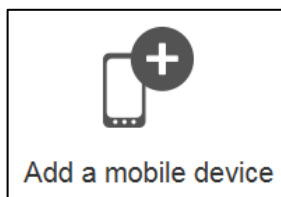
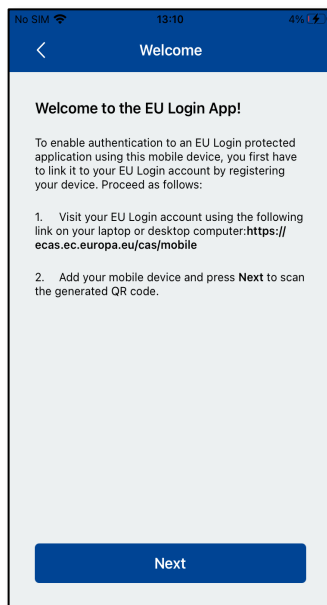
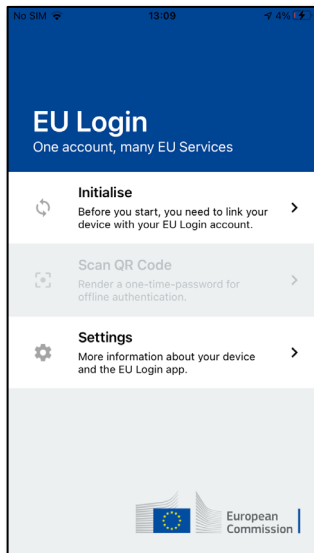


Install and initialise the EU Login Mobile App

The EU Login Mobile App can be used when accessing a service that requires increased security. The EU Login Mobile App is free and can be obtained from the Google Play Store (Android) or the App Store (iOS). After installing it, you need to initialise it. To do so, you need a PC in addition to your mobile device.



After installing the EU Login Mobile App, open it and **tap on the "Initialise"** option. Please ensure that you accept the 'Allow Notifications' option when prompted

Follow the instructions on the screen: open a browser on your PC and **go to the following URL:**

<https://webgate.ec.europa.eu/cas/mobile>

You will be prompted to authenticate.

Important: If you already installed and initialised the EU Login Mobile App on another device or if you registered your mobile phone number for receiving SMS, you are requested to authenticate using the already registered device.

Please note that an EU Login mobile app can only register a single account, and an account can only be registered with a single mobile app.

Then click on **"Add a mobile device"** in the browser on your PC.

Add a mobile device

Please give a name to identify your mobile device and a PIN code to use for it.

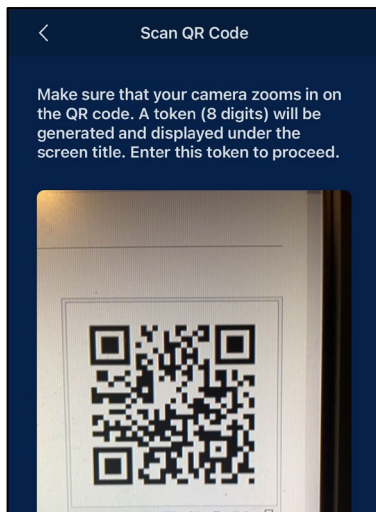
Your device name

Your 4 digit PIN code

You will be required to enter this PIN code on your mobile device to use the ECAS mobile app.

Confirm your PIN code

Submit **Cancel**



Authenticate

Enter PIN code

You are connected to the EU Login account of *****. To complete the registration of your mobile device, enter your four digit PIN and press Next.

Next

In the "Your device name" field, **provide a name** that will allow you to remember to which device it refers to. You can pick any name that suits you, such as "My Android tablet", "My iPhone" etc.

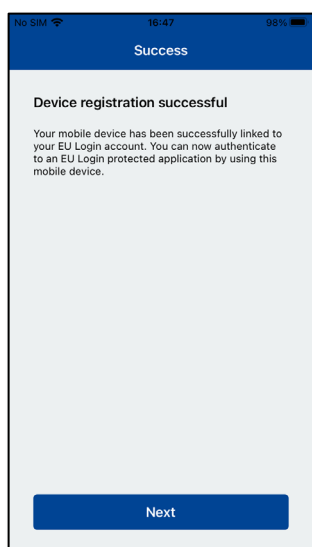
Select a PIN code composed of 4 digits and **enter it in the "Your 4-digit PIN code" and in the "Confirm your PIN code" fields** to make sure you did not mistype it. You will be prompted to provide the PIN code when authenticating so make sure you select one that you can easily remember. However, avoid PIN codes that can be easily guessed, such as your birth year or birthday and month.

Once you are done, click "**Submit**" and **then "Next"** on your mobile device.

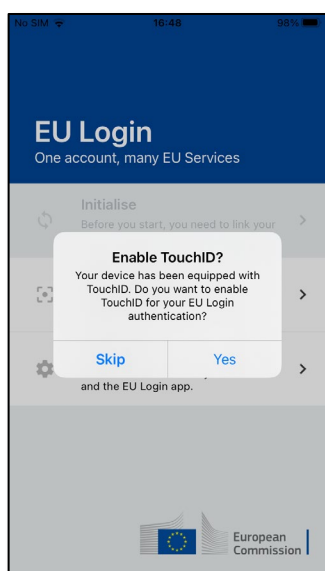
The QR code scanner starts on your mobile device and a QR code is displayed on the screen of your PC.

Point the camera of your mobile phone to your PC screen until the QR code is recognised.

Enter the PIN code you have just chosen on your mobile device and tap "**Authenticate**". If the app is active (in the foreground) it will automatically redirect you to the browser selector. If the app is in the background, a notification is displayed on your device. Please accept this notification to be redirected successfully.

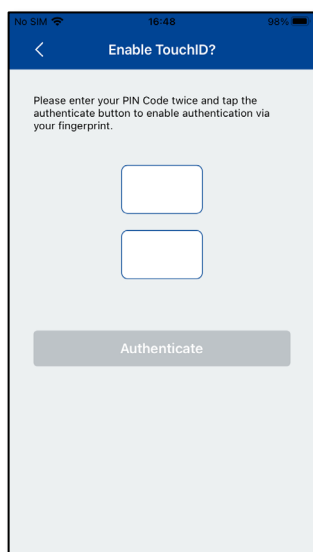


Your EU Login Mobile app is successfully initialised and can be used for authenticating. Click on “**Continue**” to be redirected to the Welcome screen.

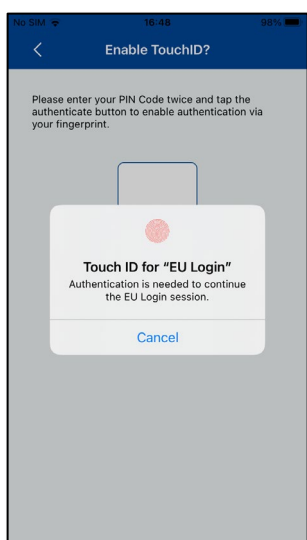


If your device is equipped with **Fingerprint recognition or other biometric authentication**, an automatic pop up will be displayed to enable biometric recognition.

