

Listed below are the steps leading up to your eServe to Access Transaction Services Integration and Administration Upgrade. Please print and use this checklist to ensure a smooth transition.

### Security Administrators

**October 7-22**

- ❑ Complete all user entitlement maintenance and run the eServe User Entitlement Report for a record of your user entitlements prior to **5 PM Eastern Time on Friday October 12**. Your eServe user entitlements will be systematically converted as they exist that day.

- ❑ Ensure that all requests in Access Administration are completed and approved **prior to 5 p.m. Eastern Time on Wednesday, October 17**.

**i** For password users, RSA SecurID<sup>®</sup> tokens will be sent to SA1 prior to your transition.

**🔍** Watch short How-To Videos within Webinars on Demand in Access Support/ Education

**October 22 - Transition Day**

- i** Begin utilizing the upgraded Access Administration to manage your user entitlements
- i** Update your alert settings to add or remove additional email recipients as desired.

### All Users

**October 7-22**

**i** For password users, RSA SecurID<sup>®</sup> tokens will be distributed by your SA prior to your transition.

**🔍** Watch short How-To Videos within Webinars on Demand in Access Support/ Education

**October 22 - Transition Day**

- i** Begin utilizing Transaction Services Functionality
- i** Update your alert settings to add or remove additional email recipients as desired.
- i** For help with how to add an email address to your alerts, visit Access Support/ Help/ Tools & Settings/ Get Alert Notifications sent to your e-mail address.

