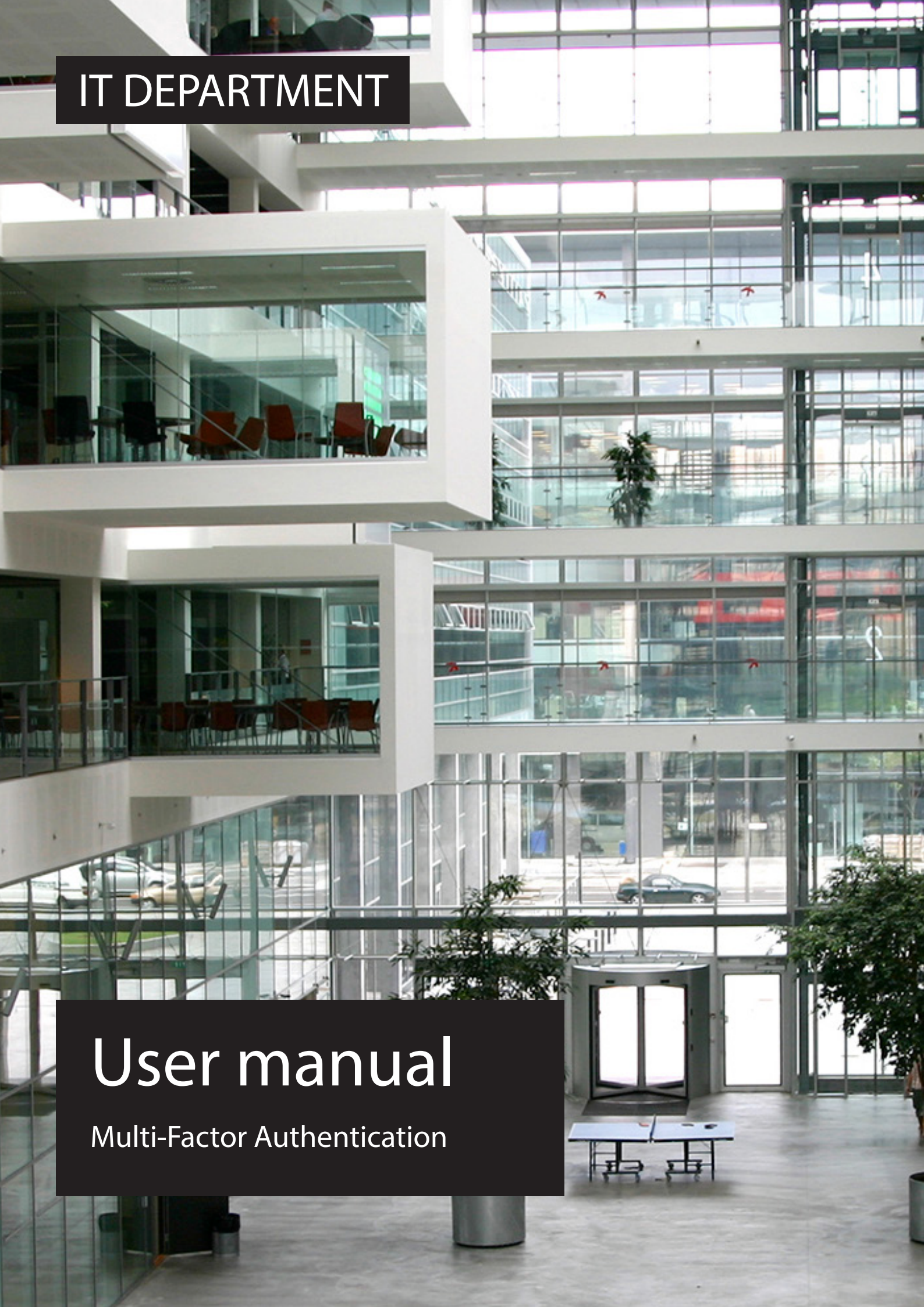


A photograph of a modern office building's interior. The space is characterized by its glass walls and multiple levels. In the foreground, there's a glass-enclosed staircase. Above it, several floors are visible, each with glass railings and office furniture like tables and chairs. The building is brightly lit by natural light coming through the large glass windows. The overall aesthetic is clean, minimalist, and professional.

