN FRANCISCO CA 94104-1298] Acct Party- [e.g., ABCD CORPORATION, 123 MAIN STREET CT 06880 WESTPORT US] B/O Customer- [e.g., CUSTOMER NAME, 123 MAIN STREET MOUNT PLEASANT VILLAGE BS] Ultimate Beneficiary-[e.g., BENE NAME. UNIT 101 - 190 STREET SURREY, BC V3Z 3W6 CA]	Cash Reports, Payments, Transaction Services
Accounts	Outgoing/Incoming Wire Threshold Exceeded	<b>Optional</b> -Get notified when incoming and/or outgoing wires exceed prescribed threshold criteria.	For Account #XXX, a wire payment of <\$XXX.XXX> to [Beneficiary] YYYY has exceeded your (USD) \${Threshold} alert limit of <\$XXX.XXX>.	Payments-Wires
Accounts	Returns and Exceptions	<b>Optional</b> -Get notified of the number and type of the following: U.S. ACH returns Check returns U.S. ACH change notifications (NOCs). A maximum of three alerts are sent per account.	You have received [number of returns <or> NOCs <or> Check Returns <or> ACH - Notifications of Change] for Account # XXX in the Amount of <\$XXX.XXX>.	Cash Reports
Administration (for Security Administrators)	Request Requires Approval	<b>Auto-Generated</b> -Notifies you of all requests requiring approval.	The following [Request Type] request requires approval: [Request ID #- Request Name].	Administration/Manager

Category	Title	Description	Message Example	Entitlement
Administration (for Security Administrators)	Account Maintenance	<b>Optional</b> -Get notified when an account has been added or removed.	Account #XXX has been [added <or> removed]. This change affects [all users <or> Master Account Group and all users] entitled to the account.	Administration/ Manager
Administration (for Security Administrators)	Administration Report Available	<b>Optional</b> -Get notified when a scheduled report is available.	The following Report is now available: [Report Name].	Administration/ Manager
Administration (for Security Administrators)	Request Conflicts Resolved	<b>Auto-Generated</b> -Notifies you when an entitlement conflict is automatically resolved by the system.	The System has automatically resolved a conflict when [Request Type] request [Request ID#-Request Name] was processed. The results can be viewed in the request.	Administration/ Manager
Administration (for Security Administrators)	User Phone Number Update	<b>Auto-Generated</b> -Notifies you and users when a user changes their phone number.	The following user has updated their contact phone number: [User First and Last Name and User ID#]	Administration/ Manager
Checks	Checks Positive Pay Exceptions	<b>Auto-Generated</b> -Get notified when an account Positive Pay exception is available for review by 11:00 a.m. ET. Notification is triggered daily. Reminders are sent one hour before cutoff if you haven't taken action.	[Default Alert] You have Checks Positive Pay exception(s) to review for Account XXXX. Your account's cutoff time is HH:MM PM ET. [or] You have no Checks Positive Pay exceptions to review for Account XXXX.  [Alert Reminder] As a reminder, your account's local cutoff time is HH:MM PM. You have Checks Positive Pay exception(s) to review for Account XXXX.	Checks

Category	Title	Description	Message Example	Entitlement
Checks	ACH Positive Pay Pending Approval	<p><b>Auto-Generated-</b> Notifies you within 30 minutes when an ACH Positive Pay transaction is pending approval. A reminder will be sent one hour before cutoff for items not yet approved. A near real-time alert will be sent if a new item is received during the hour before cutoff. For items that have a future cutoff date, you'll receive another alert the morning of the cutoff if the item is still pending approval.</p>	<p>[Default Alert] You have new ACH Positive Pay decision(s) to approve.</p> <p>[Alert Reminder] As a reminder, your local cutoff time is HH:MM PM. You have ACH Positive Pay decision(s) to approve.</p> <p>[Alert Near Real-Time Reminder] You have new ACH Positive Pay decision(s) to approve and your transaction's local cutoff time is HH:MM PM.</p>	Checks
Checks	ACH Positive Pay Pending Decisions	<p><b>Auto-Generated-</b> Notifies you within 30 minutes when a new ACH Positive Pay transaction pending decision has been received. A reminder will be sent one hour before cutoff for items that are still pending decision. A near real-time alert will be sent if a new item is received during the hour prior to cutoff. For items that have a future cutoff date, you'll receive another notification the morning of the cutoff—if the item is still pending decision.</p>	<p>[Default Alert] You have new ACH Positive Pay transactions available.</p> <p>[Alert Reminder] As a reminder, your local cutoff time is HH:MM PM. You have ACH Positive Pay decision(s) to review.</p> <p>[Alert Real-time Reminder] You have new ACH Positive Pay decision(s) available and your transaction's local cutoff time is HH:MM PM.</p>	Checks

