

Google 2-Step Verification - WORKING COPY

The Clark County School District (CCSD) is implementing Google's 2-Step Verification (also known as multi-factor authentication) for all CCSD employee Google accounts. The use of 2-step verification provides an extra layer of security to Google accounts and aids in prohibiting unauthorized access. In the event that a user's account password has been compromised, 2-step verification will help to keep unauthorized users from accessing the account by requiring an additional step to the sign-in process.

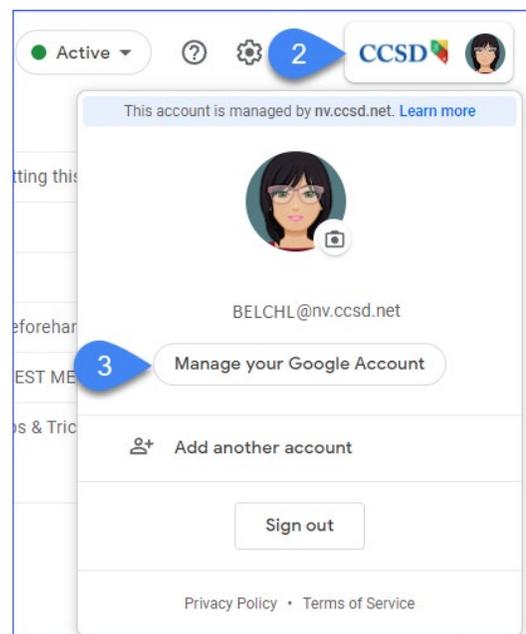
Why Use 2-Step Verification

The widespread use of technology on computers and personal devices has provided hackers with millions of opportunities to gain access to or compromise various user accounts. How does an account become compromised? Common mistakes such as using the same password to access multiple sites or accounts; downloading software from the internet; or clicking on links within emails (phishing) can allow hackers to obtain user passwords. This is important because most times a user will be unaware that their account has been breached. By using 2-step verification, users will be informed of any unauthorized access attempts. Once 2-step verification has been enabled, users will be required to sign in to their Google accounts with something they know - their password; and something they have - such as a code sent to their phone.

How to Enable 2-Step Verification

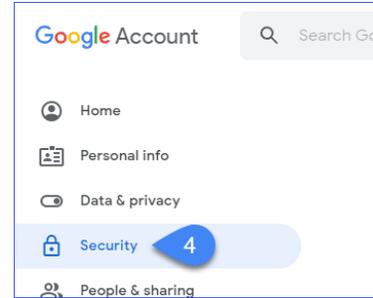
To enable 2-step verification, be sure to have a phone nearby, then complete the following steps:

1. Login to your CCSD Google account
2. Click the [Google Account](#) button in the upper right corner of the Gmail window
3. Click the [Manage your Google Account](#) button

