

JPortal

Frequently Asked Questions

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Can I use an authenticator other than the Microsoft Authenticator app or the authenticator browser extension?

Yes, you may use a different authenticator that you are familiar with or already have installed. However, we recommend using the Microsoft Authenticator app or the authenticator browser extension, as our Customer Service team is best equipped to support these options.

What should I do if I'm not allowed to have a mobile phone at work?

You can use the authenticator browser extension as an alternative to a mobile phone authenticator app.

What if I don't have a work phone and can't install work-related apps on my personal phone?

The authenticator browser extension can be used instead of a mobile phone-based authenticator.

Does the authenticator support multiple authenticator registrations?

Yes, multiple registrations are allowed. However, you may need to assign a unique name to each registration to differentiate between profiles.

For Microsoft Authenticator:

- Open Microsoft Authenticator.
- Select Account.
- Select the gear icon  in the upper right corner.
- Click on the Account Name.
- Update the Account Name. (ex: JPortal)
- Select Done.

Can I setup an authenticator on multiple devices?

Yes, you can, but we suggest using only a single device for security reasons. Registering multiple devices may reduce overall security. However, is it acceptable to setup an authenticator on different devices, such as a phone and a computer, as a backup in case one becomes unavailable.

Do I need to enter a space when entering the code?

No, do not enter any spaces when entering the one-time passcode.

The authenticator one-time code I entered is not working.

Make sure the 30 second time interval was not reached for the code you were using. You may need to retrieve the next code.

Make sure you are using the latest version of the Microsoft Authenticator app. If you are still having trouble, try removing and reinstalling the app.

For Android devices:

- Open the Google Play Store.
- Search for Microsoft Authenticator.
- If an update is available, you'll see an "Update" button. Tap it to update the app.

For Apple devices:

- Open the App Store.
- Tap your profile icon at the top of the screen.
- Scroll to see pending updates and release notes.
- Tap "Update" next to Microsoft Authenticator or tap "Update All."

I did not receive a passcode to my email or as a text message.

The passcode can only be found in the authenticator app. It will never send a passcode to your email or to a text message.

Is it possible to have a passcode sent to my email address or via text message?

No, these options are not available.

Why can't I access a JPortal application using my saved bookmark?

JPortal applications should be accessed through the links in the main menu on the JPortal homepage. This allows users to log in using multi-factor authentication

(MFA) for enhanced security. The JPortal homepage also provides important system alerts and updates.

Other Troubleshooting Methods

- If you are using mobile data, try switching to just Wi-Fi or using Cellular Service only.
- Ensure Airplane mode is off.
- Disabling Battery Optimization on your phone may improve sync performance.
- Verify that your device and security apps (such as Microsoft Defender and Intune Company portal) are up to date.
- Check that your device's date and time settings are correct.
- If you're using VPN, try disconnecting it to see if the issue persists.

What steps should I take to update my MFA if I get a new phone?

If you still have access to your old phone:

- Sign into your JPortal account.
- Select the Multi-Factor Authentication (MFA).
- In the Configured Authenticators table, select the trashcan icon  next to the authenticator you want to remove.
- Once you have your new phone, log in and set up MFA again.

If you no longer have access to your old phone:

- From the JPortal homepage, click Login.
- On the login page, select Forgot Password?
- During the password reset process, you will be prompted to configure MFA on your new device.
- After configuring MFA and signing in, select the Multi-Factor Authentication (MFA) link.
- In the Configured Authenticators table, select the trashcan icon  next to the authenticator you want to remove.