



**INFORMATION
TECHNOLOGY SERVICES**

CAROLINA KEY

Town Hall for IT Leads

APRIL 14, 2023

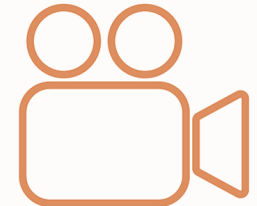
Housekeeping



- Keep your microphone on mute



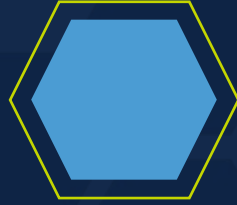
- Use the chat box to ask questions.
- Questions will be answered at the end of the presentation.



- Meeting is being recorded.
- Recording will be posted on carolinakey.sites.unc.edu under **For IT Leads**

Agenda

Topic	Presenter
Why Carolina Key is important	Paul Rivers , Chief Information Security Officer
What is Carolina Key? How Carolina Key Works	Alex Everett , Information Security Operations Manager
Technical: Enable Windows Hello for Business and Always on VPN	David Eckert , Director of Managed IT Services
Timeline and templates for communicating with your faculty and staff	Alex Everett , Information Security Operations Manager
Questions	



WHY CAROLINA KEY

Paul Rivers

The beginning of our passwordless future

CAROLINA KEY





WHY?

Carolina Key is an opportunity for a more secure and more convenient sign-in experience.

Carolina Key leverages two-factors and replaces DUO for many uses today and more in the future

Carolina Key is based on a Public Key Credential Standard

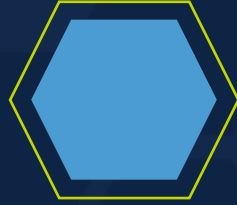
Carolina Key is optional



“

“My registration for Carolina Key went very smoothly. I was already using Windows Hello for Business. Carolina Key will save me a lot of time throughout each workday.”

