



## Multi Factor Authentication (MFA) app registration for students

This guide describes how to install and register the app **NetIQ Advanced Authentication** on a smartphone or a tablet, so you can log in with **Multi Factor Authentication (MFA)** on your KUmail.

### Please note:

- You must have a UCPH username to register the app.
- The **NetIQ Advanced authentication** 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 want the app installed on a smartphone it must run min. Android version 7.0 or iPhone IOS 9.0"
- 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 here on the Smartphone icon and continue the 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**.

**Important:** 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 pin code, as an extra login. Use your pin code, if Touch ID does not work.

- 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:



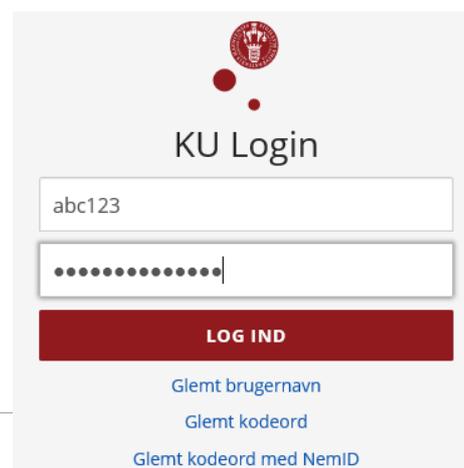
- If you have an Android phone or tablet, you will find the app in Google Play. The app has the following icon on Android:



2.   
On your computer you now access the website [mfa.ku.dk](http://mfa.ku.dk) to register for NetIQ.

Log in with your UCPH username and password

**Contact UCPH IT, if you have any questions**



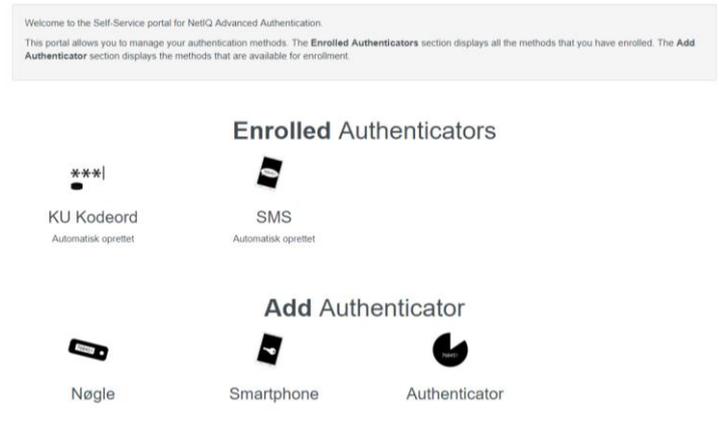


3. Select the language in the upper right corner by clicking the small arrow next to the chosen language (English in the example).

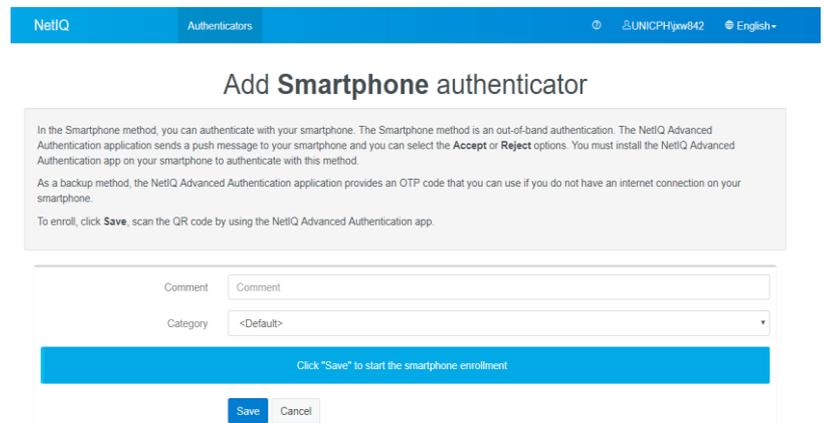


4. Under **Add authenticator**, select **Smartphone**.

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



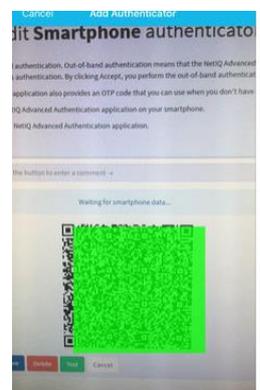
5. Fill in the **Comment** field with **UCPH** as an information for yourself. Click **Save**



6. 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 Advanced authentication a code will then close automatically.

("+" 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)



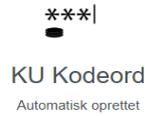
Contact UCPH IT, if you have any questions



7. 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.



### Enrolled Authenticators



### Add Authenticator



8. Add authenticators on your phone.

- If you are using an iPhone or an iPad, press “+” in the upper right corner of the screen
- If you are using an Android phone or tablet, press “+” in the lower right corner of the screen
- Name the account UCPH, for example
- Give the NetIQ Advanced authentication app permission to use the phone's camera.

9.

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

>> [Read the guide on how to log in on KUMail with the app here.](#)

### If you want to test the login:



10. On your computer, you can test whether MFA works. On the **Enrolled Authenticators** page, click **Smartphone**.



### Enrolled Authenticators



### Add Authenticator





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

### Edit the 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: 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

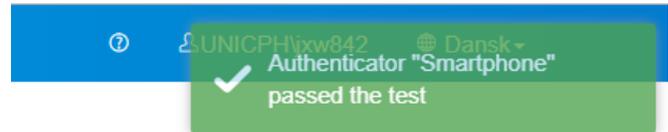
Cancel Next →



13. Press **Accept** on your phone or tablet.



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

