

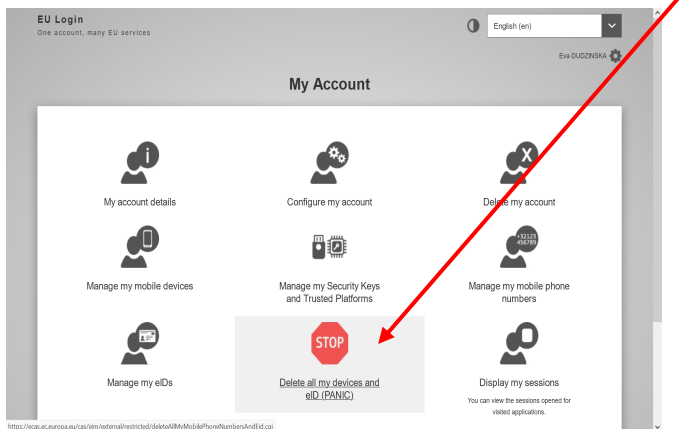
# PANIC PANIC!

Your EU Login has traditionally been linked to your mobile phone number. Unless you already activated an alternative verification method, you will (until 30 June 2025) need to have access to an active mobile number in order to log in via EU Login, using the SMS method.

If you no longer have access to your old phone number, and in any case after 30 June 2025, you will need an alternative method of verification – but how do you go about it?

Don't panic, there is still a way through, as long as you still have access to your EU Login password. If you forgot it, you can still update it.

- Log into your account administration via <https://webgate.ec.europa.eu/cas/> and enter your email address and EU Login password (*if you forgot your password, click on [Lost your password?](#) just below the password field and update it first*).
- Now click on the cog wheel top right next to your name and select "My account"
- Click on STOP / Delete all my devices and eID (PANIC)



The following message may make you slightly nervous:

*Warning! This operation cannot be undone.*

*You will no longer be able to authenticate using any mobile phone number, mobile device, hardware token or electronic ID linked to your account.*

*You will lose access rights to some applications. You will be logged out from EU Login.*

**But don't panic! It will be OK!**

- Click on "Delete" (the red button at the bottom)
- then log in again via <https://webgate.ec.europa.eu/cas/> using your email address and EU Login password. As there is no longer any mobile number or alternative verification method registered, there will exceptionally be no demand for further verification at this point.
- Click again on the cog wheel top right and select "My Account"
- Now select "Manage my mobile **devices**"
- select "Add a mobile **device**" and follow instructions for activating the EU Login app to be found on the **EU LOGIN APP** guide on <https://aiace-europa.eu/tools/eu-login-app/> . You will receive a confirmation.

Once that is done, you will have recovered your EU Login access.