

Overview

This guide details the steps to set up MyESCC (VCCS) multi-factor authentication (MFA) using the OTP Manager application on an **Apple (Mac) desktop or laptop**. This application helps you create what's known as a Time-based One Time Password or TOTP.

If you experience any issues following these steps, please contact the IT Help Desk at ithelpdesk@es.vccs.edu.

Setting Up MFA – OTP Manager

1. Go to <https://identity.my.vccs.edu/>
2. Enter your MyESCC (VCCS) username and click the Go button.
3. Enter your MyESCC (VCCS) password and click the Go button.



Virginia's Community Colleges

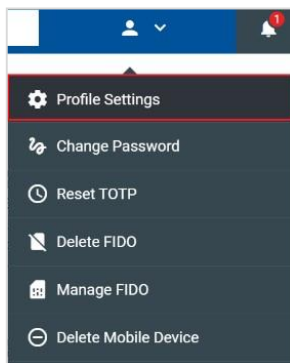
Need Help?

Username

GO

FORGOT MY PASSWORD FORGOT MY USERNAME

4. Click on your name at the top of the Applications page, and select Profile Settings.



Profile Settings

Change Password

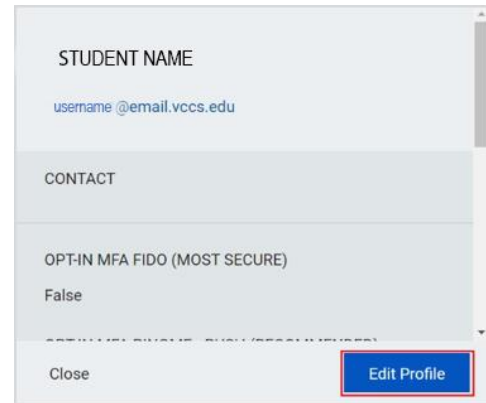
Reset TOTP

Delete FIDO

Manage FIDO

Delete Mobile Device

5. Click the Edit Profile button when prompted.



STUDENT NAME

username@email.vccs.edu

CONTACT

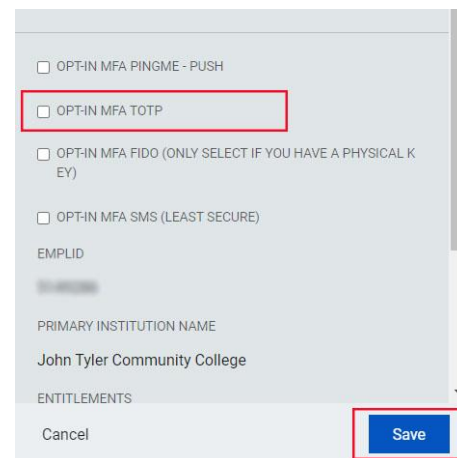
OPT-IN MFA FIDO (MOST SECURE)

False

Close

Edit Profile

6. Select OPT-IN MFA TOTP, and click the Save button.



☐ OPT-IN MFA PINGME - PUSH

☐ OPT-IN MFA TOTP

☐ OPT-IN MFA FIDO (ONLY SELECT IF YOU HAVE A PHYSICAL KEY)

☐ OPT-IN MFA SMS (LEAST SECURE)

EMPLID

PRIMARY INSTITUTION NAME

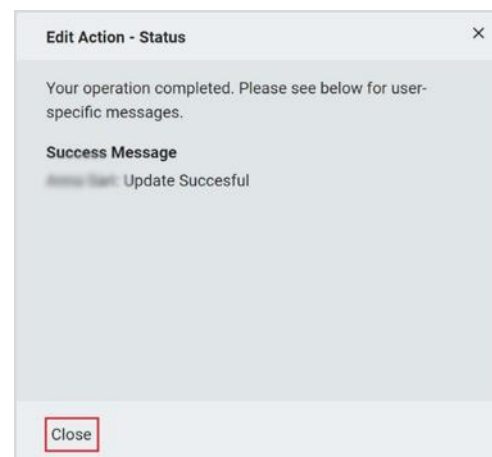
John Tyler Community College

ENTITLEMENTS

Cancel

Save

7. A message displays stating the operation was successful. Click the Close button.



Edit Action - Status

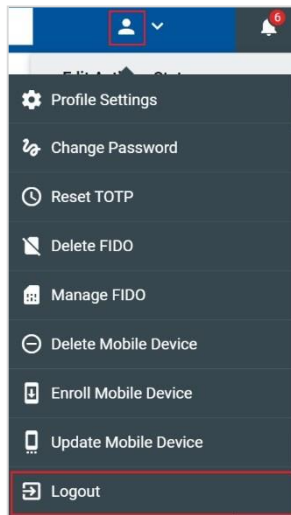
Your operation completed. Please see below for user-specific messages.

