

QUICK GUIDE FOR THE INSTALLATION OF "EU LOGIN MOBILE APP"



The EU Login mobile app is an **alternative to the SMS method** for EU Login authentication of the European Commission.

Initially, one connects to EU Login via an SMS code received on one's phone. Another interesting option is to install the EU Login mobile application (on a smartphone or iPad/tablet). This mobile application allows you to authenticate yourself via fingerprint (if your device supports this option) or by entering a four-digit code, which is the same each time, and which you chose yourself when installing the application. The mobile app is not only faster and more convenient to use, it is also useful as a **back-up in case the SMS code does not arrive** - which can sometimes happen. Each time you log in, you can choose to use the SMS method OR the mobile application to authenticate yourself.

Please note: In order to use the mobile application, you must have a security lock installed on your mobile device such as a numeric code or fingerprint, for example.

If you are using an iPad/tablet, the mobile application allows you to perform the entire login procedure on one device. The iPad/tablet only needs internet access (like Wi-Fi), a SIM card is not required.

How to install and configure the EU Login application?

For the **initial setup** of the application, you will need your smartphone (or iPad or tablet) **AND** a PC.

1. Start by installing the mobile app on your device, usually your smartphone. You can download the **EU Login** app from the **App Store/Play Store**. It is essential that you have secured your phone beforehand with a code or fingerprint, otherwise the EU Login app will not work.
2. Then you have to link your mobile phone to your EU Login account. Log on from a PC to your account administration via <https://webgate.ec.europa.eu/cas>. Click on the gear wheel at the top right of the screen next to your name. Select "My account" and then "**Manage my mobile devices**", and finally "**Add a mobile device**". You may need to re-identify yourself at this stage by entering your password and a code to be received via SMS.
3. On the next screen, give your mobile phone a specific name (e.g. "My S20" or "My iPhone") and then choose a **four-digit code to remember!** This will be the fixed Mobile pin code from now on. Confirm this pin code and click on "Submit".
4. After that, a new screen with a QR code will appear on your PC. Open the EU Login mobile application on your mobile device and click on "**Initialiser**". Tick the box on the welcome screen. A scanner will open on your mobile phone. Point your device

at your computer screen until the QR code is detected there. On the next screen, you will be asked to enter the four-digit pin code you have just chosen. Then click on "Next".

5. You will now receive an email confirming that you have added a mobile phone number to your EU Login, as well as a message on your mobile phone saying that the **connection has been established** and that the initialisation is in progress, and that a message has been sent to your device. Just ignore that. This step may take some time - up to 20 minutes, don't worry. When registration is complete, you will be asked if you want to enable fingerprint recognition, if your device supports this feature and if you have already activated it on your device.

Feel free to add more mobile devices, but do one at a time. Check that this works before moving on to other mobile devices. If you want to activate a device without a SIM card, simply insert an active (= already registered) mobile phone number in the step where you authenticate with a mobile phone number + SMS.

From now on, whenever you want to use the mobile app to log in to MyRemote, JSIS, My IntraComm, SYSPER, etc., make sure you choose "EU Login Mobile App Code" under "Authentication method". Click on the arrow on the right to search for it in the drop-down menu, if you don't see it immediately. Then it will normally appear automatically, but you are always free to revert to the "Mobile Phone + SMS" method if necessary.

If you have installed the mobile application on more than one device, you will be asked each time which one you want to use. The notification is usually immediate. Just click on it and insert your four-digit code or fingerprint, and you're through!