





Multi-Factor Authentication with Microsoft Authenticator


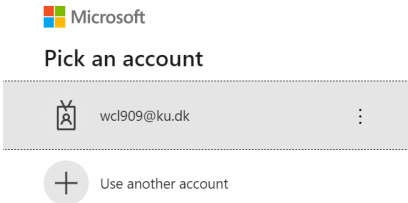
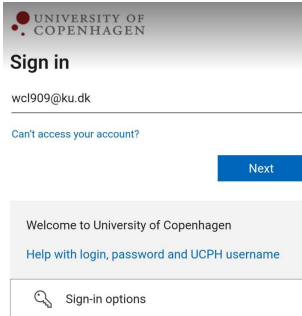
This guide shows you how to install, register, and use the Microsoft Authenticator app for multi-factor authentication on KEmail/webmail or Microsoft 365 applications (e.g., Word, Excel, and Teams) at the University of Copenhagen (UCPH). There are also other multi-factor authentication methods, and you can find guides for them on [our help page](#).

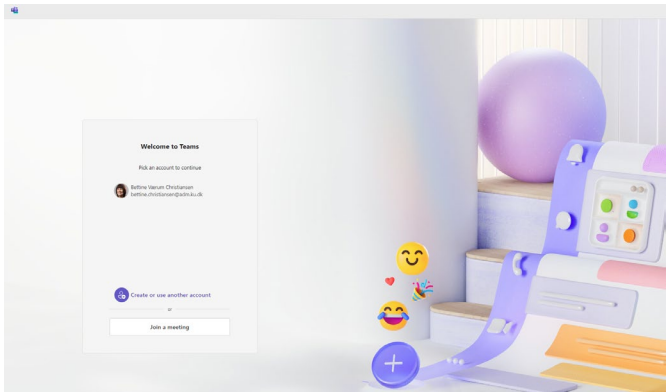

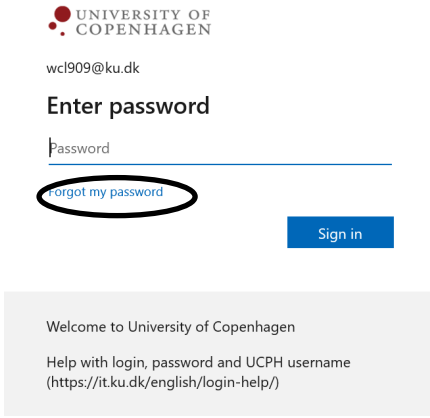

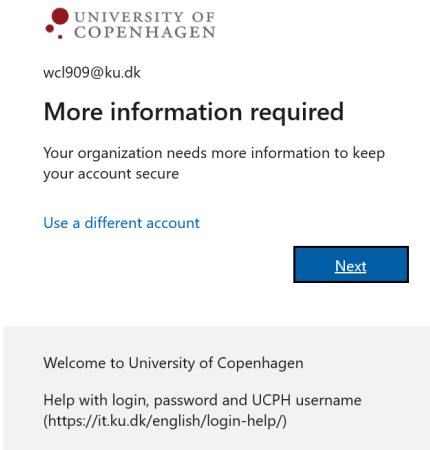
Important:

- 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.
- The Microsoft Authenticator app may ask you to enter your mobile screen code for multi-factor authentication.
- Your smartphone/tablet must be running Android 8 or iOS 15 or a later version.
- You will need both a computer and a smartphone/tablet during the process.

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

Install and register Microsoft Authenticator


<p>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.</p> <p>Start by selecting your account - your UCPH username or enter username@ku.dk if you are an employee or username@alumni.ku.dk if you are a student.</p> <p>If you as a student are employed at UCPH, you must enter username@ku.dk.</p>  <p>Note: The dialog box may vary depending on which Microsoft 365 service is being launched.</p>	<p>Three examples of dialog boxes:</p> <p>Example 1:</p>  <p>Example 2:</p> 
--	--

	<p style="text-align: center;">Example 3:</p> 
<p>Enter your UCPH password.</p> <p>If you have forgotten your password or if it is more than 12 months old, you need to require a new password.</p> <p>Select 'Forgot my password' in the dialog box.</p> <p>When your new password is active you can continue to register Microsoft Authenticator.</p> <p>You find guides and info if you select 'Help with login, password and UCPH username..'</p> <p>or go to Help for login – University of Copenhagen (ku.dk)</p> 	
<p>Select 'Next'.</p> 	

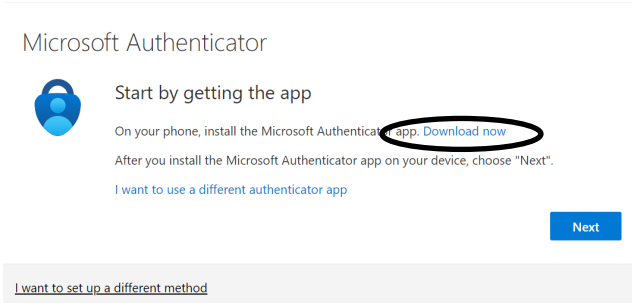


Download Microsoft Authenticator app to your smartphone or tablet:

Select 'Download now'.




