
How to proceed in case of loss or theft of mobile phone with CU Key installed

If you have lost or had your mobile phone stolen with the CU Key app installed, choose the option closest to your situation from the following options and follow the instructions.

WARNING! If you allow IT support to generate new Emergency Login Codes and then find/return your phone, you will not be able to use the app again!

You have saved Emergency Codes and can use them

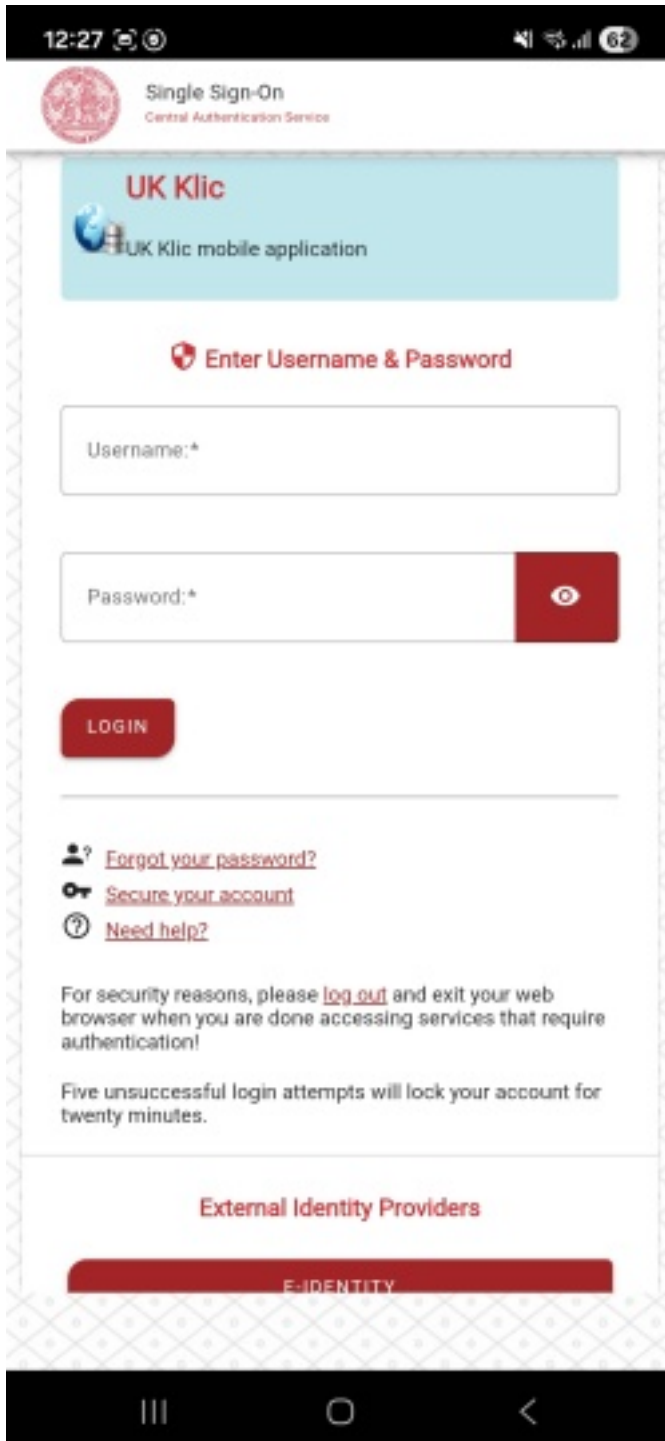
If you have **lost** or had your mobile phone **stolen** with the **CU Key** app installed and you have saved **Emergency Login Codes**:

1. Download the **CU Key** mobile app to your new device and log in.



Login





2. In the second authentication step, select **Mobile App**, click the highlighted line "**Enter code manually**" and use one of the saved **Emergency Login Codes**.



Select method for the second authentication step:

 Security key

You will be asked to use hardware or software based security key connected to your browser's device (computer or mobile phone) via USB or NFC to prove your identity in the second verification step.

