

# YubiKey MFA Enrollment

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## Revision History

Revision	Summary of Changes	Date	Edited By
1.0	Initial release, and updates	02-06-24	Danny Gorman
1.1	Appendix C: Purchase Information	09-20-24	Marc Santos

## Notes on this Process

### Purpose

The purpose of this document is to describe how to register and use a YubiKey. The targeted demographic is students that **DO NOT** have a mobile / android / iOS device to use application, SMS/Text, voice call, or Time-based One Time Password (TOTP) as the means to satisfy Coast's Multi-Factor Authentication (MFA) requirements. YubiKey can have NFC and either a USB-A or USB-C connector. The appropriate connector is important to make sure the recipient of a YubiKey can utilize it effectively.

### Duties and Responsibilities

Recipients of the YubiKey should protect it from damage or being lost. If the YubiKey is damaged or lost the recipient may have to purchase another one at their own cost to continue to access Coast Systems with this method. They can be purchased from [Yubico](#) | [YubiKey Strong Two Factor Authentication](#).

Campus Staff outlined in this document will be the main point-of-contact for students enrolling in this process. These staff members will interact with the IT Service Desk and the broader IT team to align a period to assist the student with the appropriate IT resources or steps performed.

### Special Considerations

- Many steps in this process are time sensitive. If something gives an error or does not work correctly. Try to go back to the main screen of the action being done and refresh the browser page or close the browser and restart. A timeout from inactivity can cause the process to stall and it is best just to start over at times.
- Once past the step of **REGISTERING A PIN** to the YubiKey any other ask for a PIN will be the value set, even if the overall setup fails, the next time it will ask to PROVIDE the PIN, NOT to create a PIN. As the PIN is only set one time.
- PINs can be 6 to 63 Alpha-Numeric characters. (Upper case, lower case, and/or numbers.)
- If a student forgets their pin, the YubiKey will need to be reset to defaults. This wipes all data on it, making it invalid for ALL (including Coast College's systems, non-coast website it was registered, etc.) and must be re-registered to each system the user will want access to after a reset.

## Campus Contacts

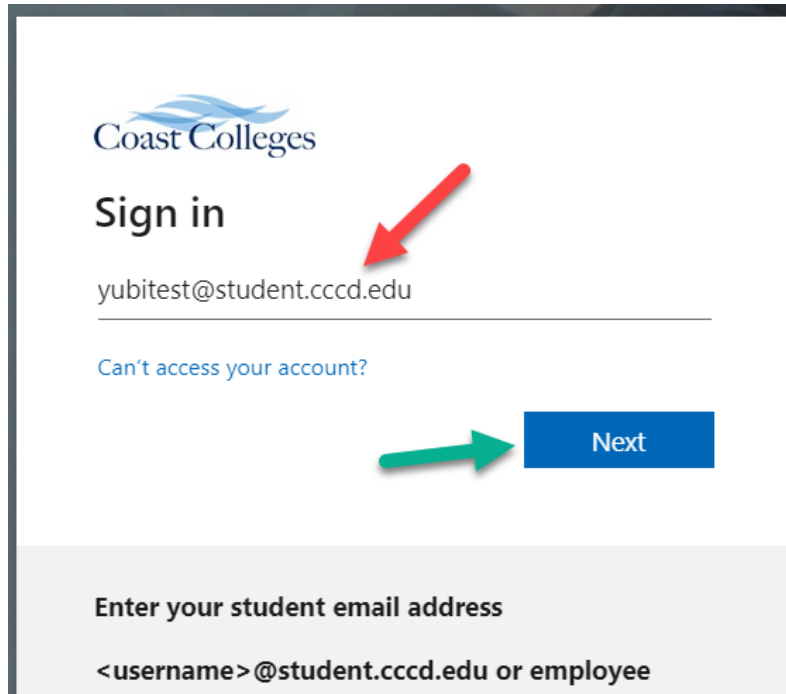
Location	Name	Phone Number

### Step 1: Contact IT for a TAP!

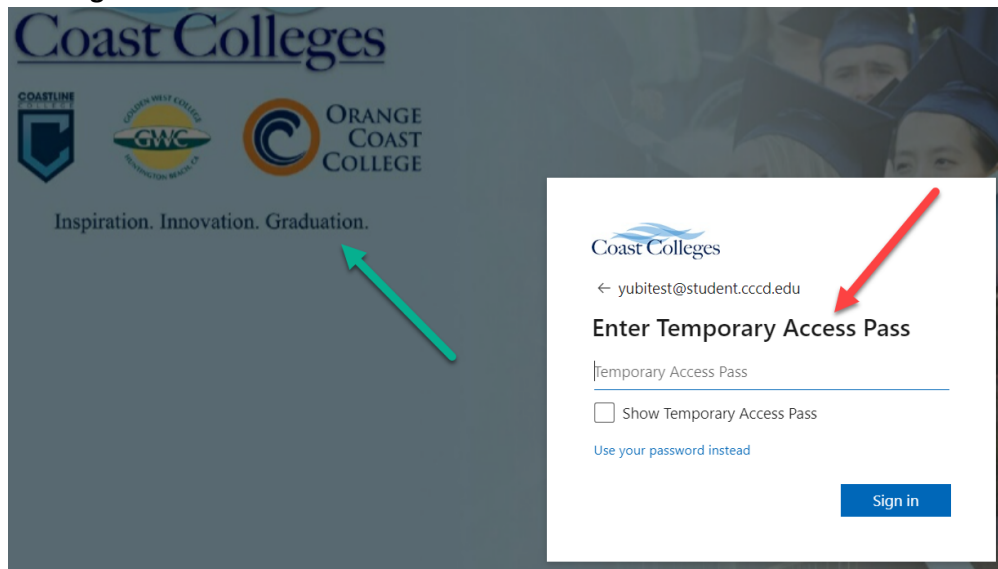
1. To add a YubiKey a Temporary Access Password (TAP) is needed.
  - a. This will facilitate getting into the account to register the YubiKey.
  - b. **Please contact IT with:**
    - i. The Account Name
    - ii. Time period planned to assist the student.
    - iii. Length of time the TAP should be valid.
      1. Can be 40 minutes to 48 hours.
2. **DO NOT** continue until you have a TAP given for this process.
3. If the student being helped **does not** have access to their personal email at the time requested to enroll their YubiKey, then please ask IT Service Desk to pre-register a personal email for the student.
  - a. Note: If the email is pre-registered, the process will skip Step 2, parts 2 onward, and start at step 3 after login with TAP.

