



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:

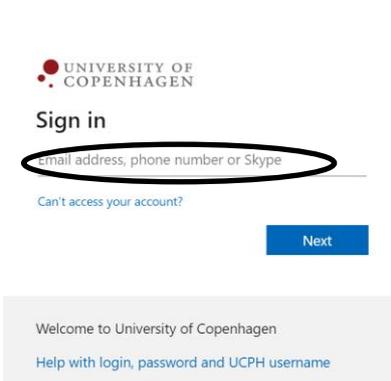
- The SMS method can only be used by students.
- If you have already registered the NetIQ or Microsoft Authenticator app as your multi-factor login method, it is not necessary to register SMS as a method. You can therefore disregard this guide.
- For both registration and login, you must enter @ku.dk (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](#)

 <p>Go to www.webmail.ku.dk.</p> <p>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.</p>	 <p>The screenshot shows the University of Copenhagen sign-in page. The text 'UNIVERSITY OF COPENHAGEN' is at the top. Below it is the heading 'Sign in' and a text input field containing 'Email address, phone number or Skype'. A blue 'Next' button is positioned to the right of the input field. At the bottom of the page, there is a grey box with the text 'Welcome to University of Copenhagen' and a link 'Help with login, password and UCPH username'.</p>
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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'.

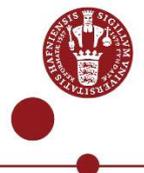
 Select 'Phone'.

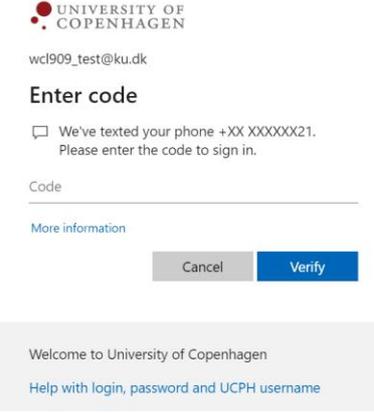
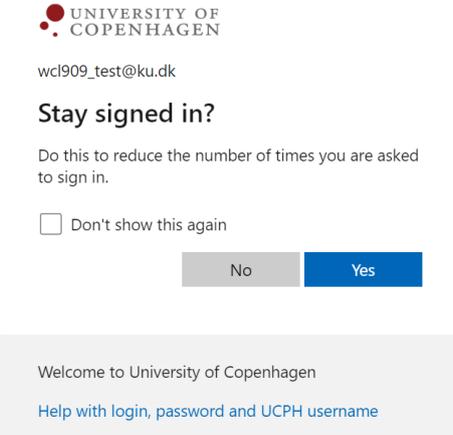


 <p>Select country code and Enter phone number.</p> <p>Select 'Next'.</p>	<p>Phone</p> <p>You can prove who you are by receiving a code on your phone.</p> <p>What phone number would you like to use?</p> <p>Denmark (+45) 26227xxxx</p> <p><small>Phone number cannot contain letters or special characters.</small></p> <p><input checked="" type="radio"/> Receive a code</p> <p><small>Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.</small></p> <p>Next</p>
 <p>Enter the shown code.</p> <p>Select 'Next'.</p> <p>(This box is shown if registering has been tried several times).</p>	<p>Phone</p> <p>Please show you are not a robot.</p>  <p>Enter characters</p> <p>Back Next</p>
<p>You receive a code by SMS.</p> 	<p>Use verification code 034812 for Microsoft authentication.</p>
 <p>Enter the code and select 'Next'.</p>	<p>Phone</p> <p>We just sent a 6 digit code to +45 26227921. Enter the code below.</p> <p>Enter code</p> <p>Resend code</p> <p>Back Next</p>
<p>The phone has now been registered.</p> <p>Select 'Next'.</p> 	<p>Phone</p> <p><input checked="" type="checkbox"/> Verification complete. Your phone has been registered.</p> <p>Next</p>

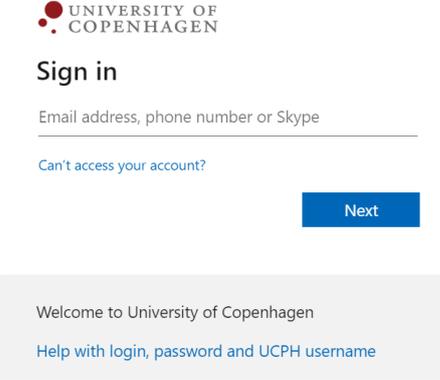


<p>Select 'Done'.</p> 	<p>Success!</p> <p>Great job! You have successfully set up your security info. Choose "Done" to continue signing in.</p> <p>Default sign-in method:</p> <p> Phone +45 26227921</p> <p style="text-align: right;">Done</p>
<p>Select 'Text+xx'</p>	 <p>wcl909_test@ku.dk</p> <p>Verify your identity</p> <p>Your organisation requires additional sign in methods to access this resource.</p> <p> Text +XX XXXXXX21</p> <p>More information</p> <p>Are your verification methods current? Check at https://aka.ms/mfasetup</p> <p style="text-align: right;">Cancel</p> <p>Welcome to University of Copenhagen</p> <p>Help with login, password and UCPH username</p>
<p>Code is sent to your mobile phone.</p> 	<p style="background-color: #f0f0f0; padding: 10px; text-align: center;">Use verification code 767139 for Microsoft authentication.</p>
<p>Enter the code.</p> <p>Select 'Verify' to logon to webmail.</p> 	



	
<p>Select 'Yes'.</p> 	

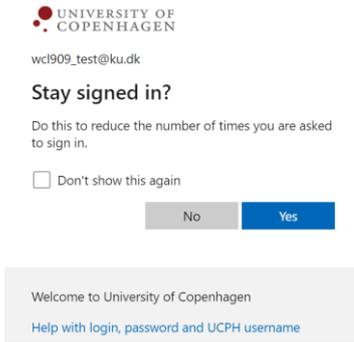
When using SMS as multi factor authentication

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



<p>Select 'Sign in'.</p>	
<p>Select 'text +xx'.</p>	
<p>Code is sent to your mobile phone.</p> 	<p>Use verification code 381951 for Microsoft authentication.</p>
<p>Enter the code.</p> <p>Select 'Verify'.</p>	



<p>Select 'Yes'.</p>	 <p>The screenshot shows the University of Copenhagen login interface. At the top, it displays the university's logo and name, followed by the email address 'wcl909_test@ku.dk'. The main heading is 'Stay signed in?', with a subtext: 'Do this to reduce the number of times you are asked to sign in.' Below this is a checkbox labeled 'Don't show this again'. There are two buttons: a grey 'No' button and a blue 'Yes' button. At the bottom, there is a grey box containing the text 'Welcome to University of Copenhagen' and a blue link: 'Help with login, password and UCPH username'.</p>
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 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](#)