


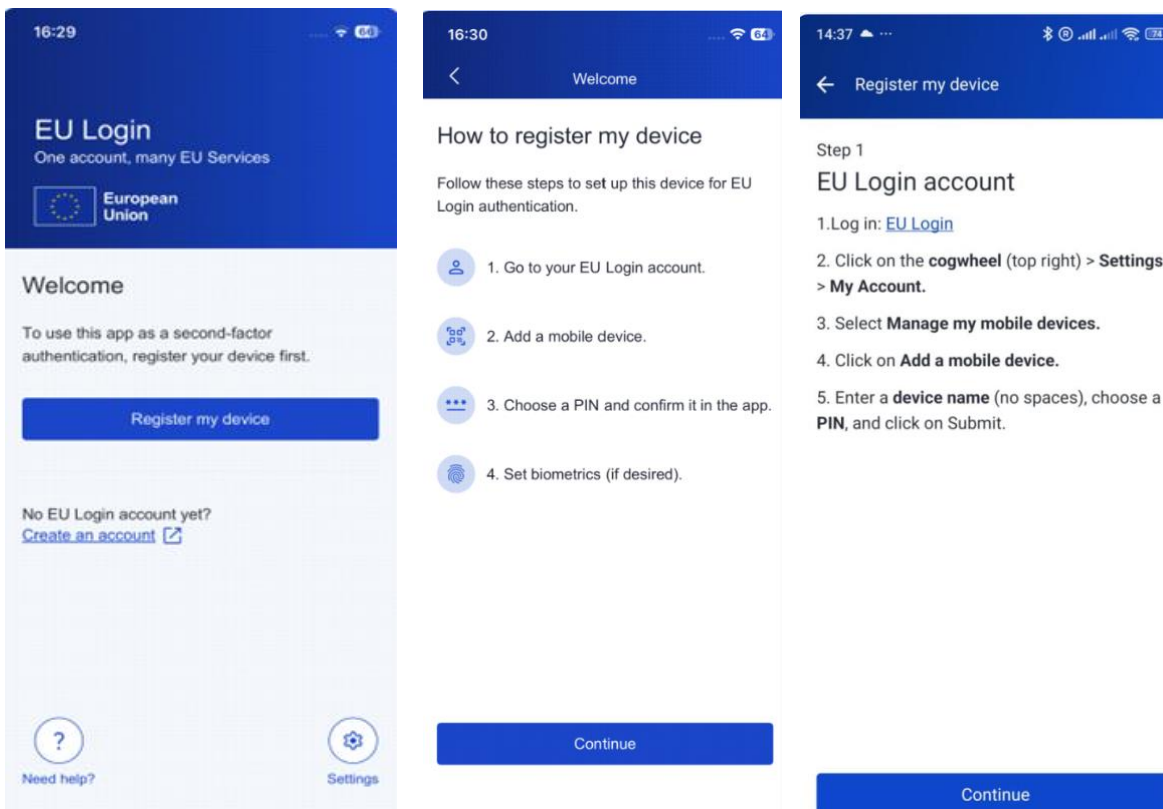
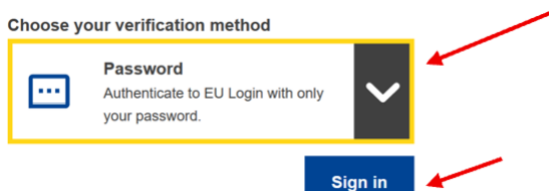


Configuring the EU Login app on a **NEW SMARTPHONE** (when you have **no alternative** log in method)

1. If the EU Login app was already transferred onto your new device: **Delete the EU Login app on your new device:** keep your finger on the EU Login App icon until a pop-up window appears – choose « **Uninstall** »
2. **Search for the latest version of the EU Login app in your App Store/Play Store :** Click on the magnifying glass and search for **EU Login Mobile App**. When you see the icon , download the app by clicking on  or **Install** (depends on your device).
3. **Now click on the  icon on your smartphone/iPad** and then on « **Register my device** ». The procedure to follow is explained on the following screens:



4. Now go to another device (**PC, laptop, iPad, tablet or another smartphone** to follow the instructions on the third screenshot shown above. Launch <https://webgate.ec.europa.eu/cas/>. Click on the black box on the right to open the drop-down menu and **make sure to select Password** as your verification method. Then click on **Sign in**.