## Step 2: Login with the TAP, register SSPR Email

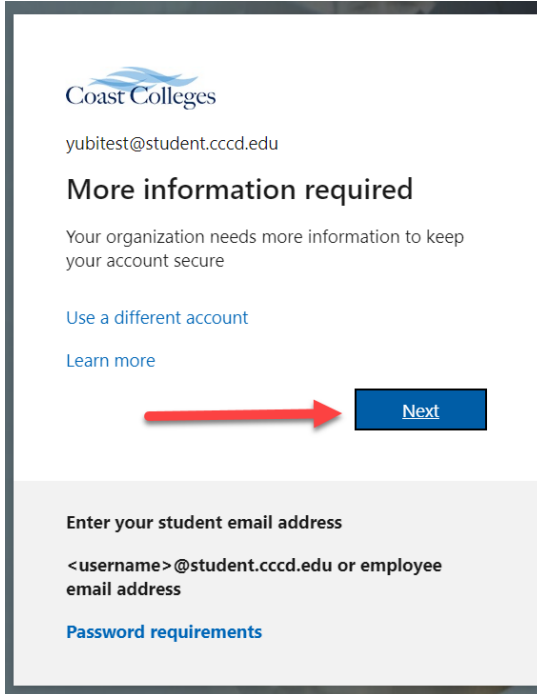
1. Have the student login to <https://aka.ms/mysecurityinfo>
  - a. Enter their student email. Click **Next**.



- b. For the screen with the Coast Colleges Logo asking for the TAP. Enter the TAP password. Click **Sign In**.



2. On the “More Information required” screen click **Next**.



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yubitest@student.cccd.edu

### More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

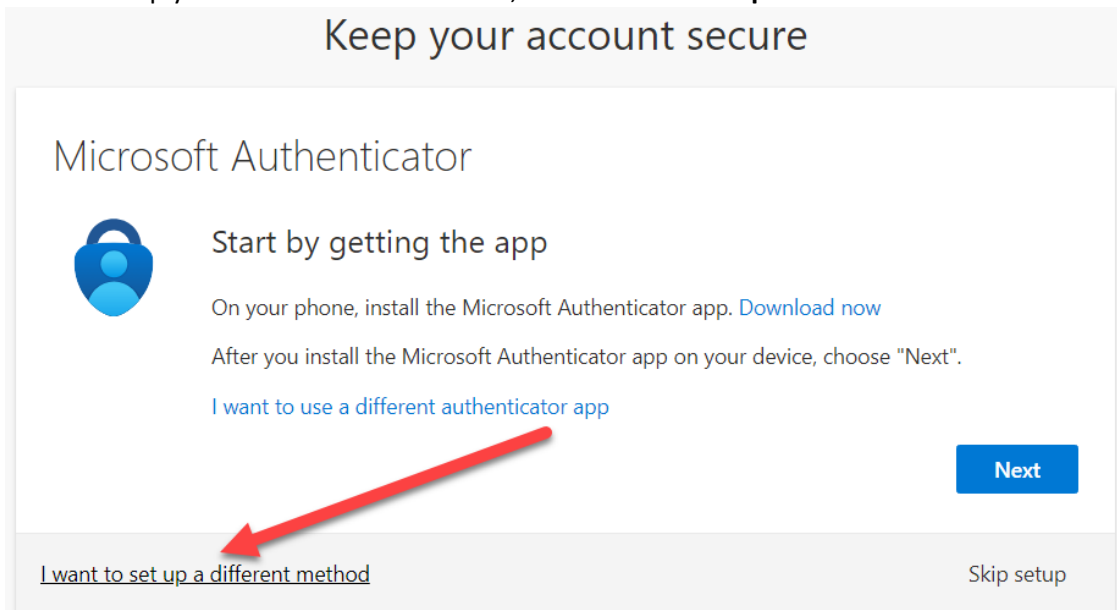
[Next](#)

Enter your student email address

<username>@student.cccd.edu or employee email address


[Password requirements](#)

3. On the “Keep your account secure” screen, click **I want to setup a different method**.



## Keep your account secure

### Microsoft Authenticator

 Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

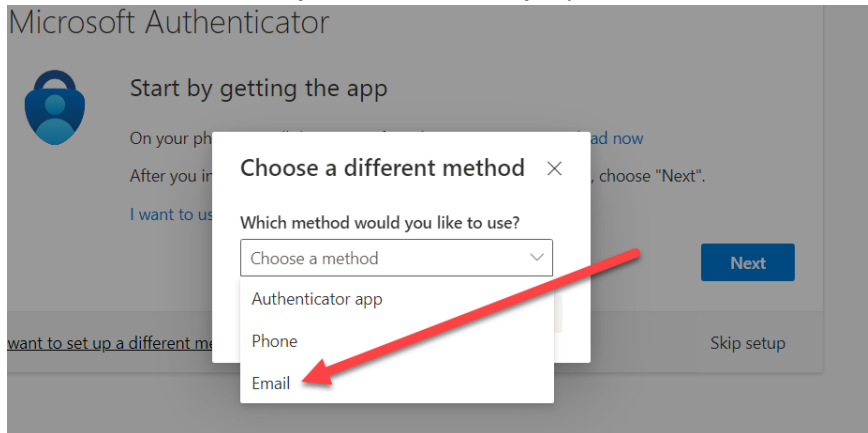
[I want to use a different authenticator app](#)

[I want to set up a different method](#)

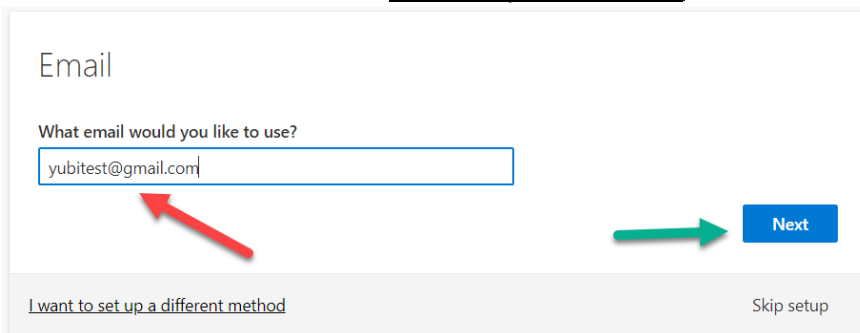
[Next](#)