Category	Title	Description	Message Example	Entitlement
Checks	ACH Transaction Blocking Profile Pending Approval	<b>Auto-Generated-</b> Notifies you when a new profile is pending approval. Notification is triggered every 30 minutes from 7:00 a.m. ET to 8:00 a.m. ET daily.	You have ACH Transaction Blocking Profile(s) to approve for account [XXXX].	Checks
Checks	ACH Transaction Blocking Profile Rejected	<b>Auto-Generated-</b> Notifies you when a profile has been rejected. Notification is triggered every 30 minutes from 7:00 a.m. ET to 8:00 p.m. ET daily.	Your ACH Transaction Blocking Profile has been rejected.	Checks
Host-to-Host	Key Expiry	<b>Auto-Generated-</b> Notifies you when a J.P. Morgan Host-to-Host security file is nearing expiration. Notification is triggered at 30, 15, and 7 days prior to expiry.	Your key associated with Partner ID TESTCHV expires on 28-Aug-2019. Please renew your key to avoid a disruption of service. Key details:	Key Management
Host-to-Host	Failed File	<b>Auto-Generated-</b> Notifies you when a Host-to-Host file transmission has failed.	Host-to-Host Failed File Alert content: A file has failed to process on J.P. Morgan Host-to-Host. Please review and take appropriate action.	File Status
Liquidity	Amend Investment Rules Rejected	<b>Auto-Generated-</b> Notifies you when a transaction-related amendment of Investment Rules is rejected.	Amend Investment Rules transaction has been rejected by [Bank or user name rejecting the transactions] Transaction Number: XXXX Transaction Type: [transaction type] Reject Reason: [reason for rejection]	Liquidity

Category	Title	Description	Message Example	Entitlement
Liquidity	Annual Set Off Entries Generated	<b>Auto-Generated-</b> Notifies you when an active multi-entity pool with annual set-off is setup in the Liquidity system—and you have the Visibility (VSBLTY) entitlements to the pool's central account.	Annual Set Off Entries has been generated for your Multi Entity Pools. Pool ID: [ID]. Pool Name: [name]. Pooling Product: [name].	Liquidity
Liquidity	Annual Set Off Entries Generated Reminder	<b>Auto-Generated-</b> Notifies you when an active multi-entity pool with annual set off is setup in the Liquidity system—and you have the Visibility (VSBLTY) entitlements to the pool's central account.	Reminder: Notional Pooling Set Off Entries will be generated on [pooling date] for your Multi Entity Pools. [Pool ID]. Pool Name: [name]. Pooling Product: [name].	Liquidity
Liquidity	Call Deposit Advice is Available	<b>Auto-Generated-</b> Notifies you when a Call Deposit transaction-related advice is generated.	Call Deposit advice is available for transaction. Transaction Number: XXXX Status of the deposit [Processed with new rates <or> Processed <or> Matured <or> Premature closure <or> Renewed <or> <interim interest applied> <or> Cancelled by Bank. Advice Name: [Call Deposit Opening Advice <or> Call Deposit Withdrawal Advice <or> Call Deposit Early Withdrawal Advice <or> Call Deposit Renewal Advice <or> Call Deposit Roll Over Advice <or> Call Deposit Cancellation Advice]	Liquidity
Liquidity	Call Deposit Transaction is rejected	Auto-Generated- Notifies you when a Call Deposit transaction is rejected	Call Deposit transaction has been [status of transaction] ([name of Bank or User who rejected transaction]). Transaction Number: XXXX Transaction Type: [transaction type] Reject Reason: [reason for rejection]	Liquidity

