### How to access KUnet

Change password, forgotten password or username, retrieve your UCPH username, order a new pin or forgotten password or username.

When you need to sign in to the University of Copenhagen (called KUnet) you have various options for assistance in cases where you are signing in for the first time or forgot your password. This guide describes the available options.

Several of the auxiliary functions allow nemid to be used, which is recommended because Nemid provides the best safety. The use of NemID requires Danish CPR-Nr. and valid NemID. General information about NemID can be found at [https://www.nemid.nu/dk-da/om_nemid/login](https://www.nemid.nu/dk-da/om_nemid/login) with CPR-Nr.

If you need general information about changing password, you will find various informations on the 'Change Password' page: [https://kunet.ku.dk/employee-guide/Pages/IT/Change-password.aspx](https://kunet.ku.dk/employee-guide/Pages/IT/Change-password.aspx)

#### Logging in

If you already have a valid KU user name and password, you can log in to KUnet directly by entering your KU username and password into the correct fields on the login page.

- Type your UCPH username
- Type your UCPH password
- Click ‘Sign in’

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#### Change password

Go to [https://it.ku.dk/english/login-help/](https://it.ku.dk/english/login-help/)

On this page you will find a selection of links.

This guide helps you to choose the right link and will guide you through the processes.
How to use this document
Under the heading "Login Help" you can choose between 6 different options. These options are described in detail in this guide:

‘First time you log in’ is used if you earlier never have been logged on to KUnet.
‘Change your password with NemID’
‘Change your password without NemID’
‘Forgotten UCPH-username’ is used if you have forgotten your KU username (e.g. dxp491)
‘Forgotten password’ is a function where you can order a one time password and set a new permanent password
‘Forgotten pincode for your ID Card’ is used if you have forgotten your KU key card / ID Card pin code.

First time you log in
Click the link ‘First time you log in’:

You now have two options for logging in to KUnet: With NemID (A) or without NemID (B)

A. If you have a Danish CPR-Nr. and valid NemID, use the box ‘Sign in with NemID’:
Click the link ‘I’ve Danish CPR no. With valid NemID’.
Log in as usual with NemID.
2. You are now in the page, where you can change your password. (Choose English language in the lower, right corner, if you need to change language)

3. Type the password, you want and click ‘Change password’

4. You have now set your password. Tip: It might take a few minutes before you are able to log in to Kunet.

B. Change password with CPR no.

1. In the box ‘KU Sign In’:
   A) Type your CPR no. in the field ‘CPR number/Personal no.’
   B) Type your pin code in the field ‘PIN-CODE’
   C) Click the ‘Log in’ button

2. Please check your User profile:
   If you want to add or change anything, please fill in the changes.

   If your phone number and private E-mail address is correct: Click the ‘Set my password’ button.

   Info tip: The private information entered is important: You will receive a one-time password on either phone or mail
3. Type your UNICH Username in the textfield ‘KU-Username’
   
   Click ‘Search’

4. (This part is in Danish only)
   
   Now you need to choose, how you want to receive the OneTime password:
   Choose either SMS Token or mail and click ‘Næste’
   
   You will now receive your one-time password on phone or mail

5. (This part is in Danish only)
   
   Type the received one-time password in the textfield ‘Indtast din kode’
   
   Then click the button ‘Næste’
6. You are now on the page, where you can set your new, desired password.

Type your chosen password in the field ‘New Password’ and repeat the typing in the field ‘Confirm Password’

Click the ‘Change Password’ button.

You have now set your new password. Please note it might take up to 5 min. before the password are active.

Change your password with NemID

1. If you want to change your password using NemID, please click the link ‘Change your password with NemID’:

2. Click the link ‘I’ve Danish CPR no. with valid NemID’:

3. Log in as usual with NemID.

4. You are now in the page, where you can Change your password. Choose English language in the lower, right corner:

5. Type the password, you want and click ‘Change password’

6. You have now set your password. Tip: It might take a few minutes before you are able to log in to KUnet.
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Change password without NemID

1. If you want to change your password not using NemID, please click the link ‘Change your password without NemID’:

2. Click the ‘Change Password’ button:

3. Type a new password of own choice, check that it is meeting the requirements and click ‘Change Password’.

   Tip: Your password has now been changed. It might take a few minutes before you will be able to log in to KUnet.

4. Important: Once you have changed your password to Kunet, you should remember to change the password on your mobile, tablet, etc. You will automatically receive an email about this which includes help and links.
Forgotten UCPH username

1. If you forget your UCPH username, click the "Forgot UCPH username" link.

2. At the page ‘User administration’: Type your UCPH mail address and your surname (leave out middle names). Then click the ‘Search’ button.

2. Your UCPH username is now displayed:

Forgotten password
If you have forgotten your password to KUnet, you can get a one time password that will allow you to set a new permanent password. Afterwards you can access KUnet.

Please note that it is a precondition that you have completed your KU user profile in the self-service and have added your private MOBILNR. and your private email

1. Click the link "Forgotten password".

You are now at the page "User administration".

2. Type your KU username and click "Search"

3. Now you are going to choose validation method in the drop down menu. Choose either to receive a SMS to the phone number that are registered on your UCPH profile or choose to receive the onetime password to your private mail address registered on your UCPH profile.

Before you choose, note that a SMS or mail with a one-time password will be sent to your private mobile number and/or sent to the private E-mail

4. Click ‘Næste’
5. Enter the onetime password / code that have been sent to you in the field "Code" and click "Submit"

You are now on the page where you can change to a new and permanent password.

6. Enter your desired password in "New Password" as well as "Confirm password" and click "Bekræft adgangskode"

You have now been returned to the login page at KUnet, where you can log in with your new password.

Forgotten pincode for your ID Card

1. Click 'Forgotten pincode for your ID Card'
2. Click ‘NemLogin’:

3. Log in with NemID

4. After logging in with NemID, you can click ‘English’ to change language on the service info page

5. You are now able to view your pincode: Mark the checkbox “Vis Pinkode”. The pin is now visible

Tip: On this page, you can also change your pincode, if you like:

a. Type your desired PIN code in the field ‘NY PIN-kode’

b. Repeat the new PIN code in the field ‘Gentag PIN-kode’

c. Click ‘Gem PIN-kode’
6. Log off NemID on the left side. You now return to KUnet login page

Order a new pin code to your ID Card

If you have forgotten your pin code to your ID Card, you can order a new pin code:

1. Type your CPR number in the text field ‘Person no.’
2. Click ‘Send’

A new pin code will be sent to your home address via postal mail.

Still troubled to log in to KUnet?
If the above methods for e.g. password changing do not work, you have the option to get a password by meeting up in person at the Service Desk. **Important: Remember to bring a valid passport.**

Service Desk
Nørregade 10, P.O. Box 2177
DK-1017 Copenhagen K

Opening hours:
- Monday-Thursday: Kl. 7.30-16.00
- Friday: Kl. 7.30-15.00
- Sundays and public Holidays: Closed