

EJM User Guide

This document shows how to:

- Log in to www.e-jm.com for the first time
- How to change your password
- What happens if you get your password incorrect
- What happens if you lock your account
- Resetting a password

New user:

As a new user you will receive an email detailing e-jm's terms and conditions and giving a link to our password reset page.



Johnson Matthey

[Home](#) [Our Divisions](#) [Contact Us](#) [JM metal prices](#)

Change password

To confirm password reset fill in the form below. Click Save when complete.

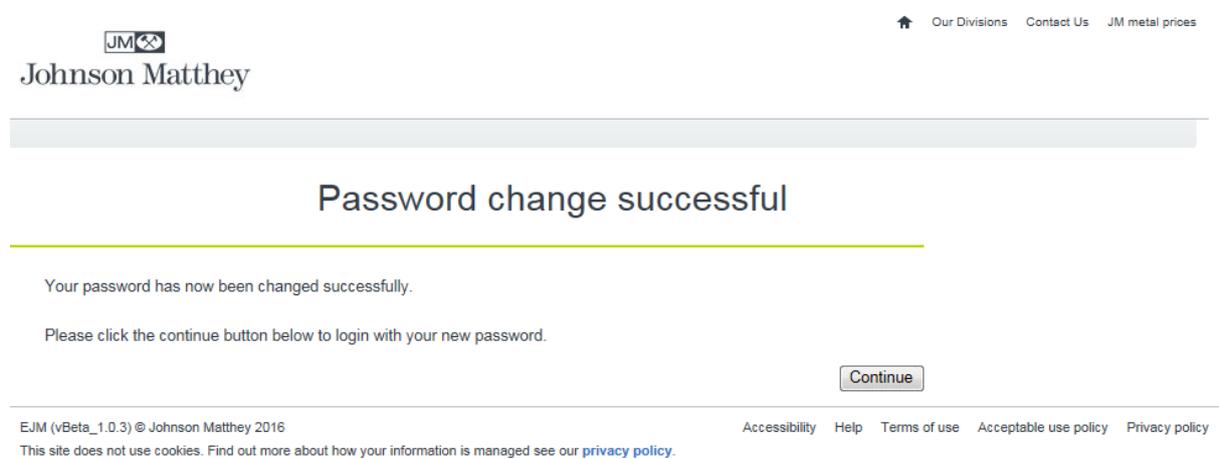
Your new password should be:

- Between 8 and 20 characters
- Contain at least 1 each of 3 of the following: number, lower case letter, upper case letter and symbol
- Not be the same as your last 3 passwords.

New password	<input type="password"/>
Confirm new password	<input type="password"/>

Save

Enter the new password and confirm new password fields following the rules defined on the page. On clicking 'Save' e-jm will present a confirm page.



Johnson Matthey

Our Divisions Contact Us JM metal prices

Password change successful

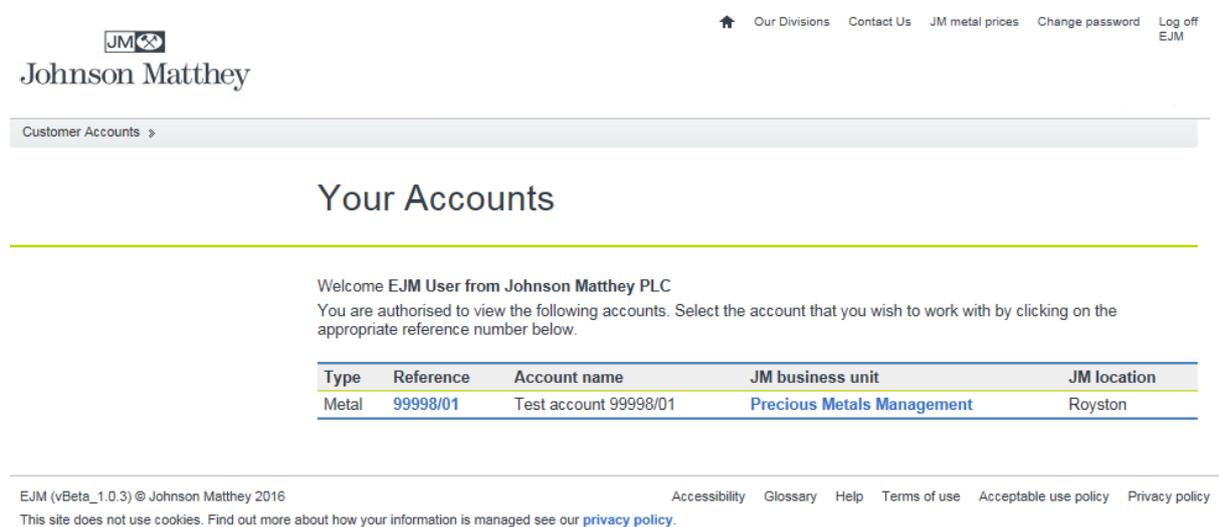
Your password has now been changed successfully.

