CHASE CONNECT®
USER GUIDE
Access & Security Manager
Access & Security Manager

With Access & Security Manager¹, the primary administrator can give up to three proxy administrators and authorized users the ability to see account information, set up transactions and/or approve transactions other users have scheduled (including the proxy and primary administrators).

Add or Manage a Proxy Admin

Before you add a proxy admin, please:

• Compile your user's first and last name, email address, phone number and desired username
• Complete and submit a System Administrator Designation and Linking Form (SADLF)

Note: The user will not be active until the SADLF has been received and processed

Add An Authorized User

Before you add an authorized user, please compile your user's first and last name, email address, phone number and desired username

¹ Fees, terms, conditions and limitations apply as described in the legal agreement that applies to your online service. RSA SecurID® is a registered trademark of RSA Security, LLC.
Add An Authorized User or Proxy Admin

Follow these steps to add an authorized user or proxy admin. As a reminder, only the primary admin and proxy admins can add authorized users.
Select **Account management** from the navigation bar and click **Access & Security Manager**

Choose to **add an authorized user or proxy admin**
Business users can request an activation code online, while Commercial users need to enter their password and token code.
Fill in the required information for your new user and indicate if you'd like the user to have **mobile access** through the Chase Mobile℠ app.

After you've confirmed all the information is correct, click **Next**.
Assign Entitlements

After you’ve added a new user, you’ll assign entitlements for every company account and transaction type in your online profile. If you have existing users and want your new user to have the same entitlements, simply copy the settings.
We'll list every company and account in your profile and you'll assign access for each one.

If you already have existing users, you can copy their settings for your new user. Simply choose **Copy access level from another user** and select the appropriate user, or add entitlements individually for each.

**NOTE:**
All proxy admin(s) will have these default capabilities for accounts they are entitled to:
- Add new authorized users
- Edit personal information of all authorized users
- Manage access of all authorized users such as send temporary password, suspend/restore access, remove user, reset security code, request token and mobile device access.
When you click Assign access, you'll choose the entitlements for each account:

- **General services**: Including transaction approval, see activity and balances, see check images, see statements and documents
- **Incoming Services**: Including entitlements for ACH Collections and Chase QuickDeposit℠
- **Outgoing services**: Including entitlements for ACH Payment Services–Employee, ACH Payment Services–Vendor, Bill Pay, Wires, Chase Global Transfers, account transfers, etc.
- **Security Services**: Including issuing a stop payment on checks
For users who can see account activity, choose some, all or none of the optional boxes to authorize check images, view statements and/or approve transactions.

If your user has the ability to initiate transactions, you’ll choose which types of transactions the user can initiate, the total daily dollar limit for each service and whether the user’s transactions need approval. This approval setting is in addition to the approval required for Chase Dual Control-Transactions.

When you've finished choosing all the services, limits and approvals for your authorized user, click **Save**.

Repeat this process for each account in your profile as needed.

**NOTE:** If you've activated Chase Dual Control-Transactions, all transactions will automatically require approval except for transfers between your Chase accounts, loan advances and loan payments.
NOTE: To decrease downtime, complete the SADLF in advance of submitting the request to create a Proxy Admin

The primary admin will receive an email with the System Administrator Designation and Linking Form (SADLF) to complete with the proxy admin and return via email to: chase.connect.forms@chase.com
Update Proxy Admin and Authorized Users
NOTE: Update any eligible field for your user. If your user needs a new password, you can choose the email address where we'll send it. You also can suspend a user's access temporarily (if a user is going on vacation, for instance) or activate a suspended user. You can also delete a user entirely if they have left the company or no longer need online access.

Commercial Users: When you delete a user, please dispose of your user's token in accordance with all local codes and regulations for products containing lithium batteries. Contact your local environmental control or disposal agency for further details.

After you've finished, you'll receive an on-screen confirmation of your updates.

Click **Manage user** to edit the user's profile, send a temporary password, suspend user access, remove the user and edit their rights.
Approvals

The primary admin, proxy admin or authorized users who have been entitled can approve transactions from one page.
Primary admin, proxy admin or authorized users can see **Pending approvals** at the top of the screen after signing in.

