



EXECUTIVE MEMO

To: Executive Directors, DSN Boards
CEOs, Private Providers
Therap Security Administrators

From: Chief Information Security Office Kareem Briggs

Re: Implementing Therap Two Factor Authentication (2FA) for DDSN Provider Network

Date: April 7, 2021

DDSN sent an Executive Memo in February notifying of the plan to implement Two Factor Authentication (2FA) for Therap users in the DDSN provider network. This Executive Memo is to notify you of the next phase of the 2FA implementation plan to begin on **Monday, April 19, 2021**.

DDSN will begin with enabling 2FA for all Therap Security Administrators (TSA) in order for them to familiarize themselves with the procedures, so they can support Therap users during the implementation in their respective organizations. In order to obtain accurate contact information for each TSA as well as Executive Directors (ED) and CEOs, DDSN will enable a Splash Screen in Therap two days after delivery of this memo requesting each TSA, ED, and CEO to update contact information in the Personal Details section of Therap. DDSN will use this updated contact information to schedule a meeting with all TSAs during the week of **April 19, 2021**. The purpose of the meeting is for DDSN to walk through the 2FA installation procedures and requirements. TSAs will then enable 2FA for their organization's Therap users, as well as have direct access to DDSN 2FA personnel to trouble shoot any issue.

For 2FA background to your staff, many probably already use 2FA in some form, such as receiving a numeric code to their smartphone/email to log into their online banking account. 2FA is an additional layer of security that validates the identity of a user attempting to access a resource. In this process, a user will enter their username and "Something You Know" – like a password or PIN. Next, they will be required to provide a second factor to verify their identity from the category of "Something You Have" – like a smartphone, credit card or hardware token. This extra security "authentication" step dramatically enhances Therap system security.

2FA Rollout Instructions:

1. Each Provider will ensure all employees accessing Therap use 2FA through email, text or mobile phone app.

2. Each employee will select a preferred method and follow the appropriate instructions attached to this memo from the below three options:
 - a. Email and Text Authenticator (see Reference 1).
 - b. Microsoft Authenticator for Android Smartphone (see Reference 2).
 - c. Microsoft Authenticator for iPhone (see Reference 3).
3. After selecting a preferred method, the employee will ensure that they check the **“Trust This Device/Browser”** during initial 2FA session. This will allow the current browser (e.g., Chrome, Safari, Internet Explorer, FireFox, Edge) on the current device (e.g., Desktop, Laptop, MacBook, Tablet or Phone) to be trusted for 15 days. After 15 days, a new generated code will be required. It is important to note that IF the employee opens a different browser than the initial one trusted on the same device or opens a browser on a different device other than the device used initially, THEN the employee will need to enter a new generated code from their selected method.
4. The DDSN IT Team will work with TSAs to ensure that implementation at each organization is successful. Since DDSN will configure 2FA for TSAs first, remaining users will receive assistance from their respective TSA if problems arise.

DDSN fully recognizes it will take some time to get each agency’s Therap users trained. DDSN will be able to monitor the system and provide feedback reports to the TSAs to assist in bringing all users into compliance. After a reasonable period for full implementation, DDSN will monitor the system as a security control to protect the security of all agencies using Therap. Non-compliance will be identified and users notified to come into compliance or risk being locked out. This protects all participating agencies’ information and protects all agencies from the expensive remediation costs and organizational stress that comes with a significant information security breach.

Your point of contact for 2FA is Chief Information Security Officer Kareem Briggs, who can be reached at email Kareem.Briggs@ddsn.sc.gov and phone# 803/898-9706.

