Access to KUnet and change of password

When logging on to the University of Copenhagen’s intranet, KUnet, you have different options to get help - for example help for logging on for the first time, and help for when you have forgotten your password. These guidelines describe the different help options.

Several auxiliary features make it possible to use NemID, which is recommended as it provides the highest security. To use NemID, it requires that you have a Danish CPR number and valid NemID. General information about NemID can be found at https://www.nemid.nu/dk-da/om_nemid/.

It is also possible to log in with CPR number and PIN code, and in some situations that is the only option. However, this way of logging in should be kept to a minimum.

Access KUnet
Open your browser and go to the page kunet.dk

You are now on the KUnet login page.

If you already have a valid UCPH username and password, you can log in by entering your credentials in the fields.
If you do not have a UCPH username and/or password, you have different options to get help under ‘Help’, which are elaborated in this guide:

A. If you have never logged in to KUnet, click on ‘First time you log in’.
B. If you have forgotten your UCPH username, click on ‘Forgot KU Username’. The username consists of 3 letters and 3 numbers, for example, dxp491.
C. Use ‘Forgot password’ to receive a new one-time password and create a new permanent password to go with your UCPH username.
D. Use ‘Change password with NemID’ to change your password using NemID.
E. Use ‘Forgot pincode’ if you have forgotten the PIN code to your ID card/student ID.
F. ‘Change password’ - your KUnet password expires after six months, which means you need to use this function at least twice a year (if you don’t have NemID).
A: Logging in to KUnet for the first time

1. If you have never logged in to KUnet, use the link ‘First time you log in’.

2. **Note:** You now have two options for logging in to KUnet: a) or b):

   a) If you have a Danish CPR number and a valid NemID, use the box **NemLog-In**
   
   Click on: ‘I’ve Danish CPR no. with valid NemID’.
   
   Then log in with NemID.

   b) If you DON’T have a Danish CPR number and a valid NemID, use the box **KU Sign In**:

   1. Enter your CPR number/personal no. and the PIN code you have received in an email from UCPH.
   
   2. Click on ‘Log in’.
B: Forgot UCPH username

1. If you have forgotten your UCPH username, click on 'Forgot KU username'.

2. You now have two options for logging in to KUnet: **a)** or **b)**:

3. **A)** If you have a Danish CPR number and a valid NemID, use the box **NemLog-in**:
   
   Click on: ‘I’ve Danish CPR no. with valid NemID ”.
   Then log in with NemID.

   **B)** If you DON’T have a Danish CPR number and a valid NemID, use the box **KU Sign In**:
   
   1. Enter your CPR number/personal no. and the PIN code you have received in an email from UCPH.
   2. Click on ‘Log in’.
C: Forgot your password
If you have forgotten your password to KUnet, you can get a one-time code that you can use to create a new permanent password. Then, you can access KUnet.

1. Click on ‘Change password’.

2. You are now on the 'User administration' page.
Enter your UCPH username and click ‘Search’.

3. You will receive a one-time password (security code), either via SMS on your private mobile phone and/or an email sent to the email address you have registered in the UCPH systems.
4. Enter the one-time password (security code) in the 'code' field and click 'Check code'.

5. Now, you are on the page where you can change your password to a new and permanent one.

Enter your desired password in the fields 'New password' and 'Confirm your password' and then click 'Change Password'.

Return to the login page on KUnet, where you can log in with your new password.

Please note that you need to complete your UCPH user profile with your private mobile number and private email in the 'Self service'.

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**E: Forgot PIN code**

Your UCPH ID card has a PIN code that you, for example, use to access the University’s buildings. You can see your active PIN code via NemID (A) or have a new code sent to you in a letter (B).
A: See your PIN code using NemID:

1. Click on ‘Forgot pincode’

2. Click on ‘NemLogin’.
3. Tick the box ‘show PIN code’.

The PIN code will now be visible.

4. Log off this page to the left. You will return to the KUnet login page.

B: If you DON’T have NemID

1. Enter your CPR number without the hyphen in the field ‘Person no.’

2. Click ‘Send’.

3. The letter with your PIN code will be sent the next weekday.
F: Change password

1. You are obligated to change your password at least twice a year. The system will remind you when it is time to change your password. Please wait approx. 5 minutes before logging on again as it takes a little while before the new password is registered.

   Click ‘Change password’.

2. You will be redirected to the page where you can change your password.

   First, you need to log on by entering your UCPH username (3 letters and 3 numbers) and your current UCPH password.

   Click ‘Sign in’.
You are now on the ‘User administration’ page where you can change your password.

4. Enter your new password in the ‘New password’ field.

5. Confirm your new password in the ‘Confirm password’ field.

6. Your password has now been changed, and you can return to the KUnet login page.

**Important:** Once you have changed your password to KUnet, you must also remember to change it on your mobile, tablet, etc. You will automatically receive an email about this, which contains links and information on how to get help: