

EU LOGIN MOBILE APP: CHANGE IN THE AUTHENTICATION REQUEST


WARNING FOR EU LOGIN MOBILE APP USERS!

When connecting to JSIS online or My Remote you may have noticed the following message:

WARNING | 09-09-2022

Security improvement - From September the 22d, the EU Login mobile app will be changing the way it notifies authentication requests. No more 'push' notifications that pop up on your device. Instead, you will need to open the app to access your pending requests

This does **NOT** concern those who authenticate with a code received by SMS, but **ONLY** those who use the EU Login Mobile App.

As from 22 September 2022, users of the EU Login Mobile app will no longer receive a "push" message asking them to "accept the notification" to authenticate. IN FUTURE, you will have to click on the app icon  which was installed on your device when you downloaded the app. Once you have opened it, you will be able to proceed with your authentication (by pin code, digital imprint, facial recognition, QR code ..).