Developer Center External User Guide

Legal notice

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Introduction

Welcome to Developer Center! This user guide is meant to show users how to get initial access and navigate Developer Center, J.P. Morgan's Merchant Services client payment solutions development and testing hub.

Developer Center is a modernized, self-service solution designed for client developers to easily build and test payment solutions to then begin their transaction processing with Chase. Access to Developer Center allows you to download technical specifications in order to code at your own pace, test the code, and correct problems with your own transaction data. For modern formats like APIs and Mobile Wallet, the process is almost instantaneous.

How to gain access

To gain access to Developer Center, perform the following steps:

1. Navigate to Developer Center: https://secure.paymentech.com/devcenter/home

2. Click **Get Access** on the Developer Center product page, using either the blue **Get Access** button or the **Get Access** link next to the **Sign In** button.
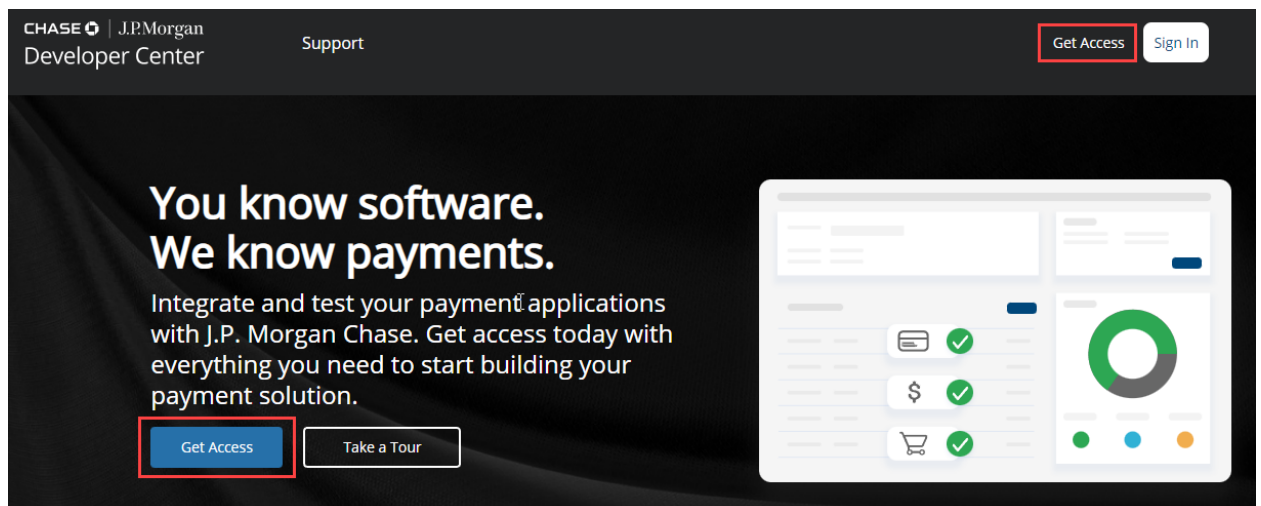
3. Fill out the form to begin the registration process for your account. This will include creating a unique User ID.

4. Select the **Accept** checkbox, and then click **Create**. Result: A message displays indicating that your account has been successfully created.

5. You will receive two emails:

    a. The first email contains your username, and its subject line is **Here's your Merchant Services Developer Center user name**.

Hello [   ],

Thank you for choosing Developer Center. Here is your user name: [   ]

We emailed your registration instructions separately. Please complete the registration to access your account.
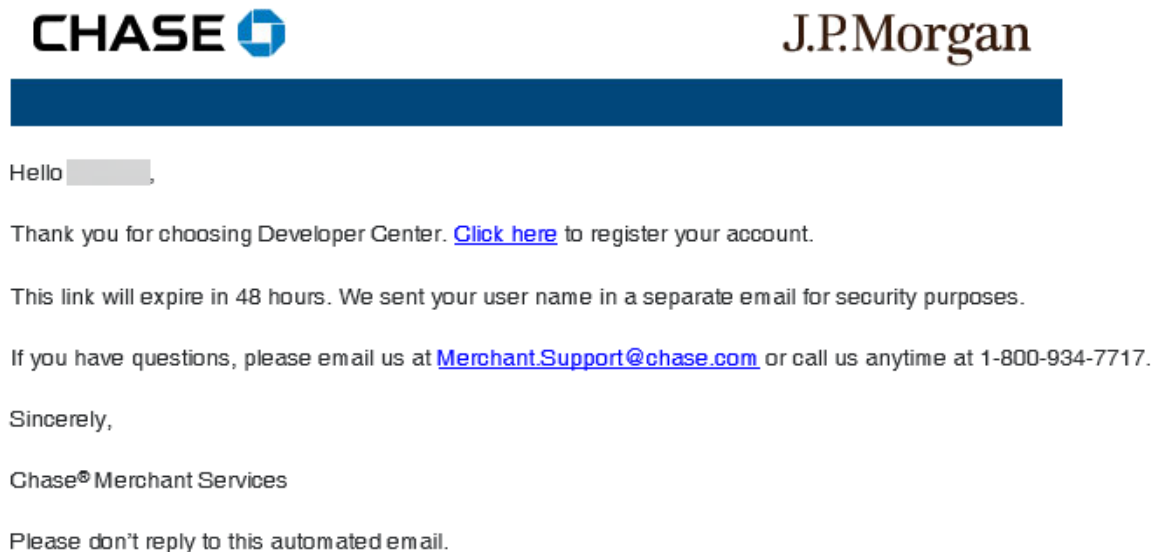
If you have questions, email us at Merchant.Support@chase.com or call us anytime at 1-800-934-7717.

