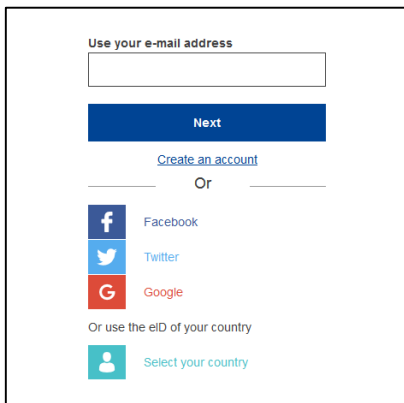


## How to authenticate with EU Login

EU Login is the entry gate to sign in to different European Commission services and/or other systems. EU Login verifies your identity and allows recovering your personal settings, history and access rights in a secure way. You can sign in using social media accounts or the EU Login account.

### Sign in using social media without an EU Login account

Signing in with social media is only available for a limited number of services. It does not require creating an EU Login account.



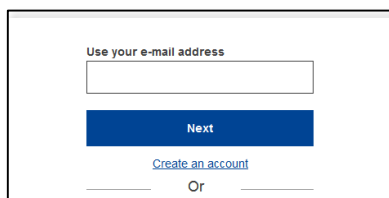
The screenshot shows the EU Login main page. At the top, there is a text input field labeled "Use your e-mail address" with a "Next" button below it. Below the "Next" button is a link "Create an account". Underneath is the word "Or" flanked by horizontal lines. Below "Or" are three social media icons: Facebook, Twitter, and Google. At the bottom, there is a link "Or use the eID of your country" and a button labeled "Select your country".

When social media sign in is available, the different options are displayed on the **EU Login main page**. In the example on the left, signing in using Facebook, Twitter and Google is allowed.

After selecting the social media you want to use, you will be sent to the corresponding web site where you authenticate as usual. Some social media may request your consent to send data to EU Login. The following elements are collected: first name, last name and e-mail address. Once authenticated, you are redirected back to the European Commission service you requested to use.

### Create an EU Login account

You can create an **EU Login account** using the self-service. Please note that active members of EU staff do not need to create an account.



This screenshot is identical to the one above, but the "Create an account" link is highlighted with a blue underline.

Click on the "**Create an account**" link on the EU Login main page.

There is no need to fill in the "Use your e-mail address" field.

**Create an account**

[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language  
 English (en) ▼

Enter the code

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

Fill in the provided form with your personal details:

- **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;
- **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;
- Click on "**Create an account**" to proceed.

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.

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

**Click the link** in the e-mail or copy/paste it in the address bar of your browser.

You are invited to **select a password** and to **confirm it** to make sure you did not mistype it.

The E-mail field is prefilled and cannot be changed. It should contain the e-mail address you provided previously.

**Type the password** you want to use in the "New password" field.

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

- upper case letters,
- lower case letters,
- numbers and
- special characters.

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.

**Type your password again** in the "Confirm new password" and click on "Submit".

You are now authenticated and can proceed to the service you want to use. Click on "Proceed" in order to do so.

## 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.

**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. 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.

Several verification methods require using the ECAS Mobile App. The ECAS 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 ECAS 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.



**ECAS Mobile App PIN code** – If the mobile device where your ECAS Mobile App is installed has internet connectivity then you can use the "ECAS Mobile App PIN Code" verification method. You will have to enter a 4 digits PIN code into the ECAS 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.



**ECAS Mobile App QR code** – If the mobile device where your ECAS Mobile App is installed does not have internet connectivity then you can use the "ECAS Mobile App QR Code" verification method. You will need to scan a QR code using the ECAS 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 ECAS 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 ECAS 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.

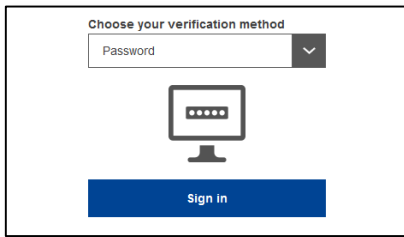


**Token** – A token is a small device that looks like a calculator and generates one-time passwords synchronised with the European Commission's servers. Tokens can be obtained by European Commission staff only.



