KUmail with Multi Factor Authentication for students

This guide describes how you as a student log in to KUmail through a browser (webmail.ku.dk) with Multi Factor Authentication (MFA).

When you want to log in to your KUmail, go to https://webmail.ku.dk. Alternatively, you can log in by clicking on "My KUMAIL" on the frontpage of KUnet. You then have to type in your UCPH username and password.

Then you need to use MFA. There are three different ways to use MFA when you want to log in to your KUmail. You must select and set up one of them. You can choose between:

A) **SMS:** Receive a text message with a one-off code
B) **APP:** Confirm your login with the app **NetIQ Advanced Authentication**
C) **USB security key:** Confirm your login by inserting the USB key into your computer

Please note! You can log on to KUmail WITHOUT using MFA when you are on UCPH's "eduroam" wireless network. When you log in with MFA on KUmail – your browser saves a cookie on your computer, tablet or smartphone – this means that you only need to login with MFA every two weeks on each separate device.

A) Log in to KUmail with SMS:

1.

First, check that your mobile number is registered in [Self Service on KUnet](#).

Choose 'My data' → 'UCPH Username",
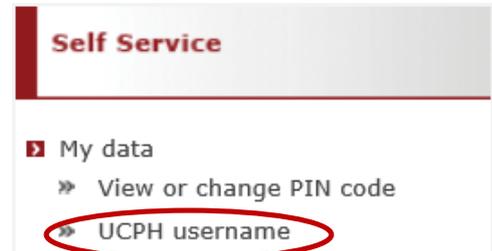
Check if the phone number registered under Mobile/SMS no. is correct. Do you need to change the number, remember to click "Save".

Note - country code should be written with "00" and NOT "+", ex. 0045 for Denmark and NO blanks in the number.

When your mobile number is correct in Self Service, you will receive a one-off code via SMS every time you log in to KUmail.

2.
Go to the KUmail login page and:
Type in your UCPH username and password
An SMS will now be sent to the phone nu,ber that you have
registered at Self Service on Kunet.

Now you see the image shown to the right.

At the same time, a SMS is sent to the phone
number you have registered in KUnet´s 'Self
service'.

Type the code from the SMS in the field shown to
the right where it says 'Enter your code'. Click on
'Next'. You now have completed the login process
and your KUmail will open up.   3.

B) Log in to KUmail with the app NetIQ advanced Authenticator

You can use the NetIQ advanced authentication app as MFA when you want to log in to KUmail.
Please note! If you want to use the app as MFA, you will have to install it first.
**>>** Read a detailed guide on how to set up the app here.

You need to have iOS 9 or higher for iPhone or OS version 7 or higher for Android to use the NetIQ
app.

1.
Open the KUmail through
https://webmail.ku.dk or through "MY KU
MAIL" on the frontpage of Kunet.

When you have installed the NetIQ
advanced authentication app and have
logged in to KUmail with your UCPH
username and password, the option to use
'Smartphone' as multi factor authentication
is presented – as shown in the example to
the right.
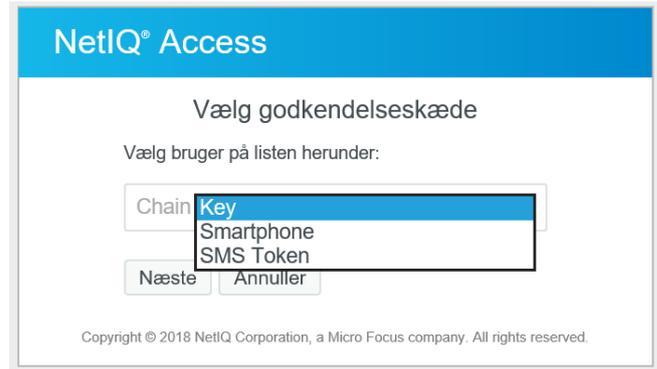
2.
If you chose 'Smartphone', an authentication
request will be sent to your smartphone
after step 1 in this guide.

- Open the app
- Accept the request as shown in the
  picture to the right
- When you have accepted the request,
  your KUmail will open.

NOTE! The app can look different if you are
using an Android phone. The example
picture is from iPhone.

C) Log in to KUmail with a special "Security-USB-key"

If you do not have a mobile phone, you can buy a Security-USB-key with FIDO2 for **M**ulti **F**actor
Authentication (MFA) on KUmail.

>> You can find a detailed guide on how to install the Security-USB-key here.

For this example a "Yubikey" Security-USB-key is used, other brands of Security-USB-
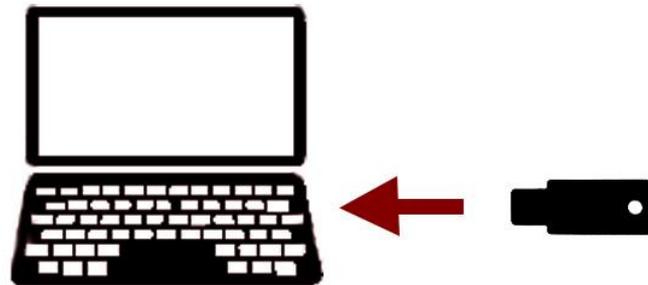keys work the same way. The Security-USB-key must have "FIDO2" installed.

1.
Open the KUmail through https://webmail.ku.dk or through "MY KU MAIL" on the frontpage of Kunet.

2.

Put your Security-USB-key in one of the
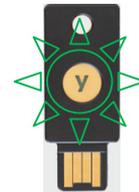USB slots on the computer.

3.

Log in to KUmail:
Type your UCPH username and password.

4.

Swipe over the button with light in it or push the button on the Security-USB-key,
depending on which model you have.

NB! It does not matter which finger you use, as it is not a fingerprint.

5.

You are now logged in.

NOTE! If you are logged in to the UCPH network e.g. eduroam at UCPH or are using the Ethernet network
then you can access your KUmail **without** the two-factor authentication. The same applies if you have set
up KUmail via an app on your phone, via the built-in mail program on a MAC or through outlook on your
computer.