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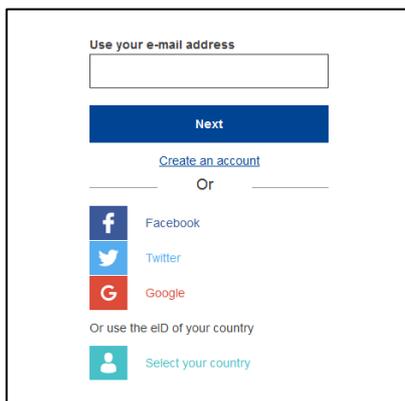
When social media sign in is available, the different options are displayed on the **EU Login main page**.
In the example on the left, signing in using Facebook, Twitter and Google is allowed.

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-registration page.
Please note that active members of EU staff do not need to create an account.
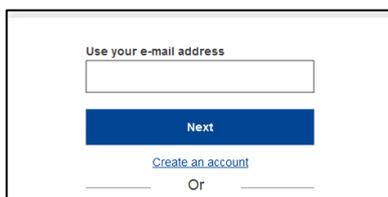
Go to the page https://webgate.ec.europa.eu/cas/login and click on the "**Create an account**" link on the EU Login main page.

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

Create an account

First name

Last name

E-mail

Confirm e-mail

E-mail language

English (en)

Enter the code

ui Z tm

☐ By checking this box, you acknowledge that you have read and understood the privacy statement

Create an account

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 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 **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 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), 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.

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 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.

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.

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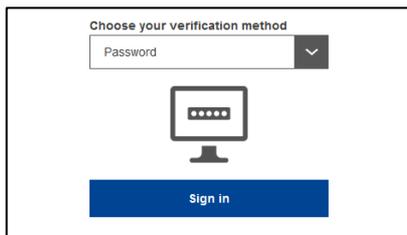
Select "Password" as the verification method, **enter your password** in the "Password" field and click on "**Sign in**" to proceed to the service you requested to use.

# Sign in with an EU Login account using the EU Login Mobile App PIN code
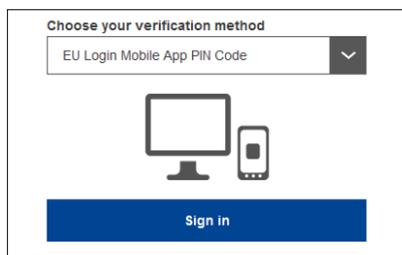
Select "EU Login Mobile App PIN Code" as the verification method, **enter your password** in the "Password" field and click on "**Sign in**".
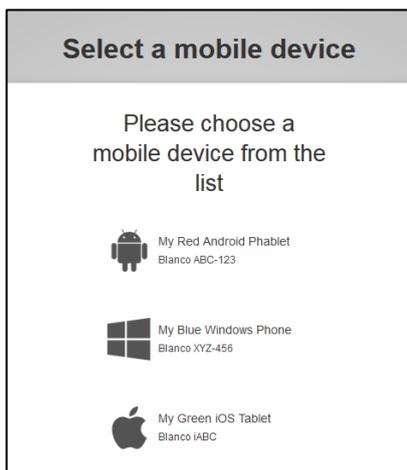
If you have more than one device with an initialised EU Login Mobile App, you are asked to select the one you would like to use.
This left screen does not display if you have only initialised one device.

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 EU Login Mobile App.

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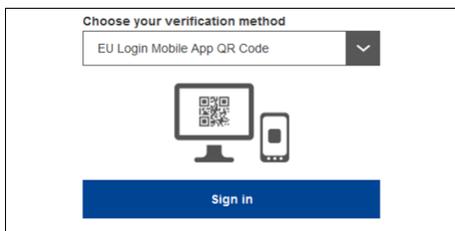
Select "EU Login Mobile App QR Code" as the verification method.

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

A QR code is displayed on screen.
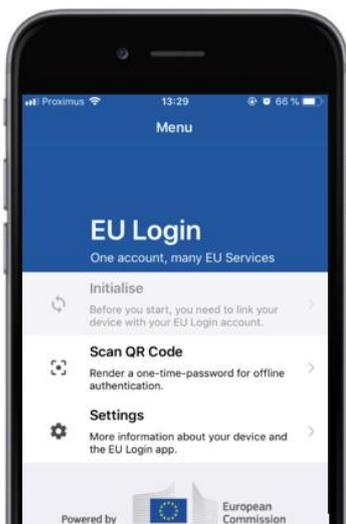
Start the EU Login Mobile App on a mobile device where it has been previously initialised.