Reference #1

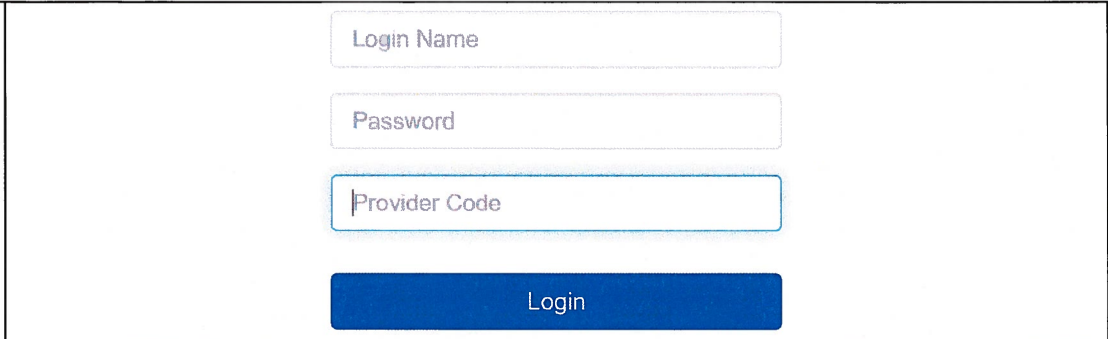
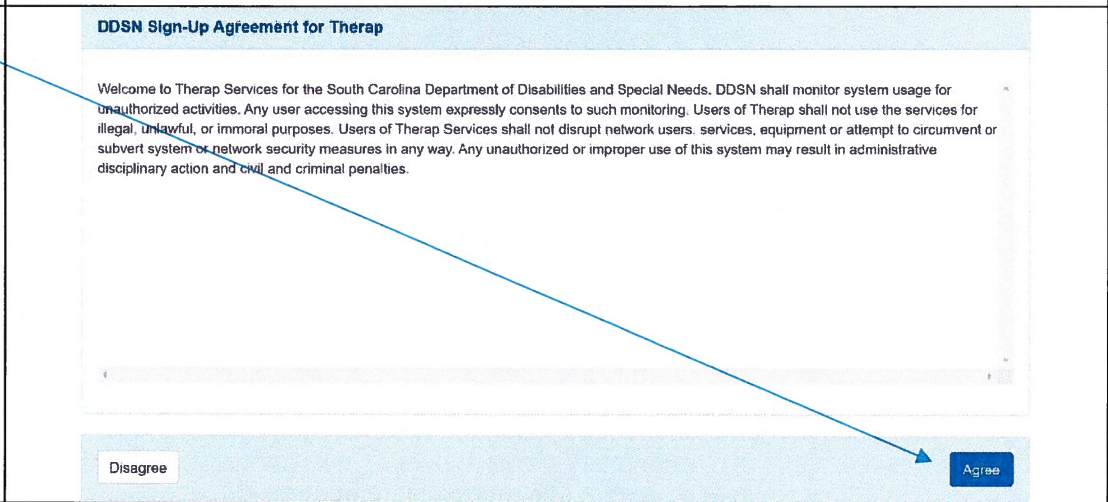
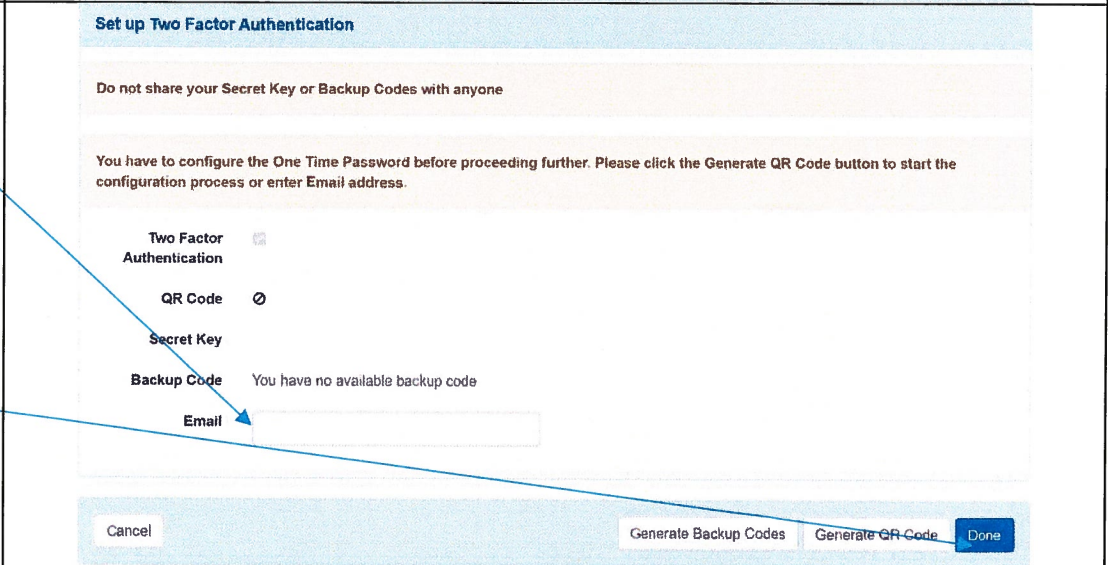
AUTHENTICATION WITH EMAIL AND TEXT