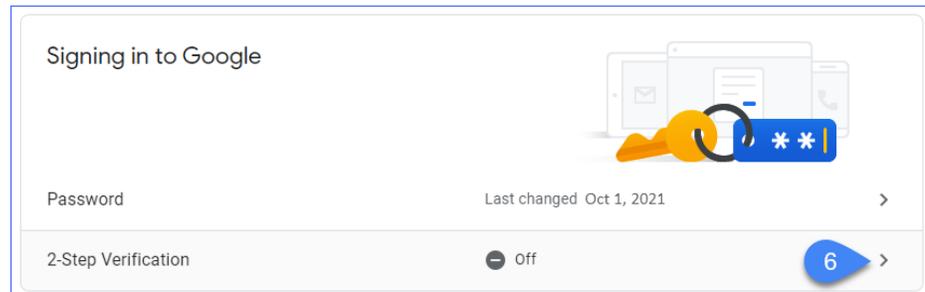


Google 2-Step Verification - WORKING COPY

4. Select *Security* from the Google Account menu

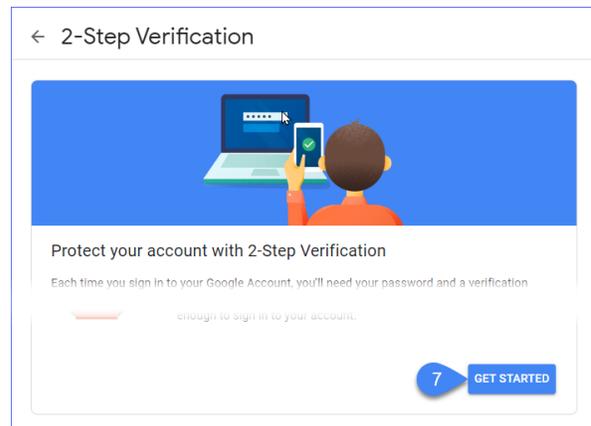


5. Scroll down to the *Signing in to Google* area
6. Expand *2-Step Verification*

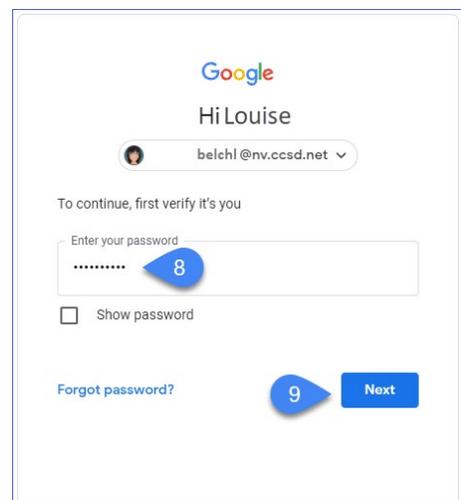


The **2-STEP VERIFICATION** window is displayed.

7. Click *GET STARTED*



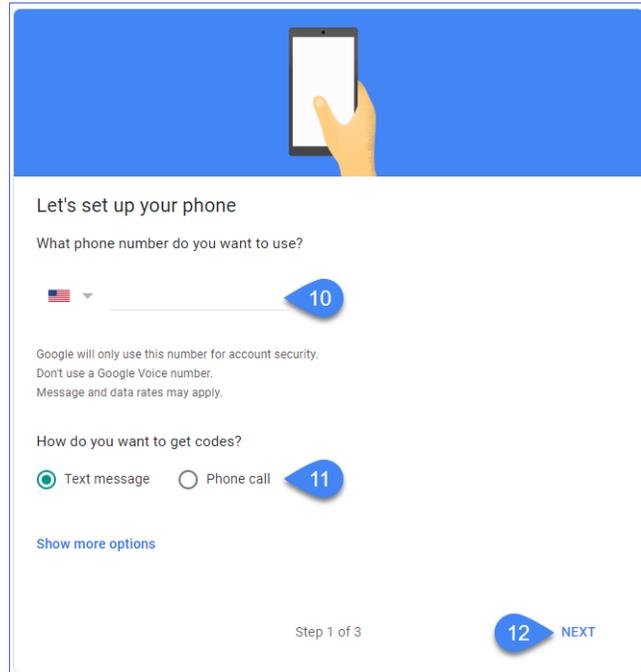
1. Verify the login by entering the *Google Account password* (AD password)
2. Click *NEXT*



Google 2-Step Verification - WORKING COPY

The **LET'S SET UP YOUR PHONE** window is displayed.

3. Enter a *10 digit telephone number*. This number will be used for account security and is provided strictly for login purposes. It will **NOT** be utilized for any other purpose. Do **NOT** use a district telephone, WAN or Google Voice number.
4. Indicate how to receive codes: *Text message* (visual option) or *Phone call* (audio/voice option)
5. Click *NEXT*



NOTE: *If you do not have a smartphone, it cannot be used, or you do not wish to use it, please work with your site/school administrator to discuss alternative methods for 2-step verification.*

The **CONFIRM THAT IT WORKS WINDOW** is displayed.

