

CREATION OF AN EU LOGIN ACCOUNT – with EU Login app




STEP 1

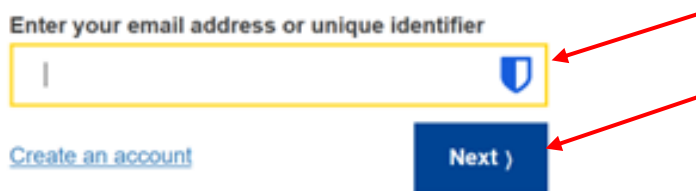
You will need

- 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 below. 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".

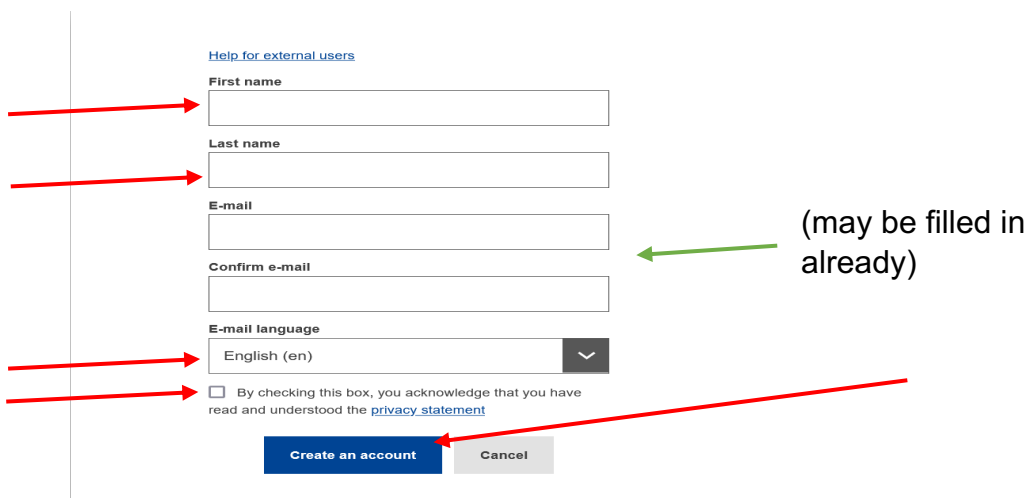


Enter your email address or unique identifier

[Create an account](#)

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 then. 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).**



[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language

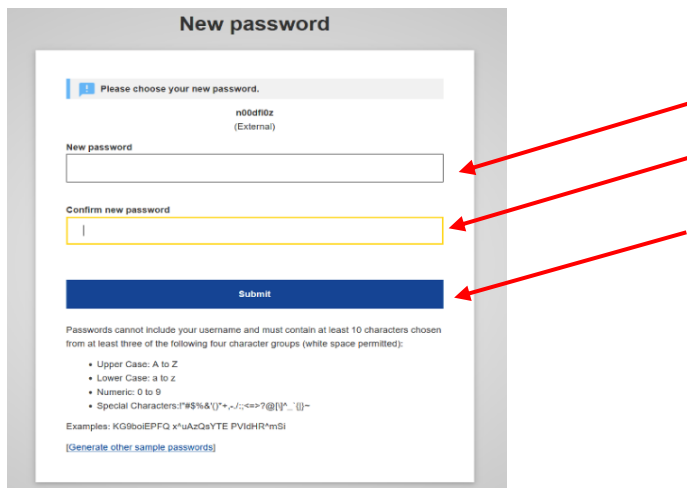
By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

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:

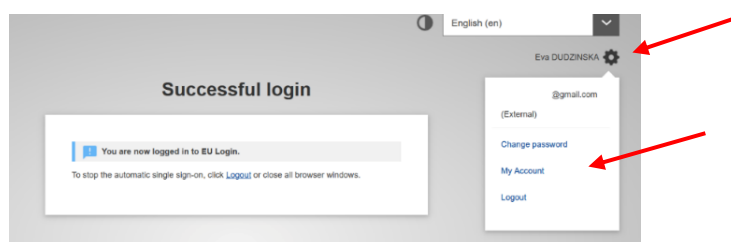
- capital letters
- lower case letters
- numbers
- special characters (-, ?, &, % ...)

