# How to authenticate with an external EU Login

EU Login is the entry gate to sign into 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.

Be aware there are several types of EU Login accounts. This guide only deals with the "external EU Login account". Users who have an "EU Login as an active member of staff", or users who have an EU Login for Life (EUL4L) account, don't need to create such an external EU Login account.

Sign in using social media or electronic ID (eID) without an EU Login account

Signing in with social media and electronic ID (eID) is only available for a limited number of services.
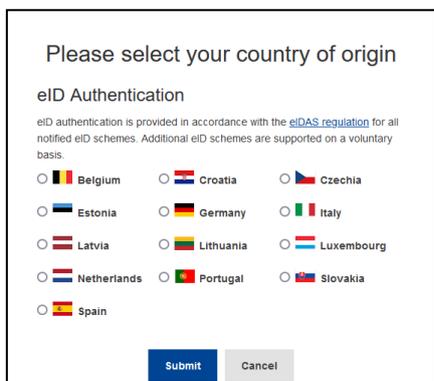It does not require creating an EU Login account.
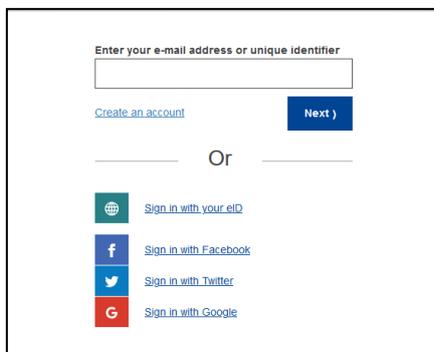
When social media sign in is available, the different options are displayed on the **EU Login main page**.
In the example on the left, signing in using Facebook, Twitter and Google is allowed.
Additionally, you can use an electronic ID (eID).

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.

If you choose the eID, you will need to select the country of origin i.e. the one that issued the eID. Then you will be taken to the chosen country's specific eID authentication page.

Create an (external) EU Login account

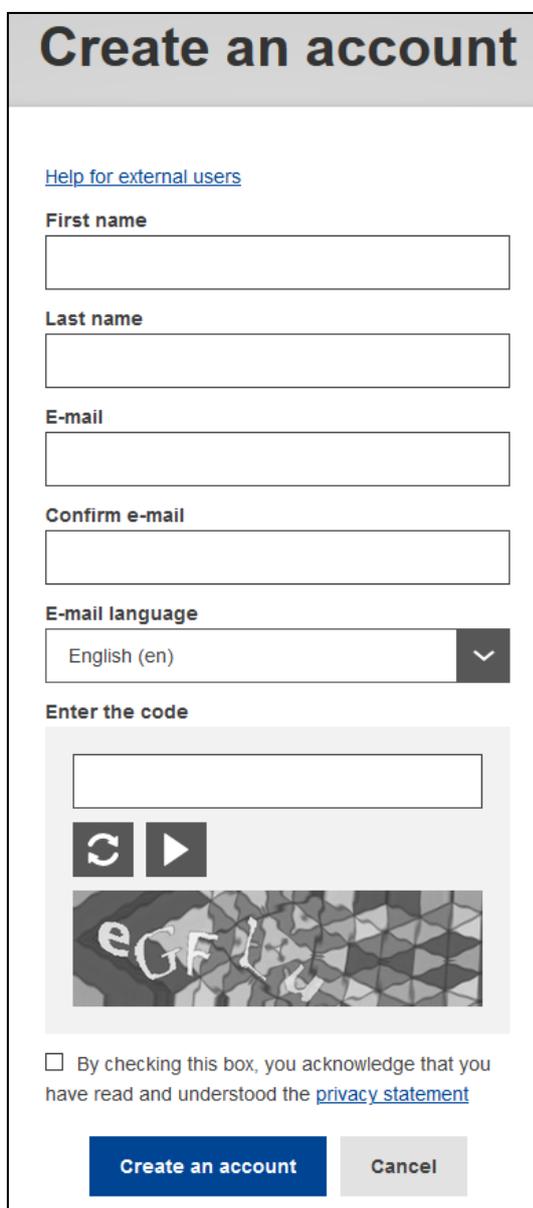You can create an **external EU Login account** using the self-registration page.
Please note that active members of EU staff do not need to create an account. The same goes for post-active members who have an EUL4L account.
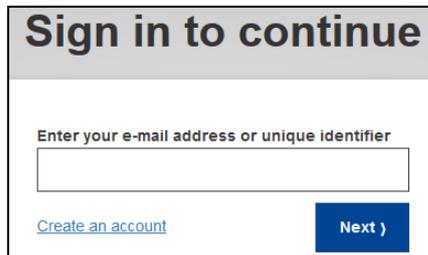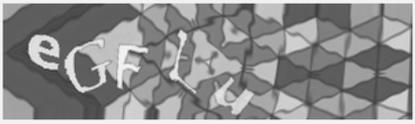
Go to the page https://webgate.ec.europa.eu/cas/login and click on the "**Create an account**" link on the EU Login main page.

There is no need to fill in the "e-mail address/unique identifier" field.

