

Step-by-step guide for setting up an EU Login account with 2-factor authentication

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0 Quick summary

If you do not have your EU Login account, please create your account using [EU Login user portal](#).

If you have an account, please access your [EU Login account](#) and check verification methods that you have activated. Multiple options are available. You can access your account with password only by selecting option “Password”.

Password

[Lost your password?](#)

Choose your verification method

 Password Authenticate to EU Login with only your password.	
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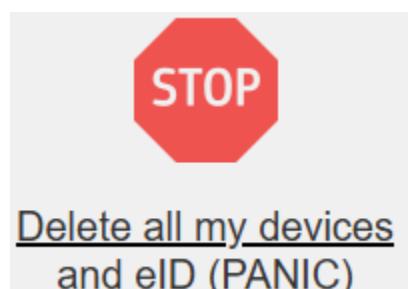
For functional 2-factor authentication, you need to setup one of these options, depending on your possibilities:

- **Mobile phone application** (only iOS and Android; also available for offline mode with QR code scanning)
- **Trusted Platform** (in Windows, option Windows Hello must be allowed by your system administrator)
- **Security key** (physical key is needed)
- **eID** (electronic ID is available only for selected EU Member States)

If your verification method (2-factor authentication) is not working, you can delete it by using the “STOP” button after logging in into your account with “Password” option selected: [Delete all my devices and eID \(PANIC\)](#). The button turns red, when you move your mouse over it:



[Delete all my devices and eID \(PANIC\)](#)



Please see specific sections in this manual that explains step-by-step actions in details or visit the [FAQ page of the EULogin](#).

1 How to create your EU Login account

If you do not yet have an EU Login account, you need to create an account by using the following link <https://webgate.ec.europa.eu/cas/eim/external/register.cgi>

Use your official working email. Use of private emails, such as Gmail and Yahoo mail, is in general discouraged in EDAMIS and your requested rights might not be granted to you. Exceptions are obviously possible, but do expect additional approval and justification procedures.

Create an account

[Help for external users](#)

First name

Last name

email

Confirm email

email language

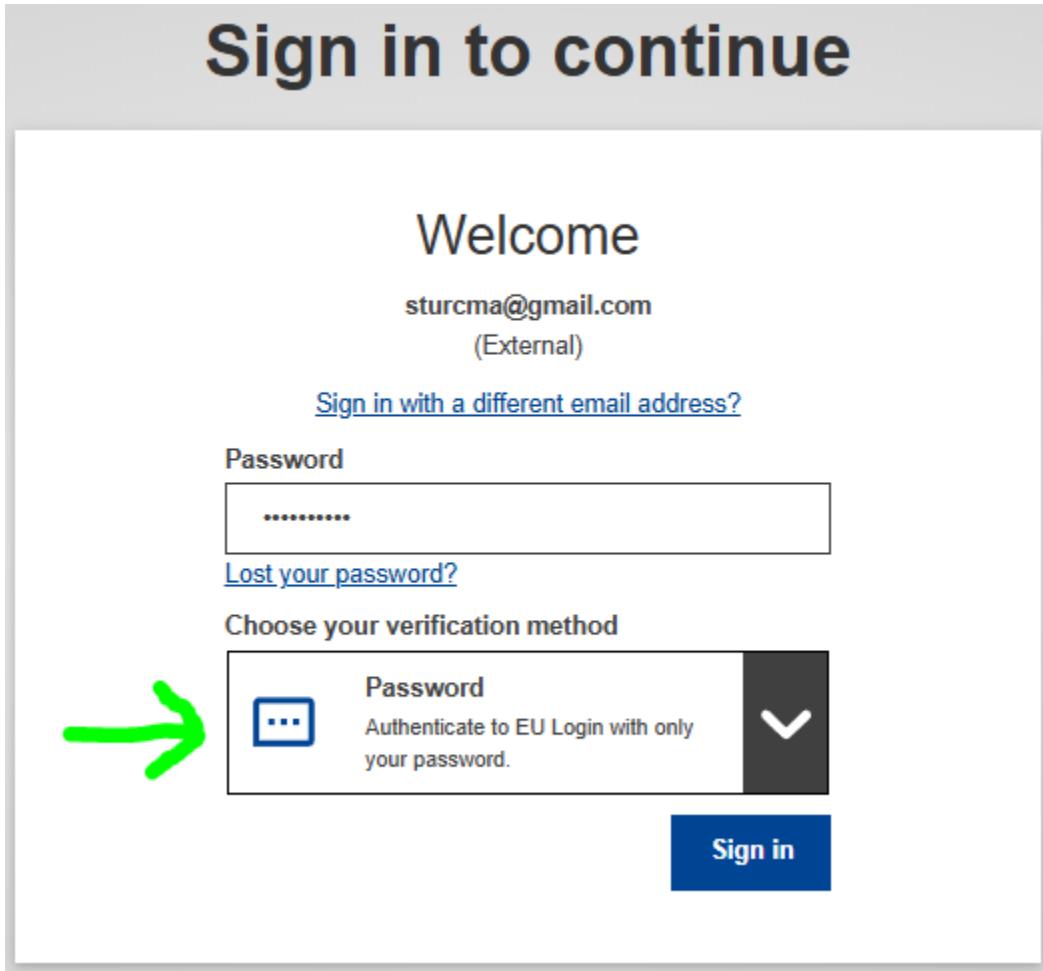
By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

2 How to go into your EU Login account settings

If you already have a user account for EU Login please login via this link:

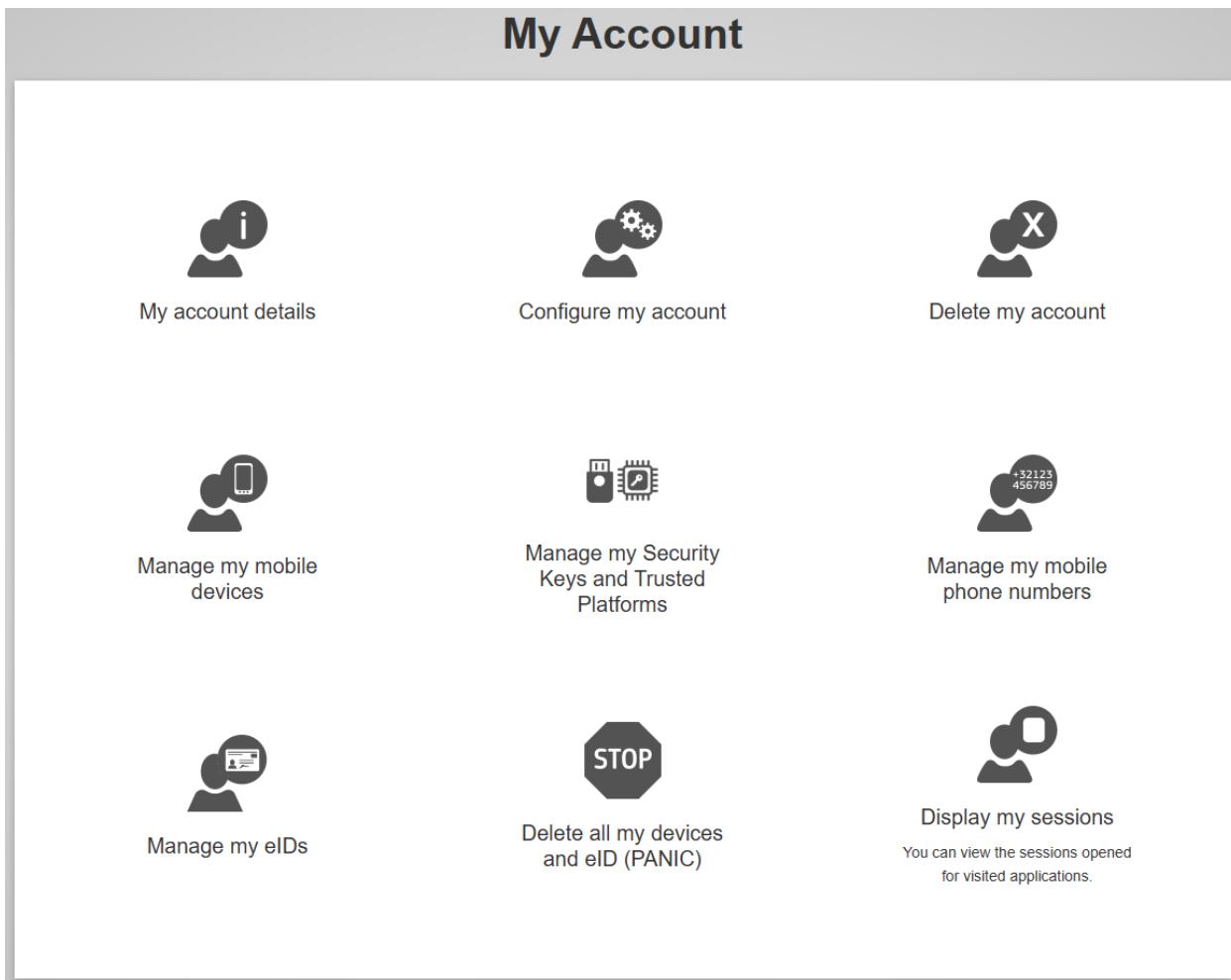
<https://webgate.ec.europa.eu/cas/userdata/myAccount.cgi>

Select the option “Password” when logging in. Choosing option “Password” does not require 2nd factor for authentication.

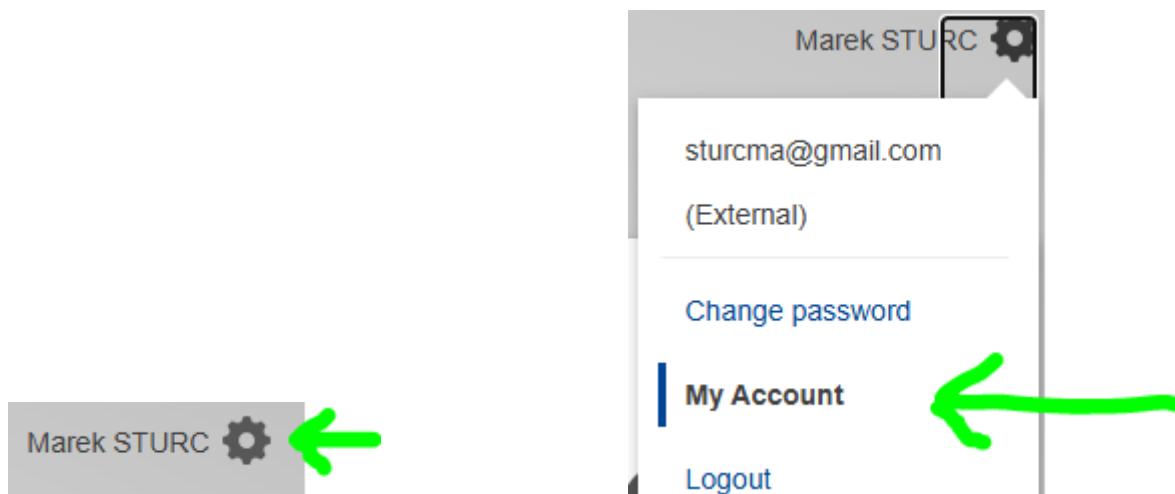


The image shows a screenshot of the EU Login sign-in page. At the top, it says "Sign in to continue". Below that, it says "Welcome" and displays the email address "sturcma@gmail.com (External)". There is a link "Sign in with a different email address?". The next section is "Password" with a redacted input field containing ".....". Below it is a link "Lost your password?". The next section is "Choose your verification method" with a dropdown menu. The "Password" option is selected, showing the text "Authenticate to EU Login with only your password." and a checked checkbox. A green arrow points to this "Password" option. At the bottom right is a "Sign in" button.

