

# JPortal

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## **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.
- 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.

## **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 you are using the latest version of the Microsoft Authenticator app. If you're 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.