smartdata Specifications
- Turn off pop-up blocking
- Do not use the browser Back and Forward buttons to navigate smartdata. Instead, use the navigation elements within smartdata (i.e., menu, task flow line, breadcrumbs, etc).
- Only one session of smartdata can be open at a time
- Your session automatically times out after 15 minutes of inactivity. Any unsaved data will be lost.
- If you do not log in for 90 days, your User ID will be locked. Contact your Program Administrator to unlock your User ID.

Creating a log in ID
Contact Alvira White at 313-577-6610 or ad2240@wayne.edu

Logging In
1. Open an Internet browser.
2. Enter this URL in the address bar: http://smartdata.jpmorgan.com
3. Complete these fields:
   - User ID: Enter your User ID
   - Password: Enter your Password
4. Click the Login button. If this is your first time to log in to smartdata, a dialog box displays and prompts you to change your user ID and password.
5. Complete any additional fields that display and click the Login button.

Changing Your Password
1. Click the My Profile tab.
2. On the My Profile screen, find the User Password window.
3. In the Current Password field, enter your current password.
4. In the New Password field, enter your new password.
5. Click the Save button.

Viewing Transactions
1. Select Account Activity > Transaction Summary.
2. Complete the search fields on the Transaction Summary screen. To search for transaction data, select a reporting cycle or a date range.
3. Click the Search button. smartdata displays the transactions that match your search criteria.

Viewing Statements
1. Select Account Activity > Account Statements.
2. Click the statement you want to view on the Account Statements screen.

Disputing a Transaction
Note: Before you dispute a transaction, you must first attempt to resolve the issue directly with the merchant.

1. Select Account Activity > Transaction Summary.
2. On the Transaction Summary screen, search for the transaction data you want to view. smartdata displays the transactions that match your search criteria.
3. Click the Transaction Detail icon for the transaction you want to dispute.
4. Click the Dispute Transaction icon.
5. Select a Dispute Reason.
6. Enter any additional required information.
7. Click the Apply button.
8. Print the template and either fax, e-mail, or mail the form to the J.P. Morgan Dispute Department:

Commercial Card Services
Attn: Dispute Department
P.O. Box 2015
Elgin, IL 60121-2015
E-mail: CCS-Disputes@jmpchase.com
Fax: 847-931-8862

Running a Report
2. On the Schedule Report: Choose Report screen, click the name of the report that you want to run.
3. Complete the fields that display on the Schedule Report: Options screen.
4. Click the Next button.
5. Complete the fields that display on the Schedule Report: Frequency screen.
6. Click the Save button. smartdata saves the report settings and schedules the report.

Viewing a Completed Report
1. Find your Inbox on the home page. Completed reports display in your inbox as hyperlinks.
2. Click the hyperlink for the report you want to view. A dialog box displays and prompts you to open or save the report.
3. To view the report, click the Open button. To save the report, click the Save button. When you open a report, the report displays in .pdf format.

Cardholder Support
The Cardholder Support Team is available 24 hours a day for assistance at the following numbers:
- United States: 1-800-316-6056
- Canada: 1-800-881-3166

Possible inquiries include:
- Reporting Lost/Stolen Cards
- Balance Inquiry
- Disputes Assistance
- Fraud Inquiry
- Declined Cards

Note: Cardholder Support cannot assist with questions specific to smartdata.