How to check and change your mobile phone number in Self Service

As a student at UCPH it is especially critical that your contact information in Self Service is up-to-date and correct, as it is here your phone number is registered which UCPH uses for the SMS multi factor solution.

This means that as a student you will receive SMS’ with one-time passwords to the phone number that is registered in Self Service every time you try to login to e.g. UCPH webmail and – from August 10th 2021 – also when you try to login to KUnet – the UCPH intranet portal, Self Service and Groups.

If you experience that you do not receive an SMS with a one-time password when trying to login to e.g. your UCPH webmail, KUnet, Self Service or Groups, then the first thing to do is to check that your phone number in Self Service is correct.

If you get a new phone number it is thus equally important to remember to change it in Self Service, as you will otherwise not receive the SMS’ you need to be able to login.

In the following it is described how to check and change your phone number in Self Service.

A prerequisite for being able to use the SMS one-time password solution is, that you are a student at UCPH. This multi factor method is only available to students, and can therefore not be used by employees, external and associated personnel.

If it is the first time you are trying to login, or you forgot your UCPH username or password, then proceed directly to step 7, where you will find a description of how to login to Self Service using your personal ID number and pin code.

If you have doubts on how to login – e.g. in case you don’t have a pin code – then contact UCPH-IT Support at phone number +45 35 32 32 32 for assistance on Monday to Friday between 7.30 and 16.
1. Type kunet.ku.dk in the browser address line and push Enter

   The login page for KUnet is shown

   Login using your UCPH username and password

   • Hint: If you cannot open this webpage or if you get an error it may help to open a browser window in incognito (Chrome) or InPrivate (Edge) mode on your computer.
   • This is done by right clicking on the browser’s program icon in the process line at the bottom of your screen or on your desktop, and then select “New incognito window” (Chrome) or “New inPrivate window” (Edge). Then a new browser window with black background will open, and you can continue.

2. Please note that from August 10th, 2021, you will have to use multi factor authentication to access KUnet.

   Find guides on how to register for multi factor authentication at https://it.ku.dk/english/login-help

   If you don’t receive a one-time password by SMS after this date, and therefore cannot login to Self Service, go to step 7

3. KUnet webpage opens.

   Click on Self Service in the top menu
4. The Self-Service page is shown.
   Click on “My data”

5. The menu “My data” folds out.
   Click on “UCPH user profile”
On this page you can see if your phone number is correctly registered for UCPH use. Your phone number must include country code, and this is also a requirement for Danish phone numbers.

In case the registered number is incorrect, then correct it in the field “Mobile/SMS no.”, and click on the Save button next to the “Mobile/SMS no.” field.

- **Hint**

  It is important that the number is formatted in the same way as if you would call the number from a foreign country.

  That means that the country code and any other prefixes must be correctly stated. Parentheses should not be included.

  If you are in doubt on how to correctly format your phone number for international calls, then you can contact your phone services provider and ask for clarification.

  If you don’t receive SMS’ after correctly stating your number here – e.g. when trying to login to UCPH webmail (https://webmail.ku.dk), then you can ask your phone services provider if any kind of blocking is established for international call or international text messages. In such case you can ask your tele services provider to remove any such blockings.
7. If – for some reason – you are unable to login to KUnet and Self Service in the way that is described above, then you can get access to check and correct your contact data by doing the following:

In a browser on your computer go to https://kunet.ku.dk and the login page is shown.

Click on the link located under the Login button.

8. You now reach the page “Help for login to KUnet” at it.ku.dk.

Click on the link “First time you login”

9. In the lower box “KU Sign In” you enter your personal number and your pin code.

If you are new at UCPH you can find your pin code in your admission letter or – for new employees – in the welcome letter.

When you have entered your personal number and the pin
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KØBENHAVNS UNIVERSITET

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1. Enter your UCPH username and password and click on the “Log in” button.

10. Now you are logged in on the limited version of Self Service, where you only can see and change your contact information – including your mobile phone number.

On this page you can see if your phone number is correctly registered and – in case it isn’t – you can correct it.

Here your phone number must be stated with country code and this is also required for Danish phone numbers.

If your phone number is incorrectly registered, then correct it in the field “Mobile/SMS no.” and click on the Save button next to the phone number field.

- **Hint**
  
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In case you experience problems with this guide or getting through the process for checking and possibly changing your contact data in Self Service, please contact UCPH-IT Support by phone on 0045 35 32 32 32 on Monday to Friday between 7.30 and 16, or by mail to KU-IT-Support@ku.dk where you can get assistance.