

EU LOGIN APP – Full installation guide v18



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

For security reasons, you must use so-called “double authentication” to identify yourself when you are connecting to the Commission’s services using EU Login.

When you first get your EU Login, the standard solution is to authenticate via an SMS code received on your phone. Another interesting option is to install the EU Login App (on a smartphone or iPad/tablet). The EU Login app will allow you to authenticate via fingerprint or facial recognition (if your device supports this option) or by entering a four-digit code, which is the same each time, and which you choose yourself when installing the application. The app is not only faster and more convenient to use, it is also useful as a **back-up in case the SMS code does not arrive** - which can sometimes happen. Whenever you log in, you choose freely which method you want to use for authentication purposes.

If you are logging in on a mobile device such as an iPad, you will be able to complete the whole log-in process on that one device by choosing “On mobile authentication” as your verification method. Your mobile device just needs internet access (for example via wifi), it does not need to have its own SIM card.

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).

Please note: In order to use the EU Login App, you must have a screen lock installed on your mobile device such as a numeric code or fingerprint, for example, otherwise it will not work.

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

How to install and configure the EU Login application?

For the **initial setup** of the application, you will need **two devices**: your mobile device (smartphone or iPad/tablet) **AND** a PC (or iPad/tablet).

1. Start by installing the EU Login App on your device, typically your smartphone. You can download the **EU Login App** from the App Store/Play Store under EU Login – look for the logo at the top of this guide. You will have to authorize camera use and notifications.
2. Then you have to link your mobile device to your EU Login account. From your PC, log on to your account administration via <https://webgate.ec.europa.eu/cas/> . Insert your email and password when prompted and check that your verification method is set at “Password”. Click on the gear wheel at the top right of the screen next to your name. Select "**My account**" and then "**Manage my mobile devices**", and finally "**Add a mobile device**". You will now need to identify yourself again. Check that your

verification method is now set at "Mobile Phone + SMS" and insert your mobile phone number, beginning with the country code. Click "Sign in". Then insert the SMS code you receive and click "Sign in" again.

3. On the next screen, give your mobile phone a specific name (e.g. "S24" or "iPhone 13") and then choose a **four-digit code which you must remember and store in a safe place!** This will be your permanent Mobile pin code from now on, and you may need it later, even if you have enabled fingerprint/facial recognition. Confirm the pin code and click on "Submit".
4. A new screen with a QR code will now appear on your PC. 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**" (the order may vary according to your device). A scanner will now open on your mobile device. Capture the QR code on your PC with your mobile device. On the next screen, you will be asked to enter the four-digit pin code you just chose. Then click on "Next".
5. 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 has been finalised, you will be asked if you want to enable fingerprint/facial recognition, if your device supports this feature and you had already previously enabled it on your device.

Feel free to register more mobile devices (your iPad, the phone of a close relative helping you ..), but do one at a time, and make sure to use "Mobile Phone + SMS" for authentication. Check that each device works before moving on to other mobile devices. If you want to register a device without a SIM card, simply insert an active (= already registered) mobile phone number at the stage where you authenticate using a mobile phone number + SMS.

From now on, whenever you want to use the EU Login App to log in to MyRemote, JSIS, MyPMO, SYSPER ..., make sure to choose "EU Login Mobile App Pin Code" under "Authentication method". If you are logging in from a mobile device, select "**On mobile authentication**". Click on the arrow on the right to search for it in the drop-down menu if you don't see it immediately. After the first time, your preferred method will normally appear automatically, but you are always free to revert to the "Mobile Phone + SMS" method if necessary.

If you have installed the EU Login app on more than one device, you will be asked each time to choose from the list of registered devices which device you want to use. Then open your EU Login App on your smartphone. You will receive a "Pending authentication request" – click on "Continue", insert your four-digit code or use fingerprint/facial recognition, and you're through!