<table>
<thead>
<tr>
<th>Accounts</th>
<th>Pay &amp; transfer</th>
<th>Collect &amp; deposit</th>
<th>Account management</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>Reports</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Showing**: Accounts by business

- **COMMERCIAL CHECKING (…7890)**
  - Available balance: $105,000.00
  - Present balance: $106,168.00
  - Account type: Checking

- **COMMERCIAL SAVINGS (…5678)**
  - Available balance: $100,200.56
  - Present balance: $100,200.56
  - Account type: Savings

- **MONEY MARKET ACCOUNT (…3883)**
  - Available balance: $200,000.00
  - Present balance: $200,000.00
  - Account type: Money Market

**Loans and lines of credit**

- Accounts (Current balance, Amount due, Next payment due)

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Chase Connect Service Center: 1-877-226-0071
NOTE: Please be aware that approvals have to be made by the cutoff time for us to process the transaction that day. We’ll delete any transactions in pending approval status 30 days after the scheduled payment or send-on date.

We’ll list all of the approvals separated by transaction type. You can only Approve or Decline one type of transaction at a time, although you can act on all of the transactions within a category at once. After you’ve chosen at least one transaction, the approve and decline buttons will activate and list how many transactions you’ve chosen.
Chase Dual Control℠–Transactions

Help keep your online profile secure and safeguard your business against fraud with a designated approver for every transaction when using Cashflow360℠, ACH payment services, ACH collections, external account transfers and wire transfers.
From the Access & Security Manager submenu, choose Chase Dual Control℠ and Transaction.

Select Account management from the navigation bar and click Access & Security Manager.
After reviewing the important things to know and you're ready, click **Activate**.

**NOTE:** Please open and read the important things to know. After reviewing the information, if you'd still like to use Chase Dual Control-Transactions, click activate. You'll receive an on-screen confirmation that you've activated Chase Dual Control-Transactions.

Please be sure that you want Chase Dual Control-Transactions before you activate it because you can't deactivate it online. If you decide later on that you no longer want Chase Dual Control-Transactions, please contact your client service professional or customer service.
Chase Dual Control℠–Administration

Primary admins can activate this feature. Primary and proxy admins can review administrative tasks pending approval. As a reminder, proxy admins can only approve changes to users rights for accounts and companies they have rights to.

Note: Do not activate Chase Dual Control-Administration if a proxy admin requires access to the Security Tab (check fraud protection services and ACH debit block) and/or Merchant Services accounts.
1. Select **Account management** from the navigation bar and click **Access & Security Manager**.

2. Click **Chase Dual Control** and **Administration** to review feature benefits and click **Activate** to enable Chase Dual Control—Administration.

Once activated, adding additional proxy admins will require a one-time approval from an existing proxy admin.

**NOTE:** Chase Dual Control-Transactions will remain unchanged and apply to transactions scheduled by all users: primary admin, proxy admin, and authorized users.
Once the service is active, you can view actions that require your approval or those that are assigned to others using the drop-down.

**NOTE:** Viewing admin approves tasks initiated by all other admins. Tasks still pending review can be approved by others.
Alerts

Set up subscribable alerts to stay informed when your password or user ID is updated
Profile & Settings

Overview

Personal details
Sign-in & security
Account settings
Alerts
AccountSafe™
Payment preferences

Bank the way you want.
Use these tools to personalize your experience.

Personal details
Update your email, phone or address, set your language preferences and more.
Update info>

Sign-in & security
Update your username and password to ones that are unique to this account.
Protect info>

Account settings
You can organize your accounts, hide others, set your nickname, go paperless and more.
Customize settings>

Alerts
Set alerts for the things you care most about.
Manage alerts>

Click the icon for Profile & Settings

Click Manage Alerts
Choose the account you’d like to set alerts for

Choose the account you’d like to set alerts for

NOTE: Need to view or edit who alerts are being sent to and how they are being sent? Click Alerts delivery to review or make edits.
FAQs
Frequently Asked Questions

What is Access & Security Manager?
An entitlements feature that a primary or proxy admin uses to add and allow proxy admin or authorized users to transact on and/or see certain accounts. It also has Chase Dual Control-Transactions and Chase Dual Control-Administration which are administrative procedures we recommend. Chase Dual Control-Transactions requires secondary approvals before transactions are released.

What does “See activity only” mean?
“See activity only” is one of the options a primary administrator has to entitle account access to an authorized user. A see-activity-only user can see balances and account history but can't initiate or approve transactions.

What does “transact only” mean?
“Transact only” is one of the options a primary administrator has to entitle account access to an authorized user. A transact-only user can submit transactions for approval but can't see balances or account history.

