Multi-factor authentication with SMS

This guide shows you how to register and use SMS for multi-factor login on KUmail/webmail or Microsoft 365 applications (e.g., Word, Excel, and Teams) at the University of Copenhagen (UCPH).
There are also other multi-factor login methods, and you can find guides for them on our help page.

Important:

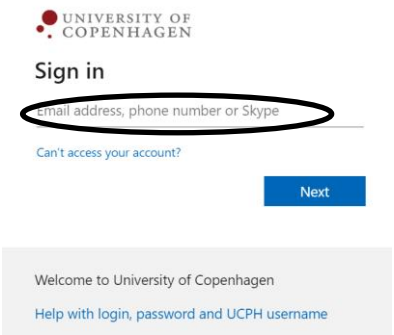
- The SMS method can only be used by students.
- If you have already registered the NetIQ or Microsoft Authenticator app as your multi-factor login method, it is not necessary to register SMS as a method. You can therefore disregard this guide.
- For both registration and login, you must enter @ku.dk (as an employee) or @alumni.ku.dk (as a student) after your username. If you are both a student and an employee (e.g. a student assistant), you must log in as an employee.
- Your smartphone or tablet must be running Android 10 or iOS 11 or later. • If you cannot enter the country code and phone number in the flow below, please contact support at: 35 32 32 32. See opening hours here: Overview of IT support centers at KU.
- You will need both a computer and a mobile phone during the process.

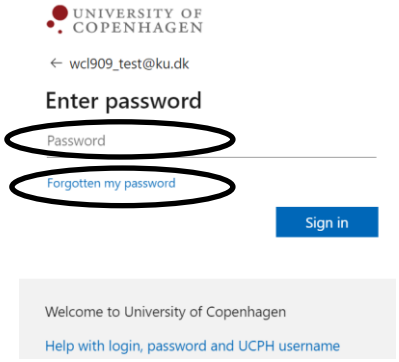
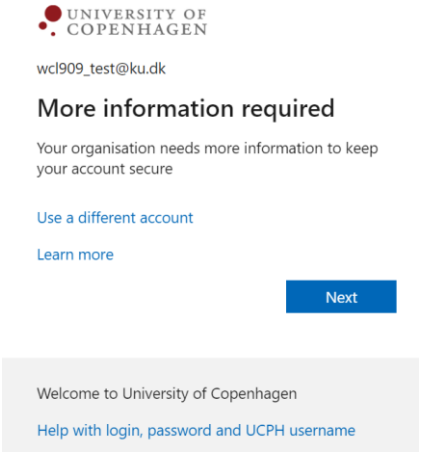
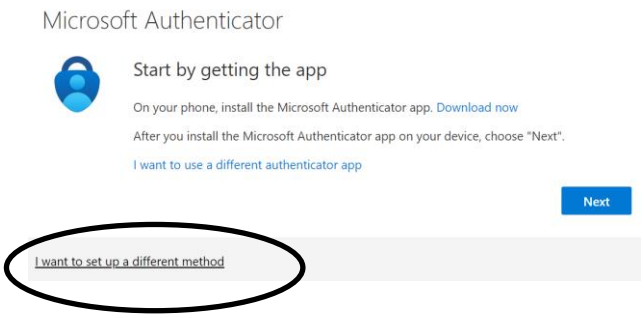
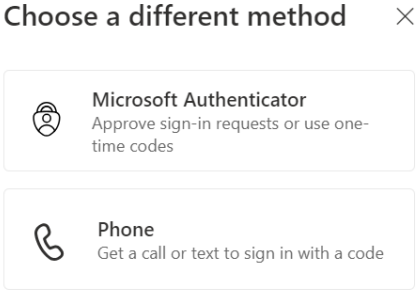
	➔ Here you will need a computer
	➔ Her you will need a mobile phone

