

Authy Desktop End-of-Life Announcement

Earlier this week, [Twilio announced that their Authy Desktop application is end-of-life and will shut down on March 19th, 2024](#). This application is popular with users who wish to configure their NCEdCloud one-time passcodes (OTPs) on their school-provided computer rather than a mobile device.

The Authy Desktop application will no longer work as of March 19th, 2024. Users will need to migrate to a different authenticator application in order to log into NCEdCloud after this date. When users are ready to migrate, an LEA Administrator or Help Desk user within your PSU will need to assist them by **resetting their OTPs** in the People module. This will allow the users to set up their new authenticator application of choice.

The NCEdCloud team recommends that current Authy Desktop users migrate to an **authenticator application on a mobile device** if possible. Authenticator apps take a very small amount of space and do not require a data connection or cellular service to generate codes. Using a mobile device enhances security by separation and makes it easier for users to log in across multiple devices.

Mobile Authenticators:

- [Authy Mobile](#)
- [Cisco Duo](#)
- [Google Authenticator](#)
- [Microsoft Authenticator](#)
- [Step Two](#) (iOS / iPadOS only)

Another option is to migrate to a password manager. Password managers primarily function as secure storage locations for usernames and passwords. They offer automatic secure password generation and auto-fill across multiple browsers or devices. Additionally, they support time-based OTPs (TOTPs) as used in NCEdCloud.

Password Managers:

- [1Password](#)
- [Bitwarden](#)
- [KeePassXC](#)

Users who want to continue to use a desktop or browser-based authenticator like Authy (rather than a mobile device app) might consider one of the following.

Desktop/Browser-based Authenticators:

- [2fast](#) (Windows only)
- [Authenticator.cc](#) (Chrome / Edge / Firefox)

- [GAuth Authenticator Chrome Extension](#)
- [Step Two](#) (macOS only)

When choosing an authenticator solution, be sure to select one that offers encryption as a core feature. Keep in mind that any authenticator application or password manager that supports time-based one-time passcode generation for multi-factor authentication will work with NCEdCloud. The authenticators mentioned above are offered as a convenience and are neither specific recommendations nor an exhaustive account of all compatible options.

LEA Administrators should contact support@identityautomation.com with any questions or support needs as a result of this upcoming change. **Users who are not utilizing the Authy Desktop application do not need to take any action**; all other authenticator applications we're aware of will continue to function as expected.

Thank you!