Example: **Apr26-Ukraine** (if created in April 2026). Now click "**Submit**" in the blue bar.

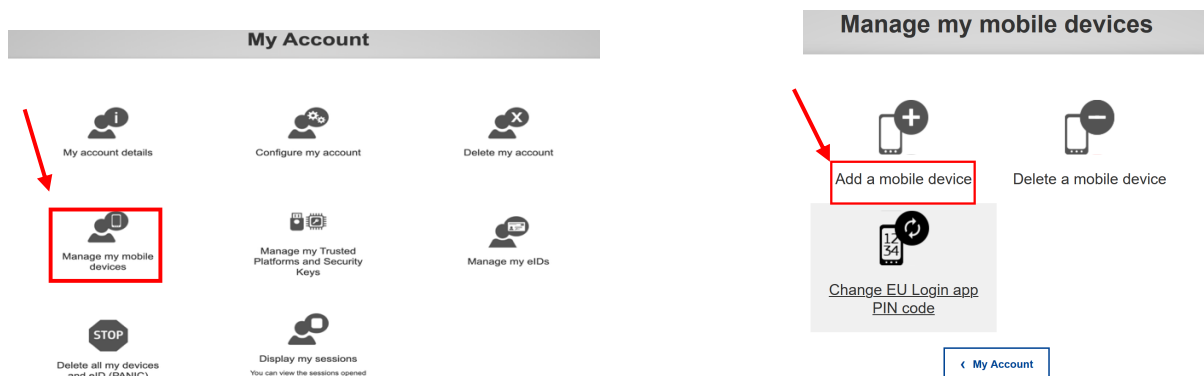


5. You will now receive a message on **device 2** that you created ("successfully changed") an EU Login password. Now click **Proceed**.

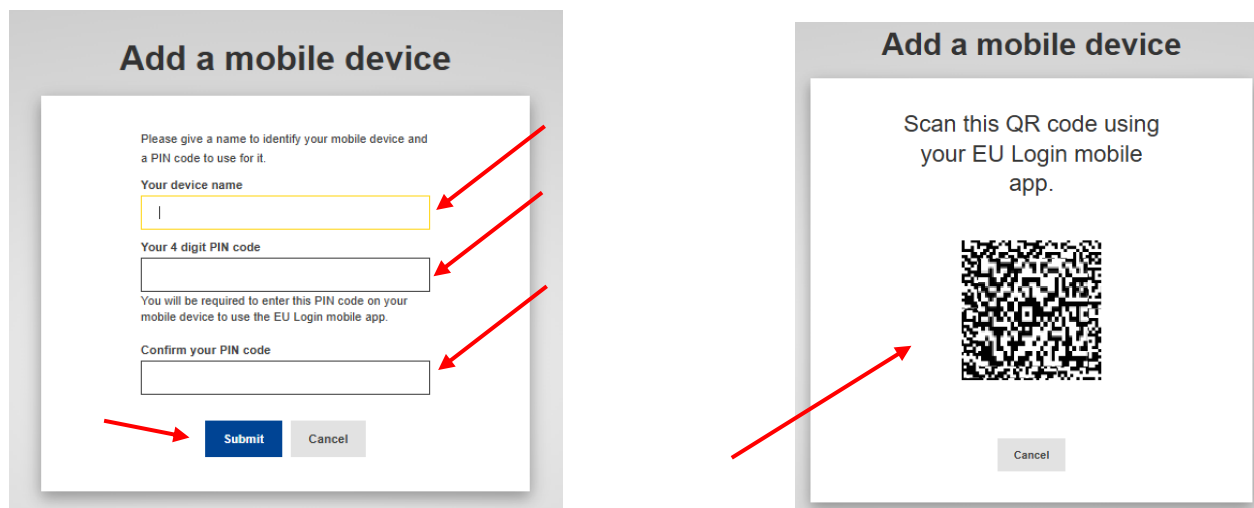
6. If you now see the screen below, click on the cog wheel top right next to your name and select "My account" from the drop-down menu. If not, go straight to point 7.



