

EU LOGIN APP activation guide

The EU Login app is **not a mobile JSIS app**, but purely an **authentication app**, an **alternative** to the SMS method for safer and easier authentication.

Please note: In order to use the EU Login App, you must have a **screen lock** installed on your mobile device, such as a pattern or fingerprint or facial recognition.., otherwise you cannot activate the app on the device.

How to activate and configure the EU Login application

For the **initial setup** of the application, you will need **two devices**:

- **device 1** = the smartphone/iPad/tablet on which you want to authenticate and
- **device 2** = an additional device such as a PC/laptop or iPad/tablet or even a smartphone, needed only for the activation process. Subsequently, you will be able to log in using just one device, if for instance you are working on an iPad.

1. **Start by downloading the EU Login App  on your device 1** (smartphone or tablet/iPad), 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**, go to your EU Login account via <https://webgate.ec.europa.eu/cas/>. Insert your email and password when prompted and check that your verification method is set at **"Password"**. Click on the gear wheel at the top right of the screen next to your name. Select **"My account"** → **"Manage my mobile devices"** and click on **Sign in**. You will now need to identify yourself fully. Check that your verification method is now set at **"Mobile Phone + SMS"** and insert your mobile phone number, beginning with the country code. Click **Sign in**. Then insert the SMS code you receive and click **Sign in** again and then click on **"Add a mobile device"**.
3. On the next screen (still on **device 2**), give your **device 1** a specific name , e.g. "S24" or "iPhone13") and then choose a **four-digit code which you must remember and store in a safe place!** This will be your permanent Mobile pin code from now on, and you may need it later, even if you have enabled fingerprint/facial recognition. Confirm the pin code and click on **"Submit"**.
4. A new screen with a QR code will now appear on your **device 2**. Open the EU Login App on your **device 1**. If prompted, agree to the app using the camera whilst using the app, enable notifications and click on **"Initialise"**. On Android devices, you will now see a Welcome note. Click **"Continue"** at the bottom to continue.
On your **device 1**, a scanner will now open. Point the device at the QR code on your **device 2** to capture it. On the next screen (on **device 1**), you will be asked to enter the four-digit pin code you just chose. Then click on **"Next"**.
5. On Android devices, you will – very briefly ! - see a white notification at the top of the screen (**"You have a pending approval .."**), which you **must click on**. If it

disappears too fast, you can find it in your “Notifications” by swiping downwards on your **device 1** within the next two minutes. Next, Android users may see an orange banner – just ignore that. When the registration has been finalised, you will be asked whether you want to enable fingerprint/facial recognition for this app, if your device supports this feature and you already previously enabled it on your device. You will also receive an email confirming that you have added a new mobile device to your EU Login account.

Feel free to register more mobile devices (your iPad, the phone of a close relative helping you ..), but do one at a time. Check that each device works before moving on to other mobile devices. If you want to register a device without a SIM card, simply insert an active (= already registered) mobile phone number at the relevant stage.

How to use the EU Login App to access JSIS online, MyPMO ..

NB: You cannot send in your medical bills via the EU Login app. You still need to log in via either <https://mypmo.europa.eu> or <https://webgate.ec.europa.eu/RCAM/> or via the MyPMO app. The EU Login app is **purely an alternative authentication method**.

Logging in from a computer or laptop:

Choose "**EU Login Mobile App Pin Code**" as your verification method. If you have activated the EU Login app on more than one device, you will be asked each time to choose from the list of registered devices which device you want to use. Now open the EU Login Mobile App on your mobile device. On an Android device, you may need to first click on “Pending authentication requests”. Otherwise, just click ‘**Continue**’ and authenticate (with 4-digit code, facial recognition or fingerprint). You will then have access to the desired application on your computer/laptop.

Logging in from an iPad/tablet/mobile phone:

You can do it all on that one device. Select “**On Mobile Authentication**” as your verification method. If necessary, open the drop-down menu to search for it the first time – it will be right at the top! Select it and click “**Sign in**”. If asked whether you want to “leave your browser to view this content”, click “**Open**”. Now authenticate (using facial recognition, fingerprint or your 4-digit code). Android users (*not Apple*) will still be asked to tap on a banner appearing at the top in order to confirm – just tap it and you will have access to the desired application.

Always click on the arrow on the right to search in the drop-down menu for your preferred verification method if you don't see it immediately. After the first time, your preferred method will normally appear automatically.