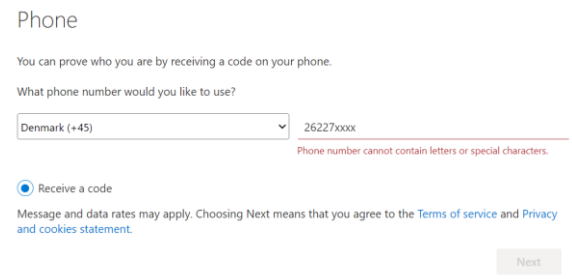
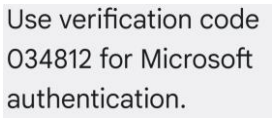
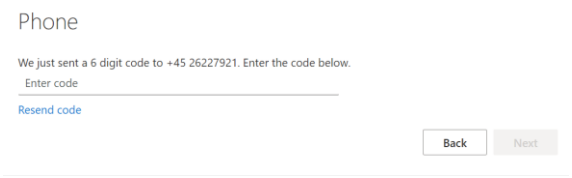
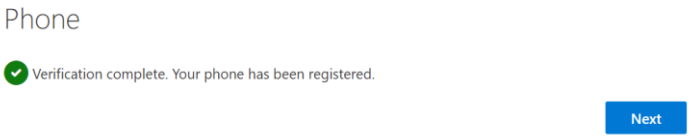
Register SMS

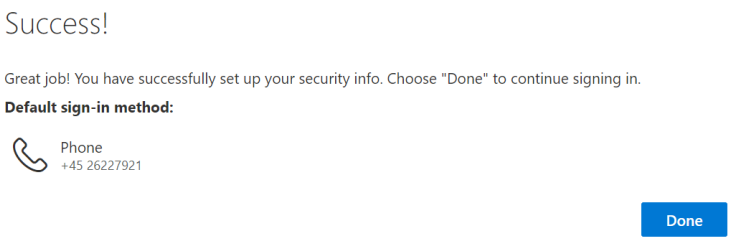
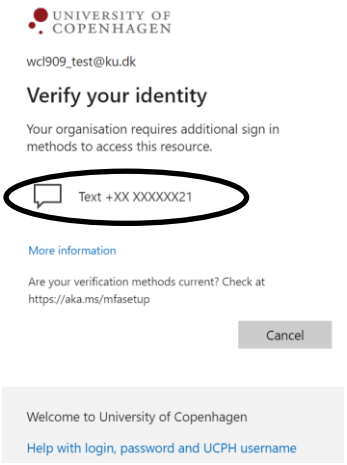
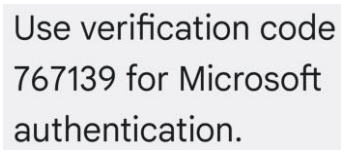
When you log in to www.webmail.ku.dk, you will be prompted to enhance security by registering SMS as two-factor authentication.

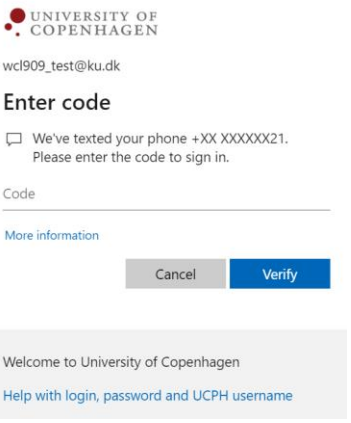
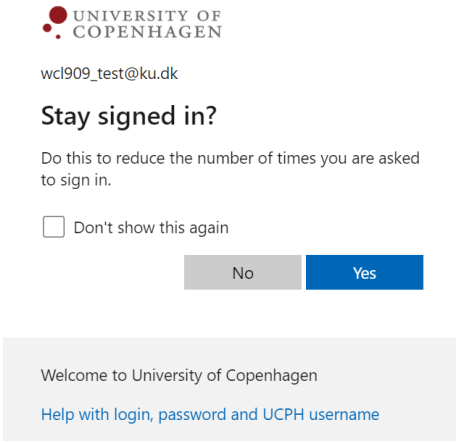
Note: If you cannot fill in the country code and phone number in the flow below, you need to contact support at: **35** 32 32 32. See opening hours here: Overview of IT support centres at UCPH - KUnet

 Go to www.webmail.ku.dk. Enter your KU user account (the one you use to log on to KUnet) xxxxxx@alumni.ku.dk if it is not already filled in.	