How do I see reports?
Choose “Activity” from the Access & Security Manager menu.

How can I see a user’s activity?
Choose “Activity” from the Access & Security Manager menu.

Does the reporting function allow me to save the information?
The primary administrator can save information by choosing “Export transactions” from the “See reports” page.

How do I adjust my user settings?
The primary or proxy administrator can edit settings from the Access & Security Manager home page by using the “Manage user” link for each individual user.
Frequently Asked Questions

How do I add an authorized user?
Choose “Add new user” from the Access & Security Manager overview page and then follow these steps:

• Create a username, temporary password and decide if you want mobile access for your authorized user
• For each account, choose the level of access (no access, see activity only, transact only or see activity and transact) for the user. If the user is allowed to transact, you’ll also choose the transaction types, dollar limits and whether another individual must approve the user’s transaction
• For each account, indicate if the user is authorized to approve transactions that others have initiated
• When you’re finished, give the username and temporary password to the authorized user

Commercial users: We’ll send the new user’s token to the system administrator. Expect to receive it in approximately two business days. Please give the token to the new authorized user

How do I reset a user’s password?
The primary or proxy administrator can reset a password for an authorized user from the Access & Security Manager home page by using the “Manage user” link, clicking the ellipsis menu and “sending a temporary password”

How do I manage permissions?
The primary and proxy administrator can manage permissions from the Access & Security Manager home page by using the “Manage user” link for each individual user

How do I manage entitlements?
The primary and proxy administrator can manage entitlements from the Access & Security Manager home page by using the “Manage user” link for each individual user

What is Chase Dual Control-Transactions?
Chase Dual Control-Transactions is an administrative procedure we recommend that requires a user to approve a transaction initiated by another user before we process the transaction. Chase Dual Control-Transactions can help prevent internal errors and potentially fraudulent transactions
Frequently Asked Questions

How do I sign up for Chase Dual Control-Transactions or Chase Dual Control-Administration?
The primary administrator should go to the Access & Security Manager home page and choose “Chase Dual Control” from the menu. From there, the primary administrator can turn on the service.

How do I set up my users for Chase Dual Control-Transactions?
The primary administrator should go to the Access & Security Manager home page, choose to add a new proxy administrator or authorized user and entitle the user to approve transactions. If you already have authorized users, choose “Manage user” to customize each user’s abilities. Authorized users aren’t able to add other users or change others’ settings.

What if I have Chase Dual Control-Transactions activated, but there aren’t any proxy administrator or authorized users to approve a transaction?
The transaction will remain pending until the primary administrator adds a proxy administrator or authorized user to approve the transaction. The primary administrator is automatically considered an authorized approver for transactions initiated by proxy administrator or authorized users.

How are transactions approved?
The primary administrator, proxy admins and authorized users with approval rights will receive a message when they first sign in that there are transactions to approve. Clicking on that message takes you to the pending approvals page, where you can approve or decline transactions individually or in groups based on transaction type. Although we list all pending approvals, you’ll only be able to approve or decline the transactions you’re allowed to decision (for instance, you won’t be allowed to approve a transaction you initiated).

What are the limits for transactions?
Although we set a cumulative daily limit for each transaction type (wires, bill payments, ACH services, etc.), the primary administrator can decrease the limit automatically or ask us to increase the limit for certain transaction types by choosing “Manage transaction limits” from the menu in the upper-left corner. Primary administrators can also assign daily limits to proxy administrators and authorized users below the cumulative daily limit for the online profile.
What is Proxy Admin?

A proxy admin is an additional administrator requested by the primary admin, in Access & Security Manager. A proxy admin is able to support the primary admin in various day-to-day administrative tasks. Once established a proxy admin will have access to all products and their daily transaction limits mirror the primary admin unless changed by the primary admin.

The primary admin can:

• Request any authorized user to become a proxy admin, and set up to 3 total proxy admins
• Suspend / activate / remove users (including the proxy admin), and change administrative procedures

Note: If responsibilities as a proxy admin are revoked: the primary admin needs to contact their CSA. The proxy admin will be moved back to an authorized user and will need to be re-entitled to accounts and / or transactions

The proxy admin user type is the newest user type to be added to Chase Connect. As a result, a proxy admin will not have access to some services until additional development work is done. Currently a proxy admin cannot view or action on Fraud Protection Services, Chase Chaseflow360℠ and Merchant Services accounts. They are also unable to assign or modify user rights for users with access to these services

What is required to set up a Proxy?

