MFA Setup using ForgeRock

JCU staff and students are required to use the ForgeRock (or other) App in conjunction with Multifactor Authentication (MFA) to access secure JCU online services.
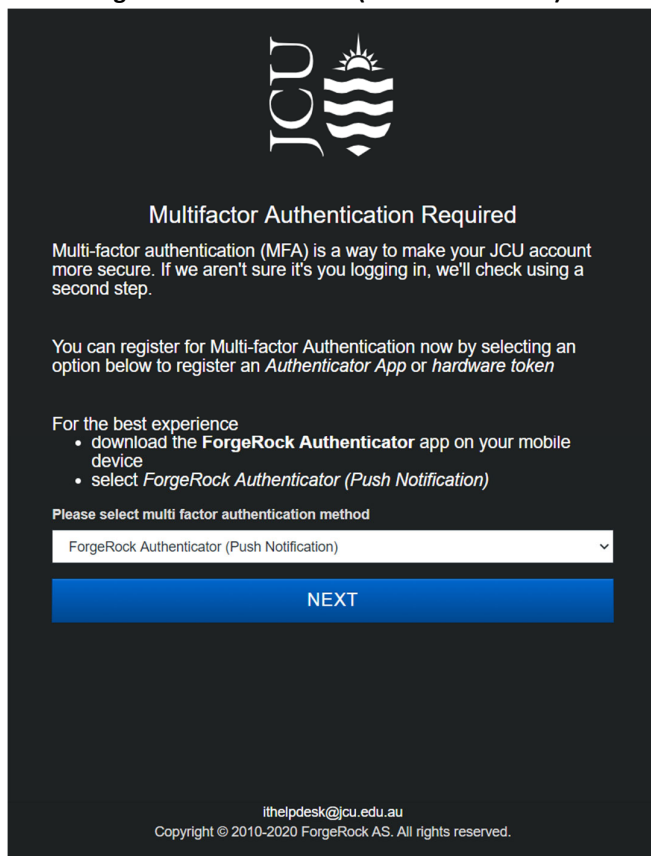
Download the ForgeRock Authenticator App

To install the **ForgeRock Authenticator App** on your mobile device, select iOS or Android and follow the prompts provided.

Register for MFA (Push Notification) using ForgeRock Authenticator

To register for MFA login to a secure JCU online service that requires MFA such as LearnJCU or Email. If you have not already registered for MFA, you will be asked to select an MFA method from a drop-down box.

> Never blindly tap **Accept** on an MFA **Push Notification**, always tap **Reject** if you receive a notification to approve a sign-in that you did not initiate.

1. Select **ForgeRock Authenticator (Push Notification)** from the dropdown list and click **NEXT**.

2. Now launch the ForgeRock Authenticator app on your mobile device and tap the "+" icon at the bottom right of the screen and select **Scan QR code**.
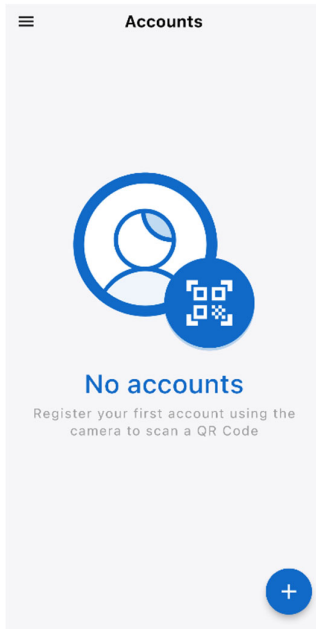
Note: If you have reset your MFA and intend to setup your ForgeRock app again, then remove the existing JCU account before attempting to scan the QR code to set up MFA again.
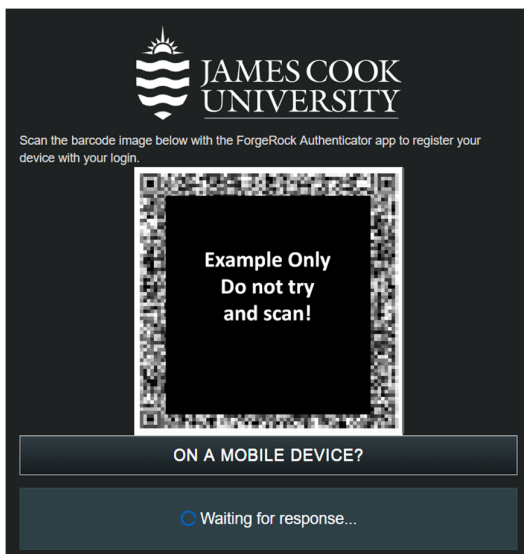
If this is not done then you will see the following error:

3. Scan the **QR code** displayed on the computer screen, position your mobile camera so that the QR code is in the centre of the viewscreen.

4. From your computer, print or save a copy of your **Recovery Codes** to a password manager. These are one-use codes to authenticate to MFA when you don't have your phone available. You will also need to use one of them if you change phones, delete your account from the Authenticator App, remove the App from your mobile device or if you just want to change the type of MFA you use.
5. Click **Log In**.
6. You will receive a notification on your mobile device, tap **Accept**. Provide touch ID on **iOS** if requested.

7. You have now successfully registered for MFA using **Push Notification** with the ForgeRock Authenticator App.

If you are **not** receiving push notifications from the ForgeRock Authenticator App on either your Android or iOS device, check your phone's notification and security settings and ensure the app has permissions to push notifications to your device.