

A quick guide to EU Login and verification methods



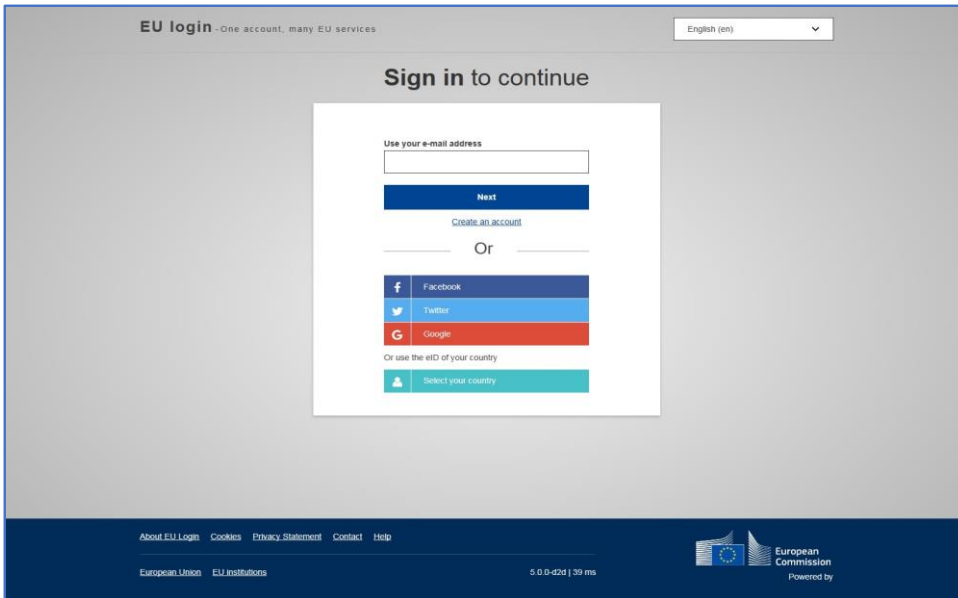
TABLE OF CONTENT

REQUEST AN EU LOGIN ACCOUNT	1
SIGN IN WITH AN EU LOGIN ACCOUNT	7
CHOOSE YOUR VERIFICATION METHOD	7
<i>EU Login Mobile App</i>	8
<i>Sign in with an EU Login account using a token</i>	9
INSTALL AND INITIALISE THE EU LOGIN MOBILE APP	10
REGISTER A MOBILE PHONE NUMBER FOR RECEIVING VERIFICATION SMS	13

Request an EU Login account

To create an account in EU Login (European Commission Authentication Service), you need a valid e-mail address. After following the steps below, you will receive an Email to confirm your access and ensuring that you will be able to upload documents in the application. Check your spam folder settings in order to make sure that you receive the confirmation email.

- ➔ Go to the EU Login by entering the following address in the browser: <https://webgate.ec.europa.eu/cas/login>

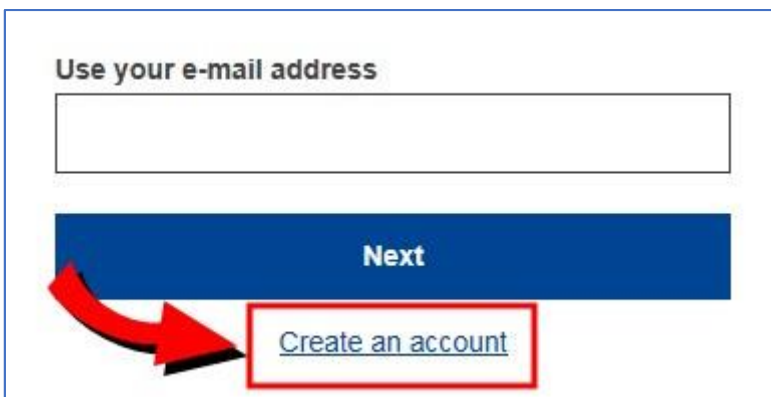


The screenshot shows the EU Login sign-in page. At the top, it says "EU login - One account, many EU services" and "English (en)". The main heading is "Sign in to continue". Below this, there is a form with the following elements:

- A text input field labeled "Use your e-mail address".
- A blue "Next" button.
- A link labeled "Create an account".
- An "Or" separator.
- Three social media login buttons: Facebook, Twitter, and Google.
- A section labeled "Or use the eID of your country" with a "Select your country" button.