Please click the continue button below to login with your new password.

[Continue](#)

EJM (vBeta_1.0.3) © Johnson Matthey 2016 Accessibility Help Terms of use Acceptable use policy Privacy policy
This site does not use cookies. Find out more about how your information is managed see our [privacy policy](#).

On clicking on the 'Continue' button e-jm will present the login page again. Log in with your user id and the new password. On login a page like the below is displayed.



Johnson Matthey

Our Divisions Contact Us JM metal prices Change password Log off EJM

Customer Accounts >

Your Accounts

Welcome EJM User from Johnson Matthey PLC
You are authorised to view the following accounts. Select the account that you wish to work with by clicking on the appropriate reference number below.

Type	Reference	Account name	JM business unit	JM location
Metal	99998/01	Test account 99998/01	Precious Metals Management	Royston

EJM (vBeta_1.0.3) © Johnson Matthey 2016 Accessibility Glossary Help Terms of use Acceptable use policy Privacy policy
This site does not use cookies. Find out more about how your information is managed see our [privacy policy](#).

Change password:

To change your password while logged in, click on the 'Change Password' link (top right of any page once logged in). This will display the following:

The screenshot shows the 'Change password' form on the Johnson Matthey website. At the top left is the Johnson Matthey logo. At the top right is a navigation menu with links: Home, Our Divisions, Contact Us, JM metal prices, Change password, and Log off EJM. The main heading is 'Change password'. Below the heading is a horizontal line, followed by instructions: 'Please enter your old password and then choose your new password. Click Save when complete. Your new password should be:'. A list of password requirements follows: 'Between 8 and 20 characters', 'Contain at least 1 each of 3 of the following; number, lower case letter, upper case letter and symbol', and 'Not be the same as your last 3 passwords.'. Below the instructions are three input fields: 'Password', 'New password', and 'Confirm new password'. At the bottom right of the form are 'Cancel' and 'Save' buttons. At the bottom of the page is a footer with copyright information: 'EJM (vBeta_1.0.3) © Johnson Matthey 2016'. To the right of the footer are links for 'Accessibility', 'Glossary', 'Help', 'Terms of use', 'Acceptable use policy', and 'Privacy policy'. A note states: 'This site does not use cookies. Find out more about how your information is managed see our [privacy policy](#).'

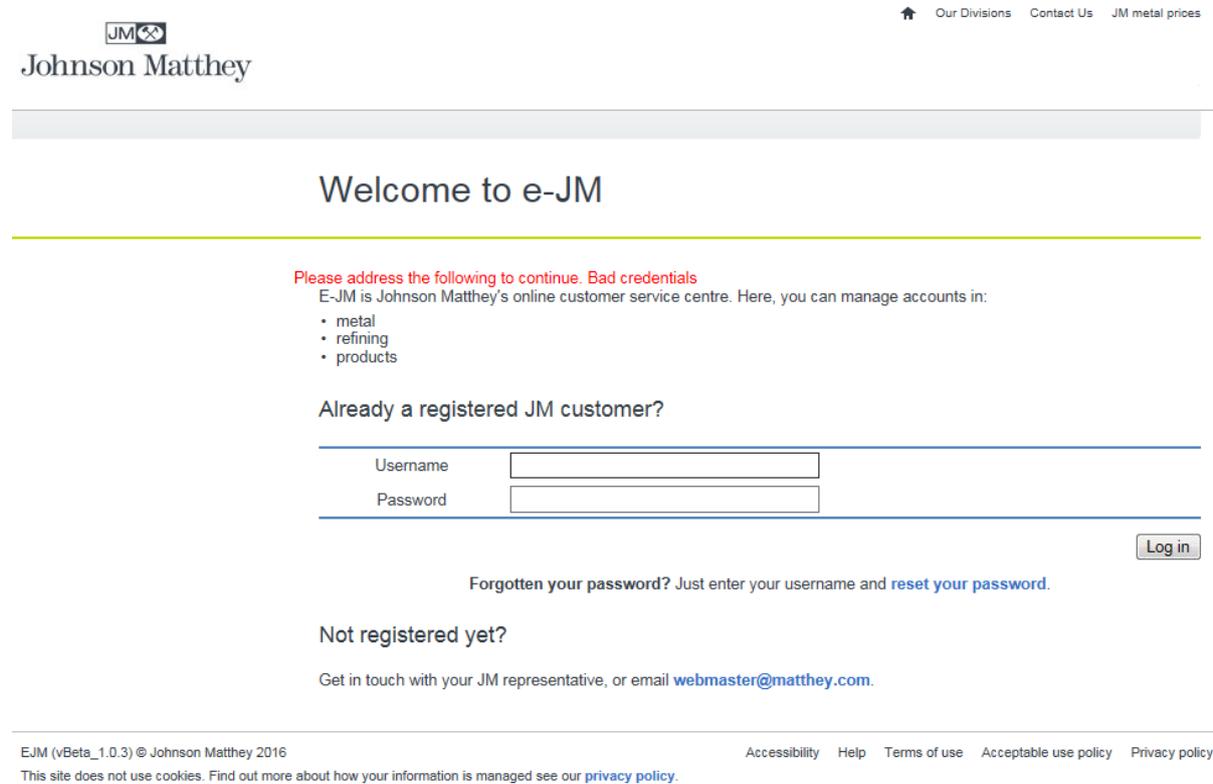
Enter your existing password, a new password and confirm new password following the rules on the page. Click on 'Save' and a confirmation page is shown.

