

EU Login - European Commission Authentication Service User Guide



EU Login - European Commission Authentication Service

Two Factor Authentication

As of Monday 8th of June 2020, 2 factor authentication is required to access certain European Commission services, such as the [Erasmus+ and European Solidarity Corps IT Documentation](#) and the [NAconnECT Wiki](#). For instructions on how to install and set up the EU Login Mobile App [see below](#).

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What is EU Login?

The **EU Login** authentication service (previously **ECAS**) is a point for user authentication to a wide range of Commission information systems.

Information

If you already have an ECAS account, you don't have to create a new EU Login account. In EU Login, your credentials and personal data remain unchanged. You can still access the same services and applications as before. You just need to use your e-mail address for [logging in](#).

It is the first step before registering as an organisation or individual when accessing certain IT Tools such as the **Organisation Registration system**, **Application forms**, **Mobility Tool+** or **OEET**.

Every time you want to use a website that requires EU Login authentication, you will automatically be transferred to the EU Login page, where you will be asked to enter your username and password.

Please note:

Depending on the security level required by the application the user is accessing, single-factor (username + password) or multi-factor (username + password + challenge) authentication will have to be provided by the user. Tools such as the Organisation Registration system, Application forms, Mobility Tool+ or OEET will only require single-factor authentication. The access to Erasmus+ & European Solidarity Corps IT Documentation, Sport IT Documentation, ESC IT Documentation and the Project Results platform will require multi-factor authentication. Tools requiring multi-factor authentication will not have the password option available in the **Choose your verification method** drop-down list.

Information

If you are a new user, before you register as an organisation or individual, you must have an **EU Login** account. The account will become inactive after 6 months if not used, but is still accessible and you will be prompted to create a new password should you try to logon after those six months.

How to use EU Login?

URL

If you don't have an EU Login account please use the following link <https://webgate.ec.europa.eu/cas/eim/external/register.cgi>

If you already have an user account for EU Login please login via <https://webgate.ec.europa.eu/cas/login>

General "EU Login" screen

1. Cookies notification

EU Login uses cookies to allow you to log in to different applications without re-entering your e-mail address and password each time. Once you have logged into EU Login you will **not** have to identify yourself again as long as you leave your browser open. If you have chosen the option to not to accept such cookies, you will not benefit from this feature. The cookies are 'per-session' cookies, i.e. they are destroyed when you close your browser.

2. "**Where is ECAS?**" information button. The old ECAS authentication service has been redesigned and renamed as EU Login. Click the **Where is ECAS** button to get more information about the update.

3. **Language Selector.** The EU Login screens are offered in all official languages of the EU. Use the drop-down menu in order to switch between languages.

4. If you already have an EU Login account, use your **e-mail address to sign in.**

5. If you don't have an account yet, you can create one by clicking on the **Create an account** hyperlink.

6. The EU Login offers the possibility to **authenticate using a social media** (Facebook, Twitter and Google) in order to access European Commission applications without having to create a specific EU Login account. This option is only available for external users and is **not yet enabled for all applications open to the public.**

Take note

IT tools that are used in the **Erasmus+ and European Solidarity Corps** programmes **do not support the authentication via social media.**

7. If you wish to link your eID (eletronic ID) to your EU Login account, click on the **Select your country** button.

Take note

IT tools that are used in the **Erasmus+ and European Solidarity Corps** programmes **do not support the authentication using eID.**

8. Access to download and install the **EU Login app** for your mobile devices.

9. Links to **About EU Login, Cookies** policy, **Privacy Statement, Contact** information and **Help**.

The screenshot shows the EU Login website interface with the following numbered callouts:

- 1**: A yellow banner at the top stating "This website uses cookies. Learn more about the European Commission's cookie policy" with a "Close this message" button.
- 2**: A "Where is ECAS?" button.
- 3**: A language selection dropdown menu currently set to "English (en)".
- 4**: The "Use your e-mail address" input field.
- 5**: The "Next" button and the "Create an account" link.
- 6**: The "Or" separator and social media login options for Facebook, Twitter, and Google.
- 7**: The "Select your country" button under the "Or use the eID of your country" section.
- 8**: A section titled "Easy, fast and secure: download the EU Login app" with buttons for "Download on the App Store", "GET IT ON Google Play", and "Get it from Microsoft".
- 9**: The footer navigation menu containing links for "About EU Login", "Cookies", "Privacy Statement", "Contact", and "Help".

At the bottom of the page, it says "European Union EU institutions" and "Powered by European Commission".

Create a new "EU Login" account

Click the "Create an account" hyperlink

In order to create a new account, click on the **Create an account** hyperlink.

Information

If you already have an ECAS account, you don't have to create a new EU Login account. In EU Login, your credentials and personal data remain unchanged. You can still access the same services and applications as before. You just need to use your e-mail address for logging in.

Fill in the required details and click "Create Account"

- 1. First name** - Insert your first name.
- 2. Last name** - Insert your last name.
- 3. E-mail** - Insert your e-mail address. Please remember this must be the same e-mail address provided to the National Agency or DG EAC (for example in your Project Application Form) and it should be valid and active.
- 4. Confirm e-mail** - Confirm with the same e-mail address above.
- 5. E-mail language** - Choose the language from the drop-down menu.
- 6. Enter the Captcha code** - Enter the Captcha code visible on the screen in the field. If the code is illegible, click the refresh button for another code, or click the play button to listen to an audio version of the code.
- 7. Privacy Statement check-box** - This check-box must be clicked before creating an account.
- 8. Create account button:** Once you have filled in the details, click on the **Create an account** button.
- 9. Confirmation:** A confirmation is displayed, confirming the registration.

If the form is correctly filled in, an e-mail is sent to the address you provided in order to verify that you have access to it. After a couple of seconds, you should receive an e-mail in your mailbox. If you cannot find the e-mail, check your spam or junk folder.

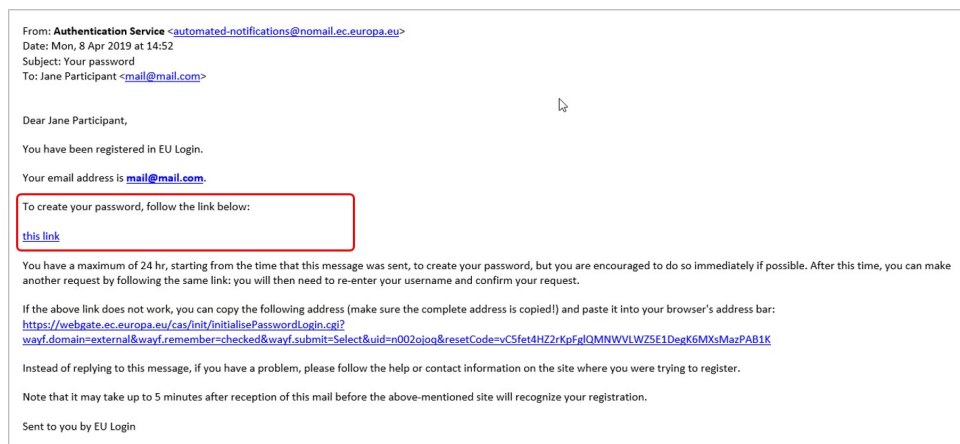
Click the password creation link in your activation e-mail

Once you have registered, you will receive an e-mail with your **username** and a link for creating your **EU Login password**.

Click on the link in your e-mail.

Take note

You have a **maximum of 24 hours**, starting from the time that the message was sent, to create the password. You are advised to do so immediately, if possible. If you do not react within the 24 hours, you can make another request by following the same link; you will need to provide your username again and confirm your request. It may take up to 5 minutes after reception of this mail before the site will recognise your registration.



Create your password and "Proceed" to login

Once you click on the link, a new screen will open, allowing you to create your password.

1. Enter and confirm your password. Select a password as long and as complex as you can in order to make your account more secure.
2. Click on the **Submit** button.
3. Click on the **Proceed** button in order to log in to EU Login. A new screen will open informing you about successful login to EU Login.

Information

Remember that the password:

- must be at least 10 characters long,
- may not contain your username (login) or any part of your full name,
- must be changed every 3 months (a reminder is automatically sent 15 days before the expiry date)
- should never be the same as any of your last 5 passwords.

New password

Please choose your new password.

n002p2wc
(External)

New password

1

Confirm new password

2

Submit

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !#\$%&'()*+,-./:;<=>?@[^_`{|}~

Examples: v4vm0KbPmK VITUjXdIFA t\$pcpPbsF8

[\[Generate other sample passwords\]](#)

New password

Your EU Login password was successfully changed.

3

Proceed

Successful login

You are now logged in to EU Login.

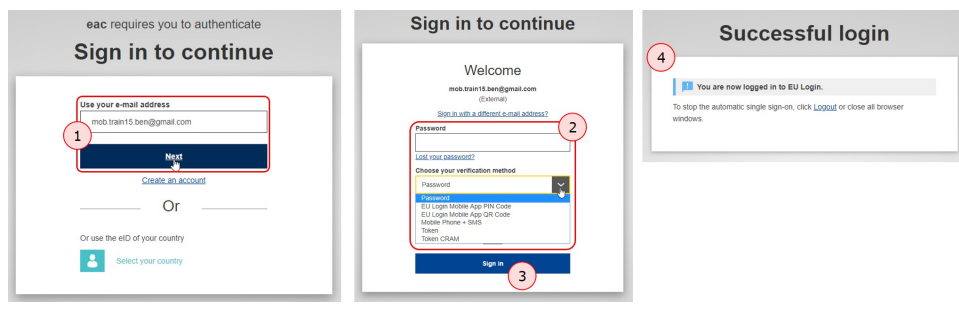
To stop the automatic single sign-on, click [Logout](#) or close all browser windows.

Sign in to "EU Login" (previously ECAS) account

Once your EU Login account is created, you can use it to access a multitude of services. While accessing these services, the EU Login screen will display whenever authentication is needed.

Sign in with e-mail and password - To access tools such as Organisation Registration system, Application Forms, Mobility Tool+ or OEET

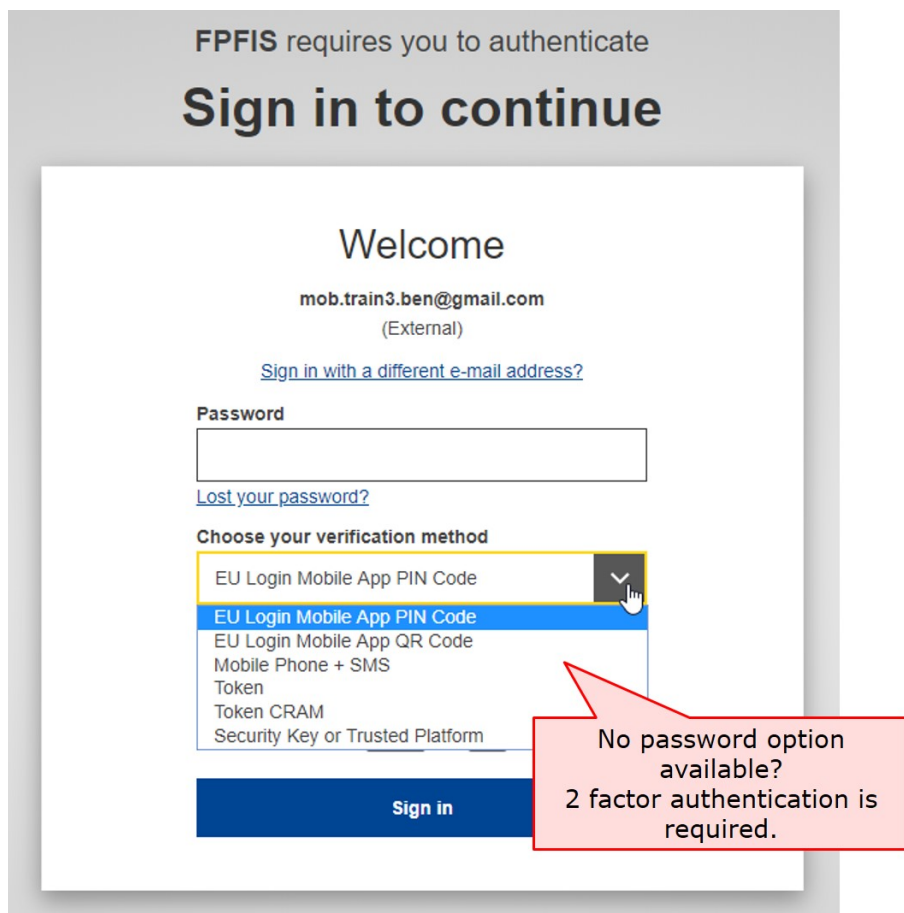
1. Enter your **e-mail address** and click **Next**. The e-mail must be the same provided while creating the EU Login account.
2. **Enter** your EU Login **password**. Make sure you select the verification method **Password**.
Note: If the password option is not available in the drop-down list, the tool requires multi-factor authentication.
3. Click **Sign In**.
4. After successful login, a **Confirmation message** displays.



Set up 2 Factor Authentication with the EU Login Mobile app - For access to IT Documentation and Project Results platform

Depending on the security level required by the application you are accessing, single factor (e-mail + password) or multi factor (username + password + challenge) authentication will have to be provided. It is therefore recommended to set up the 2 factor authentication as soon as you have created your EU Login account. If multi factor authentication is required, beside the password you will need to set up an additional verification method from the available options.

Tools requiring 2 factor authentication will not have the password option available in the **Choose your verification method** drop-down list.



The EU Login Mobile app

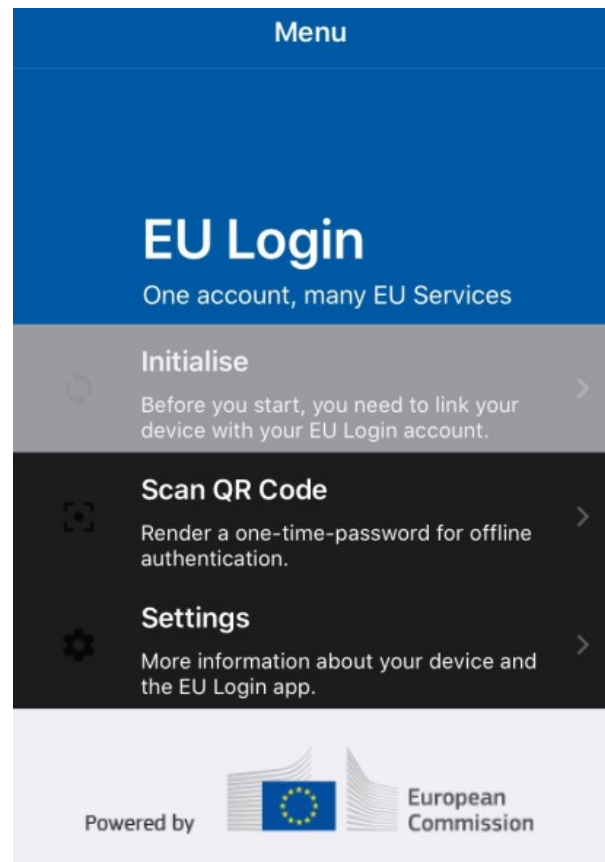
The EU Login Mobile App can be used when accessing a service that requires increased security. The EU Login Mobile App is free and can be obtained from the Google Play Store (Android), the App Store (iOS) or the Windows Store (Windows Phone). The direct links are available on the EU Login screen.

After installing it, you need to initialise it. In order to do so, you need a PC in addition to your mobile device.

The EU Login Mobile app offers a variety of options to log in once activated.

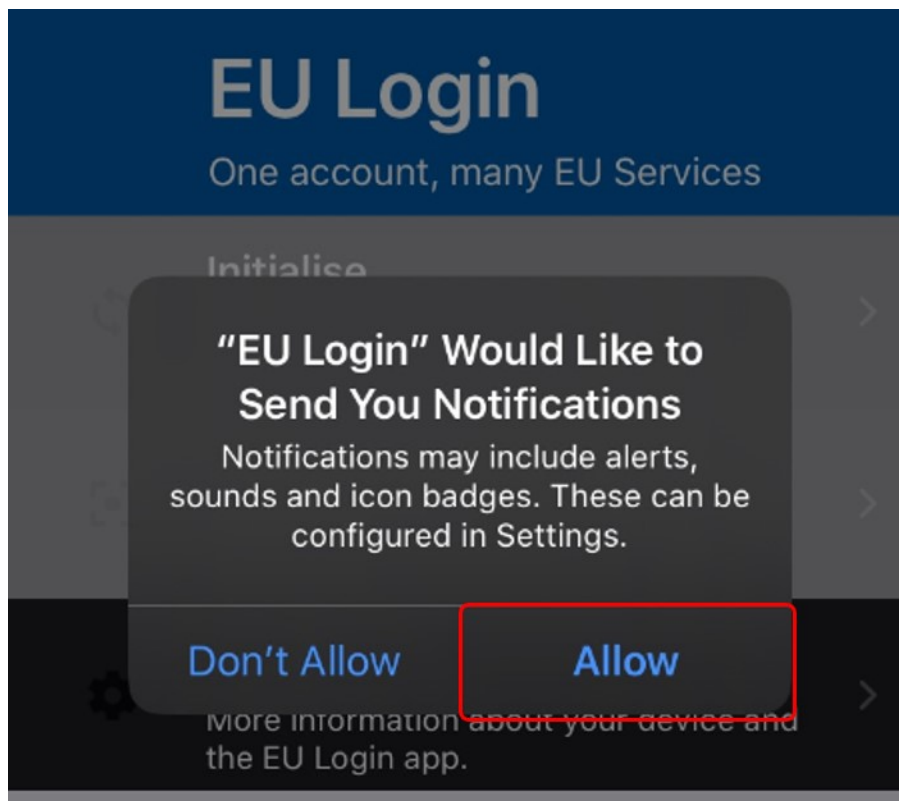
1. **EU Login Mobile App PIN code** - If the mobile device where your EU Login Mobile App is installed has internet connectivity then you can use the "EU Login Mobile App PIN Code" verification method.
2. **EU Login Mobile App QR code** - If the mobile device where your EU Login Mobile App is installed does not have internet connectivity then you can use the "EU Login Mobile App QR Code" verification method.
3. **On mobile authentication** - If you are navigating on the same mobile device as the one where the EU Login Mobile App is installed then you can use the "On Mobile" verification method.

The above methods can be used without compelling the user to expose a mobile phone number. Alternatively, you can also use Mobile phone + SMS to log in to the Commission IT systems and services.



Initialise the EU Login Mobile App with your mobile device

To initialise the EU Login Mobile App you need your mobile device and a computer. Download the app on your mobile device. Make sure you **allow notifications**, otherwise you will not be able to use the app.

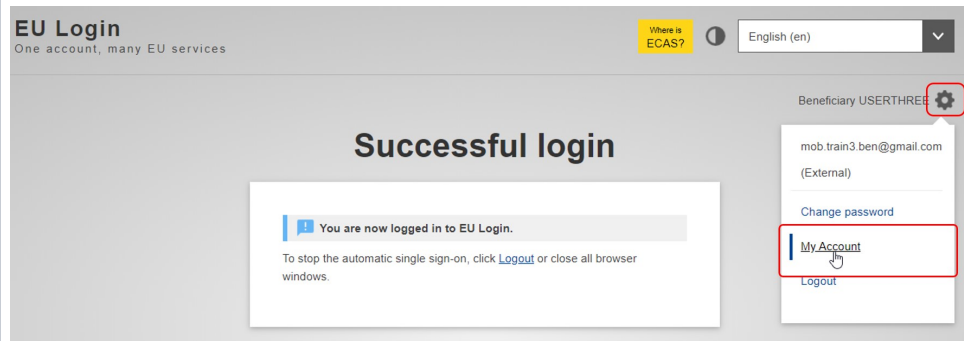


On your PC, log in to EU Login with your e-mail address and password.

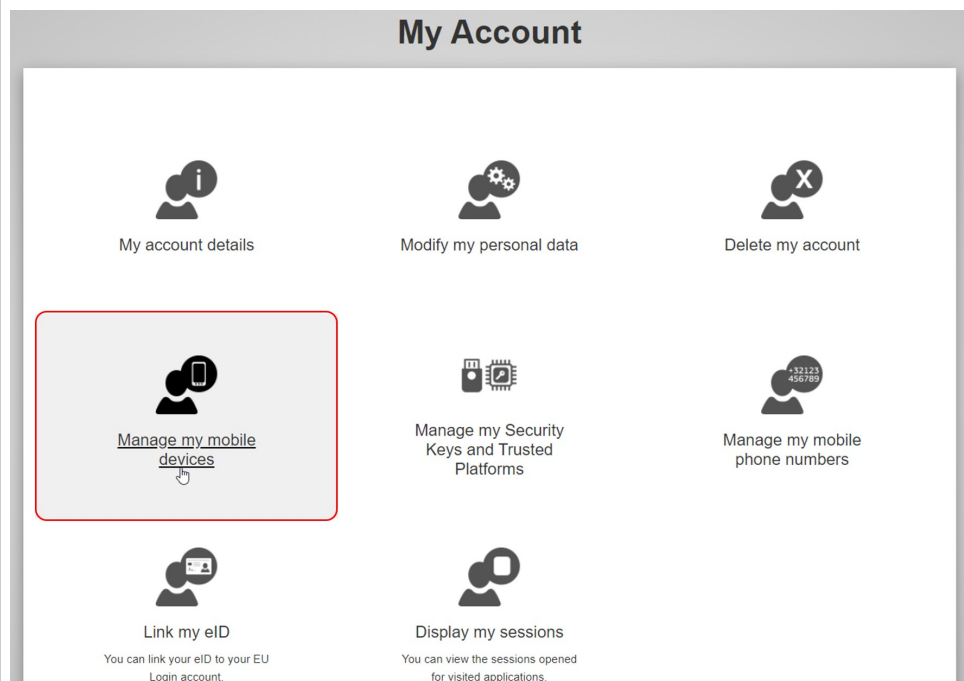
Take note

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 again using the already registered device or phone number.

