

# MFA Registration with ForgeRock

## MFA Push Notification with the ForgeRock Authenticator App

JCU staff are required to use the ForgeRock App in conjunction with MultiFactor Authentication (MFA) to access secure services like MyHR Online etc.

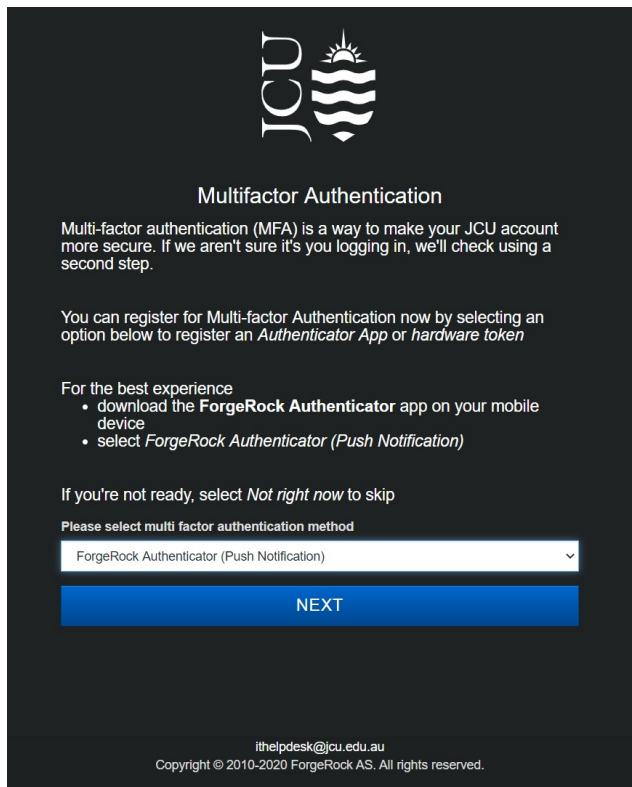
### 1. Download the ForgeRock Authenticator App


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

### 2. Register for MFA using ForgeRock Authenticator (Push Notification)

To register for MFA, login to a service that requires MFA such as MyHR Online or Finance One MyRequisitions (Ci Anywhere). If you have not already registered for MFA you will be asked to select an MFA method from a drop-down box.

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





**Multifactor Authentication**

Multi-factor authentication (MFA) is a way to make your JCU account more secure. If we aren't sure it's you logging in, we'll check using a second step.

You can register for Multi-factor Authentication now by selecting an option below to register an *Authenticator App* or *hardware token*

For the best experience

- download the **ForgeRock Authenticator** app on your mobile device
- select *ForgeRock Authenticator (Push Notification)*

If you're not ready, select *Not right now* to skip

Please select multi factor authentication method

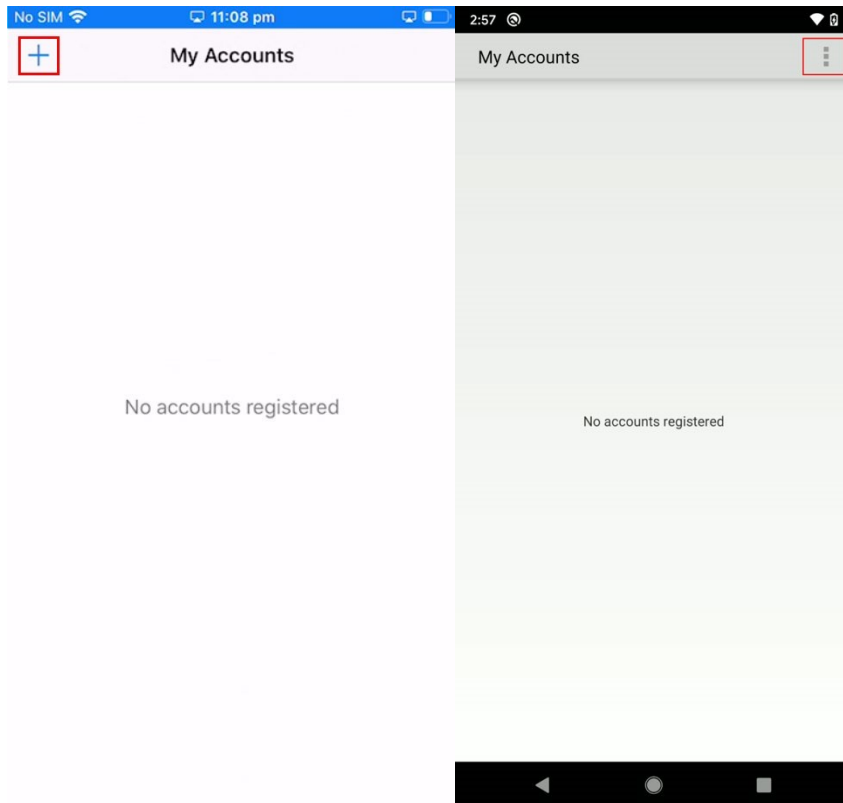
ForgeRock Authenticator (Push Notification) ▾

