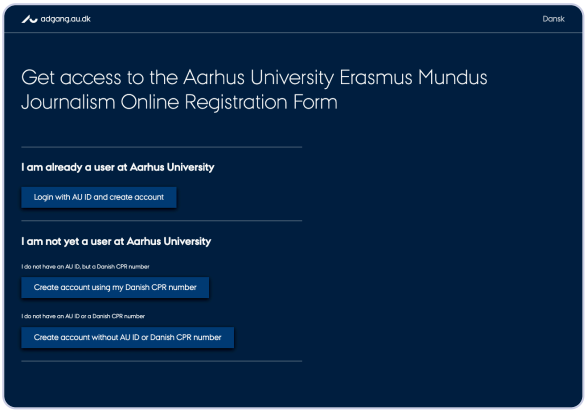
How to Create or Reactivate Your AU Account (AU ID)

1

[Create or reactivate your AU Account (AU ID) to apply for Mundus Journalism]

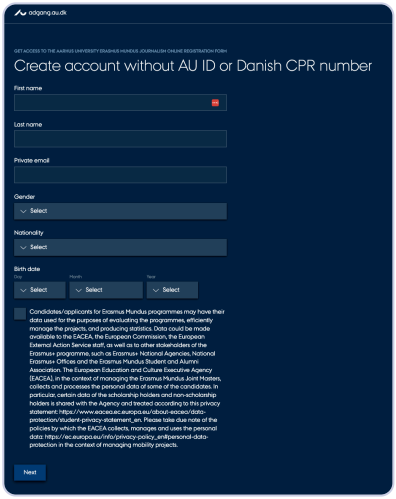


2

Choose the correct user option

If you are not Danish and are neither studying nor working at Aarhus University, or if you do not currently live in Denmark, the last option is likely the correct choice for you.

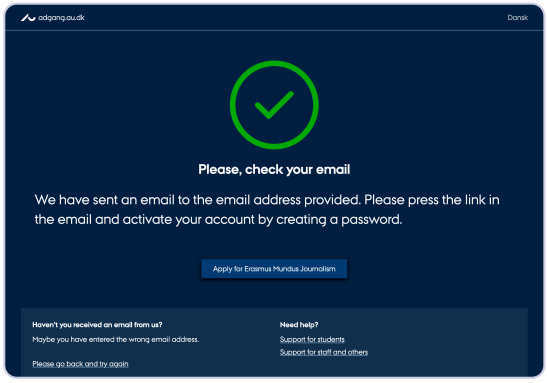
As most Erasmus Mundus Journalism applicants fall into the category **"I am not yet a user at Aarhus University"** and will need to **"Create an account without AU ID or Danish CPR number"**, the next steps in this guide will follow that application path.



3

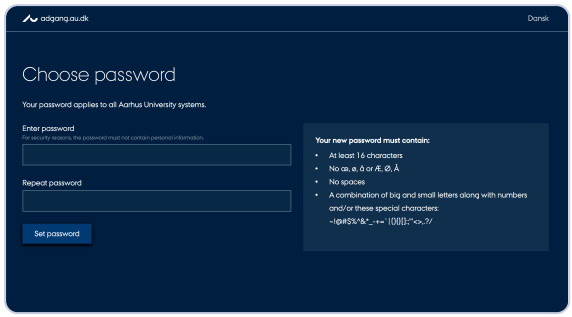
After creating an account

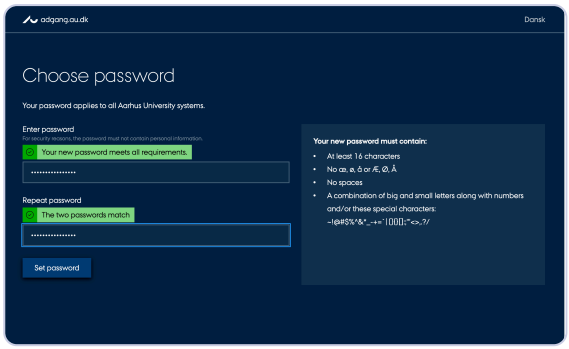
After clicking **"Next"**, you will receive an email containing important information about activation of your account and the application process. As you may need this information later, it is very important that you keep this email.



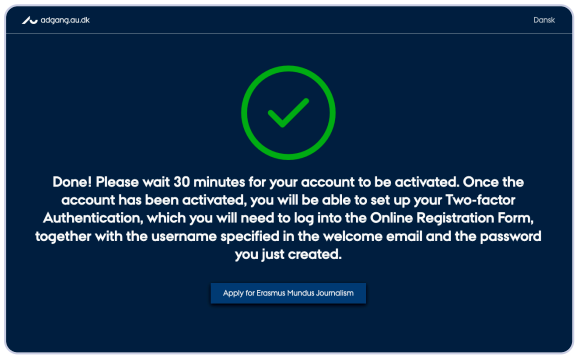
4

What happens after you click the password setup link in the welcome email?





