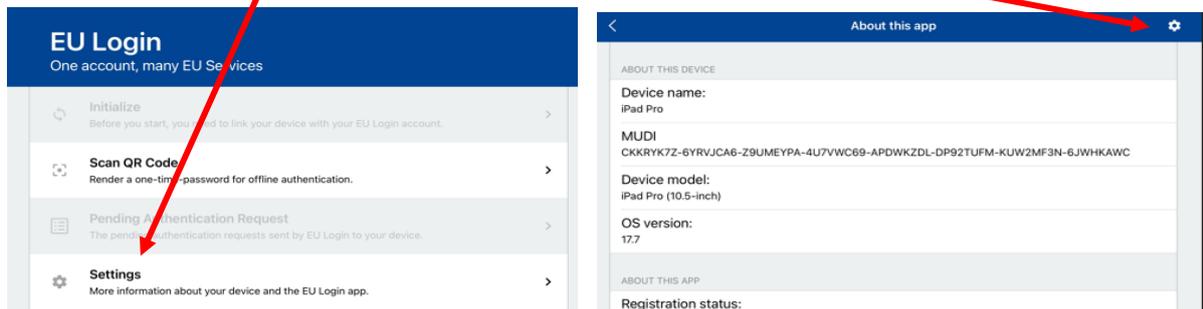


EU LOGIN APP – INSTALLATION PROBLEMS?

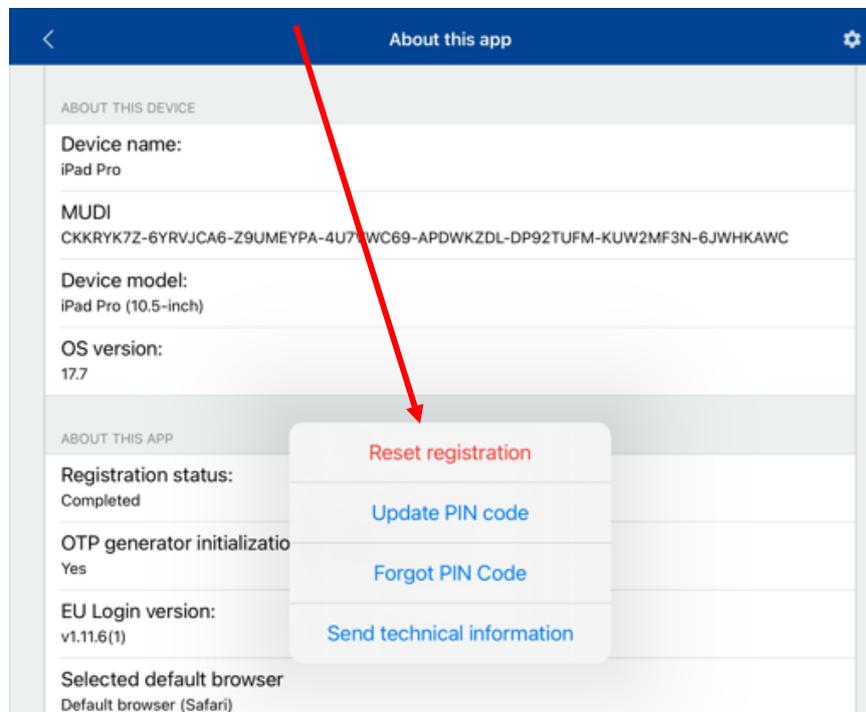
If your first installation attempt was not successful, you will need to remove all traces of that attempt before you can try again, or it will not work. This is how to proceed:

Apple (iPhone / iPad)

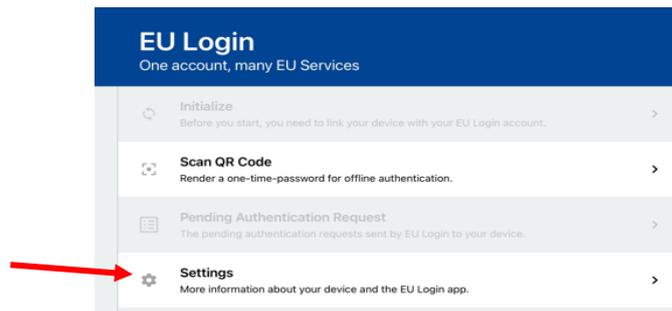
Open the app by clicking on the **EU Login icon**  and click on **“Settings”** & click on the cog wheel - top of the screen:



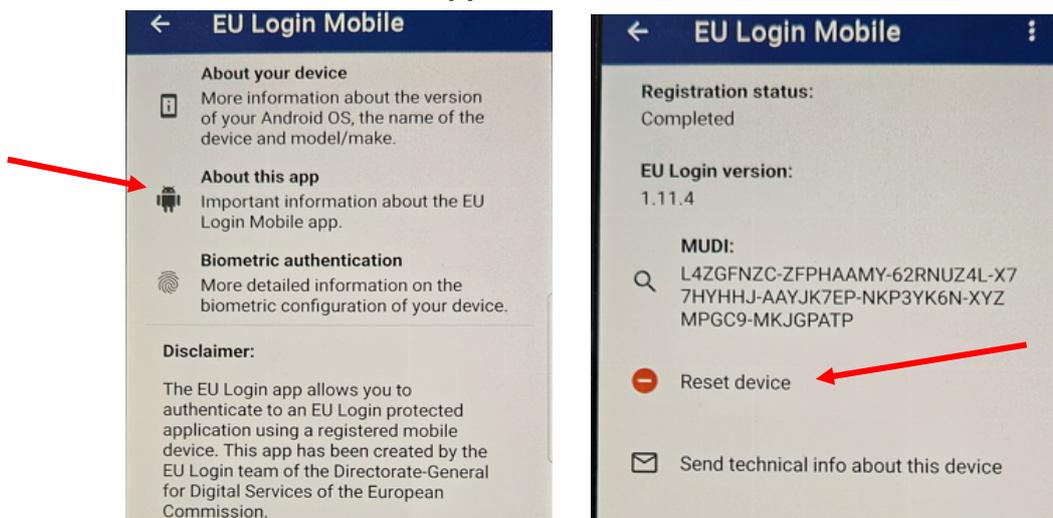
Now click on **“Reset registration”** and then **go to the last point** (page 2)



Android: Open the app by clicking on the **EU Login icon**  and click on **“Settings”**

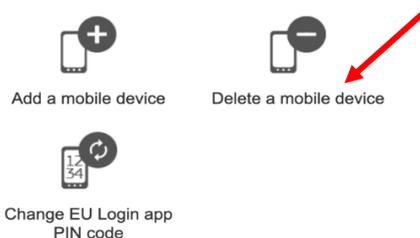


- Now click on **“About this app”** and then on **“Reset device”**



Next, for **Apple (iPhone + iPad)** as well as **Android users:**

- Log into <https://webgate.ec.europa.eu/cas>
- Connect with your EU Login password and click on the cog wheel top right
- Click on **“My account” / “Mon compte”**
- Click on **“Manage my mobile devices” / “Gérer mes appareils mobiles”**
- Click on **« Delete a mobile device »** - you will have to authenticate fully now



- If you already registered another mobile device, you will be asked which device on the list should be deleted. Select the one on which the installation did not succeed.
- Confirm and go back by clicking on **“My account”** and then **“Logout”**.
- You can now have another go at installing the EU Login App on the device.