To access your EU Login account details, click on the **settings** (gear) icon in the upper right corner and click on **My Account**.

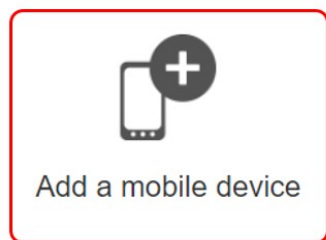


The **My Account** page opens. Select **Manage my mobile devices**.



Click on **Add a mobile device**.

Manage my mobile devices



[← My Account](#)

Fill in the required information in the **Add a mobile device** screen. You have to provide a **name** for your device and set up a **4 digit PIN** code.

You can pick any name that suits you, such as "My Android tablet", "My iPhone" or "My blue Windows phone". 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.

Click on the **Submit** button.

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 EU Login mobile app.

Confirm your PIN code

Add a mobile device

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

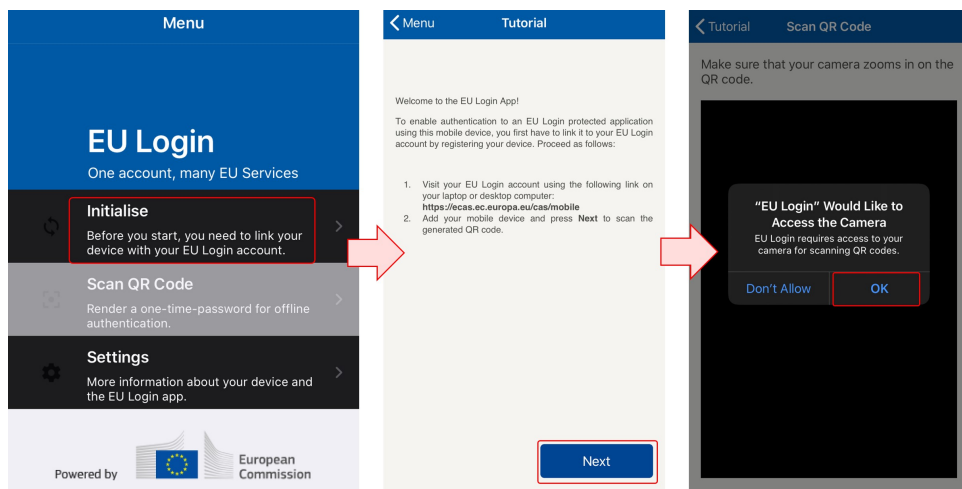
Your device name

Your 4 digit PIN code

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

Confirm your PIN code

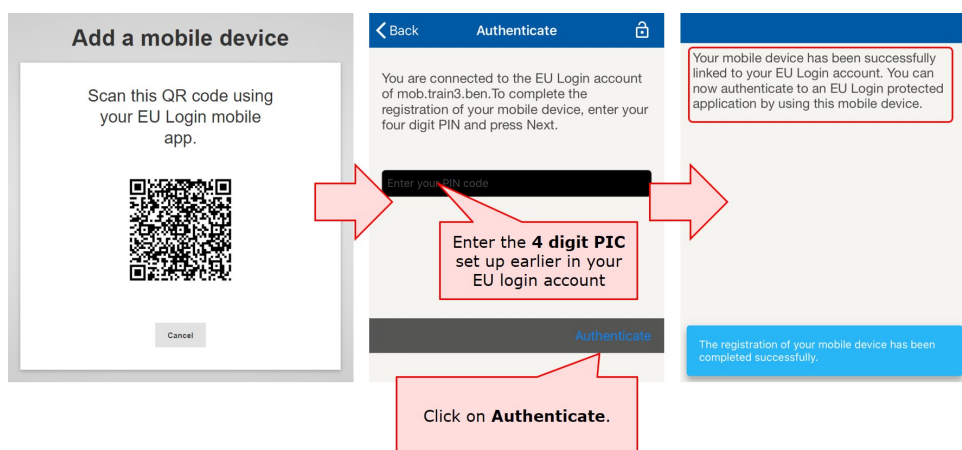
On your mobile device, open the EU Login Mobile App and select the **Initialise** option. Follow the instructions on screen and allow access to your camera.



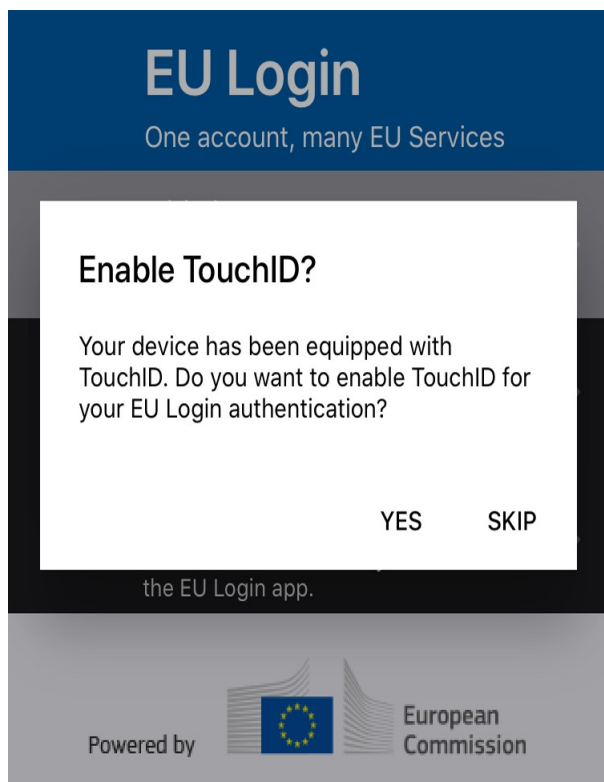
The QR code scanner starts on your mobile device and a QR code is displayed on the screen of your PC. Point the camera of your mobile phone to your PC screen until the QR code is recognised. In the Authenticate screen, enter the **4 digit PIN** code you set up earlier and click on **Authenticate**.

A **success message** displays on your device, confirming the setup of your mobile device with EU Login. Your EU Login Mobile app is successfully initialised and can be used for authenticating. Click on **Continue** to be redirected to the Welcome screen.

You can now use your mobile device to access the European Commission services that require 2 factor authentication, either by using the 4 digit PIN or by scanning the QR code.



