





## Multi Factor Authentication with Microsoft Authenticator

You will need to use multi-factor-authentication after you have completed your first login at the University of Copenhagen. The first time you log into a Microsoft 365 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) and Yubikey (for employees).

This guide helps you to install **Microsoft Authenticator app**.  
Smartphone/tablet must have Android 8 or iOS 15.

You need a computer as well as a smartphone/tablet when installing. This is indicated by the symbols,

**Please note** that the Microsoft Authenticator app may require you to enter your phone's screen code when using Microsoft Authenticator for two-factor authentication.

	→ Here you need a computer
	→ Here you need a smartphone/tablet

## Install and register Microsoft Authenticator

The first time you log into Microsoft 365, e.g. Teams or webmail, you will be asked to install and register a Multi Factor Authentication method.

Start by selecting your account - your UCPH username or enter [username@ku.dk](mailto:username@ku.dk) if you are an employee or [username@alumni.ku.dk](mailto:username@alumni.ku.dk) if you are a student.




Note: The dialog box may vary depending on which Microsoft 365 service is being launched.

### Examples of dialog boxes

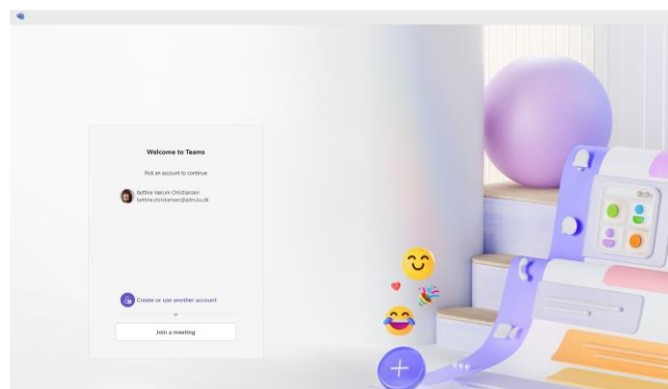
 Microsoft

Pick an account



 Use another account

OR





Enter your UCPH password.


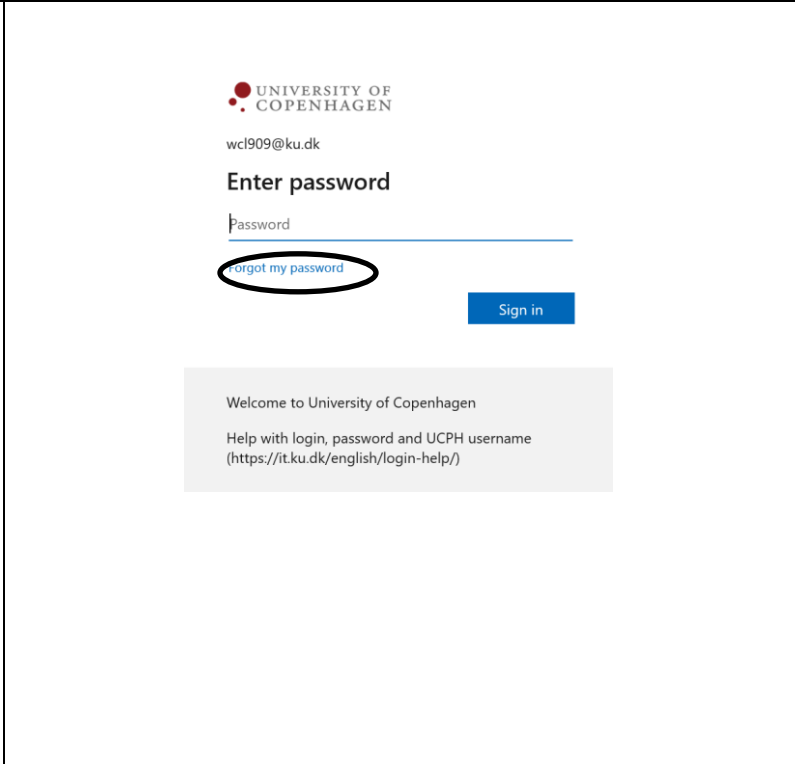
If you have forgotten your password or if it is more than 12 months old, you need to require a new password.

Select 'Forgot my password' in the dialog box.