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 can 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;
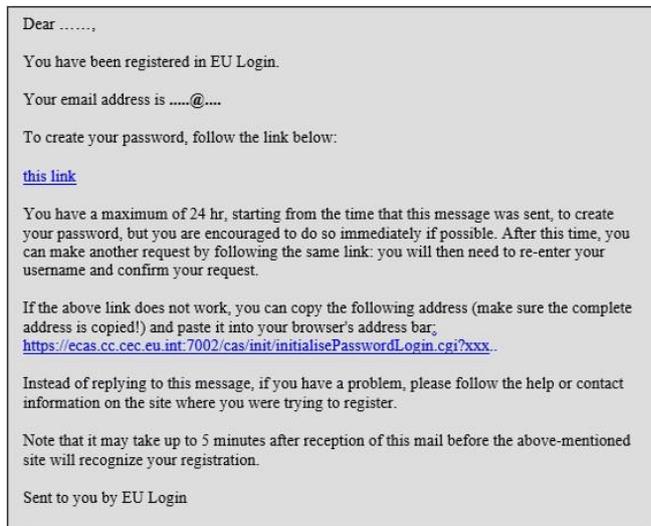- **Enter the code** – By entering the letter and numbers in the picture, you demonstrate that you are a human being who is legitimately creating an account. If the code is too difficult to read, click on the button with two arrows to generate a new one;
- Check the **privacy statement** by clicking on the link and tick the box to accept the conditions;
- Click on "**Create an account**" to proceed.

If the form is correctly completed, an e-mail is sent to the address you provided to verify that you have access to it.

Therefore, 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 24 hr, 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.cc.cec.eu.int:7002/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 **choose 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.

New password

⚠ Please choose your new password.

n…
(External)

New password

_____

Confirm new password

_____

Submit

Passwords cannot include your username and must contain at least 8 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: SEN5RbaW GwOzMg9m U(nuCuwh

[Generate other sample passwords]

Type the password you want to use in the "**New password**" field.
It must contain at least 10 characters and a combination of:
- uppercase letters,
- lowercase letters,
- numbers,
- special characters.

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

The new password is checked against a list of previously leaked passwords. If your password is on this list, you will see the following message: **Your new password cannot be used because it is in a public database with insecure passwords. It could be used to take over your account. Please choose a different password.**

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**" to do so.

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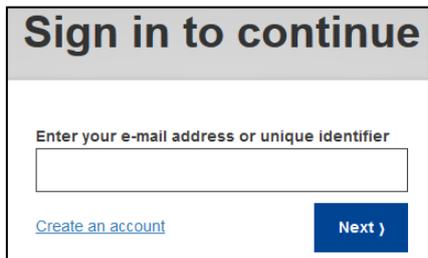
Enter the e-mail address you provided when creating your EU Login account in the "Enter Use your e-mail address" field and click on "**Next**".

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 (see below).

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.

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.

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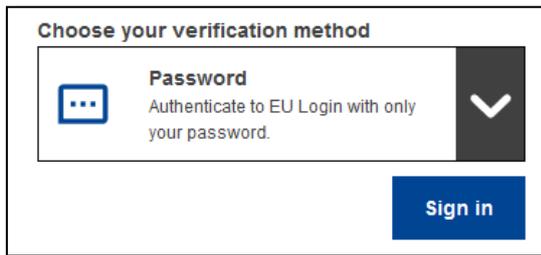
Select "Password" as the verification method, **enter your password** in the "Password" field and click on "**Sign in**" to proceed to the service you requested to use.

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

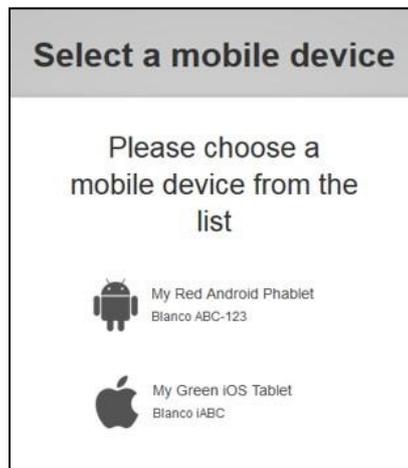### Sign in with Mobile App as of version 1.10

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

Click on the desired **device**.

EU Login advises you to open the EU Login Mobile App.
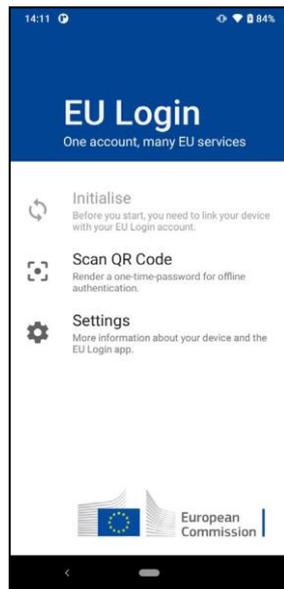
Open the **EU Login Mobile App** and wait for the app to display the Pending authentication requests menu.

Newer versions of the app may directly show you the list of Pending Authentication Requests.
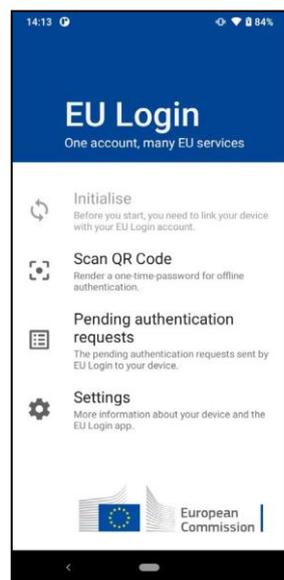
Tap on **"Pending authentication requests"**.

