

Multi-Factor Authentication (MFA)

Setup Guide — Jackson Public Schools

This guide walks you through:

1. Downloading Microsoft Authenticator on iPhone or Android
2. Setting up the app and allowing notifications
3. Finding the JPS Portal login page from the district website
4. Signing in with your username and password
5. Setting up Microsoft Authenticator (one-time password / 6-digit code)
6. Reaching your JPS Dashboard and opening Microsoft 365
7. Setting up the second layer of authentication (2-digit approval)
8. Troubleshooting common issues

Questions? Contact the IT Help Desk before calling in — this guide covers the most common steps.

Step 1

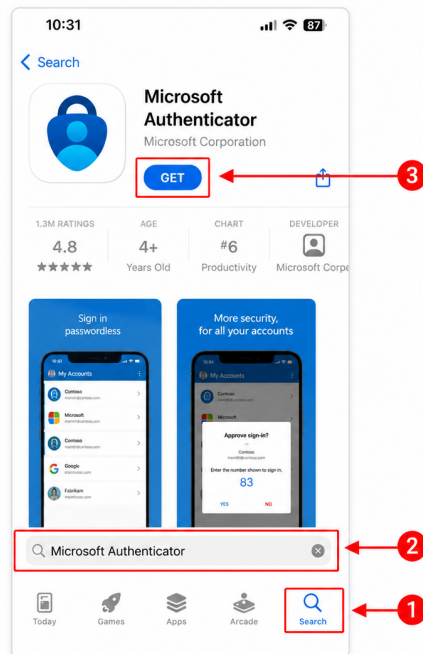
5 Download Microsoft Authenticator

On your mobile device:

- 1 Open the **App Store** on your iPhone.
- 2 Search for **"Microsoft Authenticator"**
- 3 Tap **GET** to download the app.



Tip: Make sure you download the app published by **Microsoft Corporation**.



iPhone — App Store: tap GET

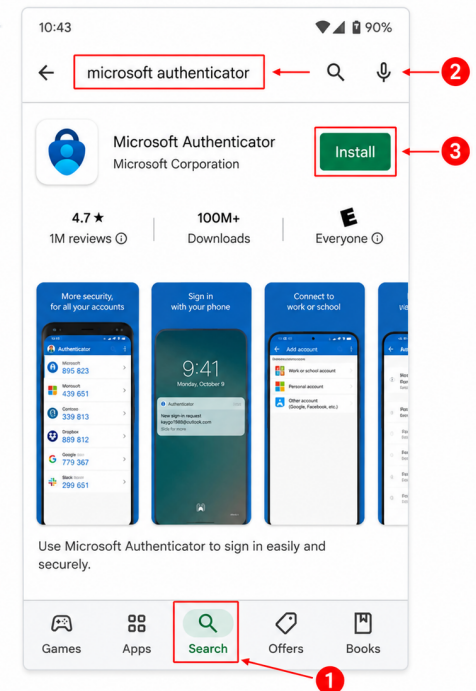
5 Download Microsoft Authenticator (Android – Google Play Store)

On your mobile device:

- 1 Open the **Google Play Store** on your Android phone.
- 2 Search for **"Microsoft Authenticator"**
- 3 Tap **Install** to download the app.



