



First Time Login Instructions

1. Go to JaxPensionPortal.coj.net
2. Click "**Sign up**" on the pension portal login page located in the bottom center of the box.
3. **COMPLETE THE INFORMATION REQUESTED:** Register with **YOUR** e-mail address, first name, last name, full date of birth, and the last four digits of your social security number. This information **MUST** match what we have on file.
4. Click the box for "**I'm not a robot**" and select the appropriate pictures requested. Click "Verify". Then continue.
5. You will be asked to choose three security questions and provide answers to those three questions, then click to register.
6. Once registered you will receive an email with a temporary password.
7. Using this temporary password, log onto the website again at JaxPensionPortal.coj.net **THE TEMPORARY PASSWORD IS ONLY VALID FOR 30 MINUTES.** You will use this password to login and set up your own personal password.

If the temporary password timed out, click on "**forgot password**" to request a new Temporary password. "**Forgot password**" will ask for your first name, last name, full date of birth, last four digits of your social security number, and will ask you for answers to the three security questions which were previously entered on the register screen.

8. **TO SET UP YOUR OWN PERSONAL PASSWORD:** Your new password must be a minimum of 12 characters in length and contain the following: at least one number, at least one special character (\$, @, !, %, *, ?, &, etc...), and at least one capitalized letter.

Re-enter the same personal password to confirm the password was entered correctly.

9. You have successfully enrolled in the City of Jacksonville Pension Portal for access to your pension information!

CONGRATULATIONS!

**YOU NOW HAVE ACCESS TO YOUR PAY NOTICES 24/7
INCLUDING WEEKENDS AND HOLIDAYS**



Pensioners Can Perform the Following Activities

- View **Current Pay Notice**
- Click on Printer Icon to create a **Print-Friendly Pay Statement**
- Review **Prior Pay Notices** by selecting the Year and Check Date from the drop-down menus
- Review **Pay Summary History** to see payment history for an entire year. You can also view prior years from the drop-down menu.
- **Export to Excel** Pay Summary information
- Update your **password** and change **security questions**
- Access more pension information online through the **Contact Us** section