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



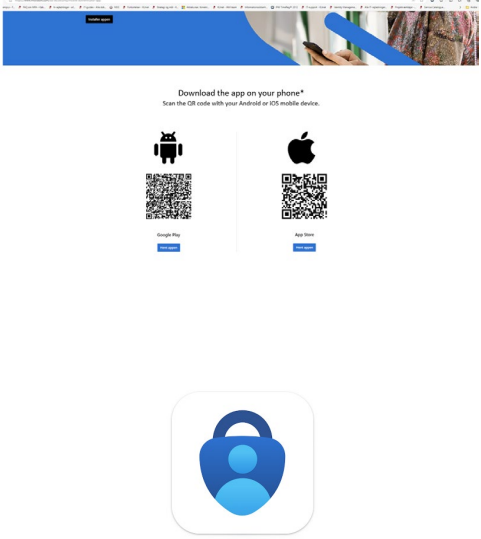
The screenshot shows the Microsoft Authenticator app download page. The text reads: "Microsoft Authenticator", "Start by getting the app", "On your phone, install the Microsoft Authenticator app. Download now", "After you install the Microsoft Authenticator app on your device, choose 'Next'.", "I want to use a different authenticator app", and a "Next" button. A link at the bottom says "I want to set up a different method". Below the screenshot is a browser address bar showing the URL: "https://www.microsoft.com/da-dk/security/mobile-authenticator-app".

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.



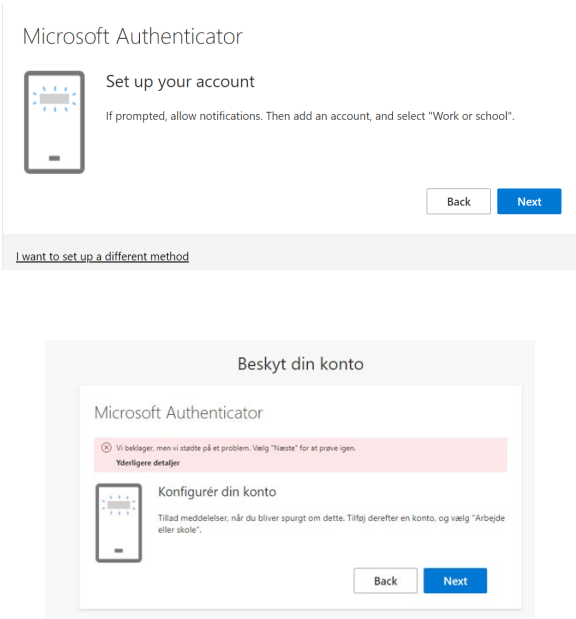
The screenshot shows the QR code selection screen. It says: "Download the app on your phone*", "Scan the QR code with your Android or iOS mobile device.", and shows two QR codes for Google Play and the App Store. Below the QR codes is the Microsoft Authenticator app icon.

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




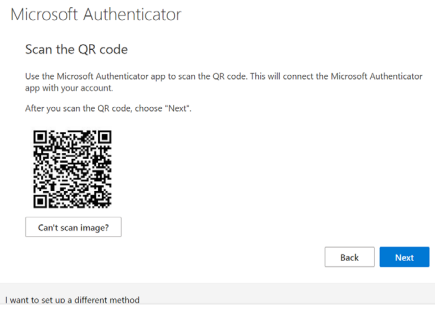



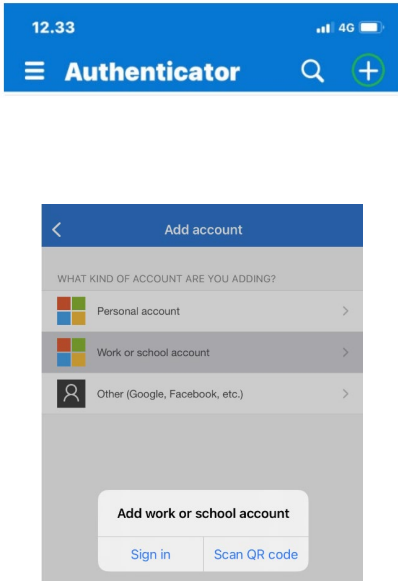
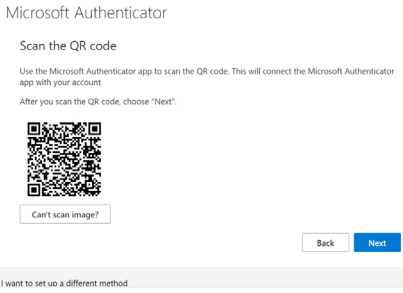
If you encounter this message, it might be because you have timed out.