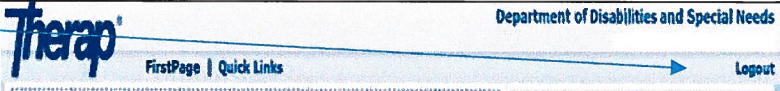
Steps in this user guide:

Configure Authentication

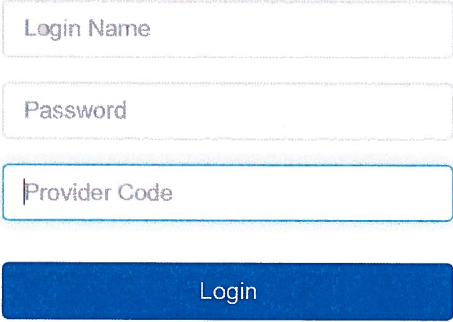
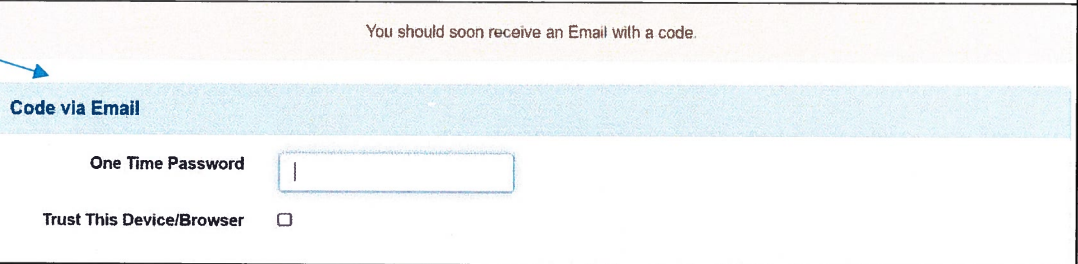
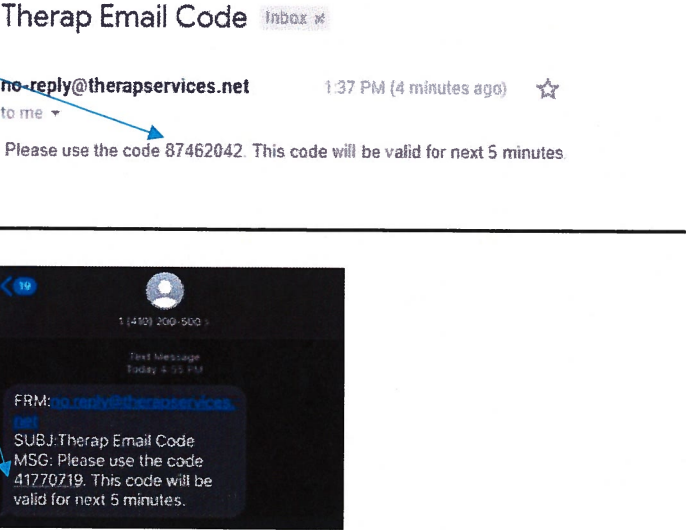
Login Using Authentication (use for first time configuration and every 15 days)