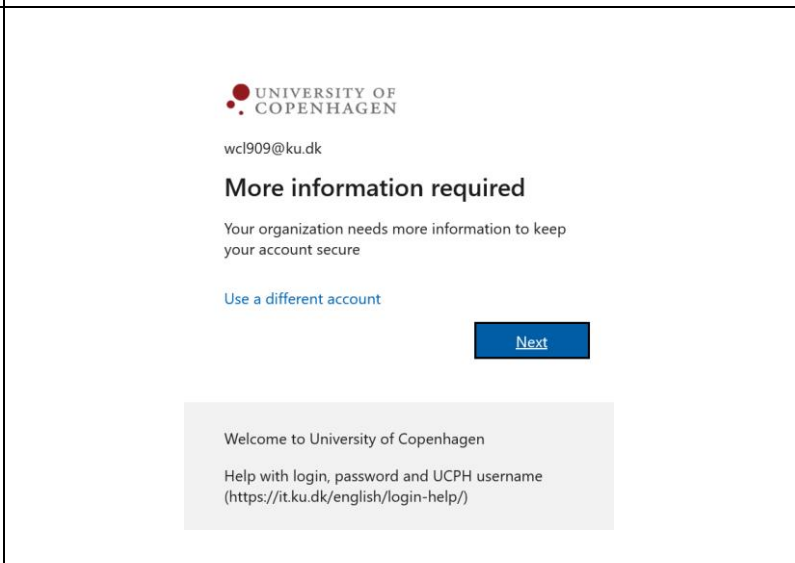
When your new password is active you can continue to register Microsoft Authenticator.

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://it.ku.dk/english/login-help/)





Select 'Next'.

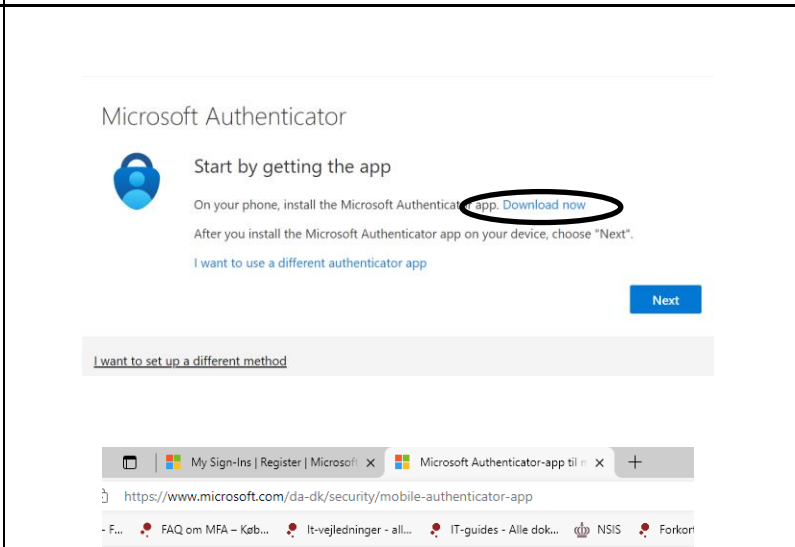



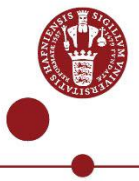
Download Microsoft Authenticator app to your smartphone or tablet:

Select 'Download now'.




Please note that when you click the link, it will open in a new browser.



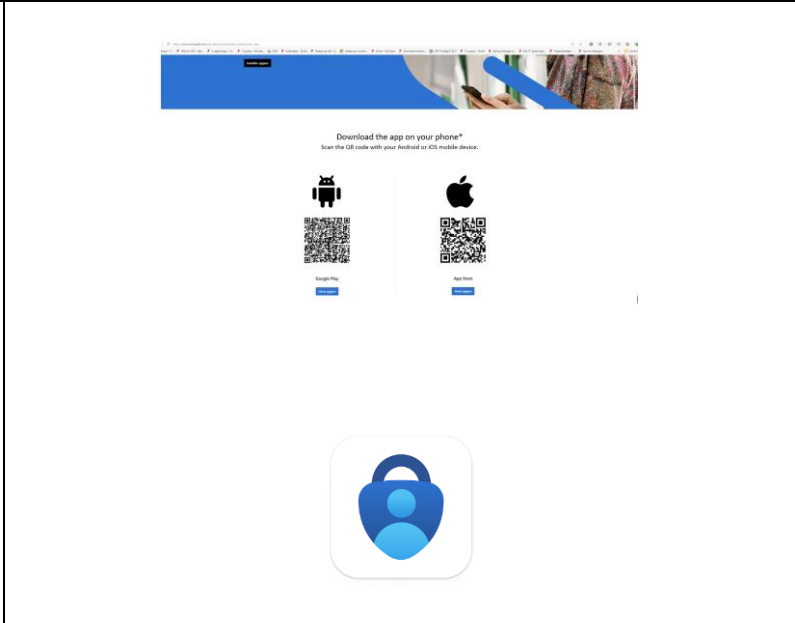


Select the QR code based on whether you have an Android or iPhone and scan.