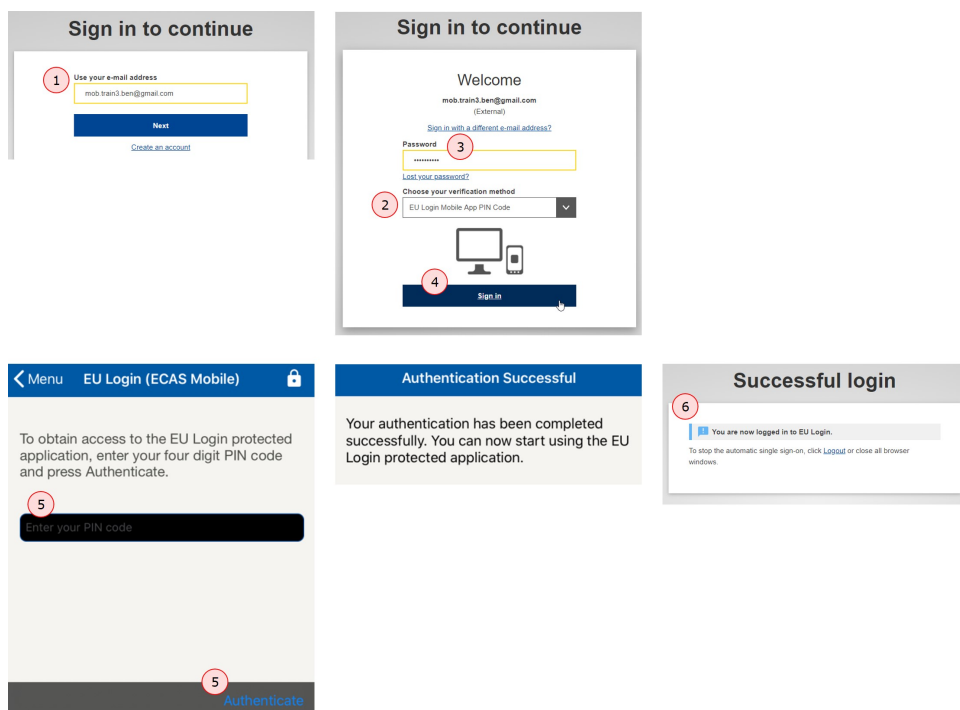
If your device is equipped with Fingerprint recognition (TouchID), an automatic pop up will be displayed to **Enable Fingerprint recognition**. You can enable this function by clicking on **YES**. If you do not want to enable Fingerprint recognition, click on **SKIP**.



Sign in with an EU Login account using the EU Login Mobile App PIN code - To access IT Documentation

Tools requiring multi-factor authentication will not have the password option available in the **Choose your verification method** drop-down list.

1. Enter your **e-mail address** and click **Next**.
2. Select **EU Login Mobile App PIN Code** as the verification method.
3. 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 are asked to select the one you would like to use. This screen does not display if you have only initialised one device.
 - Click on the device using the name you provided.
4. EU Login sends a notification to your mobile device. Tapping on the notification triggers the launch of the **EU Login Mobile App**.
5. The EU Login Mobile App prompts you to **enter your PIN code**. Enter your PIN code and tap on **Authenticate**.
6. 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 - To access IT Documentation and Project Results platform

Tools requiring multi-factor authentication will not have the password option available in the **Choose your verification method** drop-down list.

1. Enter your **e-mail address** and click **Next**.
2. Select **EU Login Mobile App QR Code** as the verification method.
3. Enter your password in the **Password** field and click on **Sign in**.
4. A **QR code** is displayed on screen.
5. Start the **EU Login Mobile App** on the 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.
6. The EU Login Mobile App displays a **one-time password** composed of digits and characters.
7. Type the one-time password in the **code generated by your app** field.
8. Click **Sign in** to proceed to the service you requested to use.

The screenshots show the following steps:

- Sign in to continue**: User enters email address (mob.train3.ben@gmail.com) and clicks **Next**.
- Sign in to continue**: User enters password and selects **EU Login Mobile App QR Code** as the verification method, then clicks **Sign in**.
- QR code authentication**: A QR code is displayed on the screen.
- QR code authentication**: A mobile device scans the QR code.
- EU Login**: The app displays a **Scan QR Code** screen with a one-time password (12345678) and a **Sign in** button.
- QR code authentication**: The user enters the one-time password (12345678) and clicks **Sign in**.

Set up 2 Factor Authentication with your mobile number - For access to IT Documentation and Project Results platform

Log in to EU Login with your e-mail address and password. To access your EU Login account details, click on the **settings** (gear) icon in the upper right corner and click on **My Account**.

1. Click on **Manage my mobile phone numbers**
2. Add your mobile phone details and click on Add.
3. After your number is added, a **challenge code** is sent via SMS to your mobile number. Enter this code in the **Text message challenge code fields** and click on **Finalise**.
4. Your mobile number is now added to your account and can be used to log in to EU login, if 2 factor authentication is required.

Take note

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

Manage my mobile phone numbers

1 Add a mobile phone number

Add a mobile phone number

2 Mobile phone number
+32 411 123456
International format including country code, e.g. for Belgium: +32 123 45 67 89

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 15 minutes for the message to reach your mobile phone.

Mobile phone number
+32 411 123456

Text message challenge code
123456

3 Finalise

Manage my mobile phone numbers

4 Your mobile phone number +324 was added successfully

+32123 456789
Add a mobile phone number

+32123 456789
Delete a mobile phone number

Sign in with an EU Login account using Mobile Phone + SMS - To access IT Documentation and Project Results platform

Tools requiring multi-factor authentication will not have the password option available in the **Choose your verification method** drop-down list.

1. Enter your **e-mail address** and click **Next**.
2. Select **Mobile Phone + SMS** as the verification method.
3. Enter your password in the **Password** field.
4. 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.
5. When clicking **Sign in**, an SMS is sent to your mobile device. The SMS contains a **challenge code** made of nine characters separated with hyphens (minus sign).
6. Type the challenge you received in the **SMS text challenge** fields.
7. Click on **Sign in** to proceed to the service you requested to use.

The image displays three sequential screenshots of the EU Login sign-in process, each with numbered callouts (1-7) indicating the steps:

- Screenshot 1 (Left):** Titled "Sign in to continue". Step 1: "Use your e-mail address" with a text input field containing "mob.train@ben@gmail.com" and a "Next" button.
- Screenshot 2 (Middle):** Titled "Sign in to continue". Step 2: "Choose your verification method" dropdown menu set to "Mobile Phone + SMS". Step 3: "Password" field. Step 4: "Mobile phone" field containing "+32123456789". Step 5: "Sign in" button.
- Screenshot 3 (Right):** Titled "Sign in to continue". Step 6: "SMS text challenge" field with two input boxes. Step 7: "Sign in" button.

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 same device.

1. Enter your **e-mail address** and click **Next**.
2. Select **On Mobile Authentication** as the verification method and tap on **Sign in**.
3. The **EU Login Mobile App** opens automatically and prompts you to enter your **PIN code**.
4. Enter your **PIN code** and tap on **Authenticate**.
5. If the app is active (in the foreground), it will automatically redirect you to the browser selector.
6. If the app is in the background, a notification is displayed on your device. Please accept this notification to be redirected successfully.
7. You are now successfully authenticated.
 - Click on **Default browser** to be redirected to your application. This step is only needed for IOS users.

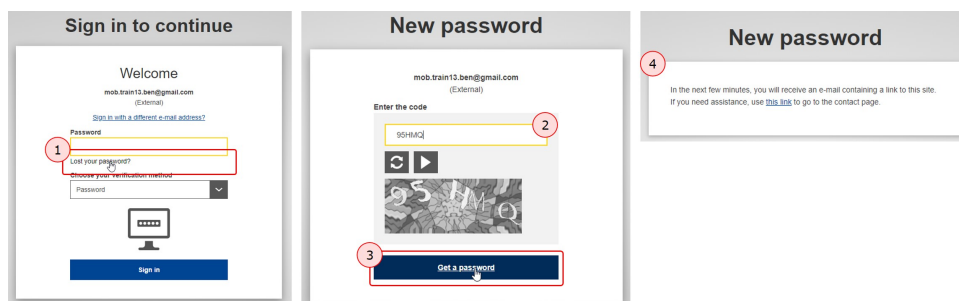
Forgotten password?

If have forgotten your EU Login password, do the following:

1. Click the **Forgot password?** link on the login page, after you entered your e-mail address.
2. Enter the **challenge code**.
3. Click on the **Get a password** button.
4. A **confirmation message** displays, informing you of the e-mail you will receive with a link to reset your password.
5. In the e-mail, click on the **link to reset your password**.
6. On the opened EU Login page, **enter your new password and confirm**.
7. Click the **Submit** button.
8. Once the password has been changed, click on the **Proceed** button to continue to sign in.
9. Another **confirmation message** displays after successful connection.

