Multi Factor Authentication (MFA) for JPortal Quick Reference Card

Overview

Multi-Factor Authentication (MFA) is an authentication method that requires an account holder to provide **two or more verification factors** to successfully gain access to a system. An increase in verification factors reduces the likelihood of a successful cyber-attack on a user's account.

MFA is required to access court records when logging into **JPortal**. Account registration for **MFA** is a one-time event that **must be completed using a computer that is connected to the Judiciary network and a mobile phone that has an approved authentication application installed.**

Once your account is registered for **MFA**, you will be prompted to authenticate your login credentials with a one-time passcode each time you log into **JPortal**. This code is generated by an approved authentication application that is installed on your mobile phone.

This quick reference guide outlines the steps needed to download an authentication application on your mobile phone and register your device for **MFA** to access **JPortal**.

Registering for MFA

The account registration must be completed for any computer used to access **JPortal**. A mobile phone with the ability to access and download an app is also required. Before beginning account registration, have the designated mobile phone nearby.

Access JPortal from a Computer

To access JPortal:

1. Open an internet browser window and navigate to the JPortal website at https://jportal.mdcourts.gov. The **JPortal Home** page displays.

2. Click the **Login** link in the upper right corner. The **Maryland Judiciary Authentication Service** page displays.

3. Click in the **Username** field and enter your login credentials, typically in the format **firstname.lastname**.

4. Click in the **Password** field and enter your password.

5. Click the **blue** **Sign In** button to display the **Mobile Authenticator Setup** window.

   The **Mobile Authenticator Setup** window will display a **QR Code** that you will need to scan after downloading and configuring the **Authenticator** app on your phone.
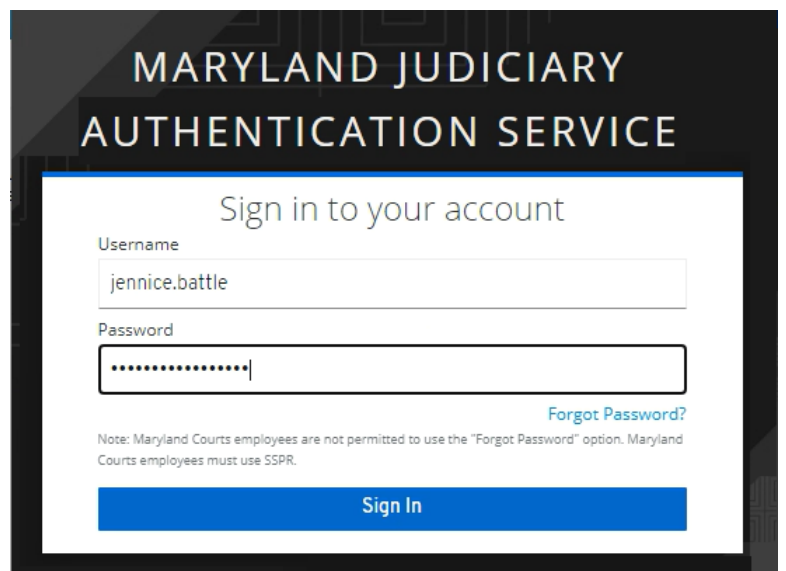
Download the App on the Mobile Phone

The **Authenticator** app must be downloaded on the mobile phone that you will be using to verify your creditials when logging into **JPortal**. The **Microsoft Authenticator** app and **Google Authenticator** app are the **only** Judiciary-approved apps that may be used for authentication.

Before downloading the Authenticator app, you will need to decide which app you will want to use.

To download the app on a mobile phone:

1. On the mobile phone, navigate to the **App Store** or **Google Play**.

2. Enter *Authenticator app* in the search field.

3. When the list of app appears, scroll to locate your prefered **Authenticator** app.

4. Click the **GET** button to download it to the mobile phone.

   If the **Open** button displays, this indicates that you already downloaded the approved **Authenticator** app.
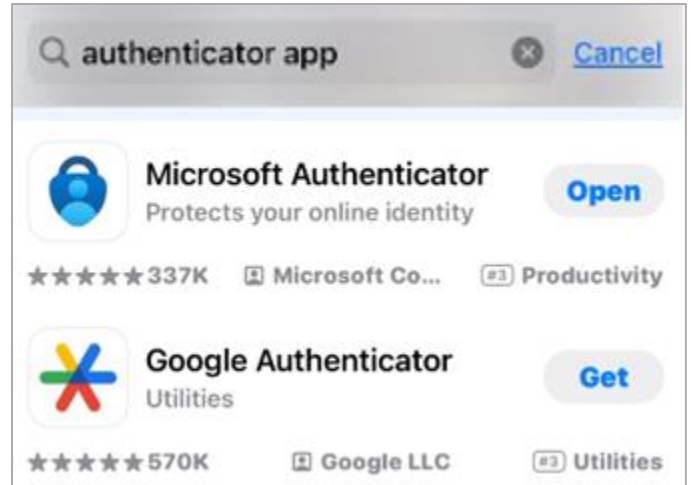
Configure the App on the Mobile Phone

