IT DEPARTMENT

User manual

Multi-Factor Authentication

User manual

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

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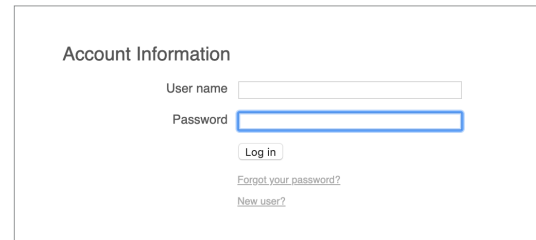5. Example: Login with multi-factor authentication

Last updated January 2021.

IT DEPARTMENT

1 Enable
Multi-Factor
Authentication

1.1

Go to itu.dk/password and log in
with your ITU credentials.
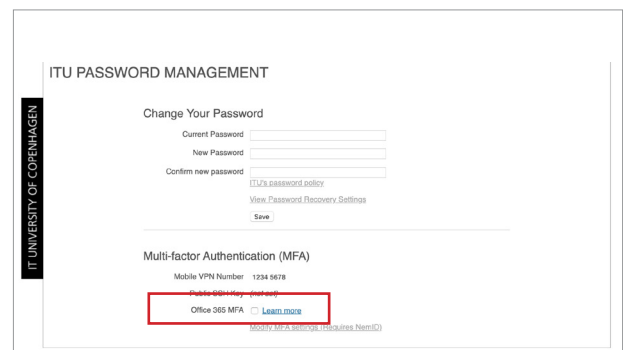
1.2

Find the multi-factor
authentication section.

Tick the **Office 365 MFA** box.

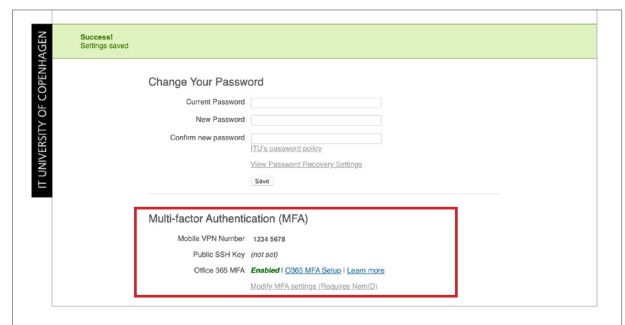# 1.3

This should prompt an information box.

Click 'enable O365 MFA' to confirm your new settings.

Please note that it can take up to 30 minutes for your changes to be in effect.
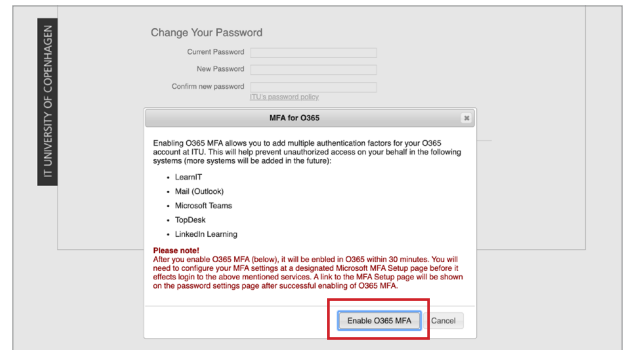
1.4

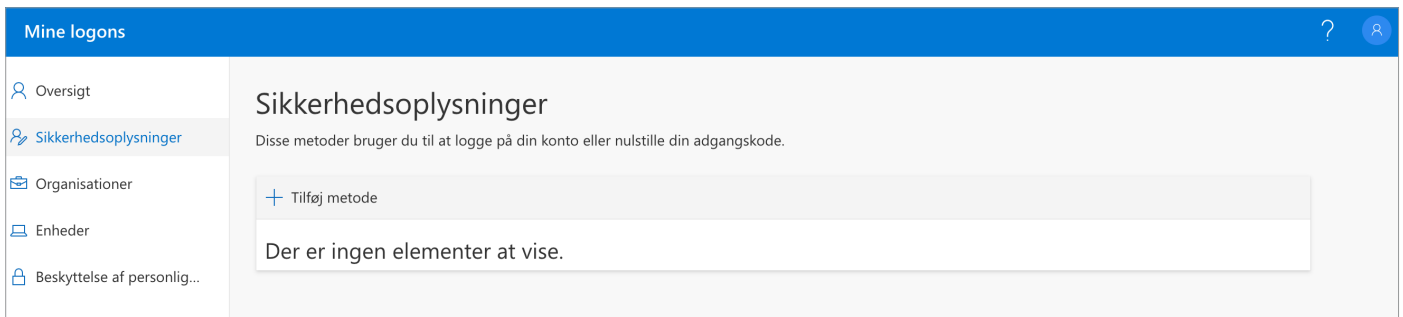Your changes should be succesfully changed, and the **Office 365 MFA** should read **enabled**.

