Guide on how to register for
multi-factor authentication (MFA) for UCPH users

To use multi-factor authentication (MFA) at UCPH, you must register in advance your choice of multi-factor method at mfa.ku.dk – that is either by smartphone or USB security key. This guide describes how to log in to mfa.ku.dk using NemID. Once that is done you will be able to setup your smartphone or USB security key. The guides to do that you find at https://it.ku.dk/english/login-help.

Please note that if you are a student, you are probably already registered on the MFA solution.
You can check this by trying to access KUmail at https://webmail.ku.dk. If you receive a one-time password SMS from "Ucph" during the log in process and are able to login, then you are already registered, and thus you don't have to follow this guide as the same solution can also be used to log on to other systems at UCPH, where multi factor authentication is implemented.

If you are a student, has a NemID, and do not receive the above-mentioned SMS during the login process, then you must follow this guide to register.

If you are a student, you don't receive the SMS from Ucph during login at e.g. KUmail, and you don't have a NemID, then you must contact KU-IT Support at tel. (+45) 35 32 32 32, where they will assist you in registering on the MFA solution.

If you are an employee and has a NemID, then you must follow this guide to register.

If you are an employee and doesn't have NemID, then pls. contact KU-IT Support at tel. (+45) 35 32 32 32, where they will assist you in registering on the MFA solution

Prerequisites for using this guide is, that you are a student or employee at UCPH, that you have a UCPH username and password, and that you have NemID.

Not all externals and associates are able to use their NemID for registration, as UCPH at present is not able to validate CPR's for all externals and associates towards NemID.
So, if you belong to one of these groups and experience problems during the process, pls. contact KU-IT Support at 35 32 32 32 for assistance.

This guide will instruct you in how to register on the MFA-solution and thereby become able to choose and setup a method for authentication. Once registration is completed you will find the guide on how to enroll your chosen multi-factor method at https://it.ku.dk/english/login-help/.

1.
Start your registration on the multi factor solution
by using the following link:

https://id.ku.dk/nidp/jsp/kunetMFAReg.jsp

2.
Enter your User ID and password for NemLog-in and click the 'Next' button.
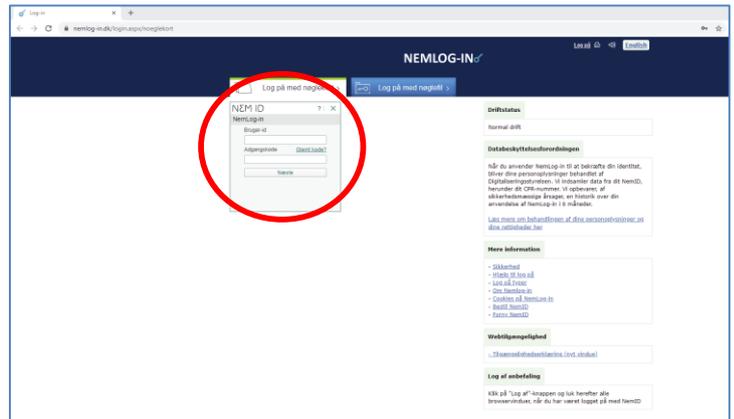
3.
If you use a code card for your NemID, please proceed to step 4.
If you use the NemID code app on your smartphone, please proceed to step 5.

4.
NemID with code card:
Enter the code from your code card that corresponds to the code number displayed in the login field in your browser.
Then click the 'Log on' button and proceed to step 8.
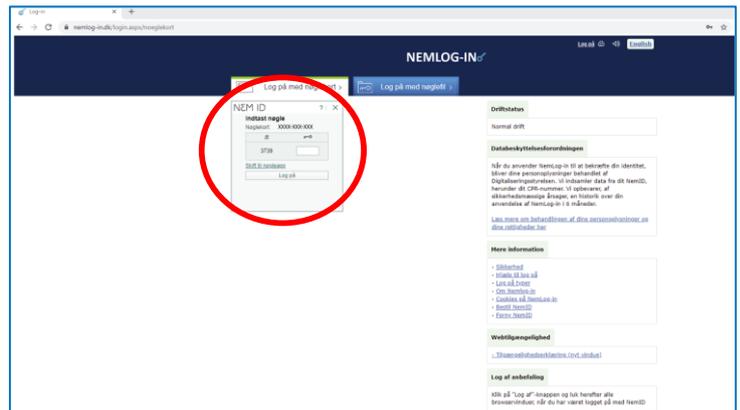
5.
NemID code app for smartphone:
If you have the NemID code app installed on your smartphone and normally use your phone to approve logins, the approval page is displayed in the NemID code app.
Click the 'Send' button to receive the request for approval in the NemID code app on your phone.
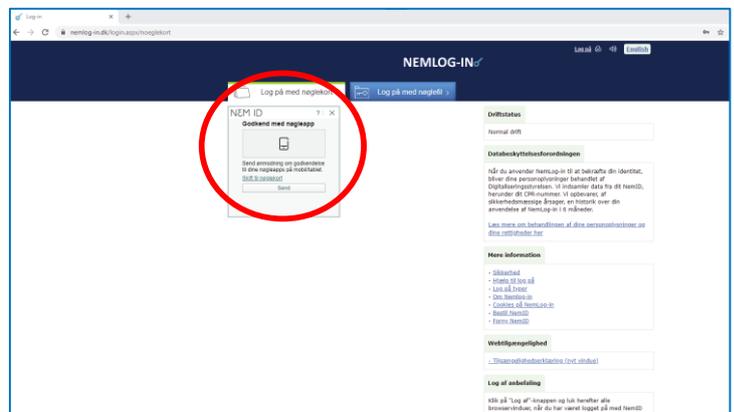
6.
On your phone, you will now have received a request in your code app.
Log in to the code app and swipe 'Approve' to log in using NemID.