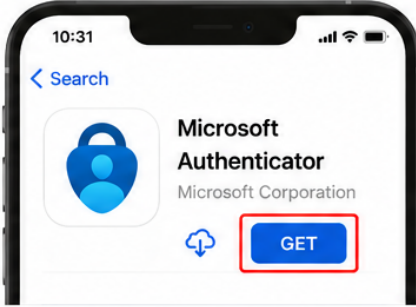
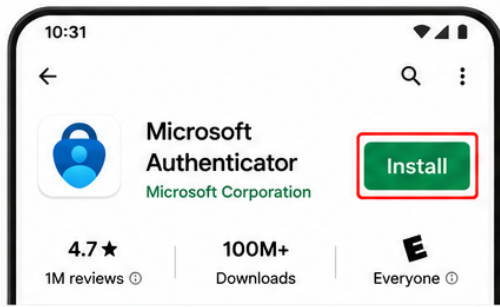
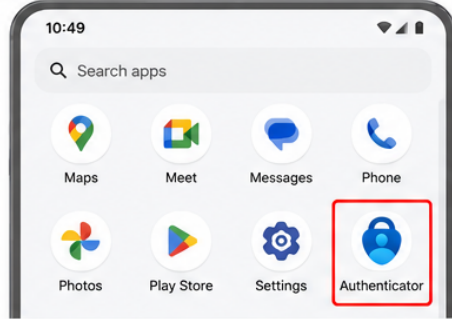
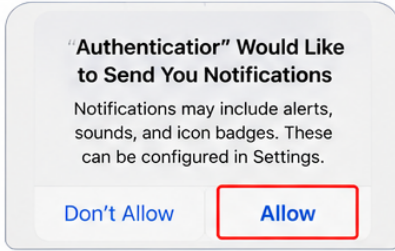
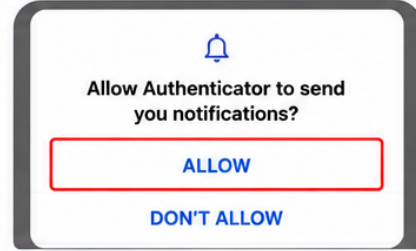
Tip: Make sure you download the app published by **Microsoft Corporation**.



Android — Google Play: tap Install

Step 2

MICROSOFT AUTHENTICATOR SETUP – STEPS 1–3 iPhone (iOS) vs. Android

STEP	iPhone (iOS)	Android
1 Download Microsoft Authenticator Search for “Microsoft Authenticator” in the App Store (iPhone) or Google Play Store (Android). Tap Get or Install .	 Tap GET to download the app.	 Tap Install to download the app.
2 Open Microsoft Authenticator Open the Microsoft Authenticator app on your phone.	 Tap the Microsoft Authenticator app icon to open it.	 Tap the Microsoft Authenticator app icon to open it.
3 Allow Notifications Allow notifications so you can approve sign-in requests.	 Tap Allow to enable notifications.	 Tap Allow to enable notifications.
 TIP: If you don't allow notifications, you won't be able to approve sign-in requests from Microsoft.	 Need help? Contact the IT Help Desk at (555) 123-4567 or helpdesk@yourdistrict.org .	

Full setup comparison: iPhone vs. Android — download, open, and allow notifications.

Step 3

The screenshot displays the Jackson Public Schools website. The top navigation bar is dark blue with white text and icons. The 'Departments' link is highlighted with a red border. Below the navigation bar is the Jackson Public Schools logo on the left and social media links on the right. The main content area features a large banner with a circular diagram representing the 'District Direction' framework. The diagram is divided into six segments: EQUITY, EXCELLENCE, RELEVANCE, RELATIONSHIP, POSITIVE & RESPECTFUL CULTURE, and GROWTH MINDSET. The center of the diagram contains the text '1 DISTRICT DIRECTION' and 'Marching Towards Excellence'. On the left side of the banner, there is a text box titled 'Marching Towards Excellence' with a link to 'Mission, Vision, Core Values'. The bottom of the page has a yellow footer with various service links and icons.

Navigation Bar:

- Home
- About Us
- Departments**
- Schools
- Enrollment
- Employment
- JPS Strategic Plan
- JPS Repurposing Initiative

Logo: JACKSON PUBLIC SCHOOLS

Social Media Links: DISTRICT HOME, OUR SCHOOLS, TRANSLATE, SEARCH

Main Content:

- Marching Towards Excellence**
- At Jackson Public Schools, we develop scholars through world-class learning experiences to attain an exceptional knowledge base, critical and relevant skill sets, and the necessary dispositions for great success.
- [Mission, Vision, Core Values](#)

District Direction Framework:

- EQUITY
- EXCELLENCE
- RELEVANCE
- RELATIONSHIP
- POSITIVE & RESPECTFUL CULTURE
- GROWTH MINDSET

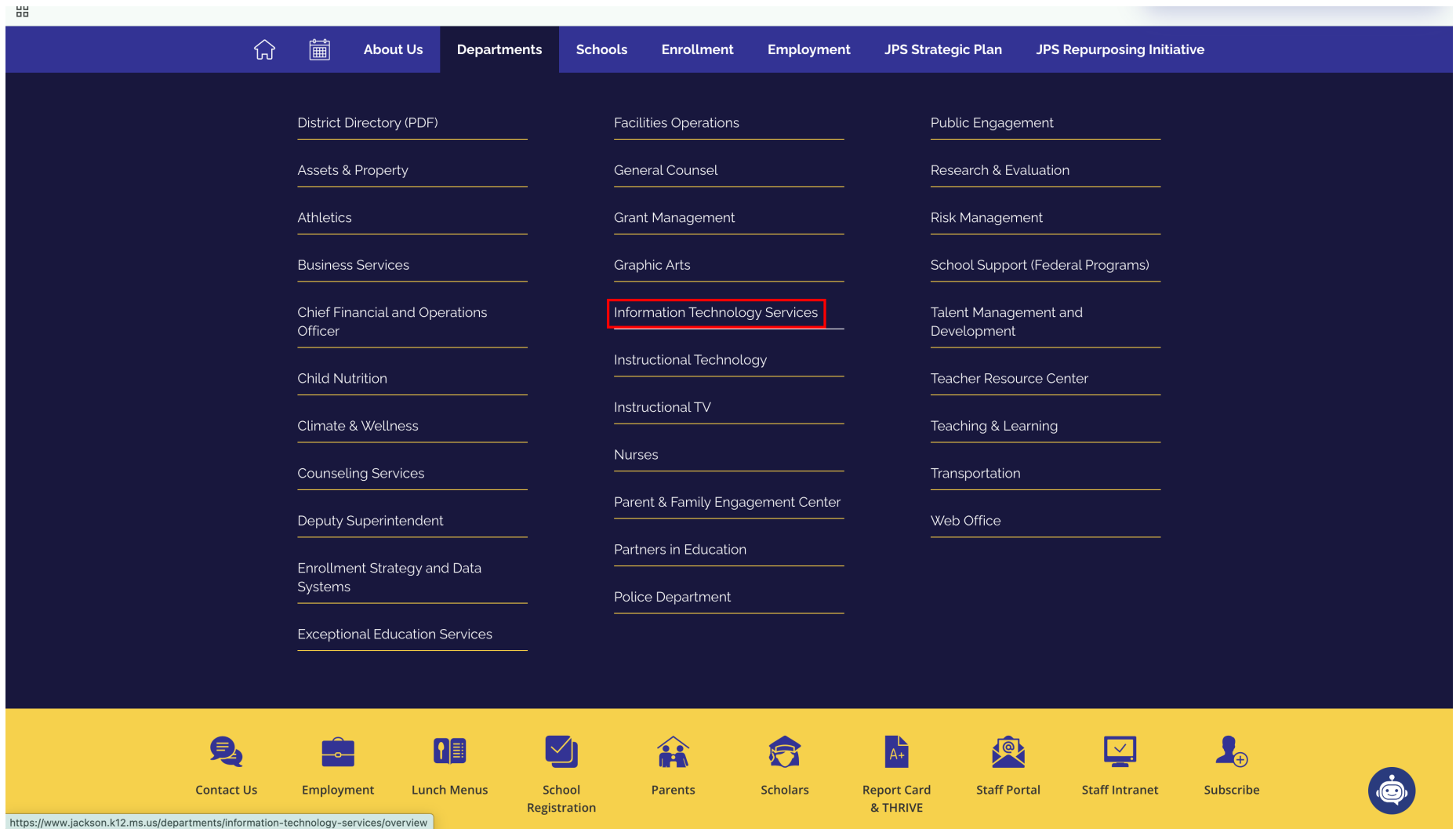
Center: 1 DISTRICT DIRECTION, Marching Towards Excellence

Footer:

- Contact Us
- Employment
- Lunch Menus
- School Registration
- Parents
- Scholars
- Report Card & THRIVE
- Staff Portal
- Staff Intranet
- Subscribe

Go back to the Jackson Public Schools website and click Departments.

