


CREATION OF AN EXTERNAL EU LOGIN ACCOUNT

STEP 1

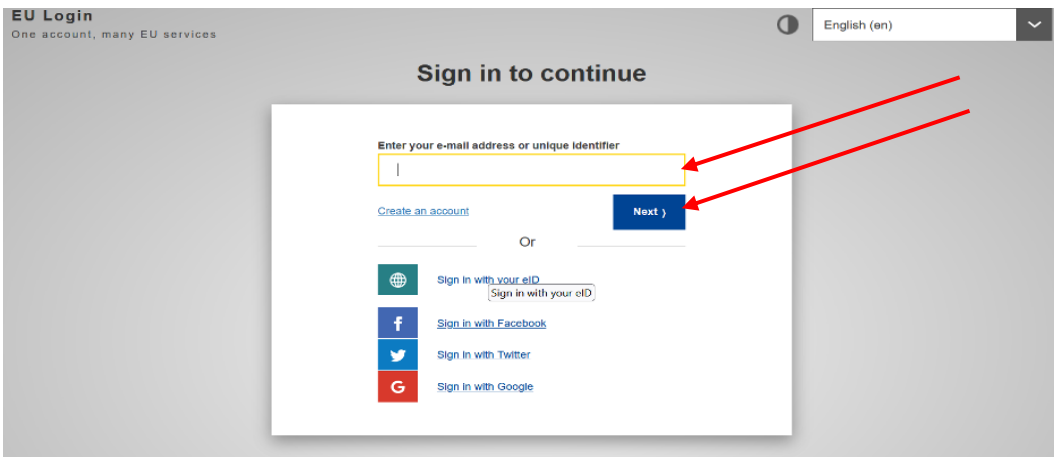
You will need:

- your **EU pension number** (top left on your pension slip, in the greyed area)
- your **smartphone /iPad** (**device 1** = the one you want to use for authentication)
- your **computer/laptop/iPad/other smartphone** (**device 2** = additional device necessary for the initial set-up only. Afterwards you will be able to log in with just one device)
- an **email address** which is not already linked to another person's EU Login account.

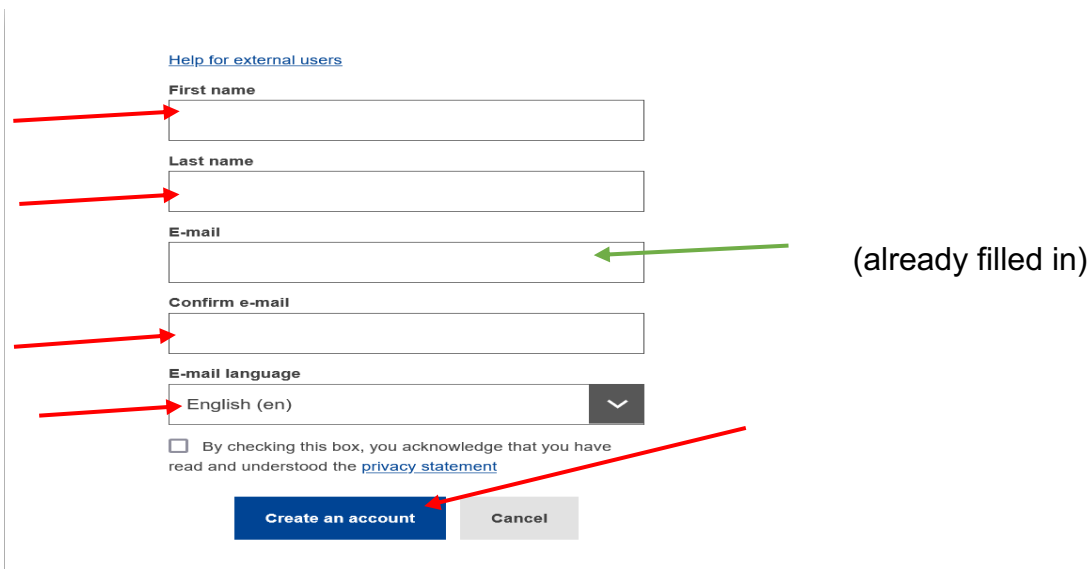
NB: You can have only ONE EU Login account. This guide will **not work** if you already created one previously, and you will not receive the "token". Try to update your password instead!

1. Start by downloading the EU Login App  on your **device 1** (smartphone/iPad/tablet), but do not open the app until instructed to do so. You will find the app in your App Store/Play Store under EU Login – look for the logo. If prompted, make sure to **accept all notifications and use of camera**, or the activation will not succeed.

