

Multi-Factor Authentication (MFA) for the NCEdCloud IAM Service - Part 2 -

(MFA for *additional* NCEdCloud Privileged Accounts)

MFA for All NCEdCloud Privileged Users

As a part of continuing efforts to enhance the security posture of statewide IT systems, and due to the access staff with NCEdCloud “privileged roles” have to student and employee data, Multi-Factor Authentication (MFA) is now required for all of these users.

NCDPI rolled out MFA for *LEA Administrators* and *LEA Data Auditors* in early May. **MFA will now be required for users with [LEA Help Desk and LEA Student Help Desk](#) roles beginning November 7, 2019.**

The following slides review the One-Time Password (OTP) setup screen, the “Reset OTP” button for LEA Administrators, and provide links to the apps used to obtain the 6-digit code needed when you login to the NCEdCloud.

I'll also DEMO the MFA “information” webpage and a few NCEdCloud functions.

Identifying NCEdCloud Privileged Users in your LEA

Now would be a good time to review who in your LEA or Charter School has one of the two additional privileged roles. This is done using the **Profiles** tab and searching for users with one of the NCEdCloud roles.

There is a document on the NCEdCloud “mfa” page that describes the process. (<https://ncedcloud.mcnc.org/mfa>)

[Finding users with NCEdCloud privileged roles](#)

Roles should be revoked for users that no longer need (or want) them.

Links to MFA Apps (Mobile Devices or Desktop)

“Google Authenticator” app:

(Android) <https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2>

(iPhone) <https://itunes.apple.com/us/app/google-authenticator/id388497605?mt=8>

“RapidIdentity” app:

(Android) https://play.google.com/store/apps/details?id=com.idauto.rim.xamarin.android&hl=en_US

(iPhone) <https://itunes.apple.com/us/app/rapididentity/id1230131130?mt=8>

“Authy Desktop” authenticator:

(Home page) <https://authy.com/>

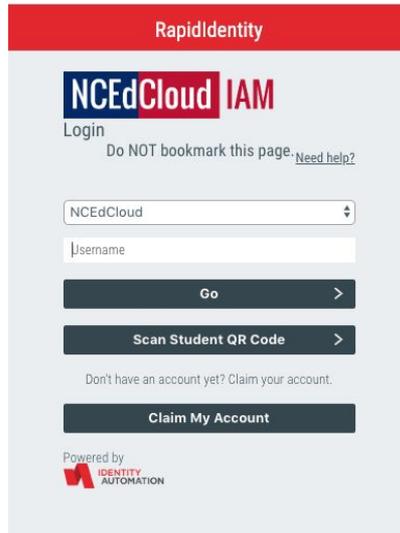
(Download page) <https://authy.com/download/>

Setting Up MFA One-Time Password

When MFA is expanded to staff with **Help Desk** and **Student Help Desk** roles for your LEA or Charter School on November 7, 2019, they will need to set up a **One-Time Password (OTP)** the first time they login.

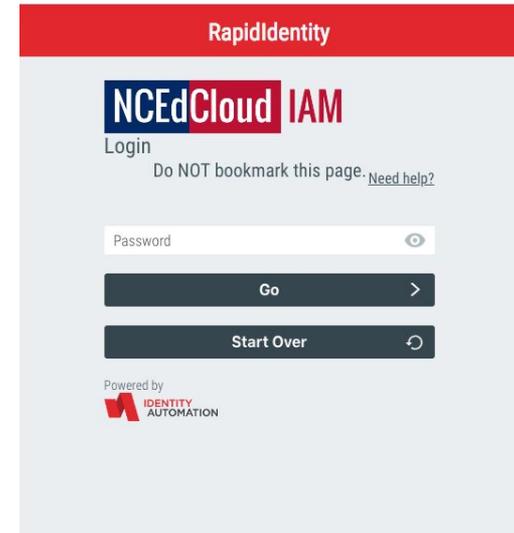
Access my.ncedcloud.org:

and enter **Username**



The screenshot shows the 'RapidIdentity' login page for NCEdCloud IAM. The page has a red header with 'RapidIdentity' in white. Below the header is the 'NCEdCloud IAM' logo and the text 'Login'. A note says 'Do NOT bookmark this page. [Need help?](#)'. There is a dropdown menu with 'NCEdCloud' selected. Below that is a text input field labeled 'Username'. There are two buttons: 'Go' with a right arrow and 'Scan Student QR Code' with a right arrow. At the bottom, there is a link 'Don't have an account yet? Claim your account.' and a button 'Claim My Account'. The footer says 'Powered by IDENTITY AUTOMATION' with a logo.