You will be directed to the Microsoft Authenticator app to download it.

You can recognize the app by its icon.




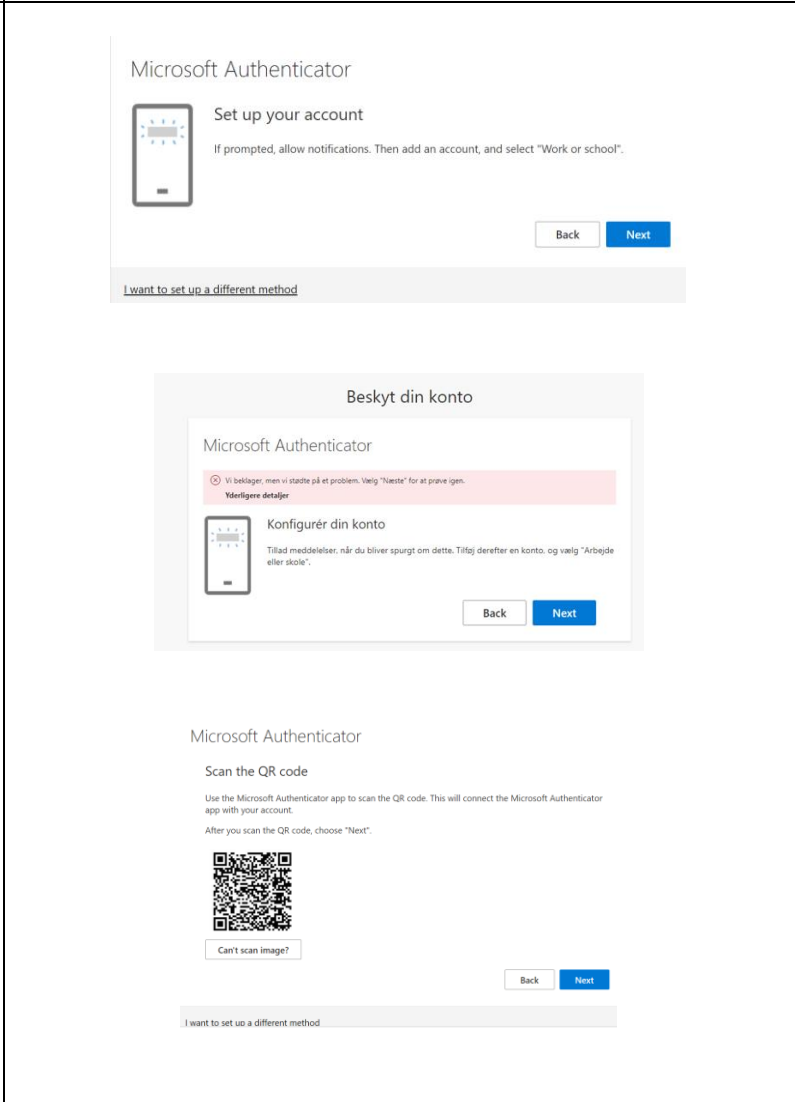
After installing the app on your mobile or tablet you need to set up your account. Return to the dialog box and Select 'Next'.



If you encounter this message, it might be because you have timed out.

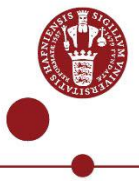
Select "Back" and "Next".





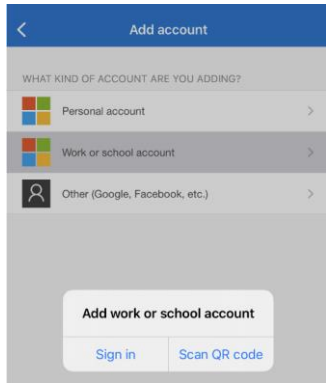
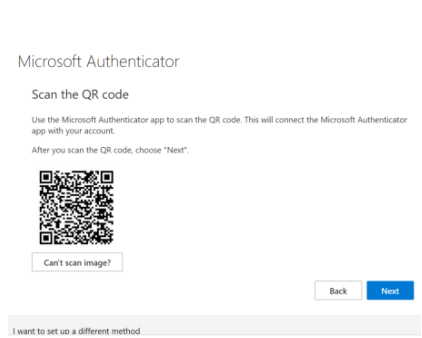
A QR code is displayed on your pc screen.