IT DEPARTMENT

User manual

Multi-Factor Authentication

User manual

A guide on how to set up
and use multi-factor
authentication

Contents:

1. Set up multi-factor authentication
2. Set up authenticator mobile app
3. Set up mobile phone text message
4. Example: Login to Webmail with SMS MFA

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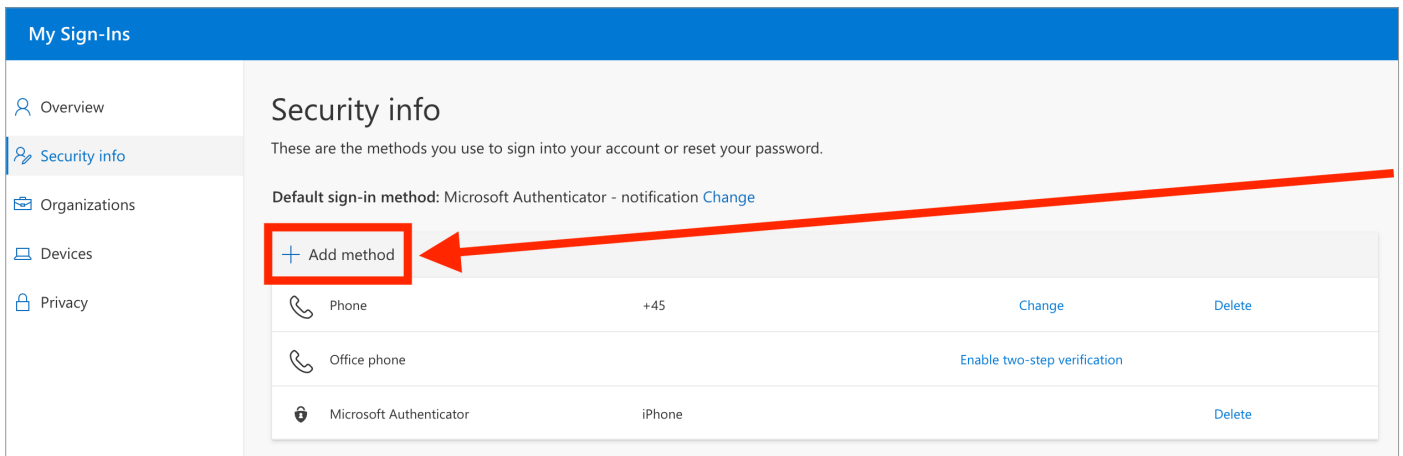
Last updated August 2026.

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1

Set-Up Multi-Factor Authentication

1.1

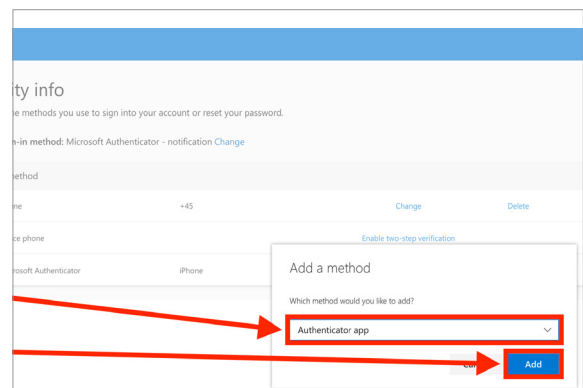


Go to <https://aka.ms/mfasetup> and you will meet this set-up page. Make sure you are in the 'security info' tab.

Click on the '+' to add a MFA method.

1.2

Choose your method of verification. It is VERY IMPORTANT that you register AT LEAST 2 different methods.



In the following we will describe how to set up authentication via mobile app and text message.

2

Set up
Authenticator
mobile app

2.1

Select Authenticator app.

Add a method



Which method would you like to add?

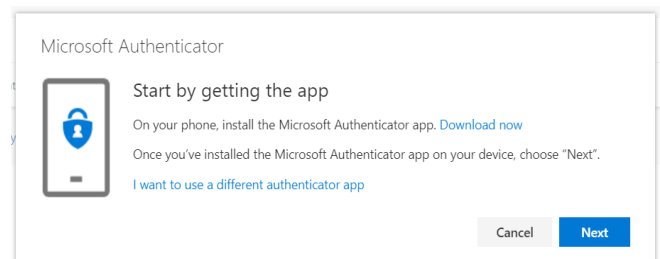
Choose a method

- Authenticator app
- Alternate phone
- Office phone

2.2

Follow the instructions to install the Microsoft Authenticator app on your mobile device.

