

NetExtender Two Factor Authentication (2FA) Setup Rev 3.12.21

Nashville State is implementing the use of **two-factor authentication (2FA)** to strengthen security for remote access to the campus network via NetExtender. 2FA is a supplement to your NSCC login credentials using a **one-time password (OTP)** provided by an authenticator app on a smartphone or tablet (instructions below will assume the use of a smartphone).

If you already have Microsoft Authenticator, Google Authenticator, or LastPass you may skip Step 1 and go to step 2. However, keep in mind the rest of the instructions specifically address setup for the Microsoft Authenticator. While other authenticators have similar setup functions, you may find it necessary to search the web for instructions for step three of this process.

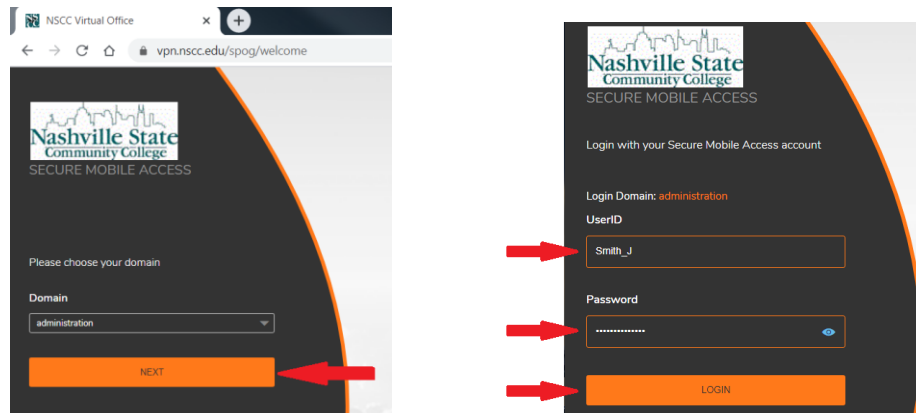
- 1. Install an Authenticator app:** You must first install an authenticator app on your phone. The app will provide an OTP which you will enter into NetExtender at each login. If you do not have an authenticator app, we suggest the Microsoft Authenticator, available for Android and iPhones in their respective “Stores.”



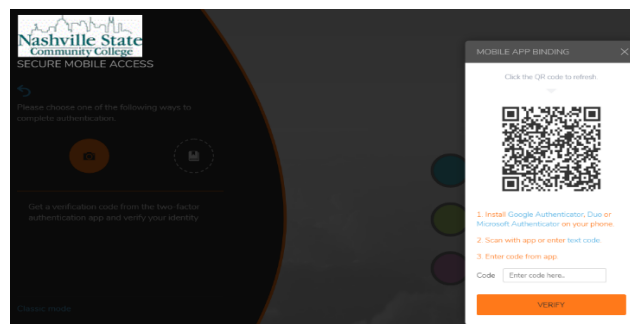
Android: Search you phone for the Microsoft Store and then Microsoft Authenticator
iPhone: Search you phone for the App Store and then Microsoft Authenticator

- 2. Prepare the Authenticator app**

- In the browser on your computer, go to <https://vpn.nsc.edu> and click **NEXT**
- Enter your NSCC administration login using the format **UserID:** lastname_firstinitial (ex: Jan Smith would be smith_j) **Password:** Your myNSCC password
- Click **LOGIN**



The next screen should look like the image below with a QR code:

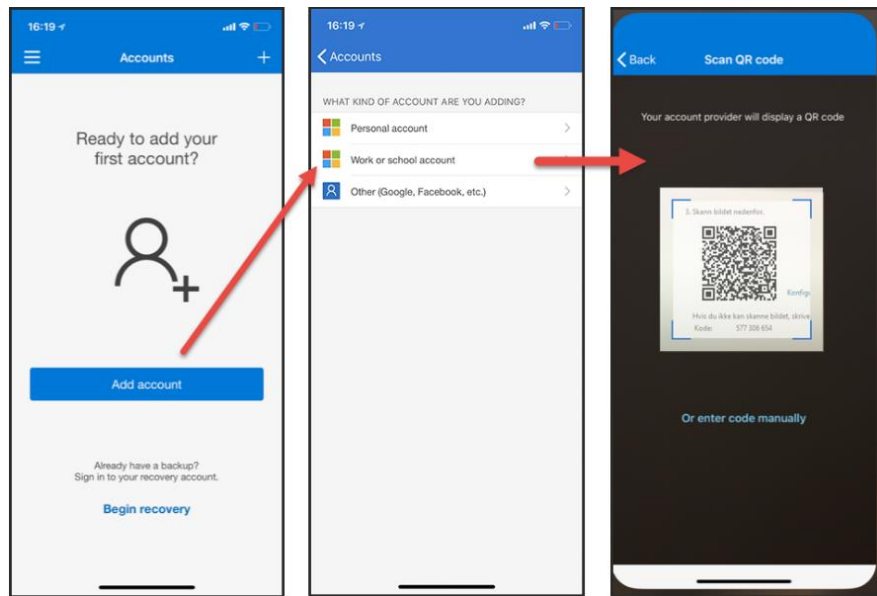


Technical assistance may be obtained by contacting the Computer Services Help Desk
email: helpdesk@nsc.edu phone: (615) 353-3678 long distance: 1-800- 272-7363 ext. 3678
web: <https://helpdesk.nsc.edu>

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3. QR Code Reader Setup – Setting up vpn.nsc.edu Account in the Phone Authenticator App
Grab your phone while the QR code is on the computer screen, open the authenticator app, select the option to add an account and select the QR option. If the app is newly installed, you will see the first screen below, otherwise tap the three dots on the upper right and use the menu:

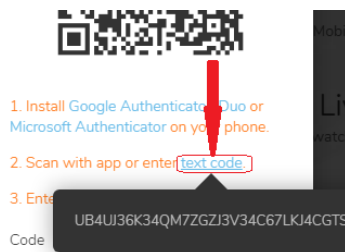
- a. Select “Add account”
- b. Select “Work or school account”
If an option window appears, select “Scan a QR code”
- c. Point your phone camera at the QR code on your computer screen



When successful, it will capture the QR code and add a new account to the Authenticator called “vpn.nsc.edu.” Thereafter when logging in to NetExtender on your computer, you will open your phone’s Authenticator app, select “vpn.nsc.edu” and enter the OTP into the “Code” box of the login screen within the given time before the code expires - see step four for more...

If adding the account by QR is not successful...

Follow all the steps in three above and...



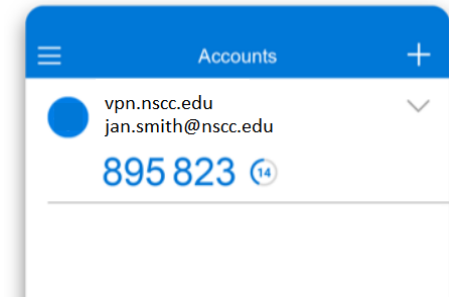
- d. Go to your computer screen and click “text code” under “Mobile App Binding”
- e. On your phone tap “Or enter code manually” (below the QR code as shown above)
- f. Enter the code displayed on the computer to your phones Authenticator screen



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4. Logon to NetExtender - Two Factor Authentication Process

- a. On your computer, open NetExtender, enter your NSCC Administration credentials as usual and click Connect
- b. On your smartphone, open the authenticator application and select the “vpn.nsc.edu” account



- c. On your computer, enter the one-time password (OTP) from the phone and click the “Ok” button before the timer next to the OTP expires

