How to Request Multi-Factor Authentication (MFA) for Select Employees

MFA (multi-factor authentication) is a way to more securely protect the accounts of users who deal with student and employee data, staff in HR and Finance, and users with account management privileges (LEA Administrators, Technical Support staff, and Help Desk roles within the NCEdCloud).

Employees that have been granted the privileged roles mentioned above, need to enter a One Time Password (OTP) or second factor, by default, whenever they log into my.ncedcloud.org.

Other users - those in HR and Finance - may need to have their accounts protected as well. In some cases because it is required by the PSU's cybersecurity insurance provider, or because it is the prudent thing to do, given the level of risk associated with the data they have access to.

These users, that don't have privileged roles, can have their accounts set to require MFA whenever they log in. An LEA Administrator simply needs to upload a file with the employees needing MFA added to their account.

The process is relatively simple:

1. First identify which employees need to have MFA added to their accounts

2. Then export a list, or create a text file (.txt), that has just the UIDs of the employees and no other formatting, headers, or special characters (see **Appendix A** with more detailed file specification

3. Log into the NCEdCloud RapidIdentity portal

4. Select "Requests" from the Dropdown (default shows Applications)
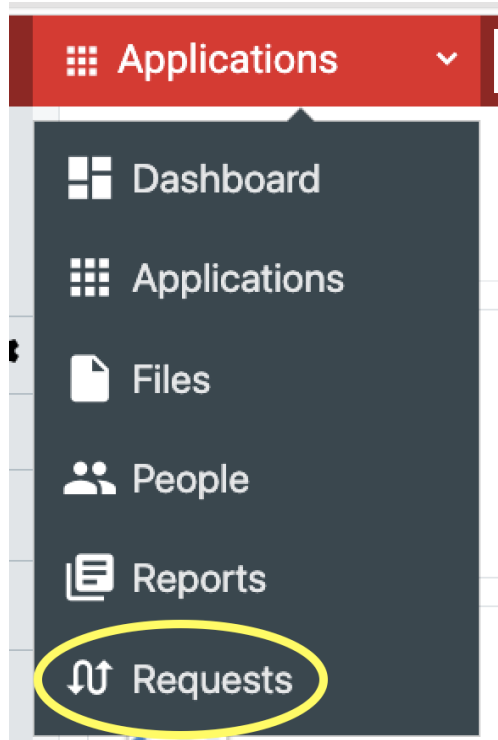
5. Under Requests:
    a. Select Catalog (left navigation)
    b. Find the LEA Enforce MFA request in the list

6. Click the checkbox next to LEA Enforce MFA, and the Request button shows up along the bottom.

7. Click Request, and fill in the gray panel that appears on the right side (see below):
    a. Enter the LEA Code of your PSU (district or Charter School)
    b. Select "Browse" and upload the file of UIDs you created
    c. Enter any description you'd like to have associated with this group of UIDs
    d. Finally, click on the "Request" button at the bottom of the screen and your Request will run and set the MFA flag for the users you included in the UID upload file

Requesting Entitlement 1 of 1 ✕

LEA Enforce MFA

LEA / CHARTER CODE (ALL CAPS) *

99X

MFA FILE *

Three Test Users for MFA File Upload.txt | Browse | ✕

REQUEST COMMENTS

Requiring MFA for Finance Staff

Cancel   **Request**

Appendix A - MFA File Specification for Uploading UIDs

A text file with one column (for uid) and no header row. Each line should contain a single numeric UID with 10 or less digits. There should not be any leading or trailing whitespace, and no leading zeros.

The validation process will first check if the above specifications are met. If validation fails here, the administrator should receive an email indicating which UID in the file resulted in the rejection.

The second validation step ensures that all of the users in the file are in the same PSU as the requestor (who specified a PSU during file submission) and that the accounts are active. If the file is rejected here, the administrator should receive an email indicating which UID in the file resulted in the rejection.

Once validation is complete, the UIDs will be iterated through and have the MFA flag set if they do not already. If they already have the flag set, no action is taken.