Category	Title	Description	Message Example	Entitlement
Liquidity	Earnings Credit/Interest Peg Amount Modification Status	<b>Auto-Generated-</b> Notifies you when an Earnings Credit/Interest Peg Amount Modification status changes.	Peg Amount modification request for Account XXXX is now in [Pending Approval <or> Rejected by Approver <or> Rejected by Bank <or> Processed by Bank <or> Approved] status. Transaction Number : XXXX Earnings Credit/Interest Peg Amount = <\$XXX.XXX> Reject Reason : [reason for rejection]	Liquidity
Liquidity	Group Facility Limit Breach Warning Percentage Breached	<b>Auto-Generated-</b> Notifies you when a Group Facility Limit Breach Warning percentage is breached.	Group Facility Limit Breach Warning percentage [XX%] is breached. Agreement ID XXXX Agreement Name [name]	Liquidity
Liquidity	Loan Agreement Group Facility Limit breached	<b>Auto-Generated-</b> Notifies you when a Group Facility Limit is breached for an agreement.	Group Facility Limit for your [loan variant] has been breached under the breach option "[breach option]". [more Description] Loan Group ID: [agreement ID]. Loan Group Description: [agreement name].	Liquidity
Liquidity	Loan Agreement Sub Facility Limit breached	<b>Auto-Generated-</b> Notifies you when the Sub Facility Limit is breached.	Sub Facility Limit for your [loan variant] has been breached under the breach option "[breach option]". [sub-facility Loan Request Status] Master Account Name: [name]. Master Account Number: XXXXX. Participant Account Name: [name]. Participant Account Number: XXXX.	Liquidity
Liquidity	Loan Amendment Rejected Status	<b>Auto-Generated-</b> Notifies you when a loan amendment transaction is rejected by other users.	Loan Amendment has been [Rejected by approver <or> Rejected by Bank] ([name of approver who rejected transaction]). Transaction Number: XXXX Reject Reason: [reason for rejection]	Liquidity

Category	Title	Description	Message Example	Entitlement
Liquidity	Loan Interest Pricepoint Amendment Transaction rejected	<b>Auto-Generated-</b> Notifies you when you when Loan Interest Pricepoint Amendment Transaction is rejected.	Loan Interest Price-point Amendment transaction has been [Rejected by approver <or> Rejected by bank]. Transaction Number: XXXX Reject Reason: [Reason for rejection]	Liquidity
Liquidity	Money Market Mutual Fund Redemption Gate	<b>Auto-Generated-</b> Notifies you when a redemption gate on a Money Market Mutual Fund goes into effect.	If onshore: Redemption gate is currently in effect for [Fund Name]. The Fund determines the duration of the redemption gate, which may be up to 10 business days. The Fund will not process redemption orders while the redemption gate is in effect. If offshore: Redemption gate is currently in effect for [Fund Name]. The Fund determines the duration of the redemption gate, which may be up to 15 business days. The Fund will not process redemption orders while the redemption gate is in effect.	Liquidity
Liquidity	Money Market Mutual Fund Redemption No Longer Gated	<b>Auto-Generated-</b> Notifies you when a Money Market Mutual Fund is no longer gated.	Redemption gate is no longer in effect for [Fund Name]. Redemption orders will resume processing, as appropriate.	Liquidity
Liquidity	Money Market Mutual Fund Liquidity Fee	<b>Auto-Generated-</b> Notifies you when a Money Market Mutual Fund has a liquidity fee in effect.	If onshore: Liquidity fee is currently in effect for [Fund Name]. The Fund determines the amount of the fee, which can be up to 2% of your redemption amount. This fee will be charged to your deposit account upon redemption from the Fund.  If offshore: Liquidity fee is currently in effect for [Fund Name]. The Fund determines the amount of the fee. This fee will be charged to your deposit account upon redemption from the Fund.	Liquidity

