

ADD THE EU LOGIN APP TO YOUR ACCOUNT

This guide is **only for pensioners who already have an EU Login account and a verification method which works**, but who want to have **alternative solutions available**.

If you do not yet have an EU Login account, please refer to our special guide for the creation of an EU Login account <https://aiace-europa.eu/tools/eu-login-app/>.


Please note: In order to use the EU Login App, you must have a **screen lock** installed on your mobile device, such as a code, a pattern or fingerprint or facial/fingerprint recognition, otherwise IT security precautions will prevent the app from being activated on the device.

If you have had problems using the EU Login app on your mobile device, make sure to first delete all traces of the previous installation: Open the EU Login app and click on the cogwheel (bottom right, possibly partially concealed on certain mobile devices, scroll all the way down! Then click on “Unlink device” and Confirm. Then delete the app from your mobile device.

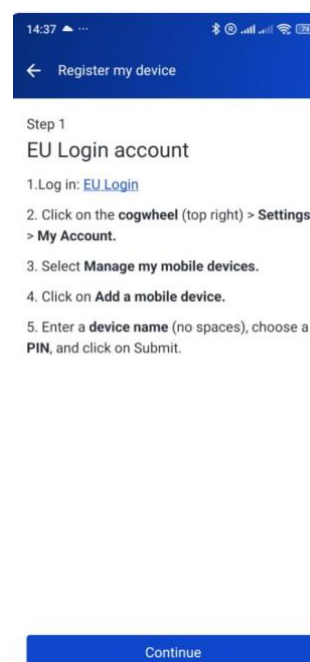
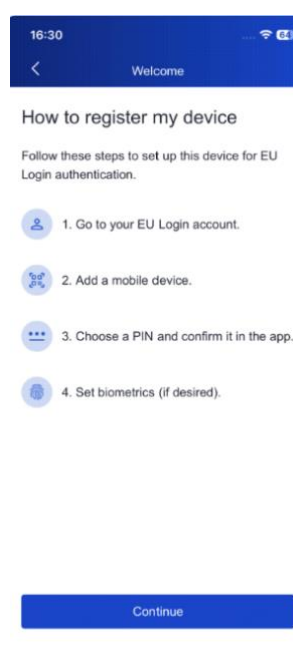
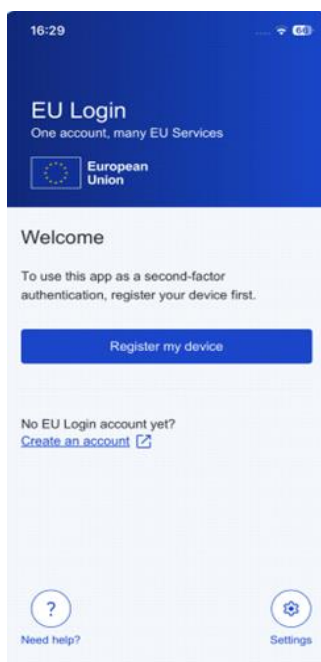
How to reconfigure the EU Login application

You will need **two devices** to register your mobile device:

- **device 1** = the smartphone/iPad/tablet on which you want to authenticate and
- **device 2** = an additional device such as a PC/laptop or iPad/tablet or even a smartphone (needed only for the activation process).

1. On your **device 1** (mobile/iPad/tablet), search for the latest version of the EU Login Mobile App in your App store/Play Store – look for the logo . Download it.

2. Open the app by clicking on the  icon and then on “Register my device”. The procedure to follow is explained on the following screens:

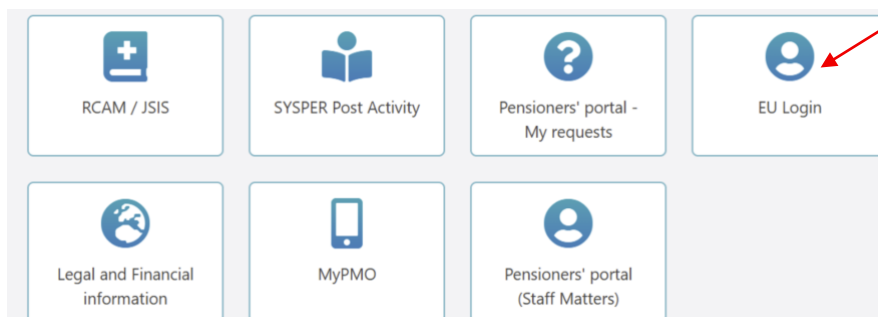


3. On **device 2**, you now follow the guide in the third screenshot as shown above. Start by launching **MyRemote** from your browser via <https://myremote.ec.europa.eu/>. Click on **My Web applications**. Enter your email address and **EU Login password** if prompted (not always required). Update your EU Login password if requested (*if you forgot your EU Login password, click on [Lost your password?](#) to reset it. It must contain **at least 10 characters**, including lower- and upper-case letters, numbers and special characters (-, ?, &, % ...).*)

Tip: start it with the current **year and month**, followed by your preferred (permanent) password, such as **Jun26-Ukraine** (if created in June 2026).

4. Next, check that your **verification method** is set at a method you have used successfully until now. If required, click on the arrow in the black box to find it in the drop-down menu. Click on it and then click **”Sign in”**.

