Install and use NetIQ app as multi-factor authentication

How to install and register NetIQ app to us as multi-factor
authentication (MFA) using Copenhagen University's systems, e.g. KUnet.

What you need to install and use the NetIQ app

- UCPH username and password
- MitID or, as a student if you do not have MitID, mobile phone to receive SMS
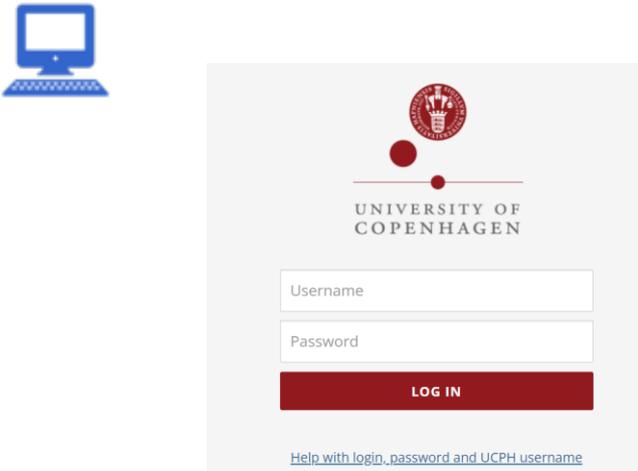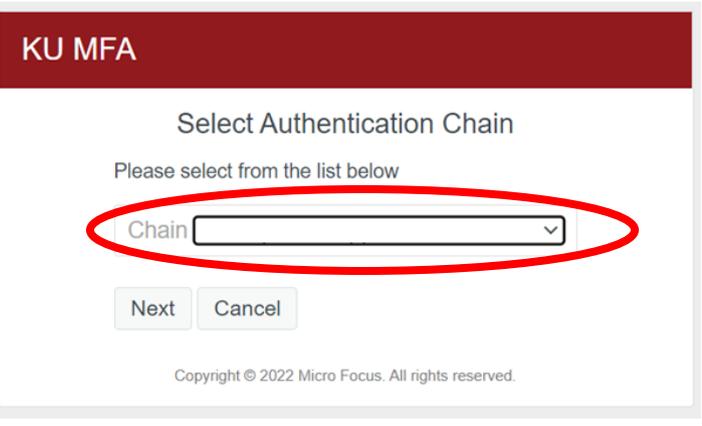- A smartphone/tablet with Android version 8.0 or iPhone IOS 10.0

Please note: NetIQ app can only be used from ONE phone or tablet. If you get a new phone or tablet, you will need to reinstall NetIQ app and register the new phone/tablet again (step 5).

Step by step guidance

You need a computer as well as a smartphone/tablet when installing. This is indicated by the symbols:

	➜ Here you need a computer
	➜ Here you need af smartphone/tablet

1) Download appen

Download **NetIQ Advanced Authentication** to your smartphone or tablet and accept License agreement.

✔ Allow NetIQ Advanced Authentication app to send notifications and accept the use of the phone´s camera.

➜ **iPhone or iPad**:
Download NetIQ Advanced Authentication from App store (Apple).

➜ **Android smartphone or tablet:**
Download NetIQ Advanced Authentication from Google Play.