You can enable this function by clicking on ‘YES’. If you do not want to enable Fingerprint recognition, click on ‘SKIP’.



Enter the PIN code you have chosen during the initialisation on your mobile device and click on the arrow.



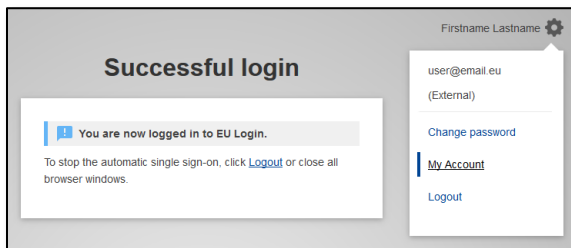
Confirm by authenticating with your fingerprint. You will be automatically redirected to the Welcome page.

Register a mobile phone number for receiving verification SMS

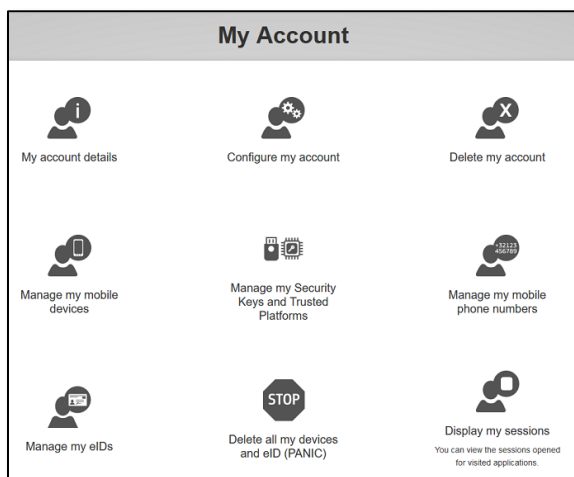
To receive SMSs to authenticate, your mobile phone number needs to be registered in your EU Login account. Please note that active members of EU staff must follow a different process for registering their mobile phone number.

Unfortunately, since SMS requires agreements between operators to interconnect mobile networks, it might not be fully reliable. Therefore, if you have a smartphone, it is advised to use solutions based on the EU Login Mobile App instead.

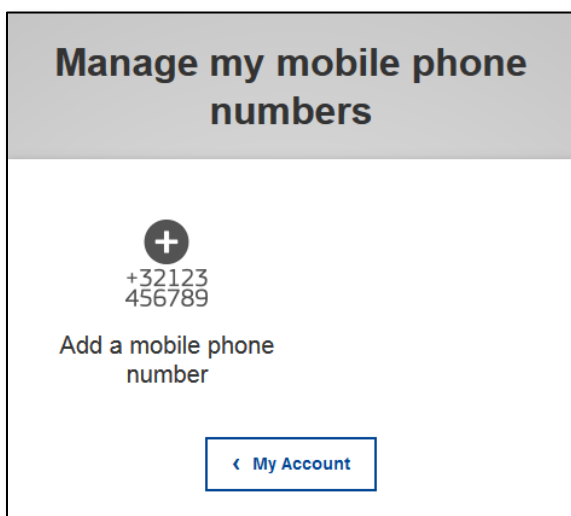
To register your mobile phone number, open a browser and **go to the following URL:** <https://webgate.ec.europa.eu/cas/login>



Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and select **"My Account"**.



Click on **"Manage my mobile phone numbers"**.



Click on **"Add a mobile phone number"**.

Add a mobile phone number

Mobile phone number

International format including country code,
e.g. for Belgium: +32 123 45 67 89


Add Cancel

Enter your mobile phone number in the "Mobile phone number" field, starting with a plus sign and with the country code. Do not include dots, parenthesis or hyphens.

When clicking "Add", an **SMS is sent** to your mobile device.

The SMS contains a **challenge code** made of eight characters separated with a hyphen (minus sign).

Challenge code for adding a mobile phone number, sent by text message

 Please enter the **challenge code** that was texted to your mobile phone.

It might take up to 8 minutes for the message to reach your mobile phone.

Mobile phone number


Text message challenge code


 -

Finalise Cancel

Type the challenge code you received in the "Text message challenge code" fields and click on **"Finalise"**.


Manage my mobile phone numbers

 Your mobile phone number +321234567890 was added successfully.



+32123
456789

Add a mobile phone number



+32123
456789

Delete a mobile phone number

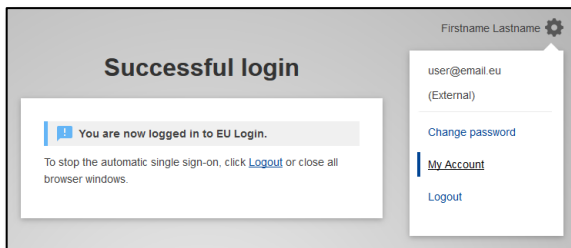
[< My Account](#)

Your mobile phone number is successfully registered and can now be used for authenticating.

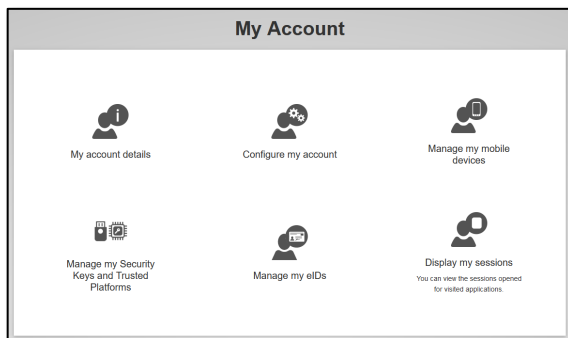
Register a Security Key or Trusted Platform

To register a Security Key or a Trusted Platform, open a browser and **go to the following URL:** <https://webgate.ec.europa.eu/cas/login>

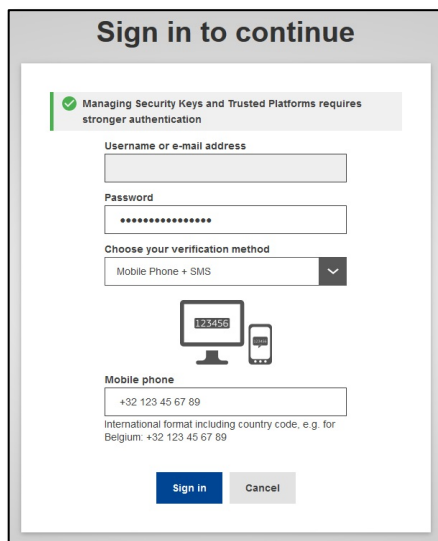
Important Note: The Security Key and Trusted Platform (TPM) options must be configured on your device before being registered into your EU Login account. Please refer to your device user guide to first set up your Security Key or TPM.