Step 4



Under Departments, click Information Technology Services.

Step 5



[DISTRICT HOME](#)[OUR SCHOOLS](#)[TRANSLATE](#)[SEARCH](#)

HOME / DEPARTMENTS / INFORMATION TECHNOLOGY SERVICES / INFORMATION TECHNOLOGY SERVICES

Information Technology Services

Copier Information

JPS Portal Information

Login to Your JPS Portal Account

Enter a Helpdesk Service Request

Contact Information Technology Services

JPS IT on Facebook!

Information Technology Services

Overview

The Information Technology Services team is more than a support department—we are partners in teaching, learning, and innovation. Our mission is to provide reliable, secure, and modern technology that empowers scholars, educators, and staff to thrive in today's world.

We focus on:

- **Service & Support** – Delivering responsive, first-class assistance so every user has the tools they need to succeed.
- **Equity & Access** – Ensuring all schools and offices have fair and consistent access to technology resources.
- **Innovation & Growth** – Leveraging new solutions to create world-class learning environments and efficient district operations.
- **Security & Reliability** – Protecting our data and infrastructure so the JPS community can teach, learn, and work with confidence.
- **Collaboration & Culture** – Building strong relationships with our schools, colleagues, and community partners to foster joy, trust, and continuous

<https://jpsd.us001-rapididentity.com>

On the Information Technology Services page, click “Login to Your JPS Portal Account.”

Step 6



Login

[Need help?](#)

janedoe@jackson.k12.ms.us

[Forgot Username?](#)

Go



Don't have an account yet? [Claim your account.](#)

Claim My Account

Enter your JPS district email address and click Go.

Step 7



Login

[Need help?](#)

[Forgot Password?](#)

Having trouble with MFA? [Select a Different MFA Option](#)

Enter your password and click Go.

Step 8



Step 1: Set Up Your Microsoft Authenticator App

This is the first step to secure your account. You will do this **ONE TIME** when you are setting up your account.



This Step is for **ACCOUNT SETUP ONLY**

You will set up your account by scanning a QR code with the Microsoft Authenticator app. This happens **before** you get to your dashboard.

Here's how it works:

- 1 After entering your **district email** and password, you will see a QR code on the screen.
- 2 Open the Microsoft Authenticator app on your phone.
- 3 Tap **Scan QR code**.
- 4 Use your phone's camera to scan the QR code on your computer screen.
- 5 Your account will be added to the app. You will then use it to approve sign-in requests.

Example: QR code on your computer screen



Secure Your Account

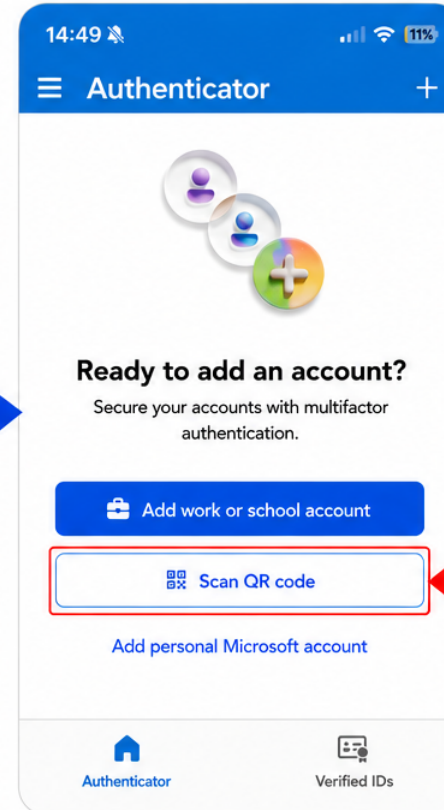
Scan the QR code below with the Microsoft Authenticator app.