USE

 Mobile application

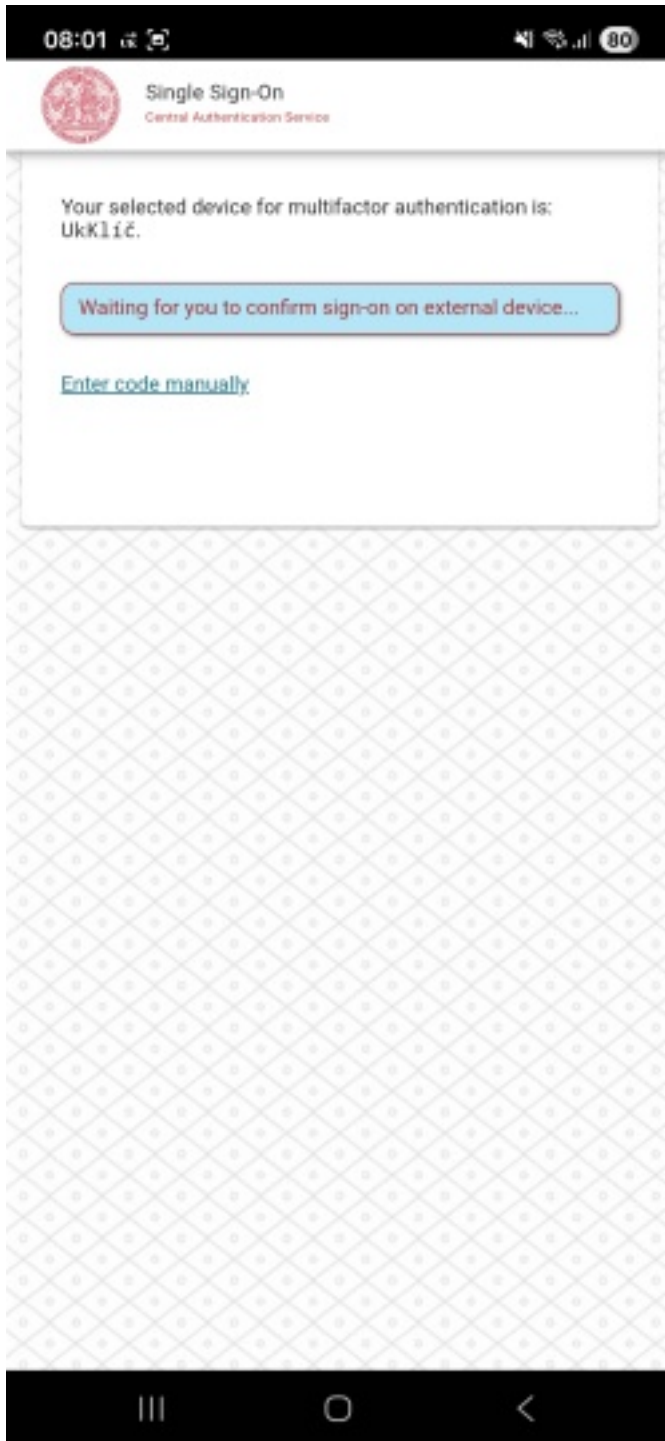
Mobile phone application is used to generate one-time passwords that will be used to verify your identity in the two-step verification process.

USE

 SHOW OTHER METHODS

CANCEL





3. You can now use the new app on your new device.
Again, it is **strongly recommended** that you **save** the new **Emergency Login Codes**.

You have not saved Emergency Codes

If you have **lost or had your mobile phone stolen** with the CU Key app installed and you **have not saved Emergency Login Codes**, ask your **faculty or unit's IT support** to generate the **new** ones and follow the instructions below.

1. Go to www.ldap.cuni.cz/mfa website and log in.

User-Profile

You're signed in as 70244271, but User Profile requires a new verification of your identity. Please enter your username and password and continue.

Username is required.

👁

SIGN UP

[Forgot your password?](#)
[Setting up a security key](#)
[Need help?](#)

For security reasons, log out and close all browser windows when you are done!
 After five unsuccessful login attempts, your account will be blocked for 20 minutes.

Other verification options

SVIPEID

CITIZEN IDENTITY

EDUID

EDUGAIN

Your external identity must be [registered](#) in order to log in to your CAS account.

- As the second authentication step method, select **Mobile Application**.

Select a method for the second verification step:

Mobile Applications

To verify your identity in the second step, you will use a one-time password generated by the mobile application on your phone.