6. Enter the *code* sent to the identified telephone number
NOTE: do not enter the "G-" when entering the code

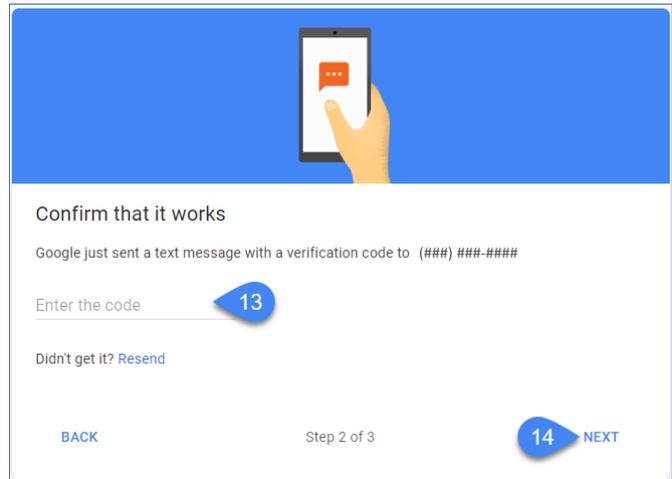
Google 2-Step Verification - WORKING COPY

Codes will be sent either by text, or telephone call received

If a code was not received, click

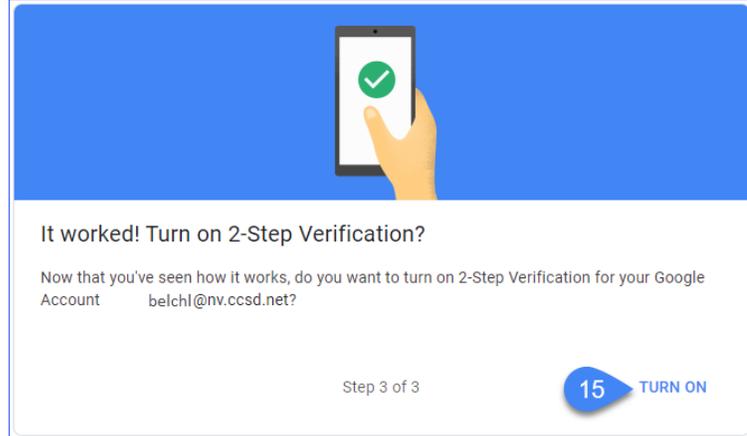
[Resend](#)

7. Click [NEXT](#)



Google 2-Step Verification - WORKING COPY

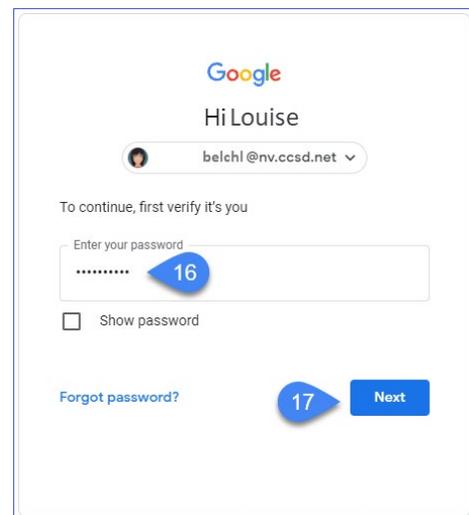
8. Click *TURN ON*



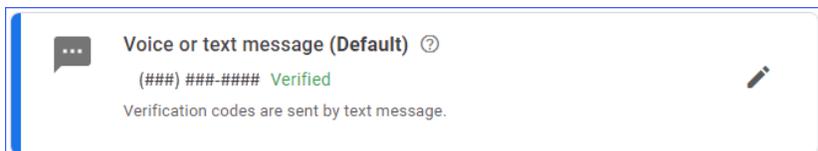
The user is prompted to verify the account.

9. Enter the *Google Account password*

10. Click *NEXT*



The **2-STEP VERIFICATION** window is displayed. Review the **AVAILABLE SECOND STEPS** section to verify that the 10 digit telephone number entered during set-up has been **Verified**, and the method for delivery of codes (voice or text). To edit this information, click the **Pencil** icon. This option allows the user to **REMOVE PHONE** or **CHANGE PHONE**.



11. Click *TURN ON* to enable verification



A pop-up in the lower left corner of the window appears indicating 2-Step Verification is ON.