[Skip setup](#)

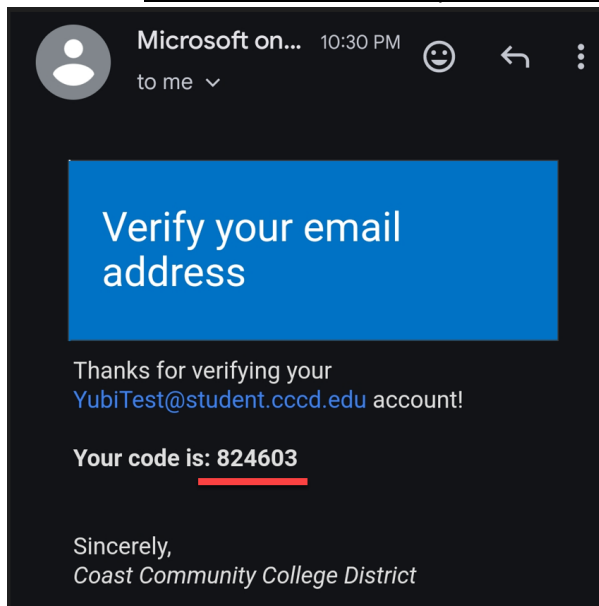
4. From the “Choose a different method” drop-down select email, then click **Confirm**.
  - a. *Note: This email facilitates the user for password resets.*



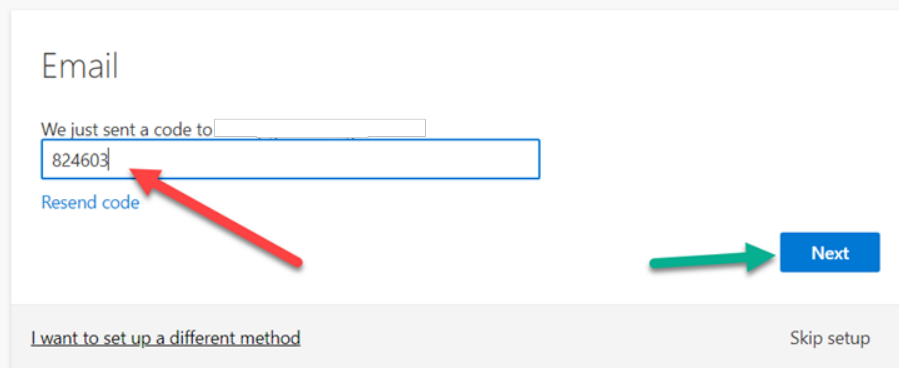
5. On the “Email” screen enter the student’s personal email, click **Next**.



6. Record the code from the student’s personal email.

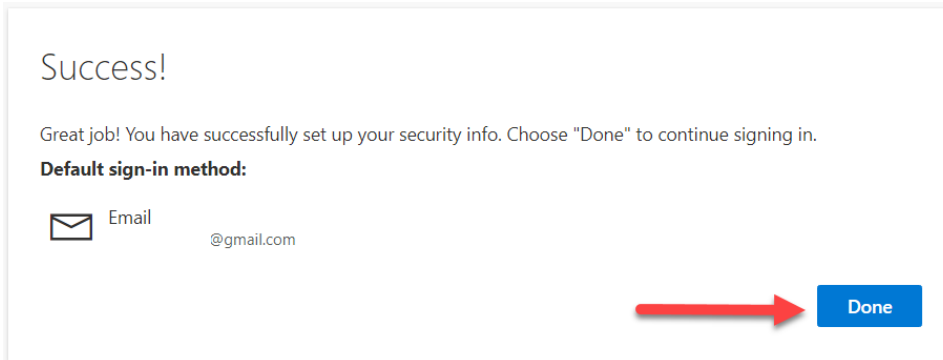


7. Input the code from the student's email. Click **Next**.



The screenshot shows a web interface for MFA enrollment. At the top, it says "Email". Below that, it says "We just sent a code to" followed by a small input field. Below that is a larger input field containing the code "824603". To the left of this field is a "Resend code" link. A red arrow points from the "Resend code" link to the input field. To the right of the input field is a blue "Next" button with a green arrow pointing to it. At the bottom, there is a link "I want to set up a different method" and a "Skip setup" link.

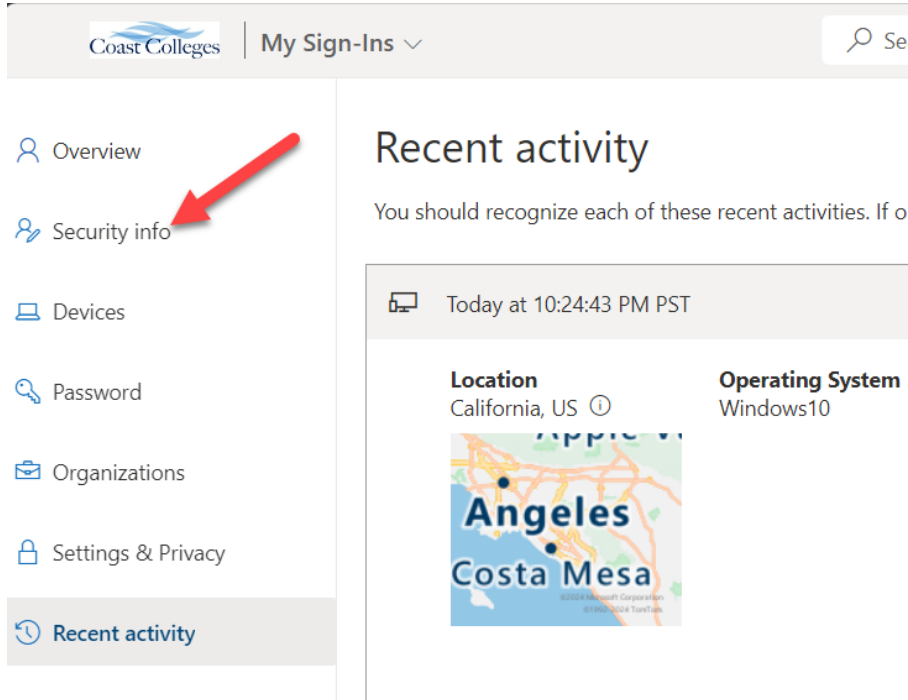
8. A success screen should be seen. Click **Done**.



