

PASSKEY

If you are facing problems activating other methods of verification, perhaps because you have not allowed full synchronisation of your devices, or if your computer and mobile device do not run on the same operating system (e.g. one is Windows/Android, the other Apple), you may usefully activate a **Passkey** on a mobile device (smartphone, iPad ..), to enable you to authenticate using that mobile device. See below how to do it.

iPad/iPhone: Make sure that **AutoFill Passwords and Passkeys** and **iCloud Keychain /Passwords** (and any preferred browser/password manager) are enabled in the System Settings of your device. *This step is not necessary on Android devices.*

1. INITIAL CONFIGURATION

(a) if you want to be able to log on and authenticate using the same mobile device

i) On your mobile device: Launch **MyRemote** via <https://myremote.ec.europa.eu/> and click on **EU Login**. Select **Manage my Security Keys and Trusted Platforms** → **Add a Security Key**.

(ii) Give your device a name (iPad, S24 ..) and click **Submit**. *If (on Android) you are asked to “choose a device for your passkey”, you select “This device”.*

(iii) You will then be asked to authenticate using your usual screen lock (biometric, code, Android pattern ..).

(b) if you want to be able to authenticate using your mobile device when logging in on another device (e.g. a computer)

(i) make sure that bluetooth is enabled on both your computer and mobile device (devices do not need to be paired, but should be close to one another)

(ii) on the computer, launch **MyRemote** via <https://myremote.ec.europa.eu/> and click on **EU Login**. Select **Manage my Security Keys and Trusted Platforms** → **Add a Security Key**. Give your device a name (iPad, S24 ..) and click **Submit**.

(iii) in the pop up on the computer, select the option **iPhone, iPad or Android device**. This will generate a QR code.

(iv) scan the QR code with the **camera in your mobile device** and click on the link which appears on that device. *On Android devices you will now be given the option of skipping the QR code when logging in from that same computer in future.* Accept creating a Passkey and authenticate using your usual screen lock (biometric, code, pattern ..).

2. USE WITH EU LOGIN

sit. (a) Launch for example <https://mypmo.europa.eu/>. Enter your email and password if prompted and select **Security key or Trusted Platform** as your verification method. Authenticate (biometrically or with your access code) and you're in.

sit. (b) Make sure that bluetooth is on as above. Launch for example <https://mypmo.europa.eu/>. Enter your email and password if prompted and select **Security key or Trusted Platform** as your verification method. If you have activated several devices, you will be asked to select the one you want to use for authentication. On Apple devices (or if you are logging on from a different computer) you will need to scan the QR code and click on the link which appears, as described under (iv) above. Authenticate with your usual screen lock (biometrical, code, pattern ..).