When your login was successful, you should see screen like this:



If you do not see this screen, click on the “gear wheel” near your name and choose option “My account” from the list:



3 How to set up 2-factor authentication with the EU Login Mobile app

On the Eurostat/Commission side, there is no requirement on the use of company/business mobile phones, tablets and similar devices – **the use of personal/private phones is allowed.**

Step 3.1: Install the EU Login Mobile app

The EU Login Mobile App is free and can be downloaded from the Google Play Store (Android) and the App Store (iOS).

The EU Login logo in the Google Play store:



Please note that the EU Login might be not successfully installed on a mobile device without a working camera – and even if it is, you will not be able to pair it with your account as it need to scan QR code that will be displayed on the screen – thus working camera on your device is needed.

When installing or running for the 1st time the application, you might be asked for access to camera – please allow access to be able to scan QR codes.

Also please note that only iOS and Android are supported, you cannot install EU Login on HarmonyOS (Huawei), KaiOS, Tizen, Ubuntu Touch, Sailfish, postmarketOS, Windows Phone and other systems for mobile devices.

When opening the app you might be asked to allow notifications. Please allow notifications, otherwise you might not be able to use the app.

Step 3.2: Initialise the EU Login Mobile app

The app in your device (i.e. mobile phone) need to be paired (linked) with your EU Login account. This step is called “Initialise”.

A mobile device can be linked to one EU Login account only. Multiple devices (i.e. multiple mobile phones) can be linked to one account (i.e. functional mailbox accounts, corporate accounts, ...).

To initialise, you need:

- your mobile device
 - with EU Login App installed
 - with working connection to the internet on your mobile device
 - App is not yet initialised/paired (see Steps 6.1 and 6.2 how to reset it)
- your laptop or desktop computer
 - where you have logged in with your password
 - with working connection to the internet

On the computer (we refer to computer, but it is the same procedure for desktop computers as for laptops), click “Manage my mobile devices”



Manage my mobile
devices

On the computer, click “Add a mobile device”:



Add a mobile device

Enter a name for your device – you will see this name often, when logging in, so chose a meaningful name, keeping in mind that you might replace the device (phone) in the future. For example, you can use the year when you bought the phone “Mobile 2024”. Also enter the PIN code you wish to use and click “Submit”.

Add a mobile device

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

Your device name

Your 4 digit PIN code

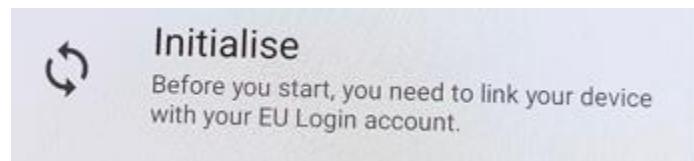
You will be required to enter this PIN code on your mobile device to use the EU Login mobile app.

Confirm your PIN code

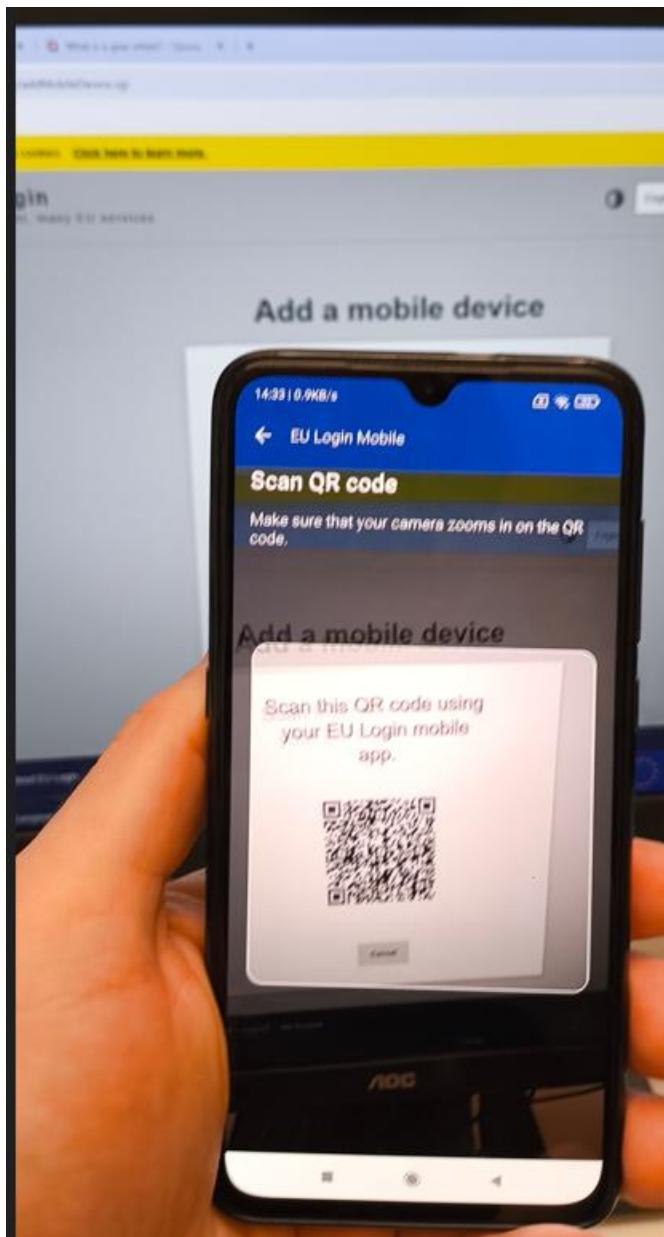
Submit **Cancel**

Now you should see a QR code on your computer's screen.

On the smartphone (or tablet or similar item), run the EU Login app and click “Initialise”



Read the message and click “Continue”:

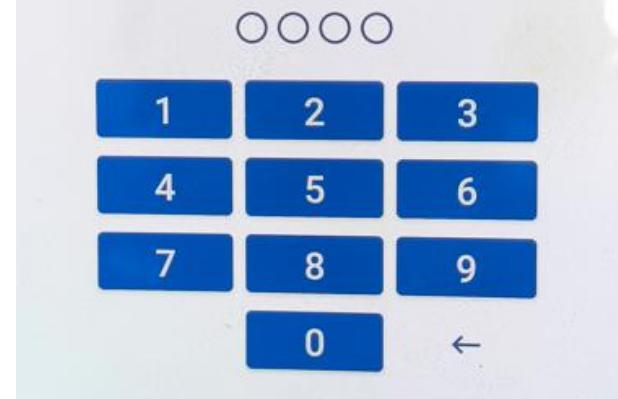


The **QR code scanner** starts on your mobile device and a **QR code** is displayed on the screen of your PC. Point the camera of your mobile phone to your PC screen until the QR code is recognised. In the Authenticate screen in the app, enter the **4 digit PIN** code you set up earlier and click on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

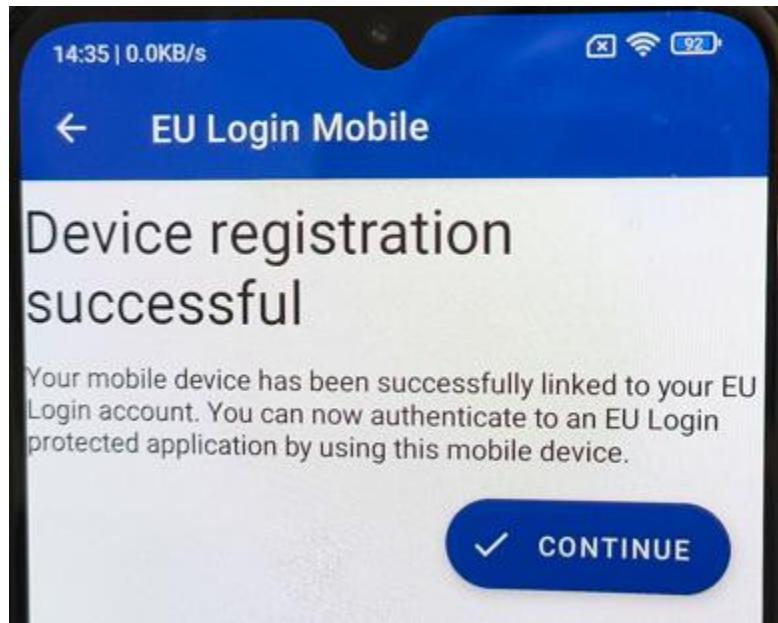
Enter PIN code

You are connected to the EU Login account of n00h3294. To complete the registration of your mobile device, enter your four digit PIN and press Next.

n00h3294



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



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

The PIN can be replaced by biometrics authentication of your phone, if your phone supports it and if it is setup properly.

4 How to set up 2-factor authentication for Trusted Platform

The prerequisite for setting up this option is that your system supports such option. If such option is not supported (i.e. detected by EU Login), you will not be able to set it up.

In Microsoft Windows environment, it means setting up “Windows Hello” as “Sign-in options”. If you cannot access it, you need to talk to your system administrator (your IT support or IT department). At least one of the options need to be enabled and setup correctly.

The “Sign-in options” screen in MS Windows settings could look like this:

Sign-in options

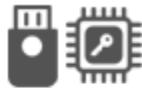
*Some of these settings are hidden or managed by your organization.

Manage how you sign in to your device

Select a sign-in option to add, change, or remove it.