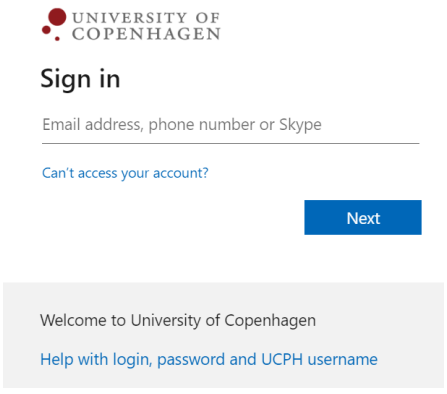
If you are a student who is also employed at UCPH, you must enter username@ku.dk. If you have forgotten your password, which you created when you started at UCPH, or if it is more than 12 months old, you need to select the link "Forgotten my password". Select 'Next'.	
Select 'Next' to register SMS at mult factor authentication method.	
Select ´I want to set up a different method´.	
Select ´Phone´.	

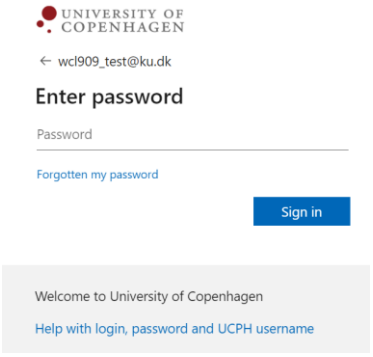
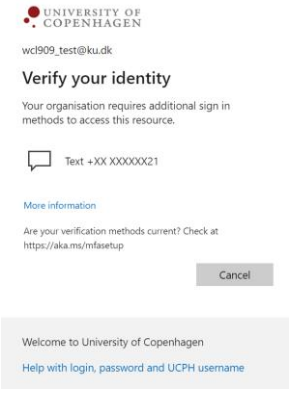
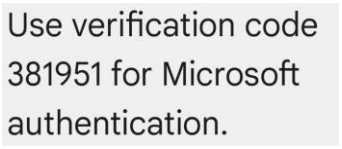
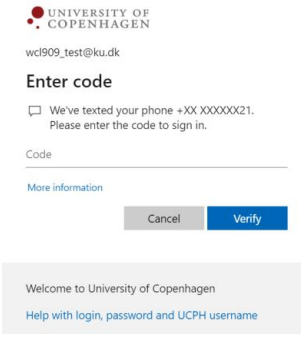
Select country code and Enter phone number. Select 'Next'.	
Enter the shown code. Select 'Next'. (This box is shown if registering has been tried several times).	
You receive a code by SMS.	
Enter the code and select 'Next'.	
The phone has now been registered. Select 'Next'.	

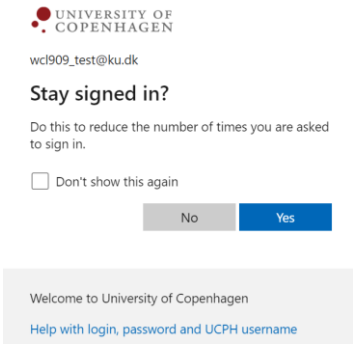
Select ’Done´. 	
Select ´Text +xx’	
Code is sent to your mobile phone. 	
Enter the code. Select ´Verify´ to logon to webmail. 	

	
Select 'Yes'. 	

When using SMS as multi factor authentication

Go to www.webmail.ku.dk Enter your KU-useraccount if it is not already filled in. xxxxxx@alumni.ku.dk	
Enter your UCPH password (the one you use to log on to KUnet).	

Select ´Sign in´.	
Select 'text +xx´.	
Code is sent to your mobile phone.	
Enter the code. Select 'Verify´.	

Select ´Yes´.	

If you need help, you can call UCPH IT Support at: +45 35 32 32 32. See the support hours: [Overview of IT support centres at UCPH - KUnet]