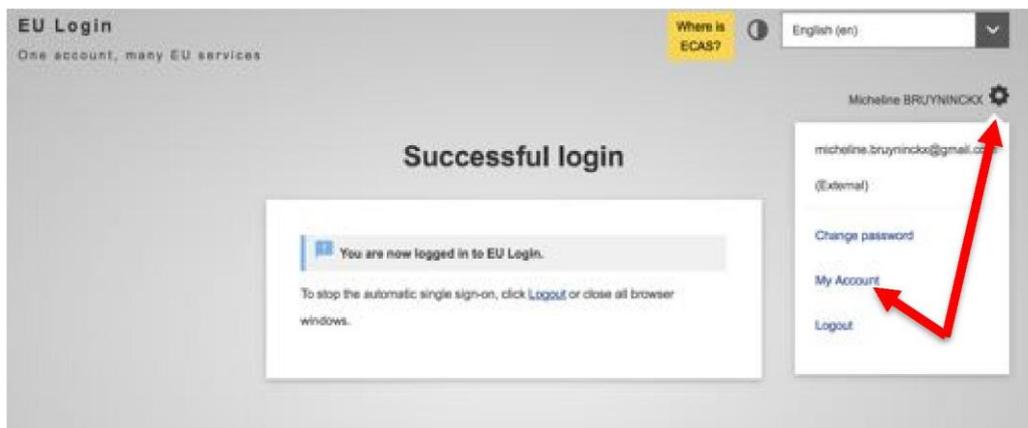# E U Login
Part 1: Adding or deleting a mobile phone number

If you have already a registered mobile number but that you would Like to add a second one, follow the procedure described under. If you want to replace the registered mobile number, you should add your new number before deleting the old one. If you forgot, one can use the "panic button" procedure as described under part 2.

<mark>EITHER</mark>

1.1)   Log in at https://webgate.ec.europa.eu/cas (without telephone number, only with your email address and password)

1.2)   once successfully authenticated, move the mouse over the gear at the top right corner to display the menu and select "My Account ".


<mark>OR</mark>

1.1) Login at https://myremote.ec.europa.eu/home/welcome and click on "ACCESS" in the right-hand block

1.2) Authenticate according to the EU Login procedure (reminder: https://aiace-europa.eu/tools/eu-login/). The following screen under 1.3) will appear