Take note

You cannot reset your password if your account is locked. This happens if too many incorrect passwords are entered in a row. You will not be able to log in or reset your password during this period. Wait 15 minutes until the account is automatically unlocked.



EU Login Password Initialisation

Authentication Service <automated-notifications@nomail.ec.europa.eu> to me 11:53 (0 minutes ago)

Dear Jane Participant (n002ojoq).

You have requested a reset of your EU Login password. You can do this by following the link below, preferably immediately - but a maximum of 24 hr after this message was sent. You should therefore follow the link before 20/04/2019 11:53 GMT+02:00.

5 [<https://webgate.ec.europa.eu/cas/init/initialisePasswordLogin.cgi?uid=n002ojoq&resetCode=bTDfwEDITW2VJHMPSXifITzvw3ovxyg5CLmqsgTNo&loginRequestId=ECAS_LR_1661870-Po8nfoKymaW5w1fK7z-Qglejl-zb4fX4P9ORf01SHYpJzzyTpmmg9L_QCCl8XLndAFzIvJQagA9hhZjPB0uNkaP4-jpJZscgsw0KgoLWLztOjgf-sw5ZctZONbYaKkCnnFGmauanqws5U8YQOj3IRDSSS>](https://webgate.ec.europa.eu/cas/init/initialisePasswordLogin.cgi?uid=n002ojoq&resetCode=bTDfwEDITW2VJHMPSXifITzvw3ovxyg5CLmqsgTNo&loginRequestId=ECAS_LR_1661870-Po8nfoKymaW5w1fK7z-Qglejl-zb4fX4P9ORf01SHYpJzzyTpmmg9L_QCCl8XLndAFzIvJQagA9hhZjPB0uNkaP4-jpJZscgsw0KgoLWLztOjgf-sw5ZctZONbYaKkCnnFGmauanqws5U8YQOj3IRDSSS>)

If you did not make or authorise this request yourself, it may be due to a typing error by another user. To cancel the request, please click [here](#).

If the above mentioned link does not work, you can copy-paste it (without any line break) in your browser address bar. If this message was delayed or for some other reason you are unable to complete the rest of the process within 24 hr, please return [here](#) to make another request.

If you suspect that someone else is trying to obtain or reset your password, please report this to your local support desk.

Sent to you by EU Login automated password reset service

New password

Please choose your new password.

mob.train13.ben@gmail.com
(External)

6

Confirm new password

7

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !#\$%&'()*+,-./:;<=>?@[]_`{|}~

Examples: SWrPtlps) hrRhcJJP5 0AHYGRgtFS

[\[Generate other sample passwords\]](#)

New password

8

Successful login

9

You are now logged in to EU Login.

To stop the automatic single sign-on, click [Logout](#) or close all browser windows.

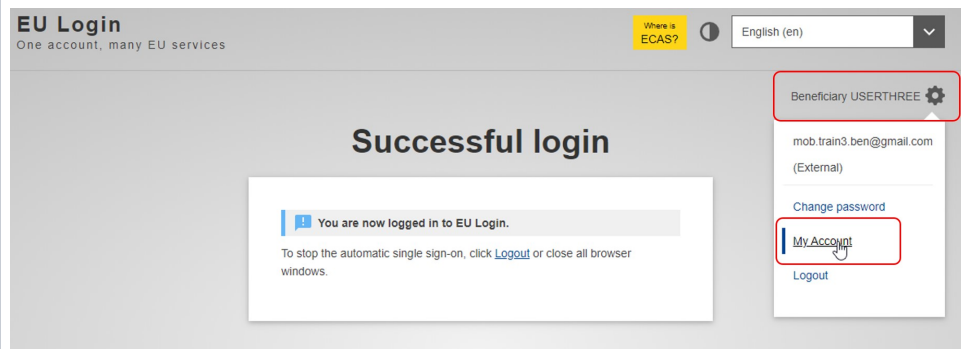
Help and Frequently asked questions

If you need help or need to check the frequently asked questions, click on the **Help** hyperlink at the bottom of the EU Login page.

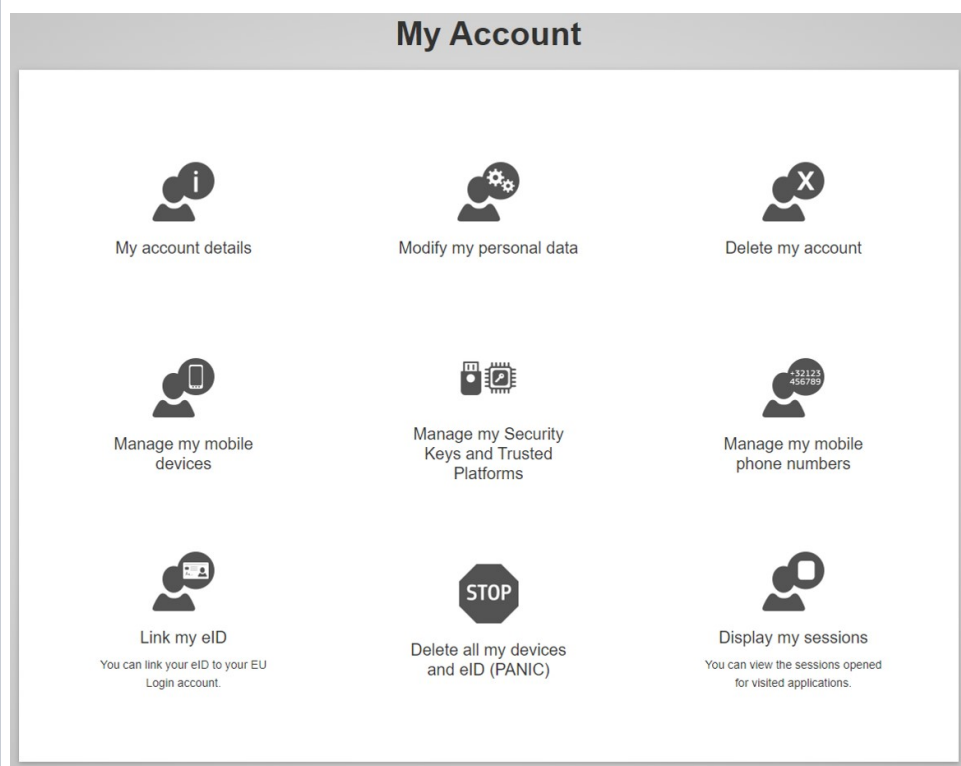
The screenshot displays the EU Login interface. At the top left, it says "EU login - One account, many EU services". To the right, there is a "Where is ECAS?" button and a language selector set to "English (en)". The main heading is "Sign in to continue". Below this, there is a form with the label "Use your e-mail address" and an input field. A blue "Next" button is below the input field, followed by a link "Create an account". Below this is a separator "Or" and three social media login options: Facebook, Twitter, and Google. Below these is the text "Or use the eID of your country" and a button "Select your country". At the bottom of the page, there is a dark blue footer with links: "About EU Login", "Cookies", "Privacy Statement", "Contact", and "Help" (which is highlighted with a red box). To the right of the footer is the European Commission logo and the text "European Commission Powered by".

My Account

To access your EU Login account details, click on the settings (gear) icon in the upper right corner and click on **My Account** . This is only possible if you are logged in.