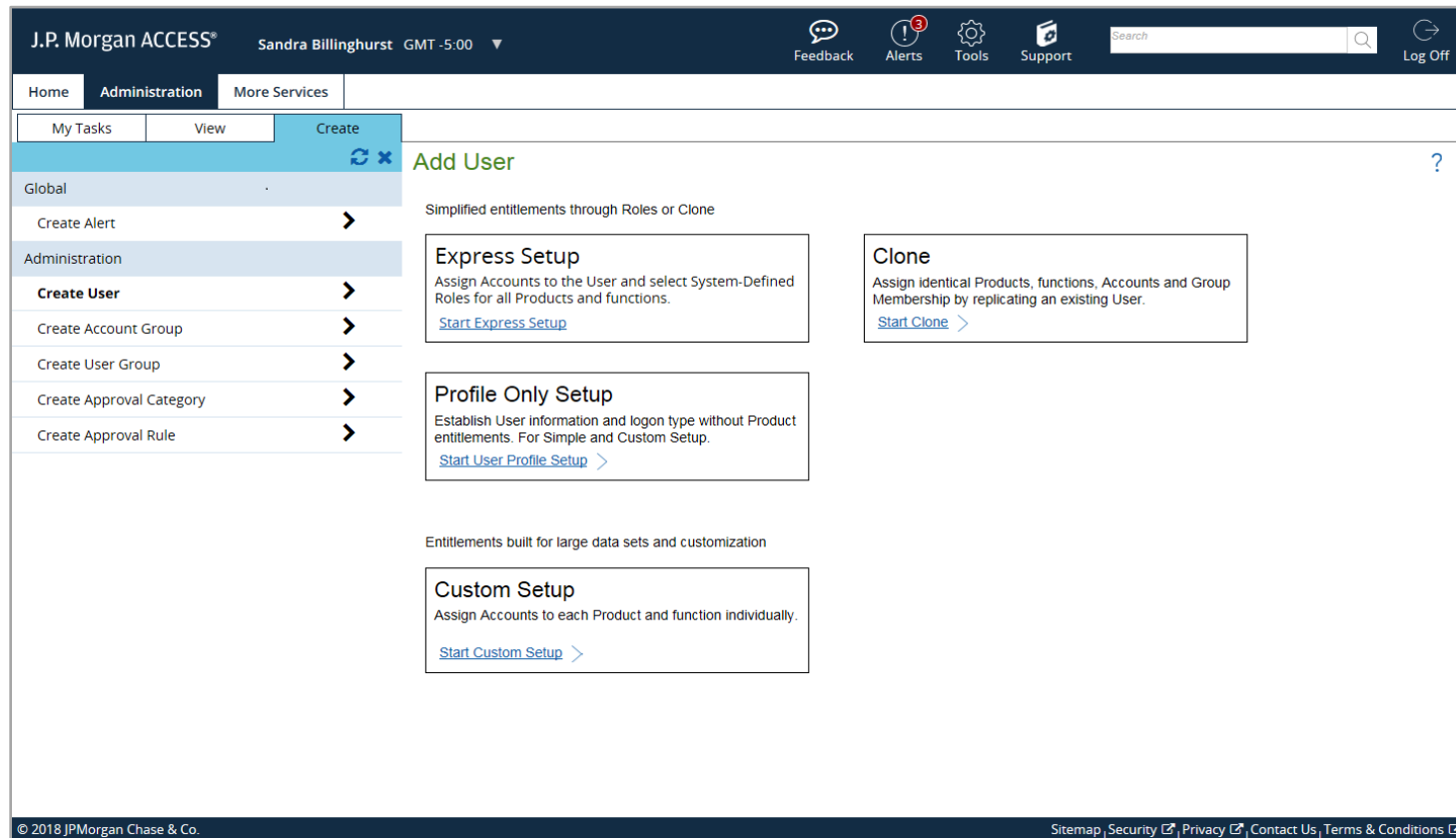
### FAQs

- What training is available for me to prepare for this change?  
There are short How-To videos available within Webinars on Demand in Access Support/Education
- Will there be any freeze period in place for eServe entitlements?  
Yes, there be a freeze put in place for entitlements beginning **EOD Friday October 5**.
- Why will I need to use a token to log on to Access when I did not have to use one before this event?  
As an added layer of security, the use of an RSA SecurID<sup>®</sup> or Feitian token for login and Transaction Services functionality are required.
- Is there a cutoff time for submitting inquiries on eServe prior to going live on Transaction Services?  
No, all inquiries will be available within Transaction Services.
- I'm currently a password user; how and when will I get my token?  
Your Access security administrator will provide you with your token prior to your transition.
- Will I receive email notifications for Bank Generated Inquiries?  
Yes. - All users who are entitled to Bank Generated Inquiry Communications will receive email notifications when a new bank generated inquiry for accounts to which they are entitled has been created. Users who wish not to receive email notifications or wish to add additional email recipients, can do so at Alerts> Manage Alerts.
- Will all of the existing functionality be available within Access Administration after this event?  
Yes, all of the features will be available in Access Administration with a new look and feel plus new ways to manage user entitlements.
- Will email notifications for my Completed Payment Notification subscriptions continue?  
Only the alert owner will receive email notification for all subscriptions to the Completed Payment Notification. Other former recipients will need to be added to Access and associated to each individual alert as desired. As noted, you should record the email addresses within Completed Payment Notifications in eServe as these recipients will need to be re-established in Transaction Services.
- I am not a security administrator on Access but I am one within eServe. Will I continue to have this role after my transition?  
No, the ability to manage user entitlements will be restricted to Access security administrators. You will retain any user level functionality that you are entitled to.
- How do I add more email addresses to my alerts?  
From Alerts> Manage Alerts, click on Notifications and select Add. Once the new email address is submitted, a verification code is sent to that address. The receiver of that email must relay the verification code to the user who enters it into Access thereby enabling the new address to become available to associate with alerts. Email settings are managed individually for each alert subscription. Each Access user may have a maximum of ten email addresses including his own.
- Will users who are inactive within eServe have their entitlements moved in Access Administration?  
Any user who has not logged into eServe in **12 months**, will not have their entitlements to Transaction Services automatically established. Any inactive eServe user who needs to retain their access will need to have Transaction Services entitlements added to their ID.

Where to find Transaction Services Functionality



An Upgraded Look and Feel plus New User Management Features within Administration



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