APPLY

← OTHER VERIFICATION METHODS
CANCEL

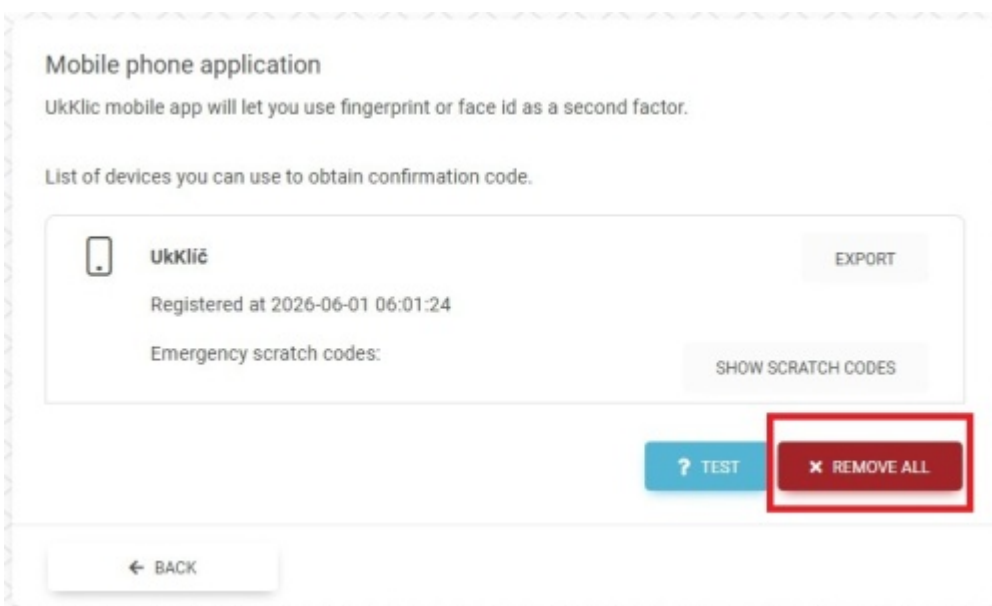
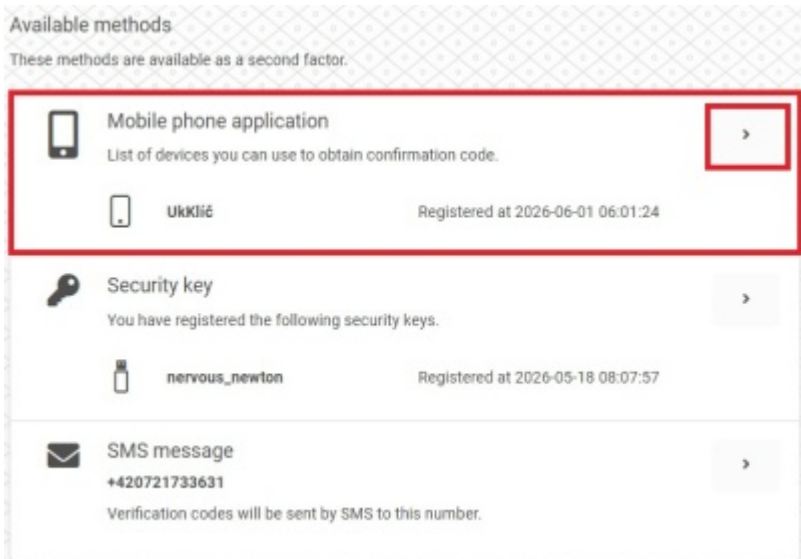
- Click on the highlighted line "**I want to enter the code manually**" and fill in one of the allocated **Emergency login codes**.

Selected device for generating verification codes: .UkK1iĉ

I'm waiting for confirmation of your login in the mobile app...

I want to enter the code manually

- In the **Available methods** of two-factor authentication menu, choose the **Mobile phone application** and then click **Remove All** and delete the app.