Newer versions of the app may directly show you the list of Pending Authentication Requests.
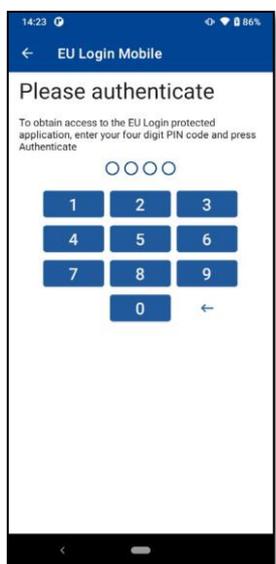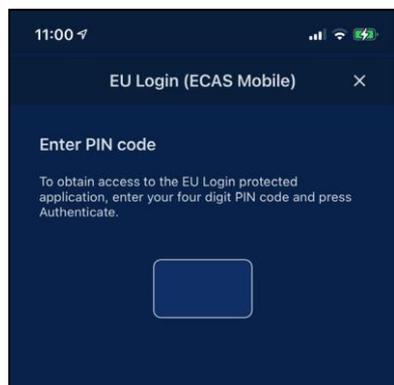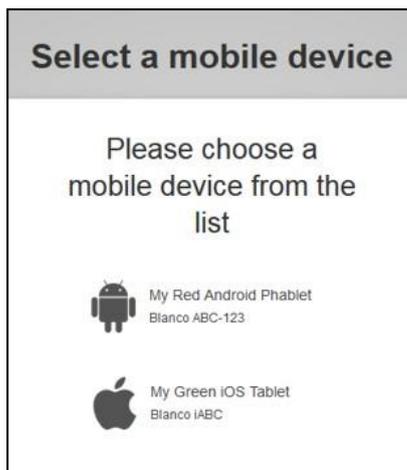
If you launched the request, press **"CONTINUE"**.

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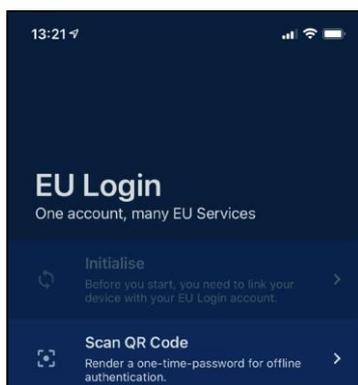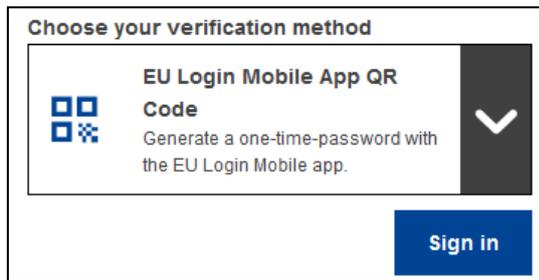
Select "EU Login Mobile App QR Code" as the verification method.

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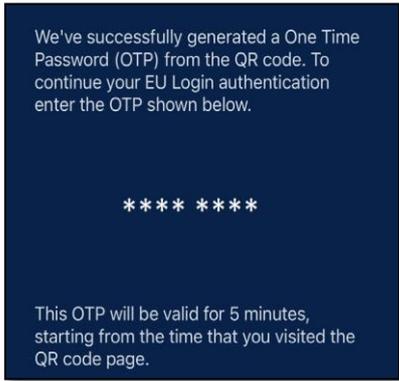

A QR code is displayed.

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.

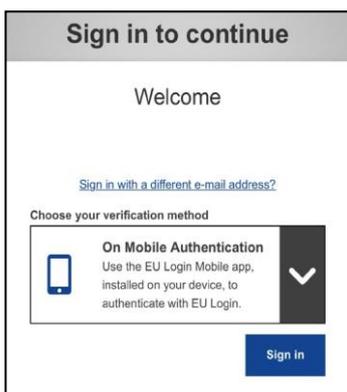**Point the camera** of your mobile phone to your PC screen until the QR code is recognised.

We've successfully generated a One Time Password (OTP) from the QR code. To continue your EU Login authentication enter the OTP shown below.

**** ****

This OTP will be valid for 5 minutes, starting from the time that you visited the QR code page.

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

QR code authentication

Please scan the QR code with your EU Login mobile app and type in the generated code below.

Code generated by your app

Sign in

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.

Sign in to continue

Welcome

Sign in with a different e-mail address?

Choose your verification method

On Mobile Authentication
Use the EU Login Mobile app, installed on your device, to authenticate with EU Login.

Sign in

Select "On Mobile Authentication" as the verification method and tap on "**Sign in**".
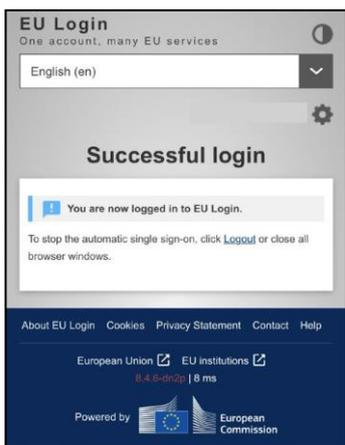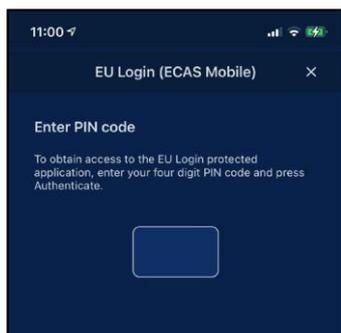
The EU Login Mobile App opens automatically and prompts you to enter your **PIN code**.

