



## Multi Factor Authentication (MFA) app registration for students

This guide describes how to install and register the app **NetIQ Advanced Authentication** on a smartphone or a tablet, so you can log in with **Multi Factor Authentication (MFA)** on your KUMail.

### IMPORTANT!!

- You must have a UCPH username and a valid password.
- You must be enrolled for the Multi Factor Solution (MFA).
  - As a student you might at normal circumstances already be enrolled for MFA, if your phone number have been registered. For example, if you already use a one time password via sms on your phone, when accessing KUMail, then you would already be registered for MFA.
  - If the case should be that you are not able to receive SMS messages with a one-time-password when accessing KUMail or another MFA enabled system, then you can proceed with the registration by using NemID. If you need help in doing so, you can access the guide for NemID by using this link: <https://it.ku.dk/hjaelp-til-login>.
  - If you don't have NemID, or if any other issues with the registration should arise, you can get help from the Support by calling the following number: 35 32 32 32.
- The **NetIQ Advanced authentication** app can only be used 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 you want to install the app on a smartphone it must be on Android version 7.0 or later, or if the device is running IOS aka. An iPhone, the version must be IOS 9.0 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 here on the Smartphone icon and continue the guide.

#### Symbolexplanation:

Use your smartphone or tablet.



Use your computer/PC.



1. 

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



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)
- If you have an Android phone or tablet, you will find the app in Google Play.

The app has the following icon on Android:





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

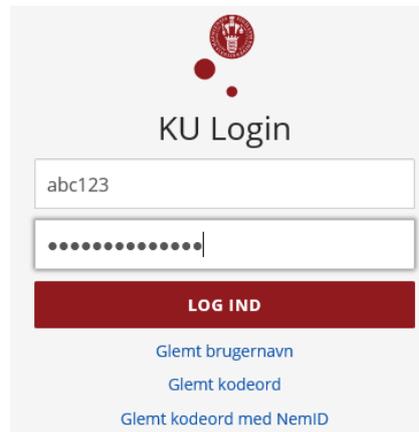
• **First time you open the app:**

- 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](http://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.

You can change the language in the upper right corner by clicking the small arrow next to the chosen language (English in the example).



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

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



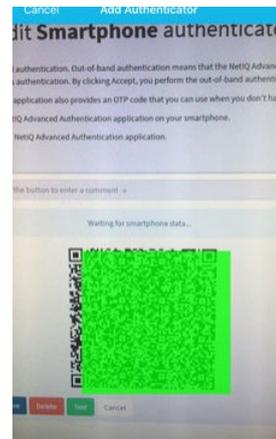
Welcome to the Self-Service portal for NetIQ Advanced Authentication.  
This portal allows you to manage your authentication methods. The **Enrolled Authenticators** section displays all the methods that you have enrolled. The **Add Authenticator** section displays the methods that are available for enrollment.

Contact UCPH IT, if you have any questions



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

5.   
On your screen, you will now 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 authenticators**.

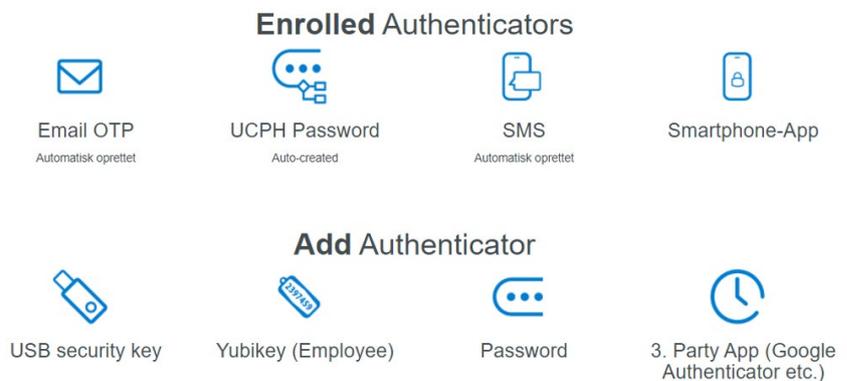
  
Finish by clicking on **Archive** on your phone or tablet.

*the camera so that you can scan the QR code)*



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

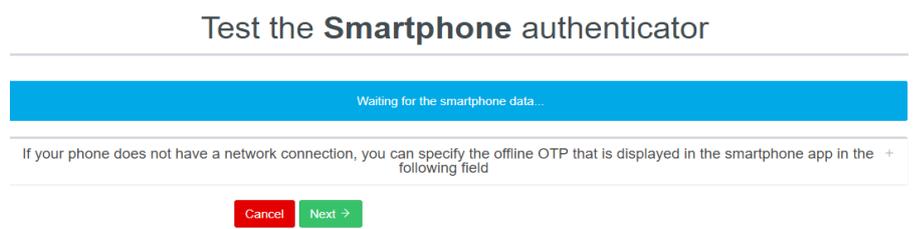
8.   
If you want to test, whether MFA works this can done now. On the **Enrolled Authenticators** page, click **Smartphone-App**.



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



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

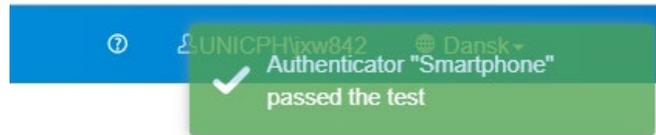


13.   
Press **Accept** on your phone or tablet.

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**.

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](http://mfa.ku.dk), delete your smartphone as authenticator and add it again.*