

ADD A TRUSTED PLATFORM (TPM) TO YOUR EU LOGIN



This guide is **only for pensioners who already have an EU Login account and a verification method which works**, but who want to have **alternative solutions available**.

If you do not yet have an EU Login account, please refer to our special guide for the creation of an EU Login account (<https://aiace-europa.eu/tools/eu-login-app/>).

TPM is **designed specifically 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 unlock 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 one you normally use as screen lock for your device. You may need to select “Change your PIN” and enter the same code again, to be sure. 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 the 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**.

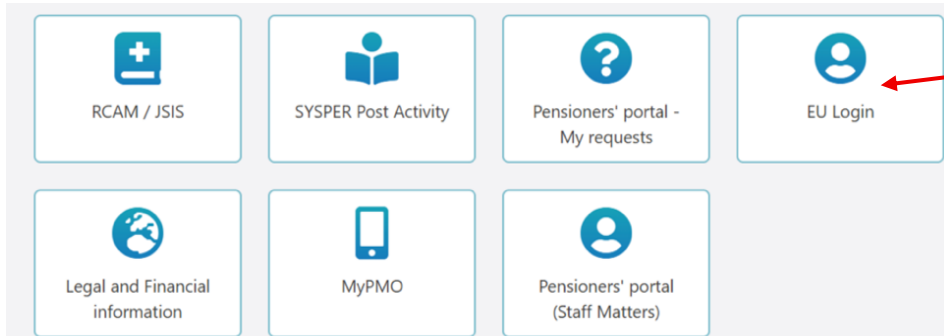
2. ENABLING YOUR TPM FOR EU LOGIN (**WINDOWS AND APPLE**)

Launch <https://myremote.ec.europa.eu/> from your browser. Enter your email address and your EU Login password on request. Update your EU Login password if required (*if you forgot it, click on [Lost your password?](#) to reset it. It must contain **at least 10 characters**, including lower- and upper-case letters, numbers and special characters (-, ?,*

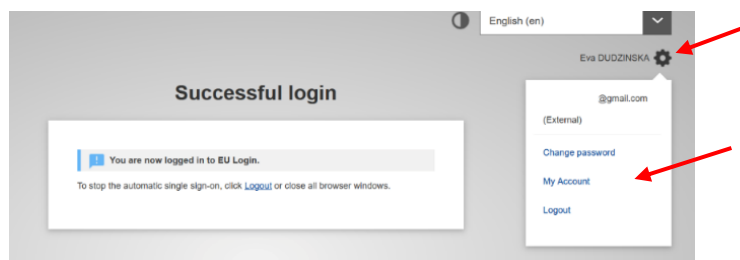
&, % ...). **Tip:** start it with the current **year and month**, followed by your preferred (permanent) password, such as **Apr26-Ukraine** (if created in April 2026).

3. Next, check that your **verification method** is set at a method which you have used successfully until now and click **"Sign in"**. If required, click on the arrow in the black box to find it in the drop-down menu. Click on it and then click **"Sign in"**.

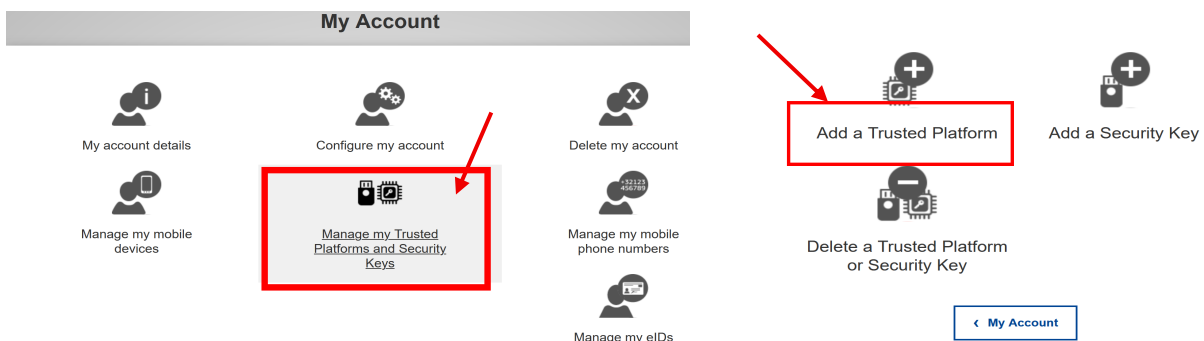
4. After authenticating using your existing verification method, you will now see the Welcome Screen of MyRemote. Click on **"EU Login"**.



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. Click on **"Manage my Trusted Platforms and Security Keys"** and next, on **"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 register your Trusted Platform – select where you normally store your passwords (for Windows, typically **"This device"**. For Apple, **"Keyring"**, **"Passwords"**, iCloud .. (exact terminology may vary depending on your device).

8. Authenticate when requested to do so. Use your usual screen lock (Windows Hello PIN code, fingerprint or facial recognition, Android pattern ..).
9. You will then receive a message that a **Trusted Platform** was added to your EU Login account.

USE WITH EU LOGIN

Launch for instance <https://mypmo.europa.eu/>. Enter your email and EU Login password if prompted. Select "**Trusted Platform or Security key**" as your verification method. Authenticate using your usual screen lock code, fingerprint or facial recognition, and you are in!

EU LOGIN PASSWORD

By enabling a Trusted Platform, you authorise Windows/Apple to administer your access codes and passwords. Whenever your EU Login password needs updating (every 6 months), you will need to make sure that it is updated at the same time in your passwords folder/keychain under **Settings** in your device.