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

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 in with an EU Login account using a token

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.
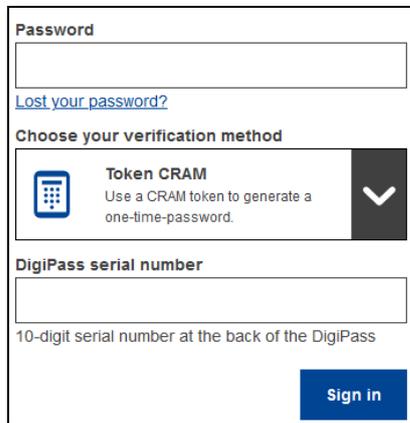Please note that you can alternatively use the legacy format starting with a "T", but then only use the number between the hyphens.

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

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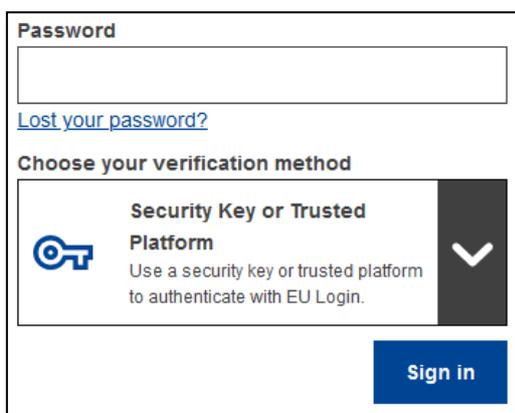Enter your password in the "**Password**" field.

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**".

Carefully follow the instructions on screen **and enter the DigiPass response** in the "DigiPass response" fields.

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

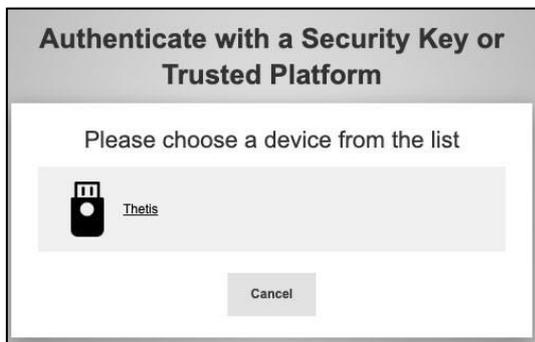# Sign with an EU Login account using a Security Key or Trusted Platform
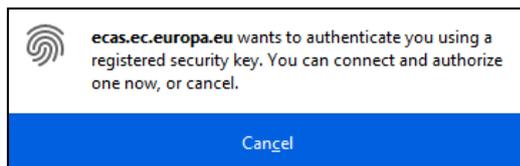
Select "Security Key or Trusted Platform" as verification method.
Enter your password in the "**Password**" field.

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

(Firefox)

(Chrome)

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.

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)

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

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

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
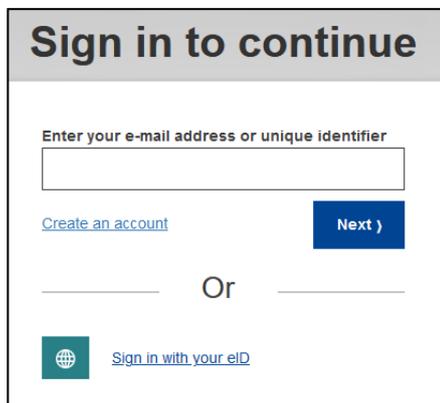
Sign in using your **eID**, as described in the "**Sign in with your electronic ID (eID)"** section.
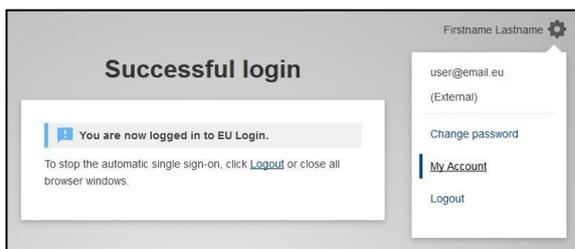
Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and click on "**My Account**".
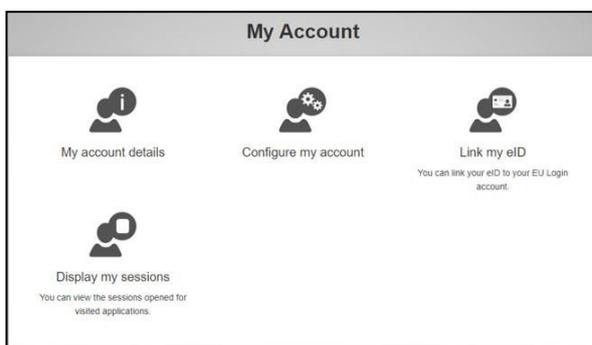
Click on "**Link my eID**".

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**".

My Account

My account details   Configure my account   Manage my mobile devices

Manage my Security Keys and Trusted Platforms   Manage my eIDs   Display my sessions
You can view the sessions opened for visited applications.