7. You are now in **My account**. Click on **Manage my mobile devices** and then **Add a mobile device**:



8. On the next screen (still on **device 2**), give your **device 1** a specific name, (e.g. S24, iPadAir) 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**.



9. A QR code will now appear on your **device 2**. Open the EU Login App on **device 1**. If prompted, agree to the app using the camera whilst using the app and enable notifications.

On your **device 1**, a scanner will now open. Point the device at the QR code on your **device 2** to capture it. Accept the registration of your device and click "Continue" on **device 1** until you are asked (twice!) to enter the four-digit pin code you just chose (point 8). If the keyboard does not show, you will have to close down the app completely and try again, until you are able to enter your code. Then click on **Next**.

10. 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 a message confirming that you have added a new mobile device to your EU Login account.

Feel free to register more mobile devices (an 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.

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

STEP 2

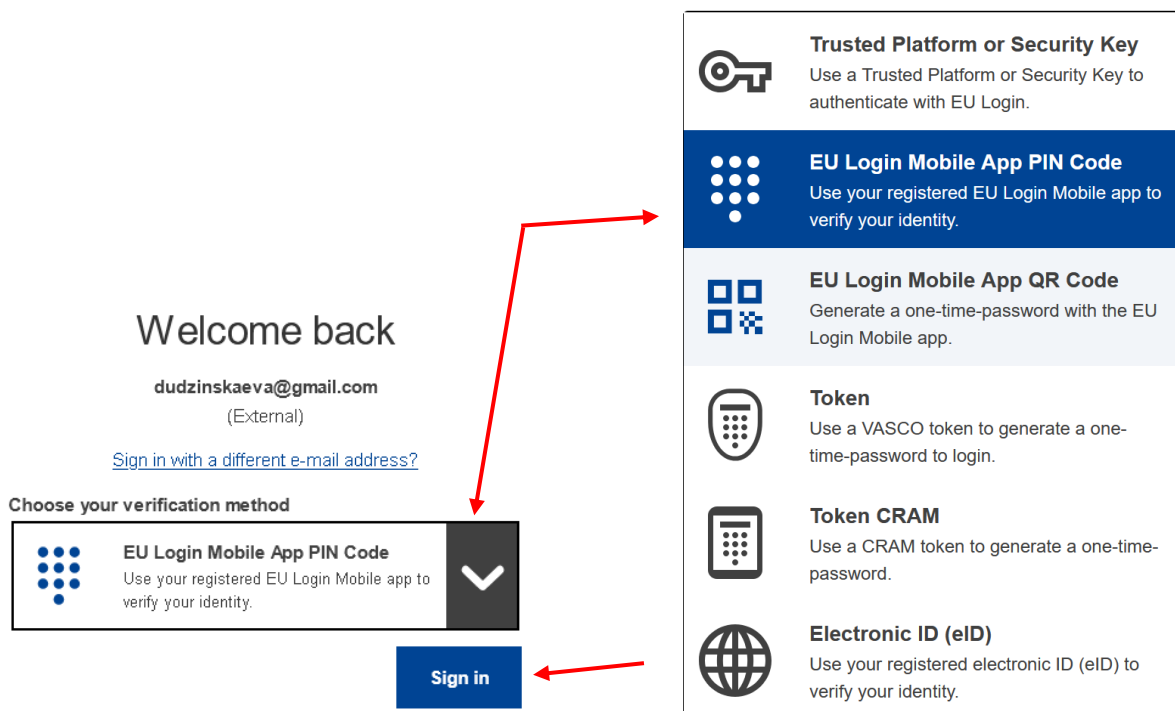
MUST BE DONE STRAIGHT AFTER STEP 1 IN ORDER TO GET ACCESS TO JSIS ONLINE ETC.