At the bottom of the page, there is a footer with links for "About EU Login", "Cookies", "Privacy Statement", "Contact", and "Help". It also includes "European Union", "EU institutions", a version number "5.0.0-42d | 39 ms", and the "European Commission Powered by" logo.

- ➔ Click on the "Create an account" link so the system displays a sign up form:



This image is a close-up of the "Create an account" link from the previous screenshot. It shows a text input field with the label "Use your e-mail address" above it. Below the input field is a blue "Next" button. A red arrow points from the "Next" button to the "Create an account" link, which is highlighted with a red rectangular box.

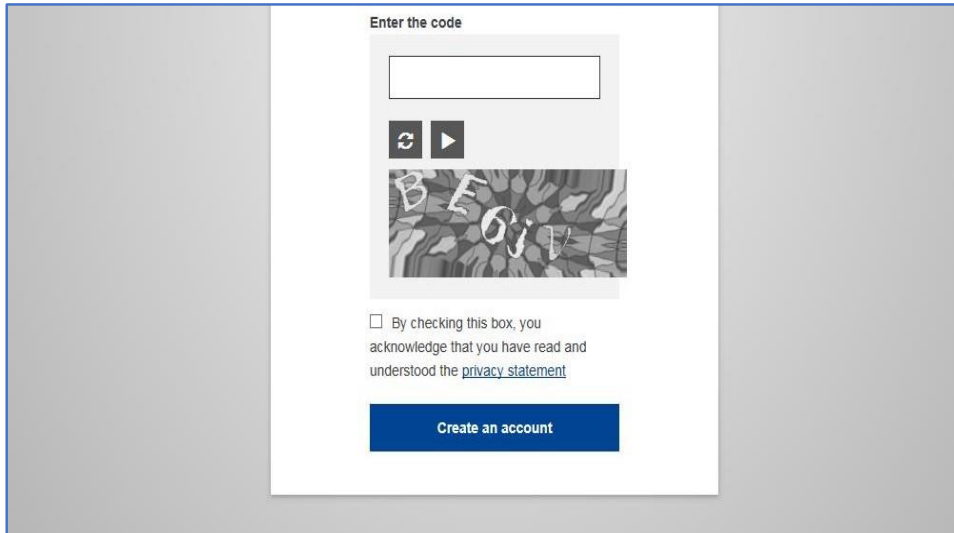
➔ Complete the form:

- **First name** – Your first name cannot be empty and can contain letters in any alphabet;
- **Last name** – Your last name cannot be empty and can contain letters in any alphabet;
- **E-mail** – An e-mail address that you have access to;



Note: For security reasons, private email addresses and functional mailboxes **should not** be used in connection with EU Login accounts.


- **Confirm e-mail** – Type your e-mail address again to make sure it is correct;
- **E-mail language** – The language used when EU Login sends you e-mails regardless of the language used in the interface. It guarantees that you are able to understand these e-mails even if they were triggered mistakenly. EU Login only sends you e-mails for validating your identity or for notifying you about security events affecting your account;
- **Enter the code** – By entering the letter and numbers in the picture, you demonstrate that you are a human being who is legitimately creating an account. If the code is too difficult to read, click on the button with two arrows to generate a new one;
- **Check the privacy statement** by clicking on the link and tick the box to accept the conditions

Note: Do not forget to tick the box regarding the fact that you have read privacy statement!