Can't scan image?

After you scan the QR code, choose "Next".

Microsoft Authenticator App



Tap **Scan QR code** to scan the QR code on your computer screen.



Important: You only need to scan the QR code **ONE TIME** during setup. Once your account is added, you will use the app to approve sign-in requests.

Step 9



JACKSON
PUBLIC SCHOOLS

One-Time Password [Need help?](#)

Code

Go >

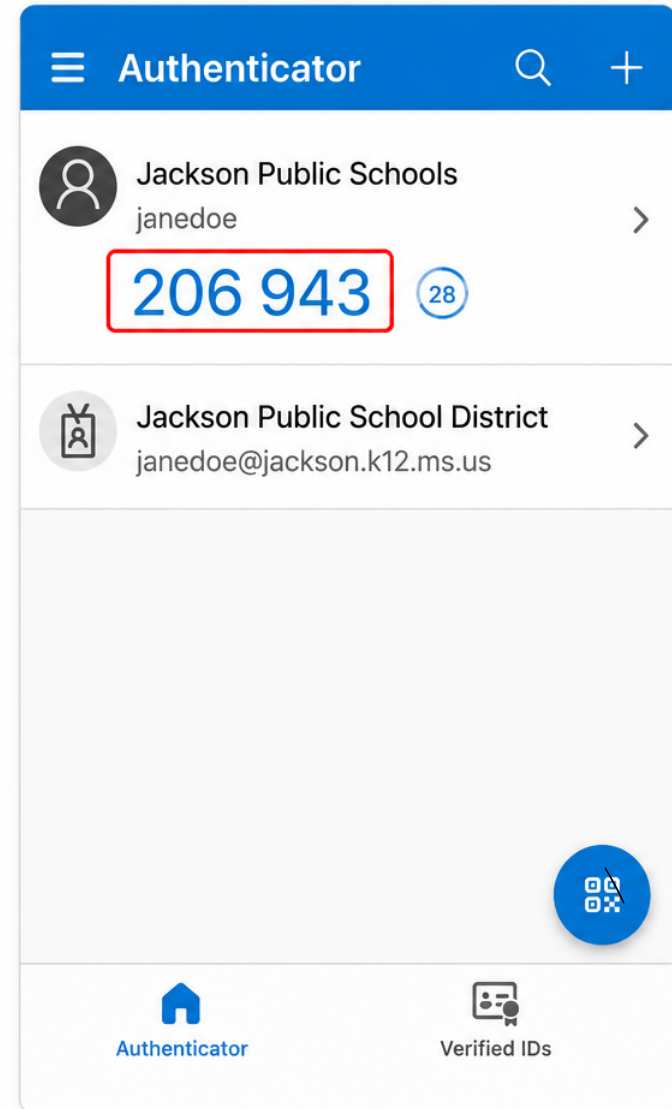
Start Over ↺

Having trouble with MFA? [Select a Different MFA Option](#)