12. 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:



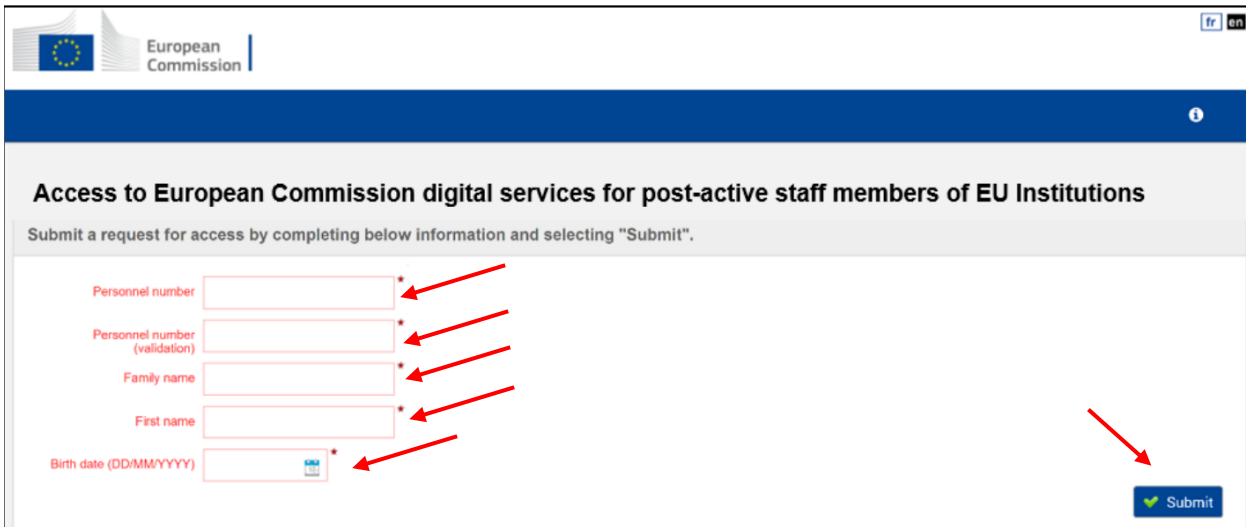
13. Still on your **device 2**, you may be asked to enter first your email address and then your EU Login password, but this is not requested systematically. Click **Next** if prompted.

14. 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**.



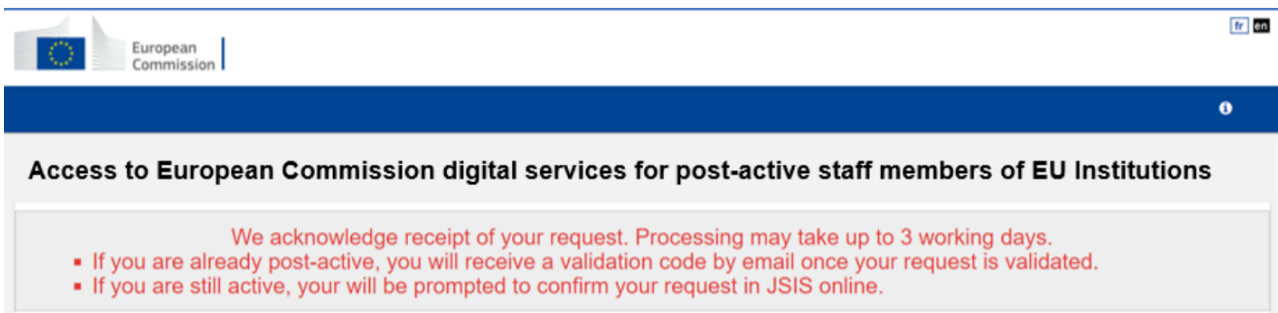
15. Now open the EU Login Mobile App on your **device 1**. Under "Pending authentication requests", click on "**Continue**". Then authenticate, using your four-digit PIN code, facial recognition or fingerprint. Now go back to **device 2**.

16. 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**.



The screenshot shows the 'Access to European Commission digital services for post-active staff members of EU Institutions' form. It includes a header with the European Commission logo and a language selector (fr/en). The main heading is 'Access to European Commission digital services for post-active staff members of EU Institutions'. Below this, a grey box contains the instruction: 'Submit a request for access by completing below information and selecting "Submit".' The form fields are: 'Personnel number', 'Personnel number (validation)', 'Family name', 'First name', and 'Birth date (DD/MM/YYYY)'. Each field has a red asterisk and a red arrow pointing to it. A blue 'Submit' button with a green checkmark is located at the bottom right, with a red arrow pointing to it.