2 Set-Up
Multi-Factor
Authentication

2.1

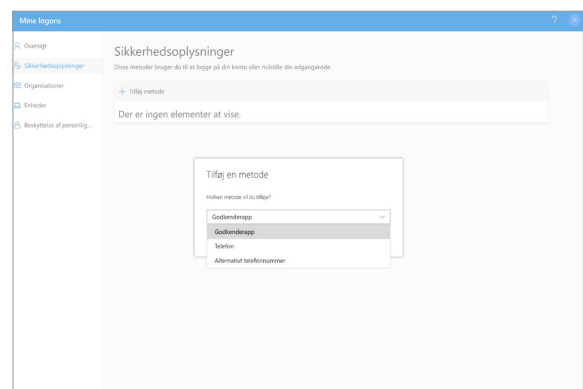Go to go.itu.dk/mfasetup and you will meet this set-up page. Make sure you are in the 'security info' tab.

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

2.2

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

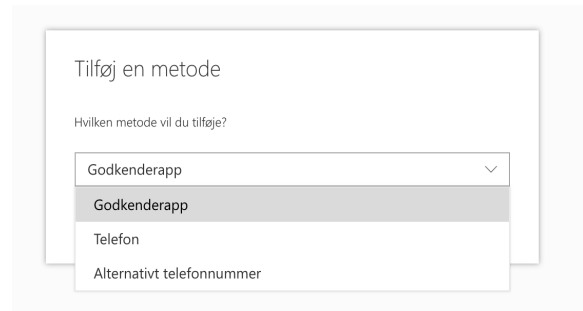In the following we will describe how to set up authentication via mobile app and text message.

3
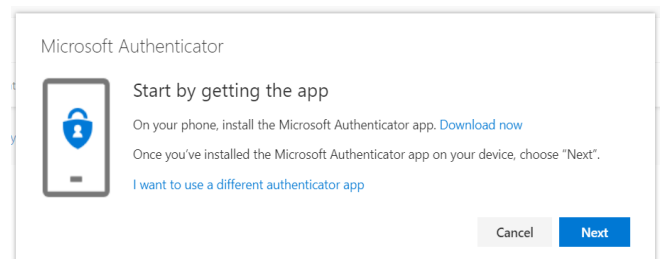
Set up Authenticator mobile app

3.1

Select authentication app.

Tilføj en metode

Hvilken metode vil du tilføje?

Godkenderapp	∨
Godkenderapp	
Telefon	
Alternativt telefonnummer	

3.2

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

Once the app is installed,
click 'next'.

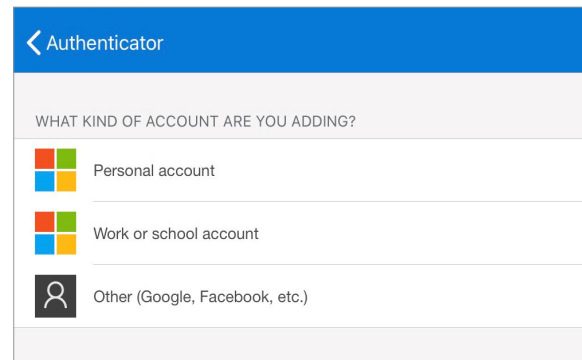Microsoft Authenticator

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

3.3

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
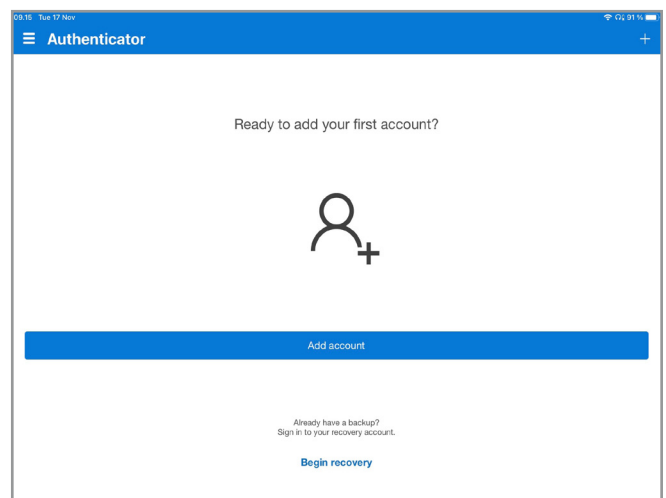
3.4