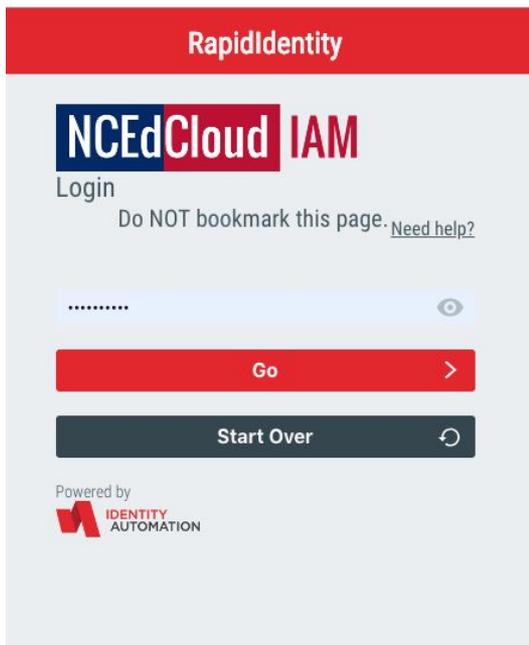
Enter **Password**



The screenshot shows the 'RapidIdentity' login page for NCEdCloud IAM, identical to the previous one but with the 'Password' input field highlighted. The 'Go' button now has a right arrow, and the 'Start Over' button has a circular refresh icon. The footer remains the same.

Setting Up a One-Time Password

Login (click “Go”)



RapidIdentity

NCEdCloud IAM

Login

Do NOT bookmark this page. [Need help?](#)

.....

Go >

Start Over ↻

Powered by
IDENTITY AUTOMATION

OTP Setup Screen

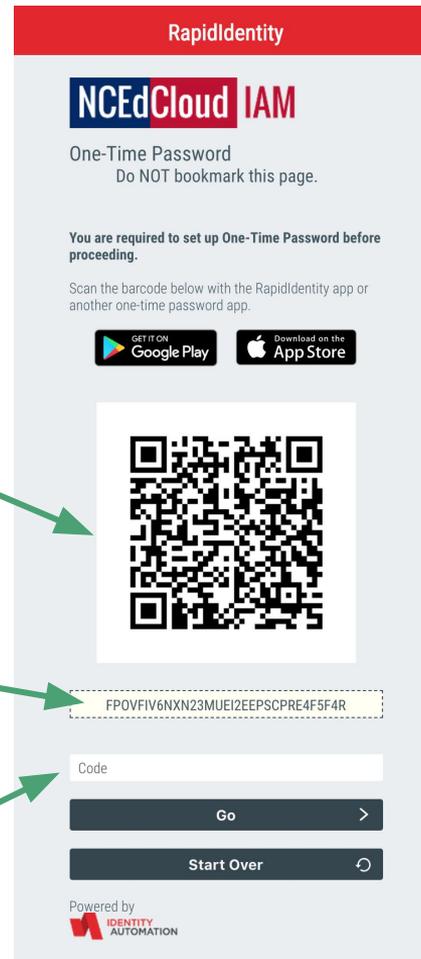
1a. Scan **QR Code** using
Smartphone App

OR

1b. Enter this **code** into
Authy Desktop

THEN

2. *Enter 6-digit Code
Provided by app here



RapidIdentity

NCEdCloud IAM

One-Time Password

Do NOT bookmark this page.

You are required to set up One-Time Password before proceeding.

Scan the barcode below with the RapidIdentity app or another one-time password app.

