Multi Factor Authentication (MFA) app registration for employees, external and associated users.

This guide describes, how to install and register the NetIQ app on a smartphone or tablet, enabling the user to use Multi Factor Authentication (MFA) when accessing the rapidly increasing number of MFA enabled systems and services at KU.

IMPORTANT!!

- *You must have a UCPH username and a valid password.*
- *You must be enrolled on the multi factor authentication solution.*
  - *If you are not already registered on the multi factor solution, it is possible to register by using Nem-ID. If you need assistance in doing so, you can use the following link to get help in using Nem-ID for registering https://it.ku.dk/hjaelp-til-login.*
  - *If you don't have Nem-ID, you must then contact the Support on 35 32 32 32 in order to get help with the registration of the Multi Factor Solution (MFA).*
  - *If you are an associate or external user, then KU might not be able to validate you using CPR, while trying to register using Nem-ID. If you in this regard should encounter any issues, you must contact the KU-IT Support on 35 32 32 32, where you will be guided through the registration process.*
- *The **NetIQ Auth** app can be used only from one phone or tablet. If you need to use it on a different phone or tablet than your primary phone or tablet, you must first disable the app on your primary device.*
- *When setting up the NetIQ-app on a smartphone or tablet, it is a requirement that you use Android Version 8 or later, or if you are using Iphone, it must be Version 10.0 or later..*
- *If you get a new phone at a later time, you must install and register the app again following this guide. The only change is that under section 4, the old phone will be listed under **Enrolled Authenticators**. Click on the Smartphone icon and continue the guide.*

Please have in mind that while reading this guide, you will from time to time be required to use your smartphone or tablet, it is therefore important to have your desired devices ready.

Symbol explanation:
While seing this icon you must use your phone or tablet.

While seing this icon you must use your computer.

1. Download the **NetIQ**

If you have an Iphone or iPad, you must find and download the **NetIQ Advanced Authentication** app in the App store (Apple).
The app has the following icon on iPhone:
(Continues on next page)

Contact UCPH IT, if you have any questions

Advanced authentication app to your smartphone and accept the **License agreement.**

Notice that the app minimum requirement if iOS version 9 or OS version 6 for Android.

- If you have an Android phone or tablet, you will find the app in Google Play. The app has the following icon on Android:

- **First time you open the app:**

  - Give the NetIQ app permission to send notifications and accept the use of your phone's camera.
  - You will normally use Touch ID to log in, but you will be asked to create a pincode, as an extra login. Use your pincode, if Touch ID does not work.

