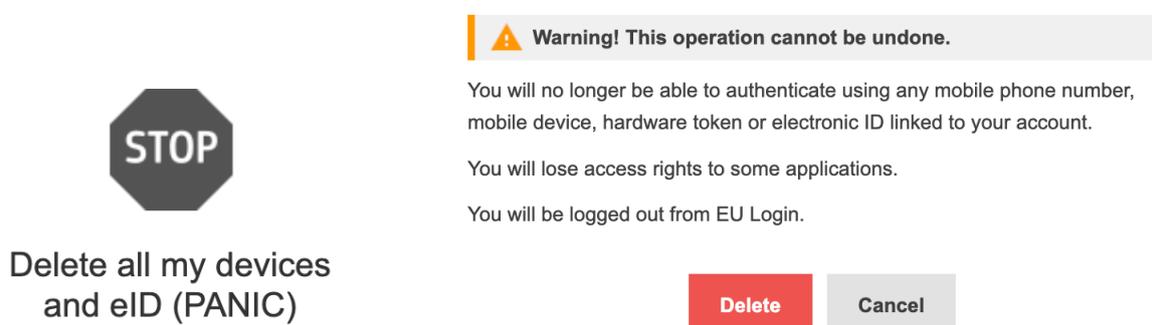


EU Login : “Panic Button”

If you have forgotten to **register a new telephone number** and no longer have the old one to authenticate to EU Login, you can delete the old number using the Panic Button and then register your new number(s).

1. Connect to <https://webgate.ec.europa.eu/cas> with email address and password only
2. Click on the top right hand on the cog wheel next to your name and choose "My account"
3. Clic on « **STOP Delete all my devices and eID (PANIC)** »



The screenshot shows a warning dialog box with a grey background. On the left is a black octagonal stop sign with the word 'STOP' in white. Below the sign is the text 'Delete all my devices and eID (PANIC)'. On the right, there is a warning icon (a yellow triangle with an exclamation mark) followed by the text 'Warning! This operation cannot be undone.' Below this, three lines of text state: '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.', and 'You will be logged out from EU Login.' At the bottom right, there are two buttons: a red 'Delete' button and a grey 'Cancel' button.

4. The slightly "frightening" message above will be displayed. But don't worry!
5. Click on the "Delete" button - Your mobile phone number has been deleted from your account. Close and re-open your browser (Edge, Chrome, Firefox, Safari ...)
6. Launch again <https://webgate.ec.europa.eu/cas>. As no telephone number is registered, no code will be requested by SMS, etc.
7. Click on the top right hand on the cog wheel next to your name and choose "My account"
8. Clic on "Manage my mobile phone numbers"
9. Clic on « Add a mobile phone number » and complete the procedure using the 8-character code sent by SMS + Click on Finalize. You will receive confirmation.