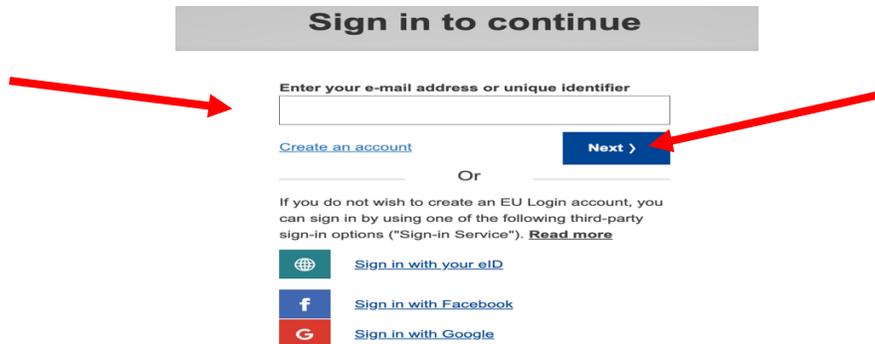


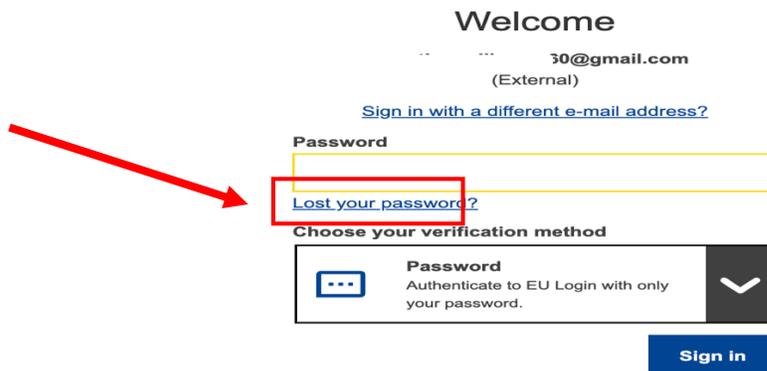
UPDATING YOUR EU LOG IN PASSWORD (at least every 6 months!)

If you can no longer access with your EU Login, your password has probably expired – or perhaps you no longer remember it clearly? Here is what to do:

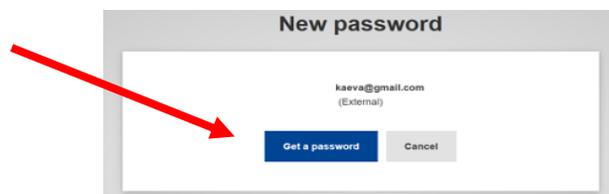
Start off by logging into your EU account administration via <https://webgate.ec.europa/cas/> . Insert your email when prompted and click **Next** Tapez une équation ici.



Now click on **"Lost your password?"** under the password box:



On the next screen, click on **"Get a password"** and wait for a moment ..



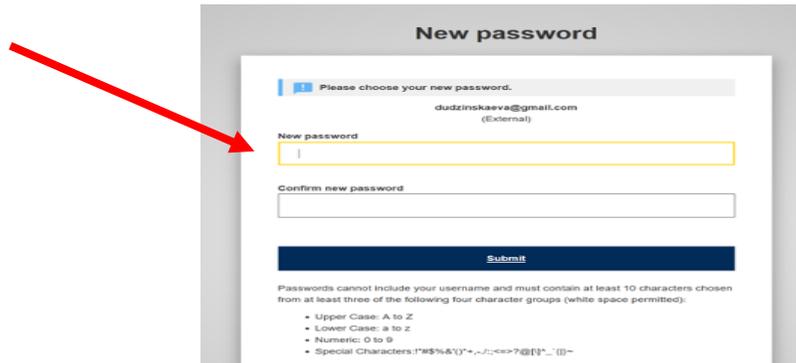
You will now receive a long email from Authentication Service. Click on the long link at the top – **the link will only be valid for 24 hours!**

Next, you will see the screen below in which you type in your new password (min. 10 characters, with a mixture of letters in lower and upper case, numbers, special characters ..). If your browser automatically proposes a long and tortuous password, say No thanks and choose your own easier one instead!

Tip: start with the current year and month, followed by your preferred password, example for a password created in April 2024: **24-04Ukraine**

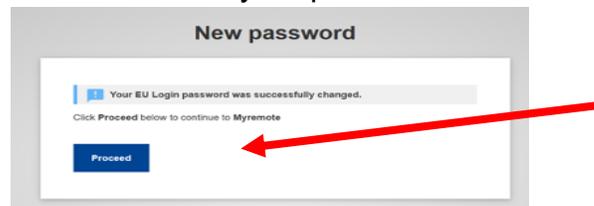
When the time comes, you can then just change your password to **24-09Ukraine** and so on. That way you can keep your preferred password, and you easily see if your password needs updating.

Click on **"Submit"**, when you are ready:



The screenshot shows a web form titled "New password". At the top, it says "Please choose your new password." and displays the email address "dudzinskaeva@gmail.com (External)". There are two input fields: "New password" and "Confirm new password". A red arrow points to the "New password" field. Below the fields is a blue "Submit" button. At the bottom, there is a list of password requirements: "Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):" followed by a bulleted list: "Upper Case: A to Z", "Lower Case: a to z", "Numeric: 0 to 9", and "Special Characters: !\"#\$%&'()*+,-./:;<=>?@[]^_`{|}~".

You will now receive confirmation that your password was successfully updated. Now



The screenshot shows a confirmation message: "Your EU Login password was successfully changed." Below the message, it says "Click Proceed below to continue to Myremote" and there is a blue "Proceed" button. A red arrow points to the "Proceed" button.

click on **"Proceed"**:

That was it! You can now use your new EU Login password to access

- JSIS online: <https://webgate.ec.europa.eu/RCAM/>
- MyPMO (ex-PMOMOBILE): <https://webgate.ec.europa.eu/MYPMO/>
- MyRemote <https://myremote.ec.europa.eu/> which gives you access to SYSPER, MyIntraComm, Staff Matters, etc.

NB! If you still cannot get access, you probably allowed your browser to remember your password, and it does – the old one! If that may be your case, you will need to find the inbuilt password manager in the “Settings” of your device and either update the password for your EU Login - or delete the entry completely.

In addition, it is useful to remove cookies and cache from your device regularly. The method varies from one browser to another, see the list below.

- **Google Chrome:** <https://support.google.com/accounts/answer/32050?hl=en>
- **Firefox:** <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>
- **Edge:** <https://www.bitdefender.co.uk/consumer/support/answer/89055/>
- **Safari:** <https://www.wikihow.com/Delete-Cookies-Using-the-Safari-Web-Browser>