Tap on "**Scan QR Code**".
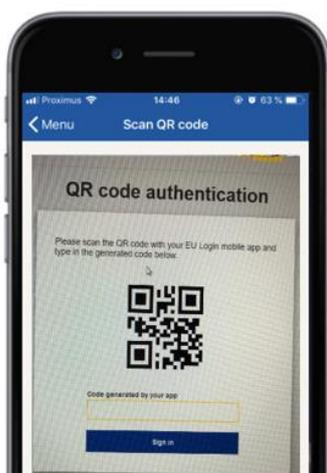
The QR code scanner starts on your mobile device.

Point the camera of your mobile phone to your PC screen until the QR code is recognised.
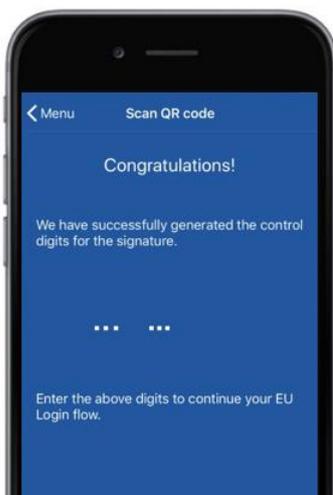
The EU Login Mobile App displays a **one-time password** composed of digits and characters.

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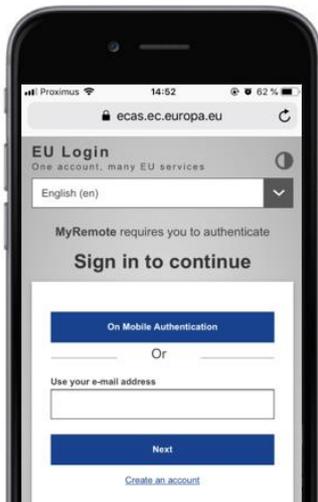
Select "On Mobile Authentication" as the verification method and tap on "**Sign in**".
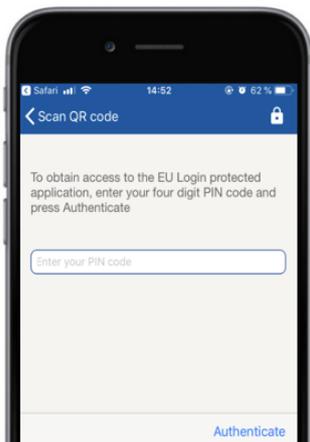
The EU Login Mobile App opens automatically and prompts you to enter your **PIN code**.

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.
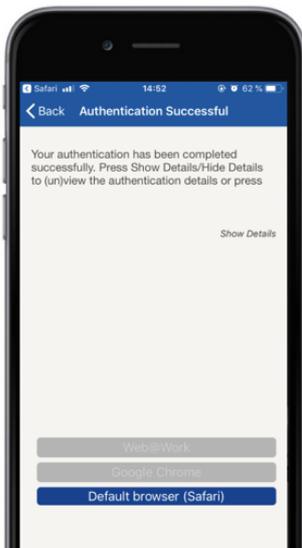
You are now successfully authenticated. Click on "**Default browser**" to be redirected to your application. (This step is only needed for IOS users)

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 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".

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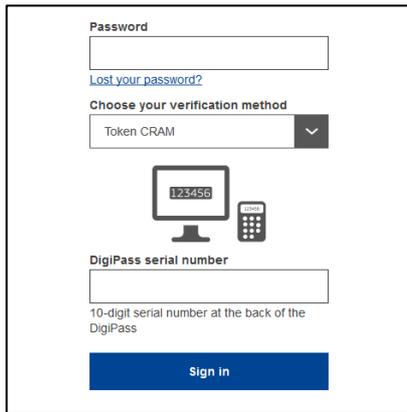
Select "Token CRAM" as the verification method.
Enter your password in the "**Password**" field.

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**".

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.