-   Windows Hello Face
Sign in with your camera (Recommended)
-   Windows Hello Fingerprint
This option is currently unavailable—click to learn more
-   Windows Hello PIN
Sign in with a PIN (Recommended)

On the computer, click “Manage my Security Keys and Trusted Platform”



Manage my Security Keys and Trusted Platforms

On the computer, click “Add a Trusted Platform”:



Add a Trusted Platform

Provide the name of the computer or laptop that you wish to link with your EULogin account

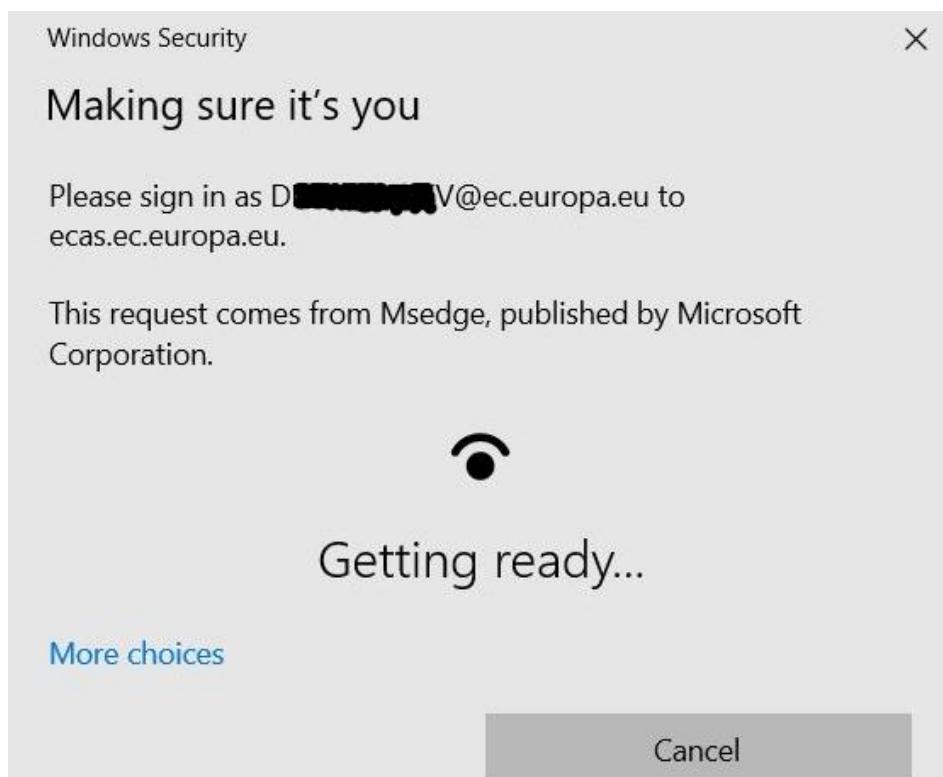
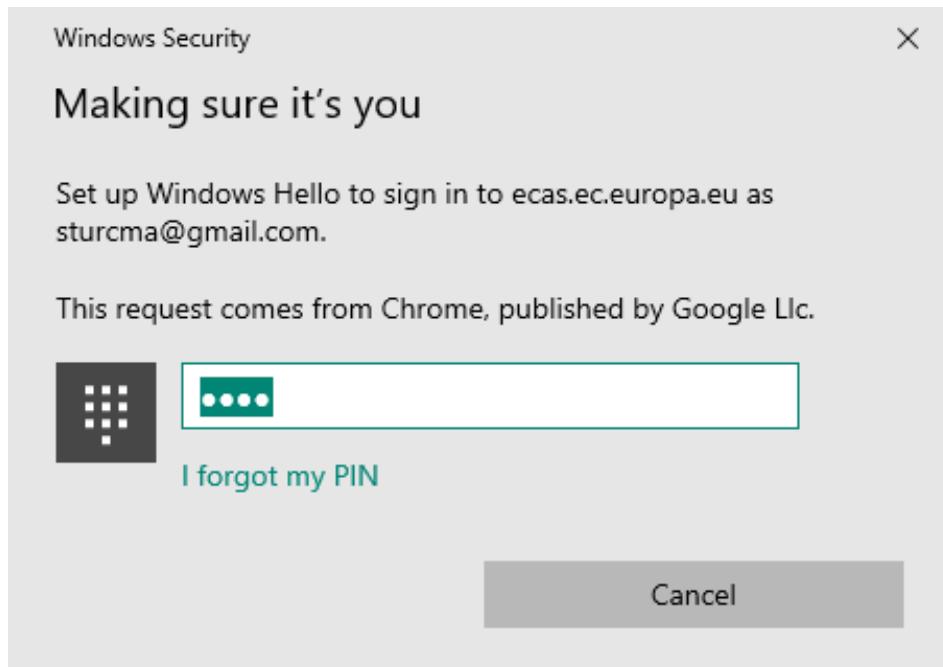
Add a Trusted Platform

Please give a name to your Trusted Platform.

Your device name

Submit **Cancel**

Authenticate on the security platform with the method you have setup, this could be PIN, fingerprint or face recognition – see examples below:



You should see a message:



5 How to set up 2-factor authentication for Security key

On the computer, click “Manage my Security Keys and Trusted Platform”



Manage my Security
Keys and Trusted
Platforms

On the computer, click “Add a Security Key”:



[Add a Security Key](#)

Provide the name of the key that you wish to link with your EULogin account:

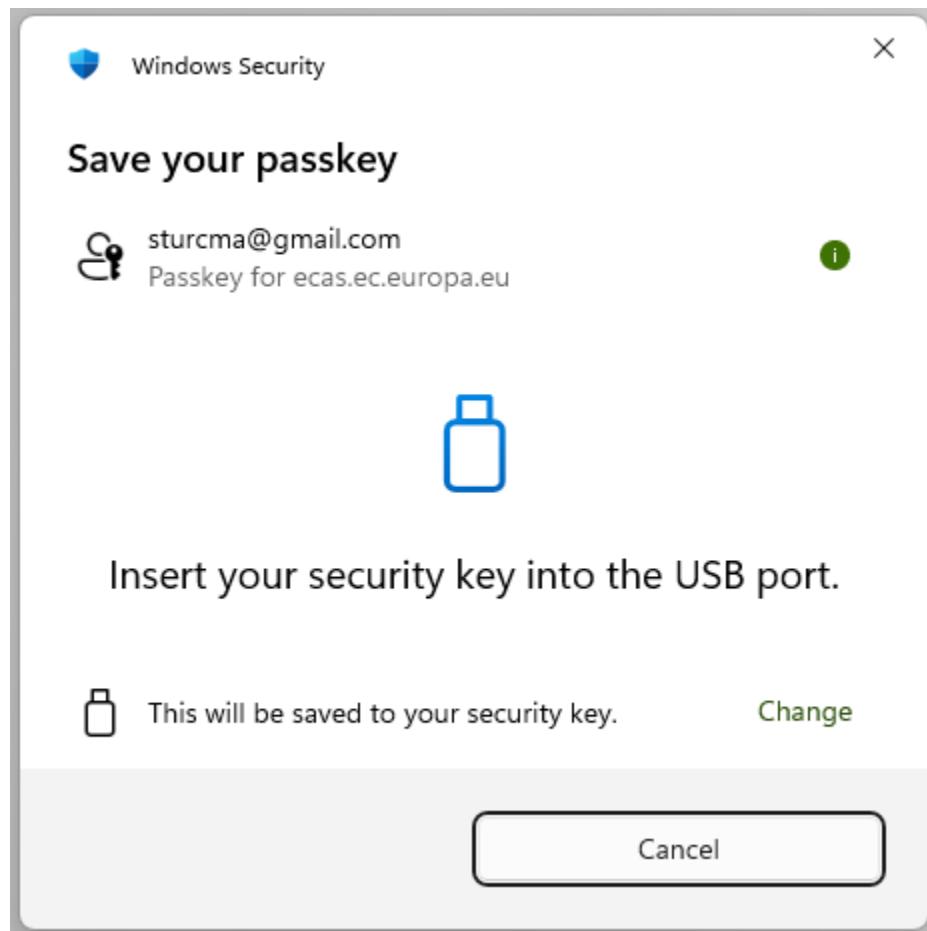
Add a Security Key

Please give a name to your Security Key.

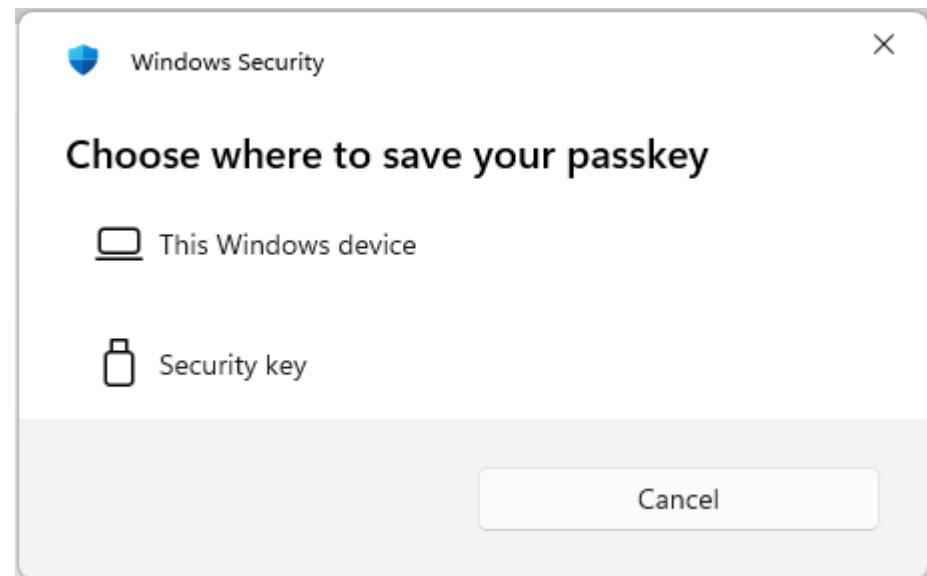
Your device name

Submit **Cancel**

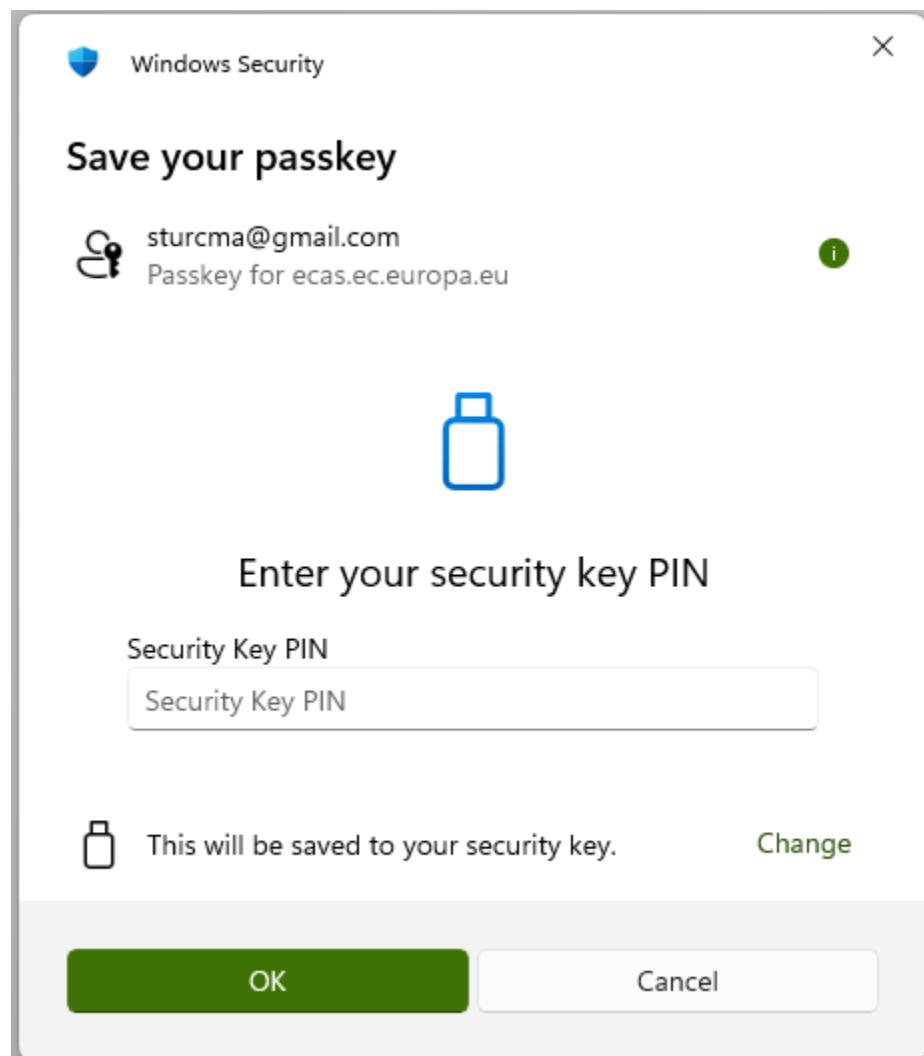
Insert your security key, unless you have already done so:



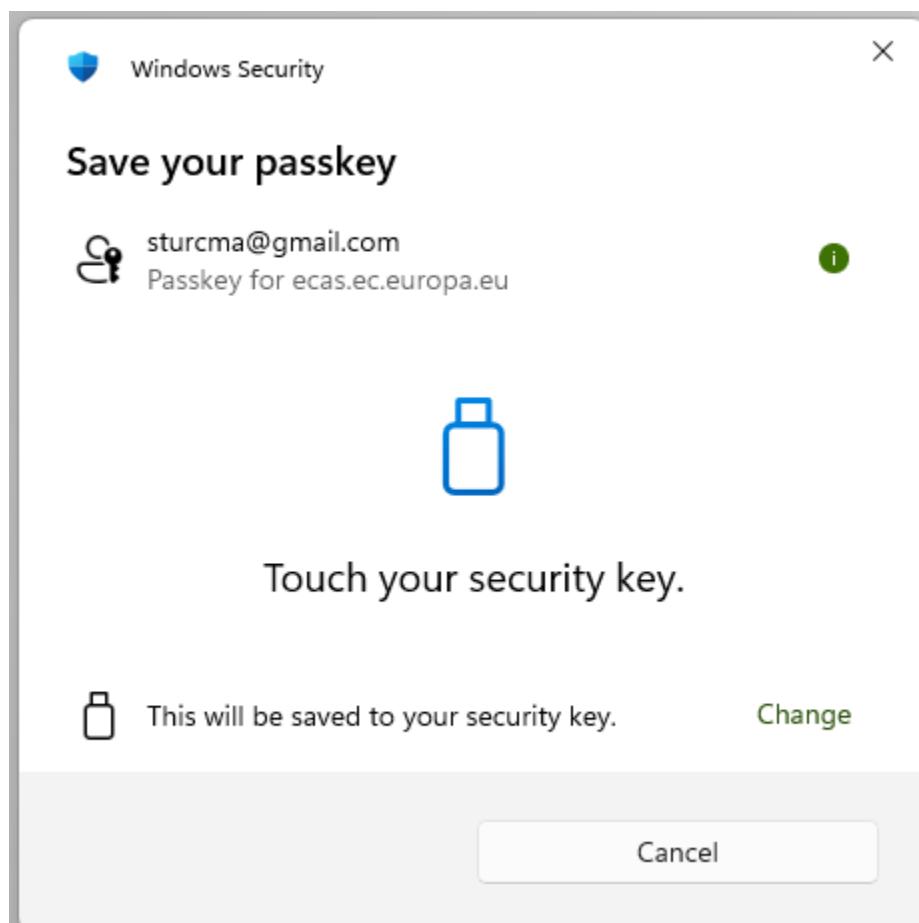
Note: You can save your passkey also on your computer



Enter your security key PIN code



You might need to apply security mechanism, such as touching the physical key (pushing the button on it):



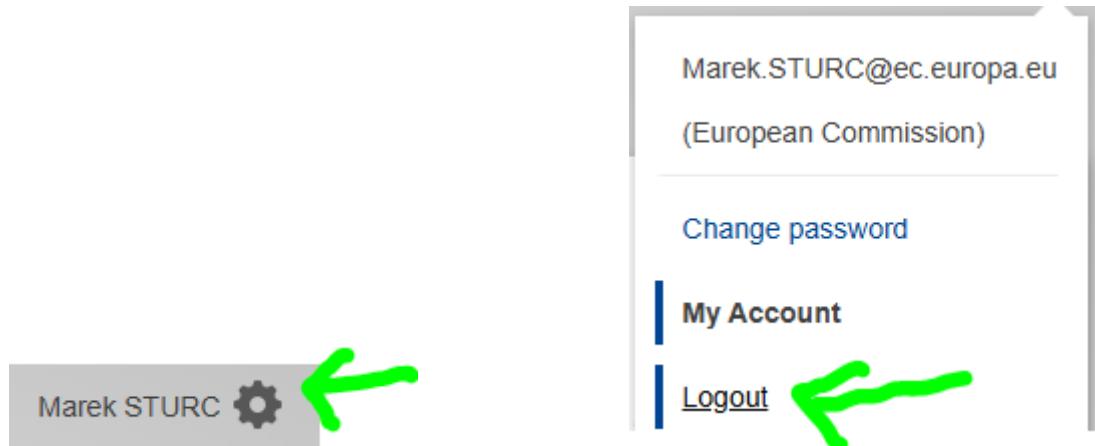
When successful, you should see this message:



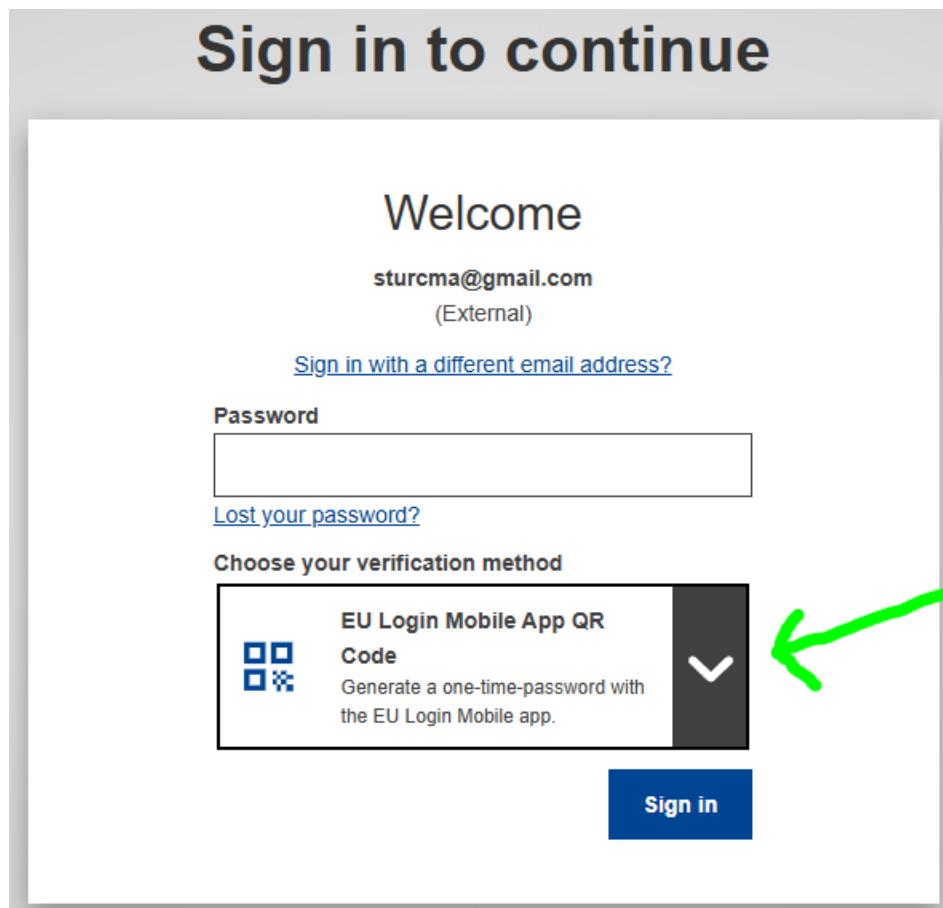
6 How to test 2-Factor Authentication login methods

If you are logged in to EU Login, you have to logout first

<https://webgate.ec.europa.eu/cas/userdata/myAccount.cgi>



Afterwards log in again and choose your preferred login option:



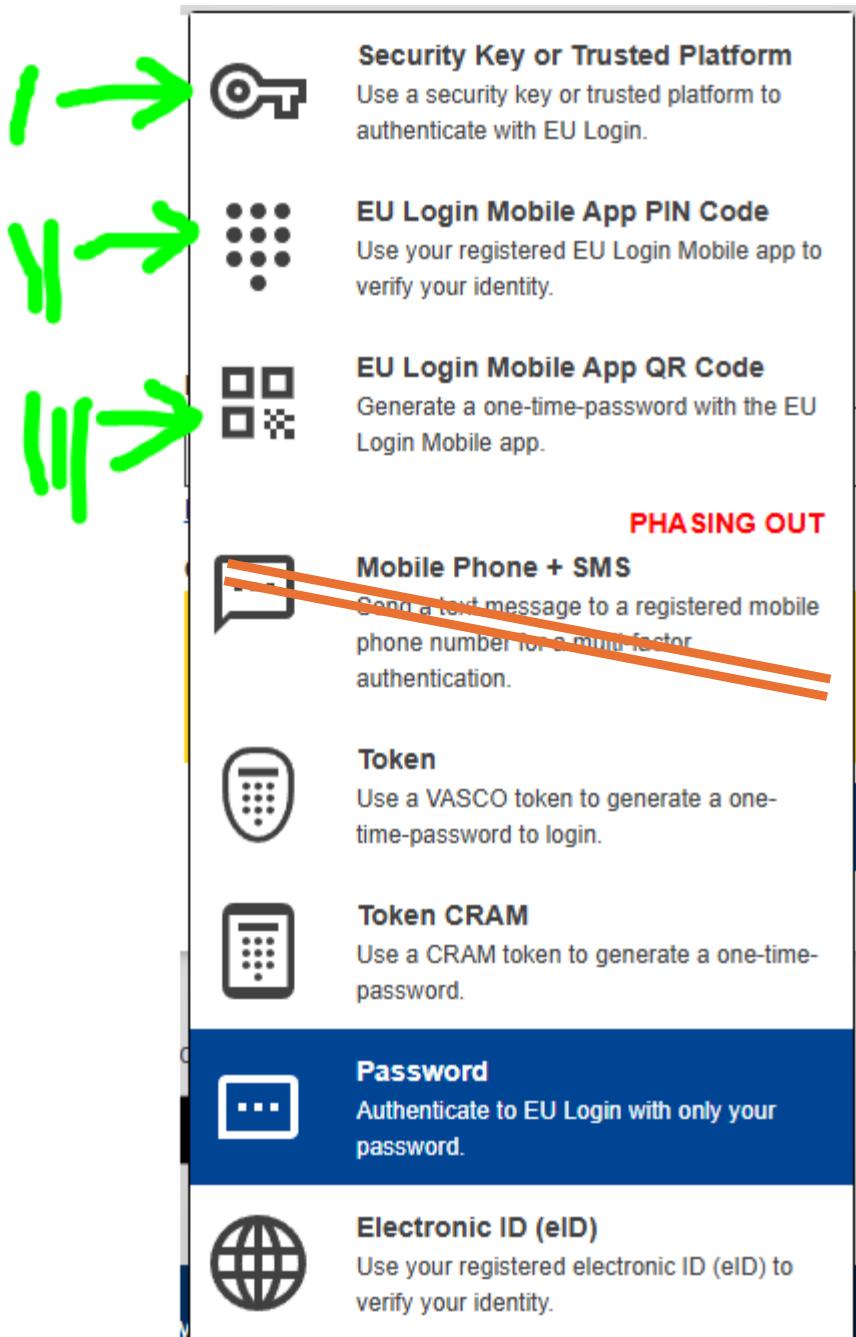
I – This option does not need mobile phone, but works only on the device where the Trusted Platform was setup or with a physical key