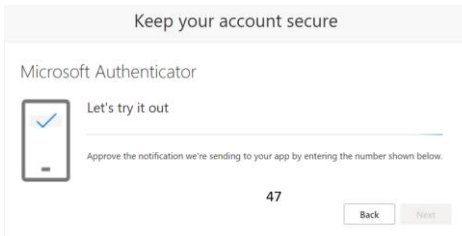
Select the + in the Microsoft Authenticator-app.





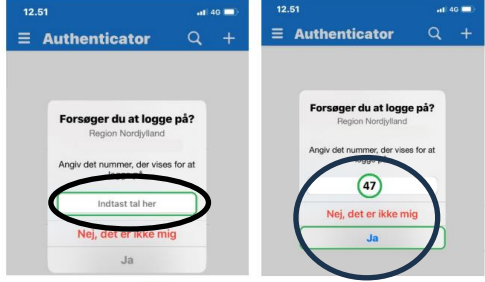


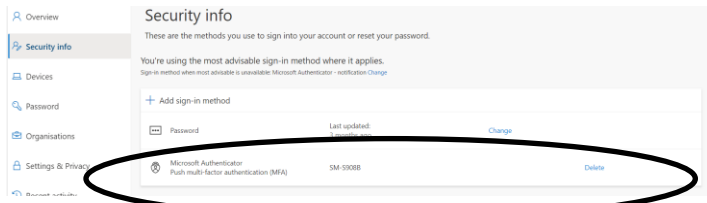


<p></p> <p>Select 'Work or school account'.</p> <p></p> <p>Select Scan QR 'code'.</p> <p>Scan the QR code on the PC-screen.</p> <p> </p> <p>Select 'Next'.</p> <p><b>Please Notice</b> If time out occurs select 'Back' and Scan the QR code again.</p>	 
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### Finish registering Microsoft Authenticator


<p>On the computer screen a code occurs.</p> <p></p>	
<p>Enter the code in the field Select 'Yes'.</p>	



 <p>You are notified that your registration is complete. Select 'Done'.</p> 	 <p>Are you trying to sign in?</p> <p>Enter the number shown to sign in.</p> <p>Enter number here</p> <p>47</p> <p>YES</p> <p>NO, IT'S NOT ME</p> <p>I CAN'T SEE THE NUMBER</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> Microsoft Authenticator</p> <p><b>Done</b></p>						
<p>You can tjeck your registration on My Account.</p> <p><a href="https://myaccount.microsoft.com">My Account (microsoft.com)</a></p> 	 <p>Overview</p> <p>Security info</p> <p>These are the methods you use to sign into your account or reset your password.</p> <p>You're using the most advisable sign-in method where it applies.</p> <p>Sign-in method when most advisable to unavailable Microsoft Authenticator - notification Change</p> <p>+ Add sign-in method</p> <table border="1"> <thead> <tr> <th>Method</th> <th>Last updated:</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Microsoft Authenticator Push multi-factor authentication (MFA)</td> <td>SM 93888</td> <td>Delete</td> </tr> </tbody> </table>	Method	Last updated:	Action	Microsoft Authenticator Push multi-factor authentication (MFA)	SM 93888	Delete
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Microsoft Authenticator Push multi-factor authentication (MFA)	SM 93888	Delete					

## Using Microsoft Authenticator app

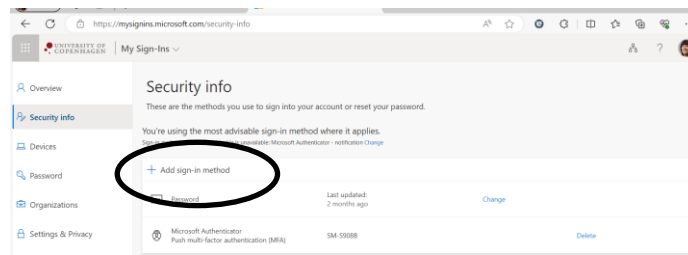
You are now ready to use Microsoft Authenticator-app as MFA-method.


<p>When login on to fx Teams, you will see this dialog box.</p> <p>You will receive a notification on your mobile or tablet.</p> <p>Open your Microsoft Authenticator app and enter the code.</p>	
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Select the Add sign-in-method.

Follow guidance in the section 'Enroll Microsoft Authenticator'.



 If you need help with the Microsoft Authenticator 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](#).