

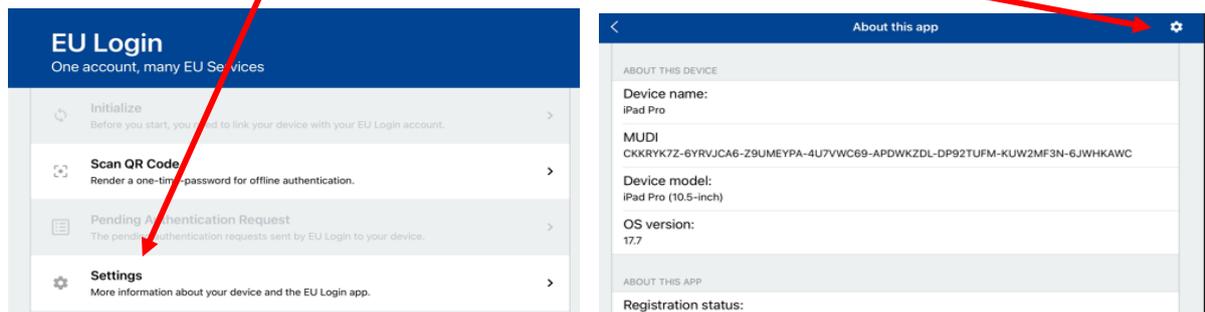
EU LOGIN APP – ACTIVATION PROBLEMS?

If your first activation attempt was not successful, you will need to remove all traces of that attempt before you can try again, or it will not work. Follow these **two steps**:

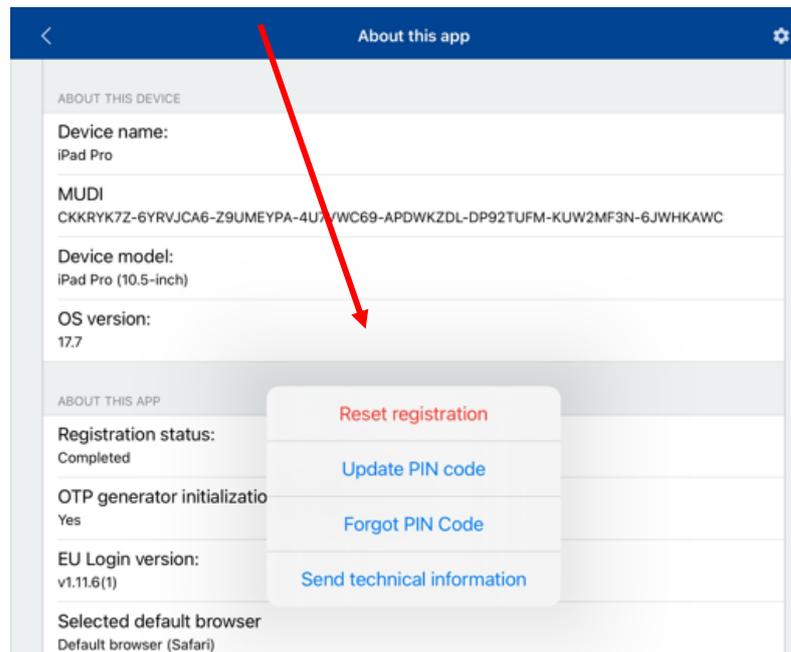
1. a) Apple (iPhone / iPad)

Open the **EU Login** app 
click on “**Settings**”

& click on the cog wheel - top of the screen:



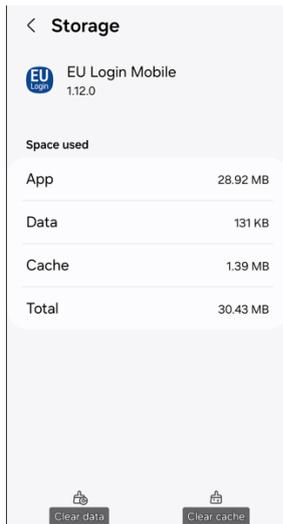
Now click on “**Reset registration**” and then **go to point 2 below**.



b) Android:

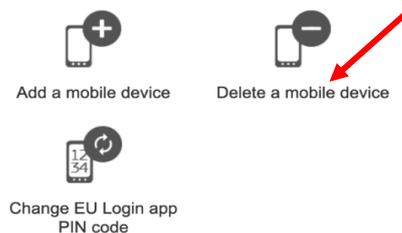
Do not just delete the app – it is neither necessary, nor enough!

Instead, open “**Settings**” in the device on which the activation was unsuccessful. Scroll down to **Apps** and select **EU Login Mobile**. Open it and scroll down to **Storage**. At the bottom of the screen, click first **Clear data** and then **Clear cache**. Then move on to point 2 below.



2. for **Apple and Android users:**

- Log into MyRemote via <https://myremote.ec.europa.eu/>
- Select “EU Login” and then click on the cog wheel top right next to your name
- Click on “**My account**” / “**Mon compte**”
- Click on “Manage my mobile **devices**” / “Gérer mes **appareils** mobiles”



- Click on « **Delete a mobile device** »
- If you already registered another mobile device, you will be asked which device on the list should be deleted. Select the one on which the installation did not succeed, if it appears on the list.
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- Confirm and go back by clicking on “My account” and then “**Logout**”.
- You can now have another go at activating the EU Login App on the device.