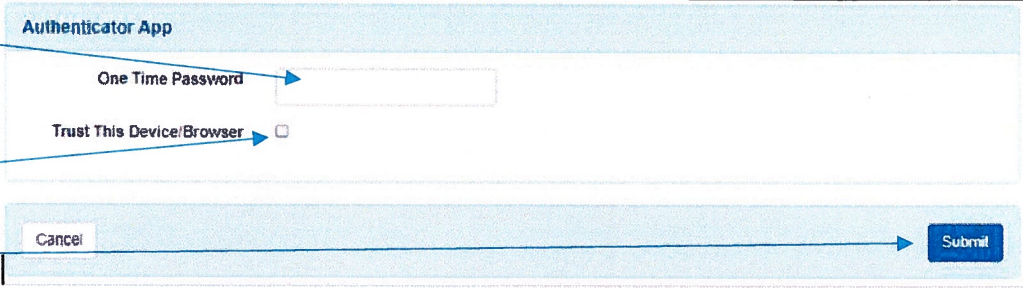
CONFIGURE AUTHENTICATION

<p>1. Login to Therap</p>	 <p>Login Name</p> <p>Password</p> <p>Provider Code</p> <p>Login</p>
<p>2. Click Agree</p>	 <p>DDS Sign-Up Agreement for Therap</p> <p>Welcome to Therap Services for the South Carolina Department of Disabilities and Special Needs. DDSN shall monitor system usage for unauthorized activities. Any user accessing this system expressly consents to such monitoring. Users of Therap shall not use the services for illegal, unlawful, or immoral purposes. Users of Therap Services shall not disrupt network users, services, equipment or attempt to circumvent or subvert system or network security measures in any way. Any unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.</p> <p>Disagree Agree</p>
<p>3. Enter your Email (or to use a Text address, see below).</p> <p>Click on Done</p>	 <p>Set up Two Factor Authentication</p> <p>Do not share your Secret Key or Backup Codes with anyone</p> <p>You have to configure the One Time Password before proceeding further. Please click the Generate QR Code button to start the configuration process or enter Email address.</p> <p>Two Factor Authentication <input checked="" type="checkbox"/></p> <p>QR Code <input type="checkbox"/></p> <p>Secret Key <input type="checkbox"/></p> <p>Backup Code You have no available backup code</p> <p>Email</p> <p>Cancel Generate Backup Codes Generate QR Code Done</p>

<p>4. Text address—number is your 10 digit phone number</p>	<p><i>T-Mobile</i> – number@tmomail.net</p> <p><i>Virgin Mobile</i> – number@vmobl.com</p> <p><i>AT&T</i> – number@txt.att.net</p> <p><i>Sprint</i> – number@messaging.sprintpcs.com</p> <p><i>Verizon</i> – number@vtext.com</p> <p><i>Tracfone</i> – number@mmst5.tracfone.com</p> <p><i>Ting</i> – number@message.ting.com</p> <p><i>Boost Mobile</i> – number@myboostmobile.com</p> <p><i>U.S. Cellular</i> – number@email.uscc.net</p> <p><i>Metro PCS</i> – number@mymetropcs.com</p>
<p>5. Logout</p>	 <p>The screenshot shows the Therap logo on the left, the text "Department of Disabilities and Special Needs" on the right, and a navigation bar with "FirstPage Quick Links" and a "Logout" button on the far right. A blue arrow points from the "Logout" text in the table to the "Logout" button in the screenshot.</p>

LOGIN USING AUTHENTICATION

<p>1. Login</p>	 <p>The screenshot shows a login form with three input fields: "Login Name", "Password", and "Provider Code". Below the fields is a blue "Login" button.</p>
<p>2. You will see this screen</p>	 <p>The screenshot shows a message: "You should soon receive an Email with a code." Below this is a section titled "Code via Email" with a "One Time Password" input field and a "Trust This Device/Browser" checkbox.</p>
<p>3. Look in your Email or Text, and get your password</p>	 <p>The screenshot shows an email from "no-reply@therapservices.net" with the subject "Therap Email Code" and the message "Please use the code 87462042. This code will be valid for next 5 minutes." Below the email is a screenshot of a text message from "1 (410) 200-500" with the subject "Therap Email Code" and the message "Please use the code 41770719. This code will be valid for next 5 minutes." Blue arrows point from the text in the table to the corresponding parts of the email and text message screenshots.</p>