Google 2-Step Verification - WORKING COPY

Adding a Trusted Device

If the user accesses their district Google account from the same device (computer, laptop, etc.) and the device is not a “public” device, it may be desired to add it as a *trusted device*. When logging to the Google account, complete the following steps:

1. Access the Google account login and enter the account password
2. Click *NEXT*
3. Check *Don't ask again on this device*
4. Enter the 2-step verification *code* or click *Try another way* to enter a backup code
5. Click *NEXT*

The screenshot shows the Google 2-Step Verification screen. At the top is the Google logo and the title "2-Step Verification". Below this, it says "This extra step shows it's really you trying to sign in" and displays the email address "belchl @nv.ccsd.net". Underneath, it says "2-Step Verification" and "A text message with a 6-digit verification code was just sent to (**) ***-###". There is a text input field labeled "Enter the code" with a "G-" prefix and a cursor. Below the input field is a checkbox labeled "Don't ask again on this device" which is checked. At the bottom, there is a "Try another way" link and a "Next" button. Numbered callouts (1-5) are placed over the interface to correspond with the steps in the list: 1 points to the email address, 2 points to the "Next" button, 3 points to the "Don't ask again on this device" checkbox, 4 points to the "Enter the code" input field and the "Try another way" link, and 5 points to the "Next" button.

Backup Codes

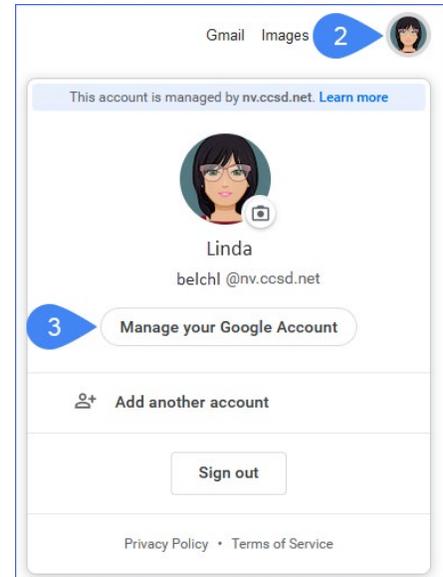
The use of backup codes allows users with 2-step verification an additional method for accessing their account if their smartphone is not available, or if the user does not want to use

Google 2-Step Verification - WORKING COPY

a personal device (smartphone) to receive verification codes. To obtain backup codes, complete the following steps:

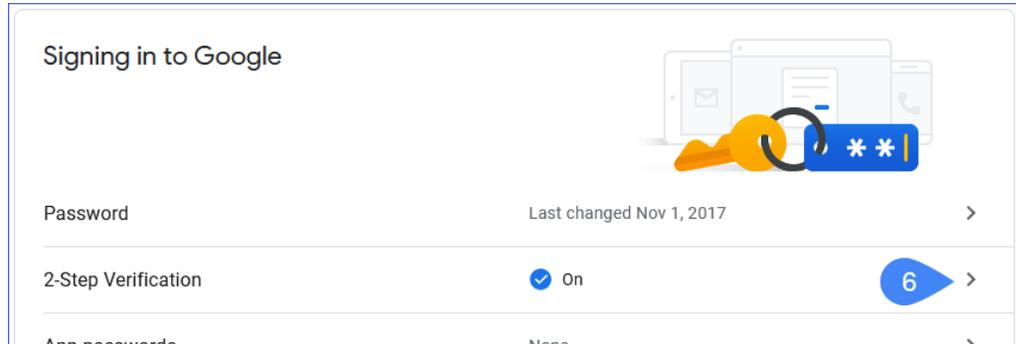
1. Access the Google account and complete the login process
2. Click the Google account *icon/button* in the upper right corner of the Google window
3. Click the *Manage your Google Account* button

The **GOOGLE ACCOUNT** window is displayed.



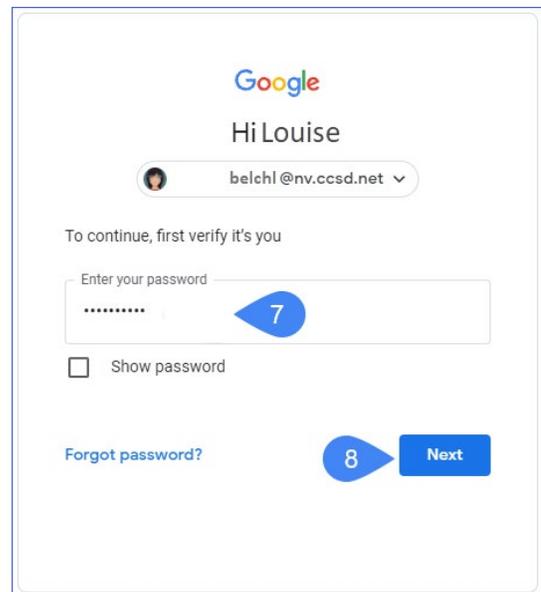
Google 2-Step Verification - WORKING COPY

4. Select *Security* from the menu
5. Scroll down to access the *Signing in to Google* section
6. Expand *2-Step Verification*



The user is prompted to verify the account.