The **My Account** page opens. Here you can choose a number of options to edit your account details.



My account details

Under **My account details** you find general information about your EU login, such as Username, Unique identifier (uid), Most recent login, Last password reset and more. All information here is read only.



[My account details](#)

My account details


Username	mob.train3.ben
Domain	External
Unique identifier at the Commission (uid)	nuserby
Most recent login	26/05/2020 08:57 GMT+02:00
Previous login	27/05/2020 16:15 GMT+02:00
Account created	19/04/2011 17:14 GMT+02:00
Name	USERTHREE Beneficiary
Email preferred language	en
E-mail	mob.train3.ben@gmail.com
Password last changed	24/04/2020 11:41 GMT+02:00
Password expires (as defined by the policy currently in force)	21/10/2020 11:41 GMT+02:00
Password last reset	20/09/2018 11:44 GMT+02:00
Password reset last requested	20/09/2018 11:43 GMT+02:00
Number of good logins	64
Number of bad logins	3
Last unlock time	
Last authentication failure	26/05/2020 08:57 GMT+02:00
Group Membership(s)	AIDA_SELFRG
Mobile phone number(s)	
Mobile device(s)	My phone (Apple iPhone 6s) ZT6GHCFc-NRNETDEZ-N9DN9MYA-ERAV4MZG-J24GZFAG-4T7HNFNT-6TPUCZ3U-JUDCWUN
DigiPass serial number(s)	∅
Security Key(s)	∅
Trusted Platform(s)	∅
Delegate of the following DBMs	∅
List of Federated IDs	∅

← My Account

Modify my personal data

Click on **Modify my personal data** to edit your personal details. Here you can amend your personal information, e-mail address and e-mail language as well as e-mail notification settings.

Should you change your e-mail address, please remember to inform your National Agency, DG EAC or the person responsible for providing you access to certain DG EAC IT Tools.



[Modify my personal data](#)

User edit

First name

Last name

E-mail

E-mail language

English (en)
▼

I want to receive e-mail notifications.

Warn me each time an application asks for my identity

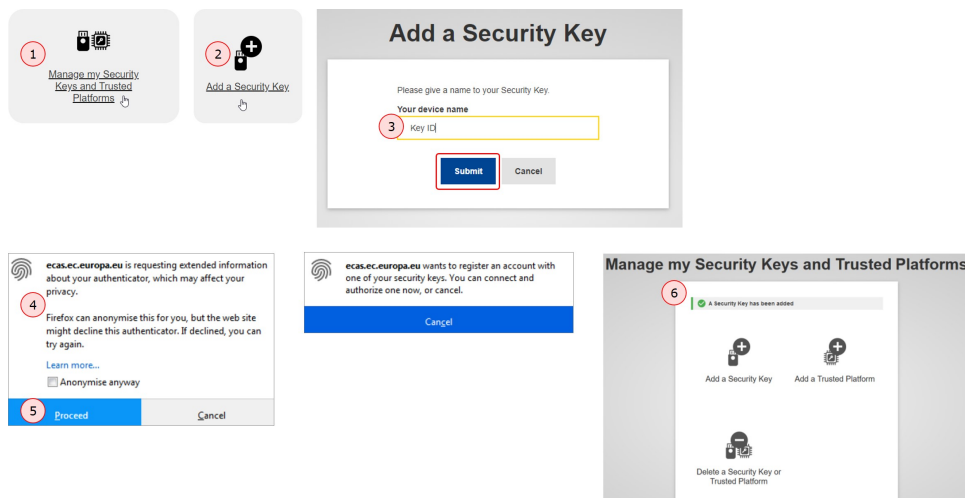
View my EU Login account details after logging me in

Submit
Cancel

Manage my Security Keys and Trusted Platforms

This feature enables you to manage the Key-ID tokens and trusted platforms you use for 2 factor authentication. Insert the security key into your device.

1. Click on **Manage my Security Keys and Trusted Platforms**. You may need to authenticate with a stronger authentication method.
2. Click on **Add a Security Key** or **Add a Trusted Platform**.
3. Enter a **device name** and click on **Submit**.
4. 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.
5. Click on **Proceed**.
Please **do not tick the Anonymise anyway checkbox**, otherwise it will not be possible to use this authentication method.
6. **Validate the fingerprint** on your security key. You will then see a success message: **A security key has been added**.



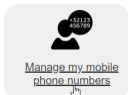
Manage my mobile phone numbers

To add a mobile phone number, follow the steps:

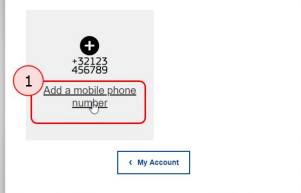
1. Click on **Manage my mobile phone numbers**
2. Add your mobile phone details and click on Add.
3. After your number is added, a **challenge code** is sent via SMS to your mobile number. Enter this code in the **Text message challenge code fields** and click on **Finalise**.
4. Your mobile number is now added to your account and can be used to log in to EU login, if 2 factor authentication is required.

Take note

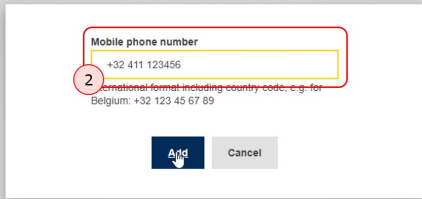
If you have already installed and initialised the EU Login Mobile App on a device or if you registered another mobile phone number for receiving SMS, you are requested to authenticate using the registered device or phone number.



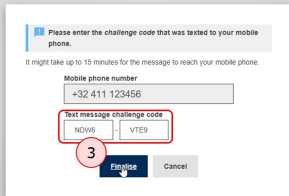
Manage my mobile phone numbers



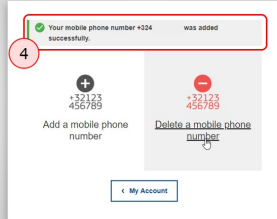
Add a mobile phone number



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



Manage my mobile phone numbers

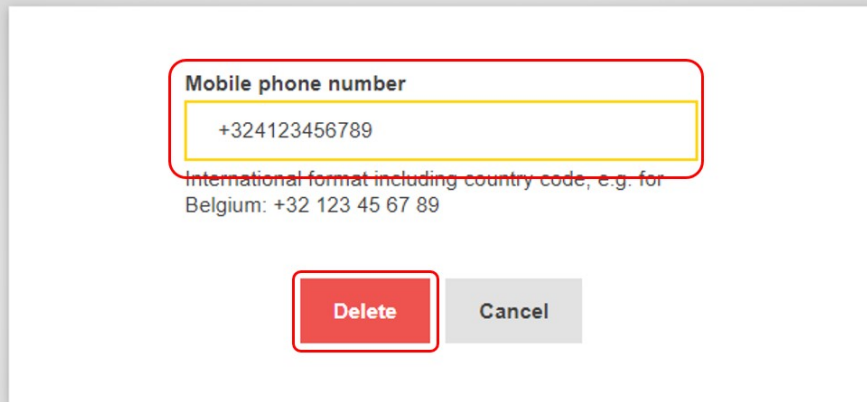


Remove a mobile number

To remove an already added mobile phone number, access your account. Select the **Manage my mobile phone numbers** and select **Delete a mobile phone number**.

Enter the phone number to be removed and click on **Delete**. Reconfirm the deletion. A success message displays.

