

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 specifically for computers** (laptops or desktops). For iPads/tablets or smartphones, the activation of a **Passkey** is recommended (see separate guide on <https://aiace-europa.eu/en/tools/eu-login/>).

First, make sure your computer is ready. The procedure in point 1 is split up into two parts: **1A – WINDOWS** or **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 screen lock 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 screen lock you use for your device. You may need to select "Change your PIN" and enter the same code again, to be sure. You may also at this point 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 act as a "Trusted Platform" (or Passkey). If, however, you accept synchronisation of your Apple devices, you only need to enable the Passkey function 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. ACTIVATING YOUR TRUSTED PLATFORM (**WINDOWS** and **APPLE**):

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

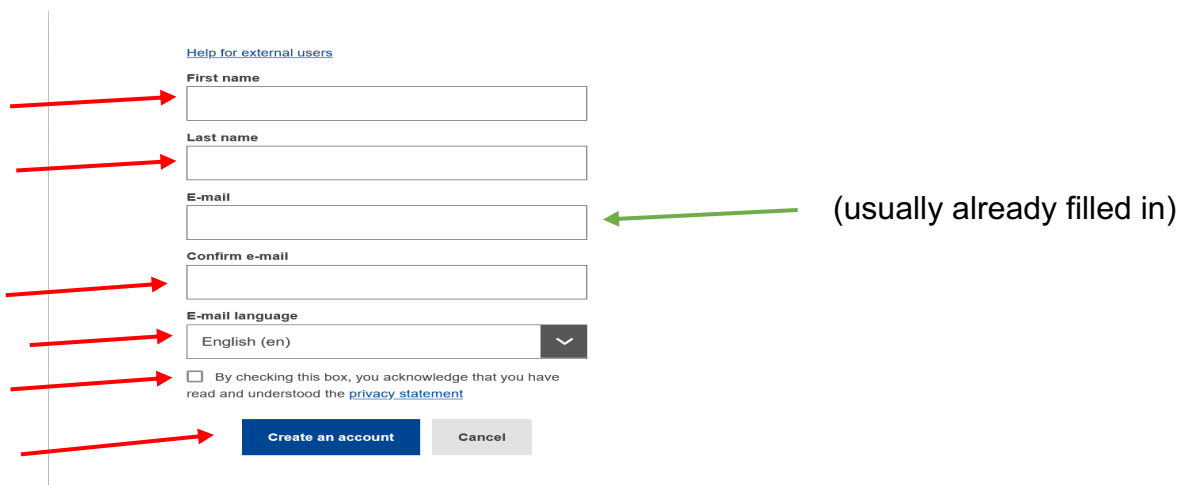


Enter your email address or unique identifier

[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 6 below and complete the procedure until the end of point 15).**



[Help for external users](#)

First name

Last name

E-mail (usually already filled in)

Confirm e-mail

E-mail language
English (en)

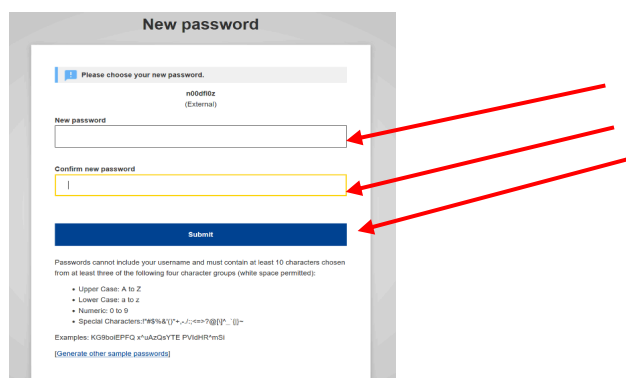
By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

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

On the following screen (see below), enter 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). Then click "Submit" in the blue bar.