Category	Title	Description	Message Example	Entitlement
Liquidity	Money Market Mutual Fund Redemption Fee Not Applicable	<b>Auto-Generated-</b> Notifies you when a Money Market Mutual Fund liquidity fee is no longer in effect.	Liquidity fee is no longer in effect for [Fund Name]. Fees will no longer be charged to your deposit account from this point forward.	Liquidity
Liquidity	Money Market Mutual Fund Invest Status	<b>Auto-Generated-</b> Notifies you of a change to the status of a Money Market Mutual Fund booking transaction.	Money Market Mutual Funds Investment request for Account is now in [Pending Approval <or> Rejected by Approver <or> Rejected by Bank <or> Processed by Bank <or> In Process at Bank <or> Approved] status. Transaction Number : XXXXX	Liquidity- Money Market Funds
Liquidity	Money Market Mutual Fund Redeem Status	<b>Auto-Generated-</b> Notifies you when the status changes on a Money Market Mutual Fund redemption transaction.	Money Market Mutual Funds Redemption request for Account XXXX is now in [Pending Approval <or> Rejected by Approver <or> Rejected by Bank <or> Processed by Bank <or> In Process at Bank <or> Approved <or> Canceled] status. Transaction Number: XXXXX	Liquidity- Money Market Funds
Liquidity	Money Market Mutual Fund Cancel Status	<b>Auto-Generated-</b> Notifies you when the status changes on a Money Market Mutual Fund cancel transaction.	Money Market Mutual Funds Cancellation request for Account XXXXX is now in [Pending Approval <or> Rejected by Approver <or> Rejected by Bank <or> Processed by Bank <or> In Process at Bank <or> Approved <or> Canceled] status. Transaction Number: XXXXX	Liquidity Money Market Funds
Liquidity	Rate alerts for time deposit transaction	<b>Auto-Generated-</b> Notifies you when a new rate is applied to a Time Deposit booking.	Time Deposit booking transaction has been processed with new rates. Transaction Number: XXXX	Liquidity
Liquidity	Sub Facility Breach Warning percentage is breached	<b>Auto-Generated-</b> Notifies you when a Sub Facility Breach Warning percentage is breached.	Sub Facility Breach Warning percentage [XX%] is breached. Master Account Name: [name]. Master Account Number: XXXX. Participant Account Name: [name]. Participant Account Number: XXXX.	Liquidity



Category	Title	Description	Message Example	Entitlement
Liquidity	Time Deposit Transaction is rejected	<b>Auto-Generated-</b> Notifies you when a Time Deposit transaction is rejected.	Time Deposit transaction has been [rejected] ([name of user who rejected the transaction]. Transaction Number: XXXX Transaction Type: [transaction type] Reject Reason: [reason for rejection]	Liquidity
Liquidity	Time Deposit Advice is Available	<b>Auto-Generated-</b> Notifies you when Time Deposit transaction-related advice is generated.	Time Deposit advice is available for transaction. Transaction Number: XXXX Status of the deposit: [Processed with new rates <or> Processed <or> Matured <or> Premature closure <or> Renewed <or> <interim interest applied> Cancelled by Bank.] Advice Name: [Time Deposit Confirmation Advice <or> Time Deposit Confirmation Report <or> Time Deposit Maturity Advice <or> Time Deposit Early Maturity Advice / Early Closing Advice <or> Time Deposit Renewal Advice <or> Time Deposit Interim Interest Advice <or> Time Deposit Cancellation Advice]	Liquidity
Payments	Payment Rejected by Bank	<b>Auto-Generated-</b> Notifies you when a wire payment created in Access and Host-to-Host has been rejected by the Bank. Notification is sent once per occurrence.	Your (e.g., wire) transaction ID XXXX status has been changed to Rejected by Bank in the amount of <(currency) XXX.XXX>. The status was changed for the following reason: ZZZZ.	Payments-Wires

Category	Title	Description	Message Example	Entitlement
Payments	Payment Approaching Cut-Off	<p><b>Optional</b>—Get notified when US ACH payments and wires are approaching cutoff.</p> <p>Notifications for U.S. ACH payments approaching cut off will be triggered at 12:00 p.m. ET, 7:00 p.m. ET—unless you select a different time.</p> <p>Notifications for wires approaching cutoff will be sent 30 minutes prior to cutoff—unless you select a different time.</p>	There are XXX transaction(s) pending approval and YYYY transaction(s) pending release.	Payments-Wires, U.S. ACH
Payments	Payment Needs Repair	<p><b>Optional</b>—Get notified when a U.S. ACH payment needs to be repaired.</p> <p>Notification is sent once per occurrence.</p>	Your payment status changed to Needs Repair for Payment ID XXXX.	Payments-U.S. ACH
Payments	Template Needs Repair	<p><b>Optional</b>—Get notified when an ACH template needs to be repaired.</p> <p>Notification is sent once per occurrence.</p>	Your Template ID XXX status changed to Needs Repair for [Template Name].	Payments-ACH
Payments	Value Date Changed	<p><b>Auto-Generated</b>—Notifies you when the value date has changed for a payment you've taken action on.</p>	The value date for a payment has changed from [old date] to [new date] for the following Payment ID: XXXX.	Payments-Wires,
Payments	Template Created or Modified	<p><b>Optional</b>—Get notified when a payment template has been created or modified.</p>	The [enhanced <or> standard] template [Template Name] for [Method type] Payment method has been created or modified.	Payments-Wires, U.S. ACH