II – This option requires your paired device and also an active internet connection

III – This option requires your paired device and does not require active internet connection

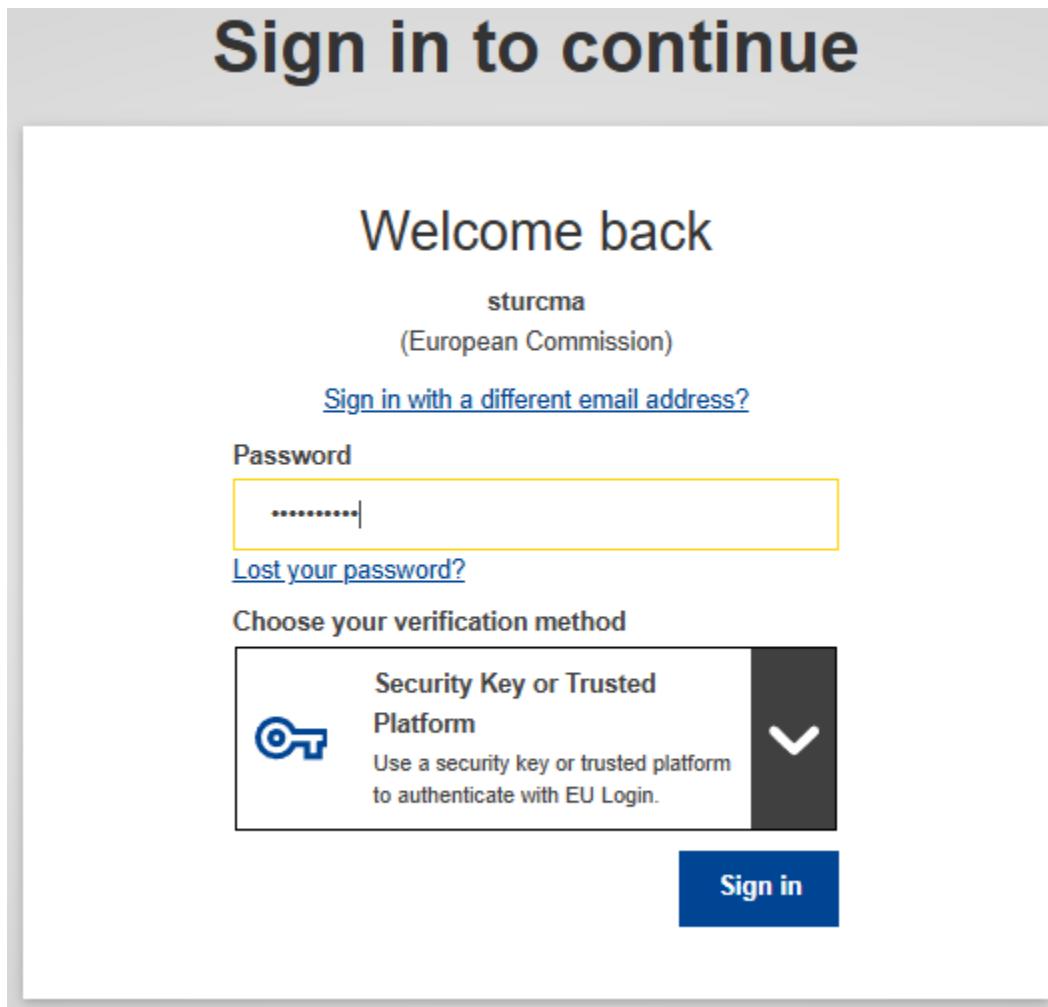
SMS was decommissioned and cannot be used anymore.

Option “Password” is not 2-factor authentication, but it allows you to access your EU Login account to make some basic operations.



6.1: Test your Trusted Platform

Choose option “Security Key or Trusted platform” and enter your password, then click “Sign in”

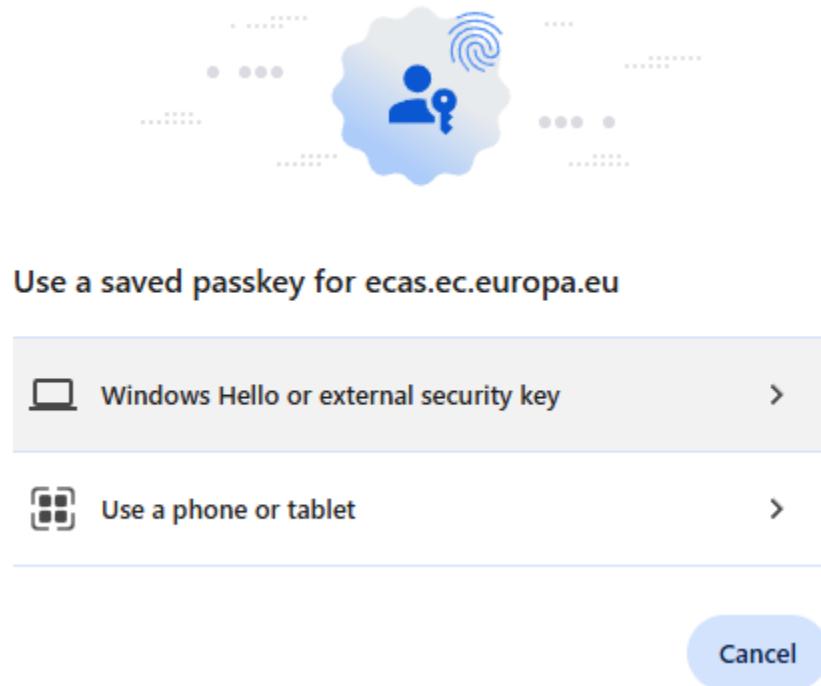


The screenshot shows a 'Sign in to continue' page. At the top, it says 'Welcome back' and displays the email 'sturcma (European Commission)'. Below that is a 'Password' field containing '.....'. A 'Lost your password?' link is provided. A section titled 'Choose your verification method' shows a dropdown menu with 'Security Key or Trusted Platform' selected. The description for this option is: 'Use a security key or trusted platform to authenticate with EU Login.' A blue 'Sign in' button is at the bottom right.

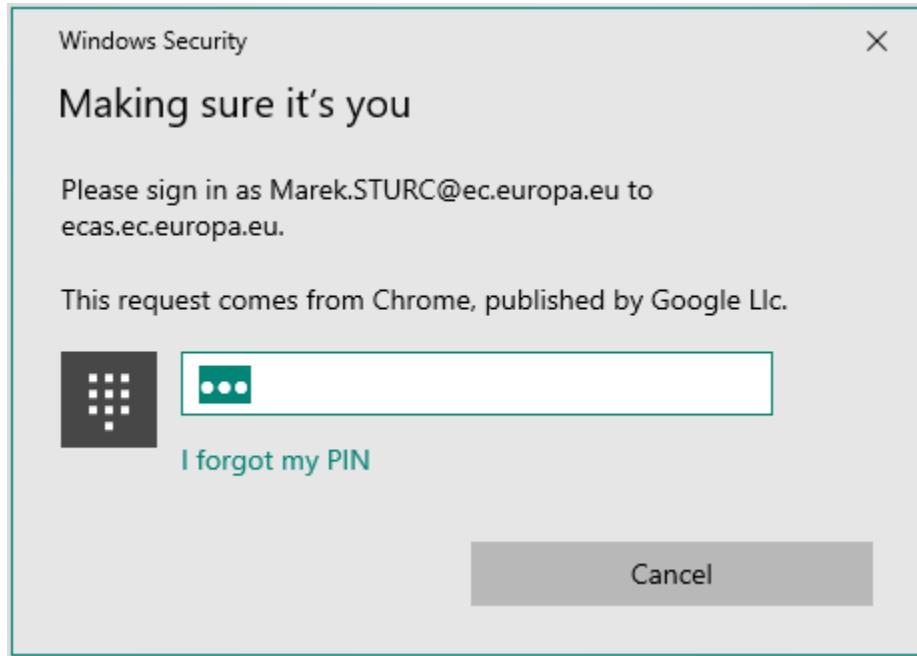
The next steps are dependent on the setup and settings of your operating system settings – it might look different, but the content should be similar.

