



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](https://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

UNIVERSITY OF COPENHAGEN

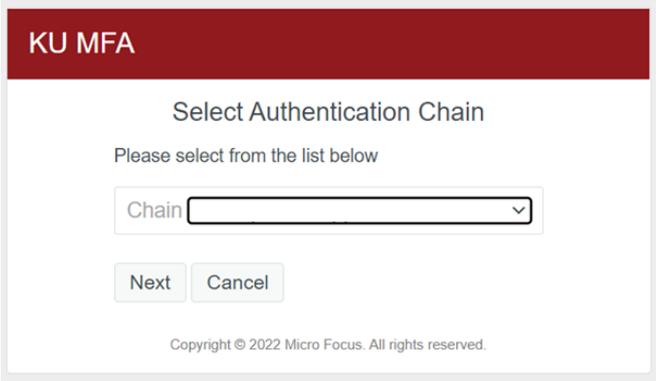
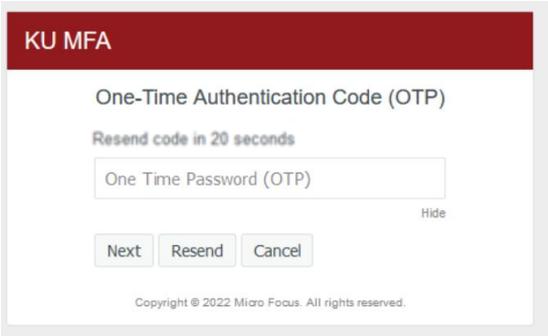
Username

Password

LOG IN

[Help with login, password and UCPH username](#)



<ul style="list-style-type: none"> • Select SMS in the dropdown menu • Select Next 	
<ul style="list-style-type: none"> • You receive an SMS containing a One Time Authentication Code (OTP) • You have 20 seconds to enter the OTP and select Next. <p>You can select Resend if you pass the 20 second time limit.</p>	

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.

<h3>2) Check your phone number and private email</h3> <ul style="list-style-type: none"> • 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. 	<p style="text-align: center;">Create/change password for your UCPH user profile</p> <p style="text-align: center;">Login to create or change your password. You can also update your private e-mail or mobile number.</p> <p style="text-align: center;">LOGIN WITH</p> <div style="text-align: center; margin-bottom: 10px;">  </div> <p style="text-align: center;">OR</p> <div style="text-align: center;"> <input type="text" value="Pseudo-cpr-number"/> <input type="text" value="Pin code"/> <input type="button" value="LOGIN WITH PIN CODE"/> </div>
--	--



- Check if your phone number ind. 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.

KU BrugProfil

www2.adm.ku.dk/selv/pls/IDM_WWW0Vis_KU_Profil?

KØBENHAVNS UNIVERSITET

Selvbetjening

User profile for

Enter or edit your contact information

Log out

Name
UCPH username

Mobile no. and country code
E.g.: 004512345678

Private e-mail

Save

Save

It takes approx. 30 minutes before your contact information is updated in UCPH's systems.

Create or change password

Please wait until your contact information is updated before you create or change your password.

Set new password

What does UCPH use your contact information for?
Your contact information is only used to communication regarding your UCPH user profile and password, e.g., to send a one-time password to you, if you forget your password.

- ### 3) Create Password
- If you do not already have a UCPH password, you need to create one.
 - Select: 'Set new Password'

KU BrugProfil

www2.adm.ku.dk/selv/pls/IDM_WWW0Vis_KU_Profil?

KØBENHAVNS UNIVERSITET

Selvbetjening

User profile for

Enter or edit your contact information

Log out

Name
UCPH username

Mobile no. and country code
E.g.: 004512345678

Private e-mail

Save

Save

It takes approx. 30 minutes before your contact information is updated in UCPH's systems.

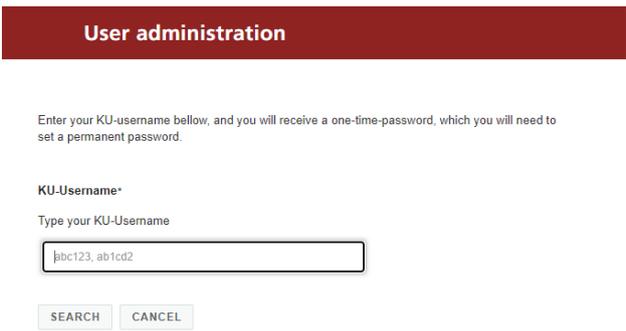
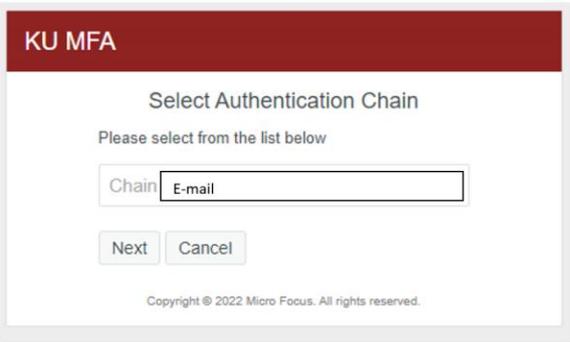
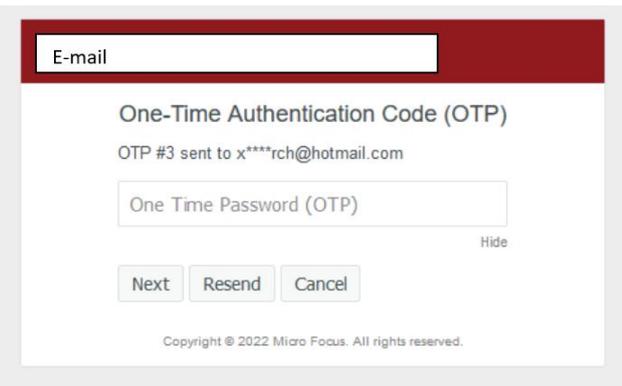
Create or change password

Please wait until your contact information is updated before you create or change your password.

Set new password

What does UCPH use your contact information for?
Your contact information is only used to communication regarding your UCPH user profile and password, e.g., to send a one-time password to you, if you forget your password.



<ul style="list-style-type: none"> • Enter your UCPH username, sent to your private email. • Select SEARCH 	 <p>User administration</p> <p>Enter your KU-username below, and you will receive a one-time-password, which you will need to set a permanent password.</p> <p>KU-Username*</p> <p>Type your KU-Username</p> <input type="text" value="jbc123, ab1cd2"/> <p>SEARCH CANCEL</p>
<ul style="list-style-type: none"> • 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. 	 <p>KU MFA</p> <p>Select Authentication Chain</p> <p>Please select from the list below</p> <p>Chain: E-mail</p> <p>Next Cancel</p> <p><small>Copyright © 2022 Micro Focus. All rights reserved.</small></p>
<ul style="list-style-type: none"> • A one-time password (OTP) will be sent to your private email. 	 <p>Login OneTimePassword</p> <p>OTP: 471135</p>
<ul style="list-style-type: none"> • Enter the one-time password and select Next 	 <p>E-mail</p> <p>One-Time Authentication Code (OTP)</p> <p>OTP #3 sent to x****rch@hotmail.com</p> <input type="text" value="One Time Password (OTP)"/> <p>Hide</p> <p>Next Resend Cancel</p> <p><small>Copyright © 2022 Micro Focus. All rights reserved.</small></p>

