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

- Part 2 -

(MFA for *additional* NCEdCloud Privileged Accounts)

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MFA for All NCEdCloud Privileged Users - 1

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.**

MFA for All NCEdCloud Privileged Users - 2

We chose to roll out MFA for the LEA Administrator and LEA Data Auditor roles in advance of the Help Desk roles, so they could assist others in their LEAs and Charter Schools with any issues in setting up their One-Time Password (OTP), and in communicating the change and supporting documentation to these users.

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

I’ll also DEMO the MFA “information” webpage, FAQs, 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 One-Time Password Applications

“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/

“GAuth Authenticator”:

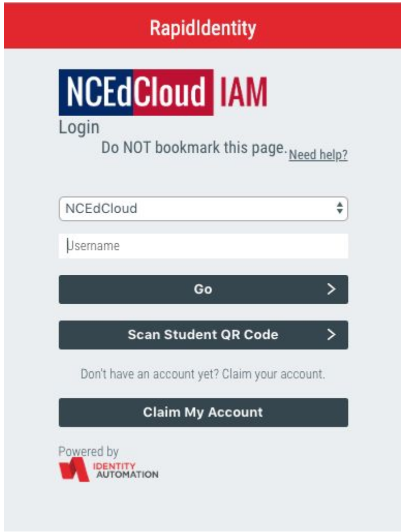
(Chrome Web Store - Chrome extension)
https://chrome.google.com/webstore/detail/gauth-authenticator/ilgcnhelpchnceeipipijaljkblbcobl?hl=en

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**



RapidIdentity

NCEdCloud IAM

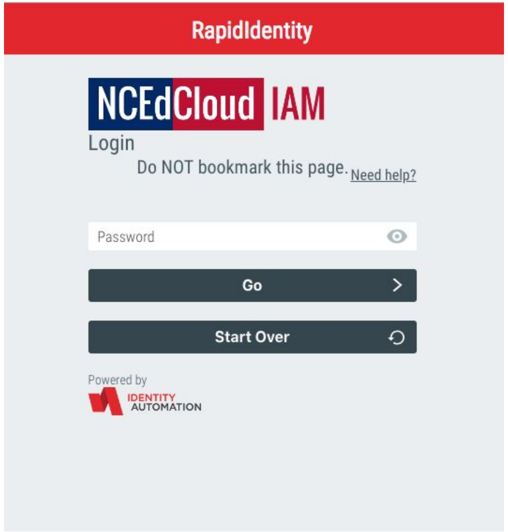
Login

Do NOT bookmark this page. Need help?

NCEdCloud

Don't have an account yet? Claim your account.

Enter **Password**



RapidIdentity

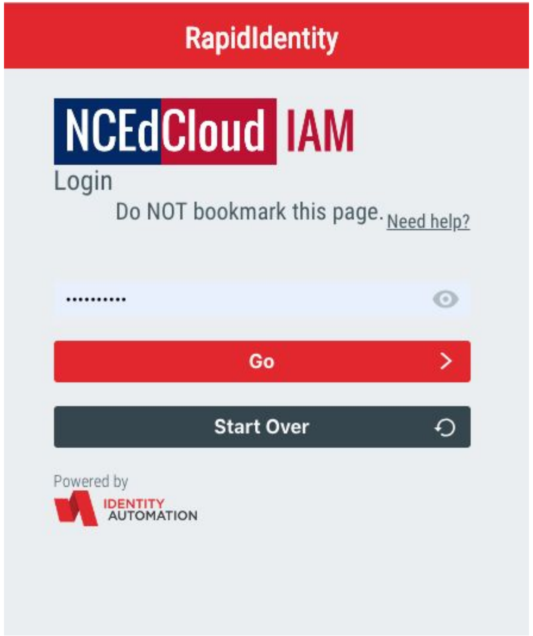
NCEdCloud IAM

Login

Do NOT bookmark this page. Need help?

Setting Up a One-Time Passwords

Login (click “Go”)



RapidIdentity

NCEdCloud IAM

Login

Do NOT bookmark this page. Need help?

