Multifactor Authentication (MFA)

To access your Learn JCU and other JCU Resources you will have to install and use an Authenticator tool.
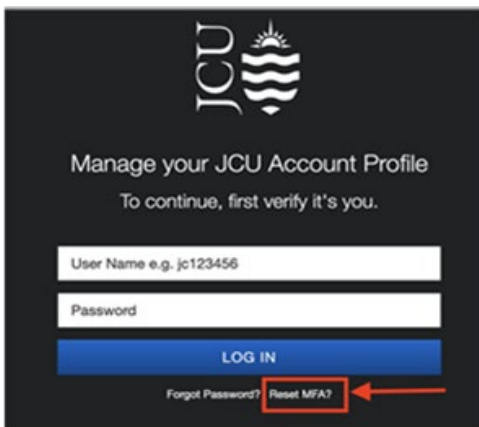
You may choose between *Google Authenticator or Microsoft Authenticator*.
Once you have one of the above apps installed on your phone kindly proceed with the below steps to login and register your JCU Student Account on the Authenticator.

Please follow the steps below.

Note: You need to use your **laptop** for the next steps.

1. Navigate to https://account.sso.jcu.edu.au/

2. Click on **Reset MFA?**

3. Select **NEXT.**

4. Enter your **JCU Credentials**
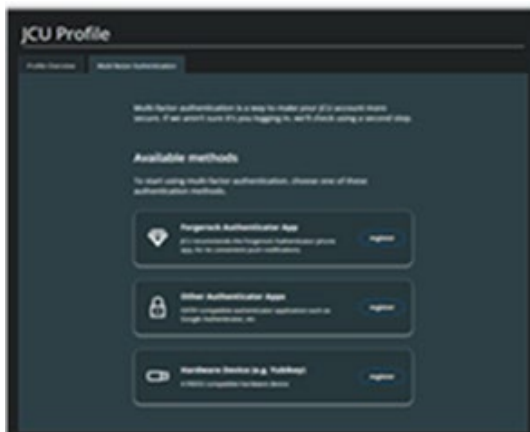
5. Select **YES, RESET MFA**

6. Click **OK**, You will then be directed back to your JCU Account Profile portal.

7. Click **Register** next to the MFA authentication method you wish to use.

- Select the **2ⁿᵈ option** to register using **Google/Microsoft Authenticator**.

8. Continue setup of your preferred method of MFA.

Note: Kindly remember to **take a picture of the new Recovery codes**.

If you have any problems, email ithelpdesk-singapore@jcu.edu.au for assistance.