



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 KUmail/webmail or Microsoft 365 applications (e.g., Outlook, 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 KU 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

Please go to webmail.ku.dk (or Microsoft 365) where 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](#) if you are an employee or [username@alumni.ku.dk](#) if you are a student.

If you as a student are employed at UCPH, you must enter [username@ku.dk](#).



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

Four examples of dialog boxes:

Example 1:



Pick an account



wcl909@ku.dk



Use another account

Example 2:



Sign in

wcl909@ku.dk

[Can't access your account?](#)

Next

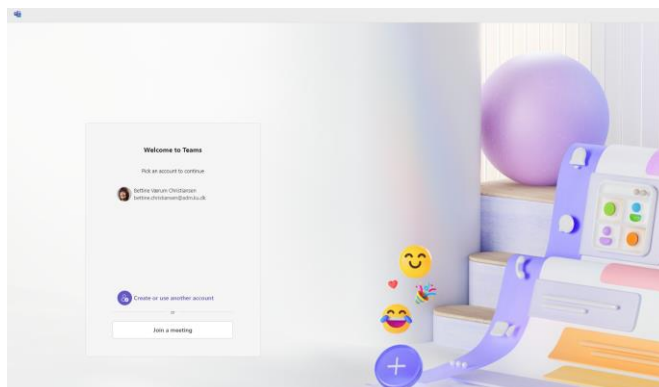
Welcome to University of Copenhagen

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

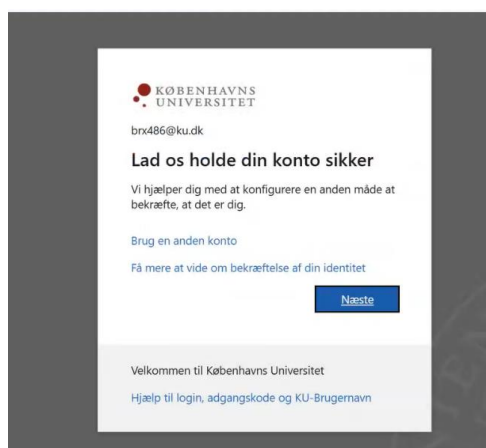


Sign-in options

Example 3:



Example 4:
Skip the next step if this box appears
(Let us keep your account safe)



Enter your UCPH password and click 'Sing in'.

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/)



wcl909@ku.dk

Enter password

Password

[Forgot my password](#)

Sign in

Welcome to University of Copenhagen

Help with login, password and UCPH username
(<https://it.ku.dk/english/login-help/>)

Click 'Next'.



wcl909@ku.dk

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Next](#)

Welcome to University of Copenhagen

Help with login, password and UCPH username
(<https://it.ku.dk/english/login-help/>)

Before you click 'Next', you must first install Microsoft Authenticator app to your smartphone or tablet:

To get the QR codes to install the right app on your phone, please click 'Download now'.



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

Microsoft Authenticator



Start by getting the app

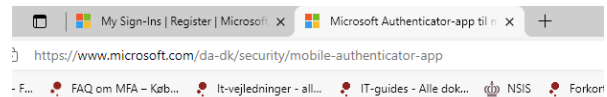
On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[Next](#)

[I want to set up a different method](#)



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.



Google Play



App Store



After installing the app on your mobile or tablet you need to set up your account on your computer (**do not attempt to log in on the app yet**). Close the browser window with the QR codes. Click 'Next'.



You will be guided through the setup on your computer. Click 'Next'.

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

Select 'Back' and 'Next'.

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](#)

Next

[I want to set up a different method](#)

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back

Next

[I want to set up a different method](#)

Beskyt din konto

Microsoft Authenticator

Vi beklager, men vi støder på et problem. Vælg "Næste" for at prøve igen.

Yderligere detaljer



Konfigurer din konto

Tillad meddelelser, når du bliver spurgt om dette. Tilføj derefter en konto, og vælg "Arbejde eller skole".

Back

Next

When you have clicked 'Next', a QR code will be displayed on your pc screen.



Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



Can't scan image?

Back

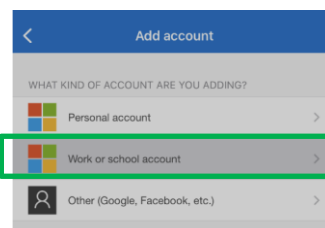
Next

[I want to set up a different method](#)

Select the '+' sign in the Microsoft Authenticator-app.



Select 'Work or school account'.



Select 'Scan QR code'.



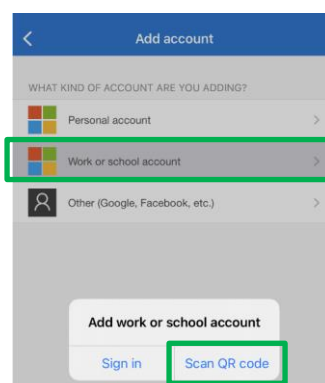
Scan the QR code on the PC-screen.



When you can see the account with your KU username in the app, you have successfully scanned the QR code and can now click 'Next'.

