

# CREATION OF AN EU LOGIN ACCOUNT – using a Passkey

## STEP 1

### You will need:

- your **EU pension number** (top left on your pension slip, in the greyed area)
- an **iPad / tablet / smartphone**
- an **email address** which is not already linked to another person's EU Login account

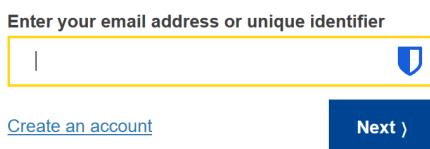
**NB: You can have only ONE EU Login account.** Don't try to create a new one just because you have a problem with the old one, it will only mess things up. Try to solve the problem instead (maybe you changed your email address, or you need to update your EU Login password?).

A **Passkey** is suitable only for **mobile devices** (smartphone, iPad). For laptops or desktops, the activation of a **Trusted Platform (TPM)** is recommended (see separate guide).

**iPad/iPhone:** Apple devices older than about 2017-18 were not designed for Passkeys (or TPM). If, however, you accept synchronisation of your Apple devices, you need to enable a Passkey (or a TPM) on just one of them, and it will work on all your Apple devices – **select the most recent device**.

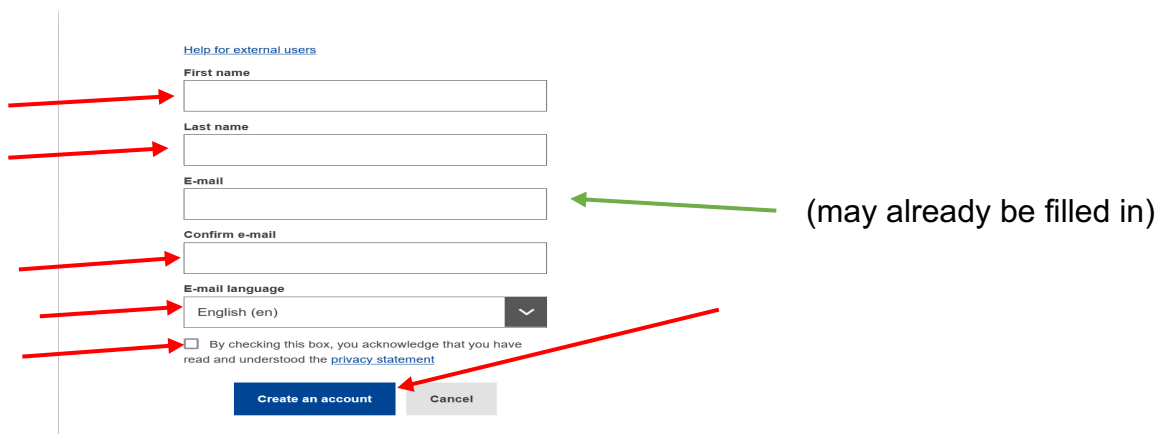
Make sure that **AutoFill Passwords and Passkeys** and **iCloud Keychain /Passwords** (and any preferred browser/password manager) are enabled in the System Settings of your device. *This step is not necessary on Android devices*

1. From the browser on your device, launch <https://ecas.ec.europa.eu/cas/login> and enter your email address. Click "Next".



2. On the next screen, fill in all the fields and then click "**Create an account**"

(If at this point you are asked for your EU Login password instead, you have already started the procedure to create an EU Login account earlier. If so, enter the password you chose earlier. If you do not remember that password, click on «Lost your password» to reset it. Check the exact requirements for your EU Login password in point 3 below. **Then jump to point 4 below and complete the procedure until the end of page 4).**

