

JCPS Support Document Links



Support Document Links

2025 - 2026



Login Support

- [JCPS Multi-Factor Authentication FAQ](#)
- [Setting Up MFA Through JCPS ID Portal](#)
- [Updating Your Security Challenge Questions](#)
- [Setting Up Google Authenticator for MFA \(Recommended\)](#)
- [JCPS Multi-Factor "Try Another Method" Option](#)
- [Claim/Reclaim Your Account](#)
- [Resetting Your QR or TOTP Code](#)
- [Syncing To Google Account / Transferring Google Authenticator to New Phone](#)
- [Gmail for iPhones](#)
- [Changing Saved App Passwords in ClassLink & Google Chrome](#)
- [Signing into Network Agent on Guest Wireless Network](#)

Other Authenticator Apps



- [RapidIdentity App](#)
- [Duo Mobile App](#)
- [Microsoft Authenticator App](#)

MFA Video Links



(Please note that some parts of the videos may look slightly different from what you see on your devices, however, the process is the same.)

- [Setting Up MFA](#)
- [What MFA looks like with an Authenticator](#)
- [Resetting TOTP/QR Code](#)

Substitutes

- [Substitute Information](#)

Wireless Network Support



- [Connecting to the JCPS-STAFF Wireless Network](#)
- [Signing In To Network Agent On the JCPS-STAFF Wireless Network](#)