

CREATION OF AN EU LOGIN ACCOUNT – with EU Login app




STEP 1

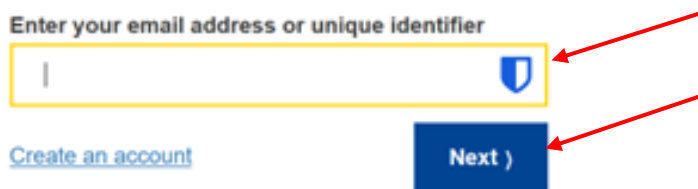
You will need

- Your **EU pension number** (top left on your pension slip, in the greyed area)
- your **smartphone/iPad/tablet** (**device 1** = the mobile device which you wish to use for authentication)
- a **computer/laptop/iPad/tablet/mobile** (**device 2** = needed only for the initial activation process. Afterwards, you will be able to log in using just one device such as an iPad)
- 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 complicate things. Try to solve the problem instead (maybe you changed your email address, or you need to update your EU Login password?)

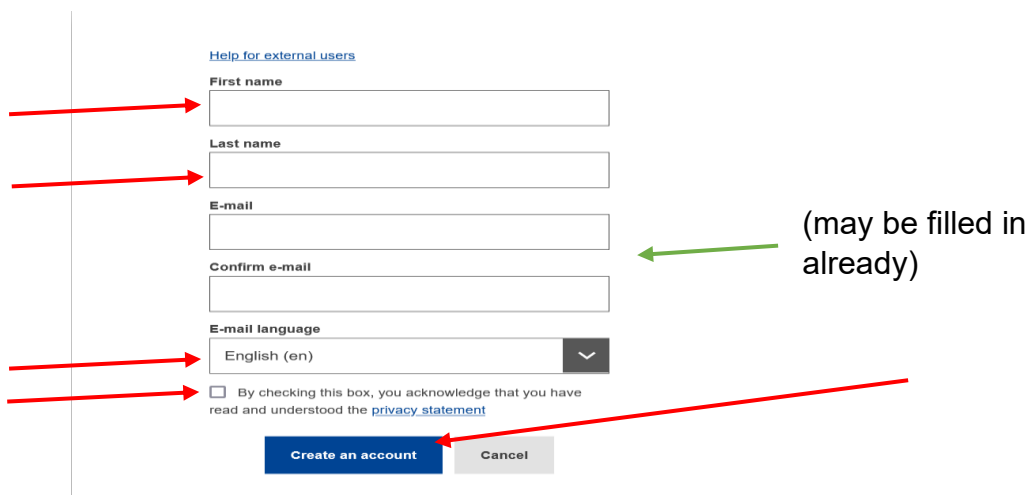
1. Start by downloading the EU Login App  on your **device 1** (smartphone or tablet/iPad), but **do not open the app** until instructed to do so. You will find the app in your App Store/Play Store under EU Login – look for the logo. When prompted, make sure to **accept all notifications and use of camera**, or the activation will not succeed.

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



3. On the next screen, fill in all the boxes and then click on "**Create an account**"

(if at this point you are instead asked for your EU Login password, you have started the procedure to create an EU Login account already previously. If so, enter the EU Login password you chose. If you no longer remember it, click on "**Lost your password**" to reset it. View the exact requirements for your EU Login password in point 4 below. **Then follow the procedure from point 6 below to the end of page 5).**



4. You will now receive an email from "Authentication service" (NB! Valid for **just one day!**). Open it on your **device 2**. 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.

New password

Please choose your new password.

n00df0rZ
(External)

New password

Confirm new password

Submit

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: KG9boIEPFQ x^uAz0aYTE PVIcHR*mSi

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

5. You will now receive a message on **device 2** that you created ("successfully changed") an EU Login password. Now click **Proceed**.

6. You now arrive at a screen called "**My account**". Select your verification method, in this case "Manage my **mobile devices**" and then "**Add a mobile device**":

My Account

My account details

Configure my account

Delete my account

Manage my mobile devices

Manage my Security Keys and Trusted Platforms

Manage my mobile phone numbers

Manage my eIDs

Delete all my devices and eID (PANIC)

Display my sessions

Manage my mobile devices

Add a mobile device

[My Account](#)

7. On the next screen (still on **device 2**), give your **device 1** a specific name, e.g. "S24" or "iPhone13" or "iPad") 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**".