Please Notice

If time out occurs select 'Back' and Scan the QR code again.



Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.
After you scan the QR code, choose "Next".



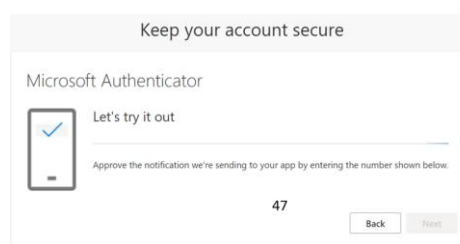
Can't scan image?

Back Next

I want to set up a different method

Finish registering Microsoft Authenticator

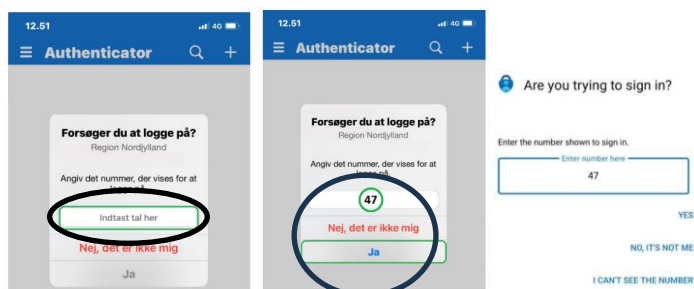
On the computer screen a code occurs.



Enter the code in the field
Select 'Yes'.



You are notified that your registration is complete.



Select 'Done' and you should be forwarded to login on webmail.ku.dk (or the Microsoft 365 program you are trying to login to) 	Success! Great job! You have successfully set up your security info. Choose "Done" to continue signing in. Default sign-in method:  Microsoft Authenticator Done
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Using Microsoft Authenticator app

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

When login on to fx Teams, you will see this dialog box. You will receive a notification on your mobile or tablet. Open your Microsoft Authenticator app and enter the code.	 UNIVERSITY OF COPENHAGEN wcl909@ku.dk Approve sign-in request  Open your Authenticator app, and enter the number shown to sign in. 98 No numbers in your app? Make sure to upgrade to the latest version. I can't use my Microsoft Authenticator app right now More information Welcome to University of Copenhagen
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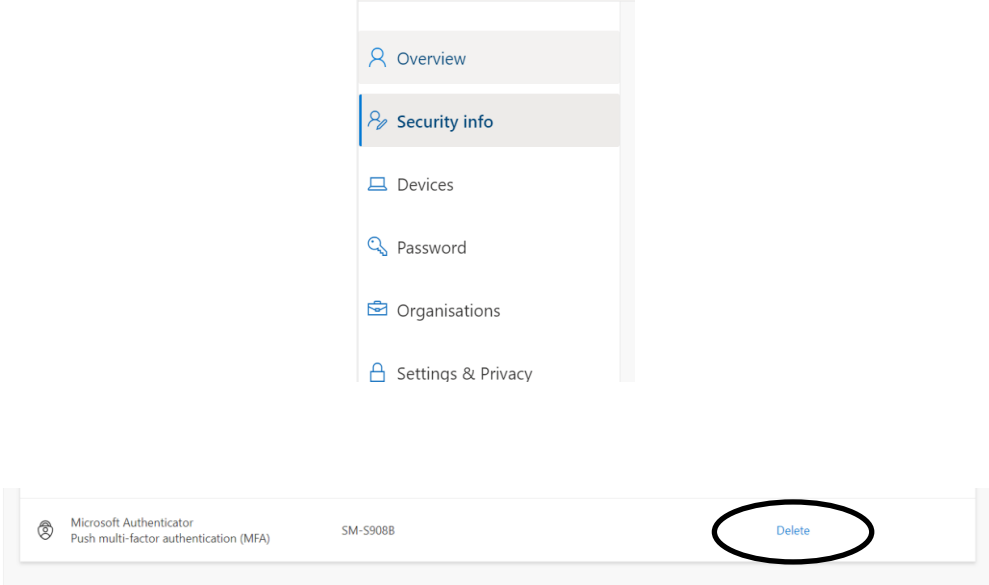
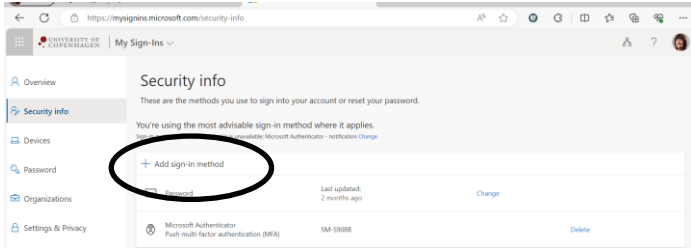
New mobile phone or tablet

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

Firstly though, you must delete the multi-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.

If you do not have your old unit, you must reset your setup via mitID using this [guide](#).

Log on to My Account My Account (microsoft.com)	
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Click 'Security info'. Click 'Delete'.	
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 IT Support at:

+45 35 32 32 32. See UPOCH Support's opening hours: [overview of IT support centres at UCPH](#).