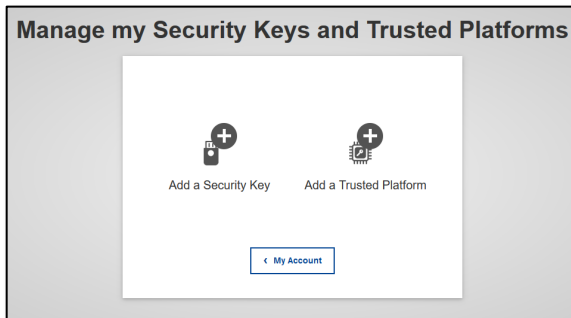
Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and select **"My Account"**.



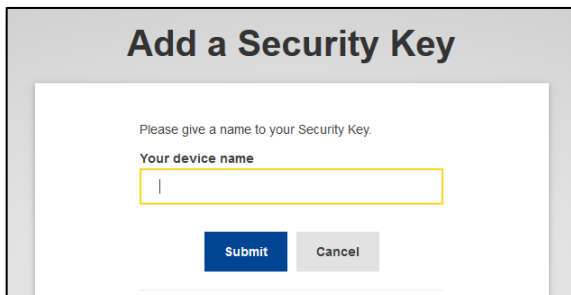
Click on **"Manage my Security Keys and Trusted Platforms"**.

The image shows a 'Sign in to continue' screen. It features a green checkmark icon and a message: 'Managing Security Keys and Trusted Platforms requires stronger authentication'. Below this, there are input fields for 'Username or e-mail address' and 'Password'. A dropdown menu for 'Choose your verification method' is set to 'Mobile Phone + SMS'. An illustration shows a computer monitor displaying 'TPM2023' and a smartphone. Below the illustration is a 'Mobile phone' input field with the example number '+32 123 45 67 89' and a note: 'International format including country code, e.g. for Belgium: +32 123 45 67 89'. At the bottom are 'Sign in' and 'Cancel' buttons.

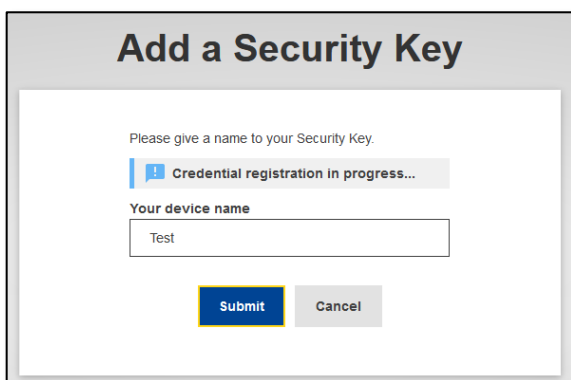
You may need to authenticate with a stronger authentication method.



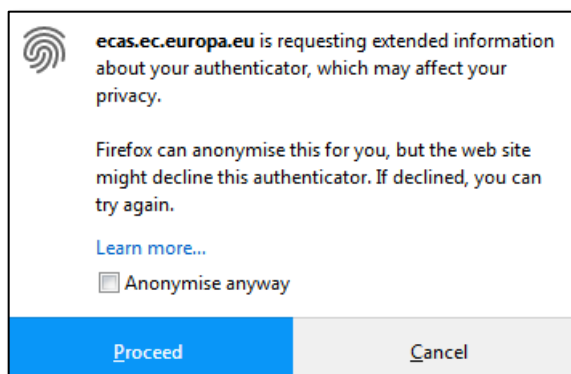
Click on “**Add a Security Key**” or “**Add a Trusted Platform**”



Enter a device name and click on '**Submit**'.



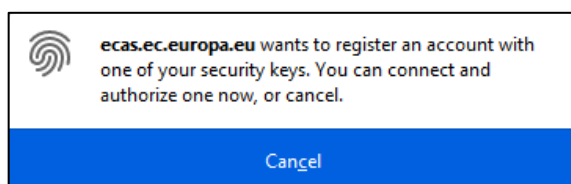
A message will pop up: ‘**Credential registration in progress**’.



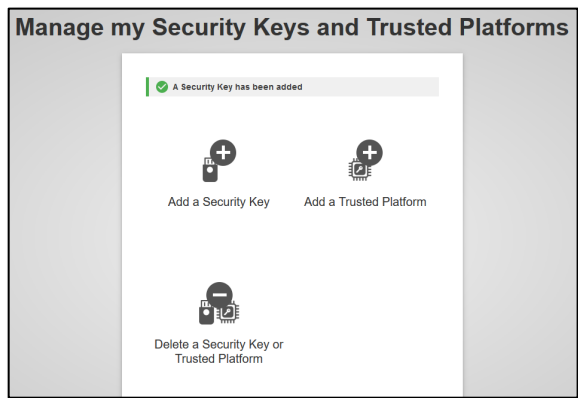
Your browser will open a popup window to request access to extended information about your authenticator.

Click on '**Proceed**'.

Please **do not tick** the ‘**Anonymise anyway**’ checkbox, otherwise it will **not be possible** to use this authentication method.



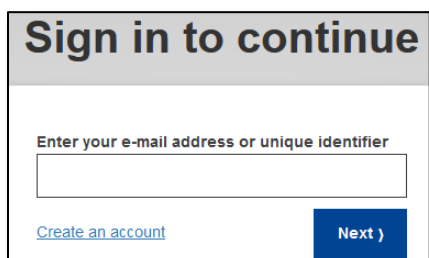
Note: this is an example from Firefox, what you see may differ depending on the browser you are using.



Validate the fingerprint on your security key. You will then see a success message '**A security key has been added**'

Sign in with an EU Login account

Once your EU Login account has been created, you can use it to access a multitude of services. While accessing these services, the EU Login screen will appear when authentication is required.



Enter the e-mail address you provided when creating your EU Login account in the "Enter Use your e-mail address" field and click on **"Next"**.

Warning: If you enter an incorrect e-mail address, you will be redirected to the 'Create EU Login account' page.

Your e-mail address will be remembered automatically, so that you can skip this step next time you use the same browser on the same PC.

Choose your verification method

EU Login supports a variety of verification methods. Using a password is the simplest one. Other verification methods involve using additional devices that can provide more security.

Several verification methods require using the EU Login Mobile App. The EU Login Mobile App is an application that you can install on your mobile device from the Google Play Store (Android) or the App Store (iOS). You first need to initialise the application. Using the EU Login Mobile App in combination with the password provides additional security.

Please note that some verification methods might not be available while accessing some specific services.



Password – You can simply use a password, which will be in most cases considered as sufficient. However, some services may require stronger verification, in which case this option will not be available.



