Use SMS as multi-factor authentication

In this guide you can read about:

1. How to use SMS as multi-factor authentication when you log in to the University of Copenhagen’s IT-systems (Step 1)
2. What to do if you do not receive an SMS (step 2 and 3)
3. What to do if you have a mobile subscription from China, Canada, or USA (step 4)

What you need to use SMS as multi-factor authentication

- UCPH username
- Your phone number must be correctly registered in UCPH’s IT systems
- MitID or pseudo-cpr-number + pin code (if you are an exchange student the pin code is sent to your private email)
- You must be a student at the university or applying for admission as a student

Step by step guide

1) Log in with SMS as multi-factor authentication

- Open the IT-system you want to access e.g., KUnet.ku.dk
- Enter your UCPH username and password and select LOG IN

⚠ If you do not have a password, you need to create one. Go to step “Are you not receiving SMS” below
Select SMS in the dropdown menu
Select Next

You receive an SMS containing a One Time Authentication Code (OTP)
You have 20 seconds to enter the OTP and select Next.
You can select Resend if you pass the 20 second time limit.

Do you not receive an SMS?
If you do not receive a SMS, when finishing step 1, you must follow step 2 and perhaps step 3 below.

Tip: You can use MitID or NetIQ app as multi-factor authentication as alternatives to SMS.

2) Check your phone number and private email

Go to the login page

⚠ Select ‘login with pin code’ if you are an exchange student. Then enter the pseudo-cpr-number and pin code you have received on your private email.

Select Sign in with MitID if you have a Danish cpr-number. And log on with MitID.
• Check if your phone number includes country code and email address are correct.

• If they are incorrect please enter the correct mobile number and email address and select **Save**. → If your phone number and email are correct and you DO NOT receive an SMS, please call UCPH IT: +45 35 32 32 32

⚠ Wait approx. 30 minutes. Try to logon, using SMS as multi-factor authentication.

⚠ If you do not have a UCPH password, follow step 3.

3) Create Password

• If you do not already have a UCPH password, you need to create one.

• Select: ‘Set new Password’
- Enter your UCPH username, sent to your private email.

- Select **SEARCH**

- Select **E-mail** from drop down menu and select **NEXT**

- It can take up to 45 minutes before the contact information you have provided is updated in all IT systems. Check if the e-mail is going to your private e-mail address. If it is not – wait a bit longer and try again.

- A one-time password (OTP) will be sent to your private email.

- Enter the one-time password and select **Next**
• When you have entered your Password, select CHANGE PASSWORD

• When you select Continue, you will be taken to KUnet to logon with your UCPH username, password, and multi-factor authentication

4) Do you have a mobile subscription from Canada, China, or USA?

If your mobile subscription is from Canada, China, or USA, it is not always possible to use SMS as multi-factor authentication. Instead, you can use NetIQ app. Contact UCPH IT support (0045) 35 32 32 32.

• You need to have created your password as described above
• When you call you need to know your UCPH username (sent to your private email)
• The support needs to verify your identity