Two-step verification - AHK

Do you have a new/different phone and your NetIQ app no longer works? Or are you new to the AHK? Follow the steps below to link the app. For known errors, see last page.

Open the website **register.account.ahk.nl** on a computer or tablet. Please do so through an incognito or private window of your web browser. The AHK recommends using Google Chrome. Login with your AHK account and password. A few options will then appear. Choose the private email address option. (if you are new to the AHK, this option is automatically selected).	**Kies uw extra authenticatiemethode** ○ smartphone-app NetIQ ○ sms / text message ○ privé e-mailadres / private email address Log in
You will receive a code from **idmnotificaties@ahk.nl** in your registered private email account. This may take a few minutes depending on how busy the system is. (Be sure to check your Spam folder as well!)	If you have not received a code, please call the Service Desk at +31 (0)20 527 7752.
Enter the code you received (in your private mailbox) and click **Log in**. Note: **do not** enter your private email address here. That will not work.	**Vul hieronder de code in die u ontvangen heeft op uw privé e-mailadres** Log in
Click **Continue** under *"Authentication via the NetIQ app on your smartphone."*	geactiveerd Authenticatie via de NetIQ-app op je smartphone Dit is de meest veilige keuze. Ga verder

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Here, you can use a QR code scanner to download the **NetIQ Advanced Authentication** app to your phone. You can also search for **"NetIQ"** on the Play Store / App Store and install the app that way. If you already have the app installed, click on the blue **"Continue"** button.	
Open the NetIQ app on your phone. In the app, press the plus (+) sign to scan the QR code. NOTE: The code to the right → has been **made unreadable** and **does not work.** The code you need to scan is different for everyone because it is linked to your personal account. You will get your unique code only by following the steps in this guide.	
When you have completed the steps completely, a new page will appear with **"Registration was successful".** Please close all browser windows, then open your browser again and attempt to log into MyAHK.	

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Known Errors

If you cannot log in with the NetIQ app and the page remains yellow, or you see an error message saying **"Access prohibited"**, delete the history and cookies from your browser.

Close all windows of your browser and try again.

If the NetIQ app shows a black screen after scanning the QR code (OR you get an error message from the NetIQ app), uninstall the NetIQ app from your phone and reinstall it from the Play Store or App Store.

Then delete your browser's history and cookies. Close all windows of your browser and try again.

Not working? Call the Service Desk at +31 (0)20 527 7752.

You may not be able to find the NetIQ app in the Play Store or App Store on your phone. In this case, it means that your phone is too old to use the NetIQ app.

In this case, you can try the following:

At the end of the first page of this guide (instead of "Authentication via the NetIQ app"), choose the second option "SMS authentication." Enter your mobile number and click "Send."

NOTE: Start with +316 (or your own country code) instead of 06 when entering your phone number, and enter only numbers (no dashes, spaces, or other symbols).

Example: +31612345678

niet geactiveerd of verlopen

Sms-authenticatie

Je ontvangt een 6-cijferige code via sms. Gebruik deze optie alleen als je geen NetIQ-app kunt gebruiken.

Ga verder