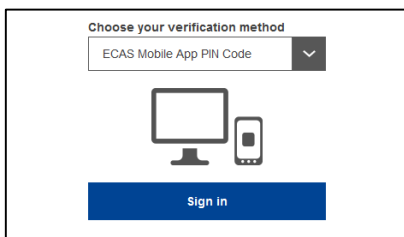
**Token CRAM** – The token CRAM (Challenge Response Authentication Method) is a special kind of token that has the capability to sign transactions, like tokens used for e-banking. They can only be obtained by users from specific EC services.

## Sign in with an EU Login account using a password

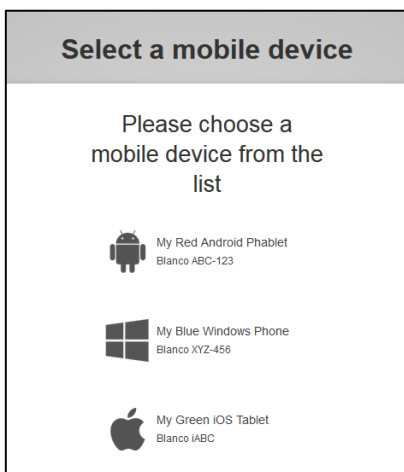


Select **"Password"** as the verification method, **enter your password** in the "Password" field and click on **"Sign in"** to proceed to the service you requested to use.

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



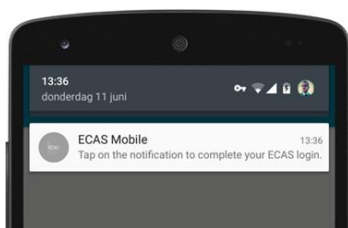
Select **"ECAS Mobile App PIN Code"** as the verification method, **enter your password** in the "Password" field and click on **"Sign in"**.



If you have more than one device with an initialised ECAS Mobile App, you are asked 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 ECAS Mobile App.

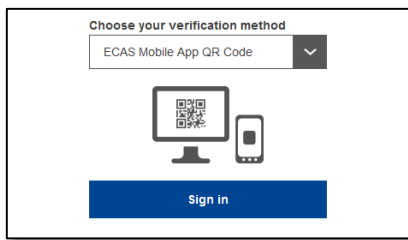


The ECAS Mobile App prompts you to enter your PIN code.

**Enter your PIN code** 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 ECAS Mobile App QR code

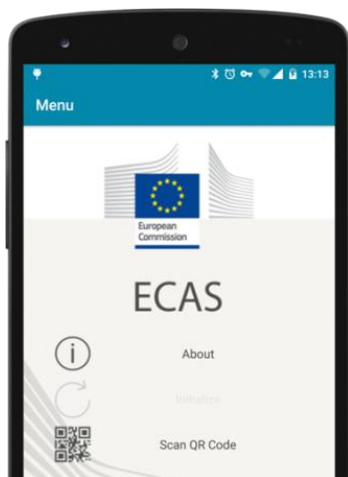


**Select "ECAS Mobile App QR Code"** as the verification method.

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

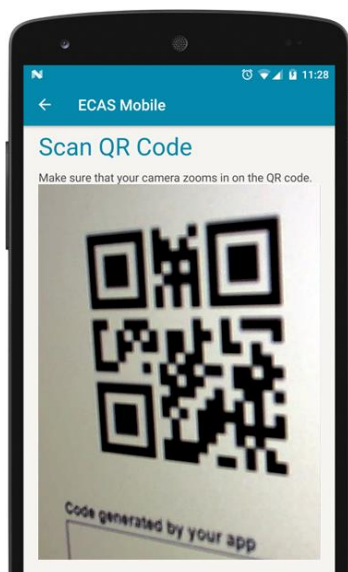


A QR code is displayed on screen.



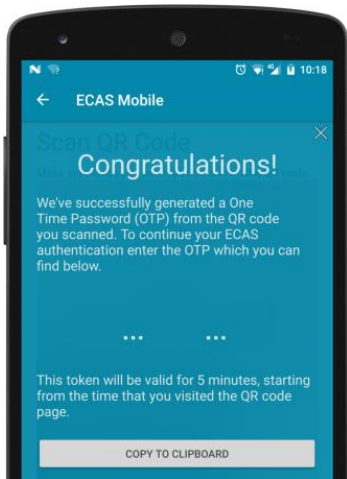
**Start the ECAS Mobile App** on a mobile device where it has been previously initialised.