In the My account screen, select "Manage my eIDs".
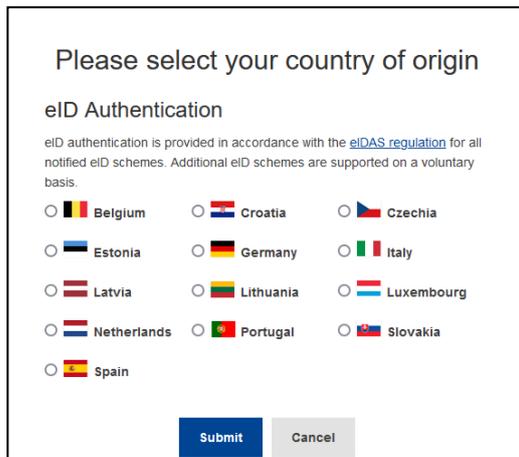
Manage my eIDs

Link my eID

You can link your eID to your EU Login account.

‹ My Account

Click on "**Link my 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.

○ Belgium   ○ Croatia   ○ Czechia
○ Estonia   ○ Germany   ○ Italy
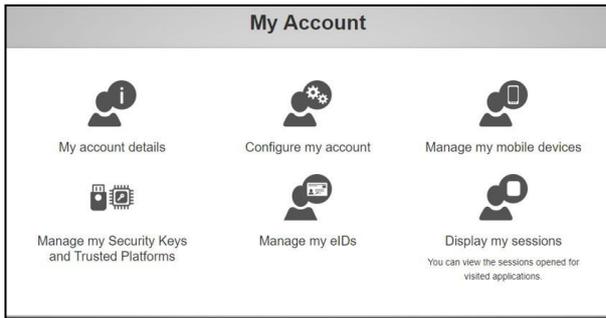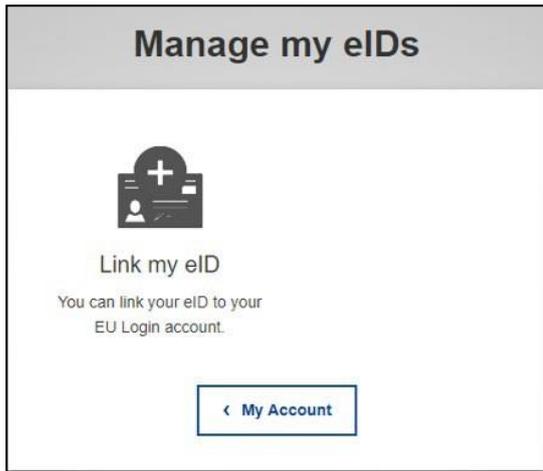○ Latvia   ○ Lithuania   ○ Luxembourg
○ Netherlands   ○ Portugal   ○ Slovakia
○ Spain

Submit   Cancel

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.

Link your electronic identity card to your EU Login account

ℹ You have successfully linked your electronic identity card to your EU Login account.
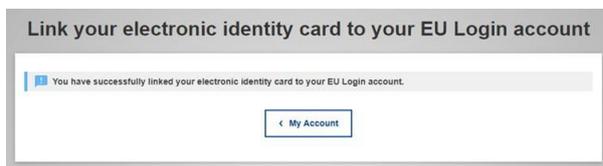
‹ My Account

After logging in, the reconciliation is completed.

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

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.

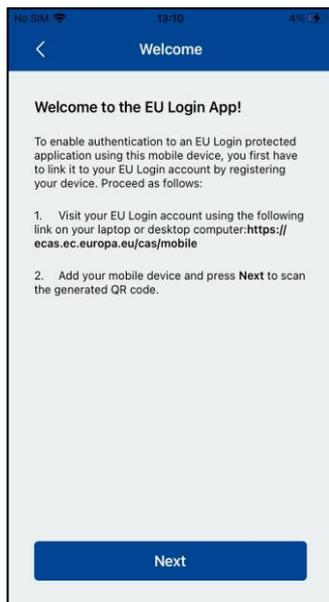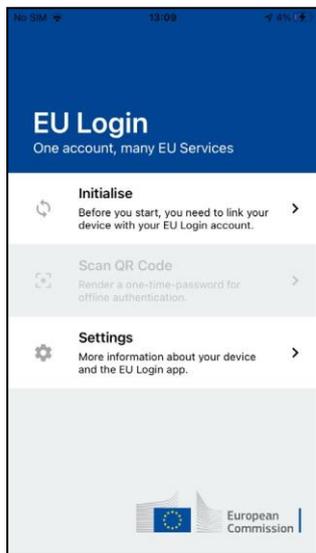After installing the EU Login Mobile App, open it and **tap on the "Initialise"** option. Please ensure that you accept the 'Allow Notifications' option when prompted

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 registered with a single mobile app.

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

Add a mobile device

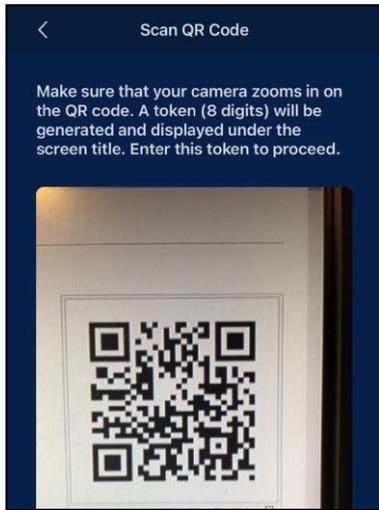Please give a name to identify your mobile device and a PIN code to use for it.