Category	Title	Description	Message Example	Entitlement
Payments	Template Schedule Status Change	<b>Auto-Generated</b> - Notifies you when a template schedule status is changed.	The scheduled payment status for template [Template Name] has changed from [old schedule status] to [new schedule status].	Payments-ACH
Payment Control	Unusual Payment Activity Alert	<b>Auto-Generated</b> - Notifies you when a transaction has been flagged with unusual activity and requires you to review and decision	Your transaction in the amount of <amount> for <beneficiary> has been stopped pending your decision.	Decision Payments
Payment Control	Unusual Payment Activity Alert - Bank Controls	<b>Auto-Generated</b> - Notifies you that a transaction has been flagged with unusual activity based on bank controls, requiring review and decision	Your transaction for <amount> payable to <beneficiary> is being held pending your review and confirmation.	Decision Payments
Payment Control	Unusual Payment Pending Decision Close to Cutoff	<b>Auto-Generated</b> - Notifies you of transactions pending decisions and the time is close to expiring.	You have [Number of payments] held transactions close to cutoff and requires your review and confirmation.	Decision Payments
Payment Control	Unusual Payment Pending Decision Close to Expiration	<b>Auto-Generated</b> - Notifies you of transactions pending decisions and the time is close to expiring.	You have [Number of payments] held transactions close to expiration and requires your review and confirmation.	Decision Payments
Reporting	Scheduled Report Available	<b>Optional</b> -Get notified when selected scheduled reports become available.	The following Report is now available: <Report Name>.	Reporting
Statements	Bank Statement Available	<b>Auto-Generated</b> - Notifies you when a Bank Statement is available.	One or more of your Bank statements is now available	Statements-Bank
Statements	Billing Statement Available	<b>Auto-Generated</b> - Notifies you when a Billing Statement is available.	One or more of your Billing statements is now available	Statements-Billing

Category	Title	Description	Message Example	Entitlement
Transaction Services	Bank Generated Inquiry	<b>Auto-Generated-</b> Notifies you when a Bank-Generated Inquiry has been created—and when action has not been taken on a case after three, six and nine days.	ACTION REQUIRED-J.P. Morgan Inquiry Reference # (e.g., W0593-23OCT18) related to (Debit or Credit) for transaction reference number (e.g., 5197200364JO) in the amount of <XXX.XXX>.	Inquiry-Bank-Generated Inquiry Communications
Transaction Services	Unable to Execute/ Return of Funds	<b>Auto-Generated-</b> Notifies you when a new Inquiry has been created—if the bank is unable to execute or return funds for a wire created in Access and Host-to-Host.	NEW J.P. Morgan Inquiry (e.g., W0593-23OCT18) related to (Credit or Debit) for transaction reference number (e.g., 32323232AB) in the amount of <XXX.XXX>.	Inquiry-Bank-Generated Inquiry Communications

Category	Title	Description	Message Example	Entitlement
Virtual Branch	Transaction Status Update	<b>Auto-Generated-</b> Notifies you when the status of a Virtual Branch transaction is updated.	<p><u>Cash Services-India</u> Your Cash Service-Withdrawal Transaction reference number VBINCASH200290001 is updated to Pending for Approval Your Cash Services-Delivery Transaction reference number VBINCASH200260006 is updated to Pending for Approval Your Cash Service-Pickup Transaction reference number VBINCASH200220018 is updated to Pending for Approval</p> <p><u>Check Services-India, Thailand, Hong Kong, Indonesia, Malaysia</u> Your Check Service-Stop Check Request Transaction reference number VBINCHK193430002 is updated to Check Stopped Your Check Service-Check Book Request Transaction reference number VBINCHK193230001 is updated to Pending Approval</p> <p><u>Utility Payments-Mexico</u> Your Utility Payments Transaction reference number VBMXUTP193410012 is updated to Rejected Your Utility Payments Transaction reference number VBMXUTP193410012 is pending review and approval</p>	One or more countries within Virtual Branch