Add a mobile device

Please give a name to identify your mobile device and a PIN code to use for it.

Your device name

Your 4 digit PIN code

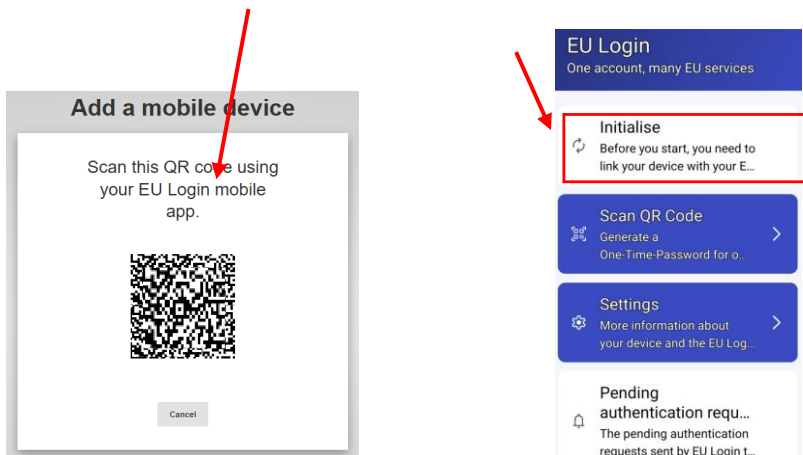
You will be required to enter this PIN code on your mobile device to use the EU Login mobile app.

Confirm your PIN code

[Submit](#) [Cancel](#)

8. 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"**. Under "Pending authentication requests, click on **"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"**.

9. 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.

10. Click on the cog wheel again on your **device 2** and then click **"Logout"**.

STEP 2

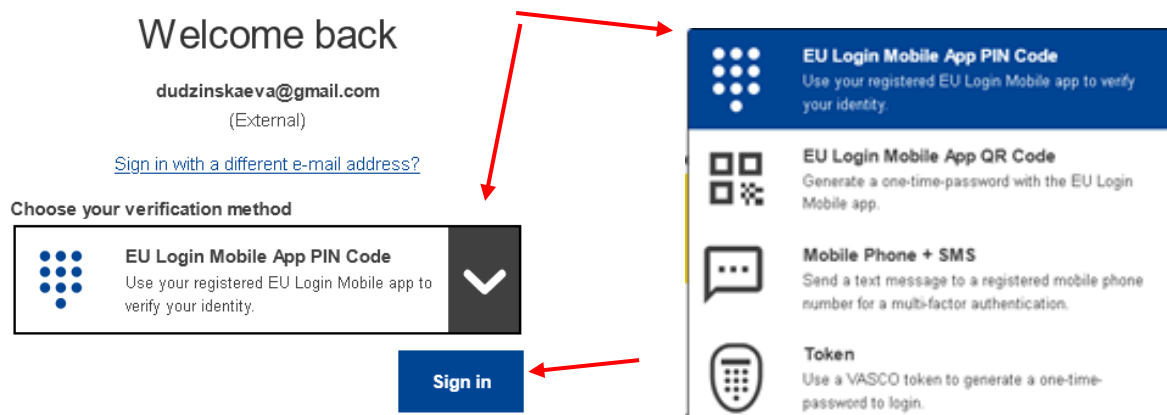
MUST BE DONE STRAIGHT AFTER STEP 1 IN ORDER TO GET ACCESS TO JSIS ONLINE ETC.

11. On your **device 2**, launch <https://webgate.ec.europa.eu/RCAM/>. Scroll down and click on "Connect" in the light grey square at the bottom:



12. Still on your **device 2**, you may be asked to enter first your email address and then your EU Login password, but this is not requested systematically. Click **Next** if prompted.