<p>4. Enter your One Time Password</p> <p>Check this box</p> <p>Click Submit Button</p>	 <p>The screenshot shows a form titled "Authenticator App". It contains a text input field labeled "One Time Password" with a blue arrow pointing to it from the text "Enter your One Time Password". Below it is a checkbox labeled "Trust This Device/Browser" with a blue arrow pointing to it from the text "Check this box". At the bottom of the form are two buttons: "Cancel" and "Submit". A blue arrow points from the text "Click Submit Button" to the "Submit" button.</p>
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Reference #2


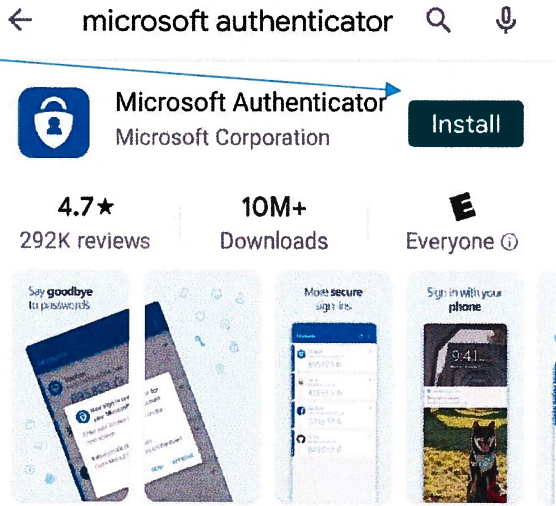
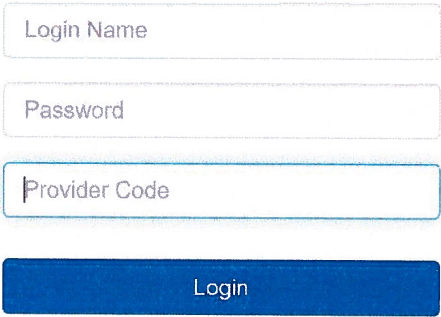
MICROSOFT AUTHENTICATOR ON ANDROID

Steps in this user guide:

Configure Authentication

Login Using Authentication (use for first time configuration and every 15 days)

CONFIGURE AUTHENTICATION

<p>1. On your phone, click on the Google Play Store</p>	
<p>2. Install Microsoft Authenticator</p>	
<p>3. Login to Therap</p>	

4. Click Agree

DDSN Sign-Up Agreement for Therap

Welcome to Therap Services for the South Carolina Department of Disabilities and Special Needs. DDSN shall monitor system usage for unauthorized activities. Any user accessing this system expressly consents to such monitoring. Users of Therap shall not use the services for illegal, unlawful, or immoral purposes. Users of Therap Services shall not disrupt network users, services, equipment or attempt to circumvent or subvert system or network security measures in any way. Any unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties.

Disagree

Agree

5. You will be taken to this page. Click on Generate QR Code



Logout

Set up Two Factor Authentication

Do not share your Secret Key or Backup Codes with anyone

You have to configure the One Time Password before proceeding further. Please click the Generate QR Code button to start the configuration process or enter Email address.

Two Factor Authentication

QR Code

Secret Key

Backup Code You have no available backup code

Email

Cancel

Generate Backup Codes

Generate QR Code

Done

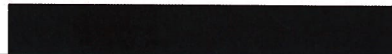
6. The QR Code will be displayed. Leave this on your display to scan with your phone.