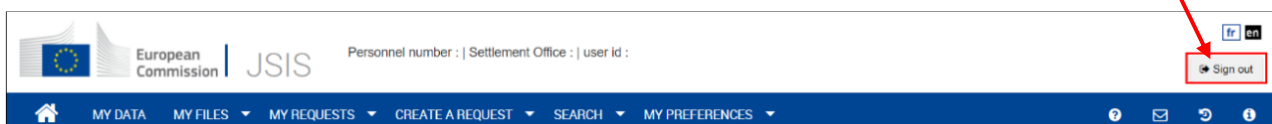
17. You will receive an acknowledgement of receipt of your request:



The screenshot shows the same header as the previous form. The main heading is 'Access to European Commission digital services for post-active staff members of EU Institutions'. Below this, a grey box contains the following text: 'We acknowledge receipt of your request. Processing may take up to 3 working days.' followed by two bullet points: '▪ If you are already post-active, you will receive a validation code by email once your request is validated.' and '▪ 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.

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



The screenshot shows the JSIS user interface. The header includes the European Commission logo, the text 'European Commission | JSIS', and the user's details: 'Personnel number : | Settlement Office : | user id :'. A language selector (fr/en) is in the top right. A red box highlights the 'Sign out' button, with a red arrow pointing to it. The bottom navigation bar contains a home icon, 'MY DATA', 'MY FILES', 'MY REQUESTS', 'CREATE A REQUEST', 'SEARCH', and 'MY PREFERENCES', along with icons for help, email, and a user profile.

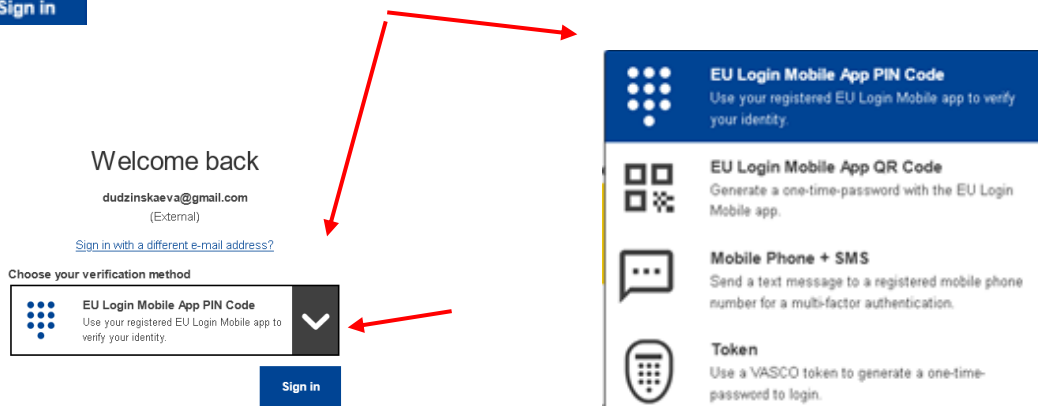
STEP 3

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**:

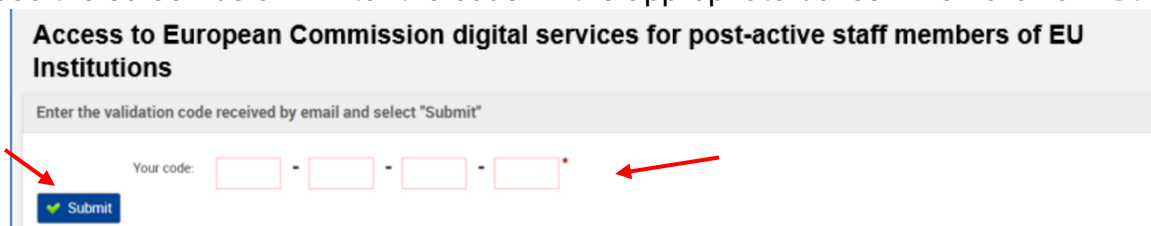


2. Still on **device 2**, enter your email address and EU Login password when prompted. Under "Verification method", select **EU Login Mobile App PIN Code**. If necessary, click on the arrow in the black field to open the drop-down menu so you can find it. Then click on **Sign in**



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.