EU Login Mobile App PIN code – If the mobile device where your EU Login Mobile App is installed has internet connectivity then you can use the "EU Login Mobile App PIN Code" verification method. You will have to enter a 4-digits PIN code into the EU Login Mobile App to connect to EU Login. This is the PIN code that you have chosen while registering your mobile device into EU Login.



EU Login Mobile App QR code – If the mobile device where your EU Login Mobile App is installed does not have internet connectivity then you can use the "EU Login Mobile App QR Code" verification method. You will need to scan a QR code using the EU Login Mobile App to get a one-time-password, which you then introduce while connecting from your PC.



On mobile authentication – If you are navigating on the same mobile device as the one where the EU Login Mobile App is installed, you can use the "On Mobile" verification method. To connect to EU Login, the EU Login Mobile App is smoothly triggered and you will have to enter a 4-digit PIN code there. This is the PIN code that you have chosen while registering your mobile device into EU Login. Alternatively, if your device allows it, you can authenticate using biometric tools.



Mobile phone + SMS – Your mobile phone allows you to connect to EU Login by receiving an SMS, if your number is registered in your EU Login account. In some countries, you might not receive the SMS and should rather use another verification method.



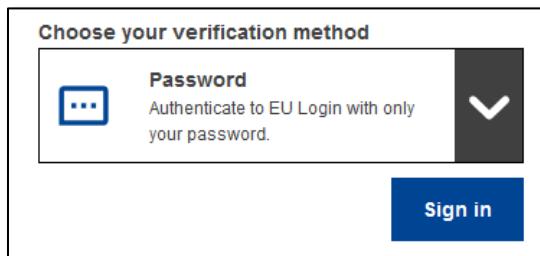
eID Authentication – This method allows you to authenticate using your national electronic ID (eID).



Security Keys (SK) and Trusted Platforms (TP) – A security key is a small physical device that looks like a USB thumb drive and works in addition to your password.

Trusted Platform Module (TPM) technology is designed to provide hardware-based, security-related functions

Sign in with an EU Login account using a password



Choose your verification method

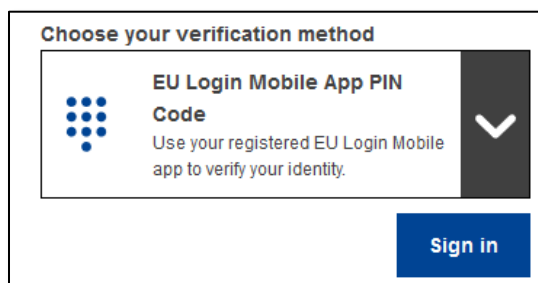
Password
Authenticate to EU Login with only your password.

Sign in

Select **"Password"** as the verification method, **enter your password** in the "Password" field and click on **"Sign in"** to proceed to the service you requested to use.

Sign in with an EU Login account using the EU Login Mobile App PIN code

Sign in with Mobile App as of version 1.10

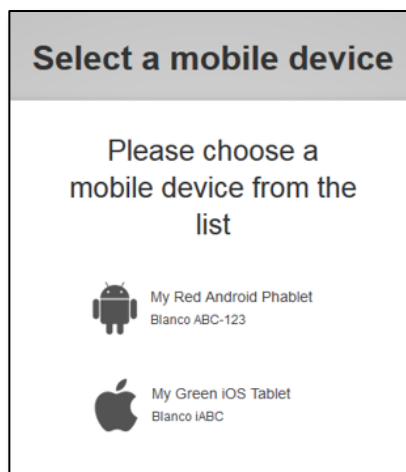


Choose your verification method

EU Login Mobile App PIN Code
Use your registered EU Login Mobile app to verify your identity.


Sign in


Select **"EU Login Mobile App PIN Code"** as the verification method, **enter your password** in the "Password" field and click on **"Sign in"**.



Select a mobile device

Please choose a mobile device from the list

 My Red Android Phablet
Blanco ABC-123

 My Green iOS Tablet
Blanco IABC

If you have more than one device with an initialised EU Login Mobile App, you will be prompted to select the one you would like to use.

This screen does not appear if you have only initialised one device.

Click on the desired **device**.

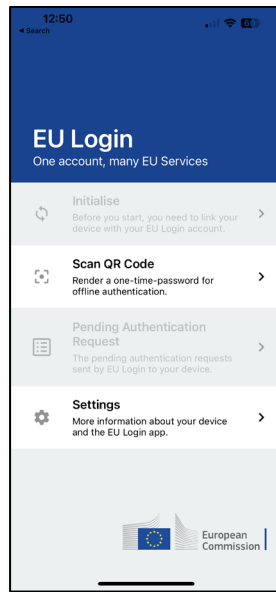
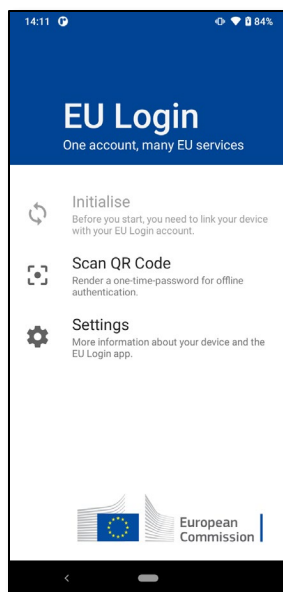
Awaiting confirmation of device

We have sent a request to your mobile device.

1. Open the EU Login Mobile App.
Wait for the app to display pending authentication requests.
2. Press Continue.
3. Confirm using your PIN code or use biometric authentication.

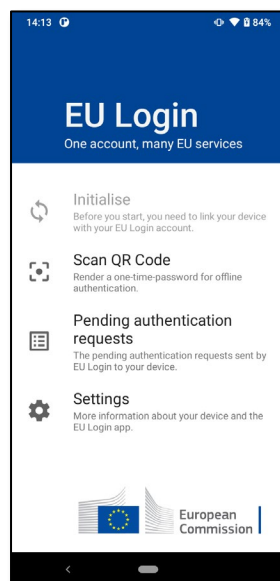
In earlier versions of the app, step 1 can be done by accepting the notification.

EU Login advises you to open the EU Login Mobile App.



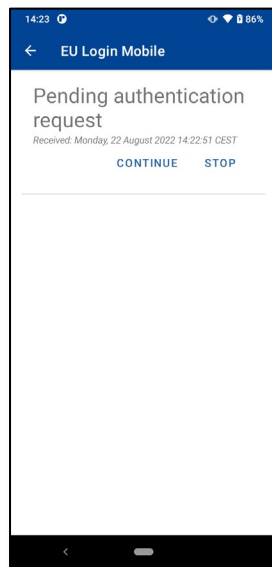
Open the **EU Login Mobile App** and wait for the app to display the Pending authentication requests menu (in case of Android) or to enable it (in case of iOS).

Newer versions of the app may directly show you the list of Pending Authentication Requests.

