


Logging On

1. Enter the following in your internet browser address bar: www.paymentnet.jpmorgan.com (Firefox 10, IE9 and Windows 7 certified).
2. Enter the following on the PaymentNet Log On screen:
 - **Organization ID:** passhel
 - **User ID:** FirstInitialLast Name
 - **Password:** IUPCARD1 (initial password)


Note that your password is case-sensitive; the other two fields are not. Your password must be a minimum of six characters in length & requires at least one number. Once you log in for the first time, you will be prompted to change your password and select security questions.

3. Click **Log On**.

Verifying an E-mail Address for Notifications

1. From the main menu, select the **My Profile**  icon. The **General Information** tab appears by default.
2. In this tab, verify that the email address in the **E-mail Address** field is correct; if incorrect, enter a valid IUP email address. No boxes should be checked underneath your email address.
3. Click **Save**.

Statement Delivery Method

1. From the main menu, select the My Profile icon. 
2. Select the **Accounts** tab.

3. From the Statement Delivery field, select **Electronic With Reminder** from the drop-down list.
4. Click **Save**.

Viewing Transactions

- Refer to Handout

Reviewing Transactions

1. Click on a transaction from the transaction list.
2. Compare the transaction details (e.g., amounts) with your receipts and verify that no tax has been applied.
3. Enter a description of the purchase in the **Transaction Notes** field.
4. Click **Save**.
5. If you have more than one transaction, click the **Next>** link in the upper right corner of the box to take you to the next transaction to review. Repeat steps 2, 3 & 4. It is important to Save after each transaction.

Disputing Transactions

Note: If you are unable to resolve a dispute with a merchant, or if you have had fraudulent activity processed on your card, please follow the steps in this section.

1. From the **Transaction List**, click on the transaction you want to dispute.
2. On the **Transaction Detail** page, click **Dispute**.
3. Confirm your **E-mail Address**.
4. Select the **Dispute Reason** from the drop-down list.
5. Enter any additional information, if necessary.
6. Click **Submit**.

Track the status of your dispute online on the Transaction List.

Red square = Dispute in Process
Yellow square = Dispute Submitted
Green square = Dispute Resolved

Click the colored squares and follow the steps to Undo or Resolve your dispute.


Download & Print Statements

- Refer to Handout

Session Timeout

- You will be automatically logged off after 15 minutes of inactivity. A link is provided to log on again on the timeout screen.

Logging Off

- Once you review your transactions and print your statement of account report, you can log out of the system by clicking the Logout  icon.

Cardholder Support

1. The Cardholder Support Team is available for assistance M-F from 6 a.m. to 2 a.m. EST at **1-800-270-7760** (this is the phone # on the back of your card).
2. When calling, verify your identity, then press 0 to be connected to a service advisor. Inquiries include logging on & resetting passwords, and performing common tasks in Paymentnet.