Multi Factor Authentication (MFA) app registration

This guide describes how to register a smartphone or a tablet as an authenticator when using **M**ulti **F**actor **A**uthentication (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.

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2.
On your computer you now access the website 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).

KU Login

abc123

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LOG IND

Glemt brugernavn
Glemt kodeord
Glemt kodeord med NemID

H\jxw842   English ▾

(العربية) المملكة العربية السعودية
Dansk
Deutsch
English
Español

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

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

Welcome to the Self-Service portal for NetIQ Advanced Authentication.
This portal allows you to manage your authentication methods. The **Enrolled Authenticators** section displays all the methods that you have enrolled. The **Add Authenticator** section displays the methods that are available for enrollment.

Enrolled Authenticators

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KU Kodeord
Automatisk oprettet

SMS
Automatisk oprettet

Add Authenticator

Nøgle   Smartphone   Authenticator

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

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UCPH IT   http://it.ku.dk/kontakt/   +45 35 32 32 32

NetIQ   Authenticators   ⓘ   ⛊UNICPH\jxw842   ⊕ English⌄

Add **Smartphone** authenticator

In the Smartphone method, you can authenticate with your smartphone. The Smartphone method is an out-of-band authentication. The NetIQ Advanced Authentication application sends a push message to your smartphone and you can select the **Accept** or **Reject** options. You must install the NetIQ Advanced Authentication app on your smartphone to authenticate with this method.

As a backup method, the NetIQ Advanced Authentication application provides an OTP code that you can use if you do not have an internet connection on your smartphone.

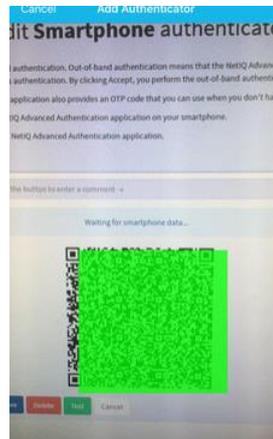To enroll, click **Save**, scan the QR code by using the NetIQ Advanced Authentication app.

Comment	Comment
Category	\<Default\> ▾

Click "Save" to start the smartphone enrollment

Save   Cancel

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*)

Enrolled Authenticators
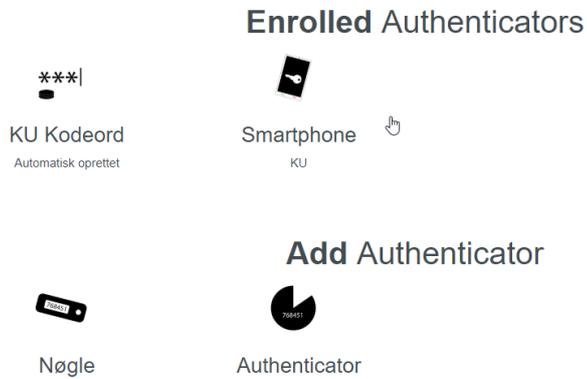
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KU Kodeord
Automatisk oprettet

Smartphone
KU

Add Authenticator

Nøgle

Authenticator

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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.**

Enrolled Authenticators

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KU Kodeord
Automatisk oprettet

Smartphone
KU

Add Authenticator

Nøgle

Authenticator

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

Edit the **Smartphone** authenticator

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As a backup method, the NetIQ Advanced Authentication application provides an OTP code that you can use if you do not have an internet connection on your smartphone.

To enroll, click **Save**, scan the QR code by using the NetIQ Advanced Authentication app.
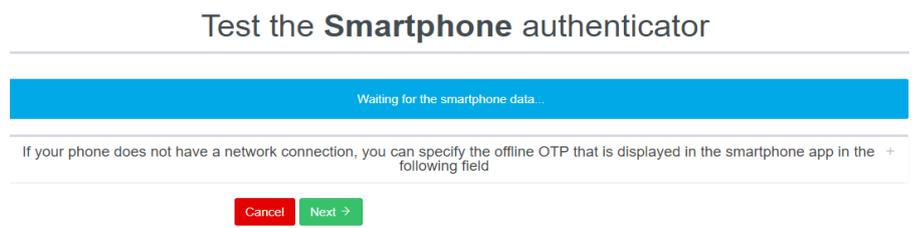
Comment   KU

Category   <Default>

Click "Save" to start the smartphone enrollment

Save   Delete   Test   Cancel

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

Test the **Smartphone** authenticator

Waiting for the smartphone data...

If your phone does not have a network connection, you can specify the offline OTP that is displayed in the smartphone app in the following field
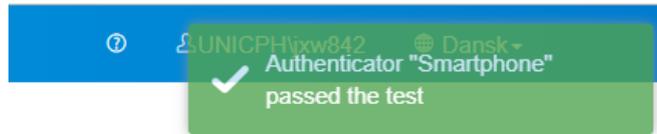
Cancel   Next →

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.*

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