

User Login

Email

Password

Guide

# End User Journey Guide

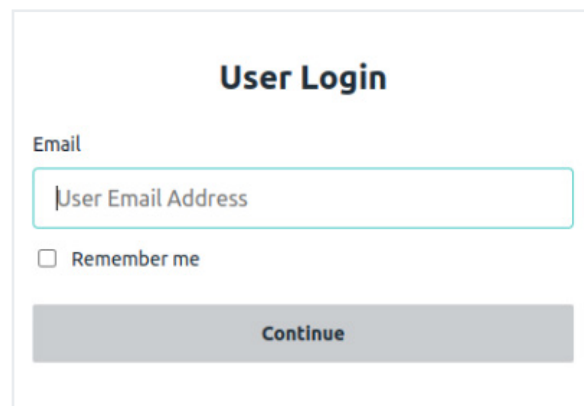
## What is JumpCloud used for?

JumpCloud can be used to:

1. Log into devices and the User Portal.
2. Access your user applications.
3. Manage your personal information.

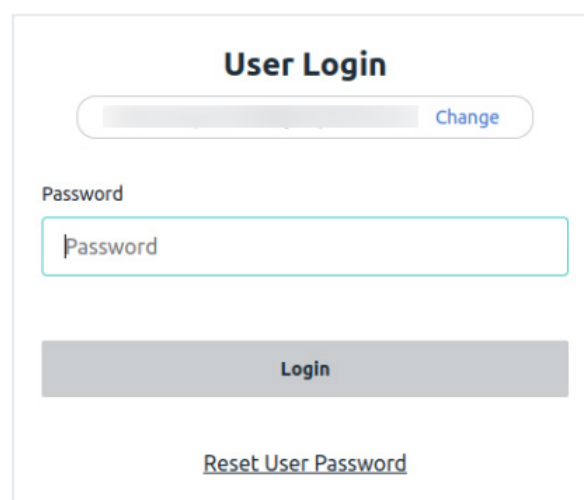
## How do I log into the User Portal?

- Using a supported Web browser, go to <https://console.jumpcloud.com/login>.
- 4. If you're viewing the Administrator Portal Login, click User Portal Login in the top left of the page.
- 5. Enter your company email address and click Continue.



The image shows a 'User Login' form. At the top, the title 'User Login' is centered. Below it, the label 'Email' is positioned above a text input field containing the placeholder text 'User Email Address'. Under the input field is a checkbox labeled 'Remember me'. At the bottom of the form is a wide, grey button labeled 'Continue'.

6. On the next screen, enter your password and click Login.

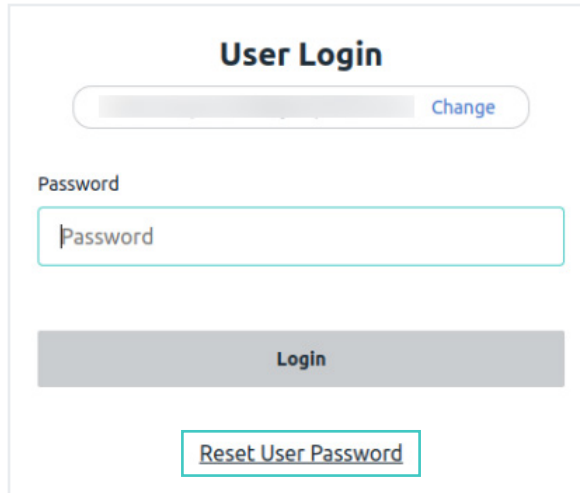


The image shows the next step of the 'User Login' process. The title 'User Login' is centered at the top. Below it is a password input field with a 'Change' link to its right. The label 'Password' is positioned above the input field, which contains the placeholder text 'Password'. Below the input field is a wide, grey button labeled 'Login'. At the bottom of the form is a link labeled 'Reset User Password'.