Once the desired **Authentication** app has been downloaded to your mobile phone, the next step is to configure it so that you will be able to successfully access **JPortal**. The process differs slightly for **Microsoft Authenticator** and for **Google Authenticator**. In addition, there are some differences if you are employed by the Judiciary, or you are external to the Judiciary.

Microsoft Authenticator App

If you are a Judiciary member, you may already have the **Microsoft Authenticator app** already configured on your phone. If you do not yet have the app configured, you will need to follow a separate process. Click here to view the step-by-step process for push notifications.

If you are external to the Judiciary, and you are using the **Microsoft Authenticator** app, follow the steps outlined below.
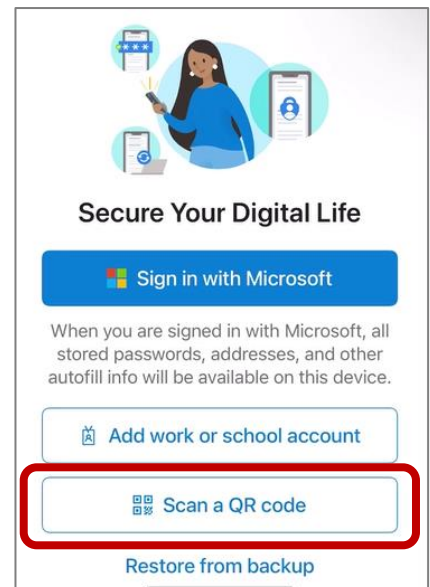
To configure the Microsoft Authenticator:

1. Open the **Microsoft Authenticator** app.

2. If desired, sign into your **Microsoft** account to enable all stored passwords, address, and other autofill info on your device.

3. Click the **Scan a QR code** link.

   The **camera** app on the mobile phone will open automatically. Allow access to the phone's camera, if necessary.
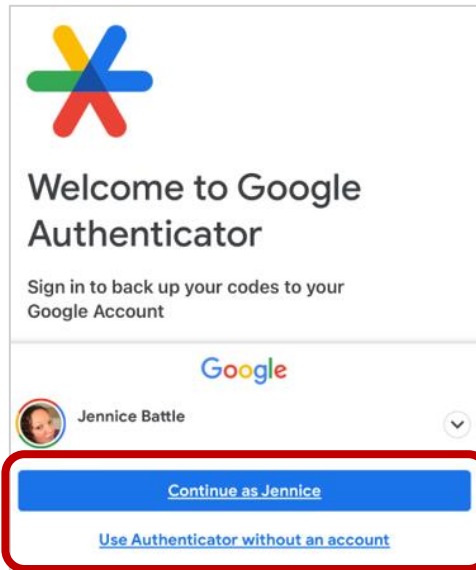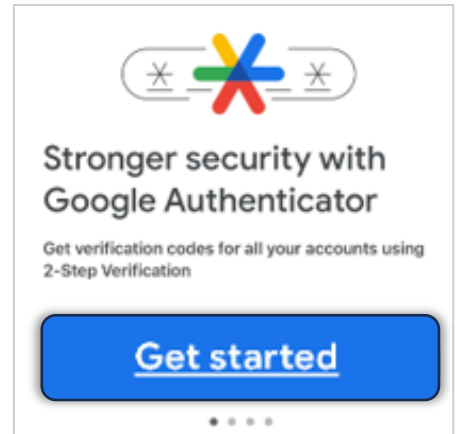
4. Follow the remaining steps in the **Complete Authentication on the Computer** section in this document.

Google Authenticator App

To configure the Google Authenticator:

1. Open the **Google Authenticator** app.

2. Click the **blue Get started** button at the bottom of the screen.

3. Sign in to your **Google** account, if desired, or click the link to **Use Authenticator without an account**.

If you signed into your **Google** account, you will need to click the **blue Continue as**... button at the bottom of the screen.