Enter the code

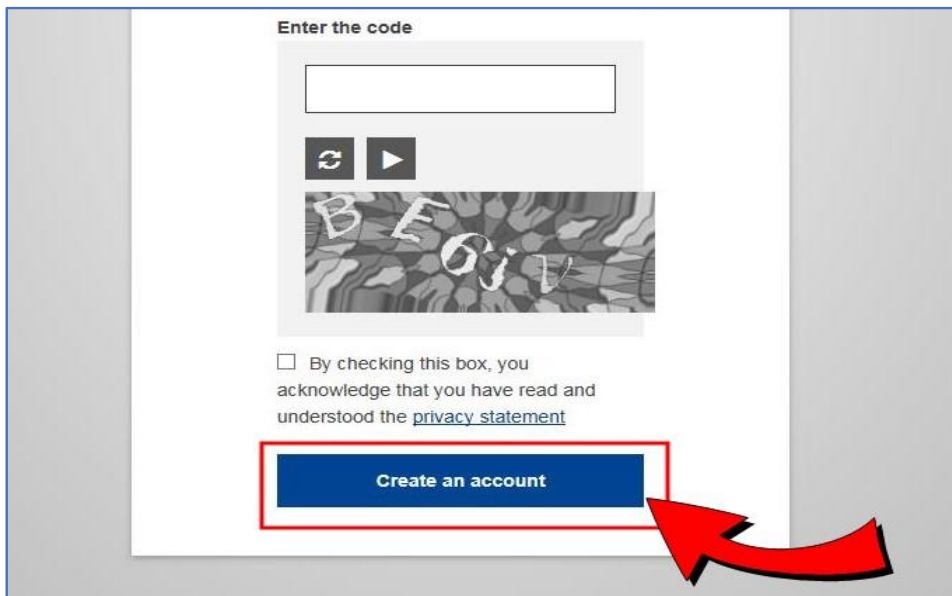
 





By checking this box, you acknowledge that you have read and understood the [privacy statement](#)


Create an account

- ➔ After you have provided all the requested information, click on '**Create an account**':



Enter the code



By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Create an account

The system displays a confirmation message explaining that an email was sent to you.

Create an account

Thank you for registering, you will receive an e-mail allowing you to complete the registration process.

- ➔ In order to confirm your account and create your password, simply click on the link in the email body or copy and paste it into an internet browser:

Dear ...,

You have been registered in EU Login.

Your email address is [...@...](#).

To create your password, follow the link below:

[this link](#)



You have a maximum of 5 min, starting from the time that this message was sent, to create your password, but you are encouraged to do so immediately if possible. After this time, you can make another request by following the same link: you will then need to re-enter your username and confirm your request.

If the above link does not work, you can copy the following address (make sure the complete address is copied!) and paste it into your browser's address bar:

<https://ecas.ec.europa.eu/cas/init/initialisePasswordLogin.cgi?xxx...>



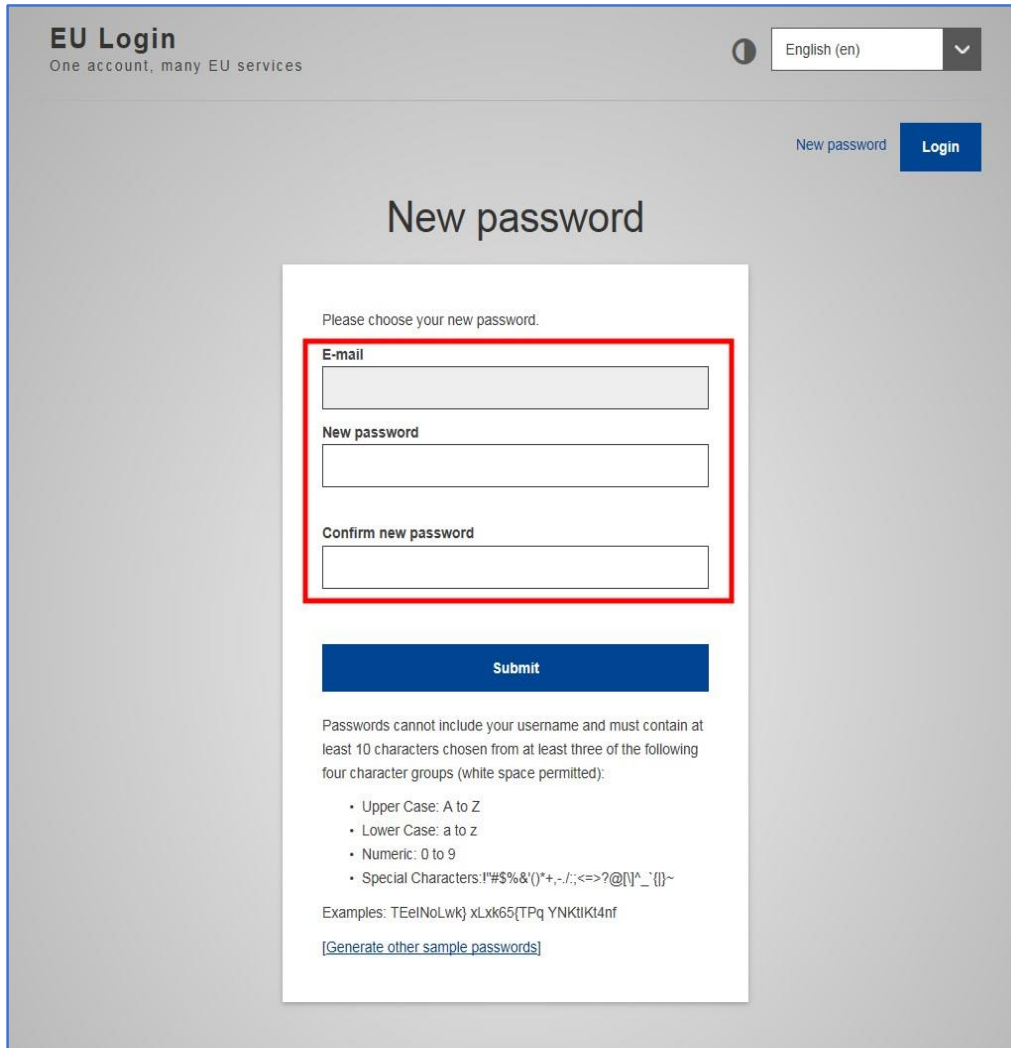
Instead of replying to this message, if you have a problem, please follow the help or contact information on the site where you were trying to register.

Note that it may take up to 5 minutes after reception of this mail before the above-mentioned site will recognize your registration.

Sent to you by EU Login

If you cannot find the e-mail, check your spam or junk folder.

- ➔ To create your new EU Login password, enter your new password and click on '**Submit**':



EU Login
One account, many EU services

English (en)

New password **Login**

New password

Please choose your new password.

E-mail

New password

Confirm new password

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: TEeiNoLwkj xLxk65{TPq YNK!IKt4nf

