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**:



Now click on "Reset registration" and then go to point 2 below.

ABOUT THIS DEVICE		
Device name: iPad Pro		
MUDI CKKRYK7Z-6YRVJCA6-Z9UMEYP	A-4UXVWC69-APDWKZDL-DP92TUFM-KUW2MF3N-6JWHKAWC	
Device model: iPad Pro (10.5-inch)		
OS version: 17.7	•	
ABOUT THIS APP	Reset registration	
Registration status:	Reserveyistration	
	Update PIN code	
OTP generator initializatio Yes	Forgot PIN Code	
EU Login version: v1.11.6(1)	Send technical information	

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.

< Storage	
EU Login Mobile 1.12.0	
Space used	
Арр	28.92 MB
Data	131 KB
Cache	1.39 MB
Total	30.43 MB
	0
Clear data	Clear cache

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.
- •
- 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.