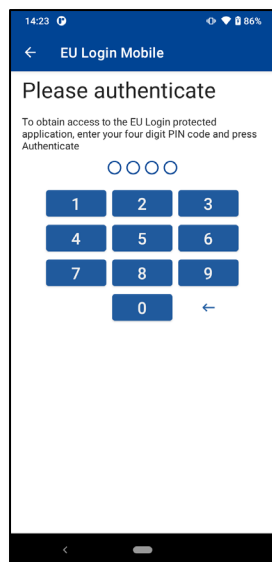


Tap on “**Pending authentication requests**”.

Newer versions of the app may directly show you the list of Pending Authentication Requests.



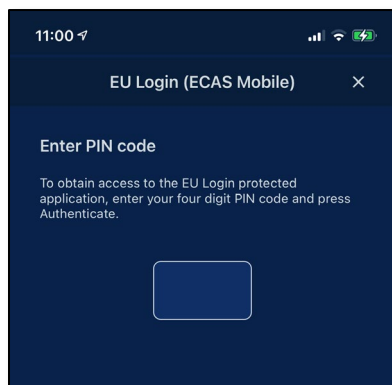
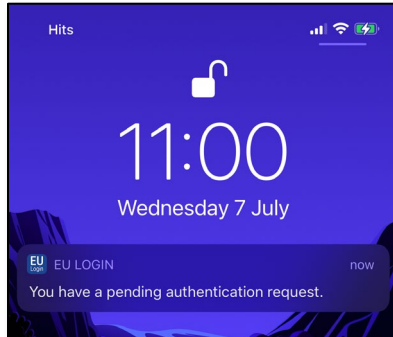
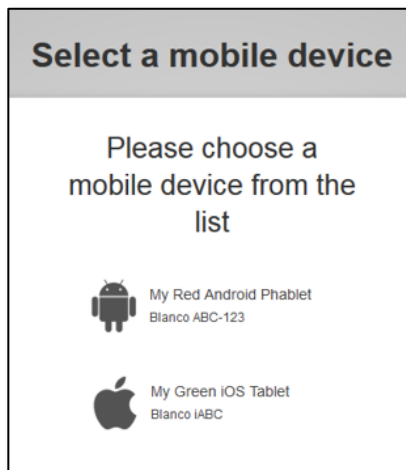
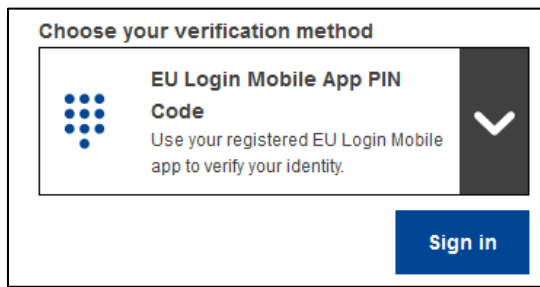
If you launched the request, press **“CONTINUE”**.



Enter your PIN code or use biometric authentication if it was configured on your mobile device.

This automatically completes the process on your PC that proceeds to the service you requested to use.

Sign in with Mobile App version 1.9 or older



Select **"EU Login Mobile App PIN Code"** as the verification method, **enter your password** in the "Password" field and click on **"Sign in"**.

If you have more than one device with an initialised EU Login Mobile App, you will be prompted to select the one you would like to use.

This left screen does not display if you have only initialised one device.

Click on **the device** using the name you provided.

EU Login sends a **notification** to your mobile device.

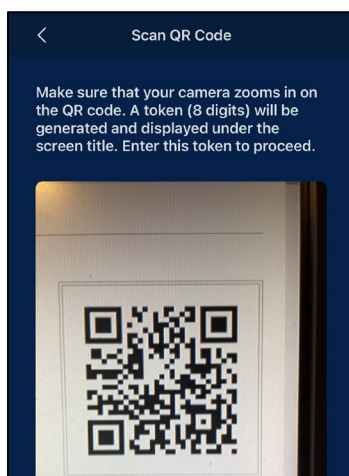
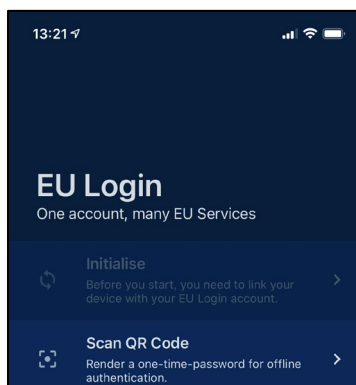
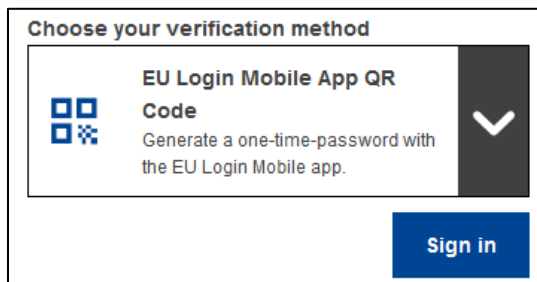
Tapping on the notification triggers the launch of the EU Login Mobile App.

The EU Login Mobile App prompts you to enter your PIN code.

Enter your PIN code or use biometric recognition and tap on **"Authenticate"**.

This automatically completes the process on your PC that proceeds to the service you requested to use.

Sign in with an EU Login account using the EU Login Mobile App QR code



Select "EU Login Mobile App QR Code" as the verification method.

Enter your password in the "Password" field and click on **"Sign in"**.

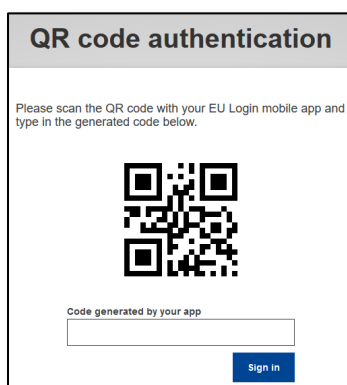
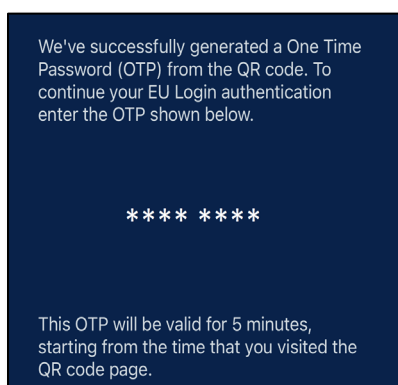
A QR code is displayed.

Start the EU Login Mobile App on a mobile device where it has been previously initialised.

Tap on **"Scan QR Code"**.

The QR code scanner starts on your mobile device.

Point the camera of your mobile phone to your PC screen until the QR code is recognised.