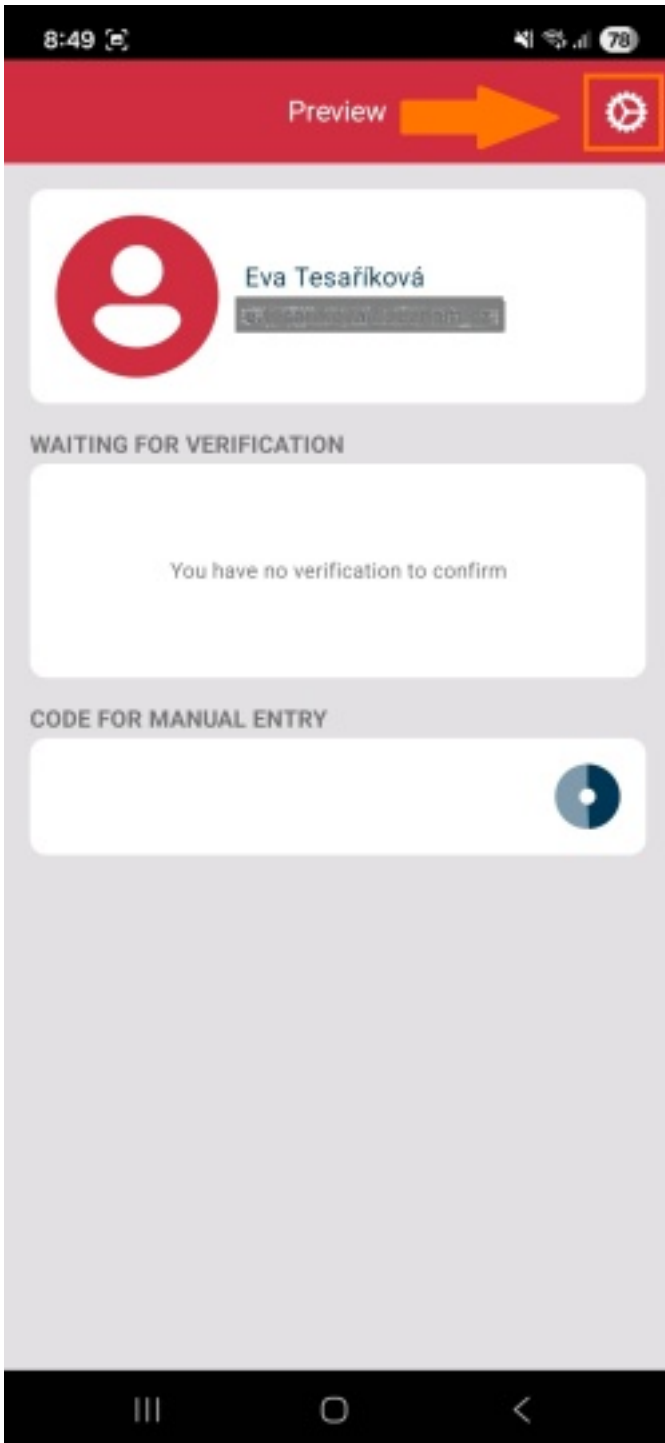
5. Download the **CU Key** app on your new device and follow the [activation instructions](#) .

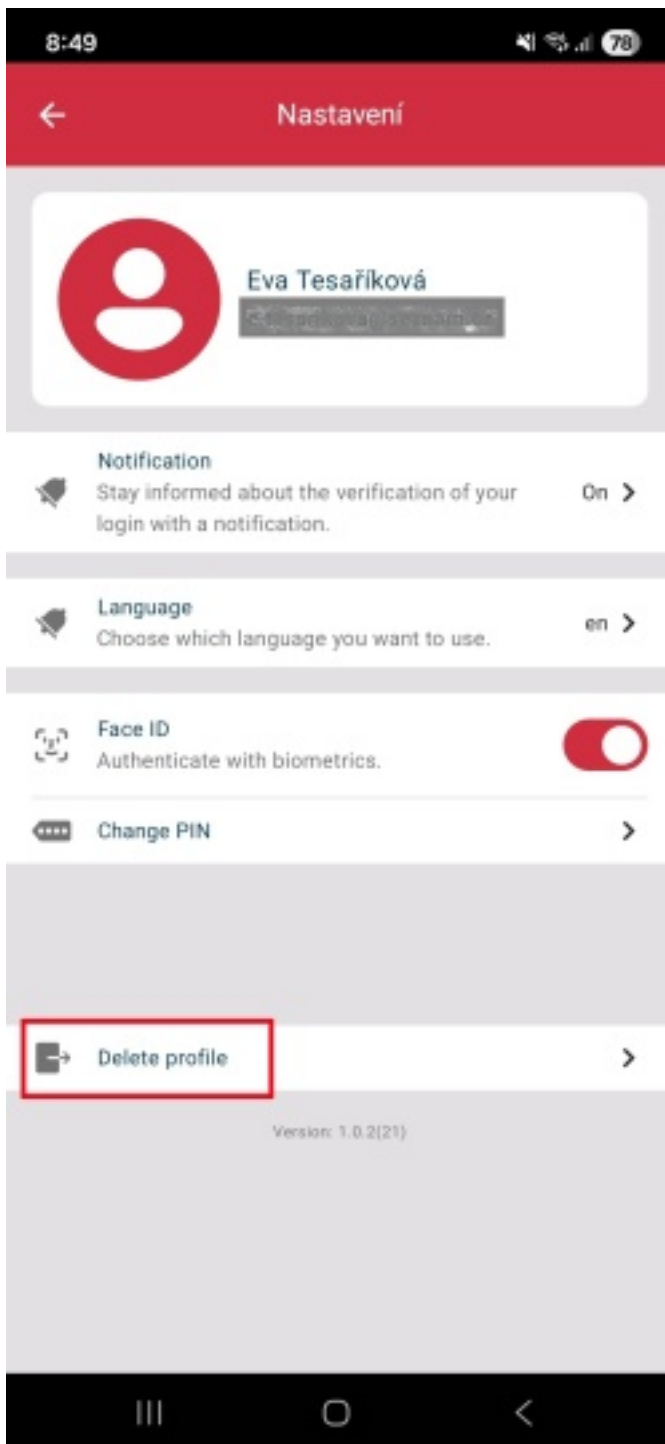
You have generated new codes and your phone has returned to you