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

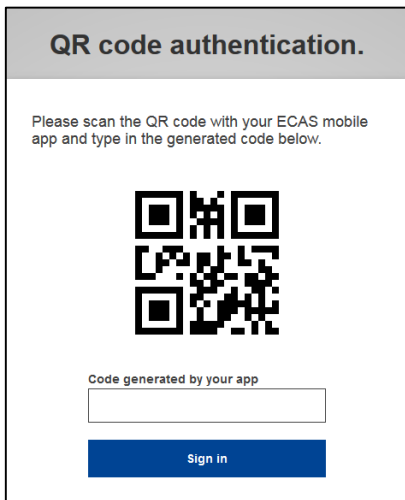


The QR code scanner starts on your mobile device.

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



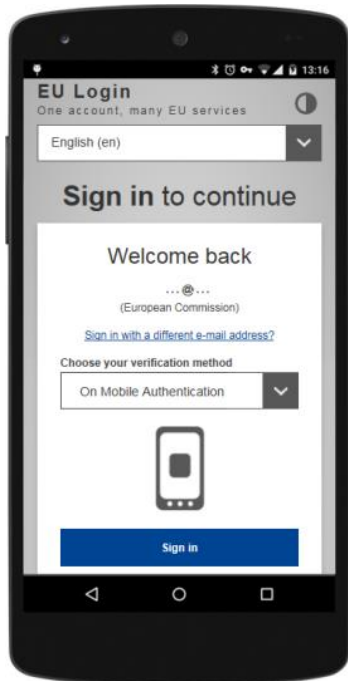
The ECAS Mobile App displays a **one-time password** composed of 8 digits.



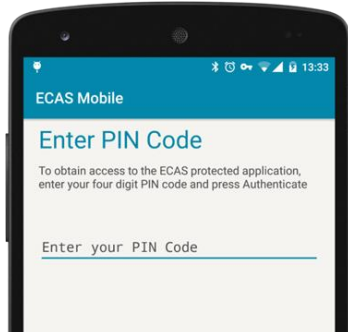
**Type the one-time password** in the "code generated by your app" field and click "**Sign in**" to proceed to the service you requested to use.

## 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 ECAS Mobile App has been previously installed and initialised on that device.



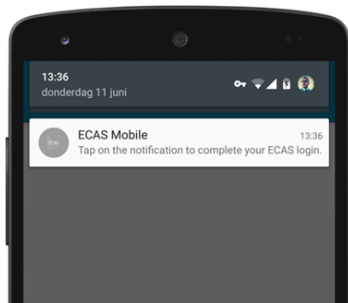
**Select "On Mobile Authentication"** as the verification method and tap on **"Sign in"**.



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

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

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



**Tapping on the notification** sends you back to your browser that proceeds to the service you requested to use.



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

The screenshot shows a sign-in form with the following elements:

- A "Password" input field with a "Lost your password?" link below it.
- A "Choose your verification method" dropdown menu with "Mobile Phone + SMS" selected.
- An illustration of a computer monitor and a smartphone, both displaying the number "123456".
- A "Mobile phone" input field.
- Text below the field: "International format including country code, e.g. for Belgium: +32 123 45 67 89".
- A blue "Sign in" button at the bottom.

The screenshot shows an "Authentication by SMS text challenge" page with the following elements:

- Text: "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."
- A "Mobile phone number" input field containing "+321234567890".
- An "SMS text challenge" input field divided into three segments by hyphens.
- A blue "Sign in" button at the bottom.

**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 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 in with an EU Login account using a token

The screenshot shows a sign-in form with the following elements:

- A "Password" input field with a "Lost your password?" link below it.
- A "Choose your verification method" dropdown menu with "Token" selected.
- An illustration of a computer monitor and a token device, both displaying the number "123456".
- A "Token serial number" input field.
- A "Token challenge code" input field.
- A blue "Sign in" button at the bottom.

