

EU Login: adding or replacing a phone number

*You have got your EU Login access, and you use it regularly? **Well done!**
You log in by SMS without any problems - **All the better!***

When you created your EU Login account, you linked it to a mobile phone number to which you received the "SMS" code required for authentication.

However, you might want to consider **adding a second mobile phone number to your EU Login account as a back-up to receive the authentication code or replace it**. This could be particularly useful if for instance if:

- ***you are 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?***
- ***you would sometimes like to use the mobile phone of another person who is close to you?***
- ***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 a second phone number in your EU Login account.

NB! Make sure you always keep an active telephone number linked to your account for authentication purposes! You must first add the new number before deleting the one you no longer need.

You can do it 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 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. **From now on, you choose each time on which number** you want to receive the text message code when you have to authenticate via EU Login. You can always delete a phone number that is no more active.

If you use the EU Login "app" to authenticate yourself and the new mobile phone number is on another mobile device, you must also register this additional number in your EU Login account. Install the EU Login application on the new phone, go back to "My account" and 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.