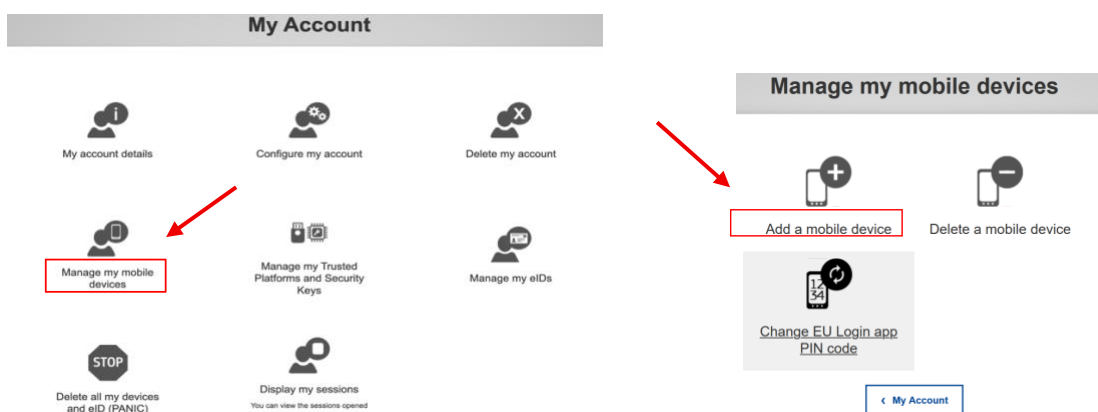
5. After authenticating using your existing method, you will now see the Welcome Screen of MyRemote. Click on the **”EU Login”** option.




6. If you see the screen below, click on the cog wheel top right next to your name and select **”My account”** from the drop-down menu. If not, go straight to point 7.



7. You are now in **”My account”**. Click on **Manage my mobile devices** and then **”Add a mobile device”**.



8. On the next screen (still on **device 2**), give your **device 1** a specific name , e.g. S24 or iPadAir and then choose a **four-digit code which you must remember and store in a safe place!** This will be your permanent EU Login app PIN code from now on, and you may need it later, even if you have enabled fingerprint/facial recognition. Confirm the pin code and click on "**Submit**".

9. A QR code will now appear on your **device 2**. Return to your **device 1** and open the EU Login app . Click on **Continue** at the bottom of the first screens which describe the procedure you have just followed. If prompted, agree to the app using the camera whilst using the app and enable notifications.

A scanner will now open in your mobile **device 1**,. Point the device at the QR code on your **device 2** to capture it. Accept the registration of your device and click "Continue" on **device 1** until you are asked (twice!) to enter the four-digit pin code you just chose. (If the keyboard does not show, you will have to close down the app completely and try again, until you are able to enter your code). Then click on "**Next**".

10. Finally, you will be asked whether you want to enable fingerprint/facial recognition for this app, if your device supports this feature and you already previously enabled it on your device. You will also receive a message confirming that you have added a new mobile device to your EU Login account.

Feel free to register more mobile devices (an iPad, the phone of a close relative helping you ..) but do one at a time. Check that each device works before moving on to other mobile devices.

Log out.

How to use the EU Login App to access JSIS online, MyPMO ..

NB: You cannot send in your medical bills directly via the EU Login app. You still need to log in, either via the MyPMO app or via <https://mypmo.europa.eu/> or <https://webgate.ec.europa.eu/RCAM/>. The EU Login app is **purely a double authentication method**.

Logging in from a computer or laptop:

Choose "**EU Login Mobile App Pin Code**" as your verification method. If you have activated the EU Login app on more than one device, you will be asked each time to choose from the list of registered devices which device you want to use. Now **open the EU Login Mobile App** on your mobile device. Click '**Continue**' and authenticate (with 4-digit code, facial recognition or fingerprint). You will then have access to the desired application on your computer/laptop.

Logging in from an iPad/tablet/mobile phone:

As you are logging in from a mobile device, you will normally be able to complete the whole log-in process on that one device. Select "**On Mobile Authentication**" as your verification method. If necessary, open the drop-down menu to search for it – if available, it will be right

at the top. Select it and click “**Sign in**”. Now authenticate (using facial recognition, fingerprint or your 4-digit code) and you will have access to the desired application.

If “On mobile authentication” is not available or does not work – it happens – try choosing the **EU Login Mobile App PIN Code** option instead. Then open the EU Login app and authenticate (using facial recognition, fingerprint or your 4-digit PIN code) to gain access. You may have to go back to the screen you were on just before opening the EU Login App.

Always click on the arrow in the black box on the right to search in the drop-down menu for your preferred verification method if you don't see it immediately. After the first time, your preferred method will normally appear automatically.

Did you forget your PIN code, or do you want to change it?

Open the EU Login app and click on the cog wheel bottom right (Settings)

Click on “Forgot PIN code” (or “Update PIN code”).

For security reasons the new code may only be valid the following day.

Do you want to activate fingerprint/facial recognition?

Open the EU Login app and click on the cog wheel bottom right (Settings)

Click on “Fingerprint/Facial recognition”)