Sincerely,

Chase® Merchant Services

Please don't reply to this automated email.
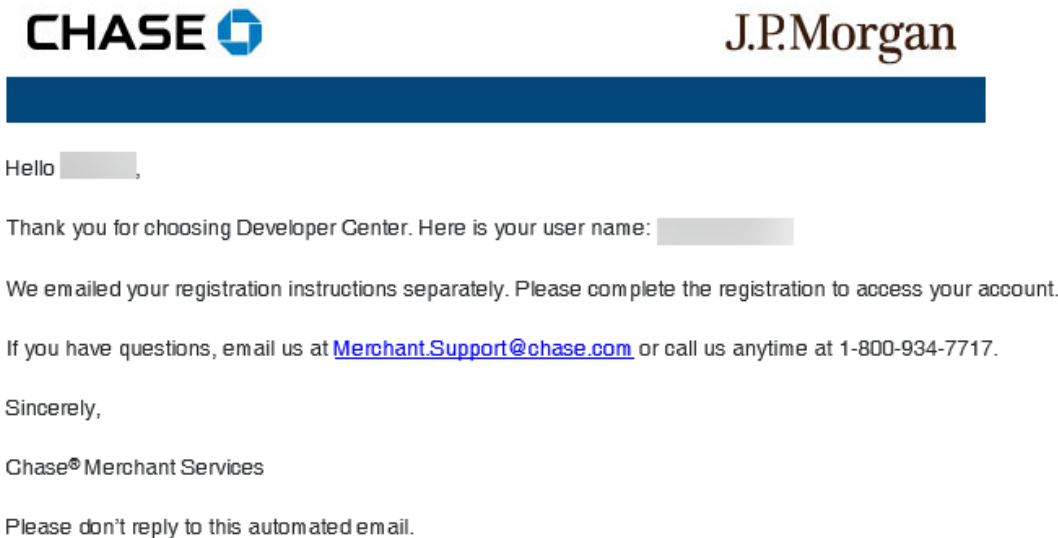
    b. The second email contains further instructions to complete your registration, and its subject line is **Here's how to register your Merchant Services Developer Center account**.

Hello [   ],

Thank you for choosing Developer Center. Click here to register your account.

This link will expire in 48 hours. We sent your user name in a separate email for security purposes.

If you have questions, please email us at Merchant.Support@chase.com or call us anytime at 1-800-934-7717.

Sincerely,

Chase® Merchant Services

Please don't reply to this automated email.

6. Follow the instructions in the registration email to complete your registration. Result: the email takes you to the final registration page.

a. Note: If you did not receive either email, check your spam folder.

7. Input your username, last name, and email address for confirmation. Remember: this information has to be identical to the username, last name, and the email address you provided earlier. Entering your phone number is optional, unless you provided a phone number when you created the account.

8. Click **Submit**.

9. Create your password on the next page. Result: The system takes you to the secure login page.

10. Log in with your username and new password. Result: The system prompts you to complete an authentication setup.

11. Select your security questions, then click **Submit**. Result: the system takes you to a page that indicates your user account is authorized.

12. Click **Developer Center**. You now have access to the site.

Note: Passwords expire every 90 days, so ensure that you update it accordingly. Accounts that are inactive over an extended period of time may be deleted.

