

EU Login : ‘PANIC BUTTON’ !

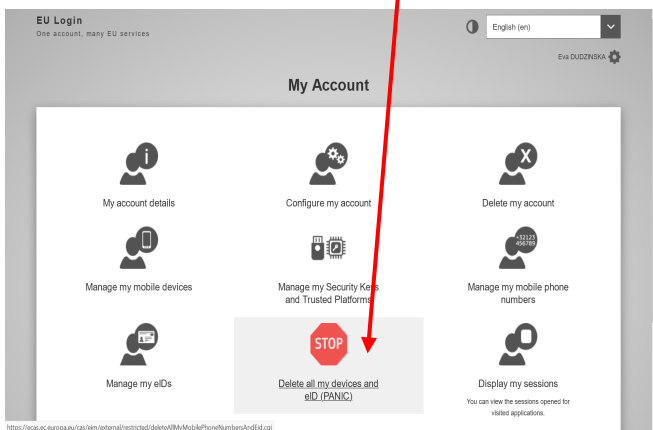
At the beginning your EU Login has been linked to your mobile phone number. Unless you already activated another verification method, you could use (until 30 June 2025) an active mobile phone number to authenticate yourself via EU Login, using the SMS method.

If you no longer have access to your old phone number, and in any case since 1/7/2025, you need another alternative method of verification – but how do you go about it?

No stress, there is still a way through, as long as you still have access to your EU Login password. If you forgot it, you can still update it.

- Log into your account administration via <https://webgate.ec.europa.eu/cas/> and enter your email address and EU Login password (if you forgot your password, click on [Lost your password?](#) just below the password field and update it first). More explanations at the bottom of the page <https://aiace-europa.eu/tools/eu-login/> in the document https://aiace-europa.eu/site-content/uploads/2024/03/EN-Updating-EU-Login-pw-v_1.pdf
- Now click on the cog wheel top right next to your name and select “My account”
- Click on **STOP / Delete all my devices and eID (PANIC)**

The following message may make you slightly nervous:



Warning! This operation cannot be undone.

You will no longer be able to authenticate using any mobile phone number, mobile device, hardware token, trusted platform, security key or electronic ID linked to your account.

You will lose access rights to some applications.

You will be logged out from EU Login.

Delete

Cancel

But don't panic! It will be OK!

- Click on the **Delete** button
- then log in again via <https://webgate.ec.europa.eu/cas/> using your email address and EU Login password. Since only your password is saved as an authentication option, there should exceptionally be no demand for further verification at this point.
- You can now complete the procedure to activate the **EU LOGIN APP or any other authentication method**. See all the options on <https://aiace-europa.eu/tools/eu-login-app/>

PLEASE NOTE: Unlike older pensioners from all European institutions who have an “External account”, some Commission or Council pensioners since 2021 have a different access called **EULogin4Life** – see under the heading **EULogin or ‘EU Login4Life’?** on the page <https://aiace-europa.eu/tools/eu-login/> - For these individuals, the PANIC option does not exist!