OTP Setup Screen

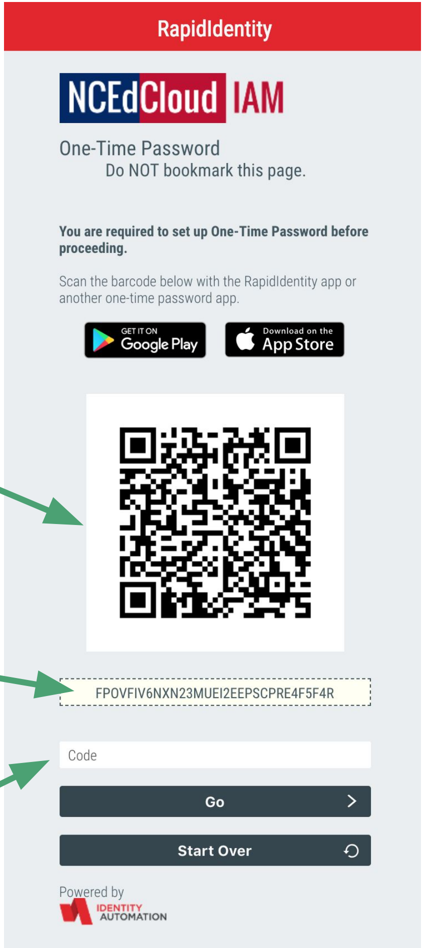
1a. Scan **QR Code** using Smartphone App

OR

1b. Enter this **code** into Other Auth Apps

THEN

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



RapidIdentity

NCEdCloud IAM

One-Time Password

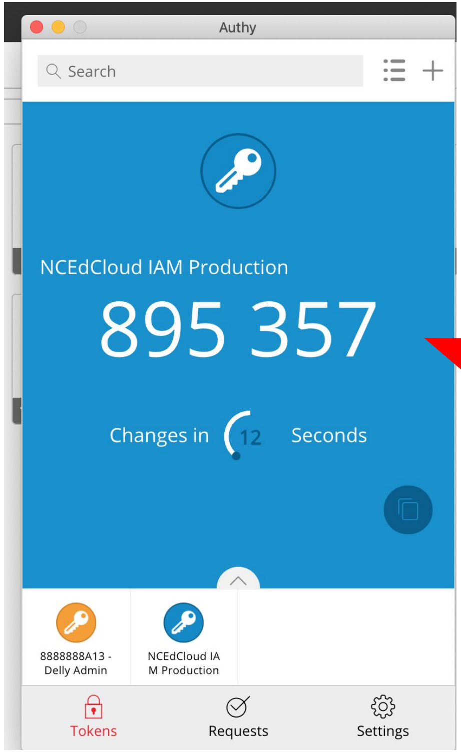
Do NOT bookmark this page.

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.