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

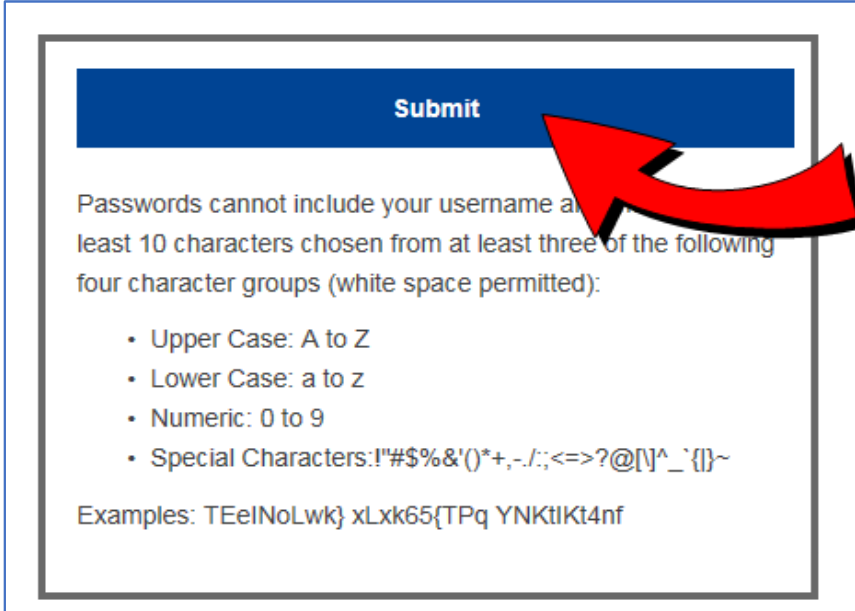
It must contain at least 10 characters and a combination of:

- upper case letters
- lower case letters
- numbers
- special characters

Note: Select a password as long and as complex as you can in order to make your account more secure but keep in mind that you will have to remember it.

The system displays a message indicating that your EU LOGIN password has been changed.

- ➔ Click on '**Submit**' in order to proceed to the service you want to use:



The screenshot shows a form with a blue 'Submit' button at the top. Below the button, the text reads: 'Passwords cannot include your username and must be at least 10 characters chosen from at least three of the following four character groups (white space permitted):'. A red arrow points from the right side of the form towards the 'Submit' button.

Submit

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

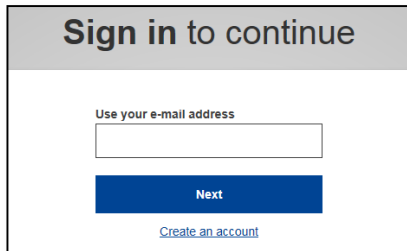
- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !"#%&'()*+,-./:;<=>?@[^_`{|}~

Examples: TEeINoLwk} xLxk65{TPq YNKtIKt4nf

Note: In order to know more about EU Login, go to the [EU Login help page](#)

Sign in with an EU Login 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 when authentication is needed.

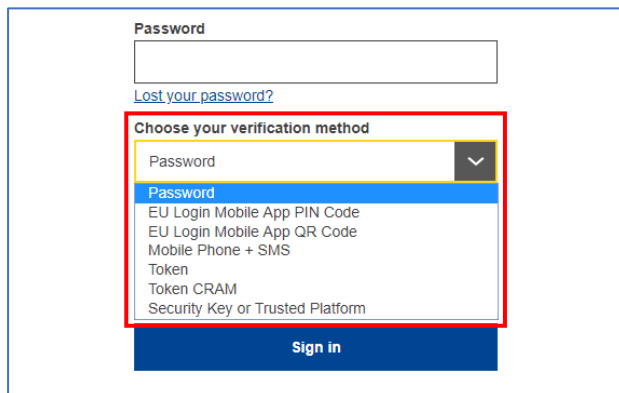


Go to <https://webgate.ec.europa.eu/cas> and enter the **e-mail address** you provided when creating your EU Login account in the "Use your e-mail address" field and click on "Next".

Your e-mail address will automatically be remembered 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:



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.

Other verification methods involve using additional devices, which can provide more security. These are mainly used by the staff of EU institutions when working remotely.

EU Login Mobile App

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

To know how to install the EU Login Mobile App, follow the instructions in the section: "[Install and initialise the EU Login Mobile App](#)".

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



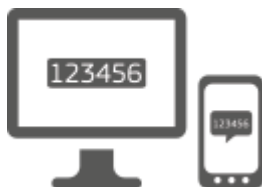
EU Login Mobile App PIN code – If the mobile device where your EU Login Mobile App is installed has internet connectivity then you can use the "EU Login Mobile App PIN Code" verification method. You will have to enter a 4 digits PIN code into the EU Login Mobile App in order to connect to EU Login. This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



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.*

To know how to register your phone number in your EU Login account, follow the instructions in the section: "[Register your phone number in your EU Login Account](#)".