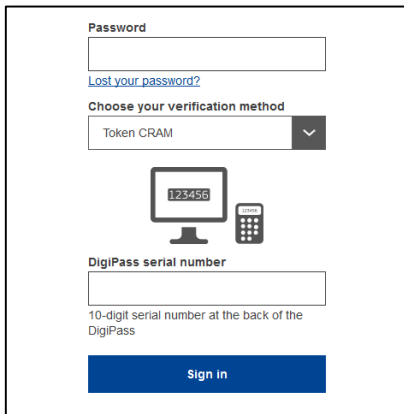
**Select "Token"** as the verification method.  
Enter your password in the "**Password**" field.

Take your token and look at the barcode at the back of it.  
**Type all digits** written on top of it in the "Token serial number" field without the hyphens.  
Please note that you can alternatively use the legacy format starting with a "T".

**Switch your token on and enter its 5-digit PIN code.**  
The token displays a sequence of eight digits.

**Type it in the "Token challenge code"** field and click on "**Sign in**" to proceed to the service you requested to use.

## Sign in with an EU Login account using a token CRAM




Password

[Lost your password?](#)

Choose your verification method

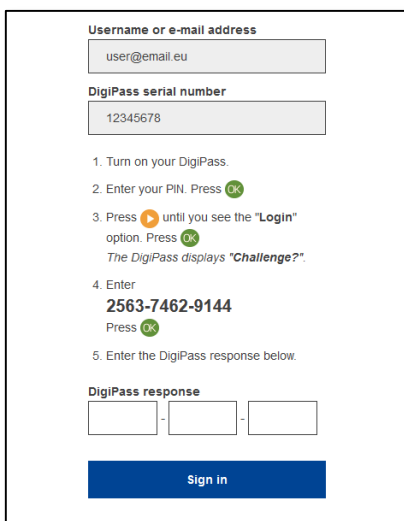
Token CRAM



DigiPass serial number

10-digit serial number at the back of the DigiPass

Sign in



Username or e-mail address

DigiPass serial number

1. Turn on your DigiPass.

2. Enter your PIN. Press **OK**.

3. Press **▶** until you see the "Login" option. Press **OK**.  
The DigiPass displays "Challenge?".

4. Enter  
**2563-7462-9144**  
Press **OK**.

5. Enter the DigiPass response below.

DigiPass response

Sign in

Select **"Token CRAM"** as the verification method.  
Enter your password in the **"Password"** field.

Take your token and look at the barcode at the back of it.  
**Type all digits** written below it in the "DigiPass serial number" field without the hyphens.

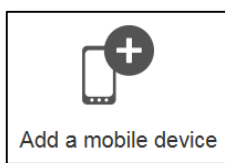
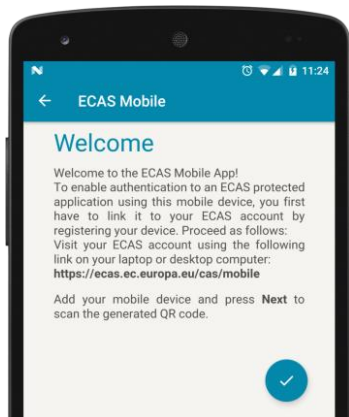
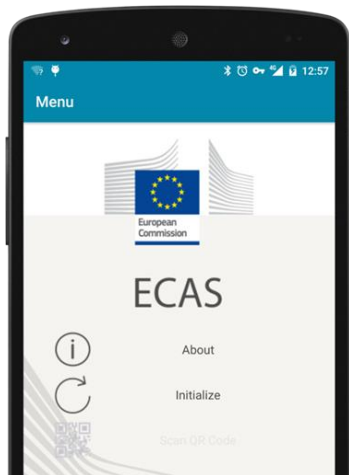
Click on **"Sign in"**.

Follow carefully the instructions on the screen **and enter the DigiPass response** in the "DigiPass response" fields.

Click on **"Sign in"** to proceed to the service you requested to use.

## Install and initialise the ECAS Mobile App

The ECAS Mobile App can be used when accessing a service that requires increased security. The ECAS Mobile App is free and can be obtained 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.