## Are you having trouble logging in?

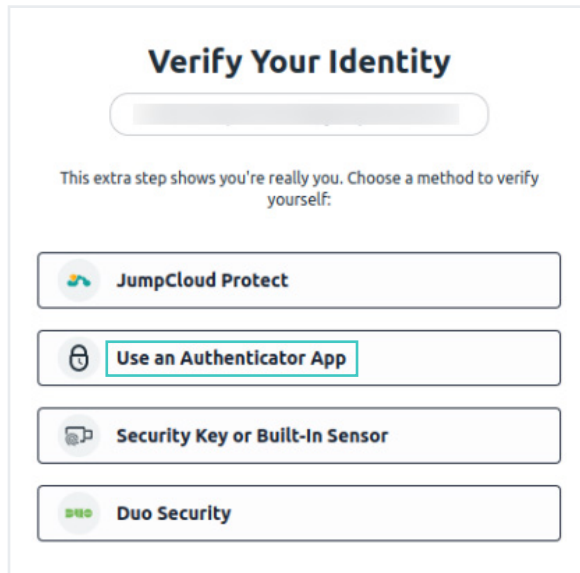
If you forget your password, select Reset User Password and you will be sent an email to reset your password.

If your account gets locked after too many failed login attempts, contact your IT administrator.



The 'User Login' form features a title at the top, followed by a username input field with a 'Change' link. Below this is a 'Password' label and a password input field. A 'Login' button is positioned below the password field, and a 'Reset User Password' link is at the bottom.

If your IT admin requires you to use an authenticator app, you will see the following screen after logging in.



The 'Verify Your Identity' screen includes a title, a progress bar, and an explanatory message: 'This extra step shows you're really you. Choose a method to verify yourself:'. Below the message are four selectable options: 'JumpCloud Protect', 'Use an Authenticator App' (highlighted with a red border), 'Security Key or Built-In Sensor', and 'Duo Security'.

You can refer to this Knowledge Based Article to understand more about [Logging in to the User Portal with an Authenticator App](#).

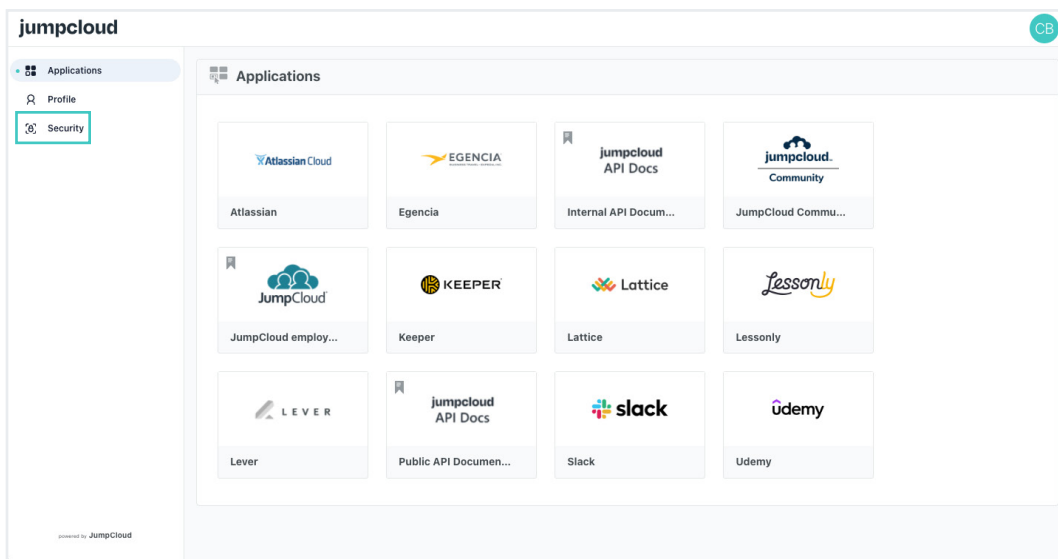
## How do I change my password in the User Portal?

Your user account password controls access to your JumpCloud account and all resources associated with the account, like devices and Single Sign-On (SSO) applications. Keeping your password up-to-date keeps your data and device safe.