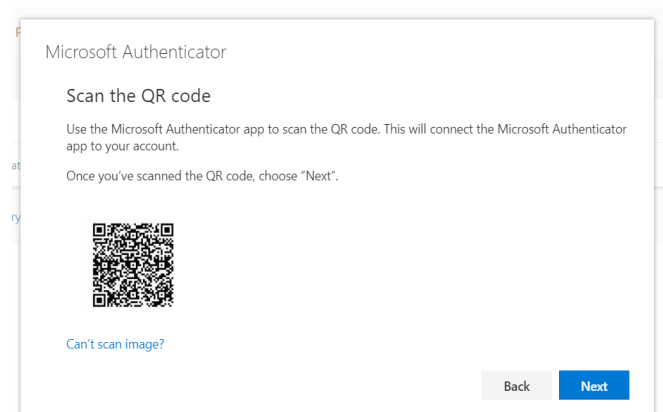Select "Work or school account".

3.5

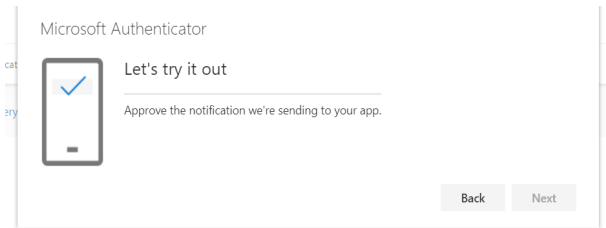Now use the Microsoft Authenticator app to scan the QR code.

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

Click "Next".

3.6

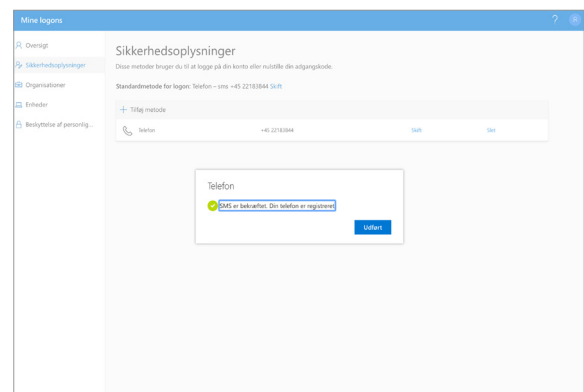When a notification appears on
your mobile device, click
"Approve".

Click "Next" to finish the setup.

3.7

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
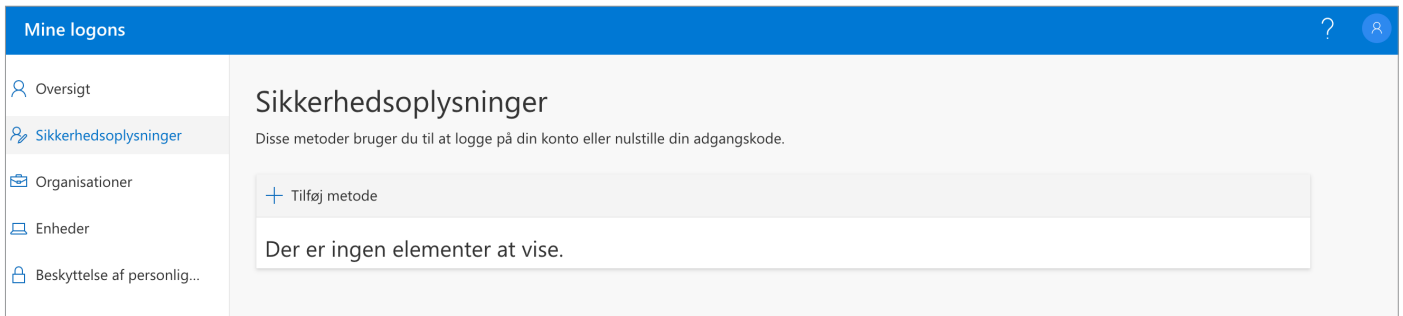mobile phone from 4.1.

4

Set up
Mobile phone
text message

4.1

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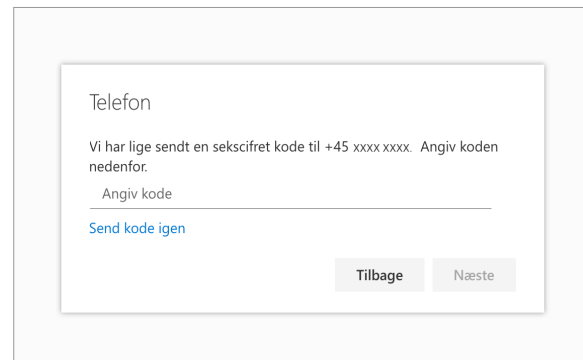

4.2

Input the 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'.

