# Multi Factor Authentication with NetIQ app

You need to use two-factor authentication after your first login at the University of Copenhagen. The first time you log in to a Microsoft program (e.g., Word, Excel, and Teams) or webmail, you will be asked to choose a two-factor authentication method. You can choose between Microsoft Authenticator, the NetIQ app, or a Security Key (for students)/Yubikey (for staff).

This guide will help you install the **NetIQ app**.  
Smartphone/tablet must have Android 10 eller iOS 11.

**Start by installing the NetIQ app. See below. If you have already installed the NetIQ app, you can also use it to log in to all Microsoft programs. Go directly to the section ´Register NetIQ app.´**

You will need a computer and a smartphone/tablet to install the Microsoft Authenticator app. Look for these symbols in the guide below.

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| A blue computer with a keyboard  Description automatically generated   * Here you will need a computer |
| * Here you will need a smartphone/tablet |

# Download NetIQ app

If you already use the NetIQ app for UCPH´s existing two-factor authentication platform, you can proceed to the section 'Register NetIQ app.'

Otherwise, you need to start by installing the NetIQ app on your smartphone or tablet:

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| Download the NetIQ app on your smartphone or tablet and accept the License Agreement.  Choose a PIN code and confirm the PIN code.  Allow the NetIQ Advanced Authentication app to send notifications.  Accept the use of the phone's camera.  Allow the NetIQ Advanced Authentication app to send notifications and accept the use of the phone's camera. | * A blue square with a fingerprint    Description automatically generated**iPhone eller iPad**:  Download app’en NetIQ Advanced Authentication in App store (Apple). * **Android smartphone eller tablet:** Download app-en in Google Play. |

# Register NetIQ app

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| When you log in to M365 or webmail, you will be asked to install a multi factor authentication method.  Select UCPH username or enter username followed by @ku.dk if you are an employee and username followed by @alumni.ku.dk if you are af student.  A blue computer with a keyboard  Description automatically generated  Note: The dialog box may vary depending on which Microsoft 365 service is being launched. | Another example of a dialog box |
| Enter your password - the one you use when logging into KUnet.  If you have forgotten your password or if it is more than 12 months old, you need to require a new password.  Select ´Forgot my password´  or go to  [Self Service Password Reset (ku.dk)](https://password.ku.dk/sspr/public/forgottenpassword)  When your new password is active you can continue to register the multi factor authentication method you wish to use for Microsoft 365.  You find guides and info if you select ´Help with login, password and UCPH username…´  Or go to  [Help for login – University of Copenhagen (ku.dk)](https://about.ku.dk/organisation/administration/it/login-help/)  A blue computer with a keyboard  Description automatically generated |  |
| You will be guided through the setup of multi factor authentication.  Select ‘Next’.  A blue computer with a keyboard  Description automatically generated |  |
| When you want to use the NetIQ app as your multi-factor-authentication-method select "I want to use another authenticator app".  A blue computer with a keyboard  Description automatically generated |  |
| A blue computer with a keyboard  Description automatically generatedSelect ´ Next´. |  |
| On the screen, you can now see a QR code.  A blue computer with a keyboard  Description automatically generated  Open the NetIQ app and select the icon with the plus sign. Scan the QR code.    Select ’Next´ in the dialog box on the computer.  A blue computer with a keyboard  Description automatically generated |  |
| The NetIQ app now displays a code.    **Note:**  You can name the 6-digit code viewer eg Entra ID or M365.  1)Tap on the code in the NetIQ app. Enter a name for the code viewer.  2)Enter the desired name and select 'Save'.  3) The code viewer is now easy to recognize. |  |
| Enter the code in the field on the screen. (The code changes continuously).  Select ´Next`.  A blue computer with a keyboard  Description automatically generated |  |
| You will receive a message that the NetIQ app is registered. |  |
| On the My Account that the NetIQ app is registered as a two-factor authentication method.  [My Account (microsoft.com)](https://myaccount.microsoft.com/) |  |

# Using NetIQ app

When the NetIQ app is installed and registered, it is ready for use as multi-factor authentication.

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| When you login log in, this dialog box will appear on the screen.  You will receive a notification on your mobile, allowing you to authenticate via the NetIQ app. Enter the code from the NetIQ app into the field on the screen. |  |

# New mobile phone or tablet

If you get a new mobile phone or tablet, you need to install the app and register your new phone/tablet again.

First, you must delete your two-factor authentication method registration on your old mobile or tablet via Microsoft's My Account. You will need to use the mobile/tablet you have already registered for this.

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| Log in to My Account - Microsoft's portal for Enterprise Solutions  [My Account (microsoft.com)](https://myaccount.microsoft.com/)  Select the link 'Security info'.  Delete the two-factor authentication methods registered with your old mobile phone or tablet. |  |
| Register the new device (mobile phone or tablet) by following the instructions provided - see the section 'Register the NetIQ app' above.  Start by selecting 'Add sign-in method´ |  |

📞 If you need help with the NetIQ app, you can call KU-IT Support at:  
 **35** 32 32 32. See the support's opening hours: [overview of IT support centres at UCPH](https://kunet.ku.dk/others/help/IT-supportcenters-at-ucph).