

ADD A PASSKEY TO YOUR EU LOGIN ACCOUNT

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/>.

IPAD/IPHONE: Apple devices older than about 2017-2018 are not designed for Passkeys (or Trusted Platforms). If, however, you accept synchronisation of your Apple devices, you need to enable a Passkey (or a Trusted Platform) on just one of them, and it will work on all your Apple devices – **select the most recent device.**

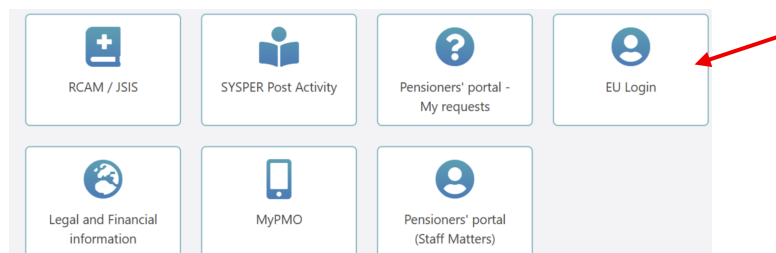
Make sure that **AutoFill Passwords and Passkeys** and **iCloud Keychain /Passwords** (and any preferred browser/password manager) are enabled in the System Settings of your device. *This step is not relevant for Android devices.*

1. INITIAL CONFIGURATION

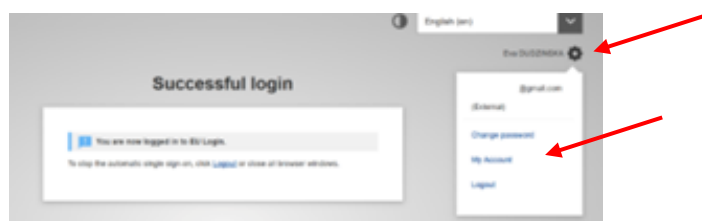
Launch <https://myremote.ec.europa.eu/> from your browser. Enter your email address and your EU Login password on request (not always the case). Update your EU Login password if required - *if you forgot it, click on [Lost your password?](#) below the Password field to reset it. It must contain **at 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).

2. Next, check that your **verification method** is set at a method which you have used successfully until now. 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"**.

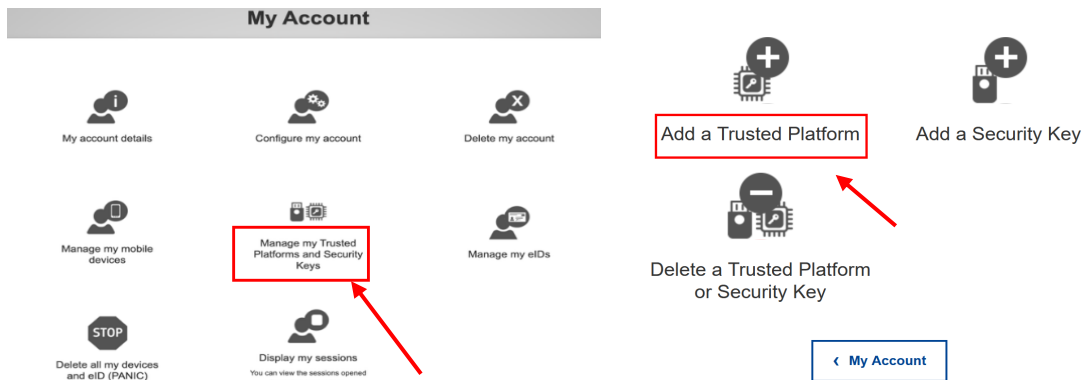
3. After authenticating using your existing verification method, you will now see the Welcome Screen of MyRemote. Click on **"EU Login"**.



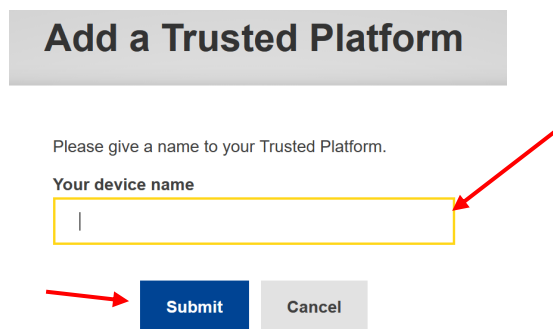
4. If you see the screen below, click on the cog wheel top right next to your name and select **"My account"** from the drop-down menu. If not, go straight to point 5.



5. You are now in “**My account**”. Click on “**Manage my Trusted Platforms and Security Keys**” and next, on **Add a Trusted Platform**.



6. Give your device a name (*iPadAir, iPhone 14, S24 ..*). **APPLE:** 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**.



7. If asked whether you want to “Add a Passkey”, accept.

8. Now authenticate using your usual screen lock (fingerprint or facial recognition, PIN code or Android pattern).

9. You will now receive a message that “**a Passkey has been added**” to your account.

USE WITH EU LOGIN

Launch for example <https://mypmo.europa.eu/>

Enter your email and password if prompted and select **Trusted Platform or Security Key** as your verification method. Authenticate using your usual screen lock (fingerprint or facial recognition, PIN code or Android pattern) and you are in.

EU LOGIN PASSWORD

By enabling a Passkey, 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.