IT DEPARTMENT

User manual

Multi-Factor Authentication

User manual

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

Contents:

© IT Department at the IT University of Copenhagen
Rued Langgaards Vej 7, 2C (Mon-Friday, 10-13.)
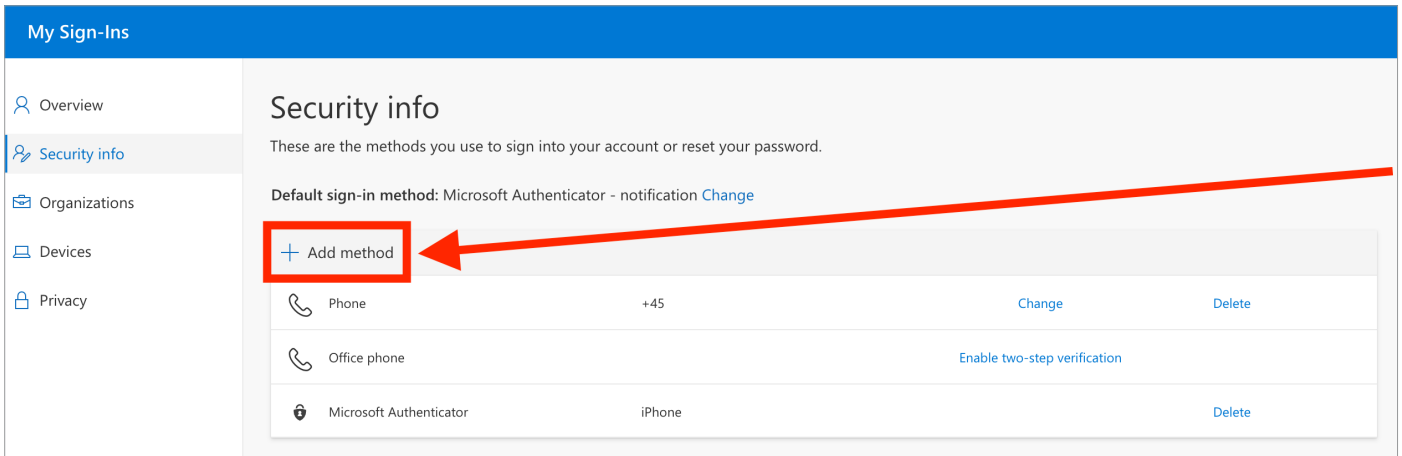2300 Copenhagen S
Contact: it@itu.dk

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1

Set-Up

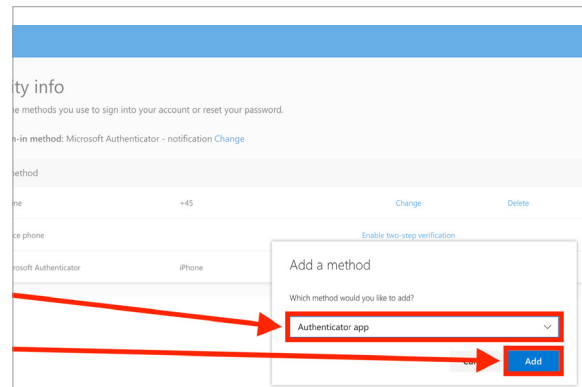Multi-Factor

Authentication

1.1

Go to go.itu.dk/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   ✕
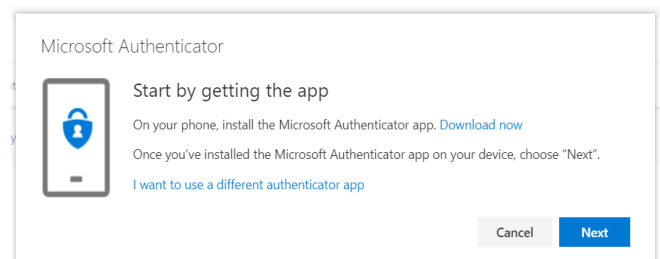
Which method would you like to add?