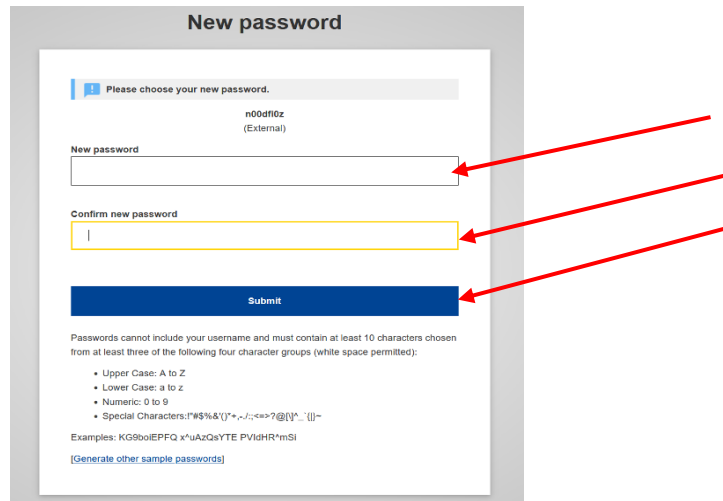


3. Very quickly you will receive an email from "Authentication service" (NB! Valid for **just one day!**). Open it on your device (avoid your smartphone if possible). Click "**this link**" halfway down the email to create your password.

On the following screen (see below), introduce a password containing **at least 10 characters**, including **at least 3** of the following four character groups:

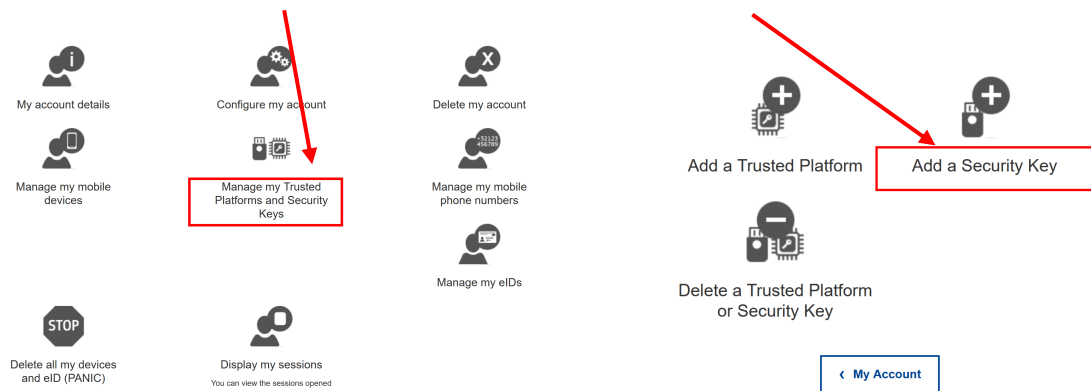
- capital letters
- lower case letters
- numbers
- special characters (-, ?, &, % ...)

**Example:** **25-09Ukraine** (if created in September 2025). Then click "**Submit**" in the blue bar.



You will now receive a message that you have "successfully changed" your EU Login password. Click on **Proceed**.

4. You now arrive at a screen called "**My account**". Choose **Manage my Trusted Platforms and Security Keys** and then **Add a Security Key**.



5. You will be asked to give your device a name, e.g. **iPad** or **S24**. Then click **Submit**. The next screen shows "*Credential registration in progress*" – WAIT and DO NOT CLICK "Submit" again until the registration process has been completed – this make take up to 30 seconds.

6. Now authenticate with your usual screen lock for your device (biometric or a code, such as a Windows Hello PIN code).

You should now receive a message that a Passkey was linked to your EU Login account.

If possible, now click on the cog wheel to select "Logout".

## STEP 2

**MUST BE DONE STRAIGHT AFTER STEP 1 IN ORDER TO GET ACCESS TO JSIS ONLINE ETC.**

7. From your browser, launch <https://webgate.ec.europa.eu/RCAM/>. Scroll down and click on "Connect" in the light grey square at the bottom:

8. You may be asked to first enter your email address and then your EU Login password and perhaps click **Next**, or you move straight on to point 9.

9. Choose **Trusted Platform or Security Key** as your verification method. If required, click on the arrow in the black area on the right to open the drop-down menu to find it. Click on it and then on **Sign in**.