Screenshots were made on Windows 10 system

Click on option “Windows Hello or external security key” ”



Use the method you have setup – example below is for PIN code



You should now have successful login

Successful login

6.2: Test your EU Login Mobile App PIN Code

Choose option “EU Login Mobile App PIN Code” and enter your password, then click “Sign in”:

Sign in to continue

Welcome back
sturcma
(European Commission)

[Sign in with a different email address?](#)

Password

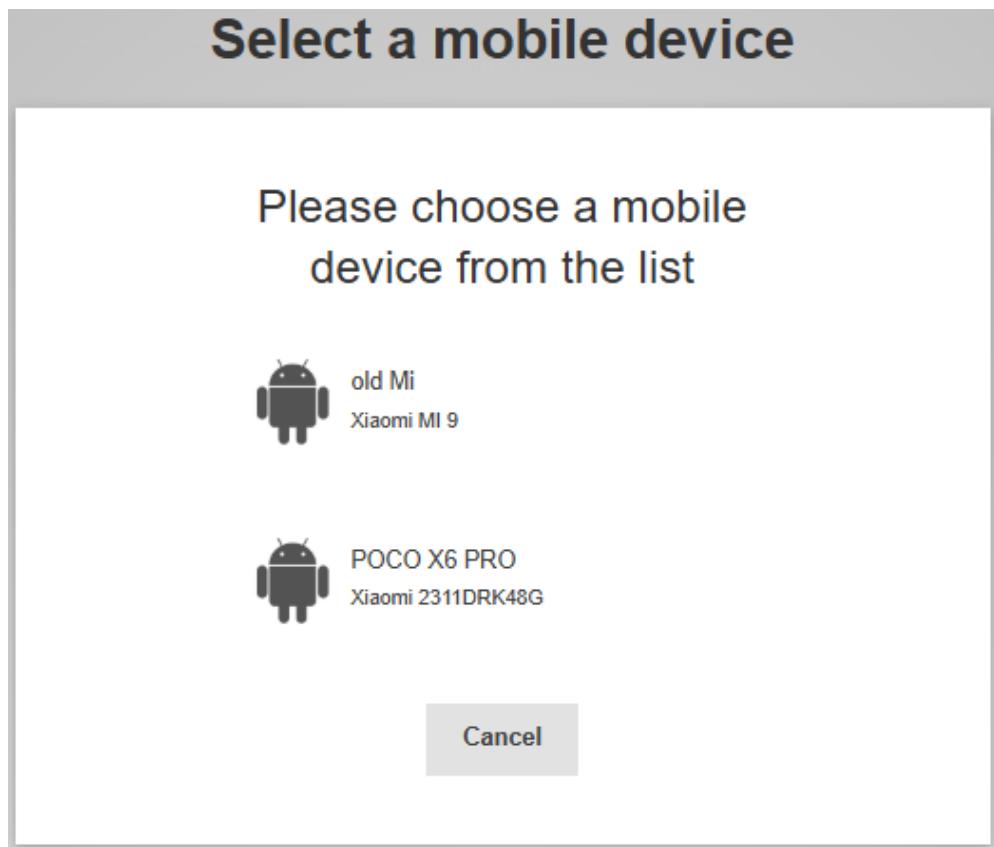
[Lost your password?](#)

Choose your verification method

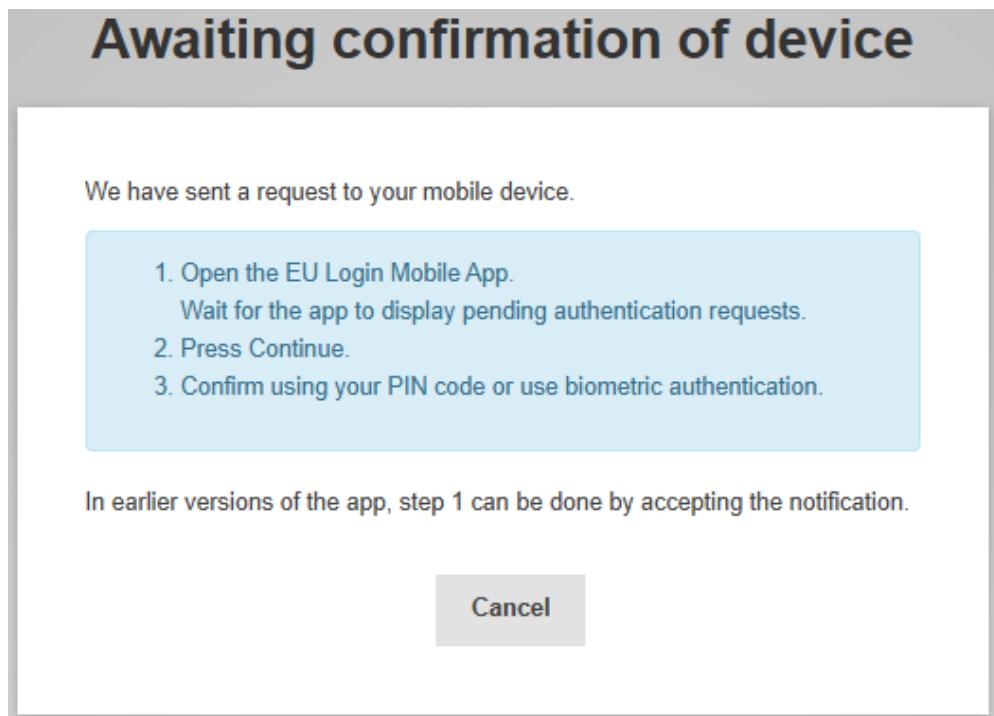
 EU Login Mobile App PIN
Code
Use your registered EU Login Mobile
app to verify your identity.

Sign in

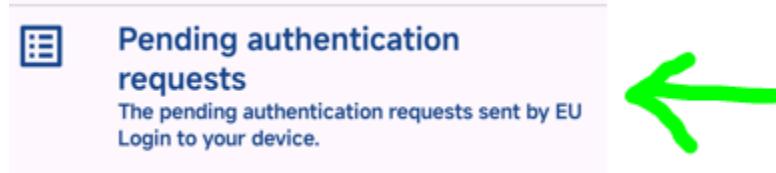
If you setup multiple phones, you will need to choose which one to use:



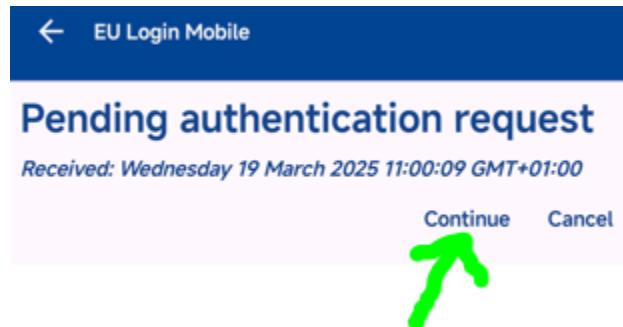
After choosing the device to use, you need to continue on the device:



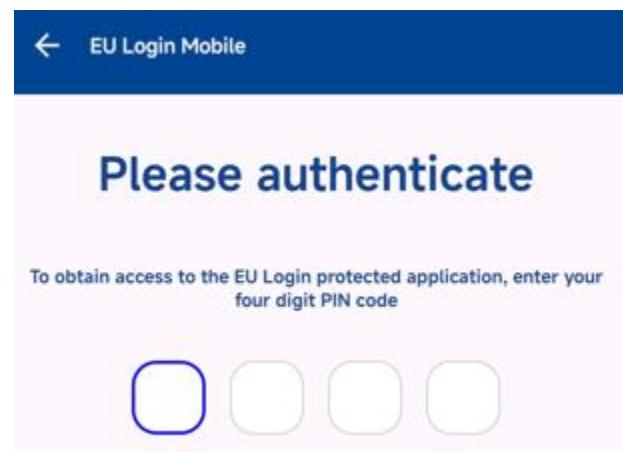
If notifications are disabled or not functioning properly, open the app and select option “Pending authentication requests”:



Click “Continue” and go to the next step of the authentication:



Enter the PIN code – this step can be replaced by a biometric authentication on your device, depending on device capability and the setup made (i.e. fingerprint authentication, face recognitions, etc.)



You should now have successful login

Successful login

6.3: Test your EU Login Mobile App QR Code

Choose option “EU Login Mobile App QR Code” and enter your password, then click “Sign in”:

Sign in to continue

Welcome back
sturcma
(European Commission)

[Sign in with a different email address?](#)

Password

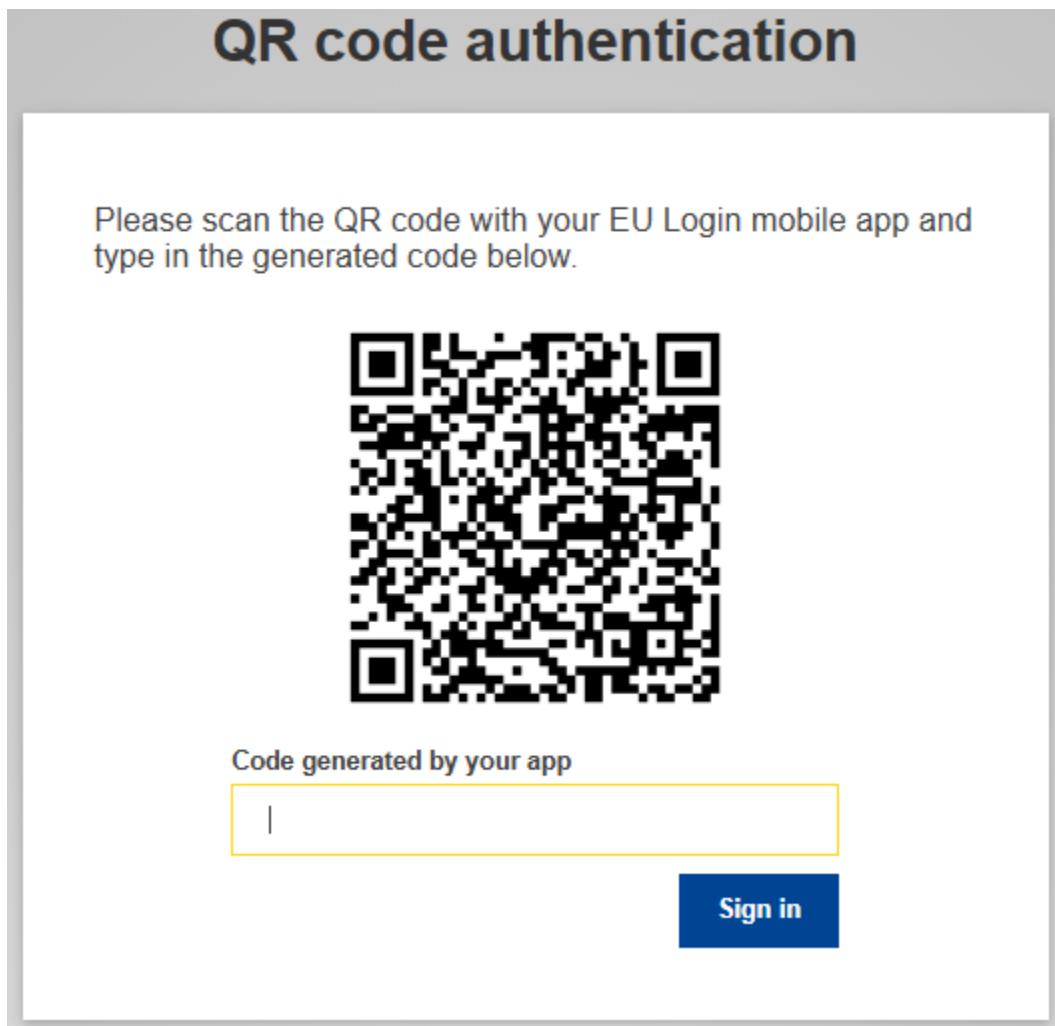
[Lost your password?](#)

Choose your verification method

 EU Login Mobile App QR
Code
Generate a one-time-password with
the EU Login Mobile app.