GET IT ON Google Play | Download on the App Store



FPOVFIV6NXN23MUEI2EEPSCPRE4F5F4R

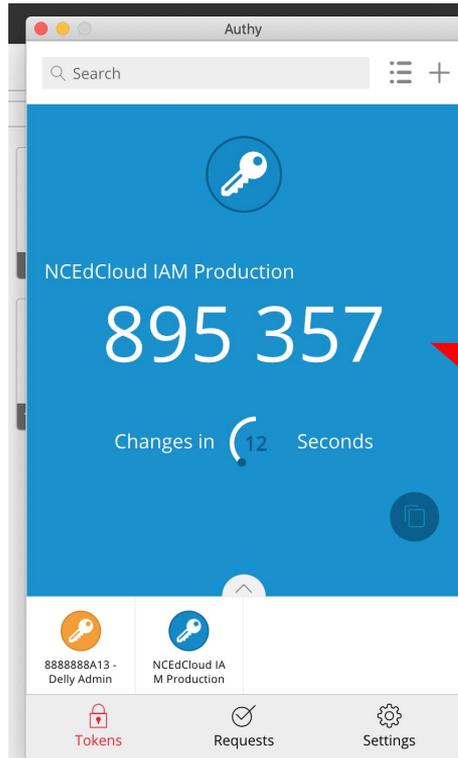
Code

Go >

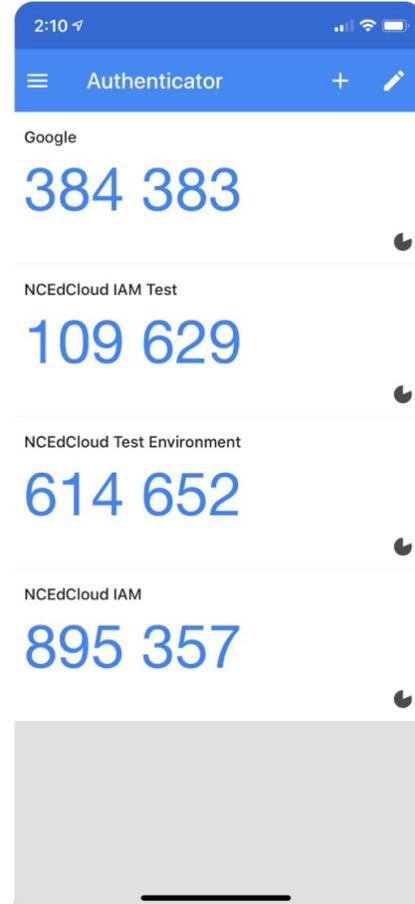
Start Over ↻

Powered by
IDENTITY AUTOMATION

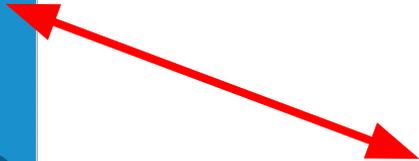
Authentication App View



Authy Desktop



Google Authenticator



Ongoing MFA Login

After your **One-Time Password** is set up for your account, you will be presented with a 3rd screen after you click “Go” on the password screen, every time you login to NCEdCloud:

Enter your 6-digit code
from your authentication
App (no spaces)

A screenshot of the NCEdCloud IAM One-Time Password login screen. The screen has a red header with 'RapidIdentity' in white. Below the header is the 'NCEdCloud IAM' logo, with 'NCEdCloud' in blue and 'IAM' in white on a red background. Underneath the logo, it says 'One-Time Password' and 'Do NOT bookmark this page.' There is a white input field labeled 'Code'. Below the input field are two dark grey buttons: 'Go' with a right-pointing chevron and 'Start Over' with a circular refresh icon. At the bottom, it says 'Powered by' followed by the 'IDENTITY AUTOMATION' logo.

New “Reset OTP” Button for LEA Administrators

Only LEA Administrators will have this functionality (needed if a privileged user gets a new phone, deletes their app, etc.)

To reset a user’s OTP, enter their UID in the search field, click Search, and check the user checkbox. Then click on “**Reset OTP**”.

The user will then be presented with the One-Time Password setup screen at their next login.