The screenshot shows the 'Password change successful' confirmation page on the Johnson Matthey website. At the top left is the Johnson Matthey logo. At the top right is a navigation menu with links: Home, Our Divisions, Contact Us, and JM metal prices. The main heading is 'Password change successful'. Below the heading is a horizontal line, followed by the message: 'Your password has now been changed successfully.'. Below this is another message: 'Please click the continue button below to login with your new password.'. At the bottom right of the form is a 'Continue' button. At the bottom of the page is a footer with copyright information: 'EJM (vBeta_1.0.3) © Johnson Matthey 2016'. To the right of the footer are links for 'Accessibility', 'Help', 'Terms of use', 'Acceptable use policy', and 'Privacy policy'. A note states: 'This site does not use cookies. Find out more about how your information is managed see our [privacy policy](#).'

Clicking on 'Continue' will return you to the 'Account Summary' page.

Incorrect password:

If you enter an incorrect password at the login page the following occurs:



The screenshot shows the Johnson Matthey e-JM login page. At the top left is the Johnson Matthey logo. At the top right are navigation links: Home, Our Divisions, Contact Us, and JM metal prices. The main heading is "Welcome to e-JM". Below this is a red error message: "Please address the following to continue. Bad credentials". The message explains that E-JM is the online customer service centre and lists three categories: metal, refining, and products. Below the error message is the question "Already a registered JM customer?". Underneath are two input fields: "Username" and "Password". To the right of the "Password" field is a "Log in" button. Below the input fields is a link: "Forgotten your password? Just enter your username and [reset your password](#)". Below this is the question "Not registered yet?" followed by a link: "Get in touch with your JM representative, or email webmaster@matthey.com". At the bottom left is the footer: "EJM (vBeta_1.0.3) © Johnson Matthey 2016" and "This site does not use cookies. Find out more about how your information is managed see our [privacy policy](#)". At the bottom right are links for "Accessibility", "Help", "Terms of use", "Acceptable use policy", and "Privacy policy".

Re-try with your correct password. If you cannot remember your password follow the reset password instructions.

Locked account:

If you lock your account by entering your password incorrectly 5 times the following will occur:

Our Divisions Contact Us JM metal prices

Welcome to e-JM

Please address the following to continue. User account is locked

E-JM is Johnson Matthey's online customer service centre. Here, you can manage accounts in:

- metal
- refining
- products

Already a registered JM customer?

Username	<input type="text"/>
Password	<input type="password"/>

Forgotten your password? Just enter your username and [reset your password](#).

Not registered yet?

Get in touch with your JM representative, or email webmaster@matthey.com.

EJM (vBeta_1.0.3) © Johnson Matthey 2016

This site does not use cookies. Find out more about how your information is managed see our [privacy policy](#).

[Accessibility](#) [Help](#) [Terms of use](#) [Acceptable use policy](#) [Privacy policy](#)

In this case follow the reset password instructions.

Resetting a password:

To reset your password go to the login page like below:

 [Our Divisions](#) [Contact Us](#) [JM metal prices](#)

Welcome to e-JM

E-JM is Johnson Matthey's online customer service centre. Here, you can manage accounts in:

- metal
- refining
- products

Already a registered JM customer?

Username	<input type="text" value="EJMUSER"/>
Password	<input type="password"/>

[Log in](#)

[Forgotten your password?](#) Just enter your username and [reset your password](#).

Not registered yet?

Get in touch with your JM representative, or email webmaster@matthey.com.

EJM (vBeta_1.0.3) © Johnson Matthey 2016
This site does not use cookies. Find out more about how your information is managed see our [privacy policy](#).

[Accessibility](#) [Help](#) [Terms of use](#) [Acceptable use policy](#) [Privacy policy](#)

Enter your user id (like 'EJMUSER' here) and click on the 'reset your password' link below the Username and Password fields. E-JM will send you an email like the below:

Dear EJM

You have requested to update your password on EJM. Please follow the link below to enter a new password. You have 24 hours to reset your password before this request expires.

[Reset Password](#)

Thank you

EJM Team - Johnson Matthey

Click on the 'Reset Password' link and E-JM will display the change password page like for a new user. Follow the instruction in the 'New user' section of this guide.

Note: We have found that Microsoft Outlook 2010 does not open the link above correctly if Google Chrome is your default web browser. Right click on the link and select 'Copy link' and paste it into your web browser if this happens.