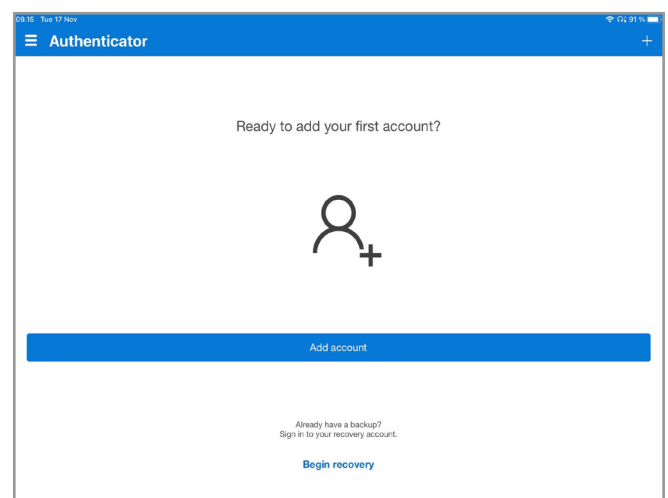
Once the app is installed, click 'next'.



2.3

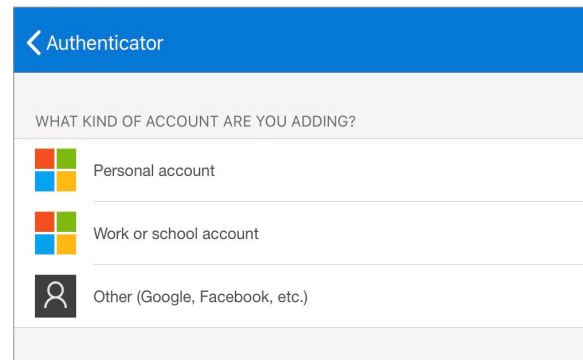
Open the Microsoft Authenticator app on your mobile device.

Select "Add account".



2.4

Select “Work or school account”.

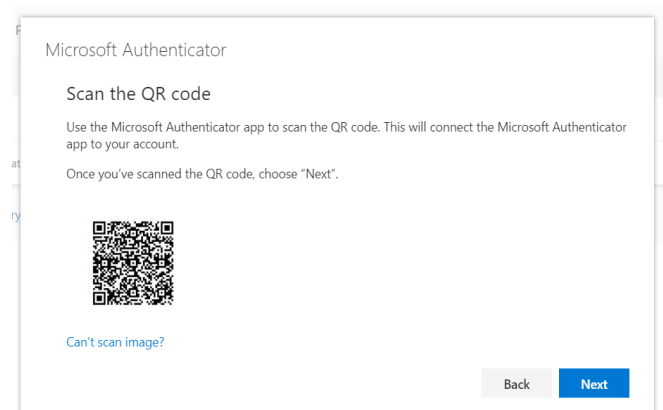


2.5

Now use the Microsoft Authenticator app to scan the QR code.

Once you have scanned it, your account should be registered in the app.

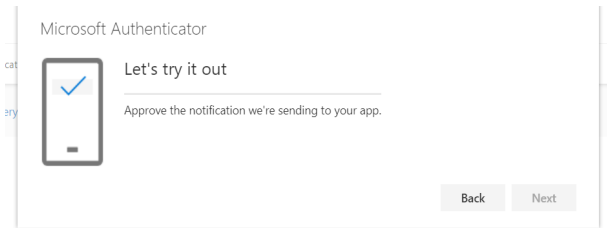
Click “Next”.



2.6

When a notification appears on your mobile device, click “Approve”.

Click “Next” to finish the setup.



2.7

IMPORTANT!

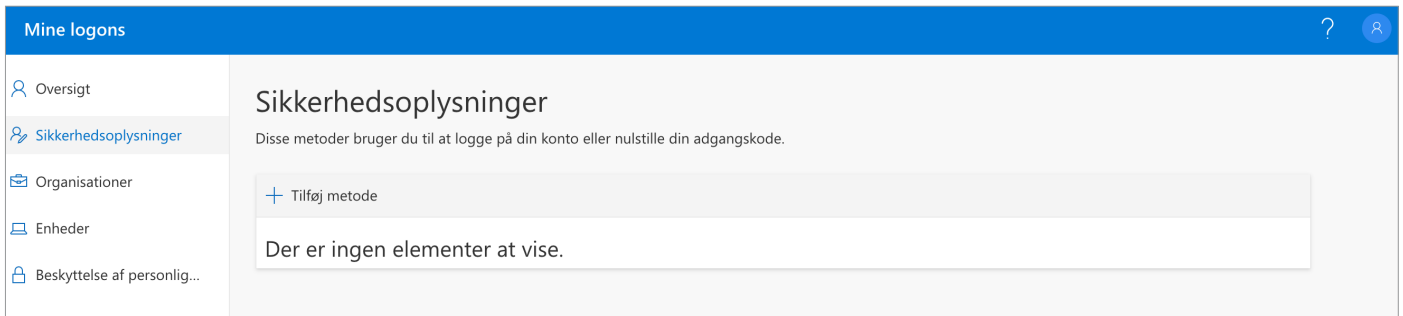
Please add another option for MFA now, so you aren't locked out of your account if you lose your phone.