4. Click the **blue Add a code** button to display the **Set up your first account** window.

5. Click the **Scan a QR code** link.
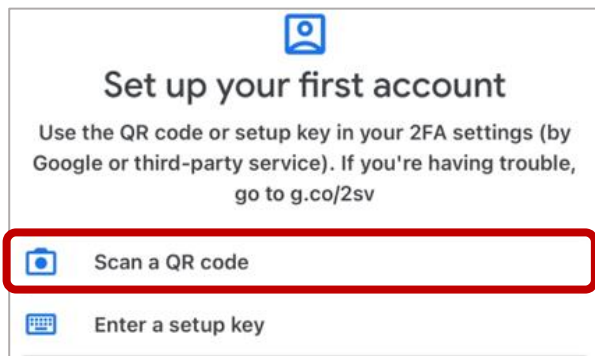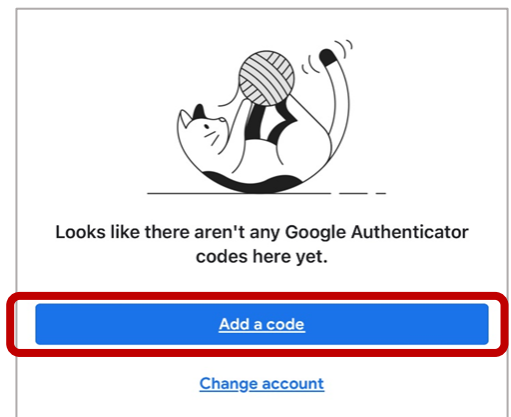
The **camera** app on the mobile phone will open automatically. Allow access to the mobile phone's camera, if necessary.

6. Follow the remaining steps in the **Complete Authentication on the Computer** section in this document.

Complete Authentication on the Computer

Once the **Authenticator app** has been installed on your mobile phone, the authentication process must be completed using your computer. Once complete, the **Authenticator app** will provide you with dynamic one-time codes. This protects the security of your account and ensures that only you can access the information.

To complete the authentication process:

1. Move the mobile phone close to the computer screen and scan the **QR Code** on the **Mobile Authenticator Setup** window.

2. In the **One-time code** field, enter the code displayed in the **Authenticator** app.

3. In the **Device Name** field, enter a name for the mobile phone, i.e. *Work iPhone*.

4. Click the **blue** **Submit** button. The **JPortal Home** page will display.

Signing into JPortal after MFA after Registration

After successfully registering for **MFA**, subsequent logins to **JPortal** will require a one-time code provided by the **Authenticator** app on your mobile device. Keep the mobile phone nearby in order to complete these steps.

To sign into JPortal:

1. Open an internet browser window and navigate to the **JPortal** website at https://jportal.mdcourts.gov. The **JPortal Home** page displays.

2. Click the **Login** link in the upper right corner. The **Maryland Judiciary Authentication Service** page displays.

3. Click in the **Username** field and enter your login credentials, typically in the format **firstname.lastname.**

4. Click in the **Password** field and enter your password.

5. Click the **blue Sign In** button to display the **Mobile Authenticator Setup** window.

Switch to the mobile phone to get additional information.

MARYLAND JUDICIARY AUTHENTICATION SERVICE

Sign in to your account

Username

jennice.battle

Password

•••••••••••••••

Forgot Password?

Note: Maryland Courts employees are not permitted to use the "Forgot Password" option. Maryland Courts employees must use SSPR.

Sign In

6. Open your **Authenticator** app on your mobile phone and locate the dynamic **Authentication** code that displays.

7. In the **One-time code** field, enter the code displayed on your mobile phone.

8. Click the **blue Sign in** button. The **JPortal Home** page will display.

OIDC TEST

jennice.mfa.test ↗

One-time code

632791

Sign In

Important Reminders

⊙ The **One-time code** changes frequently, about every 10 - 30 seconds.

⊙ When registering for **MFA**, the registration window times out after 15 minutes.

⊙ Make sure to take these steps when connected to the Judiciary network.

⊙ If the app has **previously been downloaded** to an iPhone and then deleted, a **Cloud** image ☁ will display rather than the **GET** button. Click the **Cloud** icon to re-download.

⊙ If the app has **previously been downloaded** to an Android and then deleted, an **ENABLE** button will display rather than the **GET** button. Click the **ENABLE** button and follow the rest of the steps.

⊙ If the app is **already downloaded** on the mobile phone, an **OPEN** button will display. Click the **OPEN** button and follow the rest of the steps.

⊙ If the **QR Code** won't scan using a mobile phone, click the **Unable to scan?** link on the computer screen.

Need help? Contact Customer Services

🌐 https://mdcourts.service-now.com ✉ mdcourts@service-now.com ☎ 410.260.1114