



## **POLICE AND FIRE PENSION FUND**

ONE WEST ADAMS STREET, SUITE 100

JACKSONVILLE, FLORIDA 32202-3616

*"We Serve . . . and We Protect"*

Phone: (904) 255-7373

Fax: (904) 353-8837

### **NEW ON-LINE ACCESS TO YOUR DIRECT DEPOSIT STATEMENTS**

January 10, 2019

We are excited to provide this new service, a pension portal where you will have access to your direct deposit statements online.

For years, our Members have asked for on-line access to their direct deposit statements. This is a secured website giving you access to your direct deposit statements 24/7, including weekends and holidays.

On January 10<sup>th</sup>, the Police and Fire Pension Fund launched the pension portal. You will be able to review and print your direct deposit statements as needed.

Enclosed are the instructions for access to this site. Your first visit to the pension portal will take a few moments to register your information. Once completed, your information will be readily available the next time you sign in. Simply follow the instructions.

If you encounter any problems, please contact our office and we will be happy to provide assistance.

Best regards,

Benefits Department  
(904-255-7373 option 3)  
Police and Fire Pension Fund

# Police & Fire Pension Fund Online Statements

## First Time Login Instructions

1. Go to *JaxPensionPortal.coj.net*
2. Click "**Sign Up**" on the pension portal 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.
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 Police and Fire Pension Fund Online Portal for access to your direct deposit statements!

**CONGRATULATIONS!!**

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

Below are the Security standards for JaxPension portal which ITD set.

- 1) Password should be between 12-18 – That's the standard security team asked us to follow
- 2) SSN should not be shown in UI screen – This should be always masked.
- 3) Temporary password will expire in 30 minutes
- 4) Recaptcha – This was added so that the application is not machine hacked and let application down. (im not a robot)
- 5) Three security questions for password protection