Sign in with an EU Login account using a token

Other verification methods involve using an additional device, a token, which can provide more security.



Token – A token is a small device that looks like a calculator and generates one-time passwords synchronised with the European Commission's servers.

Tokens can be obtained by European Commission staff only.

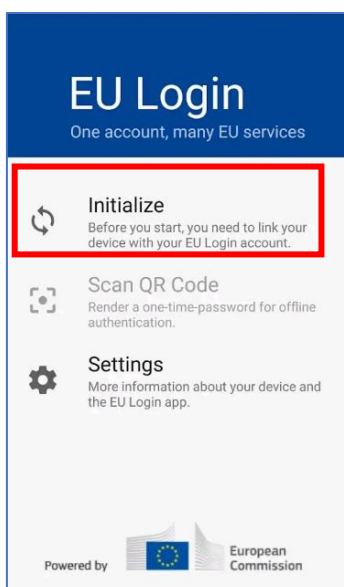
Token CRAM – The token CRAM (Challenge Response Authentication Method) is a special kind of token that has the capability to sign transactions, like tokens used for e-banking. They can only be obtained by users from specific EC services.

Install and initialise the EU Login Mobile App

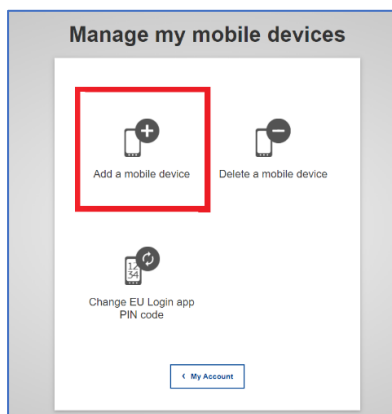
You can download the EU Login Mobile App from the Google Play Store (Android), the App Store (iOS) or the Windows Store (Windows Phone).

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

- ➔ Install the EU Login Mobile App on your mobile phone, open it and tap on the "Initialize" option.



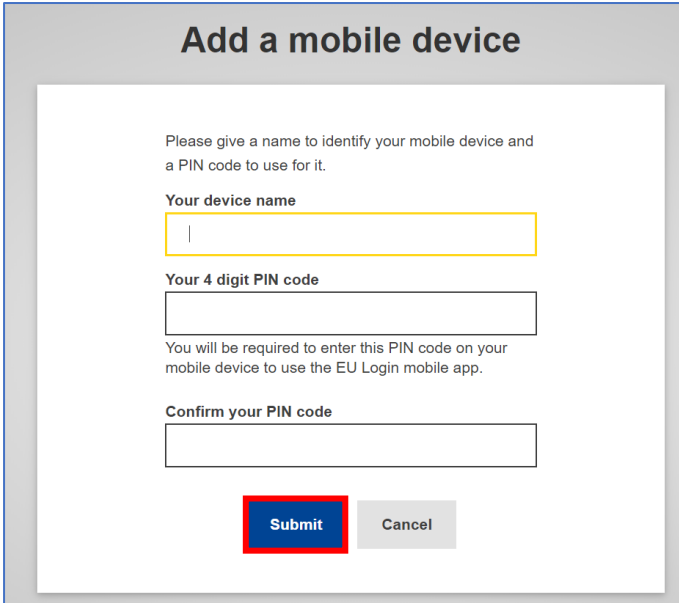
- ➔ Follow the instructions on the screen: open a browser on your PC and **go to the following URL:** <https://ecas.ec.europa.eu/cas/mobile>; then, authenticate yourself.
- ➔ Click on "Add a mobile device"



In the new window, you are requested to **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" or "My blue Windows phone".

You are also required to **select a PIN code** composed of 4 digits. 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.

Note: 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 birth day and month.



