December 1, 2016

# **Memorandum**

TO: Deans, Directors and Department Heads

FROM: Marc I. Hoit

Vice Chancellor for Information Technology and Chief Information Officer

Mardecia S. Bell

Chief Information Security Officer

SUBJECT: Mandatory Two-Factor Authentication for Google Apps and Shibboleth Logins

NC State University is constantly inundated with phishing attacks resulting in compromised accounts and possibly exposing university data. **As a result, NC State will require all university employees (e.g., faculty, staff, student employees, no-pay employees) to use two-factor authentication (2FA) — a two-step login process — to access most web-based university systems and accounts beginning Tuesday, October 31, 2017.** To meet this deadline, the Office of Information Technology will approach the implementation in phases, working with colleges, divisions and units to develop timelines for their employees.

Two-Factor Authentication adds an additional layer of security when a user signs into an account. Once the user activates this security measure, the user will be required to log in with a password and an additional security measure (e.g., a security code that is delivered to a mobile device via text or mobile app, a USB security key or backup codes).

Effective Tuesday, October 31, 2017, **all university employees will be required to use:**

* **Google 2-Step Verification** for
  + their Google Apps @ NC State account.
  + any Google generic accounts on which the employee is listed as an administrative or technical contact.
* **Duo Two-Factor Authentication** for
  + university web applications that require Shibboleth logins.   
    (e.g., MyPack Portal, Moodle, PeopleAdmin).

NC State employees are encouraged to begin the enrollment process for both authentication methods **as indicated below** to help secure their personal and university data assets:

* Open enrollment/activation for **Google 2-Step Verification** is available now.
* Open enrollment/activation for **Duo Two-Factor Authentication** will be available starting in January 2017.

More information about these authentication methods are available via [go.ncsu.edu/2FA](http://go.ncsu.edu/2FA).

If campus employees experience any difficulty during the enrollment process, they can contact:

* their IT support staff;
* or the NC State Help Desk at [help@ncsu.edu](mailto:help@ncsu.edu) or 919.515.4357 (HELP) Monday through Friday from 8 a.m. to 5 p.m., excluding campus holidays.

For more information about this requirement, see the SysNews announcement at <https://sysnews.ncsu.edu/news/583c905f>

As a general reminder, NC State University will never ask for your password or security codes. Please do not share this information with anyone.

Questions about this requirement should be directed to your IT support staff or the NC State Help Desk at [help@ncsu.edu](mailto:help@ncsu.edu) or 919.515.4357 (HELP).