WARNING! If you ask the IT support to generate new Emergency login codes and then find/return your phone, you won't be able to use the app again!

In such case:

1. Open the app, go to **Settings** and **Delete Profile**.





2. **Re-login to the app** and select the **Mobile app** as the second step of authentication.



UK Klic



UK Klic mobile application

Enter Username & Password

Username:*

Password:*



LOGIN

[Forgot your password?](#)

[Secure your account](#)

[Need help?](#)

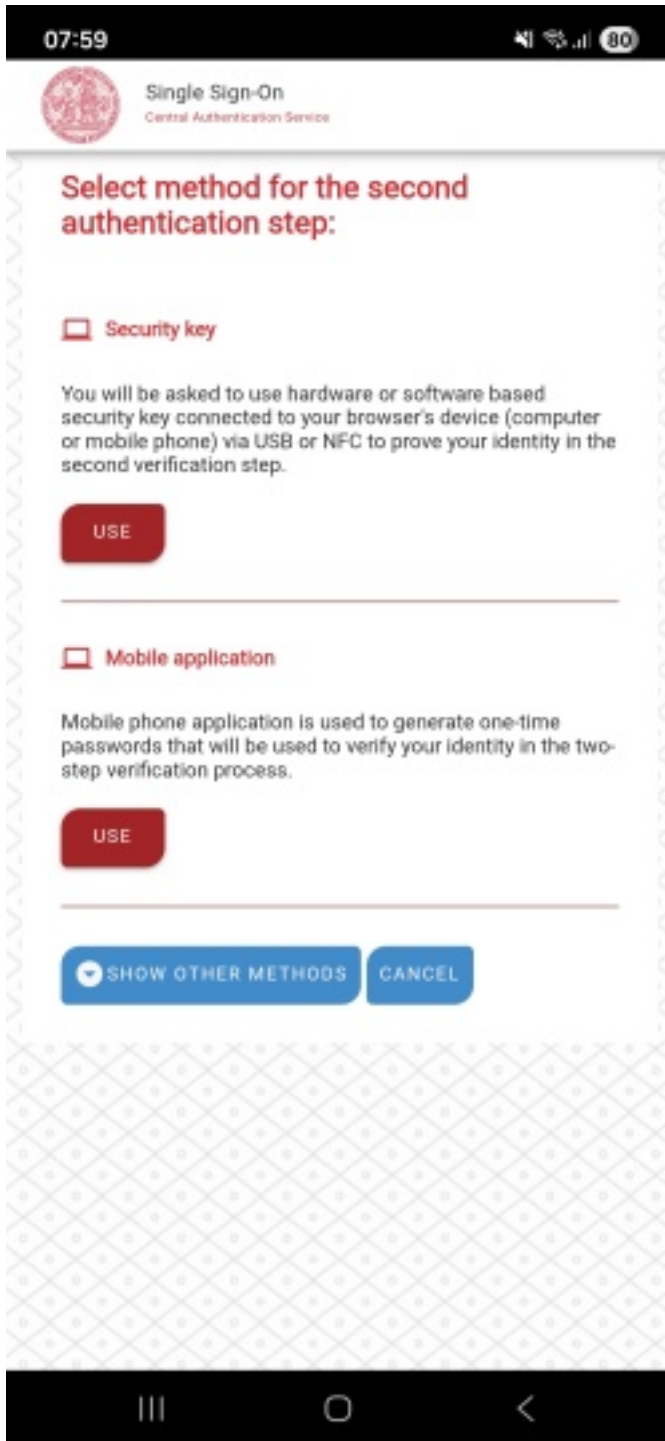
For security reasons, please [log out](#) and exit your web browser when you are done accessing services that require authentication!

Five unsuccessful login attempts will lock your account for twenty minutes.

External Identity Providers

E-IDENTITY





Click on the highlighted line "Enter code manually" and fill in one of the allocated **Emergency login codes**.



3. Continue with **Activating** the app as per Step 2 of the **CU Key** instructions.