Adding (or replacing) a mobile number in your EU Login account

When you create an EU Login account, you link it to a mobile number on which to receive the text message ("SMS") code required for double authentication purposes.

It may be very useful to add another mobile number to your EU Login account as a back-up to receive the authentication code or just to replace it. This could be particularly useful if for instance:

- *you are changing mobile or planning to move to another country, or you are regularly staying in another country and have another mobile number there?*
- *your mobile phone is not always reliable, or you fear losing it or you have another mobile?*
- *you would sometimes like to use the mobile phone of a close person?*
- *your spouse or child sometimes helps you with the EU Login formalities?*

For all these reasons and probably others, it might be useful for you to register an extra mobile number in your EU Login account.
NB! Make sure to always keep an active mobile number linked to your account for authentication! First add an extra number – then delete any number you no longer need.

You manage your mobile numbers as follows:
➔ launch https://webgate.ec.europa.eu/cas and log in (with just your email and password)
➔ In the top right corner of the screen, click on the wheel next to your name.
➔ and then on « My Account » »
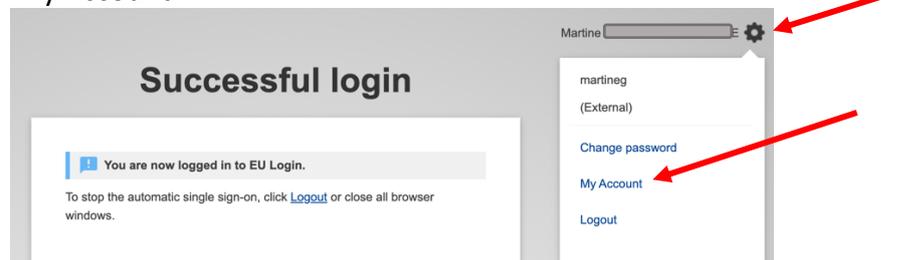
➔ click on « **Manage my mobile phone numbers**».
You will now usually be asked to authenticate again (this time by text message or by the EU mobile app, if you already installed that)
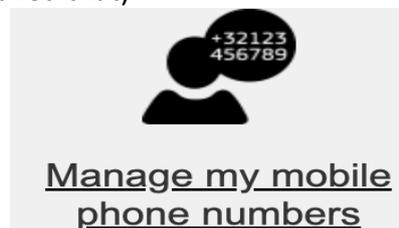
➔ click on « **Add a mobile phone number**».
➔ enter the mobile number you wish to add, using the format shown (+32 123 45 67 89) and click Add.
➔ A text message will arrive on the mobile number you just added. It will contain an 8-character "challenge code" to be entered in the two boxes on the screen.
➔ Click on "**Finalise**".

You will receive confirmation on screen and by email that the new mobile number was successfully added. If necessary, you may now delete any mobile numbers no longer needed. **From now on, you may select any of the registered mobile numbers** for the verification SMS code when you have to authenticate via EU Login.

If you use the *EU Login app* for authentication and the new mobile number is on a different mobile device, you should also register that extra device in your EU Login account. Install the EU Login App on the new device, go again to "**My account**" and then click on "**Manage my mobile devices**") to link the device to your account. See https://aiace-europa.eu/site-content/uploads/2022/08/QUICK-GUIDE-INST-EU-LOGIN-MOBILE-APP.pdf.

Please note that if you are a "young" pensioner who left the Commission or the Council after 2021 and was issued with an EULogin4Life before your retirement, the procedure can only be done in SYSPER Post Activity.
It is described in the "USER GUIDE - EULOGIN4LIFE - MODIFYING THE ADDRESS AND TELEPHONE NUMBER". See: https://aiace-europa.eu/site-content/uploads/2022/08/EULOGIN4LIFE-MODIFICATION-OF-PHONE-NUMBER-EMAIL-ADDRESS-user-guide-EN_version_07_03_22.pdf.

*Contrary to the official recommendations, it is **NOT** necessary to deactivate or delete your old number. Each time you log in, you choose freely which number you wish to use.*