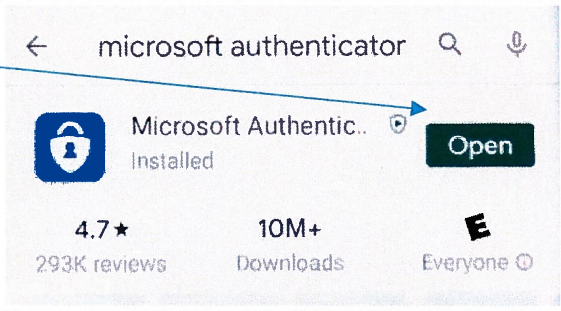
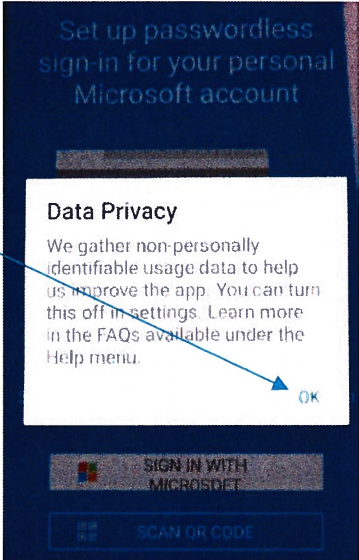

Two Factor Authentication

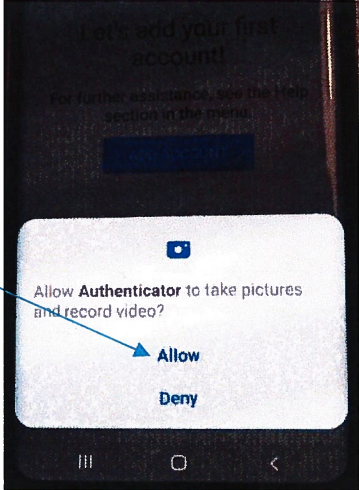
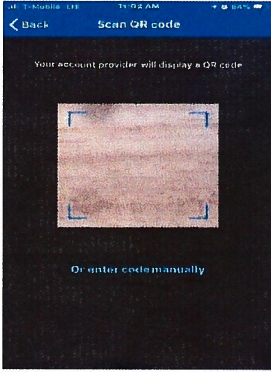
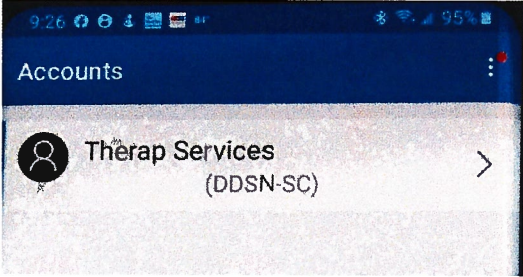
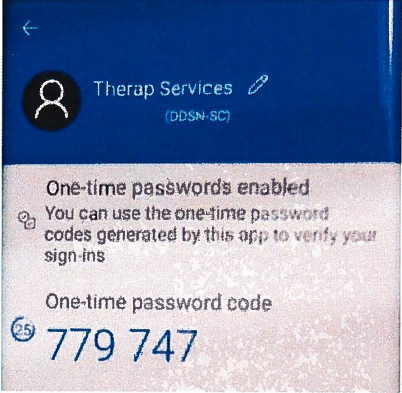

QR Code



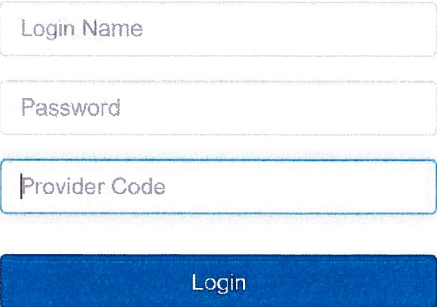
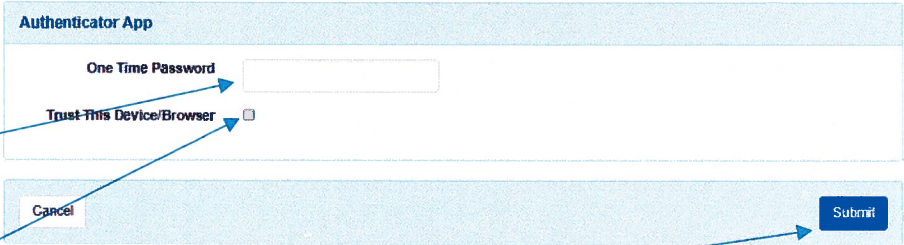
Secret Key



<p>7. On your phone Open Authenticator</p>	
<p>8. Touch OK</p>	
<p>9. Touch to select SCAN QR CODE button</p>	

