

# What's Here: MFA Wording Update for Setup & Login

## TL:DR

End users want as little friction as possible when going through security steps.

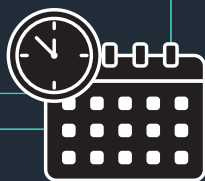
Confusion can lead to mistakes, so the instructions have been written in much clearer language.

## WHY THE CHANGE?

We refined the wording on our MFA setup & login page to reduce tickets and questions you may often get from your end users.

## WHEN DID IT CHANGE?

7/7

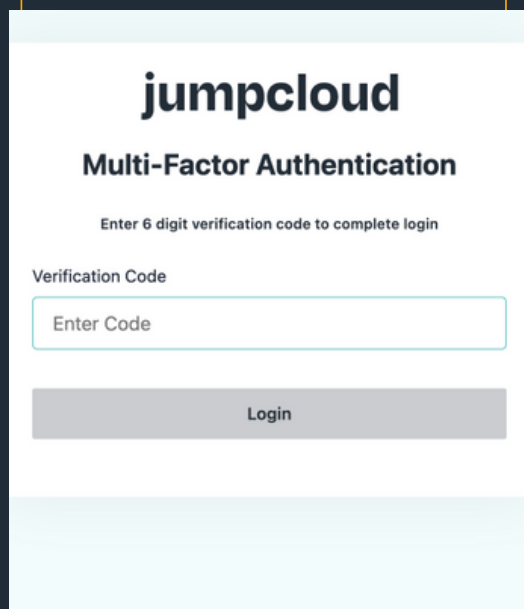


## WHERE WILL THE CHANGE BE SEEN?

- MFA Enrollment Chooser in User Portal
- Authenticator app, JumpCloud Protect app, and Security Key/Built-In Sensor setup screens in User Portal
- User Portal Login screens when any MFA method is configured (JC Protect, TOTP/Authenticator App, WebAuthN/Security Key/Built-In Sensor)
- Security Page in User Portal

## WHAT DOES IT LOOK LIKE?

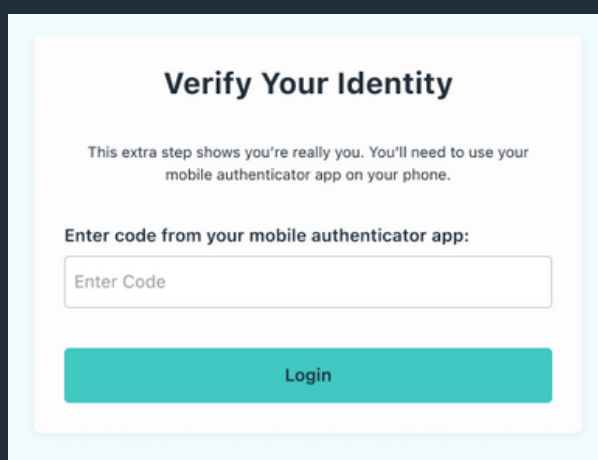
Old Wording



The screenshot shows the old MFA login interface. At the top, it says "jumpcloud Multi-Factor Authentication". Below that, it says "Enter 6 digit verification code to complete login". There is a label "Verification Code" above a text input field with the placeholder "Enter Code". Below the input field is a grey "Login" button. Two teal arrows on the left point downwards, indicating the transition to the new wording.

Has Been Changed To:

## NEW WORDING



The screenshot shows the new MFA login interface. At the top, it says "Verify Your Identity". Below that, it says "This extra step shows you're really you. You'll need to use your mobile authenticator app on your phone." There is a label "Enter code from your mobile authenticator app:" above a text input field with the placeholder "Enter Code". Below the input field is a teal "Login" button.

## WHO DOES THIS HELP?

Security minded IT Admins and End Users who will now have less confusion and frustration when using MFA.