### 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

After installing the ECAS Mobile App, 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>

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

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

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" or "My blue Windows phone".

**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 birth day and month.

Once you are done, click "**Submit**" and **tap the checkmark** on your mobile device.

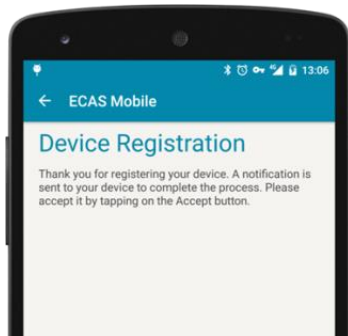


The QR code scanner starts on your mobile device and a QR code is displayed on the screen of your PC.

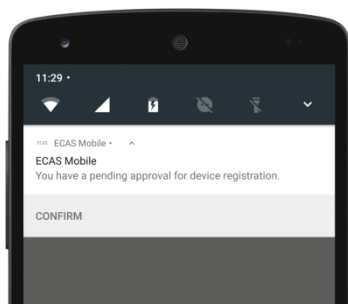
**Point the camera** of your mobile phone to your PC screen until the QR code is recognised.



**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 ECAS Mobile app is successfully initialised and can be used for authenticating.

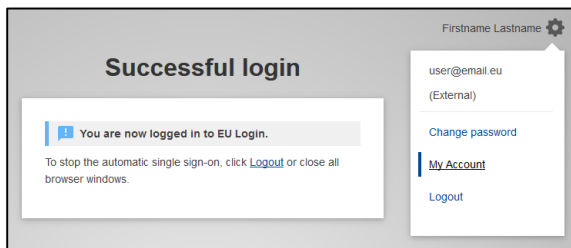
Tap on "**Continue**" to go back to the welcome screen.

## Register a mobile phone number for receiving verification SMS

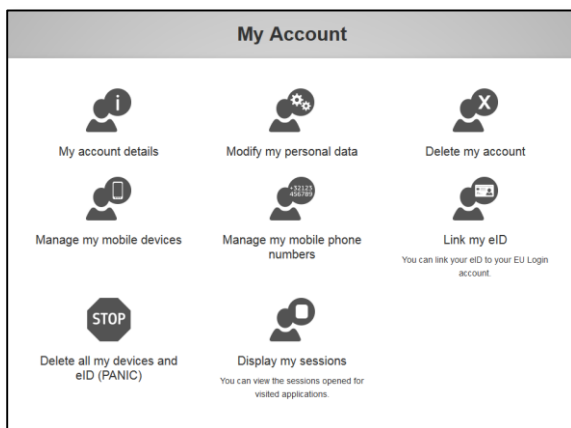
Your mobile phone number needs to be registered in your EU Login account in order to receive SMSs to authenticate. Please note that active members of EU staff have to follow a different process for registering their mobile phone number.

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 ECAS Mobile App instead if you have a smartphone.

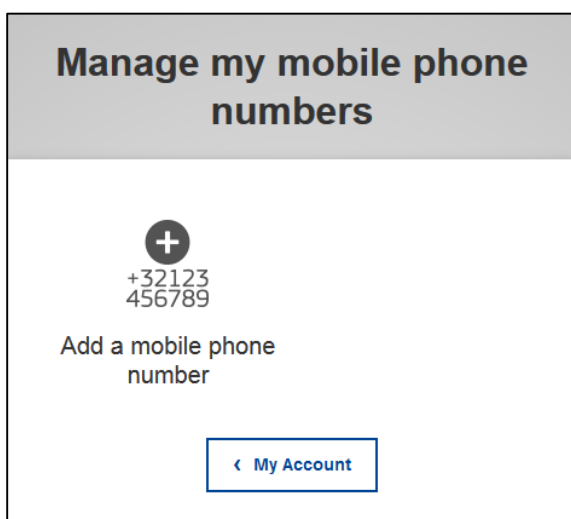
In order to register your mobile phone number, open a browser and **go to the following URL:** <https://ecas.ec.europa.eu/cas>



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

### 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

### 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](#)

**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).

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

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

## 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 the particular service and request the access rights.
- 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://ecas.ec.europa.eu/cas>  
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.