Home page components

The Developer Center landing page is your starting point. Let's walk through what options are available to you to help you get familiar with Developer Center.
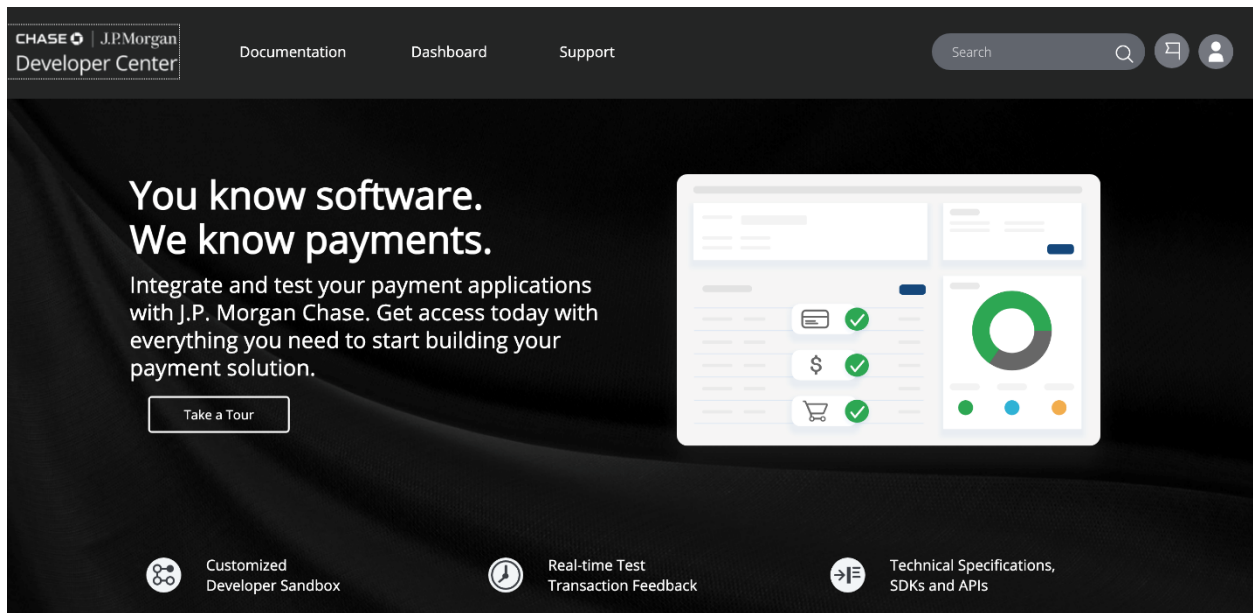
Take a Tour

The Take a Tour option provides you with a demonstration of the project dashboard. This tour can be either self-guided, or you can select the guided walkthrough option.

Product overview

The Developer Center landing page also provides a brief overview of all the product offerings we have for payment processing.

Your profile

Access your profile in the top right corner of the screen, next to the search field. You can change your password in the dropdown menu, as well as update your authentication security questions in **Settings**.

How to use the search feature

The search feature is available to you in order to narrow down what you are looking for. When you search for an item, the results are separated into two categories:

- Documentation

  - Any documentation files that either contain your search word within the document or within the title will appear here.

- FAQs

  - Any FAQ material within Developer Center that contains your search word will appear here.

Here are some tips to help you receive more accurate search results:

- You can customize the order the categories are presented to you by dragging and dropping each category to reorder the results.

- You can perform a multiple character wild card search by using an asterisk as a replacement for the character(s). This type of wild card search is useful if you want to locate multiple terms that are similar, but not identical.

  - For example, if you enter cheese* as your search term, your results may include cheese, cheesecake, cheesedip, cheesesauce, etc.

  - If you enter *cheese, your results may include cheddarcheese, swisscheese, provolonecheese, etc.

- You can perform a single character wild card search by replacing the character with a question mark. This type of wild card search is useful for finding alternate spelling or variations of a particular search term.

  - For example, if you enter ambi?nce, your results will include ambience and ambiance.

- If you need to search for an exact phrase, enclose that phrase in quotations.

  - For example, if you want to find instances of the specific phrase Auth Capture, type "Auth Capture" to return results that will include all instances of that exact phrase.

- Searches are not case sensitive.

How to receive notifications

Developer Center notifications are meant to alert you when there is routine maintenance, alerts, and documentation page updates. You can access these notifications one of two ways:

Notification flag

The flag on the top right corner of the screen by the search feature will alert you when there is a new notification by presenting a red alert that tells you how many unread notifications you have. Clicking on the flag will expand a popup to show you the last few notifications.

To read each notification in detail, either click the unread preview (marked by a blue dot) or click **See all**. This will take you to the notification page, where you can read the entire message.

Notification banner

New notifications will also appear across the top of Developer Center as a banner.

To read the full notification in the notification page, click the information icon in the top left corner of the banner. A maximum of 3 banners will appear at any given time.

Notification types

These are the types of notifications you can receive in Developer Center:

- **Publication announcement**: New technical specification content within Documentation has been published.

- **New feature**: A new Developer Center feature has been added.

- **Alerts**: Alerts report urgent issues such as outages, delayed content release, bug fix content publication, etc. Alerts display with a red banner: all other notifications display in blue.

- **Upcoming maintenance**: Developer Center maintenance that may impact user access, experience, or performance

Customize your notifications

Although you will automatically receive alerts, routine maintenance, and new feature notifications, you can customize your notifications to receive the publication announcement updates on the developer and supplemental guides that you regularly use.

