

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 is required for all users with privileged roles in the NCEdCloud IAM Service. These roles include: **LEA Administrator**, **LEA Data Auditor**, **LEA Help Desk**, and **LEA Student Help Desk**. These users are required to set up their One Time Password (OTP) the first time they login (once they're granted one of the above roles). Once setup, 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.
 - c. **One suggestion is that the user take a clear picture (with their phone or a screenshot) of the OTP Setup screen that displays the QR code and Alphanumeric code. This can then be used to set up additional authenticator applications.**

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 displays the RapidIdentity NCEdCloud interface. At the top, there is a navigation bar with the RapidIdentity logo and the NCEdCloud logo. Below this, there are several tabs: "My Employee Profile", "Whitepages", "Manage LEA Employees", "Manage LEA Students", "Manage LEA Guests", and "LEA Employee". The "Reset OTP" button is circled in red and labeled with a red "1". Below the tabs, there is a search field with the text "8888888A12" and a "Search" button. To the right of the search field, there are checkboxes for "Advanced Search" and "Filter By", and a dropdown menu for "Choose a Status". Below the search field, there is a table with the following columns: "Email", "First Name", "Last Name", and "Staff UID". The table contains one row with the following data: "TDirectory@ncedcloud.org", "Techie", "Director", and "8888888A12". Below the table, there are two confirmation dialog boxes. The first dialog box is titled "Confirm" and contains the text "This will reset the OTP secret for all of the selected profiles. Continue?". It has "Yes" and "No" buttons. The second dialog box is also titled "Confirm" and contains the text "The OTP Reset is complete". It has an "OK" button. The dialog boxes are labeled with red "2" and "3" respectively.