2. On **device 2**, enter <https://webgate.ec.europa.eu/cas> in the browser. Enter your email address in the appropriate box. Click "Next".



3. On the next screen, fill in all the fields and then click "Create an account"



4. After a few minutes you will receive an email from "Authentication service". Open it on **your** additional device (**device 2**). Click "**this link**" halfway down the email to create your password.

On the following screen (see below), introduce a password containing **at least 10 characters**, including **at least 3** of the following character groups:

- capital letters
- lower case letters
- numbers
- special characters (-, ?, &, % ...)

Example: **25-01Ukraine** (if created in Jan. 2025). Then click "**Submit**" in the blue bar.

5. You will now receive a message on your **device 2** that your password was "successfully changed". Still on device 2, click on "**Proceed**".

6. Now on your **device 2**, click the cog wheel top right and select "**My account**".

7. Select "Manage my **mobile devices**" and then "**Add a mobile device**":

8. Still on **device 2**, give your mobile device (**device 1**) a name, e.g. "S24"/"iPhone13"/"iPad", and then choose a **four-digit code which you must remember and store in a safe place!**

This will be your permanent **Mobile App pin code** from now on, and you may need it later, even if you enable fingerprint/facial recognition. Confirm the pin code and click on "**Submit**".

Add a mobile device

Please give a name to identify your mobile device and a PIN code to use for it.

Your device name

Your 4 digit PIN code

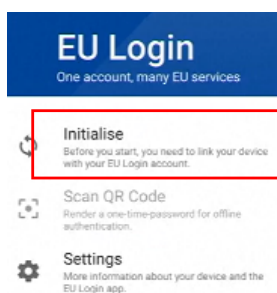
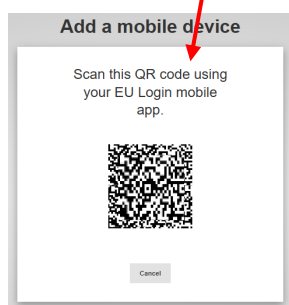
You will be required to enter this PIN code on your mobile device to use the EU Login mobile app.

Confirm your PIN code

Submit Cancel

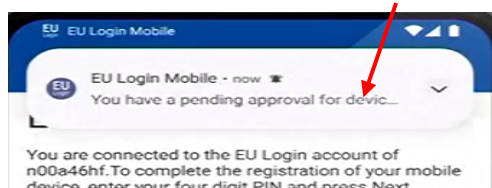
9. A new screen with a **QR code** will now appear on **device 2**

Open the EU Login App on your mobile device (**device 1**). If prompted, **agree to the app using the camera whilst using the app and enable notifications** and click on "**Initialise**".



A scanner will now open on your **device 1**. Point this device towards **device 2** to capture the QR code. On the next screen, you will be asked on **device 1** to enter the four-digit pin code you just chose. Then click on "**Next**".

If your **device 1** is an Android (not Apple), you will – 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 the “Notifications” on your **device 1** within the next two minutes by swiping downwards from the top of the screen, so you can click on it.

You will also receive an email confirming that a new mobile device was linked to your EU Login account. An orange banner may briefly appear (*only Android, not Apple*) – just ignore it, don't click on it!

At the same time, a message will appear on the screen of your **device 2**: "A device has been added". On **device 1**, you will be asked if you want to enable fingerprint/facial recognition.