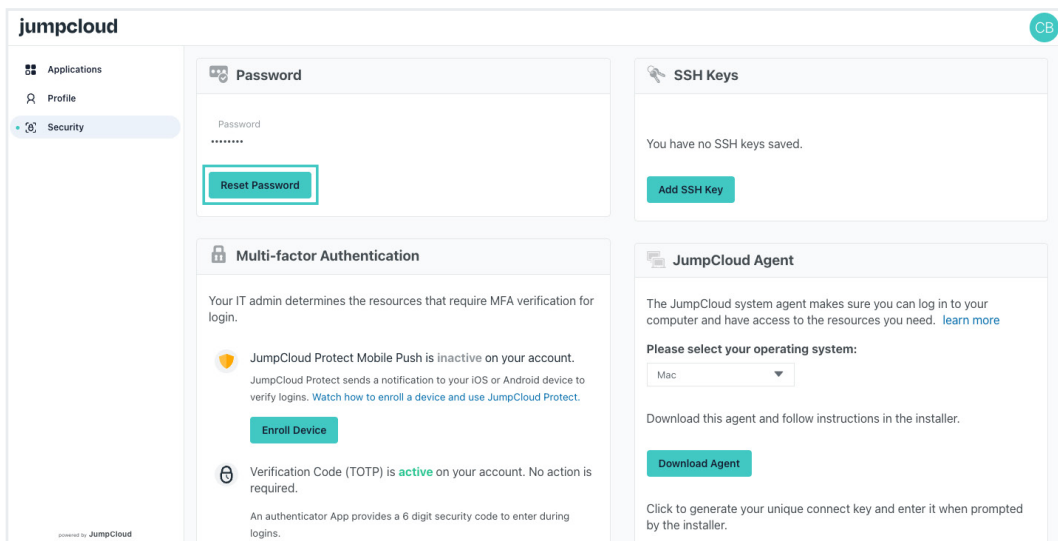
Only perform this action if you are not on a JumpCloud device.

**Note:** The passwords you create must adhere to the standards your organization and JumpCloud require for user account passwords.

1. From your JumpCloud console, select **Security**.



2. Select **Reset Password** and follow the onscreen instructions.



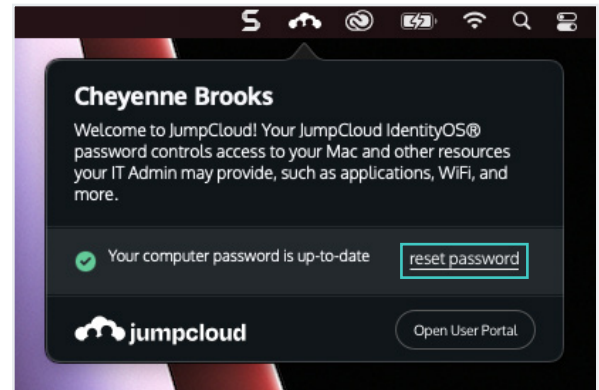
## How do I change my password using the Menu Bar app?

If you are on a JumpCloud device, you should always change your password from the menu tray. This will ensure that your Portal password and device password are synced. The app only appears in the Menu Bar if you log in with JumpCloud user credentials. Your IT Admin has set up your device and provided you with an account.

### On Mac

1. Open the Mac Menu Bar app, then select **reset password**.
2. Enter your new JumpCloud password, then enter it again.
3. Select **Save**.
4. If your account requires Multi-factor Authentication (MFA), type your MFA Verification Code.
5. Select **Save**.

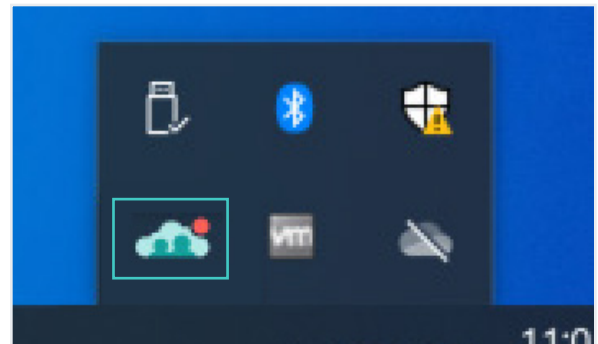
Your new password is automatically updated in FileVault and Keychain. Your FileVault and Keychain passwords should be the same.



