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

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Enable Multi-Factor Authentication
1.1

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

1.2

Notice 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 successfully 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 phone and app.
3 Set up
Mobile phone
text message
3.1

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’.

3.2

You should now receive a code by text message.
3.3

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

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

3.4

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

To add another phone number, repeat from point 2.1, or continue to set up the Microsoft Authenticator app.
4 Set up Authenticator mobile app
4.1

Click on the ‘+’ to add another MFA method.

4.2

Select authentication app.

4.3

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

Once the app is installed, click ‘next’.
4.4
Open the Microsoft Authenticator app on your mobile device.
Select “Add account”.

4.5
Select “Work or school account”.

![Authenticator screenshot](image)
4.6

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”.

4.7

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

Click “Next” to finish the setup.
Example

login with multi-factor authentication
5.1

In this example, we will log in to webmail.itu.dk using a textcode via message for phone as authentication tool.

5.2

Insert your password as usual, and hit log-in.
5.3

You will meet this screen and you will have been sent an authentication code.

5.4

If you are on a personal device, you can check off the box “Don’t ask me again for 60 days”
5.5

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

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

5.6

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

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