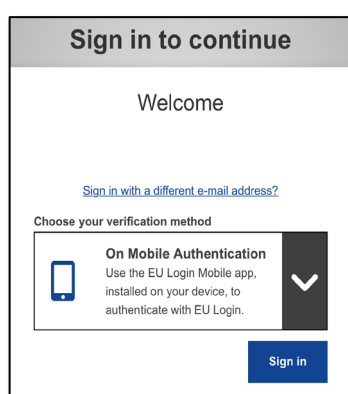


The EU Login Mobile App displays a **one-time password** composed of digits and characters.

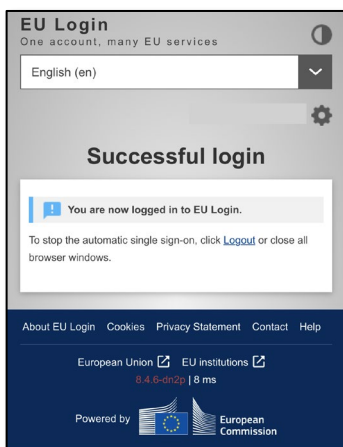
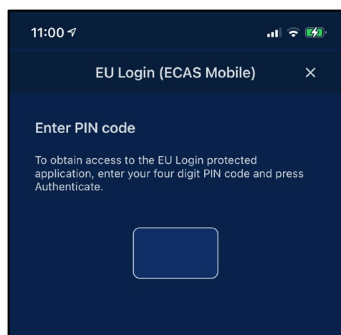
Type the one-time password in the "code generated by your app" field and click "**Sign in**" to proceed to the service you requested to use.

Sign in with an EU Login account using On Mobile authentication

The "On Mobile" verification method is only available when browsing on a mobile device and should only be used if an EU Login Mobile App has been previously installed and initialised on that device.



Select "On Mobile Authentication" as the verification method and tap on "**Sign in**".



The EU Login Mobile App opens automatically and prompts you to enter your **PIN code**.

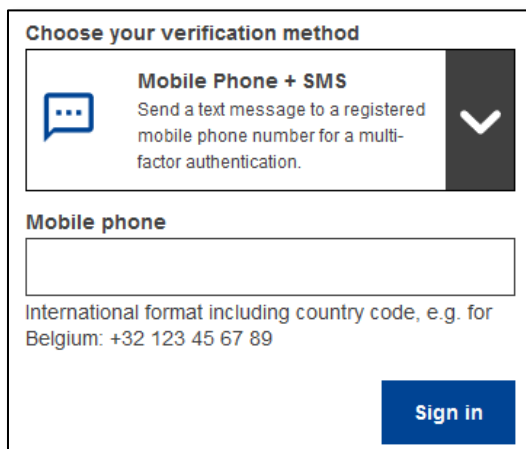
Enter your PIN code and tap on "**Authenticate**".

If the app is active (in the foreground) it will automatically redirect you to the browser selector.

If the app is in the background, a notification is displayed on your device. Please accept this notification to be redirected successfully.

You are now successfully authenticated and are redirected to the web page.

Sign in with an EU Login account using Mobile Phone + SMS



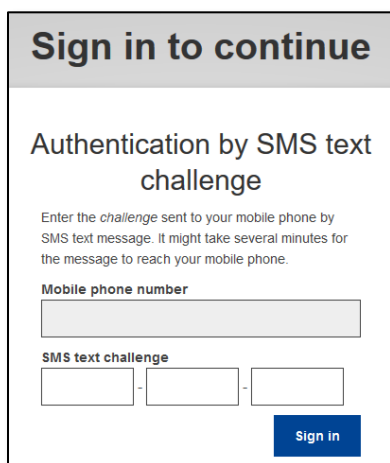
Choose your verification method

Mobile Phone + SMS
Send a text message to a registered mobile phone number for a multi-factor authentication.

Mobile phone

International format including country code, e.g. for Belgium: +32 123 45 67 89

Sign in



Sign in to continue

Authentication by SMS text challenge

Enter the *challenge* sent to your mobile phone by SMS text message. It might take several minutes for the message to reach your mobile phone.

Mobile phone number

SMS text challenge

Sign in

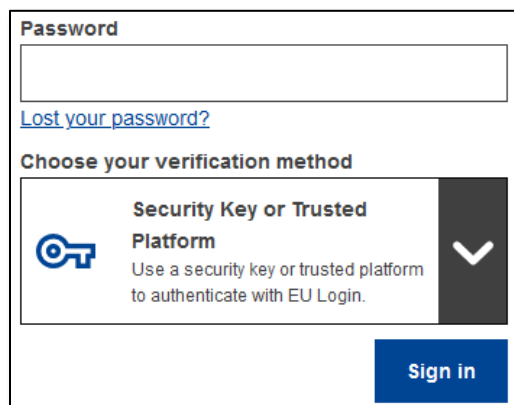
Select **"Mobile Phone + SMS"** as the verification method.

Enter your password in the "Password" field and enter a previously registered mobile phone number in the "Mobile phone" field, starting with a plus sign and with the country code. Do not include dots, parenthesis or hyphens.

When clicking **"Sign in"**, an SMS is sent to your mobile device. The SMS contains a challenge code made of nine characters (three blocks of three characters) separated with hyphens (minus sign).

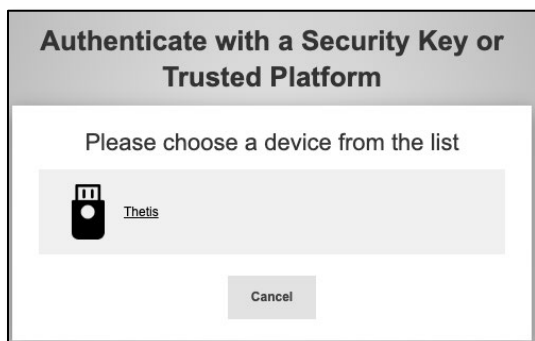
Type the challenge you received in the "SMS text challenge" fields and click on **"Sign in"** to proceed to the service you requested to use.

Sign with an EU Login account using a Security Key or Trusted Platform



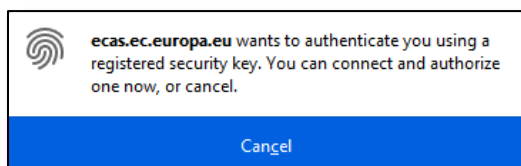
The screenshot shows the EU Login sign-in interface. At the top is a 'Password' field with a 'Lost your password?' link below it. Under the heading 'Choose your verification method', there are two options: 'Password' (selected) and 'Security Key or Trusted Platform'. The 'Security Key or Trusted Platform' option includes a key icon and the text 'Use a security key or trusted platform to authenticate with EU Login.' A 'Sign in' button is located at the bottom right.

Select **"Security Key or Trusted Platform"** as verification method.
Enter your password in the **"Password"** field.