Choose a method ⌄
Authenticator app
Alternate phone
Office phone

2.2

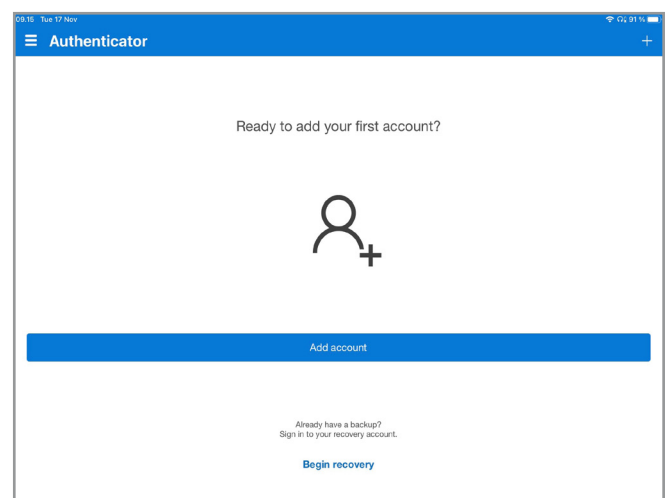Follow the instructions to install the Microsoft Authenticator app on your mobile device.
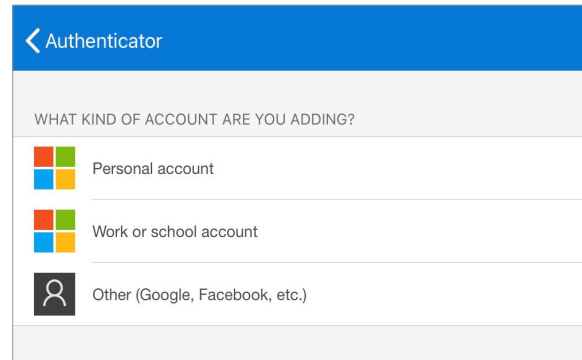
Once the app is installed, click 'next'.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

Once you've installed the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Cancel   **Next**

2.3

Open the Microsoft Authenticator app on your mobile device.

Select "Add account".

☰ Authenticator   +

Ready to add your first account?

Add account

Already have a backup?
Sign in to your recovery account.

Begin recovery

2.4

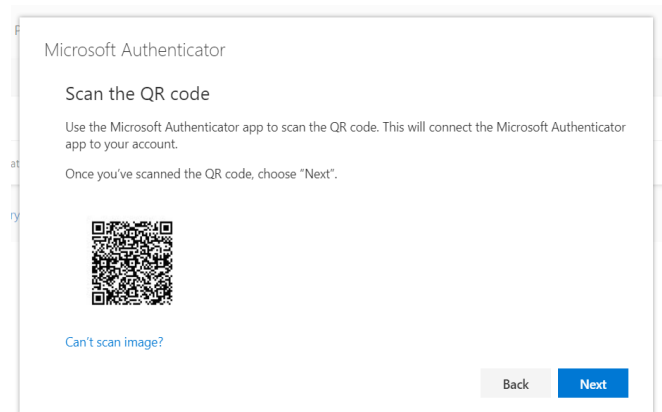Select "Work or school account".

2.5

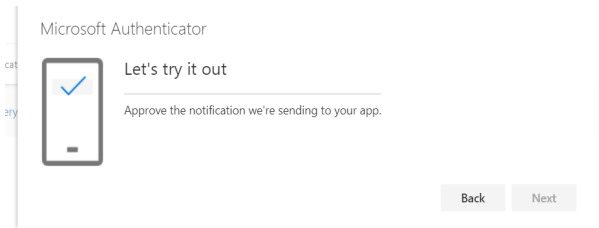Now use the Microsoft Authenticator app to scan the QR code.