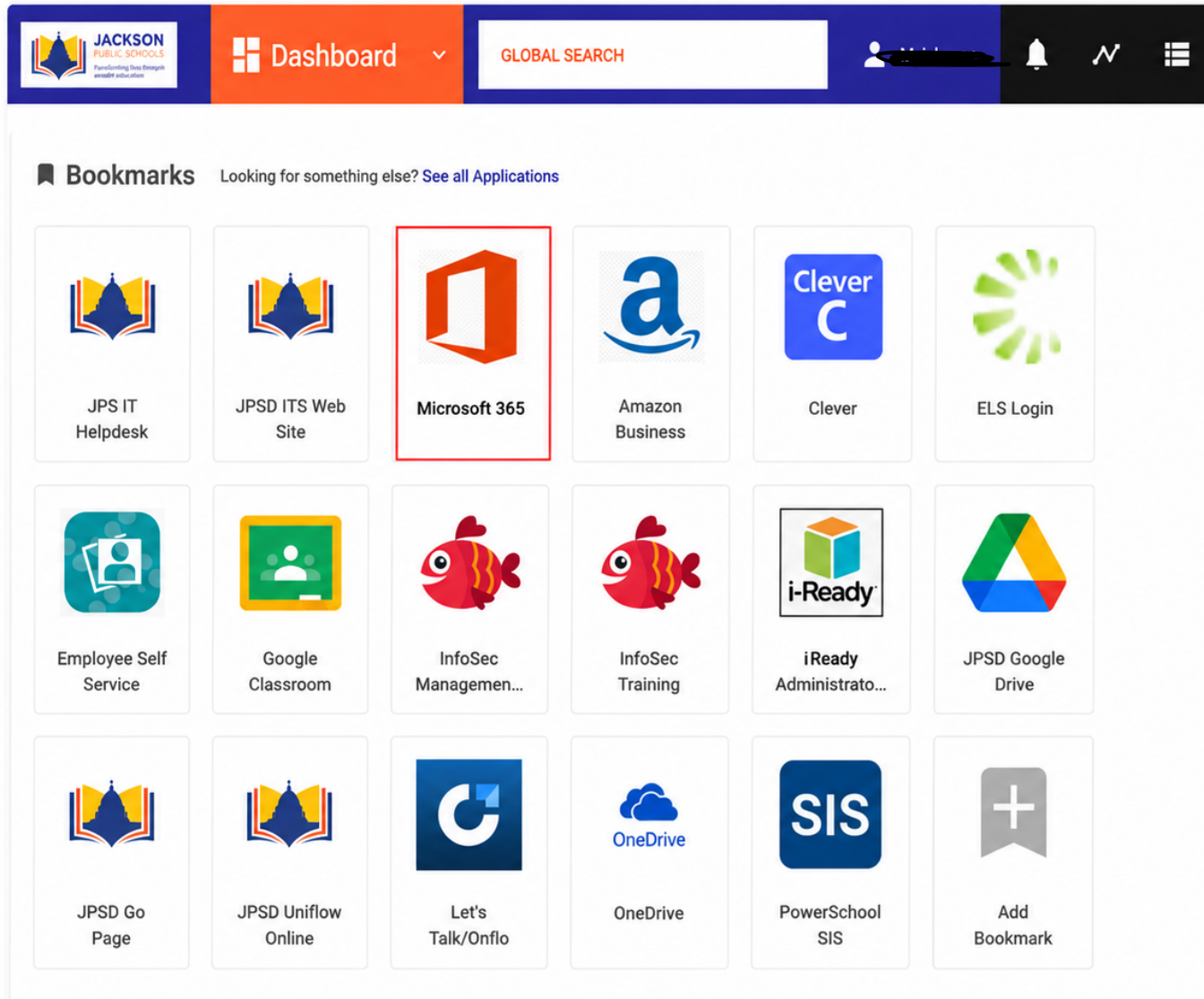
Your one-time code will be on the Microsoft Authenticator app.

The one-time code is the **6-digit number** shown on the app.

It refreshes every **30 seconds** for security.



Step 10



You now have access to the Dashboard!

This is your JPS Dashboard where you can access your tools and applications.

To access your email, click the **Microsoft 365** tile (highlighted in red).

This will open Outlook in the web so you can send and receive emails.

You're in! Click the Microsoft 365 tile to access your email.

Step 11



Step 1: Set Up Your Microsoft Authenticator App

This is the first step to secure your account.

You will do this **ONE TIME** when setting up your account.