Category	Title	Description	Message Example	Entitlement
Virtual Branch (continued)	Transaction Status Update	Auto-Generated- Notifies you when the status of a Virtual Branch transaction is updated.	<p>Invoice Manager-India Your Invoice Manager-Payment Request transaction reference number VBINIMFX2002400004, status is updated to Review in Progress</p> <p>Your Invoice Manager-Invoice Request transaction reference number VBINIMQS2002900001, status is updated to Approved</p> <p>Statutory Payments-India, Mexico, Vietnam Your Statutory Payment Transaction reference number VBMXTAX200090003 is updated to Rejected</p> <p>Your Statutory Payment Transaction reference number VBMXTAX200350003 is pending review and approval</p> <p>Statutory Payments-Indonesia Your Statutory Payment Transaction reference number VBIDTAX200350003, TAX Billing ID 123705870932142 is updated to Approved</p> <p>Statutory Payments-Thailand Your Statutory Payment Transaction reference number VBHTAX192690017, Custom Dept. Declaration Number A0010590900015 is updated to Approved</p> <p>Your Statutory Payment Transaction reference number VBHTAX182650001, Revenue Dept. Reference Number 201809123546P5309738568002 401225 is updated to Expired</p> <p>Your Statutory Payment Transaction reference number VBHTAX192260002 is updated to Expired</p>	One or more countries within Virtual Branch

Category	Title	Description	Message Example	Entitlement
Virtual Branch (continued)	Transaction Status Update	<b>Auto-Generated-</b> Notifies you when the status of a Virtual Branch transaction is updated.	<p>Document Submission-India, China, Philippines, Thailand Your Document Submission Transaction reference number VBINDOC193170001 is updated to Submitted to Bank</p> <p>Trade End-to-End-India Your Trade End To End Transaction reference number VBINTEE201050002 is updated to Submitted to Bank Your Trade End To End Transaction reference number VBINTEE201070002 is pending review and approval</p> <p>Inquiry Services-Russia Your Virtual Branch Inquiry Services request # VBRUINQ201070001 has been updated as Submitted to Bank. Your Virtual Branch Inquiry Services request # VBRUINQ201070001 is pending review and approval.</p>	One or more countries within Virtual Branch

## Build your security awareness

Learn more about fraud protection—and other Access security features.

At J.P. Morgan, we're serious about protecting your personal and account information. It's also necessary for you to protect yourself when you use your computer or conduct business online.

### Protect yourself against cyber fraud

Protecting yourself online starts with knowing how to prevent cyber fraud.

To help prevent cyber fraud, be aware of potential external threats—and use the security features and functionality available to you within Access. Be aware of the following important guidelines.

#### Do not respond or reply to an email, phone call or text message that:

- Requires you to supply personal or account information directly in the email, non-secure webpage or text message.  
Personal or account information may include a user ID, password, or account numbers.
- Threatens to close or suspend your account if you do not take immediate action.
- Invites you to answer a survey that asks you to enter personal or account information.
- Makes any of the statements below—then asks you to provide or confirm your personal or account information.
  - - Your account has been compromised.
  - - There are unauthorized charges on your account.
  - - There has been third-party activity on your account.
- Asks another user to log on from your computer.
- Asks you to confirm, verify or refresh your account, password or billing information.

#### Never:

- Open emails, launch links, or open attachments from unknown sources.
- Update payment information based on an email or other message—without confirming the change with a known contact at your vendor or beneficiary.
- Share your user ID, password, secure token device or the answers to your security questions with anyone.
- Leave written notes with your log-on credentials nearby your computer—or in a place where others can find them.
- Leave inactive user profiles online.
- Allow multiple people to use the same computer to process a transaction.



**Do:**

- Pay special attention to links and attachments.
- Always log off at the end of a session.
- Forward suspicious emails that appear to come from Chase or J.P. Morgan to [abuse@jpmorgan.com](mailto:abuse@jpmorgan.com).
- Call your J.P. Morgan Access Regional Help Desk immediately if repeatedly prompted for logon information.
- Go paperless so that statements with critical account information aren't sitting around in the office or in the trash.
- Sign up for alerts to monitor account activity and review alerts whenever a payment is made or changed.
- Keep anti-virus software up to date—and use current versions of web browsers.
- Set payment limits at a level reasonable for your typical activity—and call us to arrange any exceptionally large payments.
- Regularly review and confirm your users' entitlements.
- Regularly check your account activity for any suspicious transactions—and contact us immediately about any suspicious or erroneous wires.
- Complete our Cyber Fraud & Secure Online Banking Webinar in the Support section of Access.