Success Message

Update Successful

Close

8. Click your name at the top of the page, and select “Logout.”



9. You must first install the OTP Manager application on your Mac. Go to the Apple Store on your Mac. Search for the app, and install it.



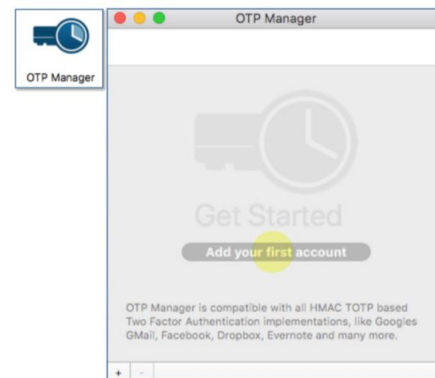
15. On your desktop, go to the MyESCC portal at <https://identity.my.vccs.edu/>, enter your username, and click Go. Then enter your password, and click Go.



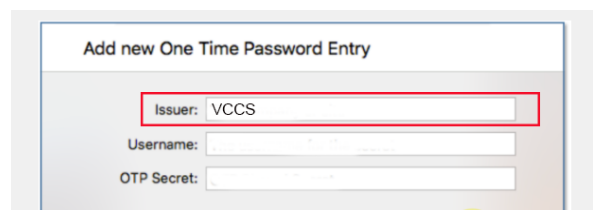
16. A TOTP setup screen will come up, featuring a QR code and a white box containing a long string of letters and numbers. This is the OTP secret code. ***It is important you take a photo of and/or write down this code and save it somewhere where you can easily access it.***



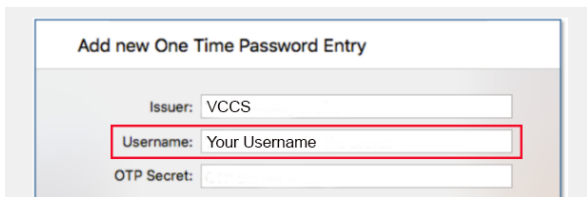
17. From the **Applications** folder on your Mac, launch **OTP Manager**. Click the **Add your first account** button.



18. An **Add new One Time Password Entry** box will come up. In the **Issuer** field, type in **VCCS**.



19. In the **Username** field, enter your **MyESCC portal username**.



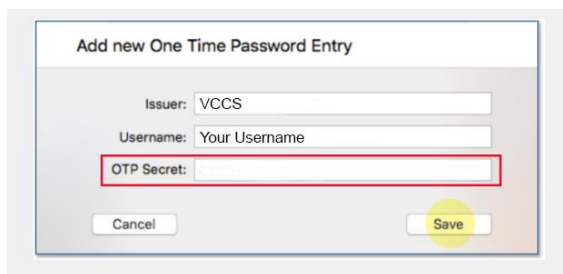
Add new One Time Password Entry

Issuer: VCCS

Username: Your Username

OTP Secret:

20. In the **OTP Secret** field, paste the **code you copied in Step 15**, and then click **Save**.



Add new One Time Password Entry

Issuer: VCCS

Username: Your Username

OTP Secret:

Cancel Save

21. A code will display in the **OTP Manager** app. Make note of it.



22. Go back to the MyESCC portal screen, and enter the code that was displayed in the OTP Manager app into the Code box on the portal screen.



Code

Logging into the MyESCC Portal Using MFA – Google Authenticator

1. Go to <https://identity.my.vccs.edu/>.
2. Enter your MyESCC (VCCS) username and click the Go button.
3. Enter your MyESCC (VCCS) password and click the Go button.



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FORGOT MY PASSWORD FORGOT MY USERNAME

4. You will then be prompted to enter a code.
5. Open the OTP Manager app on your desktop/laptop to get the code, and type the code into the MyESCC portal screen. **OTP Manager will provide you with a new code each time you log into the MyESCC portal.**

Important Note: If you use an Apple (Mac) computer other than the one on which you downloaded and set up OTP Manager, you will need to download OTP Manager to the new Apple (Mac) computer and enter your OTP Secret Code saved from Step 16.

Important: If you fail authentication twice when trying to log into the portal, please wait at least 15-20 minutes to reattempt to avoid being locked out of your account.