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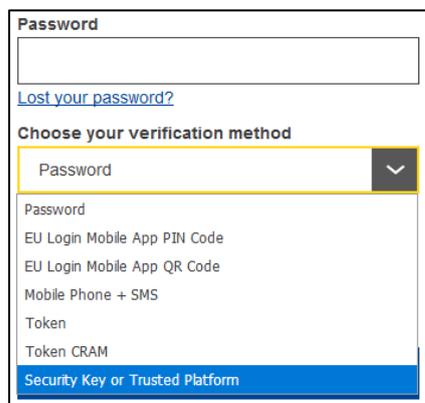
Select "Security Key or Trusted Platform" as verification method.
Enter your password in the "**Password**" field.

Authenticate with a Security Key or Trusted Platform

Please choose a device from the list

Thetis

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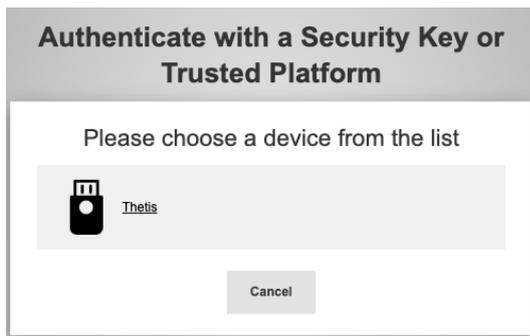
Click on the name of the desired Security Key or Trusted Platform from the list of registered devices.

ecas.ec.europa.eu wants to authenticate you using a registered security key. You can connect and authorize one now, or cancel.

Cancel

(Firefox)

Use your security key with ecas.ec.europa.eu

Insert your security key and touch it

Choose another option ▼   Cancel
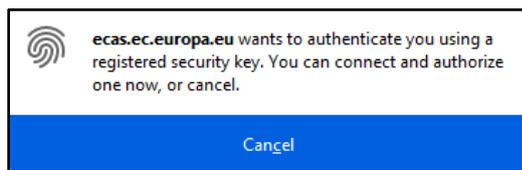
(Chrome)

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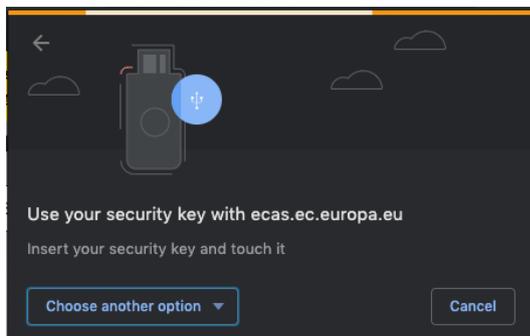
When using a **Security Key**, you'll be requested to confirm by touching a button on the key itself (which may blink to draw your attention).

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

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), 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.
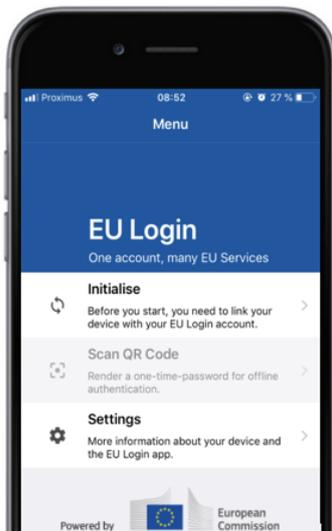
After installing the EU Login Mobile App, open it and **tap on the "Initialise"** option.
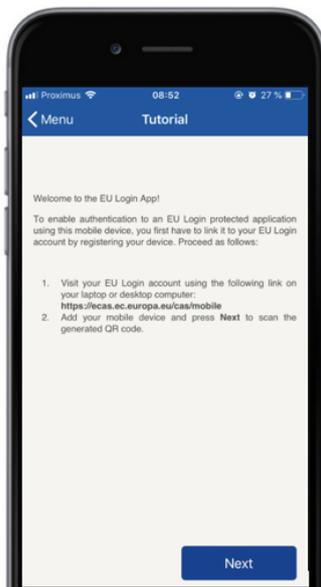
Follow the instructions on the screen: open a browser on your PC and **go to the following URL**: https://webgate.ec.europa.eu/cas/mobile
You are requested to authenticate.
Important: If you already installed and initialised the EU Login Mobile App on another device or if you registered your mobile phone number for receiving SMS, you are requested to authenticate using the already registered device.