The screenshot shows a "Success!" message. Below it, it says "Great job! You have successfully set up your security info. Choose 'Done' to continue signing in." Below that, it says "Default sign-in method:". Underneath, there is an email icon, the word "Email", and "@gmail.com". A red arrow points from the "Done" button to the right.

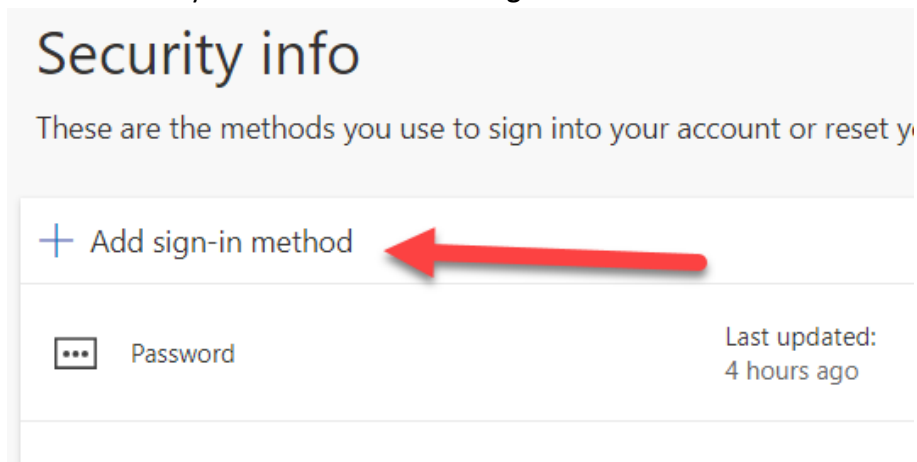
## Step 3: Registering the Security Key

1. Now logged in to "My Sign-ins." Click **Security Info**.



The screenshot shows the 'My Sign-ins' dashboard. On the left, a sidebar lists navigation options: Overview, Security info (highlighted with a red arrow), Devices, Password, Organizations, Settings & Privacy, and Recent activity. The main content area is titled 'Recent activity' and shows a recent sign-in event from 'Today at 10:24:43 PM PST'. The event details include 'Location: California, US' with a map of the Los Angeles area, and 'Operating System: Windows10'.

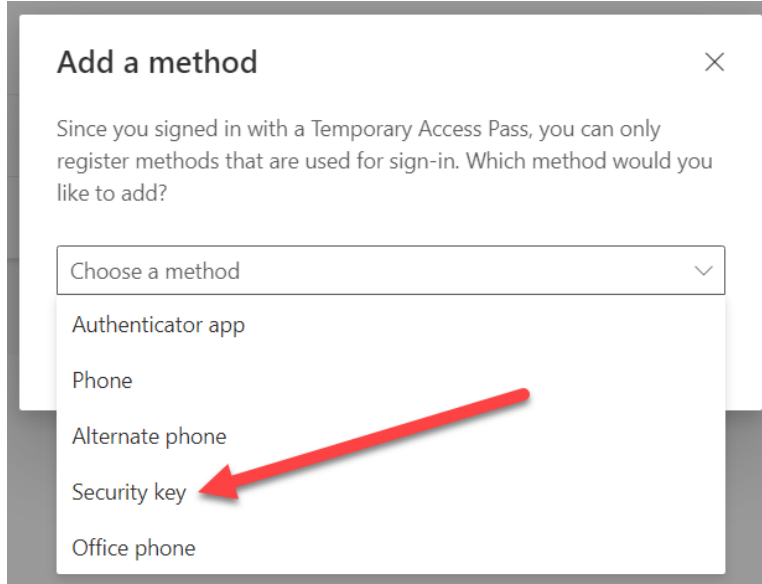
2. On the "Security Info" screen. Click **Add Sign-in method**.



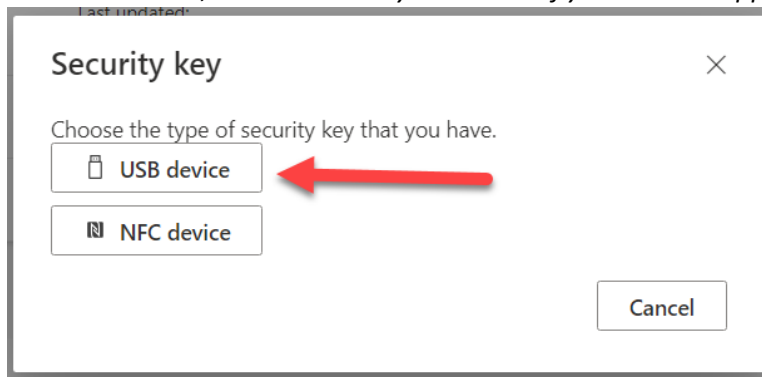
The screenshot shows the 'Security info' screen. It has a heading 'Security info' and a subheading 'These are the methods you use to sign into your account or reset y'. Below this, there is a button labeled '+ Add sign-in method' (highlighted with a red arrow) and a list of existing methods. The first method shown is 'Password', which was 'Last updated: 4 hours ago'.



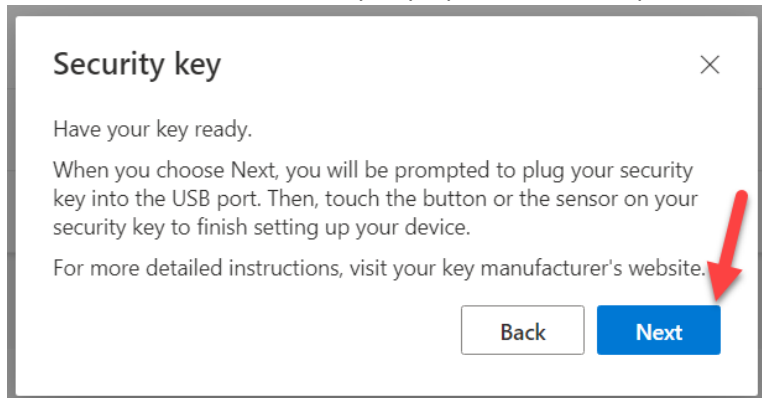
3. From “Add a method” please click Security Key from the drop-down and click **Add**.