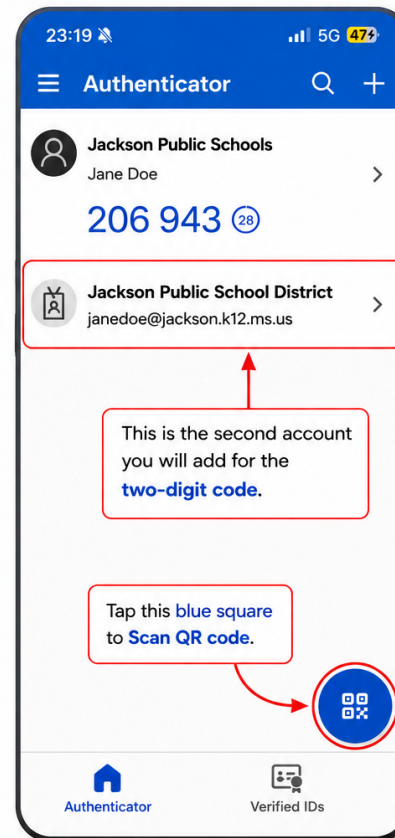


Account Setup Only

When you first access Microsoft 365 through the dashboard, use the Microsoft Authenticator app to add your account by scanning a QR code.

- 1 Open the Microsoft Authenticator app.
- 2 Tap the **blue square** in the lower right corner to **scan a QR code**.
- 3 This will add the second account shown below for two-digit verification.
- 4 Once added, you'll use this account for the two-digit approval code.

Microsoft Authenticator App



Important: You only need to scan the QR code **ONE TIME** during setup. After setup, use the app to approve sign-in requests.

Step 12



Step 2: Second Layer of Authentication

This is the second layer of authentication to access Microsoft 365 applications.

Step 1: Click Microsoft 365

From your Dashboard, click the **Microsoft 365** tile.

This will bring you to the Microsoft sign-in screen.



Microsoft sign-in approval screen



janedoe@jackson.k12.ms.us

Approve sign in request

- Open your Authenticator app and approve the request. Enter the number if prompted.

37

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Step 2: Two-digit number you type in (SECOND)

A two-digit number will appear on your screen.

- Open your Microsoft Authenticator app.
- You will see a prompt asking, "Are you trying to sign in?"
- Enter the two-digit number shown on your screen in the box.
- Tap **Yes** to approve the sign-in request.



Remember: The 6-digit code is always **FIRST**. | The 2-digit number you type in is **SECOND**.

Step 13

You Should Be In!

The Information Technology Services team is more than a support department—we are partners in teaching, learning, and innovation. Our mission is to provide reliable, secure, and modern technology that empowers scholars, educators, and staff to thrive in today's world.

We focus on:

- **Service & Support**

Delivering responsive, first-class assistance so every user has the tools they need to succeed.

- **Equity & Access**

Ensuring all schools and offices have fair and consistent access to technology resources.

- **Innovation & Growth**

Leveraging new solutions to create world-class learning environments and efficient district operations.

- **Security & Reliability**

Protecting our data and infrastructure so the JPS community can teach, learn, and work with confidence.

- **Collaboration & Culture**

Building strong relationships with our schools, colleagues, and community partners to foster joy, trust, and continuous improvement.

We believe that technology is not an end in itself but a catalyst for equity, excellence, and opportunity. Together, we are preparing our scholars to achieve globally, contribute locally, and be fulfilled individually.

We're Live on Facebook

The Jackson Public Schools Information Technology team is excited to announce our new Facebook page.

Follow us to stay connected with the latest JPS technology updates, project highlights, cybersecurity tips, and a look behind the scenes at how our IT team supports teaching, learning, and innovation across the district.

[JPS IT on Facebook — search “Jackson Public Schools IT”](#)

Step 14

Troubleshooting & FAQ

Q: The QR code won't scan.

Make sure camera permissions are allowed for Authenticator, and that the code isn't blurry or reflecting glare. You can also enter the code manually if a text key is shown below the QR code.

Q: I didn't get a notification to approve sign-in.

Check that notifications are allowed for Authenticator (Settings > Notifications), that you have a data or Wi-Fi connection, and that you're signed into the correct account in the app.

Q: I entered the number but it says "incorrect."

Numbers refresh quickly — go back to the sign-in screen, check the current number, and enter it again right away in the app.

Q: I got a new phone. How do I move my account?

Install Authenticator on the new device, then contact the IT Help Desk to re-link your JPS account — QR codes are single-use and tied to your prior setup.

