

EU Login authentication guide

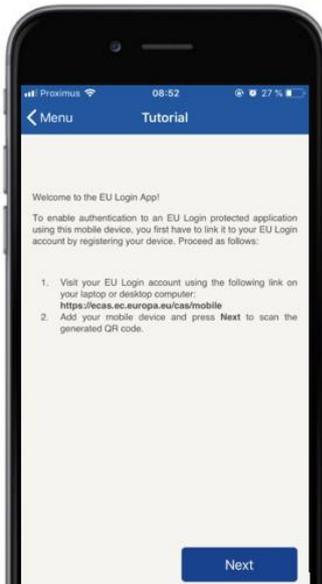
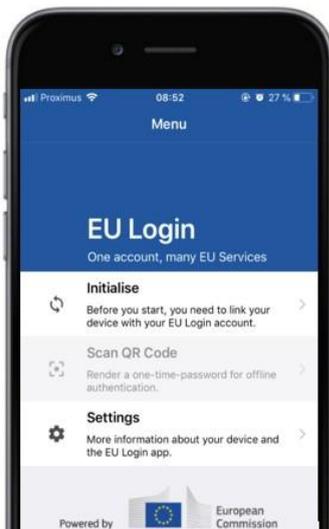
There are several different ways to authenticate. Here you can find a selection of the two most common options in order of preference:

- 1) Using the EU Login App
- 2) SMS Authentication code

Please do not hesitate to contact us sending a <mailto:SCIC-Knowledge-Centre@ec.europa.eu> if you are experiencing difficulties following this guide.

Using the EU Login App

Once you have downloaded the app on your device, you need to 'initialise' it. Here's how:



After installing the EU Login Mobile App, open it and **tap on the "Initialise"** option.

Follow the instructions on the screen: open a browser on your PC and **go to the following URL:**

<https://webgate.ec.europa.eu/cas/mobile>

You are requested to authenticate.

Important: If you already installed and initialised the EU Login Mobile App on another device or if you registered your mobile phone number for receiving SMS, you are requested to authenticate using the already registered device.

Then click on **"Add a mobile device"** in the browser on your PC.

Add a mobile device

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

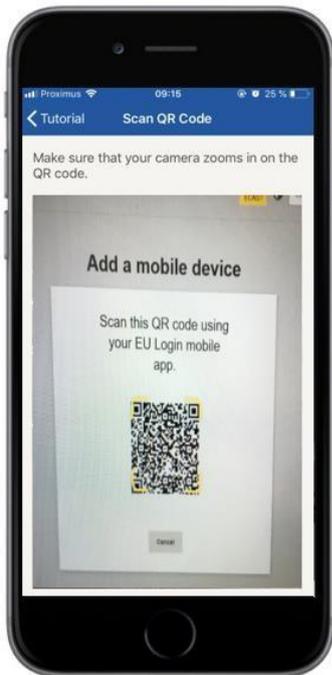
Your device name

Your 4 digit PIN code

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

Confirm your PIN code

Submit Cancel



In the "Your device name" field, **provide a name** that will allow you to remember to which device it refers to. You can pick any name that suits you, such as "My Android tablet", "My iPhone" or "My blue Windows phone".

Select a PIN code composed of 4 digits and **enter it in the "Your 4 digit PIN code" and in the "Confirm your PIN code" fields** to make sure you did not mistype it.

You will be prompted to provide the PIN code when authenticating so make sure you select one that you can easily remember. However, avoid PIN codes that can be easily guessed, such as your birth year or birth day and month.

Once you are done, click "**Submit**" and **then "Next"** on your mobile device.

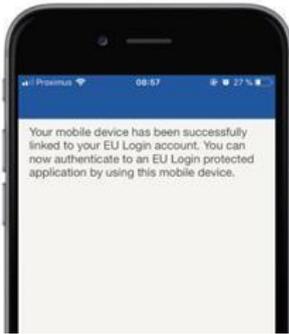
The QR code scanner starts on your mobile device and a QR code is displayed on the screen of your PC.

Point the camera of your mobile phone to your PC screen until the QR code is recognised.

Enter the PIN code you have just chosen on your mobile device and tap "**Authenticate**".

If the app is active (in the foreground) it will automatically redirect you to the browser selector.

If the app is in the background, a notification is displayed on your device. Please accept this notification to be redirected successfully.