4. On “Security Key” (type) please click **USB device**.  
a. *Likewise, the student may select NFC if your device supports this communication type.*



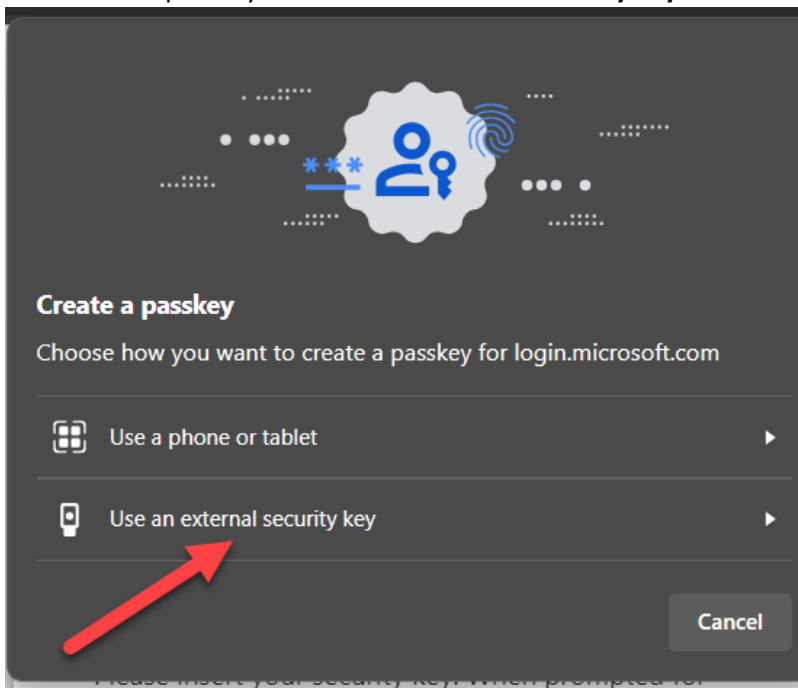
5. On the directions for “Security Key,” please read the process. Click **Next**.



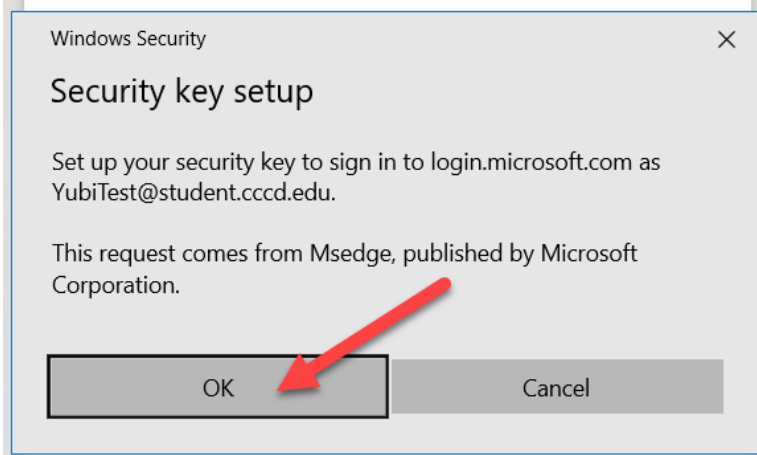
6. When presented with the QR for “Create a passkey on a phone or tablet,” hit **Back**.



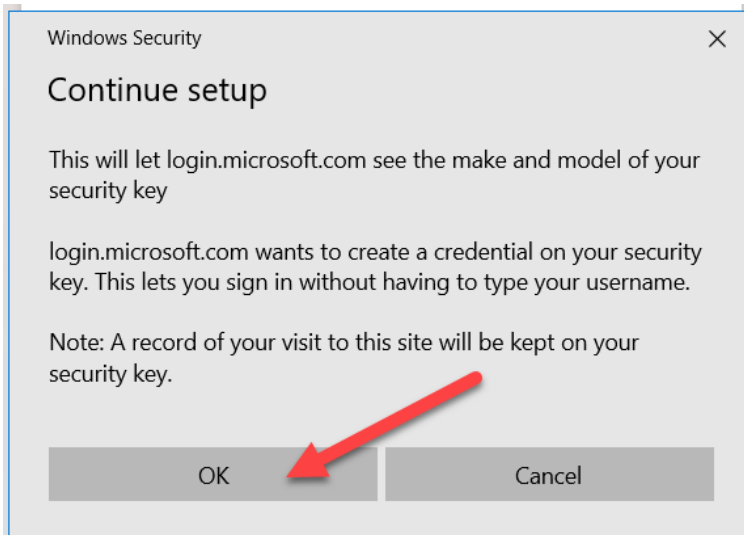
7. On “Create a passkey” click **Use an external security key**.



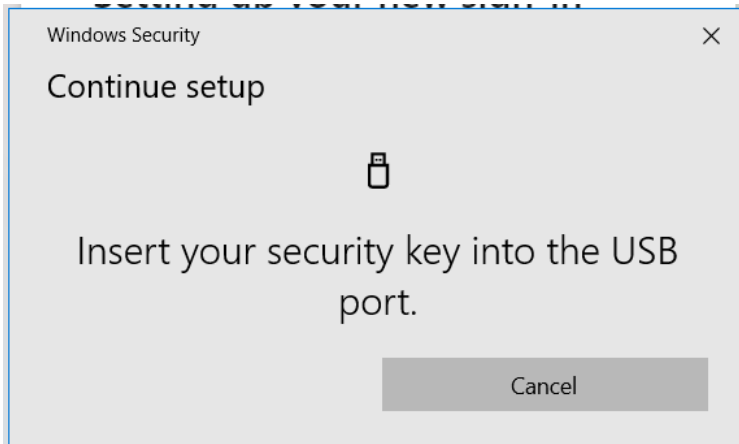
8. For "Security key setup," click **OK**.



