



The EU Login App is an **alternative to the SMS method** for authentication purposes.

Start by installing the EU Login App on your mobile device, typically your mobile phone. You will find the app in your App Store/Play Store under EU Login (see logo above). Your phone must have some kind of **screen lock** protection (a code, pattern, finger print ..), or the app will not work.

For the initial registration of the EU Login App you will need **two devices**: your mobile device (smartphone or iPad/tablet) AND your PC (or a tablet/iPad).

1. First, you will need to link your mobile device to your EU Login account. Log on to your account administration via <https://webgate.ec.europa.eu/cas/>. Select “Password” as your verification method. Click on the gear wheel at the top right of the screen and select “**My account**”, “**Manage my mobile devices**” and then “**Add a mobile device**”. You will now need to identify yourself again. Check that “Mobile phone + SMS” is set as your verification method and insert your mobile phone number, beginning with the country code. Click “Sign in”. Insert the SMS code you receive and click “Sign in”.

2. On the next screen, give your mobile device a name (‘S24’, ‘iPhone 13’) and then choose a four-digit figure which you must remember! This will be your permanent EU Login app pin code from now on, and you may need it even if you have enabled finger print/facial recognition. Confirm and click “Submit”.

3. As soon as you have done that, a new screen with a QR code will appear on your PC. Now open the EU Login App on your mobile device. If prompted, agree to the app using the camera whilst using the app, enable notifications and click on “**Initialise**”. A scanner will now open on your mobile device. Capture the code on your computer screen with your mobile device. On the next screen you will be asked to introduce the four-digit pin code which you just chose. Click “Next”.

4. You will now receive an email confirming that you have added a new mobile device to your EU Login. On Android devices, you will now – very briefly! - see a white notification (“You have a pending approval ..”) which you must click on! If it disappears too fast, you can find it in “Notifications” on your device within the next two minutes. Next, Android users will see an orange banner – just ignore that. When the registration is finalised, you will be asked if you want to enable fingerprint/facial recognition, if your device supports that feature and you have enabled it already on your device.

You are free to register more mobile devices, but do one at a time. Check that each device works before moving on to other devices. If you want to register a device without a SIM card, just introduce an already registered mobile number at the stage where you authenticate using a mobile phone number +SMS.

From now on, whenever you wish to use the EU Login App for logging into MyRemote, JSIS online, MyPMO, SYSPER .., make sure to choose “**EU Login Mobile App Pin Code**” under “Choose your verification method”. If you are logging in from a mobile device, select “**On mobile authentication**”. Click on the arrow to search for the relevant option in the drop-down menu, if

you do not see it immediately. After the first time, your preferred option will usually appear automatically, but you are always free to revert to the “Mobile Phone + SMS” method if you prefer.

If you have installed the EU Login App on several devices, you will be asked every time to choose from the list of registered devices which device you wish to use. Then open the EU Login app on your mobile device. You will receive a “Pending Authentication request” - click “Continue”, insert your four-digit code or use fingerprint/facial recognition, and you are through!

NB: You cannot access JSIS online via the EU Login app. You still need to log in via <https://webgate.ec.europa.eu/RCAM/> as usual. The EU Login app is purely an alternative authentication method.