Select "Back" and "Next".




The screenshot shows the account setup screen. It says: "Microsoft Authenticator", "Set up your account", "If prompted, allow notifications. Then add an account, and select 'Work or school'.", and has "Back" and "Next" buttons. Below this is a link "I want to set up a different method". The second screenshot shows an error message: "Beskyt din konto", "Microsoft Authenticator", "Vi beklager, men vi støttede på et problem. Vælg 'Næste' for at prøve igen.", "Yderligere detaljer", "Konfigurer din konto", "Tilføj meddelelser, når du bliver spurgt om dette. Tilføj derefter en konto, og vælg 'Arbejde eller skole'.", and "Back" and "Next" buttons.

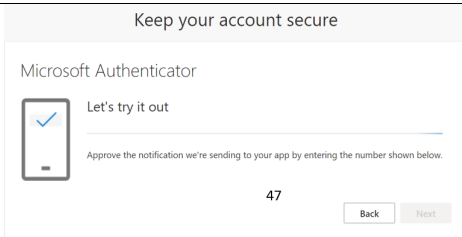


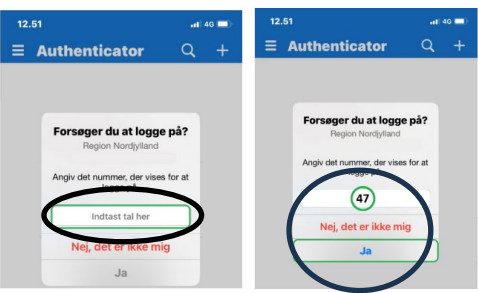

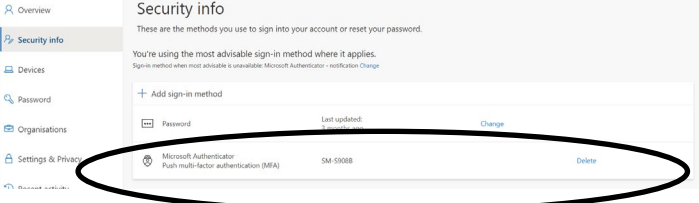


<p>A QR code is displayed on your pc screen.</p> 	
<p>Select the + in the Microsoft Authenticator-app.</p>  <p>Select 'Work or school account'.</p>  <p>Select Scan QR 'code'.</p>  <p>Scan the QR code on the PC-screen.</p> <p>Select 'Next'.</p> <p>Please Notice If time out occurs select 'Back' and Scan the QR code again.</p>	 

Finish registering Microsoft Authenticator

<p>On the computer screen a code occurs.</p> 	
--	--

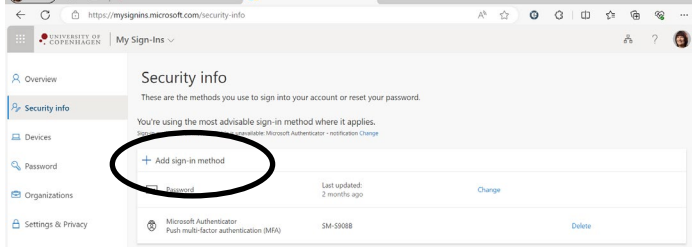



	
<p>Enter the code in the field Select 'Yes'.</p>  <p>You are notified that your registration is complete. Select 'Done'.</p> 	 <p>Are you trying to sign in?</p> <p>Enter the number shown to sign in.</p> <p>Enter number here: <input type="text" value="47"/></p> <p>YES NO, IT'S NOT ME I CAN'T SEE THE NUMBER</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> <ul style="list-style-type: none"> Microsoft Authenticator <p style="text-align: right;">Done</p>
<p>You can check your registration on My Account.</p> <p>My Account (microsoft.com)</p> 	

Using Microsoft Authenticator app

You are now ready to use Microsoft Authenticator-app as multi-factor authentication method.



<p>Select the Add sign-in-method.</p> <p>Follow guidance in the section 'Enroll Microsoft Authenticator'.</p>	 <p>The screenshot shows the 'Security info' page in a Microsoft account settings window. The 'Add sign-in method' button is circled in black. Below it, there is a list of existing sign-in methods, including 'Microsoft Authenticator'.</p>
---	--

 If you need help with the Microsoft Authenticator app, you can call UPCH IT Support at: +45 35 32 32 32. See UPCH Support's opening hours: [overview of IT support centres at UCPH](#).