



# ADD A TPM TO YOUR EU LOGIN ACCOUNT AFTER 1 JULY

If you already created an EU Login account earlier but did not activate an alternative log in method before 1 July when the SMS method was phased out, follow this guide to regain access to your account, making your computer a **Trusted Platform (TPM)**.

TPM is only **designed for computers** (laptops or desktops). For iPads/tablets or smartphones, the activation of a **Passkey** is recommended (see separate guide).

First, **make sure your computer is ready**. The procedure in point 1 is split up into two parts: **1A – WINDOWS** og **1B – APPLE**.

## 1A – WINDOWS


Click on the Windows symbol  at the bottom of your screen, open the **Windows Settings**  and select **Accounts**.


Under **Sign in options**, among the three Windows Hello options, select the one which corresponds to the method you normally use to access your device: Windows Hello Face or Fingerprint or Windows Hello PIN. If you select PIN, you will be asked to configure your Windows Hello code which must be the same as the access code you use for your device. You may need to select “Change your PIN” and enter the same code again. Finally, you may be asked to enter your Microsoft password.

The Trusted Platform will only work on the Windows device on which it was enabled. If, however, you have a Google account and choose to enable synchronisation, your TPM will work on all the devices on which you are logged in with Google.

## 1B – APPLE (the exact terminology may vary according to the specific model)

Apple devices older than about 2017-2018 are not designed to be made into a “Trusted Platform” or Passkey. If, however, you accept synchronisation of your Apple devices, you only need to enable Trusted Platform (or a Passkey) on one of them, and it will work on all your Apple devices – **select the most recent device**.

**iPad**: Go to **System Settings**  > **Passwords**. To the right, under **Password Options**, make sure that **AutoFill Passwords and Passkeys** and **iCloud Keychain** (and any preferred browser you may have) are all enabled.

**MAC**: Open **System Settings** . Under **General**, click (right) on **Autofill & Passwords**, make sure that “**AutoFill Passwords and Passkeys**” and “**Passwords**” (or **iCloud Keychain** or **Access codes**) are all turned **on**. Similarly, under “**Touch ID & Passwords**”, make sure to turn on **unlocking your Mac** and **auto filling passwords**.

## 2. - ENABLING FOR EU LOGIN (WINDOWS AND APPLE)

Launch <https://webgate.ec.europa.eu/cas> in your browser. If you see the screen below, enter the email address used to create your EU Login account and click “Next”:

Enter your email address or unique identifier

[Create an account](#)

Next )

3. You will now see the screen below. First enter your **EU Login password**. Update it if required (if you forgot your EU Login password, click on [Lost your password?](#) to reset it. It must contain **at least 10 characters**, including lower and upper case letters, numbers and special characters (-, ?, &, % ...). **Tip:** start it with the current **year and month**, followed by your preferred (permanent) password, such as **25-08Ukraine** (if created in August 2025).

Next, check that your **verification method** is set at **"Password"**. If required, click on the arrow in the black box to find it in the drop-down menu. Click on it and then click **"Sign in"**.

Welcome

dudzinskaeva@gmail.com  
(External)

[Sign in with a different email address?](#)

Password

[Lost your password?](#)

Choose your verification method

**Password**  
Authenticate to EU Login with only your password.

**Sign in**

**Trusted Platform or Security Key**  
Use a Trusted Platform or Security Key to authenticate with EU Login.

**EU Login Mobile App PIN Code**  
Use your registered EU Login Mobile app to verify your identity.

**EU Login Mobile App QR Code**  
Generate a one-time-password with the EU Login Mobile app.

**Token**  
Use a VASCO token to generate a one-time-password to login.

**Token CRAM**  
Use a CRAM token to generate a one-time-password.

**Password**  
Authenticate to EU Login with only your password.

**Electronic ID (eID)**  
Use your registered electronic ID (eID) to verify your identity.

4. On the next screen, click on the cog wheel next to your name top right and select **"My account"** from the drop-down menu:

Successful login

You are now logged in to EU Login.  
To stop the automatic single sign-on, click [Logout](#) or close all browser windows.

Eva DUDZINSKA  
@gmail.com  
(External)  
[Change password](#)  
**[My Account](#)**  
[Logout](#)

5. Select **Manage my Security Keys and Trusted Platforms** → **Add a Trusted Platform**.

My account details

Configure my account

Delete my account

Manage my mobile devices

**Manage my Trusted Platforms and Security Keys**

Manage my mobile phone numbers

Manage my eIDs

Delete all my devices and eID (PANIC)

Display my sessions

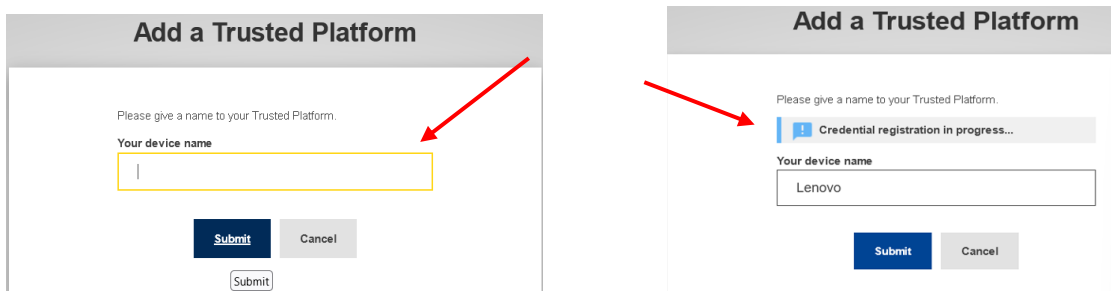
**Add a Trusted Platform**

Add a Security Key

Delete a Trusted Platform or Security Key

[My Account](#)

6. Give your device a name (**Lenovo, MacBook ..**) and click **Submit**. You will see a screen saying “*Credential registration in progress*” – WAIT and do NOT CLICK on Submit again until the procedure is completed (may take up to 30 seconds).



The image shows two screenshots of a web form titled "Add a Trusted Platform".

The left screenshot shows the initial form with the text "Please give a name to your Trusted Platform." and a label "Your device name" above an empty text input field. Below the input field are two buttons: "Submit" (blue) and "Cancel" (grey). A red arrow points to the input field.

The right screenshot shows the form after submission. The input field now contains the text "Lenovo". Above the input field, there is a progress bar and the text "Credential registration in progress...". The "Submit" button is now disabled (grey), and the "Cancel" button remains grey. A red arrow points to the progress bar.

At this point, details may vary between Windows and Apple – here a Windows PC is used.

If you receive a pop-up message that “ecas.ec.europa.eu is requesting extended information”, click “**Allow**”.

7. You will now be asked to authenticate. Use your usual screen lock (Windows Hello code or biometric).

8. You will then receive a message that a Trusted Platform was successfully linked to your EU Login account.

## 9. USE WITH EU LOGIN

Launch for instance <https://mypmo.europa.eu/>. Enter your email and EU Login password if prompted. Now make sure to select “**Trusted Platform or Security key**” as your verification method. Authenticate using your usual code, fingerprint or facial recognition, and you are in!

## 10. EU LOGIN PASSWORD

By enabling a Trusted Platform, you authorise Windows/Apple to administer your access codes and passwords. Whenever your EU Login password needs updating (every 6 months), you will need to make sure that it is updated at the same time in your passwords folder/keychain under **Settings** in your device.