

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).

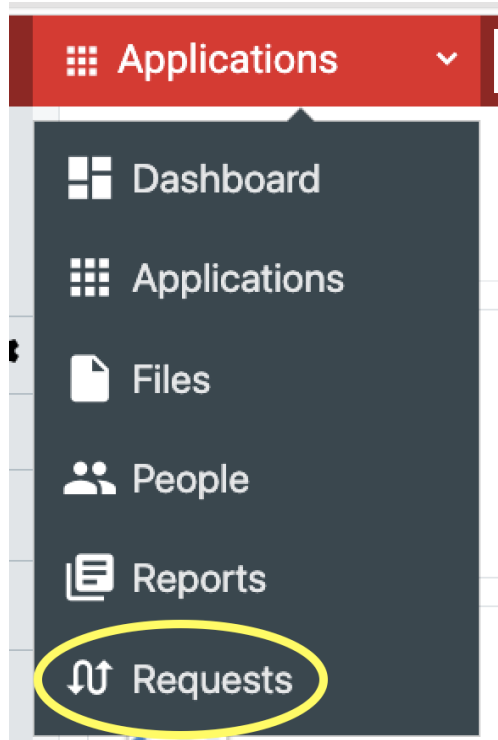
Employees that have been granted the privileged roles mentioned above, need to enter a One Time Password (OTP) or second factor, by default, whenever they log into my.ncedcloud.org.

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

A screenshot of the NCEdCloud IAM interface. The top navigation bar shows 'NCEdCloud IAM' and 'Requests' with a dropdown arrow. A search bar contains 'GLOBAL SEARCH'. The left sidebar has a 'Filter' dropdown and a list of navigation items: 'Entitlements', 'My Entitlements', 'Team Entitlements', 'Catalog' (circled in blue), and 'Tasks'. The main content area is titled 'Entitlements > Catalog' and shows '12 Results'. A table lists various entitlements, with the 'LEA Enforce MFA' row circled in blue.





<input type="checkbox"/>	ENTITLEMENT	CATEGORIES
<input type="checkbox"/>	School Help Desk	Roles
<input type="checkbox"/>	Test Entitlement	Roles
<input checked="" type="checkbox"/>	LEA Enforce MFA	Account Management
<input type="checkbox"/>	LEA Administrator	Roles
<input type="checkbox"/>	Request Student Account Report	Account Management
<input type="checkbox"/>	LEA Help Desk	Roles
<input type="checkbox"/>	School Analytics Dashboard Viewer	Roles
<input type="checkbox"/>	My Students for Non-teachers	Roles
<input type="checkbox"/>	School Student Help Desk	Roles
<input type="checkbox"/>	LEA Student Help Desk	Roles
<input type="checkbox"/>	PSU Analytics Dashboard Viewer	Roles
<input type="checkbox"/>	LEA Data Auditor	Roles

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


The screenshot shows the NCEdCloud IAM interface. The top navigation bar includes the NCEdCloud IAM logo, a 'Requests' dropdown menu, a global search bar, and user information for 'Dely'. The main content area is titled 'Entitlements > Catalog' and displays a table of 12 results. The 'LEA Enforce MFA' row is selected, indicated by a blue oval around its checkbox. The bottom of the interface features a 'Request' button, also highlighted with a blue oval, along with a 'Refresh' button and a '1 Entitlement Selected' indicator.

ENTITLEMENT	CATEGORIES	DATA CLASSIFICATION
School Help Desk	Roles	Sensitive
Test Entitlement	Roles	Sensitive
LEA Enforce MFA	Account Management	Sensitive
LEA Administrator	Roles	Sensitive
Request Student Account Report	Account Management	Non-sensitive
LEA Help Desk	Roles	Sensitive
School Analytics Dashboard Viewer	Roles	Sensitive
My Students for Non-teachers	Roles	Sensitive
School Student Help Desk	Roles	Sensitive
LEA Student Help Desk	Roles	Sensitive
PSU Analytics Dashboard Viewer	Roles	Sensitive
LEA Data Auditor	Roles	Sensitive

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

 Delly   


Requesting Entitlement 1 of 1 ✕

 **LEA Enforce MFA**

LEA / CHARTER CODE (ALL CAPS) *


99X

MFA FILE *

Three Test Users for MFA File Upload.txt  ✕

REQUEST COMMENTS

Requiring MFA for Finance Staff

Cancel 

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.