**Tip:** Use this procedure if your JumpCloud Menu Bar app does not notify you of a password change. For example, you restart your computer and enter your macOS device password.

### On Windows

1. In the system tray, select the JumpCloud Windows App icon.
2. Select **Password**.
3. Select **Reset Password**.
4. In **Current Password**, enter your current password.
5. In **New Password**, enter your new password.
6. Enter your password again in **Confirm Password**.
7. If MFA is enabled, authenticate your account.
8. Select **Save**. You should see a confirmation that your password has been saved.
9. Select **Close**.



## What do I do if I'm prompted to set up Multi-Factor Authentication?

Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to a resource such as an application, online account, or a VPN.

1. Log in to your [JumpCloud User Portal](#).
2. You should see a Set Up Multi-Factor Authentication modal. If there is more than one MFA option, make sure TOTP (Time-Based One-Time Passwords) MFA is selected. Then select **Continue**.

### Set Up Verification Code (TOTP)

1 **Download an Authenticator App**

To get set up, download **Google Authenticator** or one of our [qualified authentication applications](#) on your mobile device.

GET IT ON  
Google Play

Download on the  
App Store

Back

I Have An App

3. Download an authenticator app, such as JumpCloud Protect, then select **I Have An App**.

### Set Up Verification Code (TOTP)

2 **Add Your Account**


Scan the QR code to retrieve the validation codes you will need to complete your configuration and verify your future logins to JumpCloud resources.

3 **Verify Your Account**

Enter the 6 digit verification code provided for "JumpCloud User" from your authenticator application.

Enter Code

Scan to add account



MPJOCC5Y3ASIDJHH5N4P6INFZCYG76QX

Back

Submit

4. Scan the QR code with your TOTP app, then enter the 6-digit verification code provided to you by your TOTP app.
5. Select **Submit**. You should get a confirmation in the User Portal that TOTP is now active for your account.

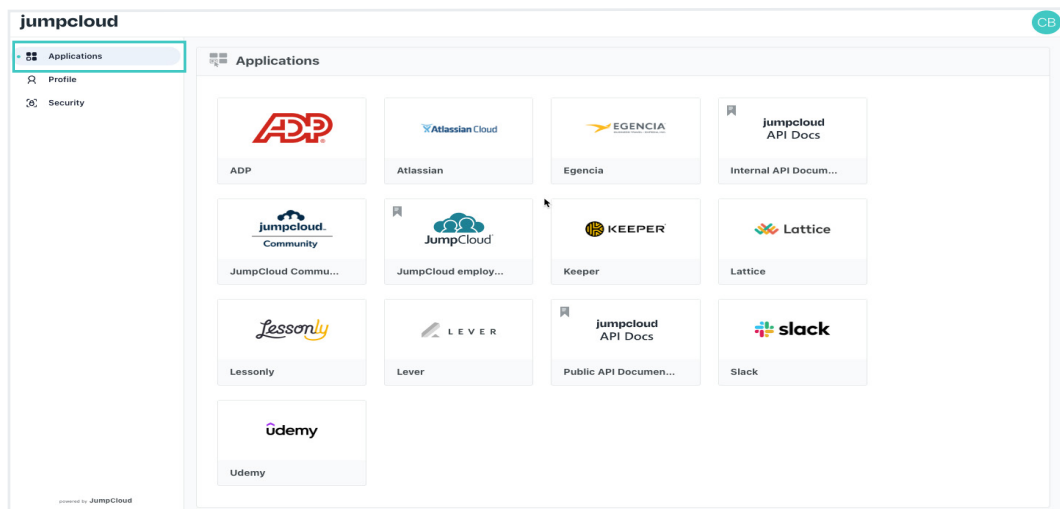
**Tip:** You can copy the alpha-numeric key shown beneath the QR code and store it in a secure place. This code can be used if you replace your device for any reason.

