Our Current Duo/Dropbox Provisioning Process

Duo:

ITS-Security provisions Duo accounts based on group management in Active Directory. Certain groups in Active Directory are sync’d using Duo’s Directory Sync every day around 5:00pm or can be manually sync’d at anytime. Currently we are licensed for 500 Duo accounts with 106 of the 500 provisioned. The provisioning process can auto generates an Email invite to the end-user but we currently have this disabled. In the invite there is a link provided that redirects the user to our Web-Auth (Shib) page for Duo Device Management. If we choose not to invite via email we can direct users to duo.uncc.edu to “claim” or setup their account.

Email Invite Sample:

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Your administrator has requested that you enroll with Duo Security's two-factor authentication service. Just click this link to begin the enrollment process:

duo.uncc.edu

Read the Guide to learn more about two-factor authentication:

http://guide.duosecurity.com

Please contact your administrator if you have any questions.

Using SamAccountName, 800# or Email Alias the Duo user needs to activate their account by providing the two-factor devices they wish to use. They will have the option to add any smart device such as iPhone/Android, tablets, landline or Security issued YubiKey.
Logging in the first time reveals the Start setup page.

Next user will have options to add as many devices as they wish.

For mobile devices enter phone number and confirm number is valid.
Select appropriate platform for the device.

Proceed with installing the Duo Mobile App onto the device being registered if user has not already done so.

Once app has been downloaded the device is ready to add our Duo Integration via the camera and barcode.
User then has choices to either Enroll more devices or exiting. The user can always go back to duo.uncc.edu to manage these devices. Either delete old devices not in use or add any new devices.

Next Up: Provisioning Dropbox
Dropbox:

ITS-Security manually provisions Dropbox accounts via a PowerShell script that uses the AD group “dropboxers” as it’s source. If a user is a part of this AD group the PowerShell script will provision non-existing Dropbox accounts into the Dropbox Admin Portal. While provisioning it will also send an Email invite to the end-user. This process may change once we hit 50 users provisioned. According to our Dropbox source, once we hit the 50 users provisioned we are then converted on their end to a business only domain. This causes any user who already provisioned themselves on their own using their uncc.edu account to either migrate current data to new external email account or convert to our business account upon their next login attempt. Once we are on a business platform on the backend users will be able to provision themselves going directly to Dropbox website.

Email Invite Sample:

Clicking the Join your team link invokes the following process:

Next, the prefilled Create UNC Charlotte Dropbox form appears. This is important to note since Shib will only work as the Single Sign-On if accounts are provisioned using SamAccountName. Once provisioned user will then be able to use SamAccountName, 800# or Email Alias to access Dropbox.
The next screen ports the user over to our Single-Sign On WebAuth (Shib) page for authentication:

User can use either SamAccountName, 800# or Email Alias to authenticate.

If the Dropbox user is in the “Duo-Enabled” Active Directory group the WebAuth page will display the Duo Two-Factor page. If user is not a member of this AD Group the user bypasses the Two-Factor page. This is by design as we will most likely not be able to provision all 67,000 current Faculty/Staff and Students a Duo account but Dropbox data will need to be available to all users.
The user then has an option to setup a free personal Dropbox account using a separate external Email Address. This is purely optional.

User is now provisioned and ready to access Dropbox.

You're all set!

Personal Dropbox

Not connected

You can connect a personal Dropbox at any time.

UNC Charlotte Dropbox

675.87 KB of existing stuff

Your UNC Charlotte Dropbox is ready.

Get started