**NEXT**

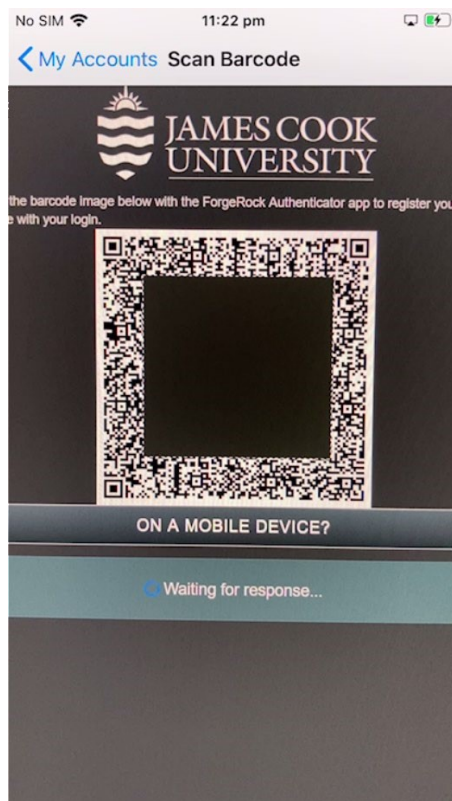
ithelpdesk@jcu.edu.au  
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2. From the ForgeRock app on mobile device. On **iOS** tap **+** at the top left of the screen.

On **Android** tap the **three dots** on the top right of the screen and select **Scan QR code**. If required, allow the ForgeRock app access to your mobile device camera.

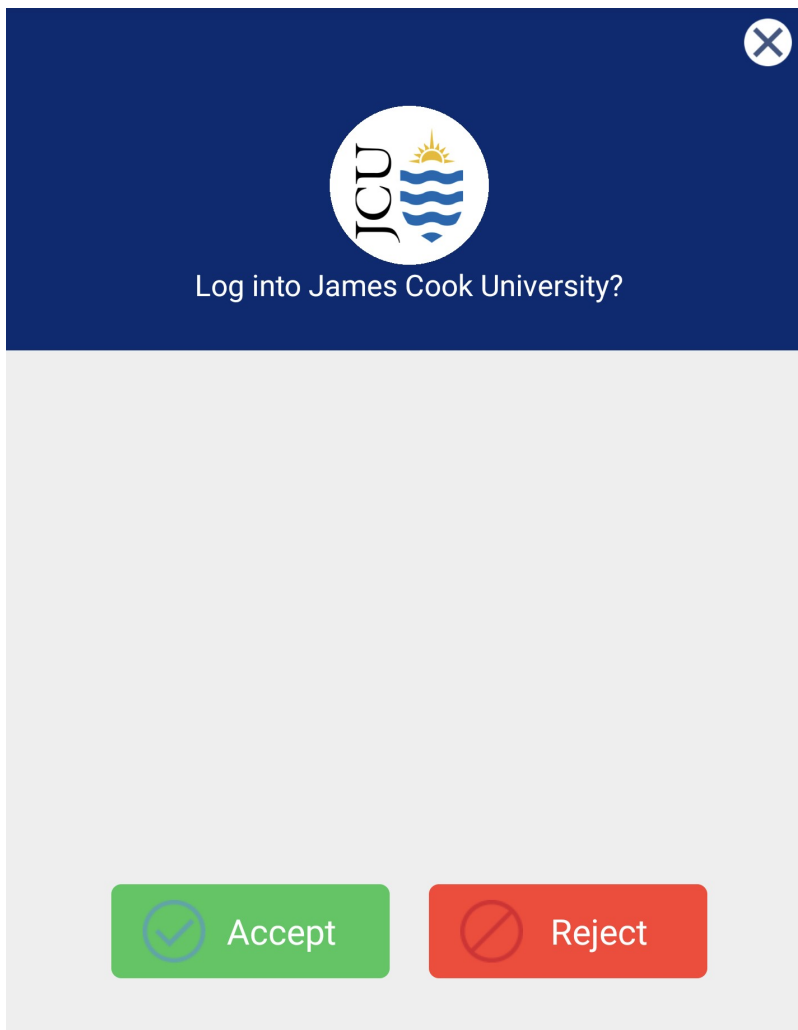


3. Scan the **QR code** displayed on the computer screen, point your mobile camera so that the QR code is in the center of the viewscreen.



4. From your computer, print or save a copy of your **Recovery Codes** to a password manager (eg: [LastPass](#)). These are needed if your phone is damaged, your recovery codes are the key to recover your access. Treat them like you would a \$100 note.

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 registered for MFA using **Push Notification** with the ForgeRock Authenticator App.