**DEPARTMENTAL TECHNICAL
SUPPORT ANALYST**



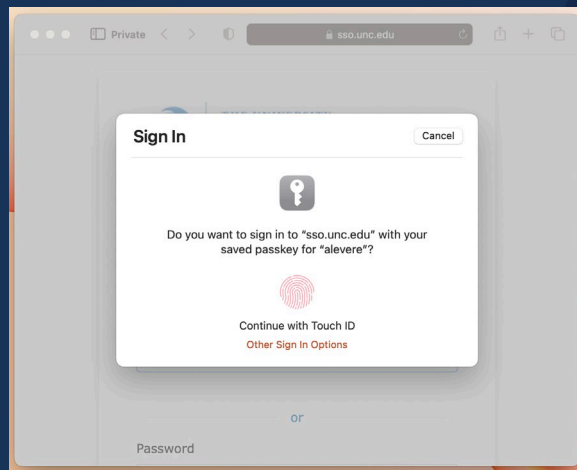
WHAT IS CAROLINA KEY? HOW IT WORKS

Alex Everett

Password + DUO vs Carolina Key

DEMO

Registration and Authentication



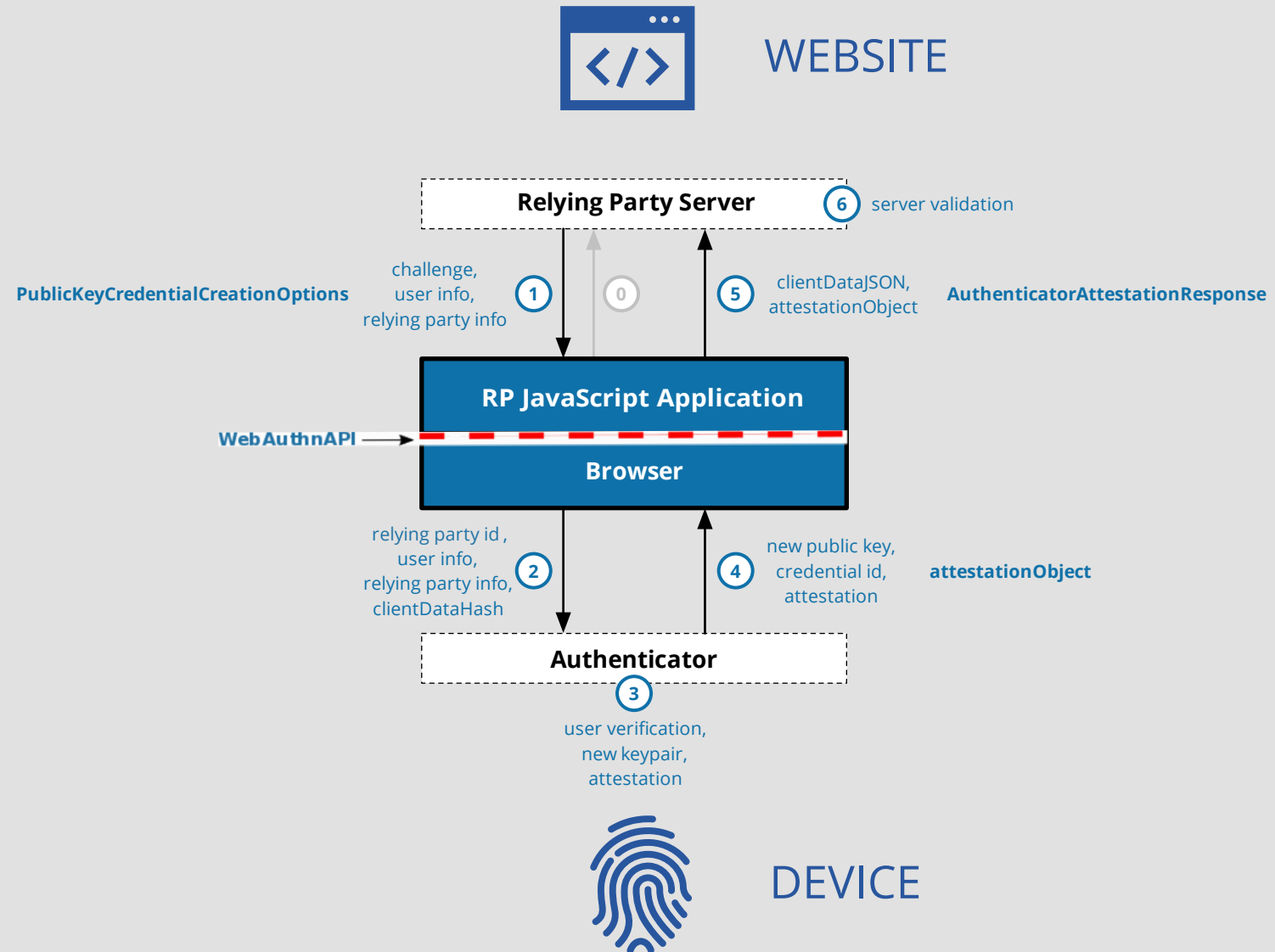


HOW?

Relies upon Public Key Cryptography

Supports non-biometric options such as PIN

Use of website address bar or relying party info for registration and authentication





