

## support if you need it

### Help for stores

- Visit the Store Self Help application
- From the stores homepage, select ITSD Stores Self Help in Team Tools
- From a register, select ITSD Self Help from the web menu
- From an iPad or iPod, select the red ITSD Self Help app icon on the desktop
- Call the Service Desk at 1-800-879-1111, option 2

### Help for other jcp locations

- Call the Service Desk at 1-800-214-4822

### Help for the Home Office

- Visit the Solution Center website at <http://solutioncenter.jcpenney.com>
- Visit the Solution Center desk in the corner of D2 closest to Mr. Penney's statue
- Call the Service Desk at 972-431-6900 (1-6900)

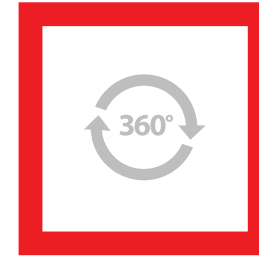
## tap into the conversation. [jcpnn.com](http://jcpnn.com)



**jcpnn is your new, mobile and interactive way to get involved in jcpenney's transformation. It puts the world of jcp in your hands, so you can do your best work every day.**



**24/7 real-time news** that goes where you go. even on your mobile device.



**a 360° pulse** on our business. be informed. be inspired.



**one voice** making a difference - yours. be the active voice.

**pilot program**

# take it for a test drive

Next year, jcpnn is coming to all jcp team members, and we're giving you an exclusive first look.

## feedback is important

We're starting small, and we'll revise and increase the capabilities of jcpnn over time. For this scaled-down, beta version of the site, we'd like you to explore every aspect of jcpnn and send us as much feedback as you can.

On the top right of the jcpnn homepage you'll always find a quickpoll. We'll post new questions frequently during the testing phase. When you login, please respond to the question and be sure to add any comments that will help us fix any issues and make necessary improvements to the site.

We need to know what doesn't work. If jcpnn doesn't work on your device, if you can't sign in, if a video won't play or if a page doesn't open, we hope you'll let us know. Use your active voice to shape jcpnn. Your voice will help us create the expanded version of jcpnn we'll launch in 2013. We also want your feedback on the booklet that introduces jcpnn to everyone. If there is information we need to add, or if there are places where we say too much, let us know.

## what you need to know

We need to make sure you understand three very important things:

1. Because jcpnn is accessible from anywhere, **this could impact charges associated with your wireless data plan. jcp will not be responsible for those charges.** If you are in your work area and you're using a wireless device, make sure you're connected to the jcp wireless network before you sign in to jcpnn. On a Company issued device, connect to the HCSC network. On a personal device, connect to

the Guest network (e.g. jcp Wi-Fi in stores or Guest at the Home Office). If you're outside the range of our wireless network, your wireless service provider may charge you fees to access jcpnn.

2. Also, **any time spent on jcpnn is completely voluntary.** If you access jcpnn outside your scheduled work hours, it's your choice, and it is not considered work. Be sure you fully understand the Company's the jcpnn Policy and Electronic Devices Policy, available on jcpnn and online.
3. **The customer comes first.** Your job duties come first. Your customers and your job responsibilities are your top priority. Access jcpnn only during downtime.

## how to get started

First, go to <http://www.jcpnn.com>. The login page will accept either your numerical ID or your jcp email address when you're on the jcp network. If you're not on a jcp network connection, you'll need your jcp email ID, as well as your password. The team member Kiosk is only available from devices that are connected to the jcp network. If you enter your numerical ID, it will show what your email is for future reference. If you don't know your password, be sure to reset it as soon as possible. You'll need to do this from a store computer at the Password Change function located on the team member Kiosk. If you haven't already done so, make sure you provide your three secret questions and answers. Your supervisor can help if you're not able to reset your password because you haven't provided your secret questions.

If you're not on a jcp network connection, you'll need your jcp email ID and your password. The team member Kiosk is only available from devices that are connected to the jcp network. So please access jcpnn as soon as possible from the store to get your jcp email ID.