New password

Please choose your new password.

n00dfiz
(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):

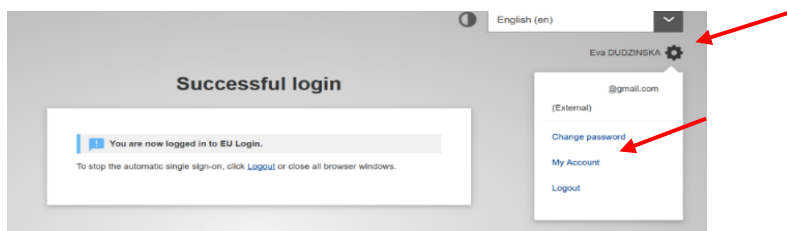
- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !"#%&'()*+,-./:;<=>?@[]_`{|}~

Examples: K09boe!PFQ *!uA2GvTE P!v6R!r!m2!

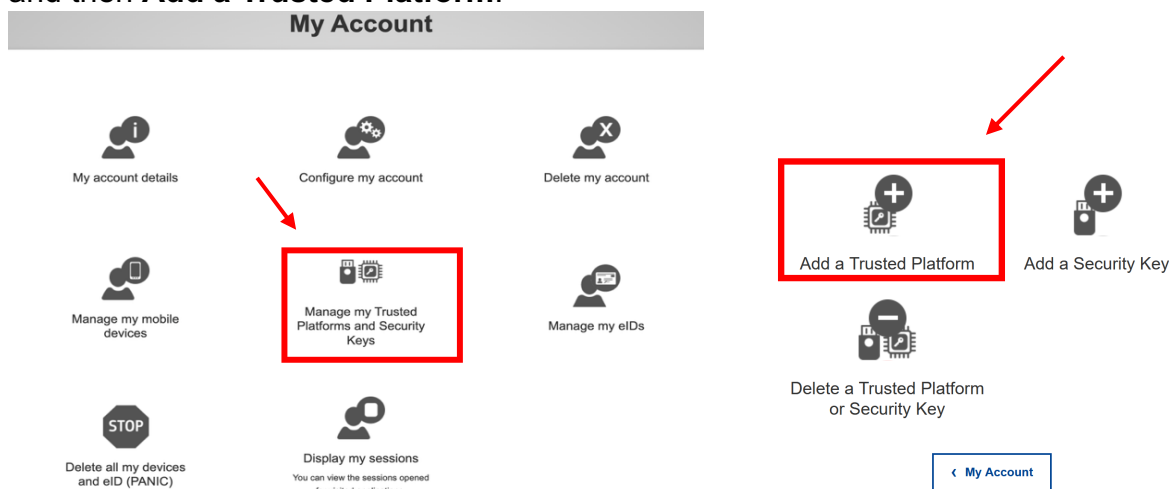
[\[Generate other sample passwords\]](#)

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

5. 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 6.



6. You are now in **My account**. Choose **Manage my Trusted Platforms and Security Keys** and then **Add a Trusted Platform**.



7. Give your device a name (**Lenovo, MacBook ..**). **APPLE users:** *If you have enabled synchronisation of your Apple devices and would like to be able to use your new verification method also on your other Apple devices, you might usefully here use the name "Apple Passkey"*. Then click **Submit**.

Now choose where you want to store your Trusted Platform – it should be wherever you normally keep your passwords (in Windows usually "This device", on **Apple** "Keyring", "Access codes", "iCloud" ..). The exact terminology may vary depending on your device.

8. Authenticate when prompted, using the screen lock you normally use for your device (Windows Hello PIN code, finger print, facial recognition ..).