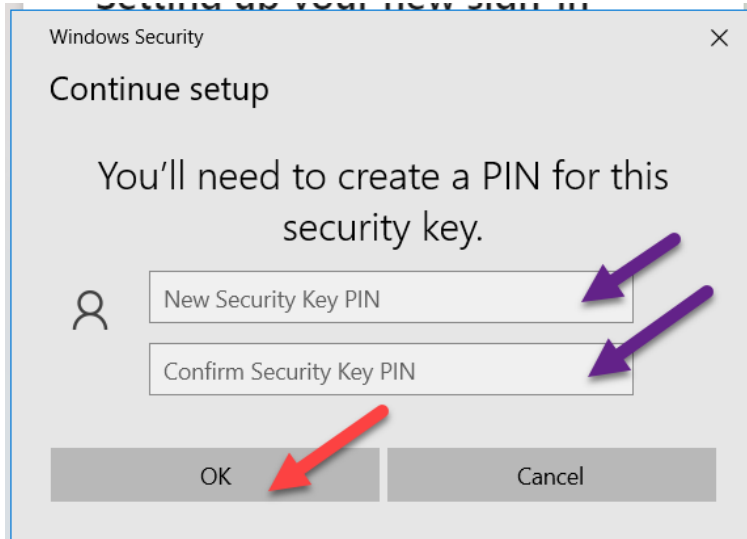
9. On "Continue Setup," click **OK**.



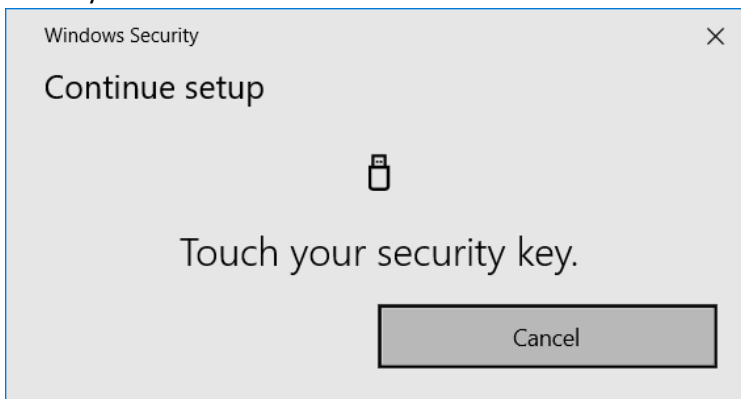
10. Plug in the YubiKey. If the YubiKey is already plugged in, the process may skip to the next step.



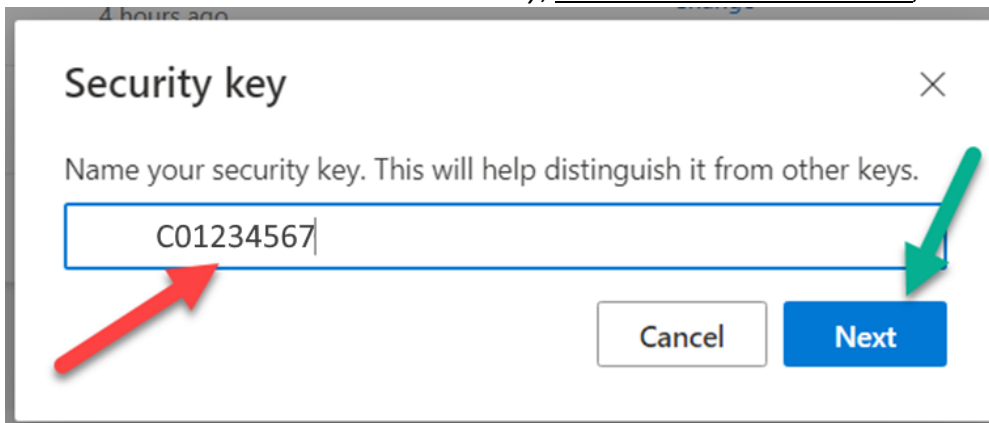
11. Please enter a **6 to 63 character alpha-numeric PIN** in to the “New Security key PIN.” And in to “Confirm security Key PIN.” Click **OK**.



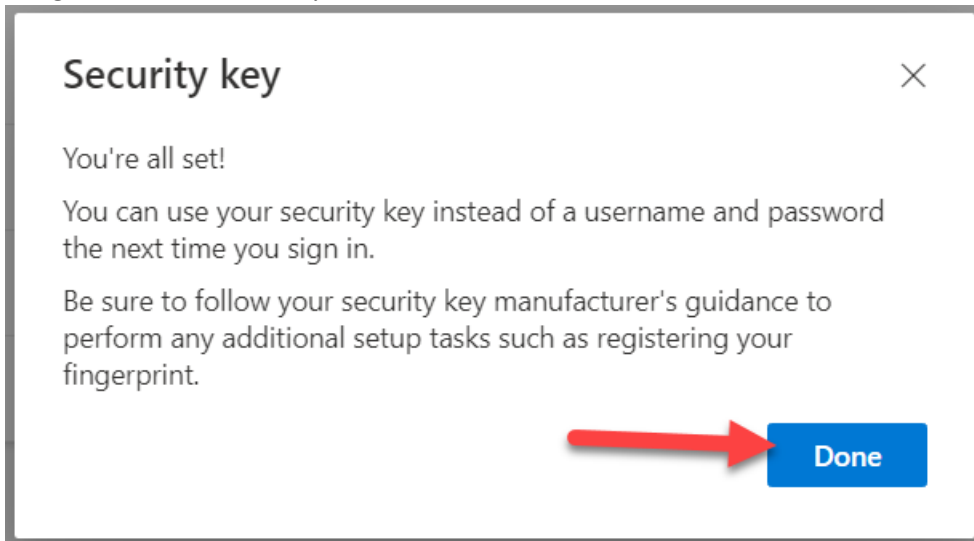
12. When asked to “Touch Your security Key,” **press the Y in the copper circle** on the *plugged in* YubiKey.