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

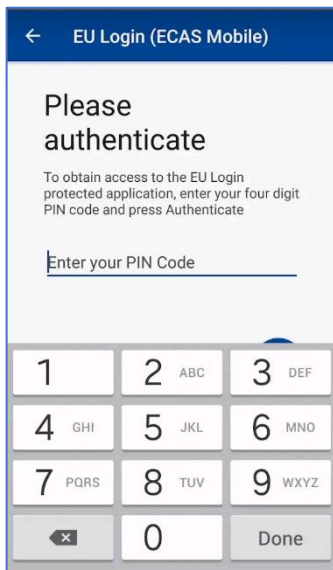
Submit Cancel

➔ Once you are done, click "**Submit**" and **tap the checkmark** 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**":

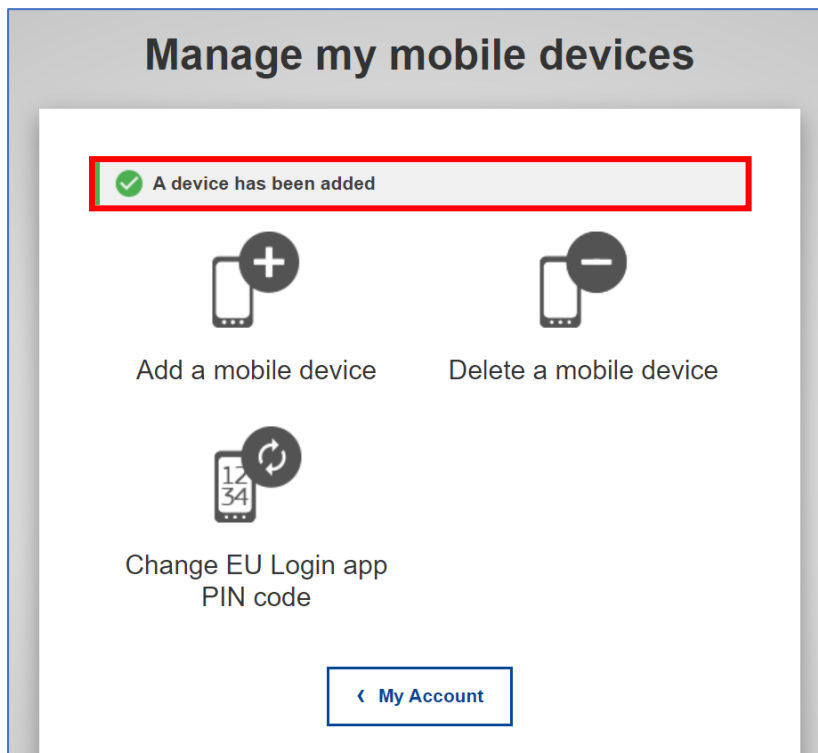


EU Login sends a **notification** to your mobile device.

Tapping 'Confirm' on the notification completes the process. Your EU Login Mobile App is successfully initialised and can be used for authenticating.

- ➔ Tap on "**Continue**" to go back to the welcome screen.

Also your account will display a confirmation message:



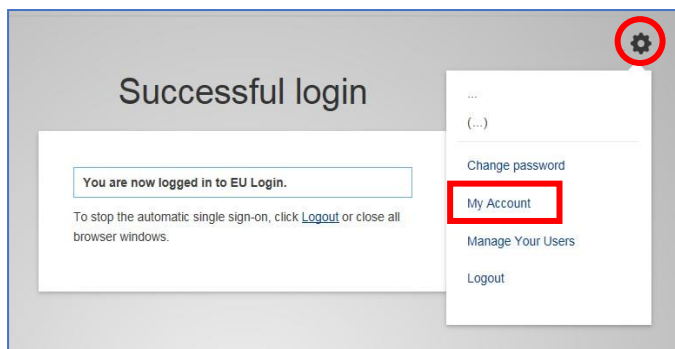
Register a mobile phone number for receiving verification SMS