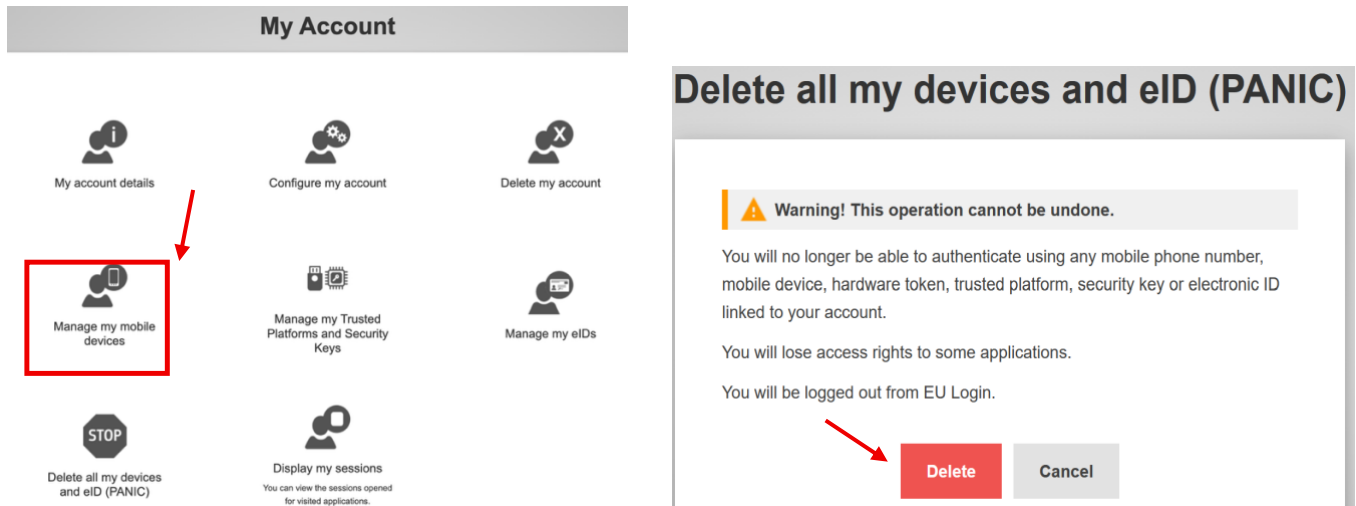


- If you see the screen below, click on the cog wheel top right next to your name and select “**My account**” from the drop-down menu.



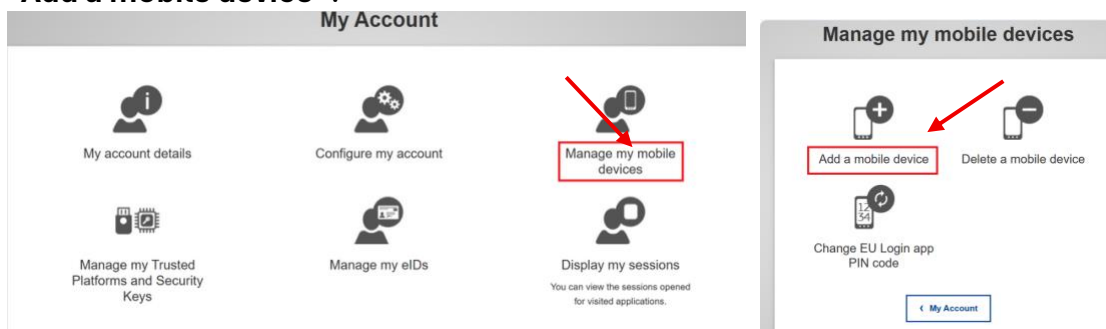
- Click on **STOP / Delete all my devices and eID (PANIC)**

The following warning may make you slightly nervous, **but don't panic! It will be OK! Click on “Delete”!**



If at this point you are evicted from the screen, just relaunch <https://webgate.ec.europa.eu/cas/> and select “**Password**” again (as in point 4 and 5 above).