Sign in

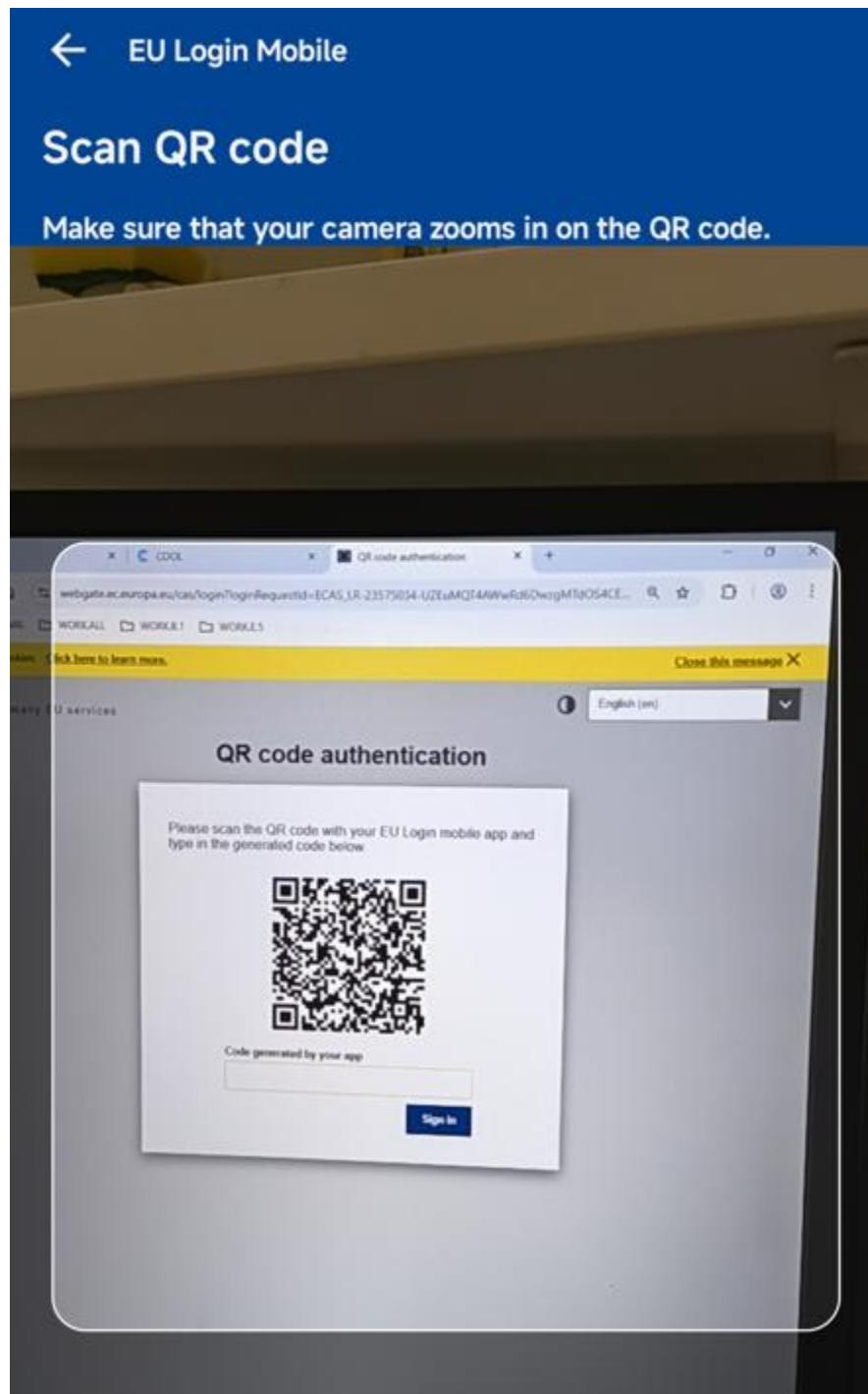
On your computer's screen you will see the QR code to be scanned. Please make sure the mouse cursor is not obstructing the area of the code.



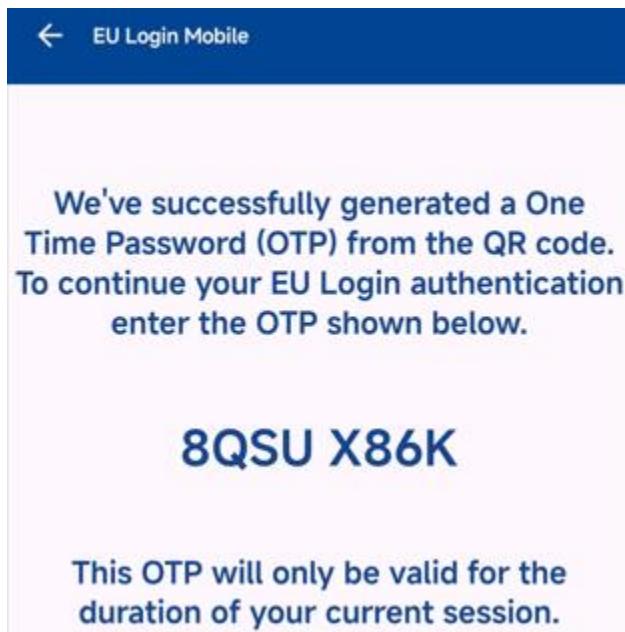
In your device, run EU Login App and choose option “Scan QR Code”:



Scan the QR code on the screen of your computer with your device:



After successful scanning, you should see a code on the screen:



On your computer, enter the code you see on the screen of your mobile phone:

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

You should now have successful login

Successful login

7 How to reset all and start again

7.1: Reset EU Login account

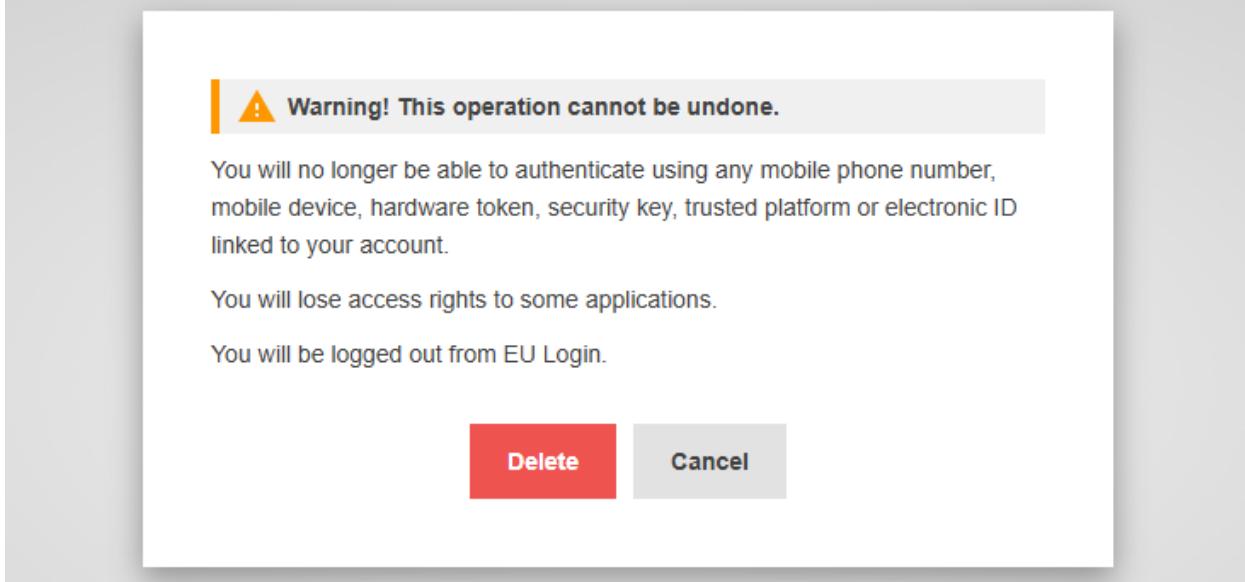
Click on “Delete all my devices and eID (PANIC)



Delete all my devices
and eID (PANIC)

Read the message and confirm by clicking on the ‘Delete button’

Delete all my devices and eID (PANIC)

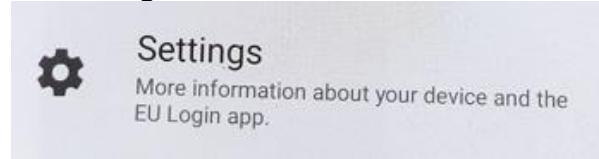


You will receive confirmation message and you will need to log in again.

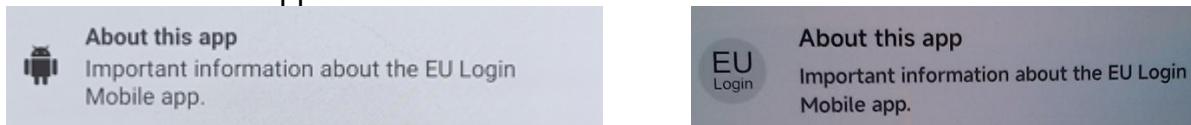
7.2: Reset your EU Login app on mobile device

Screenshots are from Android mobile phone, depending on the device and the version of the application, it could look slightly different – alternative is shown in some options.

