

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

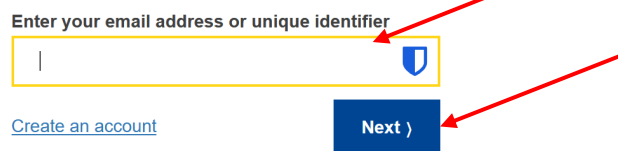
NB: You can have only ONE EU Login account. Don't try to create a new one just because you have a problem with the old one, it will only mess things up. Try to solve the problem instead (maybe you changed your email address, or you need to update your EU Login password?).

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 <https://aiace-europa.eu/tools/eu-login-app/>).

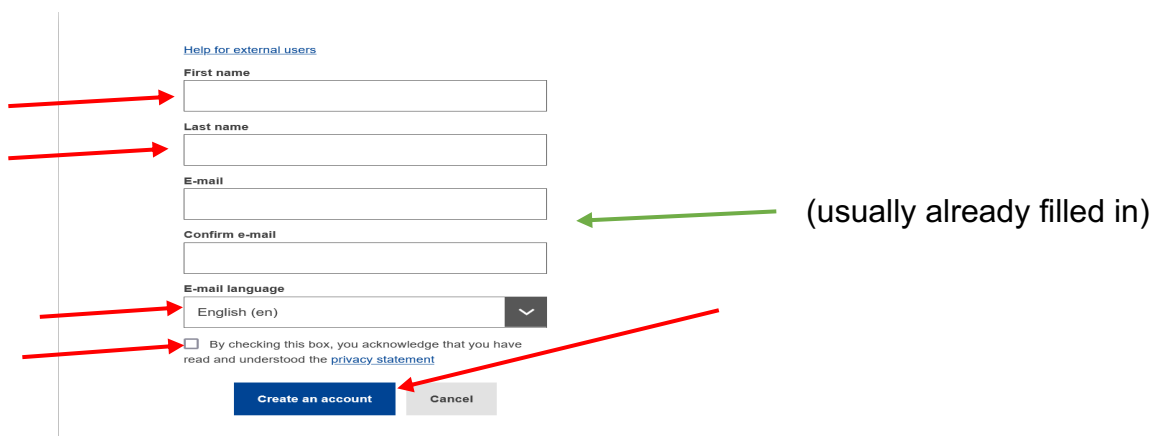
iPad/iPhone: Apple devices older than about 2017-18 were not designed for Passkeys (or TPM). If, however, you accept synchronisation of your Apple devices, you need to enable a Passkey (or a TPM) on just one of them, and it will work on all your Apple devices – **select the most recent device.**

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 relevant for 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 5 below and complete the procedure up till and including point 12).



Authenticate using your normal screen lock (fingerprint or facial recognition, PIN code or Android pattern). You will receive a message that a Passkey was linked to your EU Login account. Now log out.

