Multi Factor Authentication (MFA) app registration

This guide describes how to register a smartphone or a tablet as an authenticator when using Multi Factor Authentication (MFA) to access the UCPH network off campus or via wireless network. For example, to access folders on the S-drive or your webmail.

You must have a UCPH username to register the app NetIQ Advanced Authentication.

The NetIQ Auth app can be used only from one phone or tablet. If you need to use it on a different phone or tablet than your primary phone or tablet, you must first disable the app on your primary device.

If you get a new phone at a later time, you must install and register the app again following this guide. The only change is that under section 4, the old phone will be listed under **Enrolled Authenticators**. Click on the Smartphone icon and continue the guide.

Guide

**Symbols:**

Use your smartphone or tablet. Use your computer/PC.

1. Download the NetIQ Advanced authentication app to your smartphone and accept the License agreement.

   Notice that the app minimum requirement if iOS version 9 or OS version 6 for Android.

   ▪ If you have an Iphone or iPad, you must find and download the NetIQ Advanced Authentication app in the App store (Apple).

   The app has the following icon on iPhone:

   ▪ If you have an Android phone or tablet, you will find the app in Google Play.

   The app has the following icon on Android:

   ▪ **First time you open the app:**

     ▪ Give the NetIQ app permission to send notifications and accept the use of your phone’s camera.

     ▪ You will normally use Touch ID to log in, but you will be asked to create a pincode, as an extra login. Use your pincode, if Touch ID does not work.

Contact UCPH IT, if you have any questions

UCPH IT [http://it.ku.dk/kontakt/](http://it.ku.dk/kontakt/) +45 35 32 32 32
2. **On your computer you now access the website** [mfa.ku.dk](https://mfa.ku.dk) **to register for NetIQ.**

**NOTE:** Is it the first time you enrol the NetIQ App (or if you need to enrol the app again) you need an Emergency password, you obtain the password by calling UCPH Support 35 32 32 32.

Log in with your UCPH username and password.

You can change the language in the upper right corner by clicking the small arrow next to the chosen language (English in the example).

3. **Under Add authenticator, select Smartphone.**

**NB!** You must select the Smartphone icon even if you need to register an iPad or tablet.

4. **Fill in the Comment field with UCPH as an information for yourself. Click Save.**

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5. 📱📱
On your screen, you will now see a QR code. Hold the app over the code until a green field appears over the code. Do not take a picture.

Wait for the MFA registration site to register the NetIQ app. The QR code will then close automatically.

6. 🌐
On the website, Smartphone will now go from being placed under Add authenticator to being under Enrolled authenticator.

Finish by clicking on Archive on your phone or tablet.

("+") in the upper corner (Iphone) or lower right corner (Android) in the app on your phone activates the camera so that you can scan the QR code)

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7. You now have access to UCPH via Multi Factor Authentication (MFA).

8. If you want to test, whether MFA works this can done now. On the Enrolled Authenticators page, click Smartphone.

11. On the Edit the Smartphone authenticator page, click Test.

12. Wait for approval from your phone or tablet on your computer.

13. Press Accept on your phone or tablet.

14. You will be informed that your Smartphone has been approved in the right-hand

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corner of your computer screen.

**NB!**
Even if you have registered a tablet, the message will still say **Smartphone**.

14. **Logout** in the upper right corner and close all browser windows.

*Tips and tricks: If you have trouble logging in or you forgot your PIN code for the app, you can reinstall the app. Then log in to mfa.ku.dk, delete your smartphone as authenticator and add it again.*