The screenshot shows the 'Authenticate with a Security Key or Trusted Platform' screen. It prompts the user to 'Please choose a device from the list'. A list of devices is shown, with 'Thetis' selected. A 'Cancel' button is at the bottom.

Click on the name of the desired Security Key or Trusted Platform from the list of registered devices.

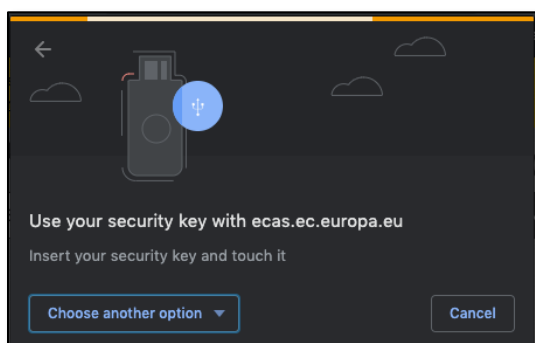


The screenshot shows a Firefox browser prompt from 'ecas.ec.europa.eu'. It asks the user to authenticate using a registered security key and provides a 'Cancel' button.

(Firefox)

Carefully follow the steps displayed by your browser on screen.

Note: what you see may differ from these screens, depending on which browser or operating system you are using.



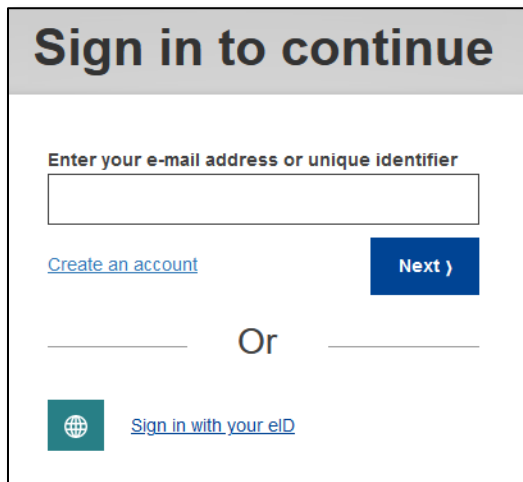
The screenshot shows a Chrome browser screen for security key authentication. It displays a USB icon and the text 'Use your security key with ecas.ec.europa.eu'. Below this, it says 'Insert your security key and touch it'. There are two buttons: 'Choose another option' and 'Cancel'.

(Chrome)

When using a **Security Key**, you will be requested to confirm by touching a button on the key itself (which may blink to draw your attention).

For a **Trusted Platform using Windows Hello**, follow the suggested steps (verify via a PIN Code or a biometric).

Sign in with your electronic ID (eID)




Sign in to continue

Enter your e-mail address or unique identifier

[Create an account](#) **Next >**

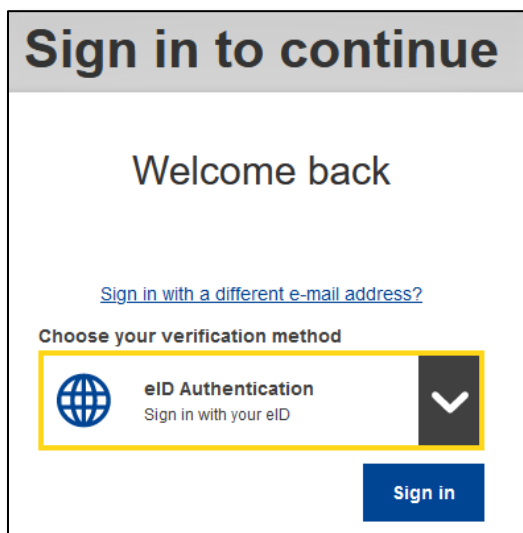
Or

 [Sign in with your eID](#)

On the **EU Login main page**, click on “**Sign in with your eID**”.

No need to enter a username or email address in this step.

or




Sign in to continue

Welcome back

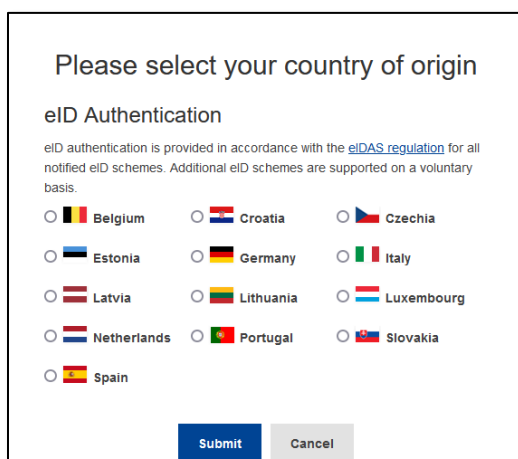
[Sign in with a different e-mail address?](#)

Choose your verification method

 **eID Authentication**
Sign in with your eID

Sign in














On the EU Login Welcome page, select **eID Authentication** and then click **Sign In**.



Please select your country of origin

eID Authentication

eID authentication is provided in accordance with the [eIDAS regulation](#) for all notified eID schemes. Additional eID schemes are supported on a voluntary basis.

<input type="radio"/>  Belgium	<input type="radio"/>  Croatia	<input type="radio"/>  Czechia
<input type="radio"/>  Estonia	<input type="radio"/>  Germany	<input type="radio"/>  Italy
<input type="radio"/>  Latvia	<input type="radio"/>  Lithuania	<input type="radio"/>  Luxembourg
<input type="radio"/>  Netherlands	<input type="radio"/>  Portugal	<input type="radio"/>  Slovakia
<input type="radio"/>  Spain		

Submit **Cancel**

Both will take you to the country selection page.

Select the country of origin for your eID. Click **Submit** and you will be redirected to the country's specific page for logging in with your eID.

Following a successful login, you will be redirected back to EU Login and then to your application.

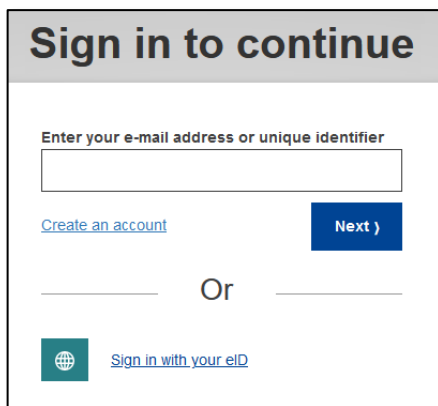
Reconcile your EU Login account with your electronic ID

If you have been using EU Login to authenticate with an eID without any relation to your existing EU Login account, you have the possibility to link (“reconcile”) the two and be able to authenticate into your EU Login account by using your eID.