Welcome back

dudzinskaeva@gmail.com  
(External)

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

Choose your verification method

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

**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.

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

Now authenticate with your device code, facial recognition or fingerprint.

10. Now you can apply for access to the Commission's digital services. On the next screen, fill in **all** the fields: **Pension number (twice!!)**, **family name**, **first name** (usually pre-printed) and **date of birth** - use the calendar at the end of the line to be sure to write the date in the correct format! Then click **Submit**.

European Commission

**Access to European Commission digital services for post-active staff members of EU Institutions**

Submit a request for access by completing below information and selecting "Submit".

Personnel number \*

Personnel number (validation) \*

Family name \*

First name \*

Birth date (DD/MM/YYYY) \*

**Submit**

11. You will receive an acknowledgement of receipt of your request.

European Commission

**Access to European Commission digital services for post-active staff members of EU Institutions**

We acknowledge receipt of your request. Processing may take up to 3 working days.

- If you are already post-active, you will receive a validation code by email once your request is validated.
- If you are still active, you will be prompted to confirm your request in JSIS online.

12. You will now have to wait for the final validation code, which will be sent to you **be email** or by text message within the next couple of days. Log out.

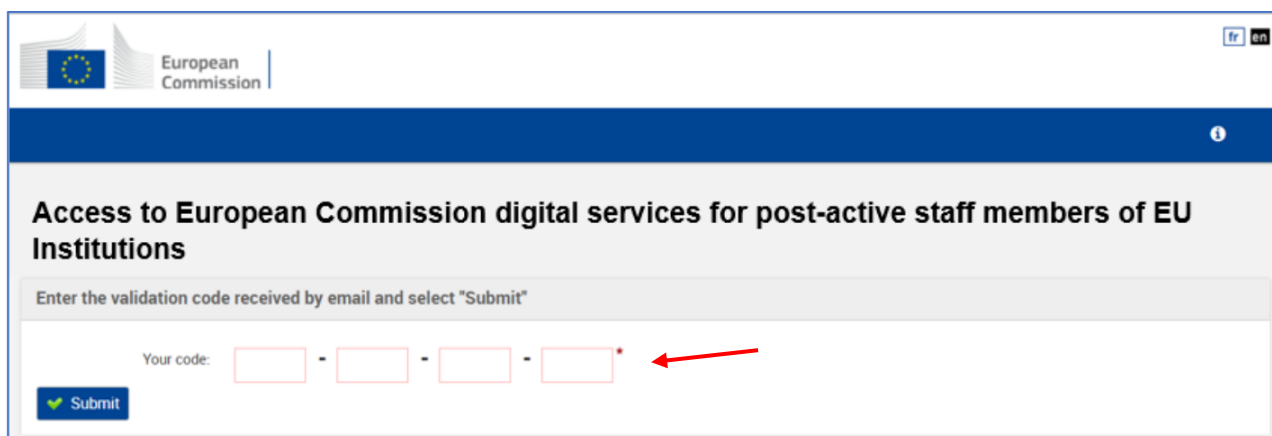
## STEP 3

**YOU CANNOT CONTINUE WITH STEP 3 UNTIL YOU HAVE RECEIVED YOUR FINAL VALIDATION CODE by email or text message.**


1. When you have received the final validation code, launch <https://webgate.ec.europa.eu/RCAM/>. Scroll down and click on **"Connect"** in the light grey square at the bottom:



2. Now insert your email address and EU Login password when prompted. Under "Verification method", select **Trusted Platform or Security Key**. If required, click on the arrow in the black area on the right to open the drop-down menu to find it (as in point 9). Then click on **Sign in**.
3. Now authenticate with your device code, facial recognition or fingerprint.
4. Get out the validation code which you received via email. On the next screen, you enter the code (4x3 characters) in the appropriate boxes. Then click on **"Submit"**.



4. You will now receive confirmation. Log out completely from your browser.



You will soon gain full access to all functions when you log in again using your EU Login.