1.3) Click on "Manage my mobile phone numbers"
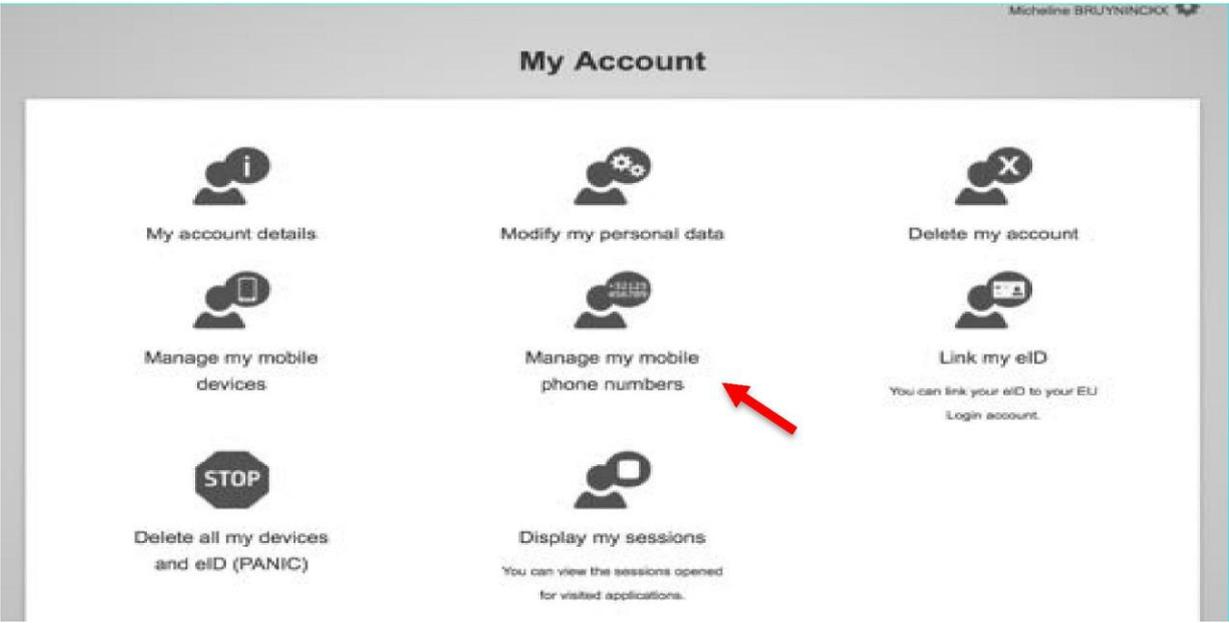
1.4) Managing your mobile phone numbers require stronger authentication, so you first need to authenticate a second time with an additional method to access the menu allowing you to add or delete your mobile phone numbers
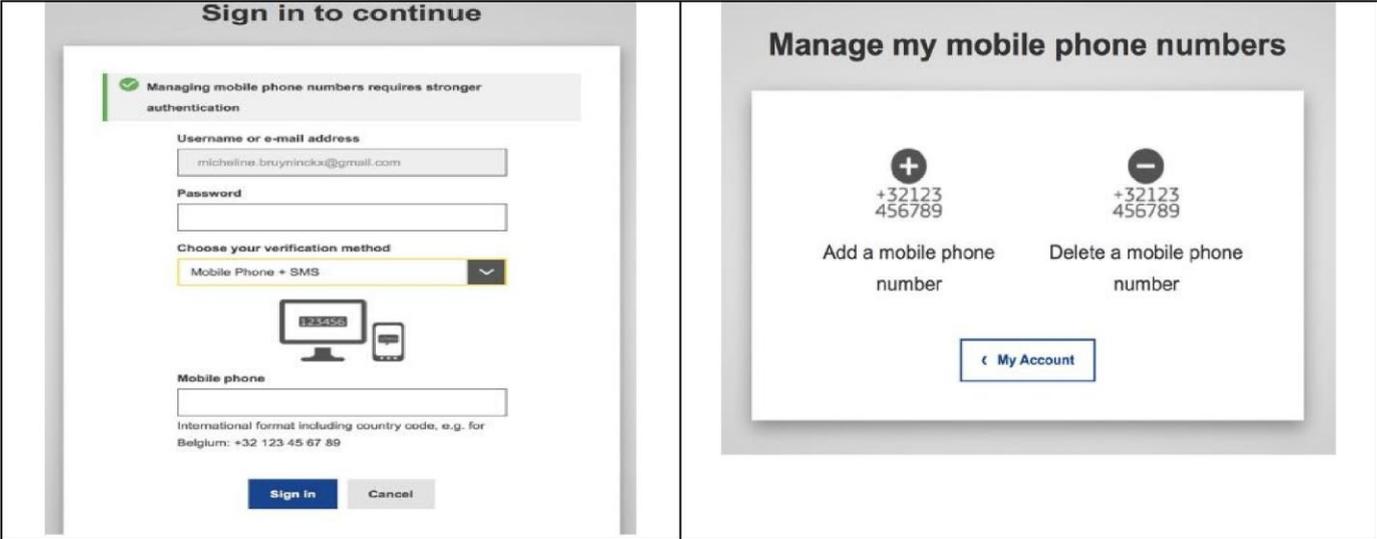
1.5) Enter your mobile phone number in the "Mobile phone number" field, starting with a plus sign and with the country code. Do not include dots, parenthesis or hyphens.