STEP 2

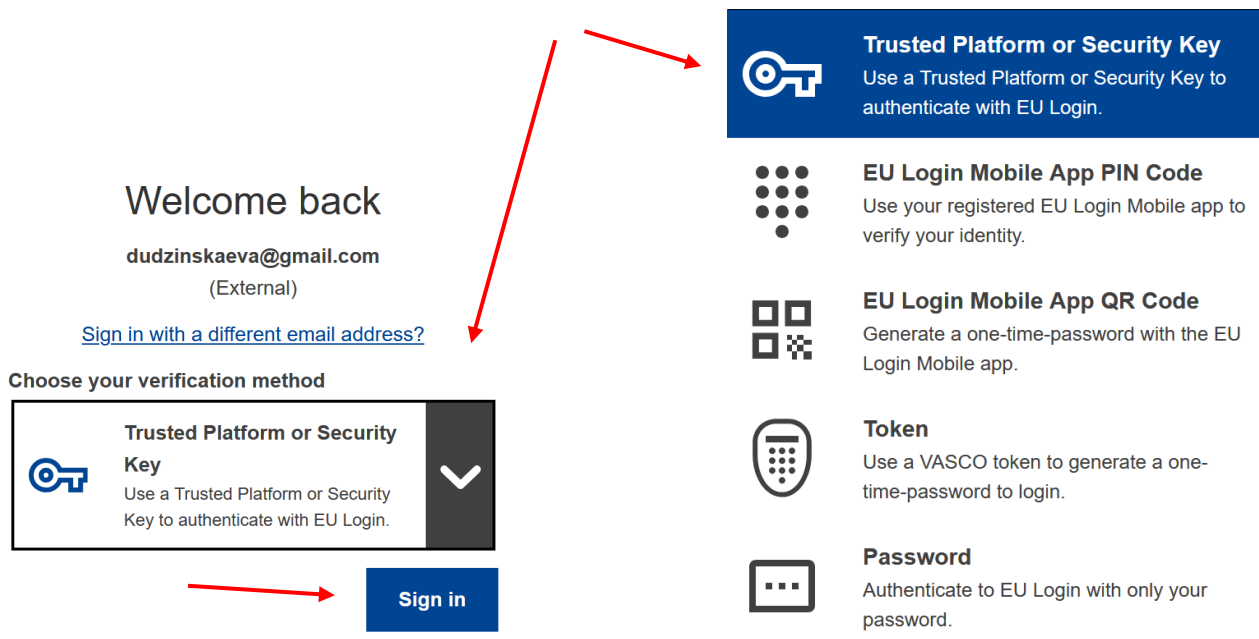
MUST BE DONE STRAIGHT AFTER STEP 1 IN ORDER TO GET ACCESS TO JSIS ONLINE ETC.

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 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**.



Authenticate using your normal screen lock for your device (fingerprint or facial recognition, PIN code or Android pattern).

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) *

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.

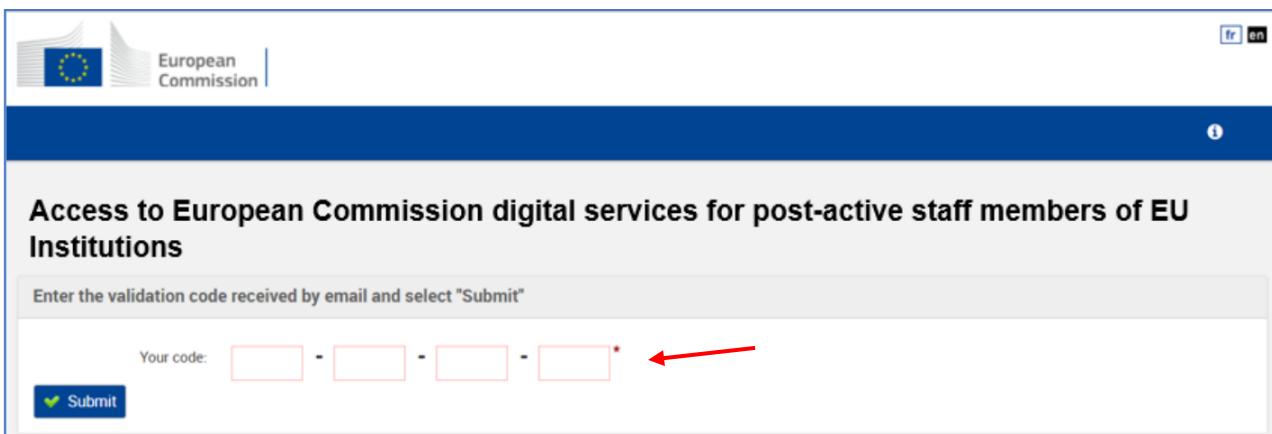
STEP 3

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. Enter your email address and EU Login password if prompted. Select **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 (as in point 9 above). Then click on **Sign in**.
3. Now authenticate using your normal screen lock (fingerprint or facial recognition, PIN code or Android pattern).
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.