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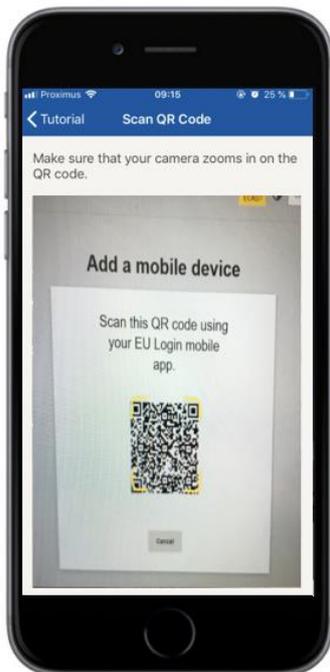
The QR code scanner starts on your mobile device and a QR code is displayed on the screen of your PC.

Point the camera of your mobile phone to your PC screen until the QR code is recognised.
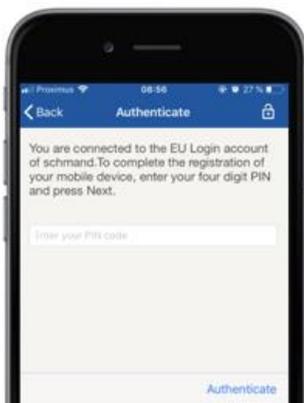
Enter the PIN code you have just chosen on your mobile device and tap "**Authenticate**".
If the app is active (in the foreground) it will automatically redirect you to the browser selector.
If the app is in the background, a notification is displayed on your device. Please accept this notification to be redirected successfully.
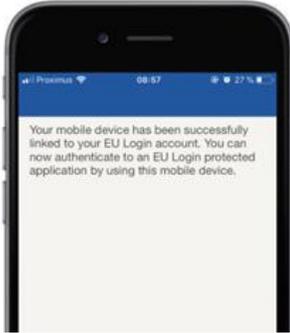
Your EU Login Mobile app is successfully initialised and can be used for authenticating. Click on ''**Continue''** to be redirected to the Welcome screen.
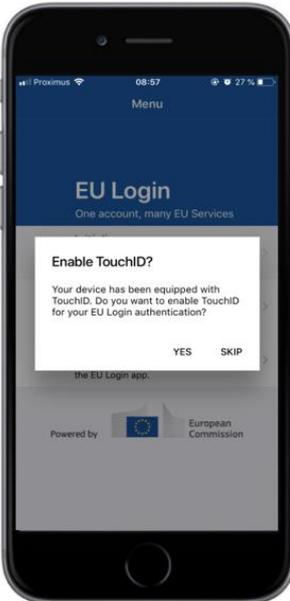
If your device is equipped with **Fingerprint recognition**, an automatic pop up will be displayed to Enable Fingerprint recognition.

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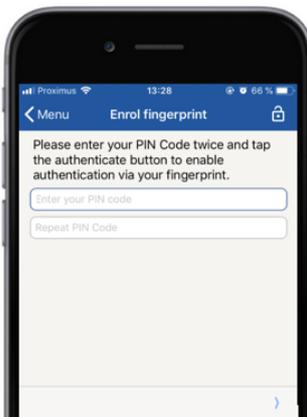
Enter the PIN code you have chosen during the initialisation on your mobile device and click on the arrow.
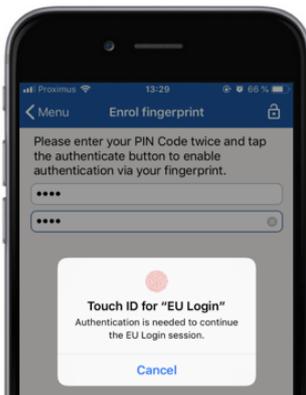
Confirm by authenticating with your fingerprint. You will then be automatically redirected to the Welcome page.