- When you find yourself again on “My Account”, select “**Manage my mobile devices**” and then “**Add a mobile device**”.



- Give your new mobile device a name (S25, iPhone16 ..) and register a 4-digit PIN code (no problem choosing the same PIN code as before!) and click on **Submit**. A QR code now appears.

Add a mobile device

Please give a name to identify your mobile device and a PIN code to use for it.


Your device name

Your 4 digit PIN code

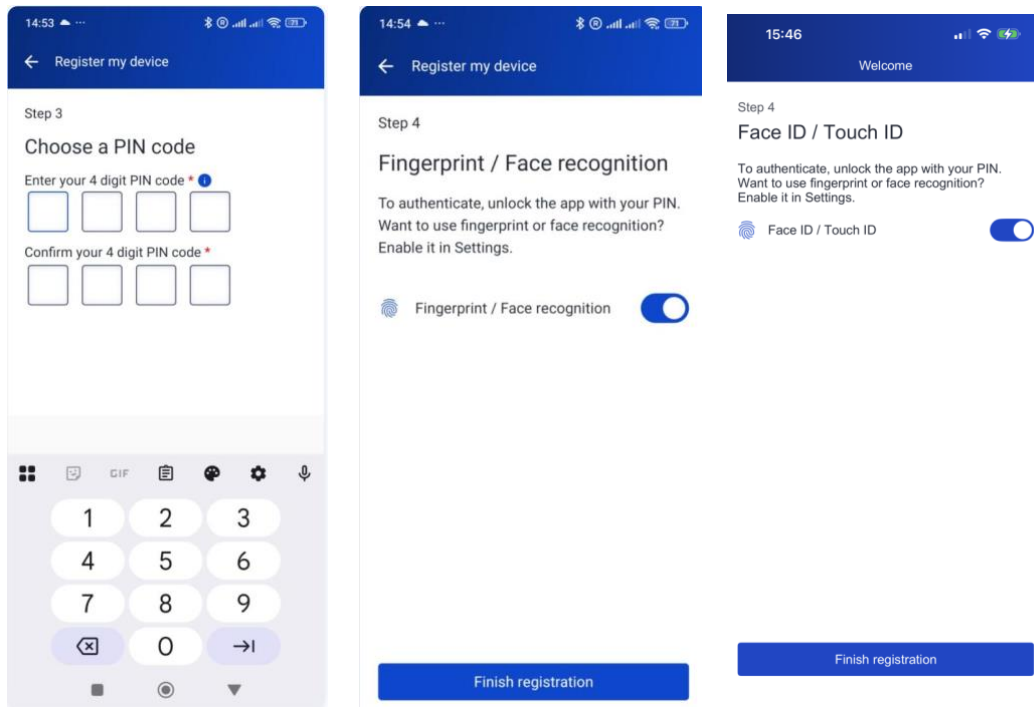
You will be required to enter this PIN code on your mobile device to use the EU Login mobile app.

Confirm your PIN code



9. At this point, go back to the  icon on your new mobile device. Click on **Continue** at the bottom of the first screens which describe the procedure you have just followed. If prompted, agree to the app using the camera whilst using the app and enable notifications. A scanner now opens in your mobile device. Hold it in front of the QR code to scan it. Enter the **4-digit PIN code which you chose in point 8** and confirm.

10. OPTIONAL : Enable biometrics (facial or fingerprint recognition).



You may now try it out by logging into for instance MyPMO (via the app or via <https://mypmo.europa.eu>)

- on the **same mobile device** by choosing **On Mobile Authentication** as your verification method. If this option is not available or does not work (that may happen, particularly on certain iPads), choose **EU Login Mobile App PIN Code instead** as your verification method, see below
- on **another device (PC)** by choosing **EU Login Mobile App PIN Code** as your verification method (not « QR code » which is for offline use).

In both cases, the EU Login App will open on your mobile device to allow you to authenticate.