When clicking "Add", an SMS is sent to your mobile device. The SMS contains a code (also named challenge code) made of eight characters separated with a hyphen (minus sign). Type the challenge code you received in the "Text message challenge code" fields and click on "Finalise".
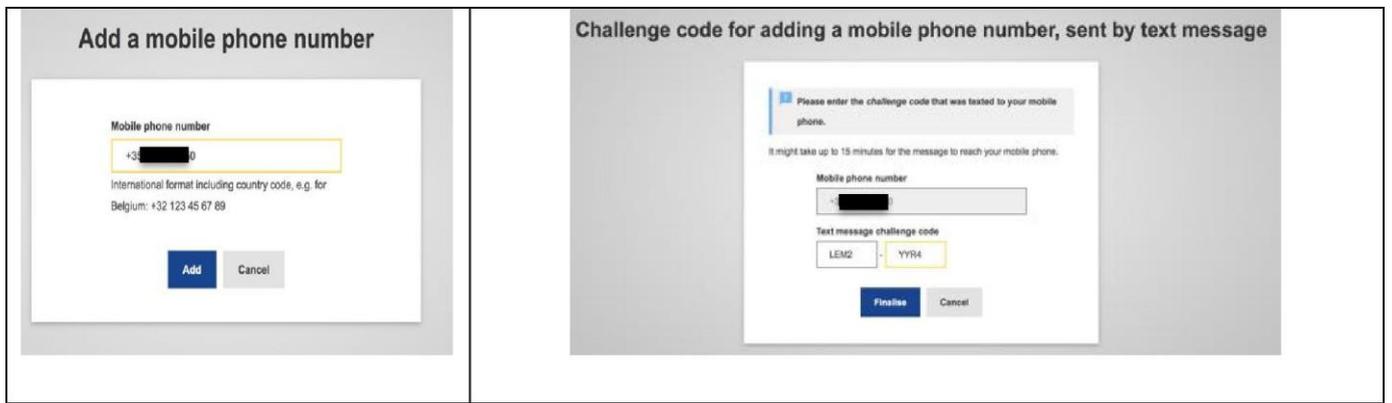
1.6) You will receive confirmation that the phone number has been added successfully both on thescreen and by email

On 8 Apr 2018, at 09:48, Authentication Service <automated-notifications@nom ail. ec. europa. eu*> wrote:*

E-mail : .....

Date: 08/04/2018 09:48 GMT+02:00

Dear .....,

You added the following mobile phone number to your EULogin account at the time mentioned above: +xxxxxx. This message is sent to ensure that you are aware of this action and that it was initiated by yourself. If this is not the case, please contact your local support desk without delay.
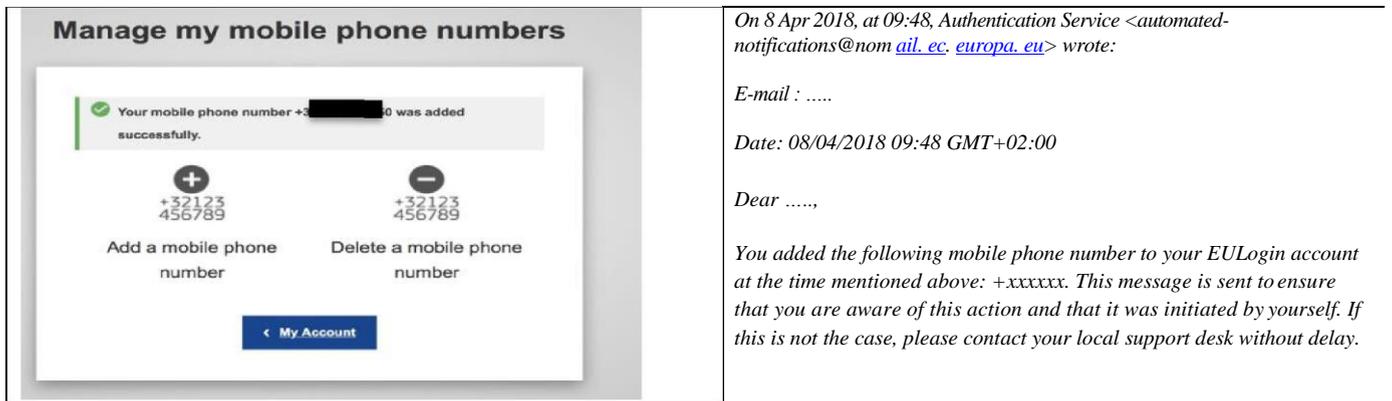
Those who are moving to another country **and forgot to register a new mobile phone number before cancelling their old one** can use the "panic button" via their EU Login account.