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://webgate.ec.europa.eu/cas/login
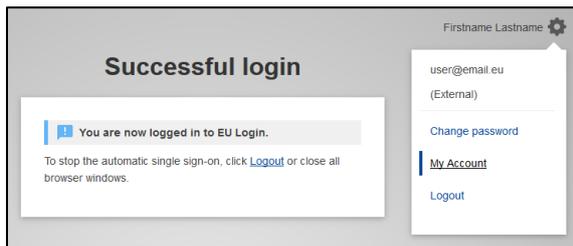
Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and select "**My Account**".
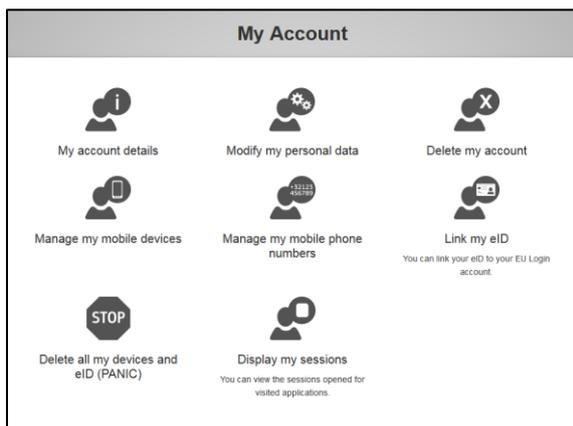
Click on "**Manage my mobile phone numbers**".
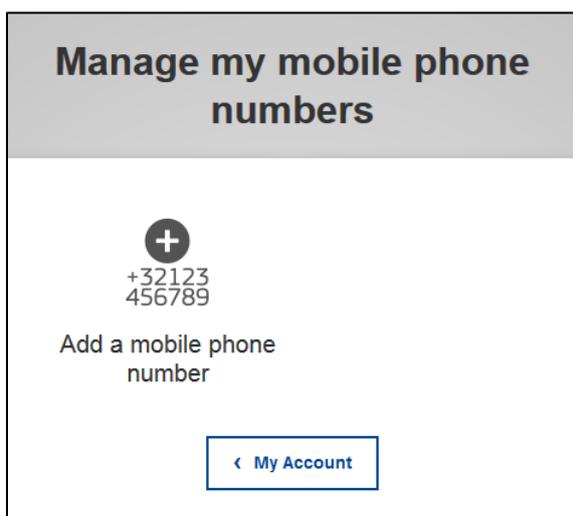
Click on "**Add a mobile phone number**".

Add a mobile phone number

Mobile phone number

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

Add   Cancel

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

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

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

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

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

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

Mobile phone number

+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

+32123
456789

Add a mobile phone number

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

In order 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
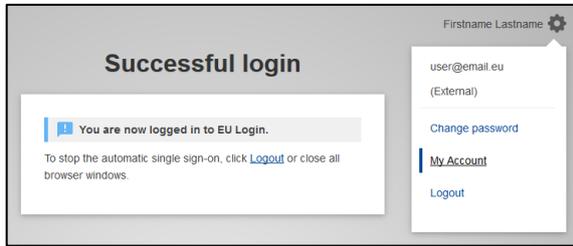
Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and select "**My Account**".
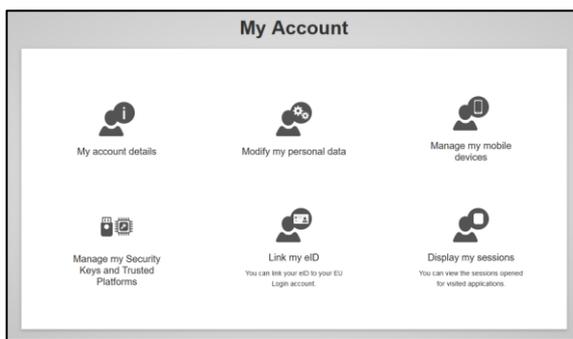
Click on "**Manage my Security Keys and Trusted Platforms**".
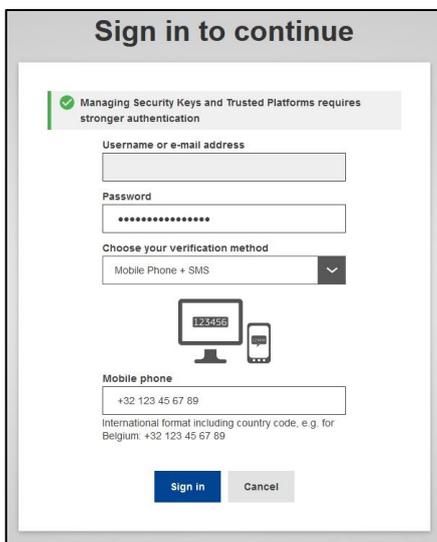
You may need to authenticate with a stronger authentication method.
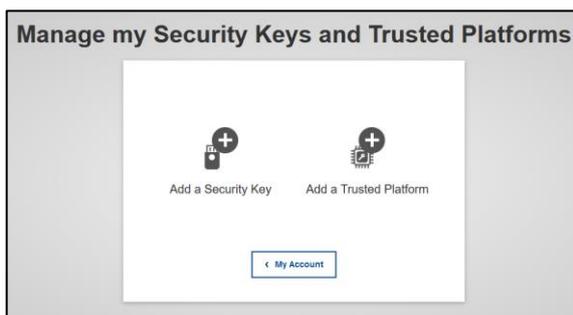
Click on "**Add a Security Key**" or "**Add a Trusted Platform**"