13. Now the screen will ask to *Name the YubiKey*, enter the student's C-Number, click **Next**.

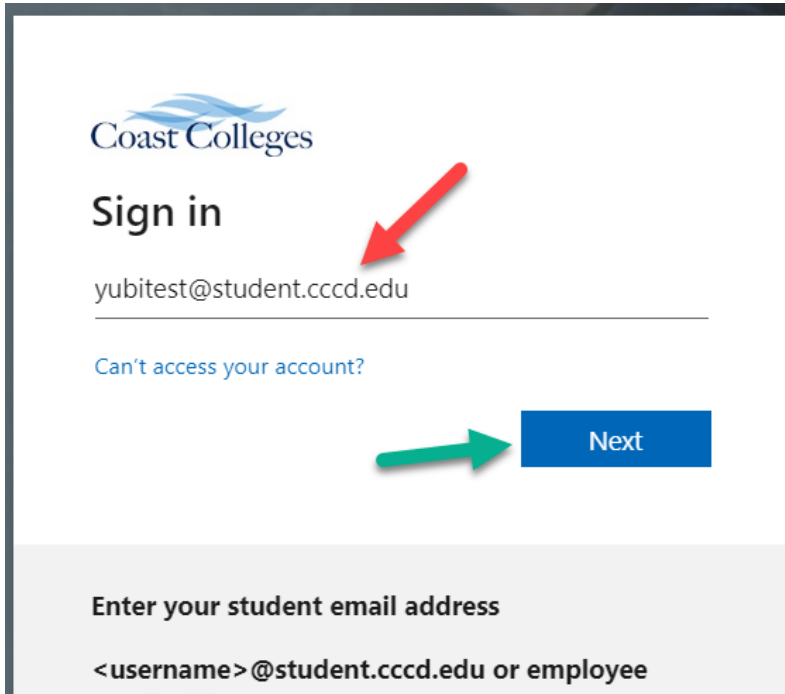


14. Congratulations, a YubiKey has now been enrolled to the student's account! Click **Done**.



## Step 4: Login: How to Use the YubiKey (password-based Login)

1. Have the student go to <https://mycoast.cccd.edu>. On the login page enter the student's email and click **Next**.



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Sign in

yubitest@student.cccd.edu

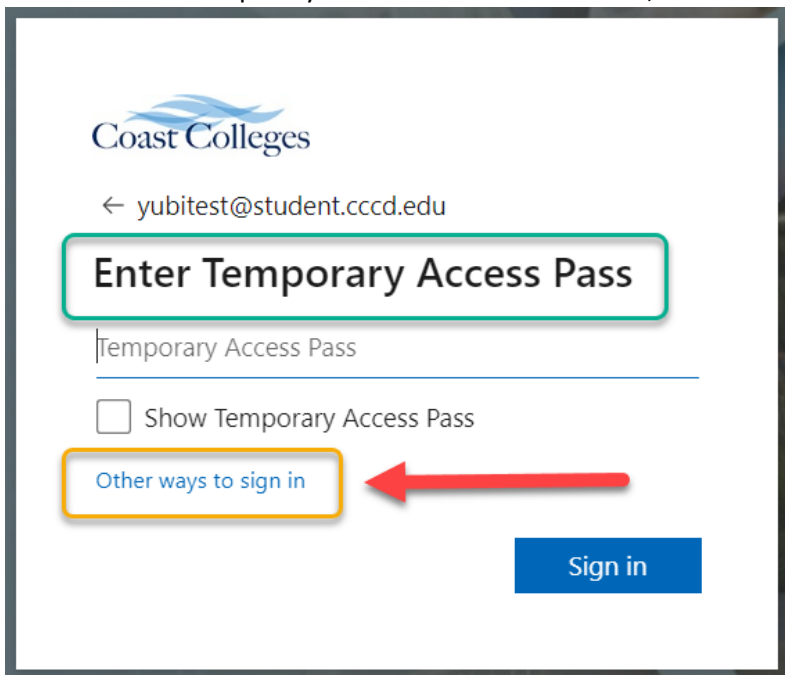
[Can't access your account?](#)

Next

Enter your student email address

<username>@student.cccd.edu or employee

2. \*If\* the "Enter Temporary Access Pass" screen is seen, click **Other ways to sign in**.



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← yubitest@student.cccd.edu

Enter Temporary Access Pass

Temporary Access Pass

☐ Show Temporary Access Pass

Other ways to sign in

Sign in

3. On “Choose a way to sign in,” click **Use my password**.

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Choose a way to sign in

Use a security key

Use my password

Use Temporary Access Pass

Back

4. Enter the student’s password and click **Sign in**.

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← yubitest@student.cccd.edu

Enter password

.....

[Forgot my password](#)

[Other ways to sign in](#)

Sign in

5. For “Verify your identity,” click **Use a security key**.

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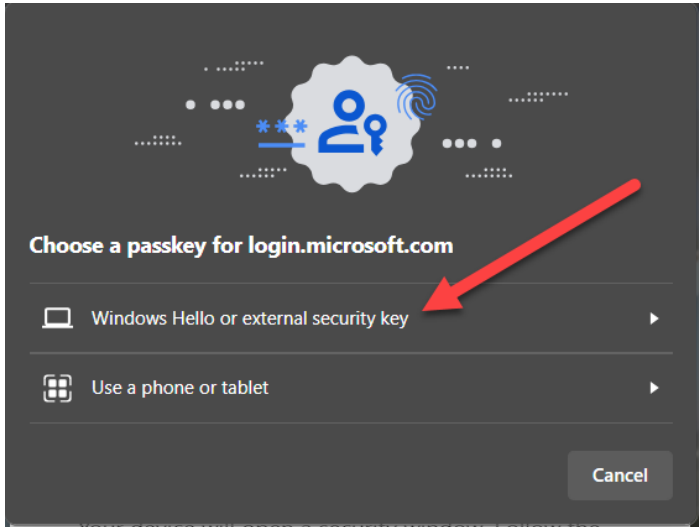
yubitest@student.cccd.edu