13. You should now choose the **EU Login Mobile App PIN Code** as your verification method. If you do not see it in the box, click on the arrow in the black area to the right to open the drop-down menu to find it and click on it. Then click on **Sign in**.



14. Now open the EU Login Mobile App on your **device 1**. Under "Pending authentication requests", click on "**Continue**". Then authenticate, using your four-digit PIN code, facial recognition or fingerprint. Now go back to **device 2**.

15. On **device 2** you can now apply for access to the Commission's digital services. Fill in all the boxes in the screen you see below: **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! **Double-check all information!** 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](#)

16. 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.

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.

17. Click on **Sign out** and confirm by clicking on "**Log out**".

European Commission JSIS

Personnel number : | Settlement Office : | user id :

[Sign out](#)

MY DATA MY FILES MY REQUESTS CREATE A REQUEST SEARCH MY PREFERENCES

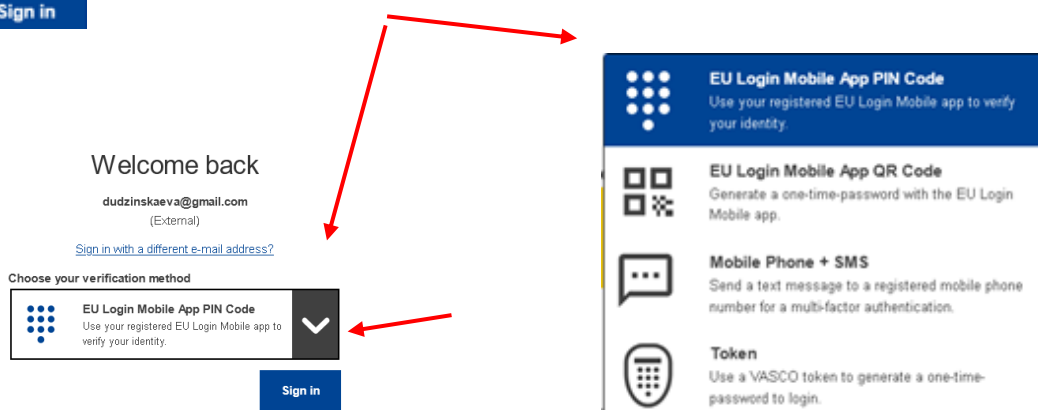
STEP 3

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

1. On **device 2**, launch <https://webgate.ec.europa.eu/RCAM/> in your browser. Scroll down and click on **"Connect"** in the **light grey square at the bottom**:

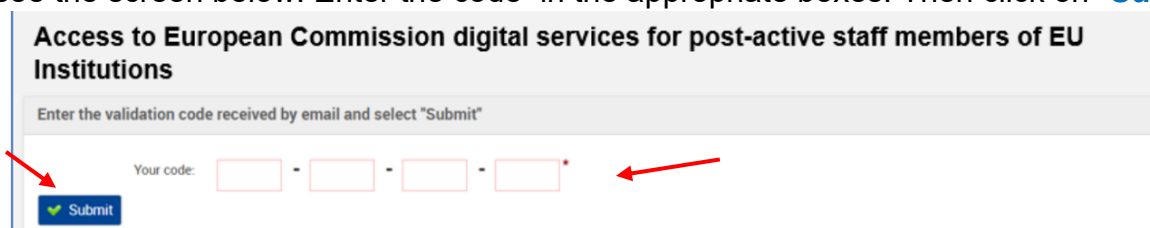


2. Still on **device 2**, enter your email address and EU Login password when prompted. Under "Verification method", select **EU Login Mobile App PIN Code**. If necessary, click on the arrow in the black field to open the drop-down menu so you can find it. Then click on **Sign in**



3. Now open the EU Login Mobile App on your **device 1**. Under "Pending authentication requests", click on **"Continue"**. Then authenticate, using your four-digit PIN code, facial recognition or fingerprint. Now go back to **device 2**.

4. Get out the validation code which you received (4x3 characters). On **device 2**, you see the screen below. Enter the code in the appropriate boxes. Then click on **"Submit"**.



5. You will now receive confirmation. Then log out completely from your browser.



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