Add a Security Key

Please give a name to your Security Key.

Your device name

[   ]

[Submit] [Cancel]
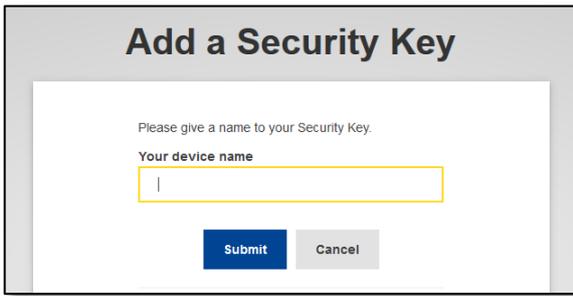
Enter a device name and click on '**Submit'**.

Add a Security Key

Please give a name to your Security Key.

⚠ Credential registration in progress...

Your device name

[Test   ]

[Submit] [Cancel]
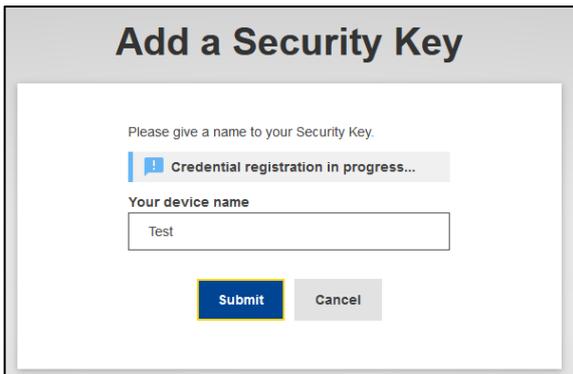
A message will pop up: '**Credential registration in progress**'.

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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]

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]

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

Click on '**Proceed'.**

Please **do not tick** the **'Anonymise anyway'** checkbox, otherwise it will **not be possible** to use this authentication method.
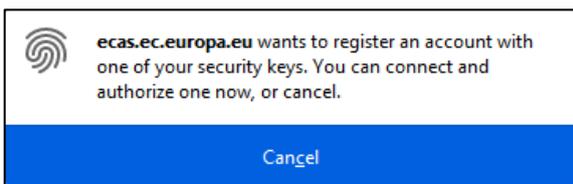
Note: this is an example from Firefox, what you see may differ depending on the browser you are using.

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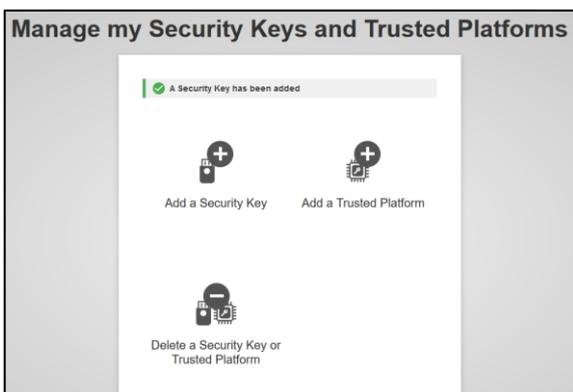
Validate the fingerprint on your security key. You will then see a success message '**A security key has been added'**