==EITHER==

2.1) log in at https://webgate.ec.europa.eu/cas (without telephone number, only with your login ü password)

2.2) once successfully authenticated, move the mouse over the gear at the top right corner to display the menu and select "My Account"(see screenshot under 1.2)
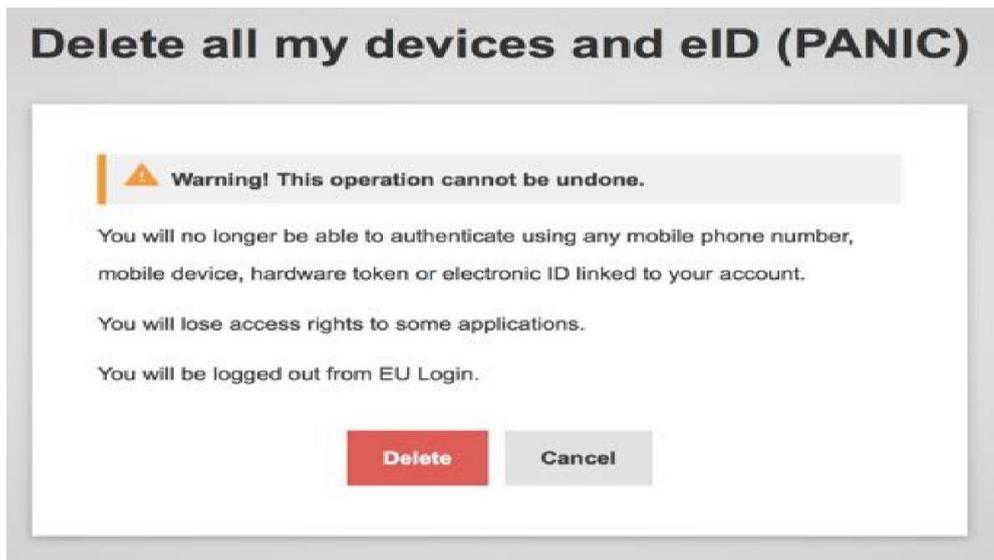
==OR==

2.1) Login at https://myremote.ec.europa.eu/home/welcome and click on "ACCESS" in the right-hand block

2.2) Authenticate according to the EU Login procedure (reminder: https://aiace-europa.eu/tools/eu-login/). The following screen under 1.3) will appear

2.3) click on STOP "Delete all my devices and eID (PANIC)"

2.4) The following message will appear:

Delete all my devices and eID (PANIC)

⚠ **Warning! This operation cannot be undone.**

You will no longer be able to authenticate using any mobile phone number, mobile device, hardware token or electronic ID linked to your account.

You will lose access rights to some applications.

You will be logged out from EU Login.

[Delete] [Cancel]

but don't let yourself be intimidated only be aware that all your registered mobile phone number(s) will be deleted and that the Link between your EU Login account and your mobile devices (for authentication via "EU Login **Mobile Application**") will also be removed.

2.5) click on the "Delete" button.

2.6) You have Logged out of EU Login. Doing this, does not sign you off from any applications - to do so, Log out of each one or close all browser windows.

2.7) Log in again at https://webgate.ec.europa.eu/cas **only with your login & password**, as you just removed the registered mobile phone number(s)

2.8) At the top right of the screen, select "My Account" again (see screen shot under point 1.2.

2.9) Click on "Manage my mobile phone numbers" and finalize the procedure following points 1.3-1.6.