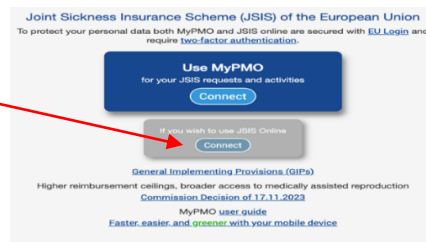


TEST TO CHECK EXISTING EU LOGIN ACCOUNT

1. Log in via <https://webgate.ec.europa.eu/RCAM/>
2. Scroll down and click on **"Connect"** in the light grey square



3. If prompted, insert your email address on the next screen and click **"Next"**.
4. You will see the screen below, with or without a request for password.
 - **If your password has expired**, you will be asked to update it.
 - **If you still remember your password**, it is easy – just fill in the form provided with your new password and make a note of it!
 - **If you forgot your password**, click on **Lost your password?** just below the password field and follow instructions. See more below about password problems.

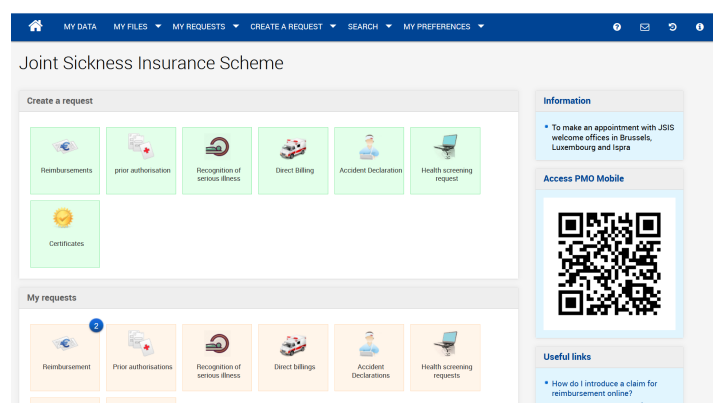
Once that is sorted, you have to authenticate: Under **"Choose your verification method"**, there are various options. Click on the arrow in the black square to open the drop-down menu. If you did not yet activate the EU Login app, select **"Mobile Phone + SMS"**.



Enter your mobile number starting with the country code [+44] and click on **Sign in**.

5. You will receive a text message on your mobile phone with a code of 3 x 3 characters which you insert in the fields under "SMS text challenge". Don't worry about capitals or lower case, the letters are not case sensitive. Now click on **Sign in**.

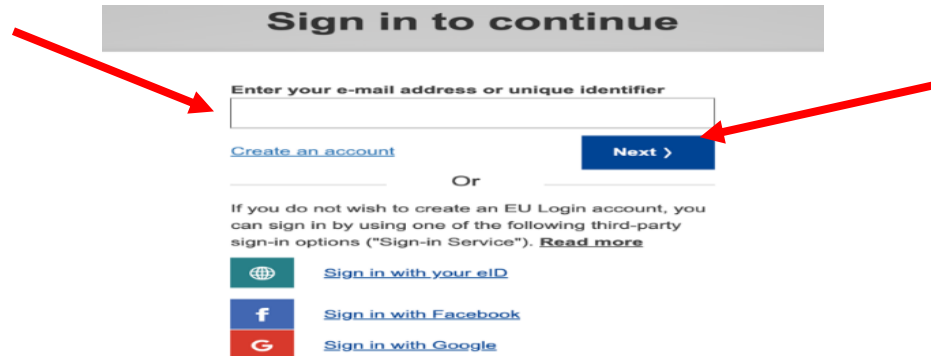
If you now see the JSIS online welcome screen: you are connected !



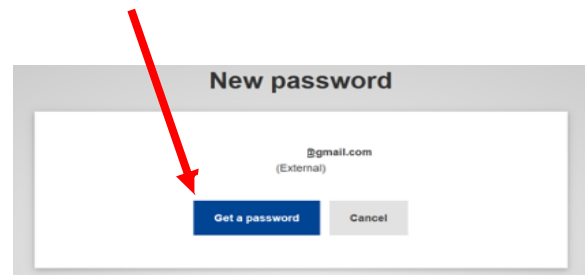
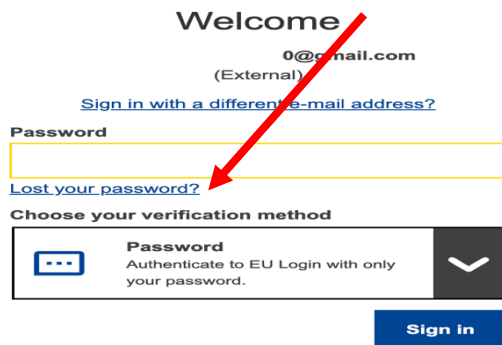
UPDATING YOUR EU LOG IN PASSWORD (at least every 6 months!)

If you can no longer access with your EU Login, your password 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**



Now click on **"Lost your password?"** and then **"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 your password with the current year and month, followed by your preferred password, e.g. **24-12Ukraine** (for a password created in December 2024).

When the time comes, you can then just change your password to **25-05Ukraine** 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.

You will receive confirmation that your password was successfully updated. 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://MYPMO/ec.europa.eu/>
- 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/computer 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, relying instead on our Tip, see above!

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>