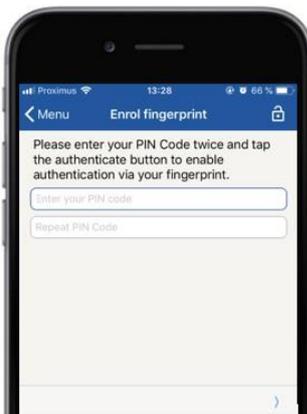


Your EU Login Mobile app is successfully initialised and can be used for authenticating. Click on **“Continue”** to be redirected to the Welcome screen.

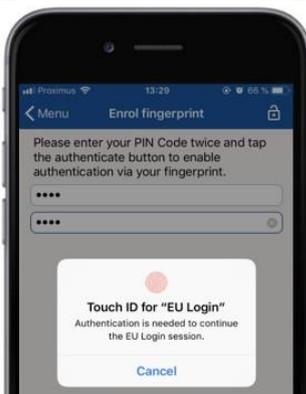


If your device is equipped with **Fingerprint recognition**, an automatic pop up will be displayed to Enable Fingerprint recognition.

You can enable this function by clicking on 'YES'. If you do not want to enable Fingerprint recognition, click on 'SKIP'.



Enter the PIN code you have chosen during the initialisation on your mobile device and click on the arrow.

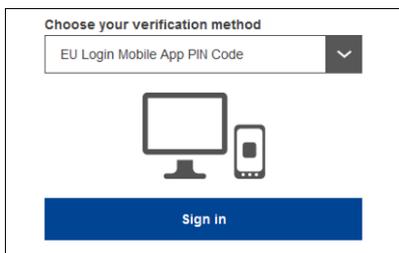


Confirm by authenticating with your fingerprint. You will then be automatically redirected to the Welcome page.

Now that you have downloaded the app and registered your device there are two main options to log in.

- 1- Sign in with PIN code
- 2- Sign in with QR code

Sign in with an EU Login account using the EU Login Mobile App PIN code



Select **"EU Login Mobile App PIN Code"** as the verification method, **enter your password** in the "Password" field and click on **"Sign in"**.

If you have more than one device with an initialised EU Login Mobile App, you are asked to select the one you would like to use.

This left screen does not display if you have only initialised one device.

Click on **the device** using the name you provided.



EU Login sends a **notification** to your mobile device.

Tapping on the notification triggers the launch of the EU Login Mobile App.

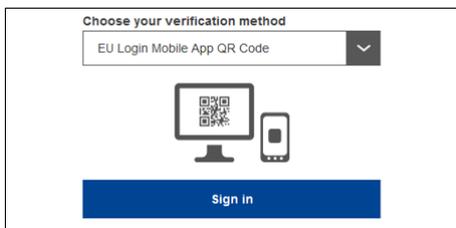


The EU Login Mobile App prompts you to enter your PIN code.

Enter your PIN code and tap on "**Authenticate**".

This automatically completes the process on your PC that proceeds to the service you requested to use.

Sign in with an EU Login account using the EU Login Mobile App QR code



Select "EU Login Mobile App QR Code" as the verification method.

Enter your password in the "Password" field and click on "**Sign in**".

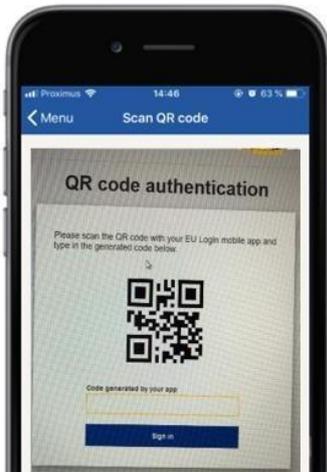


A QR code is displayed on screen.



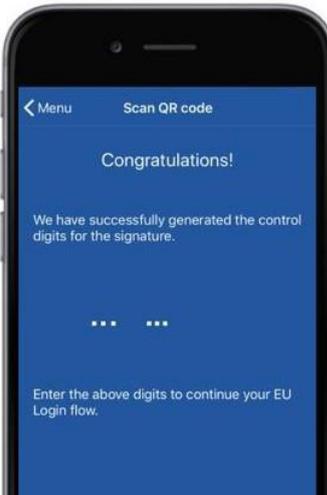
Start the EU Login Mobile App on a mobile device where it has been previously initialised.

