

[Cher.es](mailto:Cher.es) membres du CA,

Je vous remercie de bien vouloir diffuser très rapidement ce message à vos adhérents par les moyens qui vous semblent les plus adéquats.

En effet, l'**abandon du SMS** pour l'authentification auprès de la CE génère nombre de messages inquiets de nombreux pensionnés et plein d'interrogations de la part de Help Desks/Présidents de certaines sections.

***Il y a donc lieu de rassurer tout le monde.***

Nous, l'AIACE Int sommes extrêmement actifs vis-à-vis de ce grand chamboulement.

Voici quelques avancées positives à signaler :

- l'**accueil positif du Commissaire Hahn** (que nous avons contacté) et de la réunion que le PMO doit organiser avec nous (+ DIGIT, si possible) pour trouver des solutions "user friendly" pour les anciens des Institutions
- l'annonce de "communication, aide et soutien" du **PMO-IT** dès janvier 2025
- la **refonte complète des guides** EU Login et EU Login app et l'adaptation des autres guides, si nécessaire
- la mise à jour des pages "**Outils Informatiques**" sur notre site.

**Je rappelle que le délai ultime pour les pensionnés est le 30 juin 2025, même si à chaque connexion, on est informé de l'abandon du SMS avec parfois le mot "soon" qui peut être ressenti comme stressant!**

Je profite de ce message pour encore une fois exprimer ma gratitude à Martine Plateau-Guillaume et Eva Dudzinska qui nous accompagnent dans ce dédale kafkaïen

Dominique Deshayes  
Présidente

Dear members of the Management Board,

I would be grateful if you could circulate this message to your members as quickly as possible, using whatever means you consider most appropriate.

The fact that **SMS will be abandoned** as a means of authentication with the CE is generating a number of worried messages from many pensioners and a lot of questions from Help Desks/Presidents of certain sections.

***Everyone needs to be reassured.***

We at AIACE Int are extremely active in this major upheaval.  
Here are a few positive developments:

- **the positive reception from Commissioner Hahn** (whom we have contacted) and the meeting that the PMO is to organise with us (+ DIGIT, if possible) to find user-friendly solutions for former staff of the Institutions
- the announcement of 'communication, help and support' from the **PMO-IT** as of January 2025
- the **complete overhaul of the EU Login and EU Login app guides** and the adaptation of other guides, if necessary
- updating the '**IT Tools**' pages on our website.

**I would remind you that the final deadline for pensioners is 30 June 2025, even if each time you log on you are informed that the SMS will be discontinued, sometimes with the word 'soon', which can be stressful!**

I'd like to take this opportunity to express my gratitude once again to Martine Plateau-Guillaume and Eva Dudzinska, who are helping us through this Kafkaesque maze.

Dominique Deshayes  
President

# EU Login

## Your guide to secure authentication

Are you using the safest multifactor authentication method when you log into EU Login? Set up the Trusted Platform Module in your laptop – it's easy and accessible. Then add a backup method to always have access to EU Login. Here's how.

### Best Choice

#### Trusted Platform Module

The Trusted Platform Module (TPM) is a chip in your Commission laptop. To use it, authenticate with your biometrics or Windows PIN. Your laptop must be in WELCOME.



##### Step 1

If not done, set up your fingerprint or Windows PIN:  
Settings > Accounts > Sign-in options

##### Step 2

EU Login homepage -> Settings -> My Account -> Manage my Security Keys and Trusted Platforms -> **Add a Trusted Platform**



#### EU Login app

This is a free mobile application you can download to your smartphone.

##### Step 1

Search for the EU Login app in the Google Play Store (Android) or the App Store (iOS) and download it.

##### Step 2

Open the app, tap on **Initialise** and accept the 'Allow notifications' request. Follow the instructions on the screen.



#### Security key

This is a plug-in device, available on approval from your DG's procurement team or privately.

##### Step 1

Set up your security key as per the manufacturer's instructions.

##### Step 2

EU Login homepage -> Settings -> My Account -> Manage my Security Keys and Trusted Platforms -> **Add a Security Key**



EU eID

#### eID

If your country has an eID system, you can use your ID card and a card reader.

##### Step 1

EU Login homepage -> Settings -> My Account -> Manage my eIDs -> **Link my eID**

More details:

[Multifactor authentication](#)



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