To customize your notifications, do the following:

1. Select the technical specification document you wish to receive update notifications on.

2. Click the far right checkbox next to the guide you want updates on. Hovering over the checkmark will prompt a popup that reads "Select to receive future notifications on this topic."

3. Once the checkmark is selected, you will begin receiving update notifications for that technical specification in the top portion of Developer Center.

Documentation

The documentation tab contains all of the available technical specifications, SDKs, and API content regarding our integration process solutions.

Here is some general information on documentation:

- The content is in PDF, ZIP, JAR, or CER file format.

- Clicking PDF documents and CER/SSL certificates opens the documents in a new browser window.

- Clicking on a ZIP or JAR file downloads the file in the current browser window.

- All content, regardless of file format, can be saved by right clicking the document link and selecting "Save link as…"

The following table lists the documentation categories and what each category covers.

Card	Description
Gateway Solutions	Contains documentation related to Orbital Gateway APIs and supplemental guides.
Ecommerce Card Not Present Solutions	Contains documentation for direct integrations specialized for card not present e-commerce or remote payments.
Card Present Solutions	Contains documentation for direct integrations specialized for card present retail and brick and mortar stores.
Software Development	Contains documentation for software build solutions.
Shared Solutions	Contains general documentation for solutions that are available across multiple integration options.
Digital Payment Methods	Contains documentation for mobile and online services.
Connectivity Solutions	Contains technical certificates, keys, and other connection solutions.
International Payments	Contains documentation for non-U.S. integration solutions.

Dashboard

The dashboard allows you to track projects and test POS solutions. Once you have a project and you are prepared to run test cases, you will see the dashboard components.

These are the components of the dashboard:

- **Project ID**: The dropdown allows you to toggle between existing projects, as well as view archived or inactive projects.

- **Assigned contact**: Should you have any implementation questions, contact your assigned contact listed in the dashboard.

- **Project configuration**: This menu bar allows you to view features, users, and acquirer ID. You can also view your tracking history to see when tracking was toggled on and off, as well as view the results from each testing window.

- **Status**: Track your project status step-by-step through completion, and see how many test cases remain.

- **Tracking**: By toggling the tracking option on, you can send your transactions to our test environment to match your test cases.

- **Test cases**: This is a list identifying all cases required for testing, along with their details and status. From here, you can see each test's criteria, validate its success, and research any errors.

- **Simulate delivery**: By checking Simulate Delivery, you can send test transactions and see how your dashboard reacts.

Support

The support page contains a list of contacts to assist you with any questions you might have, including sales support, tech support for U.S. and Canada clients, global support, and login support. You can also pose a question, ask for project support, or make a suggestion by clicking on the **Contact Us Form** and filling out the appropriate fields.

Support

Chase is here to help with
getting you started or
technical support.
Contact Us Form

SALES	TECH SUPPORT	LOGIN SUPPORT
1-800-708-3740	1-800-934-7717	Merchant.Support@chase.com
SALES CANADA	TECH SUPPORT CANADA	GLOBAL
1-866-833-8182	1-800-265-5158	1-212-270-6000

Troubleshooting

I tried to get access, but it was not working.

Carefully follow the steps in How to gain access. Many steps in the directions are case-sensitive and must be followed precisely.

I know I have access, but I am unable to log in to Developer Center.

Try closing the browser window and logging into Developer Center again. If the issue persists, you may try another browser, an incognito version, or clear your browser history. If the issue still persists, you may wish to reset your password. If you are still encountering issues, reach out to login support at Merchant.Support@chase.com.

I forgot my username or password.

Use the support links on the sign in menu to retrieve the forgotten details via email.

I don't see the menu options or search bar depicted in screenshots above.

The Developer Center site is responsive and will appear differently in smaller browser windows. If you only see a hamburger menu in the upper left (three horizontal lines), try increasing the size of the browser window or reducing the zoom factor.

I am logged into Developer Center, but it is giving me unusual site results or the page is not refreshing with new content.

Your login may have timed out. Try closing the browser window and logging into Developer Center again. If the issue persists, you may try another browser, an incognito version, or clear your browser history. If the issue still persists, open a ticket for the Developer Center support teams to assist.

When I tried to create an account, I received a duplicate ID error message.

You may already have a Clear Trust account for another Paymentech application or there may be an issue setting up your initial access. Contact login support at Merchant.Support@chase.com.

I received an email that my access is going to expire.

Promptly follow the instructions in the email to renew access and/or update your password. Failure to do so may result in having to create a new access request.

I cannot view and/or print PDF content from the Documentation pages.

Adobe Acrobat Reader is required to view and print the PDF content. Download and install Adobe Acrobat Reader for free.

Changes from previous version

Version	Effective date	Change summary
1.0	12/15/2022	Created user guide.