2) Register NetIQ app on mfa.ku.dk • Go to mfa.ku.dk • Login using UCPH username and password	
• Select MitID or SMS (SMS is only for students without MitID) from the dropdown menu to authenticate you login. • Enter Code from MitID or SMS.	
• Find and select **Smartphone-App**.	
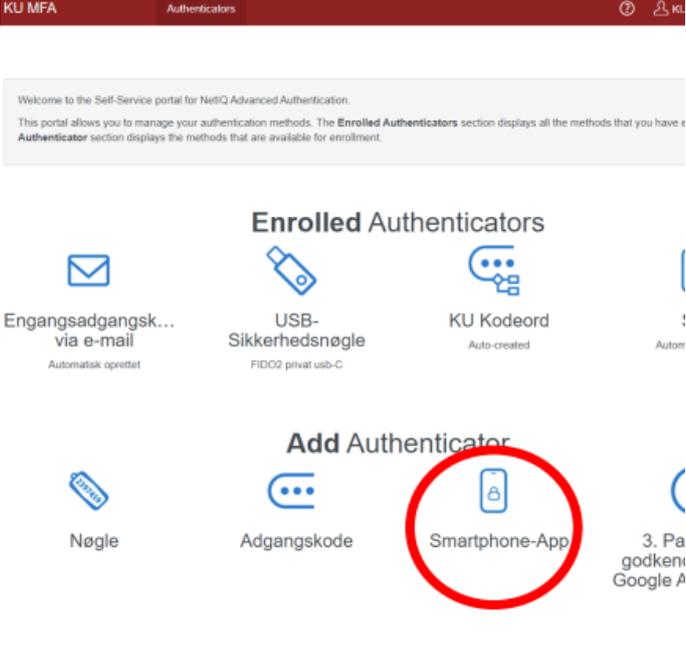
• Enter **KU** under Comment and select **Save**. • You see a QR-code on your computer screen.	
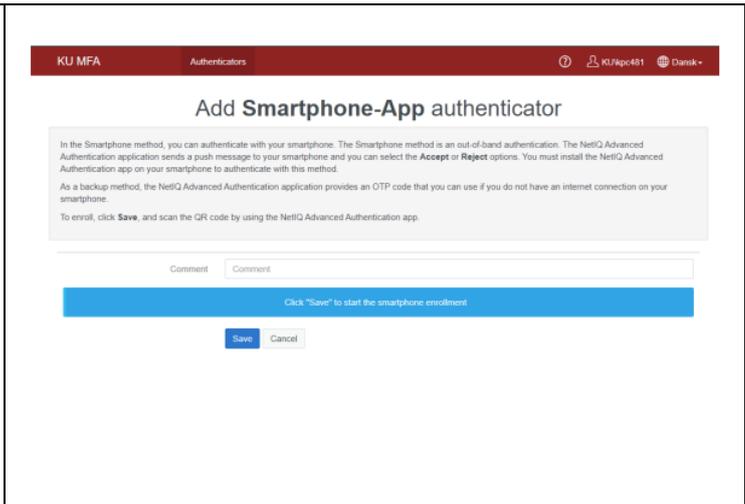
### 3) Connect NetIQ app to mfa.ku.dk • Open NetIQ app on your phone • Select + • Allow NetIQ app to use your camera ✓ • Name your account, e.g., KU	
• **Scan** QR code on your computer with your smartphone. Wait for the green field to appear. • Select **Archive** on your phone or tablet. • You have now finished registrating your NetIQ app and have access to UCPH´s IT-systems.	
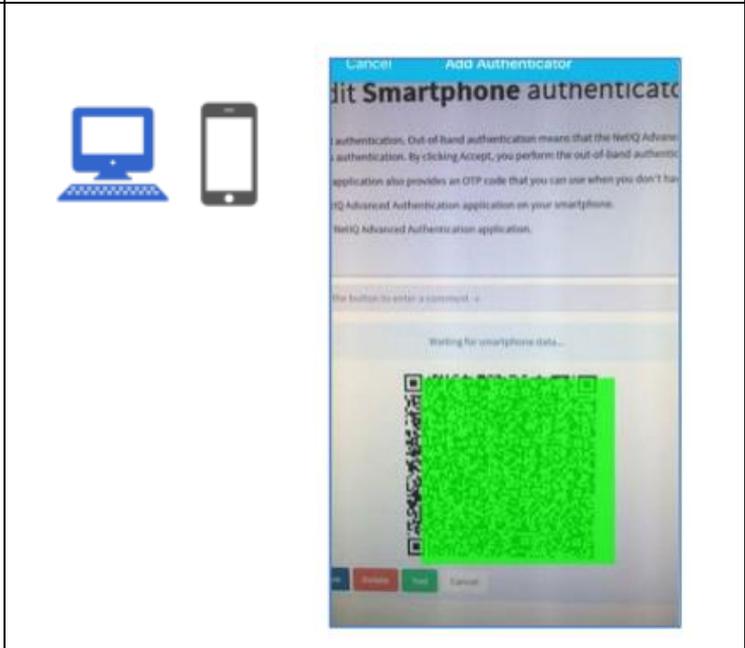
4) Log in with NetIQ app as multi-factor authentication

- Open a UCPH IT system e.g., KUnet.ku.dk and enter your UCPH username and password

- When asked to select multi-factor authentication, select **Smartphone-App** from dropdown menu