Delete a mobile phone number



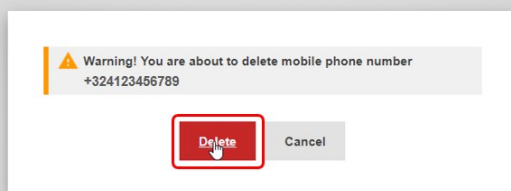
Mobile phone number

+324123456789

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

Delete **Cancel**

Delete a mobile phone number - Confirmation required



Warning! You are about to delete mobile phone number +324123456789

Delete **Cancel**

Manage my mobile phone numbers

✔ Mobile phone number +324123456789 was deleted successfully.

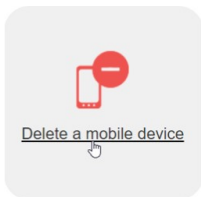
Add a mobile device

For information on the **Add a mobile device** option, please see [Set up 2 Factor Authentication with the EU Login Mobile app.](#)

Remove a mobile device

To remove an already added mobile device, access your account. Select the **Delete a mobile device option**. If you have more than one device added, select the one you want to remove. Confirm the deletion.

On your device, a notification displays, informing you about unlinking it from your EU login. A success message displays on your PC.



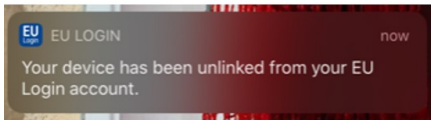
Delete a mobile device

Delete a mobile device - Confirmation required

Warning! You are about to delete mobile device My phone.

Completing this action will cause you to lose all your user rights in some applications.

Submit Cancel



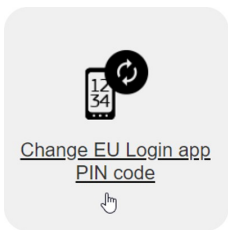
Manage my mobile devices

✓ The device has been deleted

Change EU Login app PIN

To change the EU Login app PIN, select this option. Enter the **current PIN** set up for your device. Provide the **new PIN** you want to use and confirm. **Submit**.

On your device, a notification displays, informing you of the PIN change.



Change EU Login app PIN code

Change EU Login app PIN code

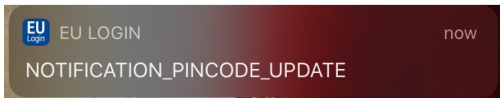
Please enter the current and new PIN codes for mobile device phone.

PIN code

New PIN code


Confirm new PIN code

Submit Cancel




Display my sessions

To see the number of services accessed during your current session, click on **Display my sessions**.



[Display my sessions](#)

You can view the sessions opened for visited applications.



Display my sessions

Services accessed during this session

Date	28/05/2020 06:57 GMT
Service URL	https://webgate.ec.europa.eu/lpfs/wikis/login.action?os_destination=%2Fpages%2Fviewpage.action%3FspaceKey%3D%26title%3DWelcome
IP address	172.29.128.27
Browser	Mozilla/5.0 AppleWebKit/537.36 Chrome/81.0.4044.122 Safari/537.36
Date	28/05/2020 07:10 GMT
Service URL	https://ecas.cc.ec.eu.int:7002/cas/userdata/webauthn/manageMyWebAuthnDevices.cgi
IP address	172.29.128.27
Browser	Mozilla/5.0 AppleWebKit/537.36 Chrome/81.0.4044.122 Safari/537.36

← My Account

Link eID

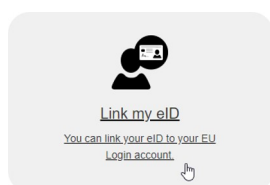
To link your eID (electronic ID) to your EU Login account, click on **Link my eID**. This option can link your national electronic identity card to your EU Login account.

Information

This option is only available for some countries (see screenshot below) and a card reader is necessary.

Take note

IT tools that are used in the **Erasmus+ and European Solidarity Corps** programmes **do not support the authentication using eID**.



Log in with your eID

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 checked="" type="radio"/> Austria	<input type="radio"/> Belgium	<input type="radio"/> Croatia
<input type="radio"/> Estonia	<input type="radio"/> Germany	<input type="radio"/> Iceland
<input type="radio"/> Italy	<input type="radio"/> Luxembourg	<input type="radio"/> Portugal
<input type="radio"/> Slovakia	<input type="radio"/> Spain	

Demonstration Pilot

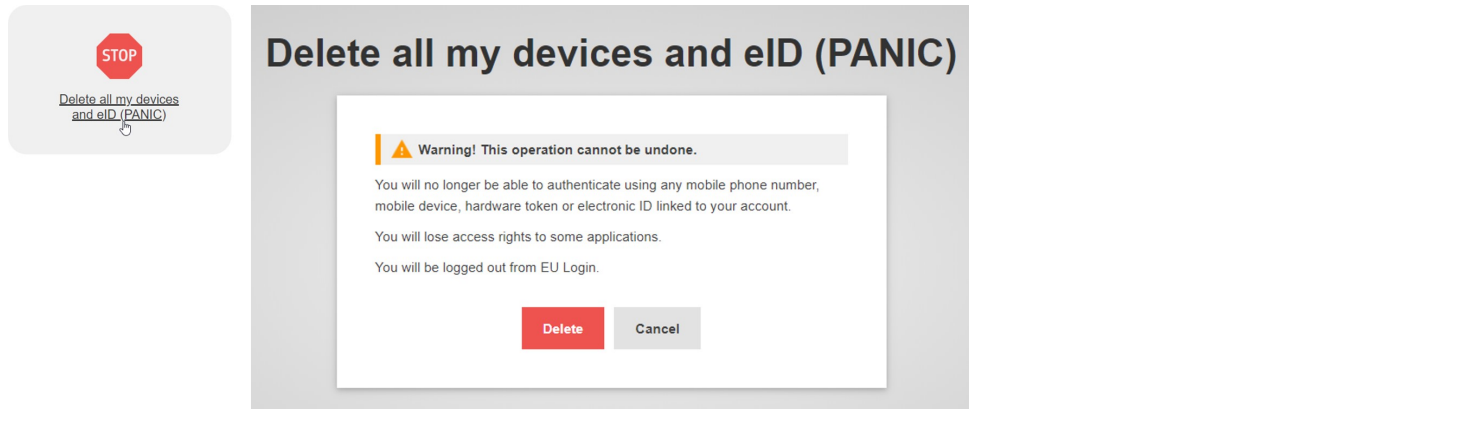
eID authentication is provided as a demonstration pilot for the countries below.

<input type="radio"/> Czechia	<input type="radio"/> Latvia	<input type="radio"/> Lithuania
<input type="radio"/> Slovenia	<input type="radio"/> Sweden	<input type="radio"/> Switzerland

Delete all my devices and eID (PANIC)

If you set up mobile devices and/or eID in your EU login, you have the option to **Delete all my devices and eID (PANIC)**.

Using this option will revoke the options to authenticate using any mobile phone number, mobile device, hardware token or electronic ID linked to your account. You will lose access rights to some applications requiring the 2 factor authentication. You will also be logged out from EU Login.



Change password

To change your password:

1. From the EU login page, click the settings (gear) icon and select **Change Password**.
2. Enter your current EU login password.
3. Enter the new password you would like to set up in the respective fields.
4. Click **Change** to save.

Delete EU Login account

To delete your EU Login account, click on **Delete your account** and follow the instructions. Please also notify the National Agency or DG EAC that you no longer require access to the DG EAC Tools. If possible or applicable, please mention your replacement.

Important

All access rights will be revoked and unrecoverable once deleted.