Verify your identity

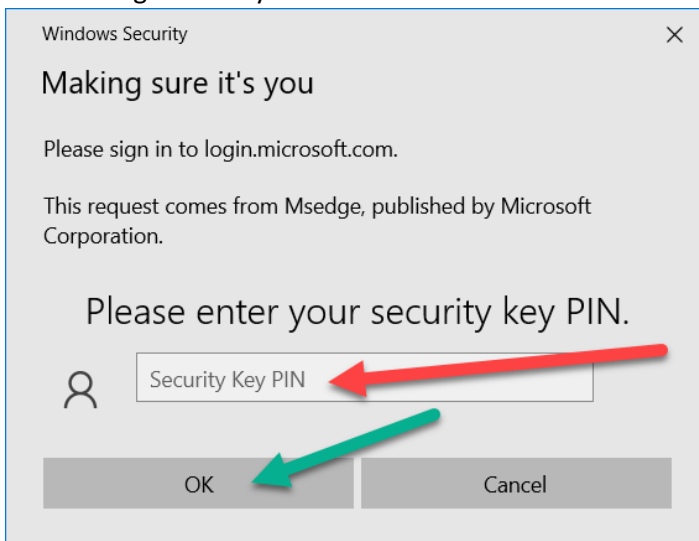
Use Temporary Access Pass

Use a security key

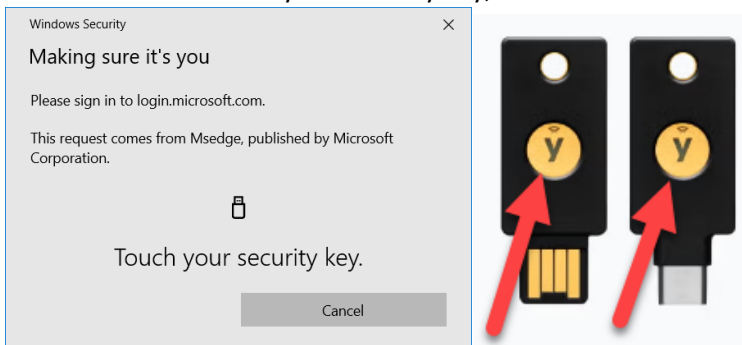
6. On “Choose a passkey for login.microsoft.com” click **Windows Hello or external security key**.



7. On “Making sure it’s you” have the student enter their PIN and click **OK**.



8. When asked to “Touch your security key,” touch the **Y** on the YubiKey.



9. Login should continue, if it does not, please read Appendix B.



## Appendix A: Items for a successful onboarding

1. Student Email
2. A requested TAP password
  - a. Using the TAP password in the time frame it is valid.
  - b. If not being used immediately specify the start day and time the TAP should start
3. Knowing a Personal email of the student
  - a. Asking IT to pre-register the email if the student does not have access at time of Yubi Security Key registration.
4. Student has a PIN in mind for their YubiKey.

## Appendix B: What if I get “Authentication method Error”

If the below error is seen, please notify IT Service Desk of where it was seen. You may want to attempt again after closing all browser sessions or try an InPrivate/Incognito browser session. The meaning behind this specific error is an application Coast Colleges hands off to does not accept the authentication method used. Typically, it wants a Password-based login.

### Sign in

Sorry, but we're having trouble signing you in.

AADSTS75011: Authentication method 'MultiFactor, Fido' by which the user authenticated with the service doesn't match requested authentication method 'Password, ProtectedTransport'. Contact the EIS PROD application owner.

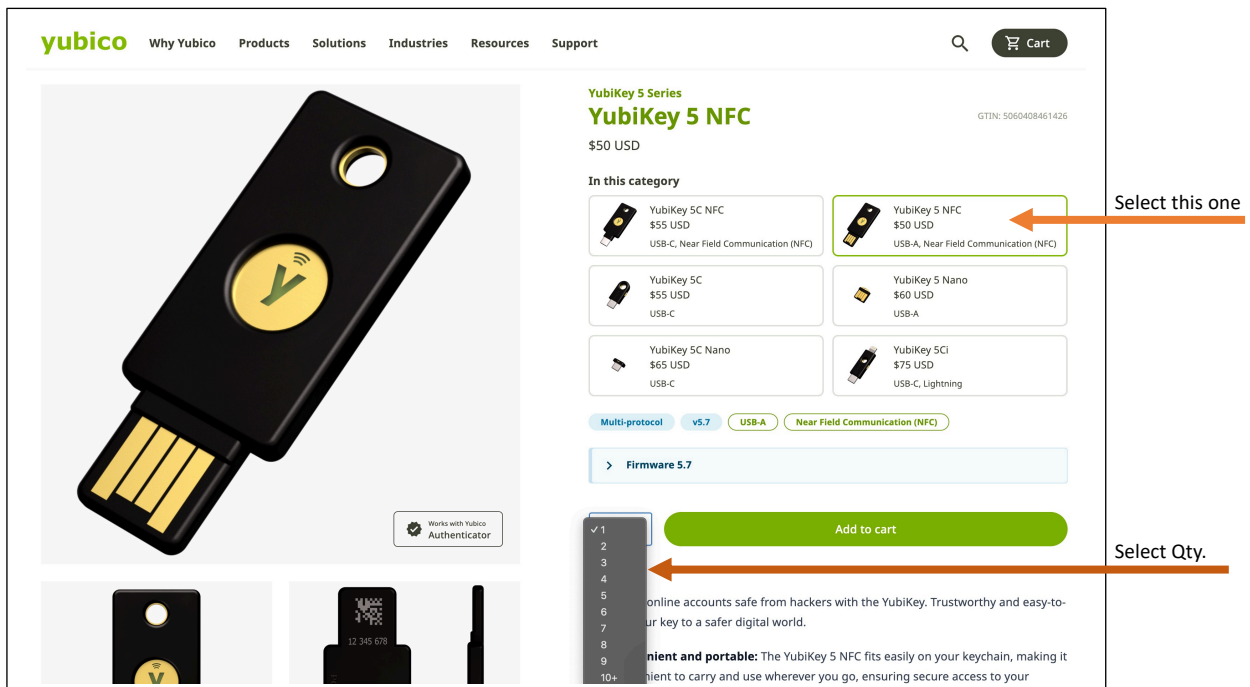
## Appendix C: YubiKey - What and where to purchase

Use the link below to re-order more Yubikeys. Be sure to select the category and quantity.

Information Technology Department does not order or provide Yubikeys. This is the responsibility of the college to maintain their inventory based on your needs.

Buy Yubikey here:

<https://www.yubico.com/product/yubikey-5-series/yubikey-5-nfc/>



**yubico** Why Yubico Products Solutions Industries Resources Support

**YubiKey 5 Series**  
**YubiKey 5 NFC**  
\$50 USD  
GTIN: 5060408461426

**In this category**

YubiKey 5C NFC \$55 USD USB-C, Near Field Communication (NFC)	YubiKey 5 NFC \$50 USD USB-A, Near Field Communication (NFC)
YubiKey 5C \$55 USD USB-C	YubiKey 5 Nano \$60 USD USB-A
YubiKey 5C Nano \$65 USD USB-C	YubiKey 5Ci \$75 USD USB-C, Lightning

Multi-protocol v5.7 USB-A Near Field Communication (NFC)

> Firmware 5.7

1 2 3 4 5 6 7 8 9 10+

Add to cart

online accounts safe from hackers with the YubiKey. Trustworthy and easy-to-  
your key to a safer digital world.

**Convenient and portable:** The YubiKey 5 NFC fits easily on your keychain, making it  
convenient to carry and use wherever you go, ensuring secure access to your