7. Enter the *Google Account password*
8. Click *NEXT*



The **2-STEP VERIFICATION** window appears

9. Expand *Backup codes* from the Available second steps section

Google 2-Step Verification - WORKING COPY

Available second steps

A second step after entering your password verifies it's you signing in. [Learn more](#)

Note: If you sign in to your Google Account on any eligible phone, Google prompts will be added as another method for 2-Step Verification.

 **Voice or text message (Default)** 

(###) ###-#### **Verified** 

Verification codes are sent by text message.

 **Backup codes**

9 single-use codes are active at this time, but you can generate more as needed.  

Google 2-Step Verification - WORKING COPY

A list of 10 backup codes is generated for use. These codes should be kept in a *safe and secure location*. It is very important to remember: DO NOT share backup codes with any other persons. The codes are assigned specifically to the account that generated them.

10. Click *Print codes* to obtain a printed copy of the generated codes

OR

Click *Download codes* to save a Notepad file to your device

← Backup codes

Print a list of codes to keep with you that you can enter to sign in. Keep these backup codes somewhere safe but accessible.

YOUR BACKUP CODES

10 backup codes remaining
Created just now

4006 8308	1556 9212
1258 9811	6814 3017
0762 8638	1426 8767
8666 0841	2567 4910
5416 6728	4808 0630

Print codes Download codes 10

Google 2-Step Verification - WORKING COPY

Logging in with Backup Codes

The following steps outline the process for logging in to a district Google account when a smartphone is not available, or the user does not want to receive verification codes via smartphone.

1. Access the Google account login window
2. Enter the *email address*
3. Click *NEXT*
4. Enter the *Google account password*
5. Click *Next*
6. Click *Try another way* from the 2-Step Verification window