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
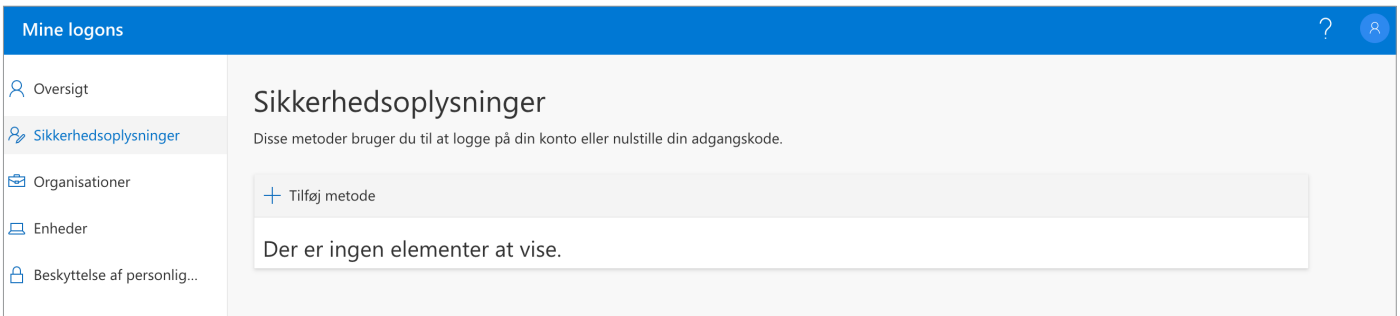your account if you lose your phone.

Please continue with setup for mobile phone from 3.1.

3

Set up
Mobile phone
text message

3.1

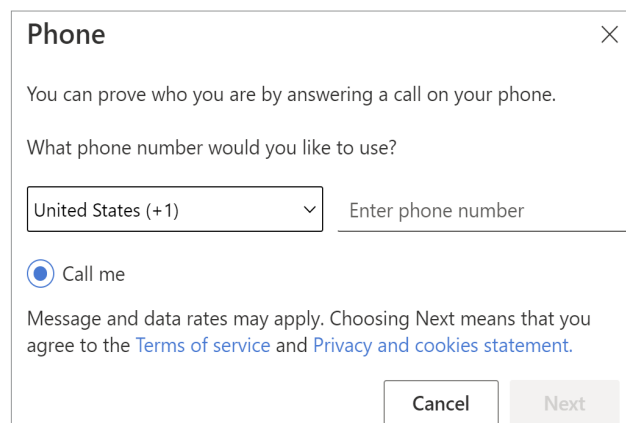Click on the '+' to add another MFA method and select phone.

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'.
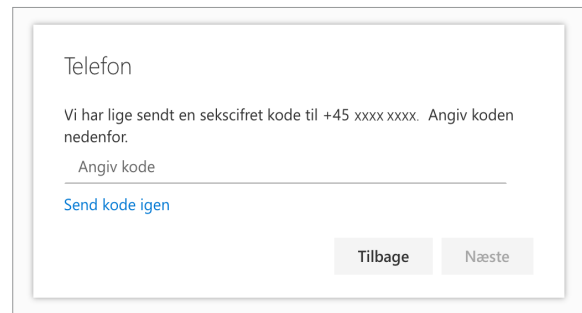
3.3

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.

Telefon

Vi har lige sendt en sekscifret kode til +45 xxxx xxxx. Angiv koden nedenfor.

Angiv kode

Send kode igen

Tilbage   Næste

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".

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Sign in
to continue to Outlook

username@itu.dk

Can't access your account?

Sign in with a security key ?

Next

Forgot your password? Go to www.itu.dk/password
to reset and manage your login credentials

IT UNIVERSITY OF COPENHAGEN

← thabet@itu.dk

Enter password

Password

Forgot my password

Sign in

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.
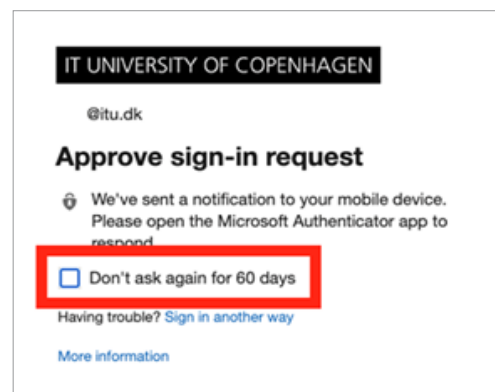

4.5

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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