2. On your computer you now access the website [mfa.ku.dk](mfa.ku.dk) to register for NetIQ.

NOTE: Is it the first time you enrol the NetIQ App (or if you need to enrol the app again) You need an Emergency password, you obtain the password by calling UCPH Support 35 32 32 32.
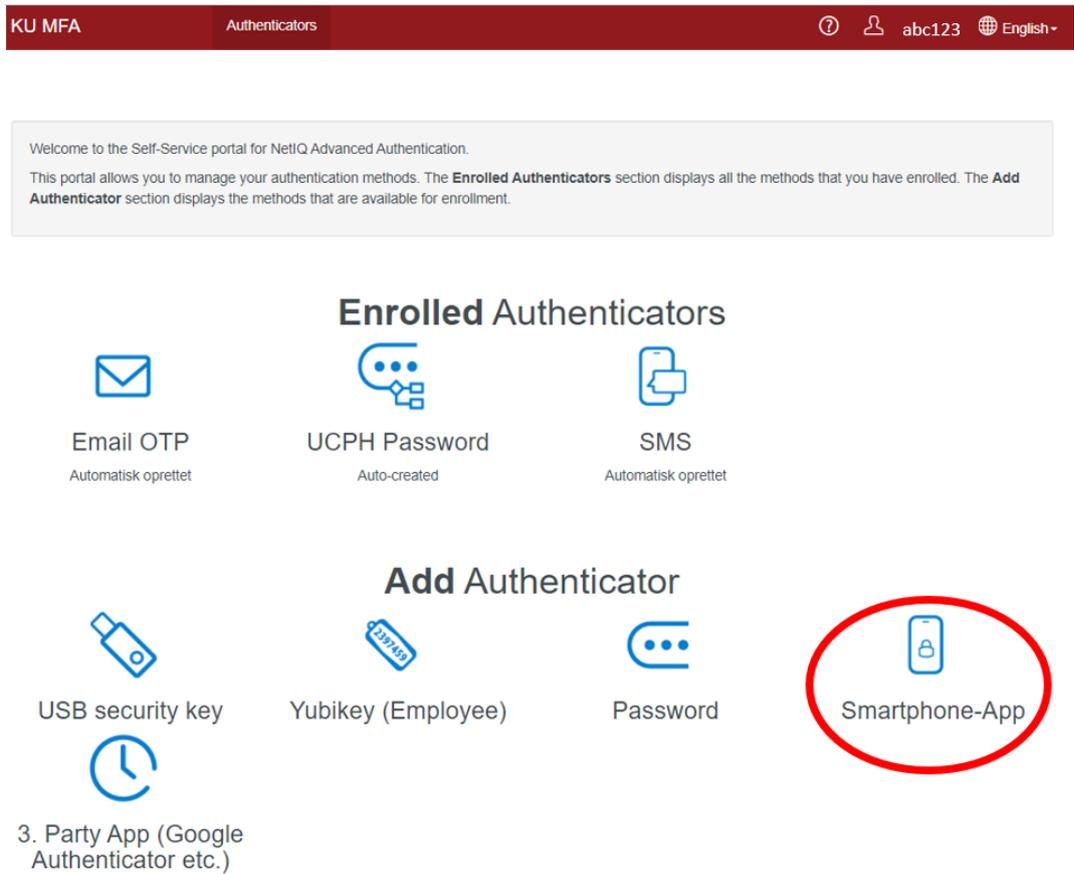
Log in with your UCPH username and password.

KU Login

abc123

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LOG IND

Glemt brugernavn
Glemt kodeord
Glemt kodeord med NemID

3.
Under **Add authenticator**, select **Smartphone-App.**

NB! You must select the Smartphone icon even if you need to register an iPad or tablet

KU MFA   Authenticators   ? ⚇ abc123 🌐 English▾

Welcome to the Self-Service portal for NetIQ Advanced Authentication.

This portal allows you to manage your authentication methods. The **Enrolled Authenticators** section displays all the methods that you have enrolled. The **Add Authenticator** section displays the methods that are available for enrollment.
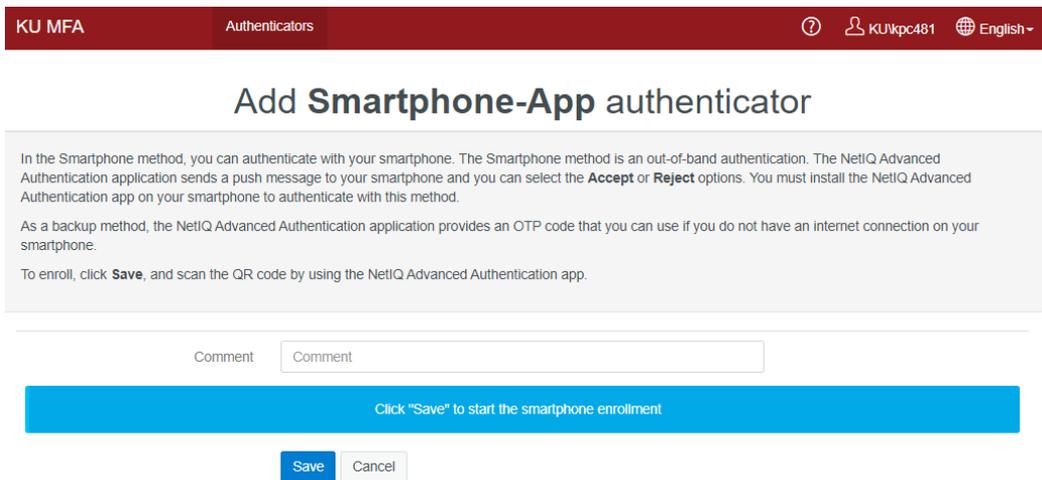
Enrolled Authenticators

Email OTP
Automatisk oprettet

UCPH Password
Auto-created

SMS
Automatisk oprettet

Add Authenticator

USB security key

Yubikey (Employee)

Password

Smartphone-App

3. Party App (Google Authenticator etc.)

4.
Fill in the **Comment** field with **UCPH** as an information for yourself. Click **Save**

KU MFA   Authenticators   ? ⚇ KU\kpc481 🌐 English▾

Add **Smartphone-App** authenticator

In the Smartphone method, you can authenticate with your smartphone. The Smartphone method is an out-of-band authentication. The NetIQ Advanced Authentication application sends a push message to your smartphone and you can select the **Accept** or **Reject** options. You must install the NetIQ Advanced Authentication app on your smartphone to authenticate with this method.