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

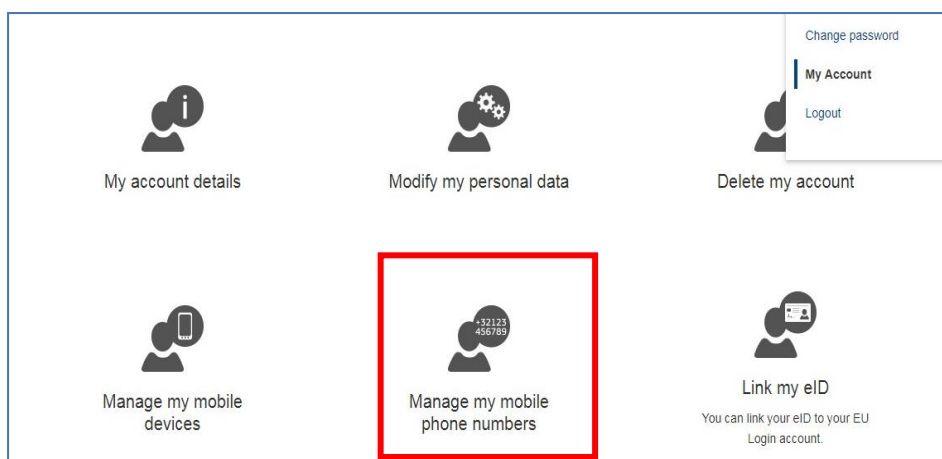
Unfortunately, since SMS requires agreements between operators to interconnect mobile networks, it might not be fully reliable. Therefore it is advised to use solutions based on the EU Login Mobile App instead if you have a smartphone.

In order to register your mobile phone number, open a browser and **go to the following URL:** <https://ecas.ec.europa.eu/cas> and log in.

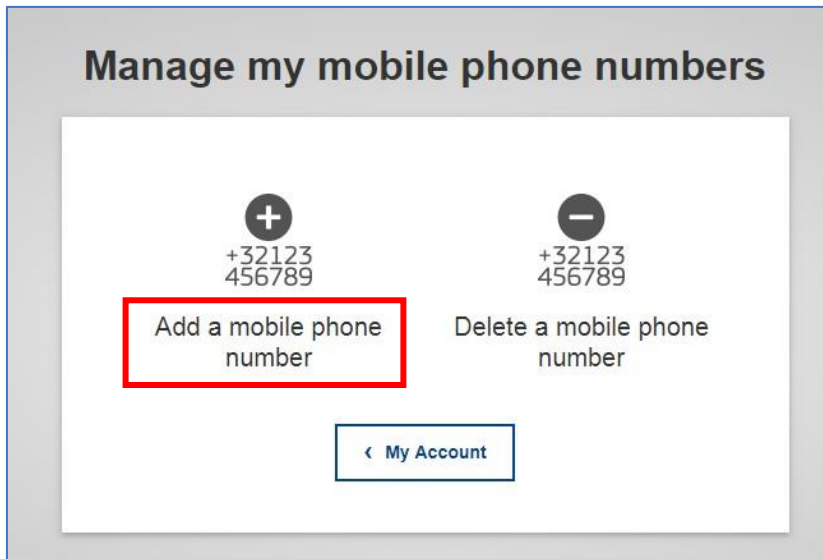
Once successfully authenticated, move the mouse over the gear at the top right corner to display the menu and select "My Account":



➔ Click on "Manage my mobile phone numbers":



- ➔ Select "Add a mobile phone number":



- ➔ 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", a SMS is sent to your mobile device. The SMS contains a challenge code made of eight characters separated with a hyphen (minus sign)

Mobile phone number

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

Add Cancel

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

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
 -

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

Manage my mobile phone numbers

✓ Your mobile phone number +321234567890 was added successfully.

+ +32123 456789	- +32123 456789
Add a mobile phone number	Delete a mobile phone number

