

Resetting the MFA One Time Password (OTP) for Privileged Users

Note: This functionality is ONLY available to NCEdCloud users with the LEA Administrator role.

Reasons for Resetting the OTP

MFA will be required for all users with the **NCEdCloud LEA Administrator** or **LEA Data Auditor** roles. Once MFA is enabled statewide, these users will be required to set up their One Time Password (OTP) the next time they login. Once configured, a user's OTP should not need to be updated, with a few exceptions:

1. If the user accidentally deletes their authentication app
2. If the user gets a new mobile device and the authenticator application needs to be added or reconfigured
3. If the user wants to change to a different authenticator application
4. If the user wants to have BOTH a mobile app and a desktop app configured at the same time (and didn't do that when they initially set up their OTP).
 - a. This is possible, but the QR and alternate codes both need to be used/captured at the time the OTP is set up in NCEdCloud
 - b. If the user wants to have Authy configured on their desktop after they've already set up their phone app, they'll need their MFA OTP **Reset** by an LEA Administrator for their LEA / Charter School, then they'll need to scan the QR code on their mobile device and copy the alphanumeric code below it to enter into Authy.

How to Reset the OTP in NCEdCloud

LEA Administrators can reset another privileged user's OTP in the “Profiles / Manage LEA Employees” section of the NCEdCloud IAM Service (this is NOT available under the “My Employee Profile” tab). Simply enter the user’s UID (username) in the search field, select the user’s entry (checkbox) and the “Reset OTP” button “lights up”. Once this button is clicked (and confirmed), the user will

no longer have a valid MFA configured in NCEdCloud and will be presented with the One-Time Password setup page the next time they login.

When the user logs in following the “reset”, they should have their new device ready with whichever authenticator app they wish to use to scan the QR code, and/or their Authy app should be open and ready to add the code they are given from NCEdCloud (the long alphanumeric code below the QR code).

Reset OTP Button

The location of the Reset OTP button is circled in red in the Figure below.

The screenshot shows the NCEdCloud application interface. At the top, there is a navigation bar with links: My Employee Profile, Whitepages, Manage LEA Employees, Manage LEA Students, Manage LEA Guests, and LEA Employee. Below the navigation bar, there is a toolbar with buttons: Change Password, Reset Challenge Responses, Enable, Disable, and Reset OTP (which is circled in red and has a red number '1' above it). There is also a search bar and filter options. A table below the toolbar lists employee profiles. The first profile in the table has its checkbox checked and is highlighted with a blue background. The table columns are Email, First Name, Last Name, and Staff UID. The data for the first profile is: Email - TDirectory@ncedcloud.org, First Name - Techie, Last Name - Director, Staff UID - 8888888A12. An arrow points from the red circle on the toolbar to the 'Reset OTP' button in the table row. Below the table, there are two confirmation dialogs. Dialog 2 (top) asks "This will reset the OTP secret for all of the selected profiles. Continue?" with Yes and No buttons. Dialog 3 (bottom) says "The OTP Reset is complete" with an OK button. Red numbers 2 and 3 are placed above each dialog respectively.