• After requesting the proxy admin in Access & Security Manager, a correctly completed SADLF will need to be returned and processed before the user is active

Proxy can do the following for accounts they are entitled to:

• Manage all Authorized Users: edit info, suspend, remove, etc.
• Assign / edit rights of all authorized users for products: Wires, Chase Cashflow360, ACH collections, ACH payments, QuickDeposit, and Transfers & payments
• Approve all transactions
**Note:** Accounts / products added after proxy is activated will not be added automatically to the proxy admin’s profile. Rather, the primary admin must entitle new accounts / products for any proxy admin or authorized user.

**Proxy cannot:**
- Create or manage other proxy admins
- Add, enroll or remove services

**Note:** Proxy will only be able to view the following tabs on Access & Security Manager: All users and Help & support

<table>
<thead>
<tr>
<th>Functionality</th>
<th>Primary Admin</th>
<th>Proxy Admin</th>
<th>Authorized User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add a new proxy admin</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Manage proxy admin online access, profile, company and account rights</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Enroll, activate or deactivate services</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Access reporting tools in Access &amp; Security Manager</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Change service plan and primary billing account</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Accept legal agreements</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Access Fraud Protection Services, Chase Cashflow360, and Merchant Services Accounts</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
Proxy Setup:

- To setup a new proxy, the primary can either select an existing authorized user or add a proxy from scratch.
- If the primary admin selects an existing authorized user, the user's name, past activity, profile ID will remain intact. However, all existing rights will be permanently deleted and replaced by the new rights once the request to elevate to proxy admin is submitted.
- If the primary adds a proxy from scratch, the process will be similar to adding an authorized user from scratch but will also need to add proxy admin rights.
- Primary admin will be able to both delegate admin rights and assign transact rights on one page with entity, account & product-level customization.
  - With admin rights, the proxy admin can assign ‘see and/or transact’ rights to all authorized users for the accounts and products (i.e., receivables/payables) selected.
  - With transact rights, proxy can ‘see & transact’ for the same selected accounts and products; proxy admin daily transaction limits will be equal to primary admin limits.
- By default, the proxy admin will get both admin and transact capabilities for the accounts and products selected.
- Primary admin can change proxy admin rights at any time.
- Once a new “add-proxy” request is completed in Access & Security manager, the status will be on hold until the SADLF has been completed and processed.
- Upon receipt of the SADLF, Fulfillment team will review the request by corroborating information on the SADLF with the company resolution documents before Approving/Revoking the request.

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1 Terms, conditions, limitations and fees apply as set forth in the Chase Connect® Online Service Agreement. In the event of any conflict with this document, the Chase Connect Online Service Agreement shall control.
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<th>Primary Admin</th>
<th>Proxy Admin</th>
<th>Authorized User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage proxy admin personal info</td>
<td>Yes</td>
<td>Yes, for self only</td>
<td>No</td>
</tr>
<tr>
<td>Add new authorized user</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Manage authorized user personal info &amp; online access (ex: name, username,</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>phone, suspend / restore access, remove user, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manage authorized user’s company and account level rights (ex: 3rd party</td>
<td>Yes</td>
<td>Yes, for entitled companies,</td>
<td>No</td>
</tr>
<tr>
<td>entitlements, Wires, ACH Payments, etc.)</td>
<td></td>
<td>accounts and services</td>
<td></td>
</tr>
<tr>
<td>Manage authorized user daily transaction limits and approval thresholds</td>
<td>Yes</td>
<td>Yes, for entitled accounts</td>
<td>No</td>
</tr>
<tr>
<td>(note: proxy admin cannot assign limits higher than their own entitlement)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>As part of Chase Dual Control – Administration, approve changes made</td>
<td>Yes</td>
<td>Yes, for user info, entitled</td>
<td>No</td>
</tr>
<tr>
<td>to an authorized user’s info or rights</td>
<td></td>
<td>companies and accounts</td>
<td></td>
</tr>
<tr>
<td>View and transact on accounts</td>
<td>Yes</td>
<td>Yes, for entitled accounts</td>
<td>Yes, for entitled accounts</td>
</tr>
<tr>
<td>Approve pending Chase Dual Control - Transactions</td>
<td>Yes</td>
<td>Yes, for entitled accounts</td>
<td>Yes, for entitled accounts</td>
</tr>
</tbody>
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