7.
When you have swiped, the following confirmation is displayed. You can now close the code app and go back to the browser window you are currently using to log in to UCPH.
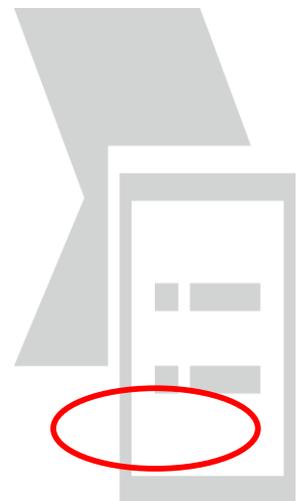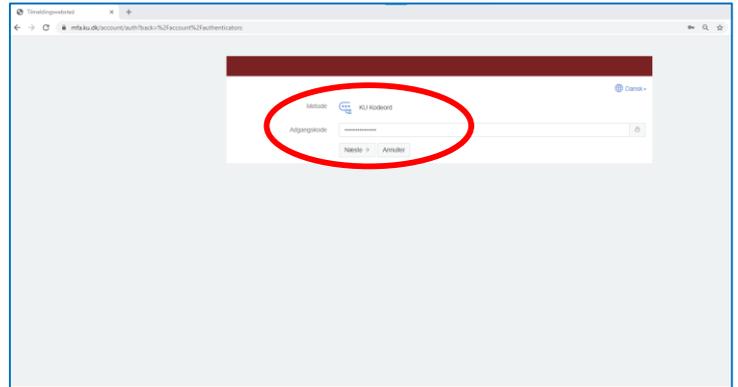
8.
You are now done logging in with NemID in your browser window, and it will display a login window for the UCPH multi-factor solution.

In the 'Username' field, enter your UCPH username, for example abc123, and click the 'Next' button.
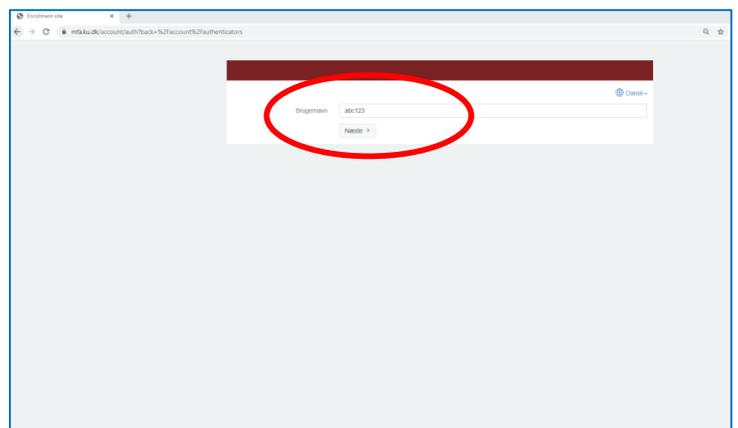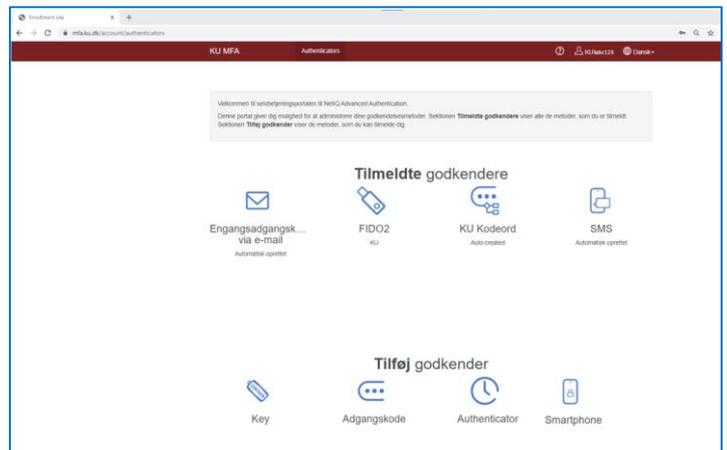
9.
The page on which you must enter your UCPH
password will then open. Enter your password in
the 'Password' field and click the 'Next' button.

10.
On the page 'UCPH MFA', you can now see
which methods of approval you have already
registered and which you can register.
Under 'Add Authenticator', click on your chosen
multi-factor method to start registration.

The next step is to register your chosen multi-factor method. You will find information on how to do this in a
different guide. Find it on the MFA page in the Employee Guide or at https://it.ku.dk/english/login-help/.

Please note that if you have a smartphone that supports the NetIQ app (Android 8.0 or iOS 10) then
"Smartphone" is the recommended option.