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]

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.

Scan QR Code

Make sure that your camera zooms in on the QR code. A token (8 digits) will be generated and displayed under the screen title. Enter this token to proceed.

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.

No SIM   16:47   98%

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]

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.
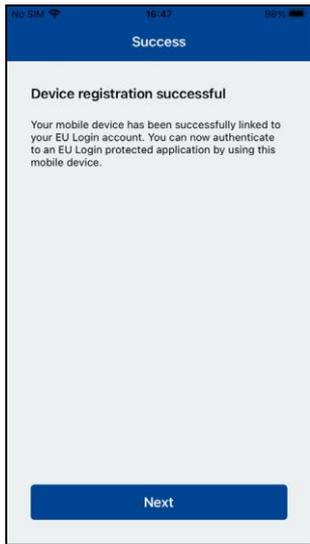
Your EU Login Mobile app is successfully initialised and can be used for authenticating. Click on ''**Continue''** to be redirected to the Welcome screen.
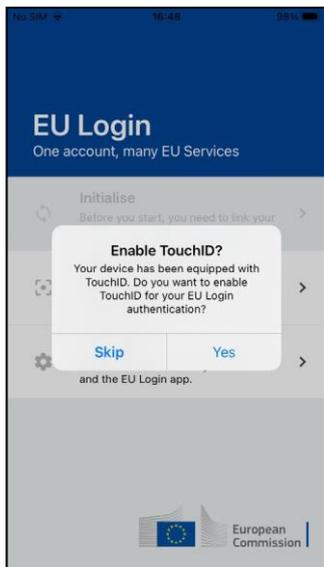
If your device is equipped with **Fingerprint recognition or other biometric authentication**, an automatic pop up will be displayed to enable biometric recognition.

You can enable this function by clicking on 'YES'. If you do not want to enable Fingerprint recognition, click on 'SKIP'.
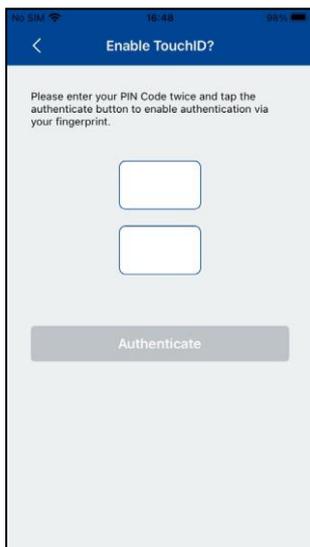
Enter the PIN code you have chosen during the initialisation on your mobile device and click on the arrow.
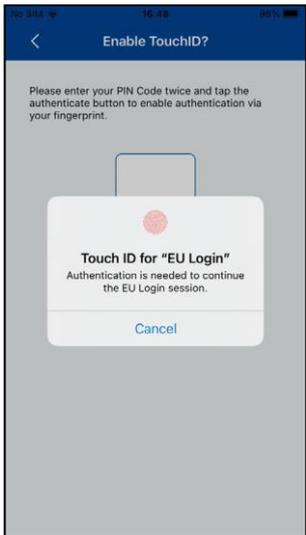
Confirm by authenticating with your fingerprint. You will be automatically redirected to the Welcome page.

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. Also users with an EUL4L account need to follow that other process.

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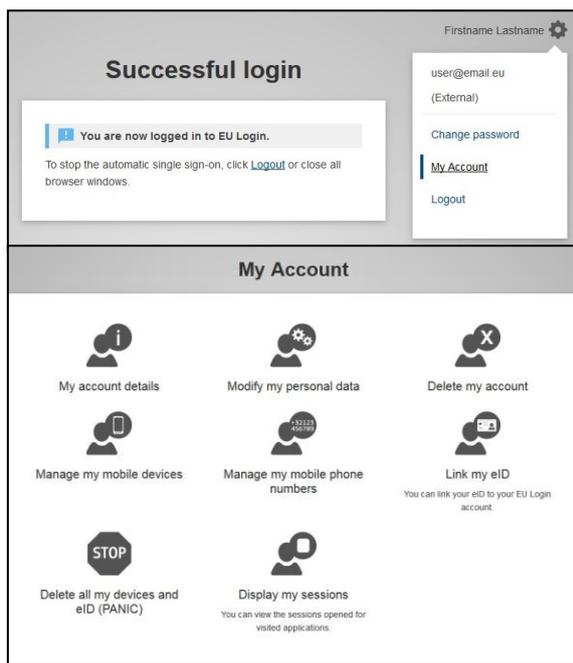
Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and select "**My Account**".