Please continue with setup for mobile phone from 3.1.

3

Set up
Mobile phone
text message

3.1



Click on the '+' to add another MFA method and select phone.

3.2

Provide the mobile phone number you want to use for authentication.

Then select authentication via text message or phone call.

In this example we selected text message.

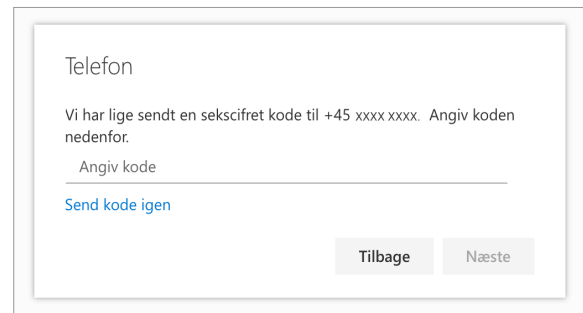
Make sure that the phone number is correct and click 'next'.

3.3

You should now receive a code by text message.

Once you receive your code, enter the digits and click 'next'.

Your settings should now be saved and you can close the action box.



The screenshot shows a mobile application interface with a white background and a light gray border. At the top, the title 'Telefon' is displayed in a dark gray font. Below the title, a message in Danish states: 'Vi har lige sendt en sekscifret kode til +45 xxxx xxxx. Angiv koden nedenfor.' (We have just sent a six-digit code to +45 xxxx xxxx. Enter the code below). Underneath this message is a text input field with the placeholder text 'Angiv kode' (Enter code). To the left of the input field is a blue link that says 'Send kode igen' (Send code again). At the bottom right of the form, there are two gray buttons with white text: 'Tilbage' (Back) and 'Næste' (Next).

4 Example login to Webmail with SMS MFA

4.1

In this example, we will log in to webmail.itu.dk using a code via text message as authentication method.

4.2

Insert your email, password and click “Sign in”.

The image displays two sequential screenshots of the IT University of Copenhagen (ITU) login interface. Both screenshots feature a black header with the text 'IT UNIVERSITY OF COPENHAGEN' in white.

Left Screenshot (Sign in):

- Section: **Sign in**
- Text: 'to continue to Outlook'
- Input field: 'username@itu.dk' with a blue underline.
- Links: 'Can't access your account?' and 'Sign in with a security key ?' (with a question mark icon).
- Button: A blue 'Next' button.
- Footer: 'Forgot your password? Go to www.itu.dk/password to reset and manage your login credentials'

Right Screenshot (Enter password):

- Text: '← thabet@itu.dk'
- Section: **Enter password**
- Input field: 'Password' with a blue underline.
- Link: 'Forgot my password'
- Button: A blue 'Sign in' button.
- Footer: 'Forgot your password? Go to www.itu.dk/password to reset and manage your login credentials'

4.3

You should have received an authentication code on your phone.

4.4

Check your phone for a text message from Microsoft with your authentication code.

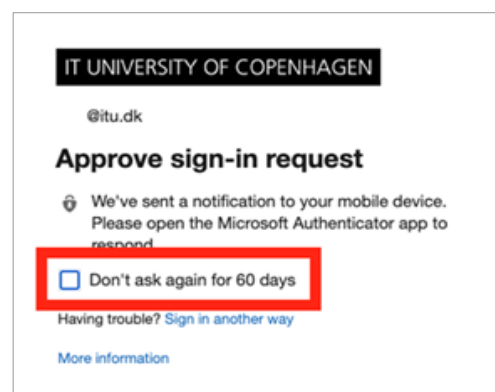
4.5

Write the code in the text field and confirm your log-in.

4.6

If you are on a personal device,
you can check off the box
“Don’t ask again for 60 days”

You have now successfully
logged in using multi-factor
authentication.



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