The screenshot displays the RapidIdentity NCEdCloud interface. At the top, the 'RapidIdentity' logo is visible. Below it, a navigation bar contains several tabs: 'My Employee Profile', 'Whitepages', 'Manage LEA Employees', 'Manage LEA Students', 'Manage LEA Guests', and 'LEA Employee'. A sidebar on the left lists 'Applications', 'Profiles', 'Files', 'Sponsorship', and 'Workflow'. The main content area shows a search field with '888888A12' entered and a 'Search' button. A table below the search field lists user profiles with columns for 'Email', 'First Name', 'Last Name', and 'Staff UID'. The first row is selected, and the 'Reset OTP' button is circled in red with a red arrow pointing to it, labeled with a red '1'. Below the table, two confirmation dialog boxes are shown. The first dialog, labeled with a red '2', asks 'This will reset the OTP secret for all of the selected profiles. Continue?' with 'Yes' and 'No' buttons. The second dialog, labeled with a red '3', says 'The OTP Reset is complete' with an 'OK' button.

✓	Email	First Name	Last Name	Staff UID
✓	TDirectory@ncedcloud.org	Techie	Director	888888A12

MFA Resources on the NCEdCloud Website

NCEdCloud MFA Webpage:

Information, documents, links, etc. on the NCEdCloud MFA rollout webpage: <https://ncedcloud.mcnc.org/mfa>

DEMO

How to Identify Users with Privileged Roles:

[Finding Users with Privileged Roles in NCEdCloud](#)

Instruction Guides for setting up Authentication Applications

[Setting up your OTP with Google Authenticator](#)

[Setting up your OTP with RapidIdentity](#)

[Setting up your OTP with Authy Desktop](#)

FAQs

Why is MFA being required for NCEdCloud?

MFA is being added as additional security to protect employee and student data. Employees with privileged NCEdCloud roles (LEA Administrator, LEA Data Auditor, LEA Help Desk, LEA Student Help Desk) have access to this data.

Who will be required to use Multi-Factor Authentication (MFA) in NCEdCloud?

Employees with the privileged roles mentioned above, will be required to use MFA and enter a One-Time Password (OTP) with each login to NCEdCloud. (Teachers are NOT required to use MFA unless they have one of the 4 privileged roles.)

Will I be required to use my personal phone to obtain the 6-digit code to enter?

It depends. You have two options to obtain the 6-digit code required at login - an app that runs on a mobile device (phone or tablet), or a desktop version (Authy) that runs on your laptop.

FAQs (page 2)

Do I need to provide my mobile phone number to set up MFA?

It depends on the app. Both the Google Authenticator and RapidIdentity app that run on your mobile device, use a time-based one-time password (TOTP) algorithm to provide a valid 6-digit code (it is not texted to your phone). However, Authy requires that you enter your cell number when installing and registering the app.

Will teachers or other staff be required to use MFA to access NCEdCloud?

At this time, there are no plans to require additional staff including teachers, to use MFA. Only the four roles mentioned in this presentation.

On which devices can the Authy Desktop authenticator run?

The Authy Desktop Authenticator is available for devices running either Windows or macOS, plus there is a Chrome extension available to install on Chromebooks. There is also a mobile app version available (like Google Authenticator and RapidIdentity), that runs on Android and iOS, however, this has not been tested.

FAQs (page 3)

How often will I need to enter my OTP?

The short answer is once per day. Your OTP (6-digit code) is part of the login process to NCEdCloud, so if you typically login to NCEdCloud more than once during the day (you use different clients or close your browser during throughout the day), you will need to enter your OTP on the 3rd screen of the login. If you use the same client throughout the day, then you'll only login (and enter your OTP) once.

Does the 6-digit code from my app expire?

Yes. A new 6-digit code is generated by any of the authentication applications every 30 seconds from the time it is first displayed. Most apps have a timer that shows you how long you have until the code “expires”. If you only have a few seconds left, it is best to wait for a new code to be generated so you have time to enter it into the NCEdCloud OTP login screen.

Questions?

MFA Website: ncedcloud.mcnc.org/mfa

Email questions to: mscheible@mcnc.org