## What is in my User Portal?

1. **Applications:** The Applications section contains all the applications you have been connected to by your admin.
2. **Profile:** Your JumpCloud profile includes the following sections: Profile Details, Personal Info, Employment Info.
3. **Security:** With JumpCloud account security, you can reset your password, set up MFA, manage SSH keys, download the JumpCloud Agent, and generate a key.

## How do I access my applications?

1. Go to **Applications**. From the left-hand navigation menu, select **Applications**.
2. Select an application icon to launch it from JumpCloud.



Your organization may require you to use MFA when you access an application even if you used MFA to log into the User Portal. In this case, when you click on an application, you should be directed to a new tab where you will be asked to provide the 6 digit verification code. If it's successful, you gain access to the application. If it's denied, try again or contact your IT administrator for help.

## What is in my Profile?

1. Profile Details
2. Personal Information
3. Employment Information

The screenshot shows the JumpCloud user profile interface. On the left is a sidebar with 'Applications' and 'Profile' (highlighted with a red box) and 'Security'. The main content area is divided into three sections: 'Profile Details', 'Personal Information', and 'Employment Information'. The 'Profile Details' section contains fields for First Name (Cheyenne), Last Name (Brooks), Username (cbrooks), Company Email (cheyenne.brooks@jumpcloud.com), and Alternate Email. The 'Personal Information' section contains fields for Work Cell, Work Phone, Work Fax, Personal Cell, Home Phone, Home Street Address, PO Box, City, State, Zip Code, and Country. The 'Employment Information' section contains fields for Work Street Address, PO Box, City, State, Zip Code, and Country. At the bottom right of the 'Personal Information' section is a 'Recovery Email' section with an 'Email' field and a 'Save' button. A small 'CB' logo is in the top right corner of the main content area.

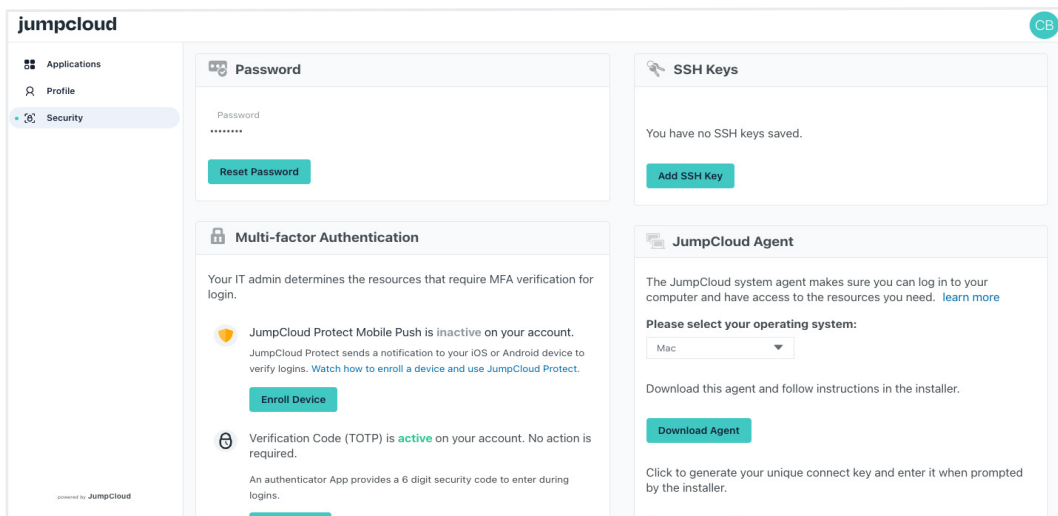
Click in a field to edit its value. You can update anything in your profile except your company email. If you're unable to edit your profile information, it's likely that your admin has disabled your ability to modify your profile from the User Portal.

## How do I manage the Security section?

With JumpCloud account security, you can reset your password, set up MFA, manage SSH keys, download the JumpCloud Agent, and generate a key.

Your JumpCloud security includes the following sections:

1. Password
2. SSH Keys
3. Multi-Factor Authentication
4. JumpCloud Agent



## How do I log out of the Portal?

You have a JumpCloud Account menu that you can use to log out of your account. This menu is located at the top right of your User Portal.

