EU LOGIN APP ![EU Login] 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 ![EU Login]

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 ![EU Login] **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, launch **MyRemote** via **https://myremote.ec.europa.eu/** and click on **EU Login**. Then select →"*Manage my mobile devices*" → "*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**". 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. 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. 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) 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.

Did you forget your PIN code?

Open the EU Login app and click on Settings

- Apple: Click the cog wheel top right

- Android: Click on "About this application" and then on the ⋮ symbol top right

Now click on "Forgot PIN code".