

CREATION OF AN EU LOGIN ACCOUNT – using TPM

STEP 1

You will need:

- your **EU pension number** (top left on your pension slip, in the greyed area)
- a **computer / laptop**
- 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?).

TPM is **designed only 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**. In the middle, scroll down to **Account Settings**.

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 2017-18 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 on one of them, and it will work on all your Apple devices – **select the most recent device**.

Open **System Settings** . Under **General**, click 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 **autofilling passwords**.

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

Enter your email address or unique identifier

[Create an account](#)

3. 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 4 below. Then jump to point 5 below and complete the procedure until the end of page 4).

[Help for external users](#)

First name

Last name

E-mail (may already be filled in)

Confirm e-mail

E-mail language

By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

4. Very quickly you will receive an email from "Authentication service" (NB! Valid for **just one day!**). Open it on your device (preferably on your PC, for easier entry of your new EU Login password). Click "[this link](#)" halfway down the email to proceed.

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.

New password

Please choose your new password.

n00df0z
(External)

New password

Confirm new password

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

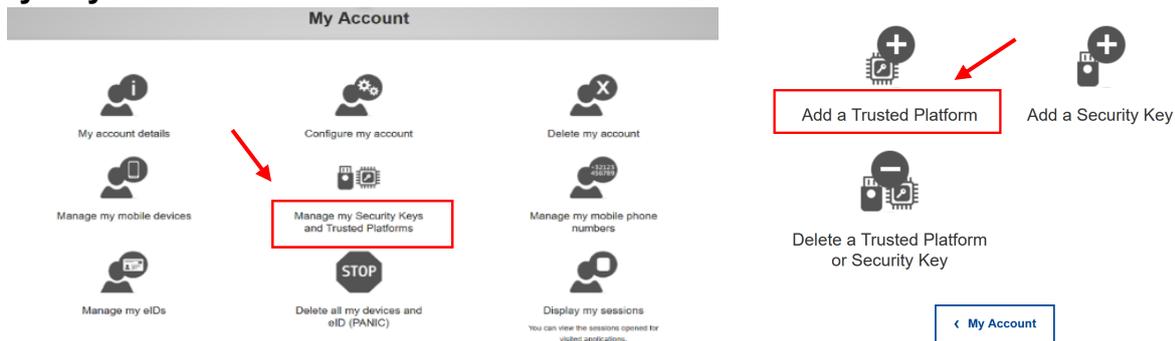
- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !#\$%&'()*+,-./:;<=>?@[]^_`{|}~

Examples: K0\$BoilEPPQ uAzQaYTE PVi\$HRmSi

[\[Generate other sample passwords\]](#)

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

5. You will now see the options of **My account**. Choose **Manage my Trusted Platforms and Security Keys** and then **Add a Trusted Platform**.



6. You will be asked to give your device a name, e.g. **Lenovo** or **Macbook**. 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.



7. 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 Trusted Platform has been 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.

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



9. 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 10.

10. 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.

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.

Sign in

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

11. 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

12. 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, your will be prompted to confirm your request in JSIS online.

13. 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.

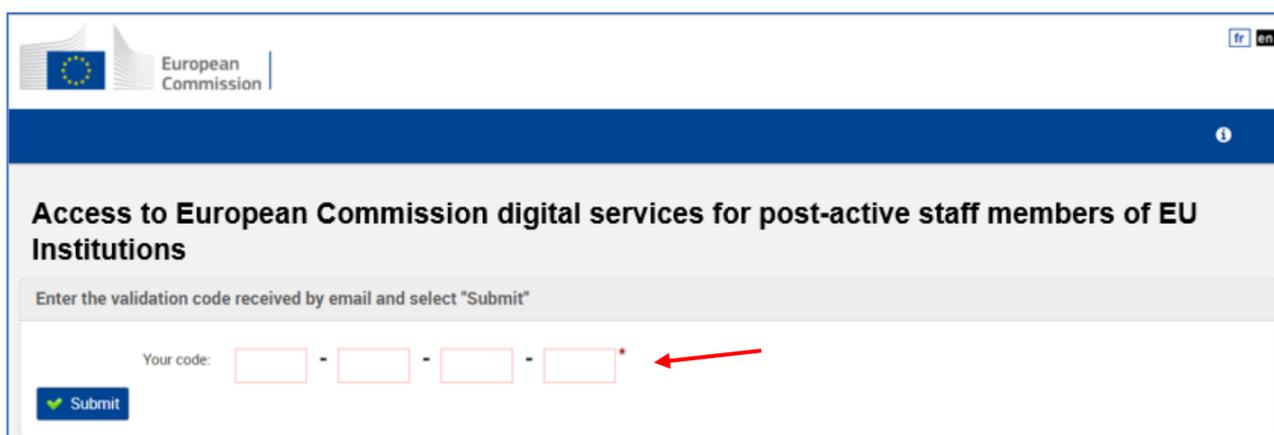
STEP 3

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

1. 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 10). 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".



5. 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.