As a backup method, the NetIQ Advanced Authentication application provides an OTP code that you can use if you do not have an internet connection on your smartphone.

To enroll, click **Save**, and scan the QR code by using the NetIQ Advanced Authentication app.

Comment | Comment |

Click "Save" to start the smartphone enrollment

Save   Cancel

5.
On your screen, you will now

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UCPH IT   http://it.ku.dk/kontakt/   +45 35 32 32 32

see a QR code. Hold the app over the code until a green field appears over the code. Do not take a picture.

Wait for the MFA registration site to register the NetIQ app. The QR code will then close automatically.
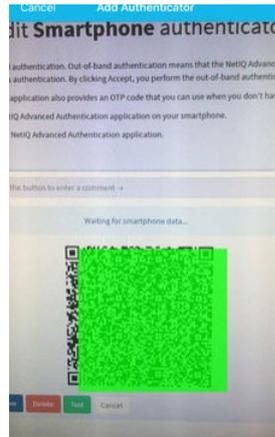
6.
On the website, **Smartphone-App** will now go from being placed under **Add authenticator** to being under **Enrolled authenticator**.

Finish by clicking on **Archive** on your phone or tablet.

("+" *in the upper corner (Iphone) or lower right corner (Android) in the app on your phone activates the camera so that you can scan the QR code*)

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7.
You now have access to UCPH via Multi Factor Authentication (MFA).

8.
If you want to test, whether MFA works this can done now. On the **Enrolled Authenticators** page, click **Smartphone-App.**

Enrolled Authenticators

Email OTP — Automatisk oprettet

UCPH Password — Auto-created

SMS — Automatisk oprettet

Smartphone-App

Add Authenticator

USB security key

Yubikey (Employee)

Password

3. Party App (Google Authenticator etc.)

11.
On the **Edit the Smartphone authenticator** page, click **Test.**

Edit the Smartphone authenticator

In the Smartphone method, you can authenticate with your smartphone. The Smartphone method is an out-of-band authentication. The NetIQ Advanced Authentication application sends a push message to your smartphone and you can select the **Accept** or **Reject** options. You must install the NetIQ Advanced Authentication app on your smartphone to authenticate with this method.

As a backup method, the NetIQ Advanced Authentication application provides an OTP code that you can use if you do not have an internet connection on your smartphone.

To enroll, click **Save**, scan the QR code by using the NetIQ Advanced Authentication app.

| Comment | KU |
| Category | <Default> |

Click "Save" to start the smartphone enrollment

Save | Delete | Test | Cancel

12.
Wait for approval from your phone or tablet on your computer.

Test the Smartphone authenticator

Waiting for the smartphone data...

If your phone does not have a network connection, you can specify the offline OTP that is displayed in the smartphone app in the following field
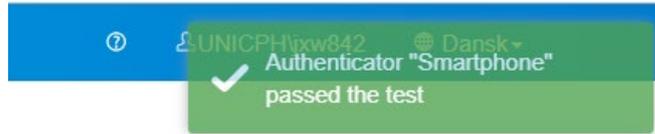
Cancel | Next →

13.

Press **Accept** on your phone or tablet**.**

14. You will be informed that your **Smartphone** has been approved in the right-hand corner of your computer screen.

NB! Even if you have registered a tablet, the message will still say **Smartphone**.

Authenticator "Smartphone" passed the test

14. **Logout** in the upper right corner and close all browser windows.

Tips and tricks: If you have trouble logging in or you forgot your PIN code for the app, you can reinstall the app. Then log in to mfa.ku.dk, delete your smartphone as authenticator and add it again.

Contact UCPH IT, if you have any questions

UCPH IT   http://it.ku.dk/kontakt/   +45 35 32 32 32