10. When you are done, click the cog wheel on **device 2** again and click on "**Logout**" at the bottom.

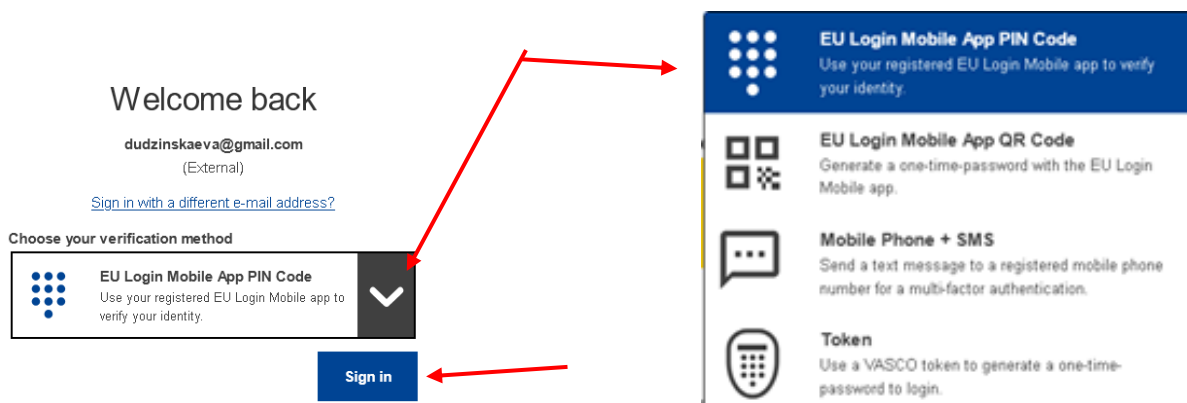
STEP 2

MUST BE DONE STRAIGHT AFTER STEP 1 IN ORDER TO GET ACCESS TO JSIS ONLINE ETC.

11. From the browser on **device 2**, go to <https://webgate.ec.europa.eu/RCAM/>. Scroll down and click on "Connect" in the light grey square:



12. Still on your **device 2**, insert your email address and EU Login password when prompted and select **EU Login Mobile app PIN Code** as your verification method. If required, click on the arrow in the black square to open up the drop-down menu to select it. Then click on **Sign in**.



13. Now **open the EU Login Mobile App** on your **device 1** and click 'Continue'. You will be asked to authenticate (with 4-digit code, facial recognition or fingerprint). Then return to **device 2**.

14. Now, on **Device 2**, fill in **all** the fields on the following screen: **Pension number (twice!!)**, **family name**, **first name** (usually pre-printed) and **date of birth**. Click Submit.

15. **You are done!** Now you will have to wait for a final code ("token") to be sent to you by email, usually some days later (it is no longer "sent to your home address").

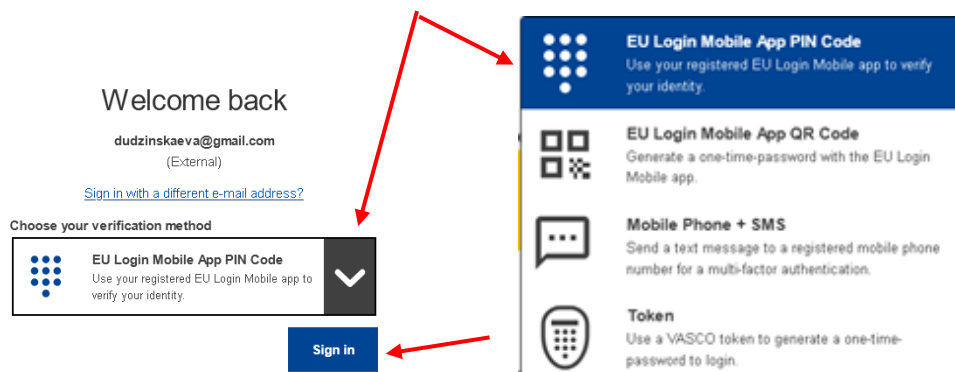
STEP 3

YOU CANNOT CONTINUE WITH STEP 3 UNTIL YOU HAVE RECEIVED YOUR FINAL CODE ("Token") by email.

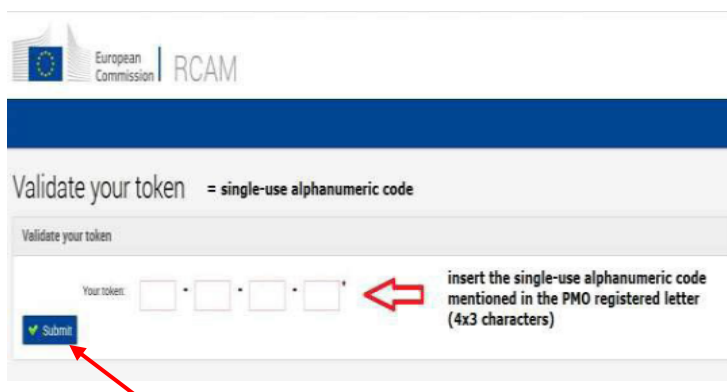
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3. Now open the EU Login Mobile App on your **device 1** (mobile phone, iPad, tablet). Click on 'Continue'. Now authenticate (with your 4-digit code, facial recognition or fingerprint). Return to **device 2**.
4. On **device 2**, you can now validate your EU Login access by introducing the token code (4x3 characters) you received via email:



When you have introduced the final code ("token") in the appropriate fields, click on "Submit".

You must now log out completely from your browser. You will soon gain full access to all functions when you log in again using your EU Login.