- Select **Next**

KU MFA

Select Authentication Chain

Please select from the list below

Chain Smartphone-App ⌄
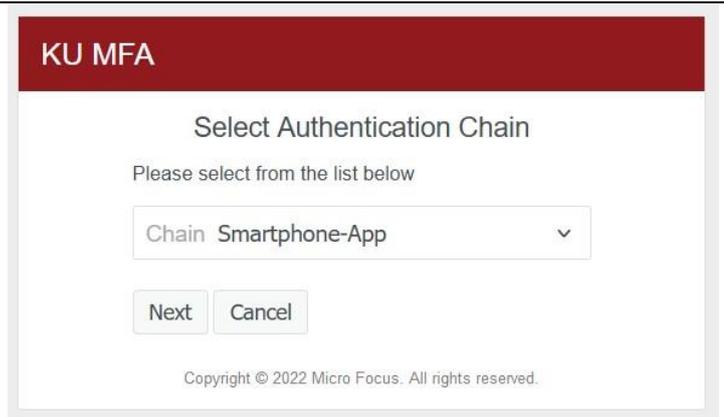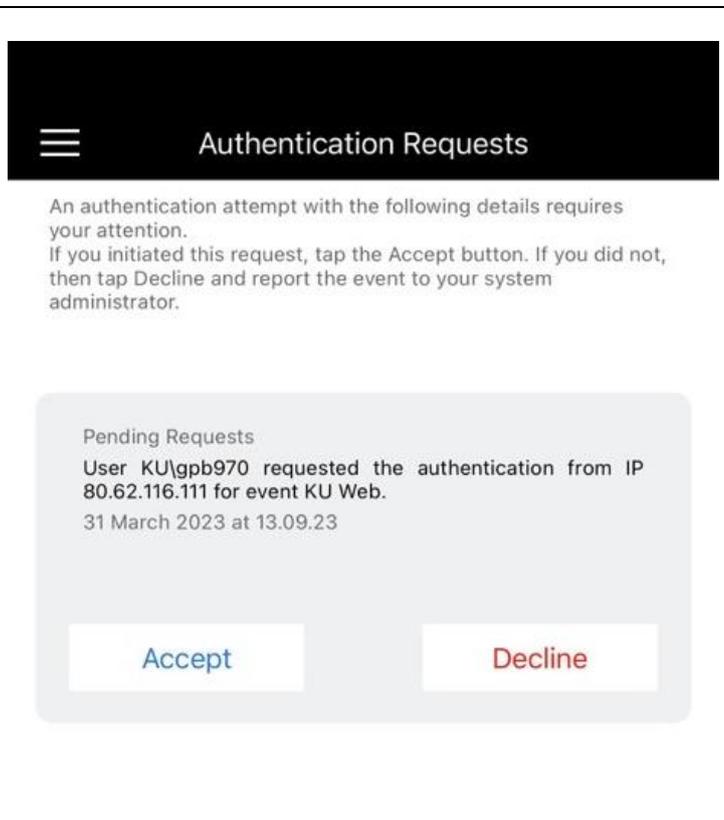
Next   Cancel

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- Open **NetIQ app** to approve your login

- Select Accept – and enter the IT-system

☰   **Authentication Requests**

An authentication attempt with the following details requires your attention.
If you initiated this request, tap the Accept button. If you did not, then tap Decline and report the event to your system administrator.

Pending Requests
User KU\gpb970 requested the authentication from IP 80.62.116.111 for event KU Web.
31 March 2023 at 13.09.23

Accept   Decline

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5) If you get a new smartphone or tablet

- Delete your old phone/tablet from mfa.ku.dk

- Select Smartphone-App

Enrolled Authenticators

✉   KU Kodeord   SMS   Smartphone-App
Engangsadgangsk…   Automatisk oprettet   Automatisk oprettet   App
via e-mail
Automatisk oprettet

🌐
MitID
KU

• Select Delete • Select OK	**Edit the Smartphone-App authenticator** In the Smartphone method, you can authenticate with your smartphone. The Smartphone method is an out-of-band authentication. The NetIQ Advanced Authentication application sends a push message to your smartphone and you can select the **Accept** or **Reject** options. You must install the NetIQ Authentication app on your smartphone to authenticate with this method. As a backup method, the NetIQ Advanced Authentication application provides an OTP code that you can use if you do not have an internet connection smartphone. To enroll, click **Save**, and scan the QR code by using the NetIQ Advanced Authentication app. Comment: Edit and Save comment using actions button → Click "Save" to start the smartphone enrollment Save Delete Test Cancel https://mfa.ku.dk/account/authenticators/34e8dc434049f6eab280c257337080ac Do you want to continue? Cancel **OK**
• Follow step 1-3 in this guidance to register your new smartphone or tablet.	**Enrolled** Authenticators Engangsadgangsk… via e-mail — Auto-created KU Kodeord — Auto-created SMS — Auto-created **Add** Authenticator Yubikey (Ansat) Adgangskode Smartphone-App
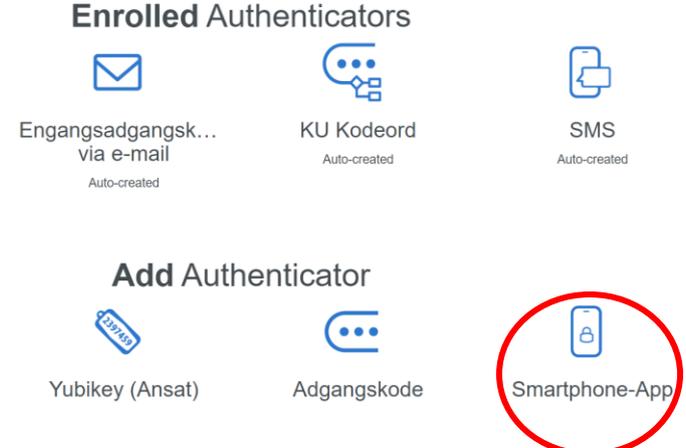
📞 If you need help installing NetIQ app, call UCPH IT Support: (0045) **35** 32 32 32