4.3

You should now receive a code by text message.

Telefon

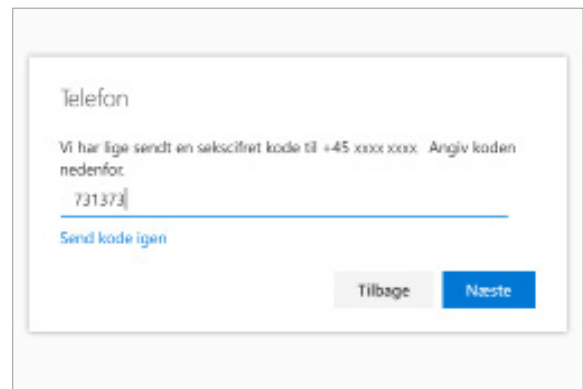Vi har lige sendt en sekscifret kode til +45 xxxx xxxx. Angiv koden nedenfor.

Angiv kode

Send kode igen

Tilbage Næste

4.4

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.

731373

Send kode igen
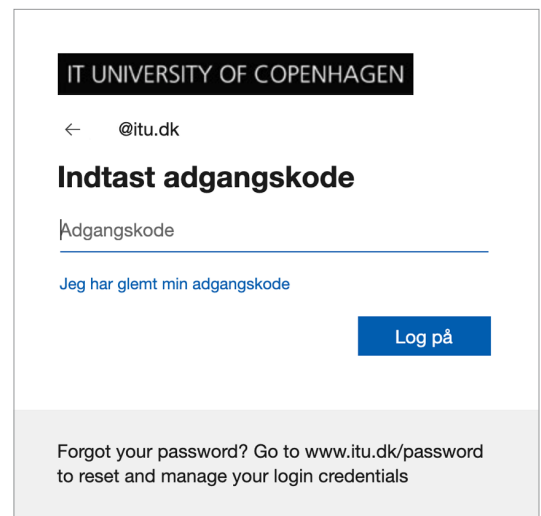
Tilbage Næste

5 Example login with multi-factor authentication

5.1

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

5.2

Insert your password as usual, and click log-in.

IT UNIVERSITY OF COPENHAGEN

← @itu.dk

Indtast adgangskode

Adgangskode

Jeg har glemt min adgangskode

Log på

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

5.3

You will meet this screen and should have received an authentication code on your phone.
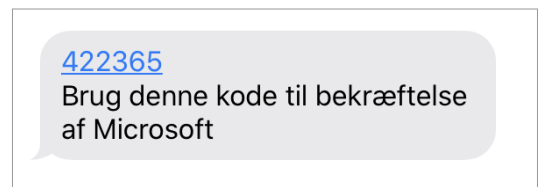
5.4

Check your phone for a text message from Microsoft with your authentication code.
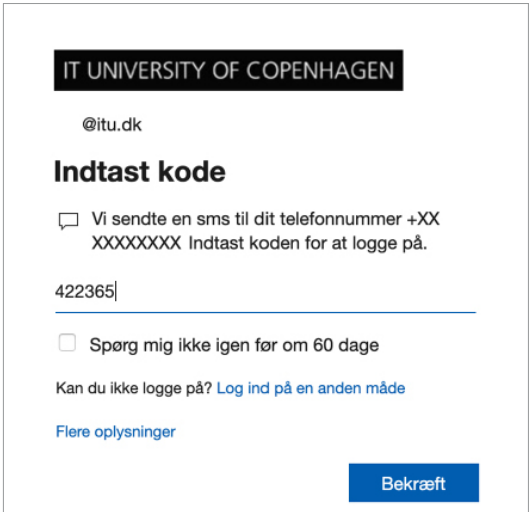
5.5

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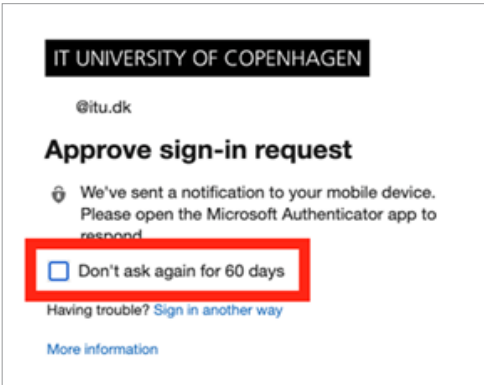

5.6

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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