Click on "**Manage my mobile phone numbers**".
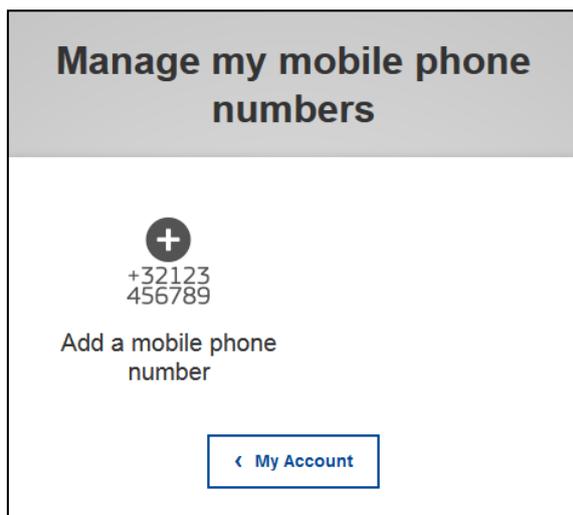
Click on "**Add a mobile phone number**".

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

ℹ 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

+321234567890

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.

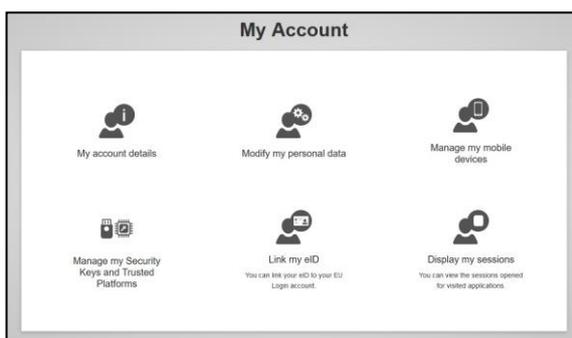# Register a Security Key or Trusted Platform

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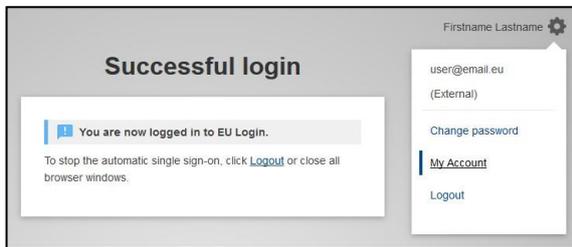
Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and select "**My Account**".

Click on "**Manage my Security Keys and Trusted Platforms**".
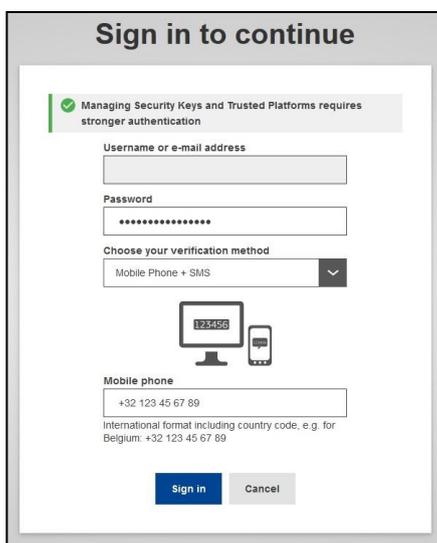
You may need to authenticate with a stronger authentication method.

Click on "**Add a Security Key**" or "**Add a Trusted Platform**"

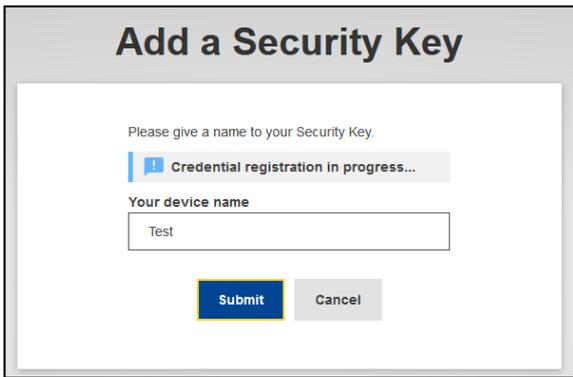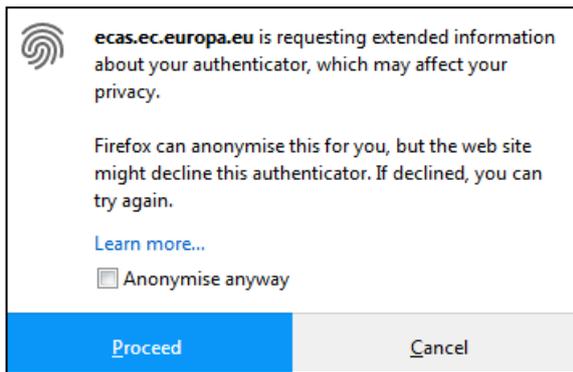## Add a Security Key

Please give a name to your Security Key.

Your device name

Submit   Cancel

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

Add a Security Key

Please give a name to your Security Key.

ℹ Credential registration in progress...

Your device name

Test

Submit   Cancel

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

ecas.ec.europa.eu is requesting extended information about your authenticator, which may affect your privacy.

Firefox can anonymise this for you, but the web site might decline this authenticator. If declined, you can try again.

Learn more...

☐ Anonymise anyway

Proceed   Cancel

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.

ecas.ec.europa.eu wants to register an account with one of your security keys. You can connect and authorize one now, or cancel.

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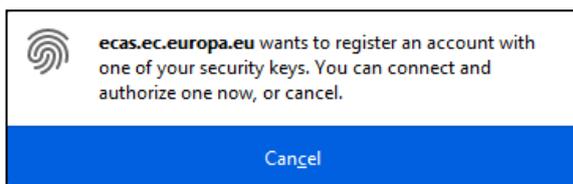
Note: this is an example from Firefox, what you see may differ depending on the browser you are using.

