

JPortal


Frequently Asked Questions

Does the authenticator support multiple authenticator registrations?	2
Can I setup an authenticator on multiple devices?	2
Do I need to enter a space when entering the code?.....	2
The authenticator one-time code I entered is not working.....	2
I did not receive a passcode to my email or as a text message.....	3
Is it possible to have a passcode sent to my email address or via text message?.....	3
Why can't I access a JPortal application using my saved bookmark?	3
Other Troubleshooting Methods	3

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.