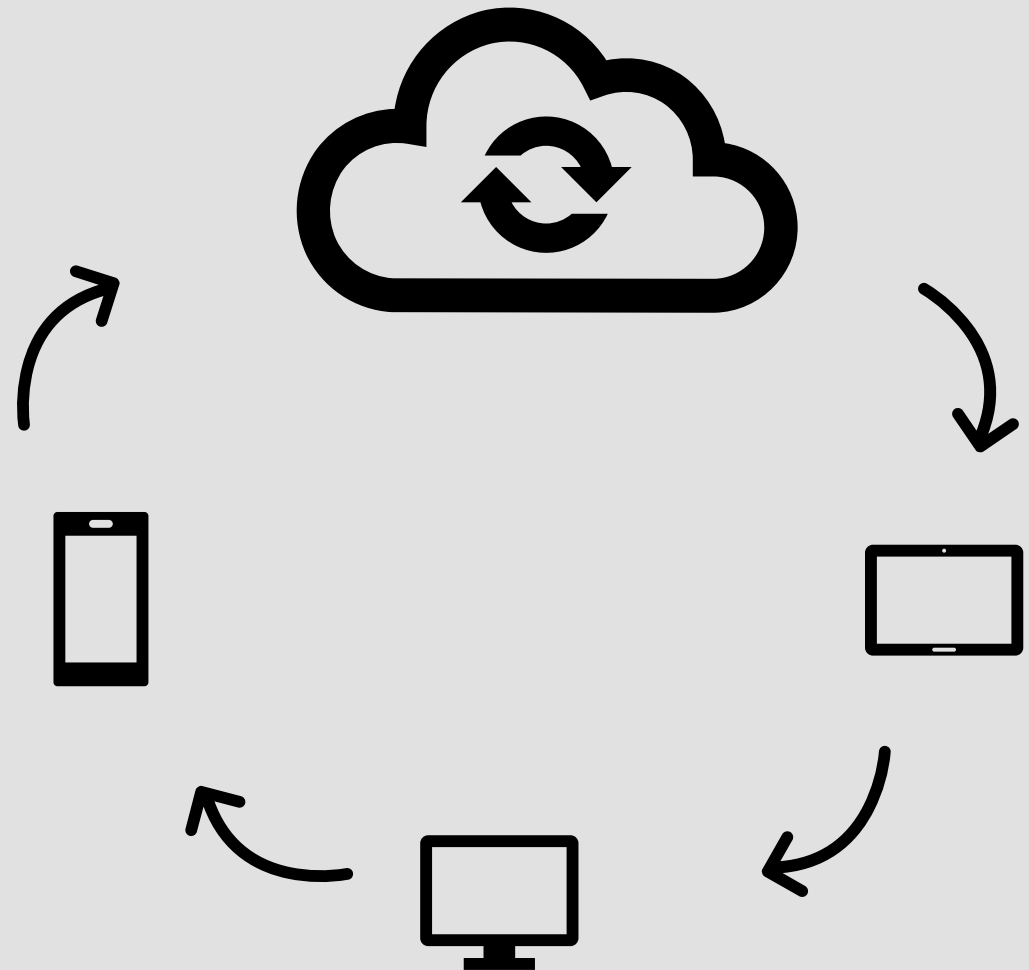
PASSKEY

New technology

Solves the problem of needing to register all of one's devices individually

Uses your cloud account to store protected data

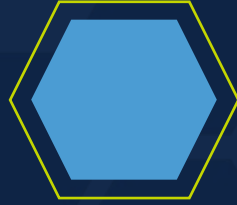
Introduces some new risk with vendor cloud accounts and stolen devices



What are common support issues?

KNOWN ISSUES

- Save button
- Cannot be used to login to Microsoft 365 except via Windows Hello for Business
- Windows Hello for Business not pre-configured
- Delay in using Windows Hello for Business due to AD.UNC.EDU connectivity issues
- Deprovisioning/Expiration
- Browser behaviors can differ
- Future steps to secure accounts



ENABLING CAROLINA KEY FOR WINDOWS DEVICES ENROLLED IN ACTIVE DIRECTORY

David Eckert



CAROLINA KEY ENABLING STEPS

- Always On VPN
- Enable Windows Hello for Business
- Setup PIN or Biometric



Enabling Steps

DEPLOY ALWAYS ON VPN

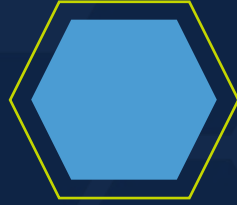
- Improves the customer experience
- View [slides from Patrick Murphy](#) for more detailed information and how to instructions

ENABLE WINDOWS HELLO FOR BUSINESS (WHFB)

- Required step
- Carolina Key enrollment and use is dependent
- **How to** is on the [For IT Leads](#) page

SETUP PIN OR BIOMETRIC

- Completed by the user of a device
- [Setup and enrollment steps](#) published on help.unc.edu



TIMELINE AND COMMUNICATING WITH YOUR FACULTY AND STAFF

Alex Everett



IMPORTANT DATES

- November 3, 2022 - Students
- April 17, 2023 – Faculty & staff
- Summer 2023 – ITS campaign begins to faculty & staff



Resources

- How you can learn more
 - Word Document with Communications Plan named '**Recommended Communications for Rolling Out Carolina Key to Your Unit**'
 - Document on [Always On VPN](#)
 - Carolinakey.sites.unc.edu and webauthn.sso.unc.edu
 - Test your Yubikey: <https://demo.yubico.com/webauthn-technical/registration>



QUESTIONS?