<p>10. Touch to select Allow</p>	
<p>11. The phone camera will be activated & you will see this.</p> <p>Use your phone camera to scan the QR Code on your display from Therap (not the QR Code in this user guide)</p>	
<p>12. On your phone, your account will automatically be created and displayed</p> <p>Touch the account to open it</p>	
<p>13. Your One-time password code will be displayed</p>	
<p>14. Logout</p>	

LOGIN USING AUTHENTICATION

<p>1. Login to Therap</p>	 <p>Login Name</p> <p>Password</p> <p>Provider Code</p> <p>Login</p>
<p>2. Open Microsoft Authenticator on phone and touch Therap Services account if not already open.</p> <p>Enter One Time Password from the Microsoft Authenticator (no spaces) and check Trust This Device Browser. Click Submit.</p>	 <p>Authenticator App</p> <p>One Time Password</p> <p>Trust This Device/Browser <input type="checkbox"/></p> <p>Cancel Submit</p>


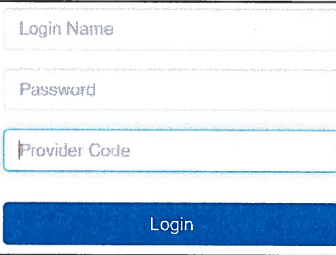
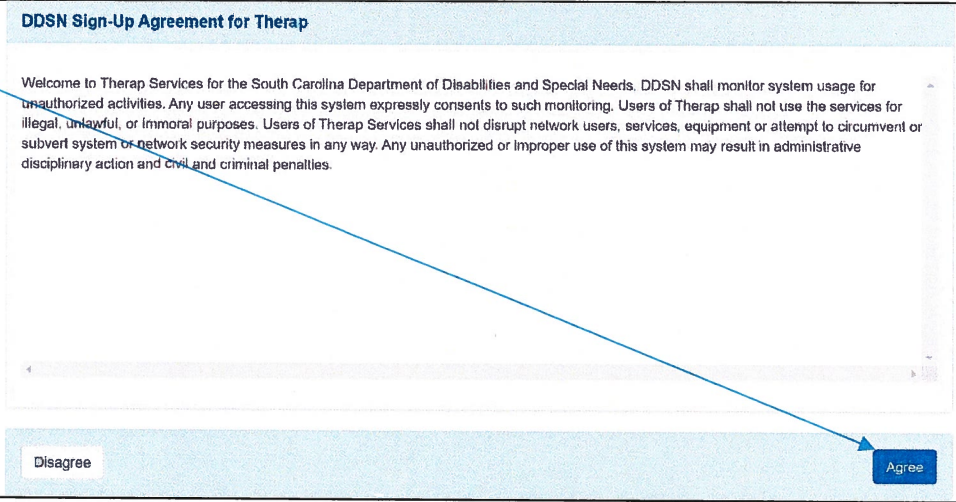
Reference #3