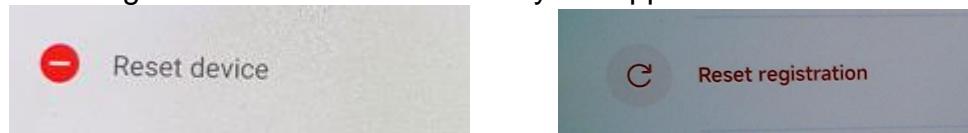
Run the app and click on “Settings”



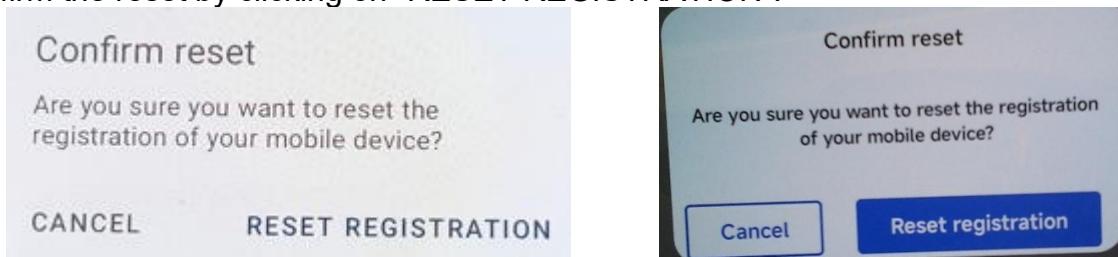
Click on “About this app”:



Click on “Reset registration” – this will reset only the app



Confirm the reset by clicking on “RESET REGISTRATION”:



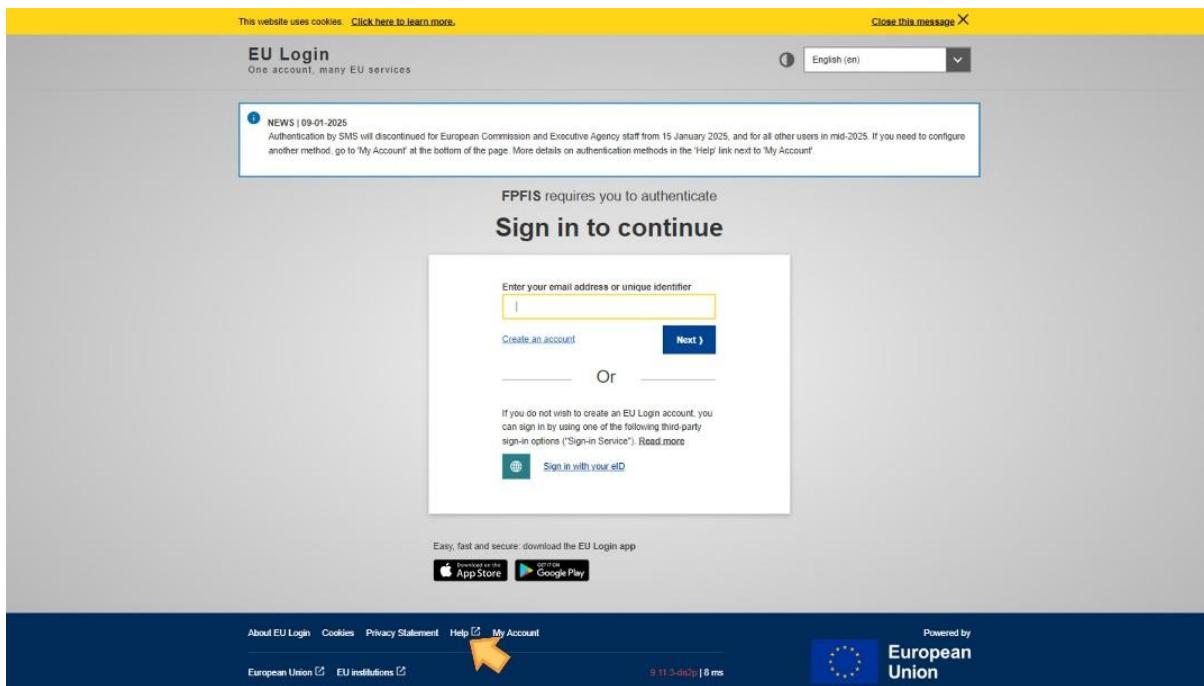
After successful reset, option “Initialise” is black and option “Scan QR Code” is grey:



8 Other various help items

8.1: EU Login online help

If you need help or need to check the frequently asked questions, click on the [Help](#) hyperlink at the bottom of the EU Login page.



Full link to the EU Login portal: https://trusted-digital-identity.europa.eu/index_en

You have browsed all available information but could not find a solution to your issue?
https://trusted-digital-identity.europa.eu/still-need-help_en

External, self-registered user

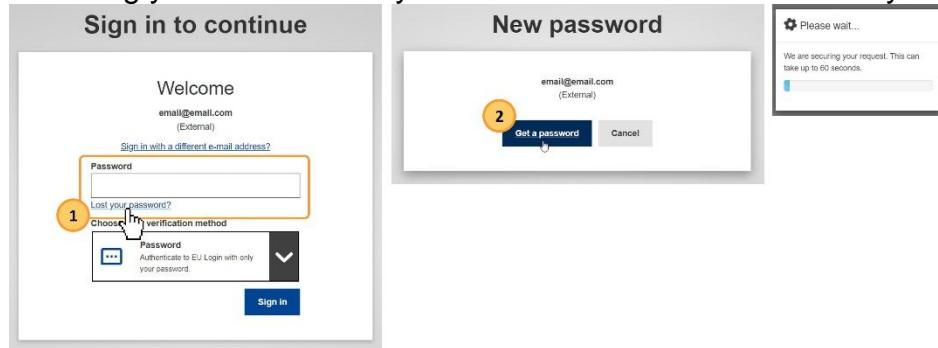
Please first make sure you are using an external account by following the instructions from this page: [External self-registered account FAQ](#)

If confirmed, you may reach us through email: EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu

8.2: Forgotten password?

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

1. Click the **Lost your password?** link on the login page, after you entered your e-mail address.
2. Click on the **Get a password** button. A **confirmation message** displays, informing you of the e-mail you will receive with a link to reset your password.



3. In the e-mail, click on the **link to reset your password**.
4. On the opened EU Login page, **enter your new password and confirm**.
5. Click the **Submit** button.
6. Once the password has been changed, click on the **Proceed** button to continue to sign in.

Take note

You cannot reset your password if your account is locked. This happens if too many incorrect passwords are entered in a row. You will not be able to log in or reset your password during this period. The account will automatically be reactivated after 15 minutes after it was blocked.

Authentication Service <automated-notifications@nomail.ec.europa.eu> 13:59 (1 minuut geleden) ☆ ⌂ ⌂

aan Anna ▾

Dear Anna Name (n00dmwxe),

You have requested a reset of your EU Login password. You can do this by following the link below, preferably immediately - but a maximum of 1 day after this message was sent. You should therefore follow the link before 29/08/2023 13:59 GMT+02:00.

3 <[here](https://webgate.ec.europa.eu/cas/init/initialisePasswordLogin.cgi?uid=n00dmwxe&resetCode=gzPzxkJMMyhC12cbJwyyRm4uOPzoBQhOkODnwoEv8BW&loginRequestId=ECAS_LR-12741393-sInwTPTi8evPuJOMdbx0yneKPTZykiysWCIfSTKx2bs1rpke7Uw8k6sSTyjkB5oELCs6e3eBnQtZtSersW-jpJZscgsw0KA6LGzidSNIM-KyP7OSPrV0qlW8qIXya1ldppRo3faxit12y8387Jvd7QZdYY3aSxbrCtoAgs6MPaD9dMfy9Bj3eClUy44ym></p>
<p>If you did not make or authorise this request yourself, it may be due to a typing error by another user. To cancel the request, please click <a href=).

If the above mentioned link does not work, you can copy-paste it (without any line break) in your browser address bar. If this message was delayed or for some other reason you are unable to complete the rest of the process within 1 day, please return [here](#) to make another request.

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

Sent to you by EU Login automated password reset service

New password

Please choose your new password.

email@email.com
(External)

New password **4**

Confirm new password **4**

5 Submit

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

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

Examples: iEDUrqopen4 Befl!WtJj2 EWGakHzBY6
[Generate other sample passwords]

New password

6 Your EU Login password was successfully changed.

Proceed

8.3: How to change my password?

To change your password:

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

Anna NAME

email@email.com
(External)

1 Change password

My Account

Logout

Change password

email@email.com
(European Commission)

Current password **2**

New password **3**

Confirm new password **3**

4 Change

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

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

Examples: I+H0Cjm.yM knWE+B2nLK MDPSacsup9

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

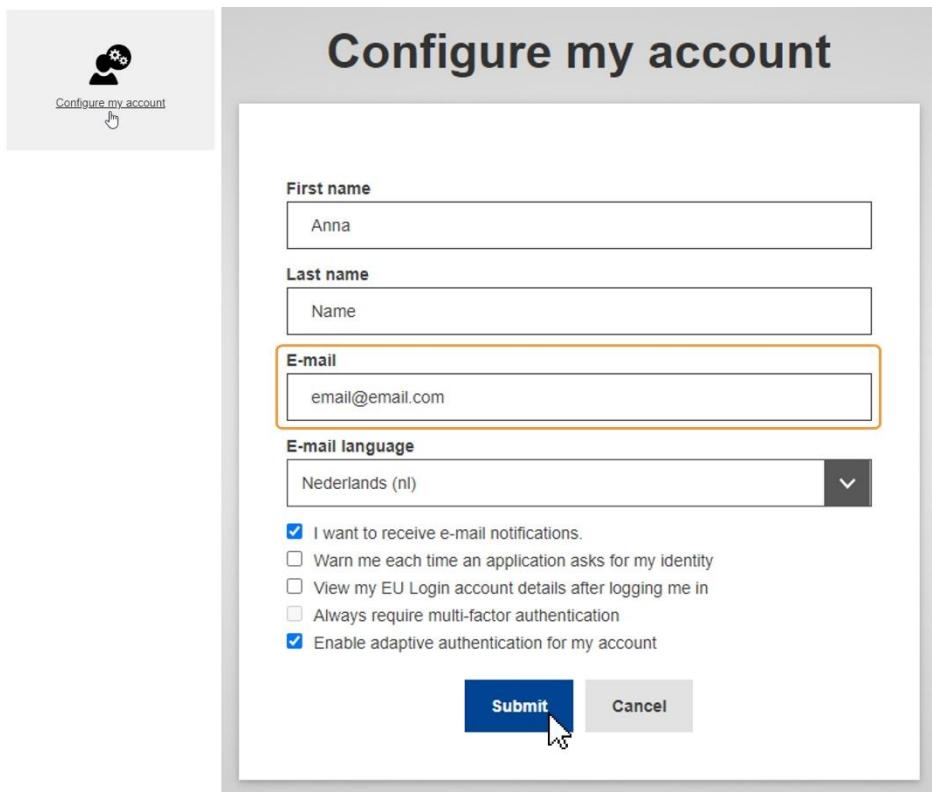
Note: Changing this password does **not** affect your Windows or Internet password.

Please take great care in entering your new password. Once you have created it, you will only be able to change or reset it yourself after 1 day.

8.4: How to change my email address in EU Login?

To change your email address:

1. From the EU login page, after you signed in, click the settings (gear) icon and select **My Account**.
2. Click on **Configure my account**.
 - o This action may require stronger authentication if you added second factors to your account.
3. Change your email.
4. Click on **Submit**.



The screenshot shows the 'Configure my account' page. At the top, there is a sidebar with a gear icon and the text 'Configure my account'. The main form has the following fields:

- First name:** Anna
- Last name:** Name
- E-mail:** email@email.com (This field is highlighted with an orange border)
- E-mail language:** Nederlands (nl)

Below the form is a list of checkboxes with the following options:

- I want to receive e-mail notifications.
- Warn me each time an application asks for my identity
- View my EU Login account details after logging me in
- Always require multi-factor authentication
- Enable adaptive authentication for my account

At the bottom are two buttons: a blue 'Submit' button with a cursor icon on it, and a grey 'Cancel' button.

8.5: How to delete my EU Login account?

To delete your EU Login account, click on **Delete my account** and follow the instructions

Important: Depending on the setup of the system, some access rights will be revoked and unrecoverable once deleted.