Refer to the **Access Log On** page for **Fraud Prevention Tips**—and other resources to help you protect your organization.

## Protect yourself against malware and social engineering attacks

J.P. Morgan has received reports of fraudsters successfully installing malware on clients' computers.

Some examples of malware are:

- Computer viruses.
- Worms.
- Trojan horses.
- Spyware.
- Dishonest adware.
- Other malicious and unwanted software.

Many varieties of malware are specifically focused on obtaining financial credentials—and are often customized for specific individuals.

Malware may ask the user to make multiple login attempts, enter token codes multiple times as part of the login—or asks the user to have someone else log in from their machine.

### Reminder

Access will never request that another user attempt to log in from your computer—or ask you to enter multiple token codes as part of the login process.

Refer to the **Access Log On page—Security Center** for more information on Malware and Social Engineering Attacks.

## How we protect you

J.P. Morgan is serious about safeguarding your online business information—and provides "defense in depth" for websites like Access.

Key features of risk management for online system access include:

- Secure customer and user on-boarding processes.
- Controlled user access with "separation of duties."
- Multi-factor user authentication security.
- Increased security credential requirements for more sensitive functionalities.

Refer to the **Access Log On page—Security Center** for more information on how J.P. Morgan protects your security—and to access other resources to help you protect your organization.

## Types of cyber fraud

Be aware that J.P. Morgan will at no point contact a customer on an unsolicited basis to request a user's electronic banking credentials.

Criminals and scammers use a variety of methods to obtain your personal or organizational information. These include:

- Email fraud: An email message that is harsh, demanding and threatening.

These are not legitimate messages.

Do NOT reply to these messages.

- Email spoofing: An email message using a forged email header so that the message appears to have originated from someone or somewhere other than the actual source.

Most spoofed email falls into the “nuisance” category—and requires little action other than deletion.

The more malicious varieties can cause security risks and other problems. For example, spoofed email may purport to be from someone within your company—or a vendor that your company has a relationship with. These emails may contain new payment instructions— or changes to the beneficiary account on a recurring payment.

To protect against email fraud:

- Be very suspicious of emails from the CEO, Director, etc.—that direct you to transfer a large amount of funds.
- Verify all instructions verbally with the sender.
- Phishing: An email that tries to lure you to fake websites—where you’re asked to disclose confidential financial or personal information.

Recognize these common phishing tactics:

- The “From” email address does not look valid.
- The email asks you to verify your account/personal information—account number, user ID, password, etc.
- The email conveys a sense of urgency—or threatens some dire consequence if you don’t respond.
- The hyperlink does not display an actual address when you hover your cursor over the email address. This indicates a possible phishing attempt.

Never respond to any email that:

- Requires you to click a link, open an attachment—or confirm, verify or refresh account information.
  - Asks for personal or organizational information.
  - Asks you to enter your user ID, password or account number(s) into an email or non-secure webpage.
  - Threatens to close or suspend your account if you do not take immediate action—by providing specific information about you or your company.
- Impersonation Fraud: Someone assumes your identity to perform a fraud or other criminal act.

Criminals can get the information they need to assume your identity from a variety of sources—such as by stealing your wallet, from your trash or from credit or bank information.

They may approach you in person, by telephone, text message or on the Internet—and ask you for the information.

**Remember:**

- J.P. Morgan will not send email notifications stating your account has been compromised or passwords need to be changed.
- We will never ask you for your password.
- We will never call you to offer log-on assistance—unless you have contacted us first.

When you need to contact us, only call your Access Regional Help Desk—or your J.P. Morgan representative.

**What to do if you suspect fraud**

- Call your Access Regional Help Desk immediately.
- If you think you might have compromised your Access user ID unintentionally, also contact your Security Administrator to deactivate your ID.

**Reminder: It is not our practice to:**

- Send emails that require you to enter personal security information directly into the email.
- Send emails threatening to close your account if you do not take the immediate action of providing personal or business information.
- Send emails asking you to reply by sending personal or business information.
- Share your name with any contacts outside our firm in a manner inconsistent with our Privacy Policy.