5



Make sure to click "Apply for Erasmus Mundus Journalism". This link will provide you with further information and guide you through the next steps of the application process.

⚠ **Important: You must wait at least 30 minutes before setting up two-factor authentication!**

If you proceed before the activation process is complete, the system may generate an error message, and you will not be able to reach the submission system. We appreciate your patience.

6

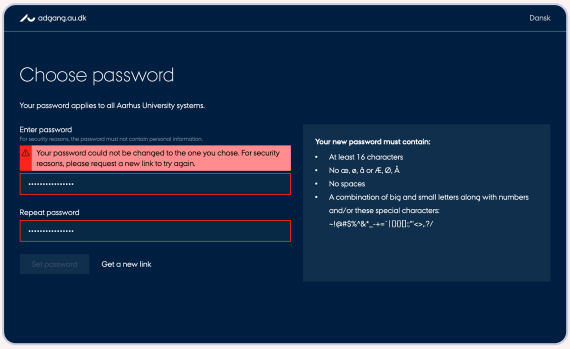
Two-factor authentication

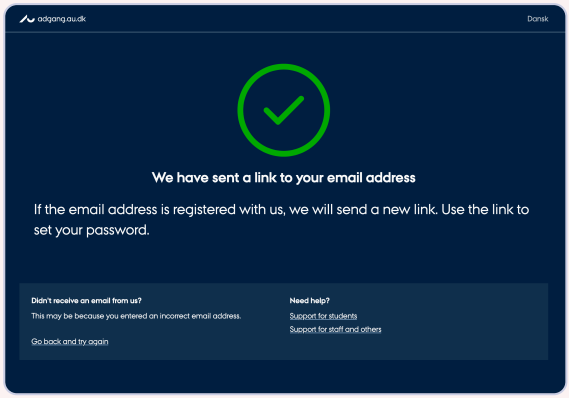
You will need to set up two-factor authentication. Instructions will be sent to the email address you signed up with.

If you are asked to reactivate an account at Aarhus University, the email will be sent to the email address previously associated with your account.

If you do not remember which email address you originally used, please try any email addresses that you may previously have registered and to which you still have access. It can even be your private email.

If you experience any issues when setting your password, click “Get a new link” to receive a new password link and try again.

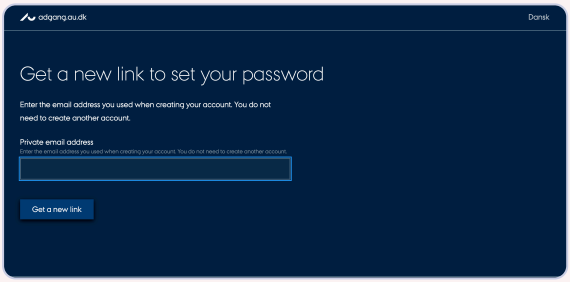


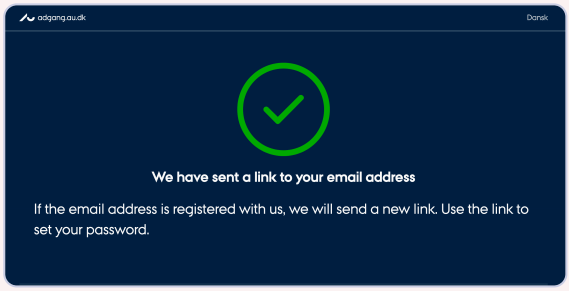


Did not receive the password email?

The password link will be sent to your email address. Use it to create your password.

If you do not receive the email, click **“Go back and try again”** and enter your email address again to request a new password link.





Still having trouble activating your account?

If you are still unable to activate your account, please contact **support@au.dk** and:

- mention that it is for an **application to the Erasmus Mundus Journalism programme**
- describe your case in as much detail as possible.

To help the support team assist you more quickly, please include any relevant information, screenshots, and error messages you may have received during the activation process.

> **Please note:**
>
> - If you do not receive the reactivation email, please include documentation confirming your identity and that the email address you are attempting to use is your current email address.
> - If you no longer have access to the email address originally associated with your AU account, please include that email address in your support request.
> - Please also include your telephone number.
> - For security reasons, Aarhus University cannot update your email address without sufficient documentation confirming your identity.