Tap on "**Scan QR Code**".



The QR code scanner starts on your mobile device.

Point the camera of your mobile phone to your PC screen until the QR code is recognised.



The EU Login Mobile App displays a **one-time password** composed of digits and characters.

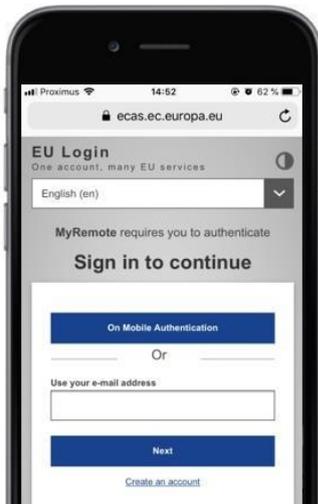


Type the one-time password in the "code generated by your app" field and click "Sign in" to proceed to the service you requested to use.

OR if you are having access with your mobile, you can use the On Mobile authentication

Sign in with an EU Login account using On Mobile authentication

The "On Mobile" verification method is only available when browsing on a mobile device and should only be used if an EU Login Mobile App has been previously installed and initialised on that device.



Select "**On Mobile Authentication**" as the verification method and tap on "**Sign in**".

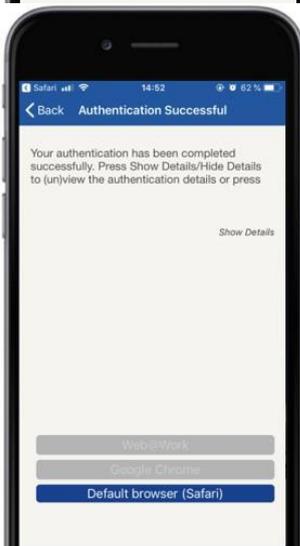


The EU Login Mobile App opens automatically and prompts you to enter your **PIN code**.

Enter your PIN code and tap on "**Authenticate**".

If the app is active (in the foreground), it will automatically redirect you to the browser selector.

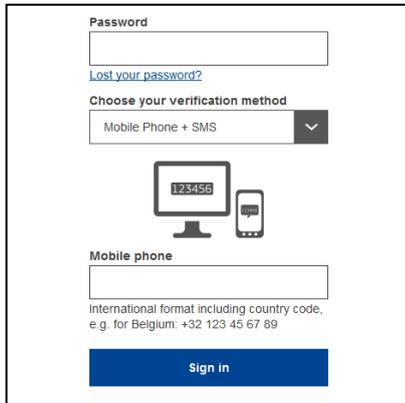
If the app is in the background, a notification is displayed on your device. Please accept this notification to be redirected successfully.



You are now successfully authenticated. Click on "**Default browser**" to be redirected to your application. (This step is only needed for IOS users)

The Mobile Phone + SMS Authentication

Sign in with an EU Login account using Mobile Phone + SMS



Password

[Lost your password?](#)

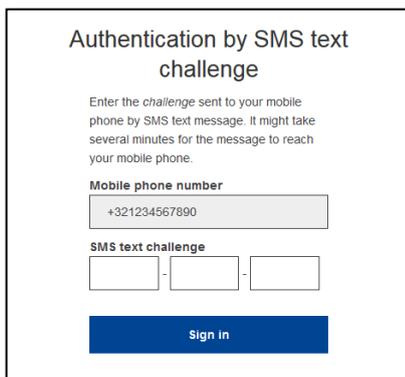
Choose your verification method
Mobile Phone + SMS



Mobile phone

International format including country code, e.g. for Belgium: +32 123 45 67 89

Sign in



Authentication by SMS text challenge

Enter the *challenge* sent to your mobile phone by SMS text message. It might take several minutes for the message to reach your mobile phone.

Mobile phone number

SMS text challenge
 - -

Sign in

Select "Mobile Phone + SMS" as the verification method.

Enter your password in the "Password" field and enter a previously registered mobile phone number in the "Mobile phone" field, starting with a plus sign and with the country code. Do not include dots, parenthesis or hyphens.

When clicking "**Sign in**", an SMS is sent to your mobile device. The SMS contains a challenge code made of nine characters separated with hyphens (minus sign).

Type the challenge you received in the "SMS text challenge" fields and click on "**Sign in**" to proceed to the service you requested to use.