9. You will then receive a message that a **Trusted Platform/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.

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

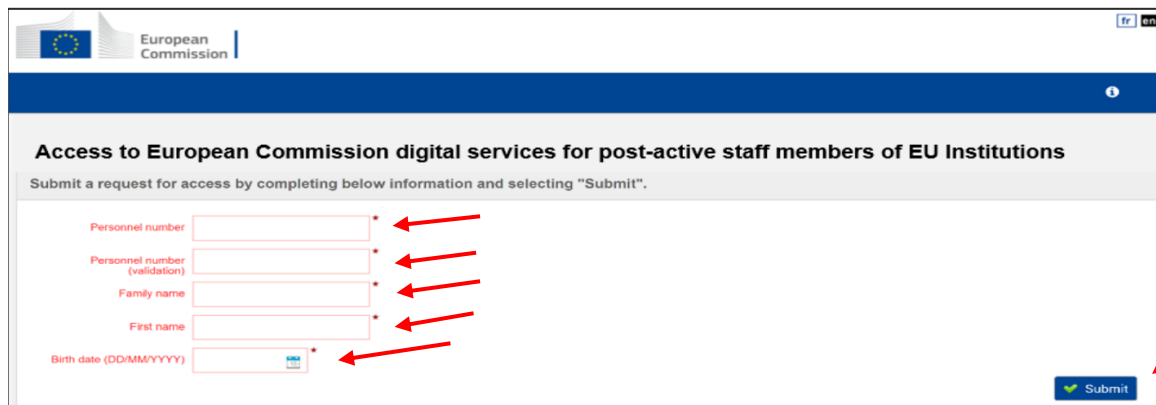


11. You may be asked to first enter your email address and then your EU Login password and perhaps click **Next**, or you move straight on to point 12.

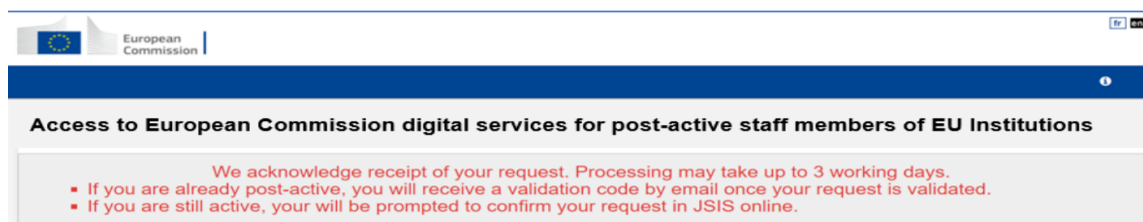
12. Choose **Trusted Platform or Security Key** as your verification method. If required, click on the arrow in the black area on the right and find it in the drop-down menu. Click on **Sign in** and authenticate using your usual screen lock (biometric or Windows Hello PIN code ..)



13. 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! **Double check all your information**. Then click **Submit**.



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



15. 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.

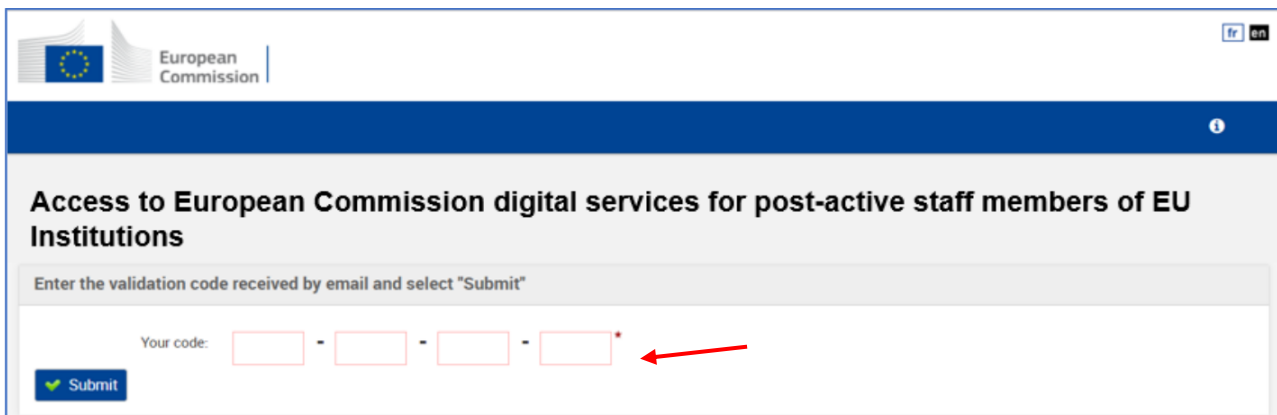
STEP 3

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. Enter 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 find it in the drop-down menu (as in point 12). Then click on **Sign in**.
3. Authenticate using your usual screen lock (Windows Hello PIN code, fingerprint, facial recognition ..).
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.