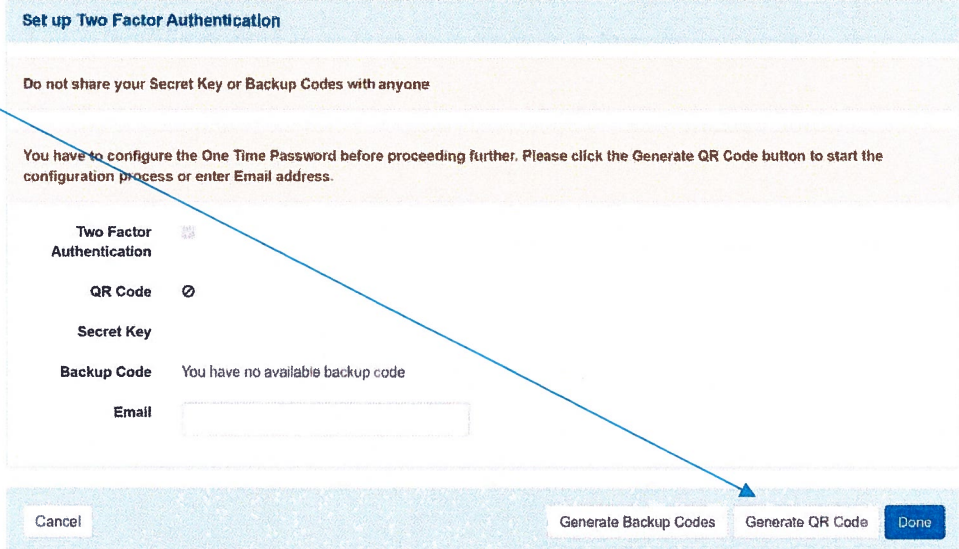

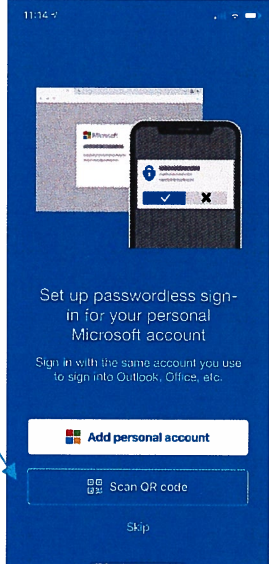
MICROSOFT AUTHENTICATOR FOR IPHONE


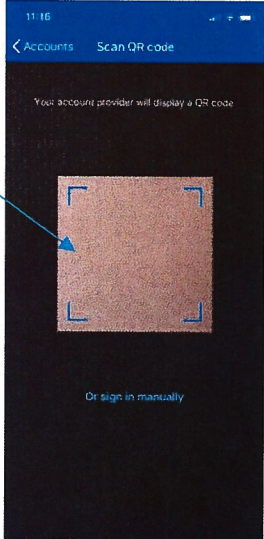
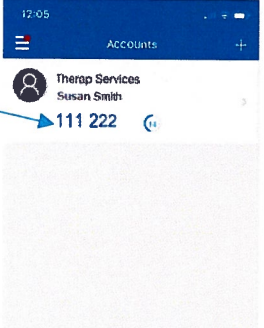

Steps in this user guide:

- Configure Authentication
- Login Using Authentication (use for first time configuration and every 15 days)

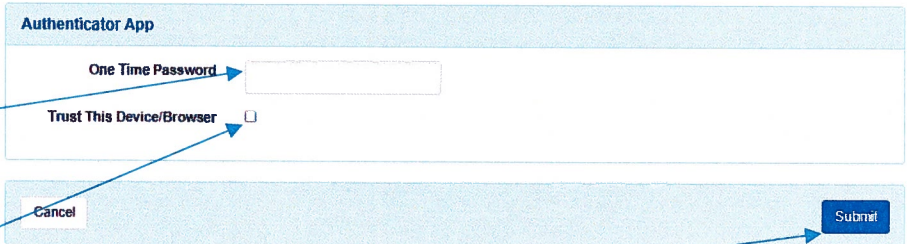
CONFIGURE AUTHENTICATION

<p>1. On your phone download Microsoft Authenticator from the App Store.</p>	
<p>2. Login to Therap.</p>	
<p>3. Click Agree.</p>	

<p>4. Click Generate QR Code.</p>	
<p>5. This will display a QR code. Leave this on your display to scan with your phone.</p>	
<p>6. Open the Microsoft Authenticator App on your phone and touch Scan QR code.</p>	

<p>7. Touch OK to allow access to camera.</p>	
<p>8. Using your phone scan the QR code on your display from Therap (not in this user guide).</p>	
<p>9. This will give you a 6 digit One Time Password.</p>	
<p>10. Logout</p>	

LOGIN USING AUTHENTICATION

<p>1. Login</p>	 <p>Login Name</p> <p>Password</p> <p>Provider Code</p> <p>Login</p>
<p>2. Open Microsoft Authenticator on phone if not already open.</p> <p>Enter One Time Password from the Microsoft Authenticator (no spaces) and check Trust This Device Browser. Click Submit.</p>	 <p>Authenticator App</p> <p>One Time Password</p> <p>Trust This Device/Browser <input type="checkbox"/></p> <p>Cancel Submit</p>