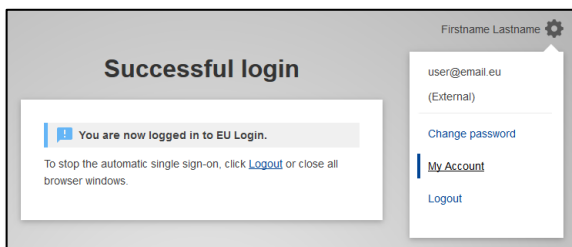
Reconciliation is a one-time operation that can be triggered after signing in with either of the two – the eID or EU Login account.

Note that, once reconciliation is completed, the identity that was created in relation to the eID will no longer exist. As such, you may lose access rights in services that only knew you by your “eID identity”.

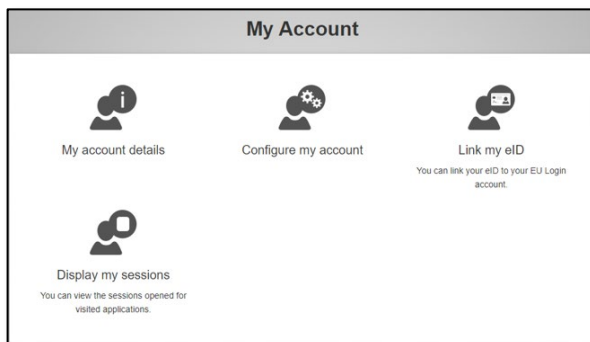
Reconcile after signing in with your eID

A screenshot of the 'Sign in to continue' screen. It features a title bar at the top. Below it is a text input field labeled 'Enter your e-mail address or unique identifier'. To the left of the input field is a link 'Create an account'. To the right is a blue button labeled 'Next >'. Below the input field, there is a horizontal line with the word 'Or' in the center. At the bottom left is a globe icon, and to its right is a link 'Sign in with your eID'.

Sign in using your **eID**, as described in the “**Sign in with your electronic ID (eID)**” section.

A screenshot of the 'Successful login' screen. It has a header bar. Below it, on the left, is a message box stating 'You are now logged in to EU Login.' and providing instructions to stop automatic sign-on. On the right, there is a user profile card showing 'Firstname Lastname' with a gear icon, the email 'user@email.eu (External)', and links for 'Change password', 'My Account', and 'Logout'.

Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and click on “**My Account**”.

A screenshot of the 'My Account' screen. It has a header bar. Below it are four icons with labels: 'My account details', 'Configure my account', 'Link my eID' (with a sub-note 'You can link your eID to your EU Login account.'), and 'Display my sessions' (with a sub-note 'You can view the sessions opened for visited applications.').

Click on “**Link my eID**”.

You will be asked to log in with your EU Login account.

Note that, if you proceed, the identity that has been previously created in relation to the eID will be deleted and any data linked to it will be lost.

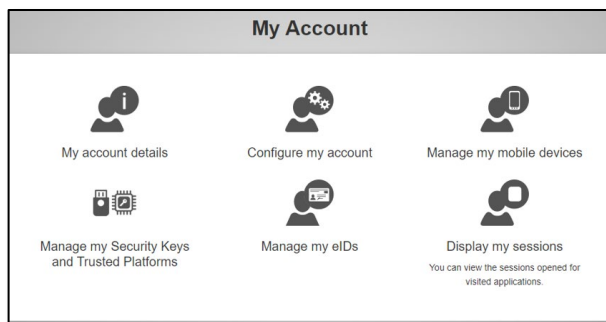
After logging into your EU Login account, the reconciliation is complete.

From now on, signing in with your eID will log you into your EU Login account.

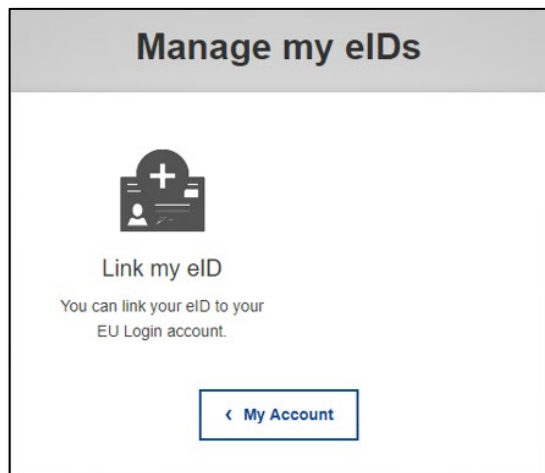
Reconcile after logging into your EU Login account

Sign in using your EU Login account.

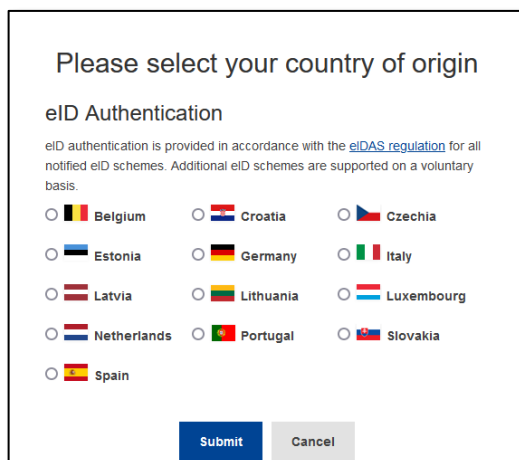
Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and click on **"My Account"**.



In the My account screen, select “Manage my eIDs”.



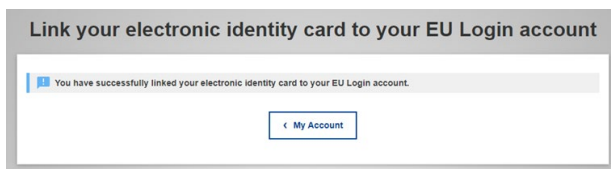
Click on “**Link my eID**”.



Select the country of origin for your eID. Click **Submit** and you will be redirected to the country’s specific page for logging in with your eID.

Note that, if you proceed, the identity that has been previously created in relation to the eID will be deleted and any data linked to it will be lost.

Following a successful authentication, you will be redirected back to EU Login.



After logging in, the reconciliation is completed.

From now on, signing in with your eID will log you into your EU Login account.

Hints and tips

- It can happen that you successfully sign in EU Login but your access to a given service is denied. In that case, please contact the helpdesk of that service and request the access rights.
- For External users only: if you cannot receive SMS challenge on the current GSM or if your device has been stolen, please use the (STOP – Delete all my devices and EID 'PANIC') via the menu 'My Account'. This action does not require to be logged in with the 2-factor and will remove from the account all the mobile phone numbers that were associated. Be careful: this will remove all the second factors linked to your EU Login account.
- At any moment, you can click on "EU Login" at the top left corner to go back to the "Sign in" screen.
- If you want to manage your account or change your password, you can go to the following URL: <https://webgate.ec.europa.eu/cas/login>
After successfully authenticating, you will have a "Change password" and a "My Account" entry in the menu at the top right corner. From there, you can change your personal information or provide additional devices for authenticating in a more secure way.