FPOVFIV6NXN23MUEI2EEPSCPRE4F5F4R

Authentication App View



NCEdCloud IAM Production

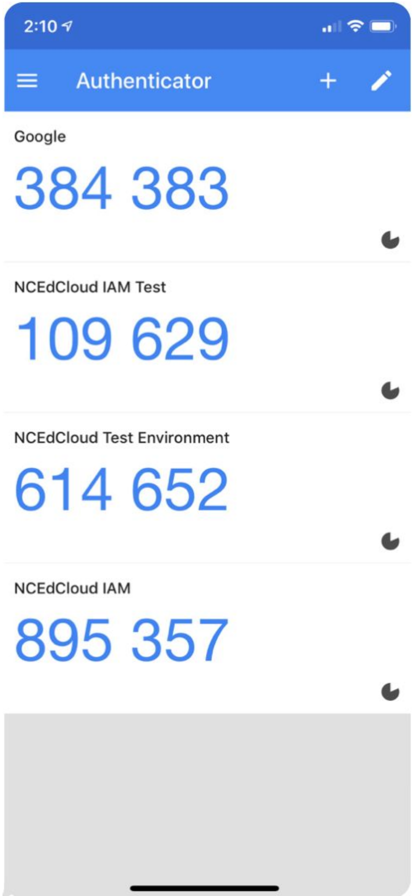
895 357

Changes in 12 Seconds

8888888A13 - Delly Admin

NCEdCloud IAM Production

Authy Desktop



Google

384 383

NCEdCloud IAM Test

109 629

NCEdCloud Test Environment

614 652

NCEdCloud IAM

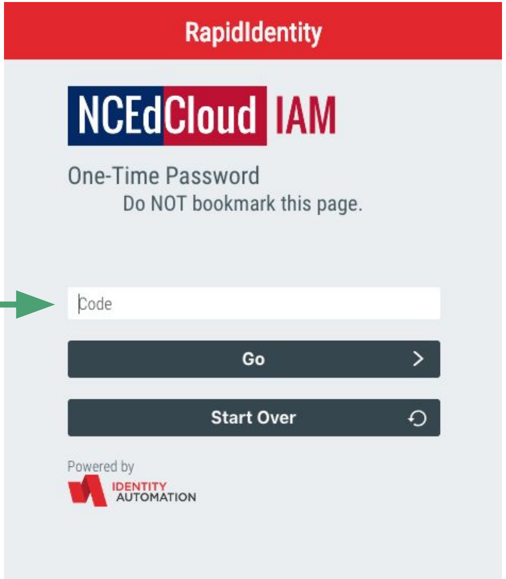
895 357

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)


RapidIdentity

NCEdCloud IAM

One-Time Password

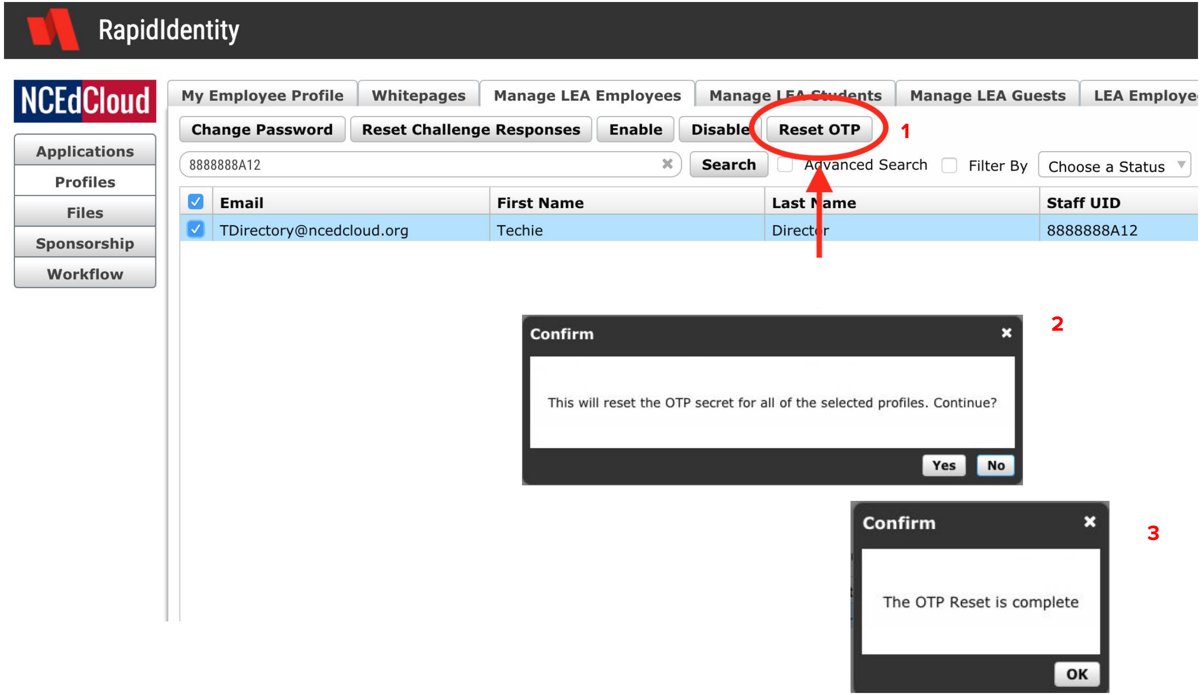
Do NOT bookmark this page.

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.



8888888A12

☑	Email	First Name	Last Name	Staff UID
☑	TDirectory@ncedcloud.org	Techie	Director	8888888A12

Confirm

This will reset the OTP secret for all of the selected profiles. Continue?

Yes No

Confirm

The OTP Reset is complete

OK

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

Setting up your OTP with GAuth Authenticator

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 on the application. You have options to obtain the 6-digit code required at login - an app that runs on a mobile device (phone or tablet), a desktop version (Authy) that runs on your laptop, and a Chrome extension (GAuth Authenticator.

FAQs (page 2)

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

Again, 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. GAuth Authenticator runs on your browser and does not need a phone #.

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