Transaction signature using EU Login mobile app - for DG CLIMA users
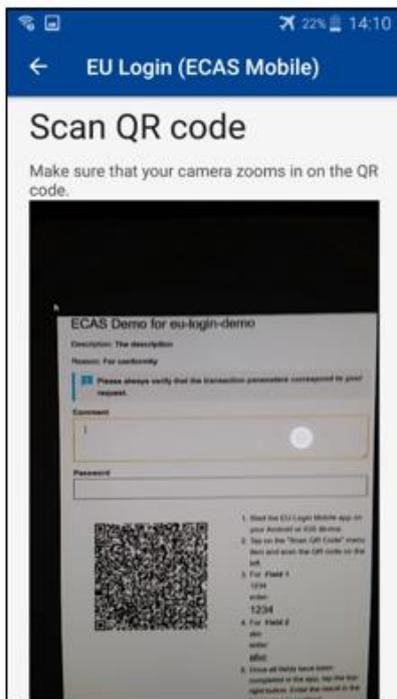
Scan the QR Code generated by the Signature Page. When you will attempt to sign a request, you will be presented with a screen displaying:

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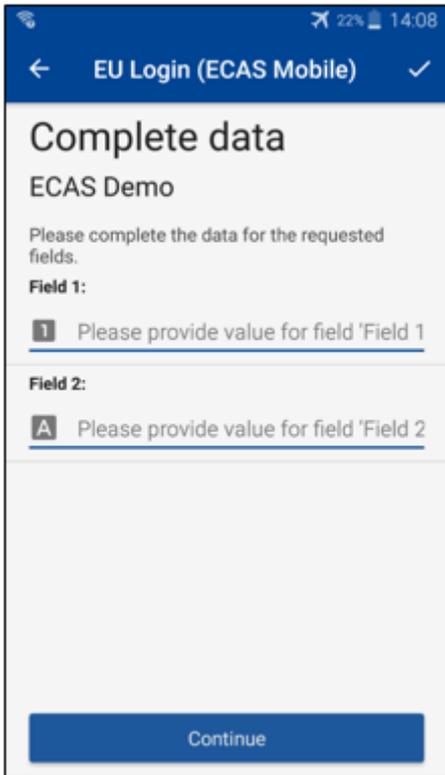
Complete the requested data as indicated; all fields are required and will be validated according to the required input pattern.
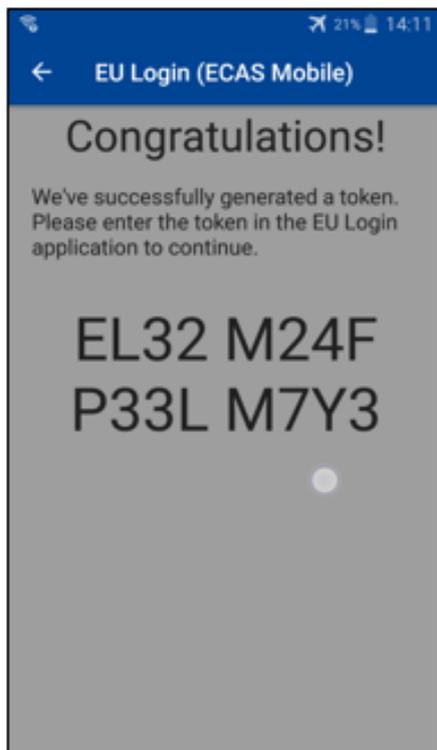
Enter the generated OTP in EU Login.
If the data is validated by the app, it will generate an OTP.
Enter the generated OTP on the EU Login page.

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 send 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.

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.

- For External users only: If you cannot receive SMS challenge on the current GSM or if your device has been stolen please use the (STOP – Delete all my devices and EID 'PANIC') via the menu 'My Account'. This action does not require to be logged in with the 2-factor and will remove from the account all the mobile phone numbers that were associated. Be careful: this will remove all the second factors linked to your EU Login account.

- At any moment, you can click on "EU Login" at the top left corner to go back to the "Sign in" screen.

- If you want to manage your account or change your password, you can go to the following URL: https://webgate.ec.europa.eu/cas/login
  After successfully authenticating, you will have a "Change password" and a "My Account" entry in the menu at the top right corner. From there, you can change your personal information or provide additional devices for authenticating in a more secure way.