Google

2-Step Verification

This extra step shows it's really you trying to sign in

belchl@nv.ccsd.net

2-Step Verification

A text message with a 6-digit verification code was just sent to (...)###

Enter the code

G- |

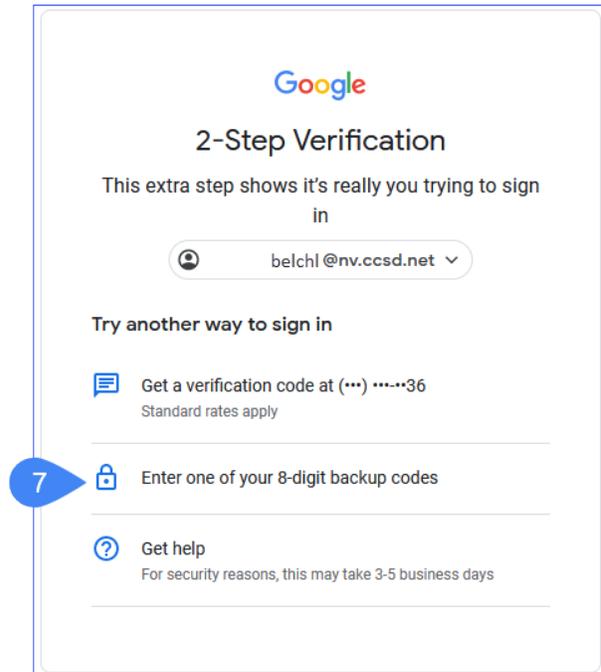
Don't ask again on this device

6 Try another way

Next

Google 2-Step Verification - WORKING COPY

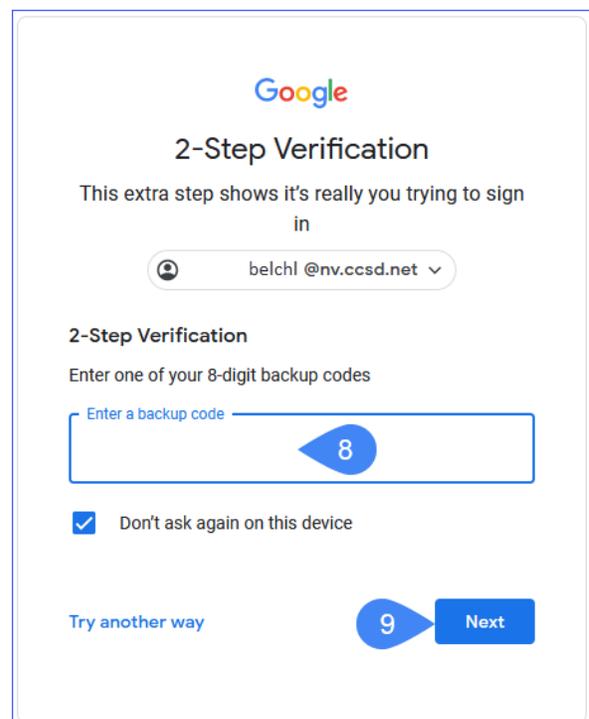
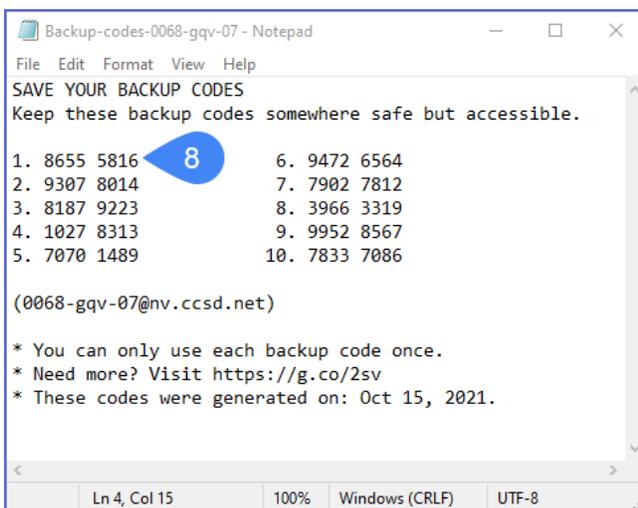
7. Select *Enter one of your 8-digit backup codes*



8. Enter the 8-digit backup code

NOTE: backup codes can be used only once. Be sure to update the list to indicate which codes have been used.

9. Click *NEXT*



Google 2-Step Verification - WORKING COPY

Frequently Asked Questions

Q	I have 2-step verification enabled, but I lost/forgot my smartphone. How do I log in now?
A	<i>Did you previously obtain your “Backup Security Codes” and store them in a secure place? If so, then now is a good time to use one. Otherwise: Your site Google Controller may assist you to obtain your “Backup Security Codes”. The User Support Services Help Desk may assist you to obtain your “Backup Security Codes”. Call (702) 799-3300 for assistance.</i>
Q	I don't have a smartphone. Or: I don't want to use my personal smartphone. Or: Where I work there is no smartphone reception. Or: Where I work, smartphones are not allowed.
A	<i>You may select the “Backup Security Codes” option.</i>
Q	I received a Google verification code via text or phone call but I was not trying to log in.
A	<i>This might indicate someone is trying to log in to your account without your permission. We suggest you change your password as soon as possible by going to myaccount.ccsd.net or calling the User Support Help Desk at (702) 799-3300 for assistance.</i>
Q	My smartphone does not get texts/texts are blocked.
A	<i>Other forms of 2SV are still available to you: Phone call An Authenticator App Backup Security Codes</i>
Q	I forgot my password, what are my password reset options?

Google 2-Step Verification - WORKING COPY

A	<i>That's not part of 2SV. Use myaccount.ccsd.net to reset your AD password - changing your AD password will also change your Google Workspace password.</i>
Q	I need backup codes but my SBT or Technical Point of Contact is not available
A	<i>The User Support Services Help Desk may assist you to obtain your "Backup Security Codes".</i>
Q	I no longer have the email address or phone number that is my secondary email address/phone number.
A	<i>You can go to Google, select "Manage your Google Account", and remove old/unused secondary emails and phone numbers.</i>