Manage my Security Keys and Trusted Platforms

✓ A Security Key has been added

Add a Security Key   Add a Trusted Platform

Delete a Security Key or Trusted Platform
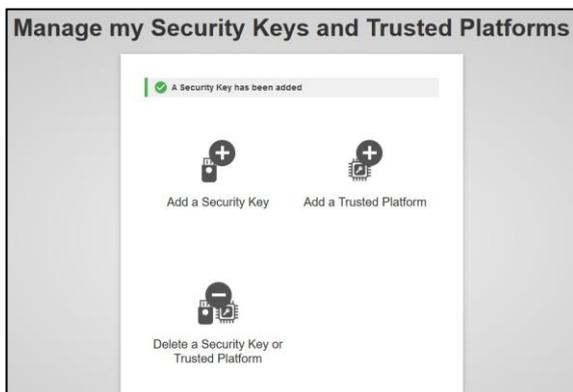
Validate the fingerprint on your security key. You will then see a success message **'A security key has been added'**

Transaction signature using EU Login mobile app - for DG CLIMA users

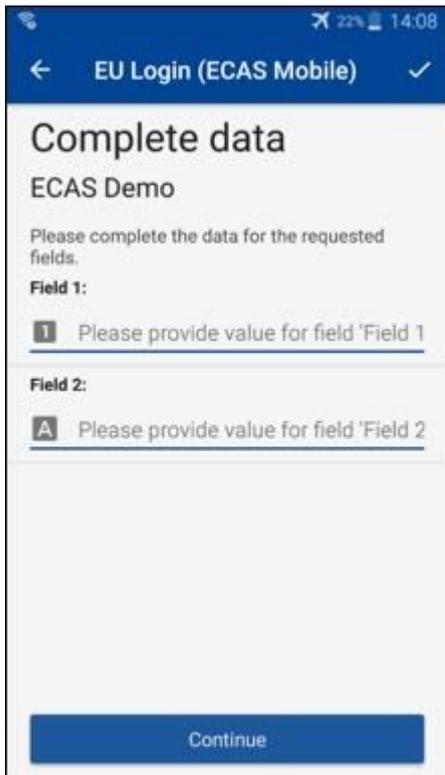**Scan** the QR Code generated by the Signature Page. When you will attempt to sign a request, you will be presented with a screen displaying:

- A QR code;
- Instructions on how to request an OTP

When you scan the QR Code, the app will show a screen comparable to the previous step.
Complete the data as indicated in the instructions on the page.

Complete the requested data as indicated; all fields are required and will be validated according to the required input pattern.
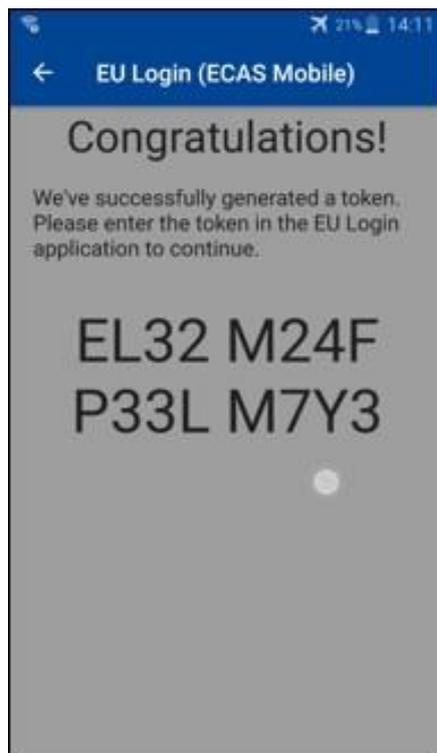
Enter the generated OTP in EU Login.
If the data is validated by the app, it will generate an OTP.
Enter the generated OTP on the EU Login page.

Transaction signature using SMS - for DG CLIMA users

DG CLIMA users may have to perform a transaction signature operation in EU Login, for example to transfer units to another account without trusted account, transfer units to another trusted account, delete allowances, cancellation of Kyoto units, exchange of Kyoto units for phase 3 allowances, return of excess allocation or surrender allowances to be compliant.
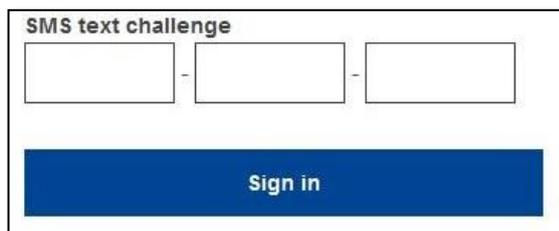
Requested by ecas-demo Description: **Transaction Signature** Reason: **Please, sign the transaction with your strong password** Password [ ] Mobile phone [ ] International format including country code, e.g. for Belgium: +32 123 45 67 89 **Sign**	Sign your transaction. Enter your password and your mobile phone number and click on Sign
SMS text challenge [ ] - [ ] - [ ] **Sign in**	A challenge code is sent to your mobile phone. Enter the code you received and click on Sign.

More information:

For any additional information, please refer to the EU ETS Registry system - User Guide, available via the Help button of the Union Registry.

Hints and tips

- It can happen that you successfully sign in EU Login but your access to a given service or application 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 external EU Login 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.