

# How to make your EU login account ready to log in using 2-factor authentication

## Instructions for researchers requesting access to European microdata released by Eurostat

EU-login is the Commission's Authentication Service, a system for logging on to **a range of websites and online services run by the European Commission** including Microdata Access Workflow tool, CIRCABC and Secure CIRCABC (S-CIRCABC). This tutorial is addressed to researchers requesting access to European microdata released by Eurostat and using EU login to access Microdata Access Workflow tool and Secure CIRCABC (S-CIRCABC). If you are looking for help to access other Commission systems, please contact relevant services in charge of these systems.

### Contents

1) Introduction.....	2
2) How to create an EU Login .....	2
3) How to add the mobile phone to your EU Login account .....	5
- Option 1: Adding a mobile phone number to your EU Login .....	6
- Option 2: Adding a mobile device (requires EU Login app installed) .....	8
4) Logging in to microdata access system .....	8
5) Changing mobile phone number in your EU login account.....	8
6) Changing email in your EU login account.....	9
7) Managing your EU login account.....	10
8) Contact .....	10

## 1) Introduction

In order to apply for microdata and follow your application in the system you need to have EU login account allowing 2-factor authentication. It means the system identifies you with the password and with additional personal device, i.e. mobile phone.

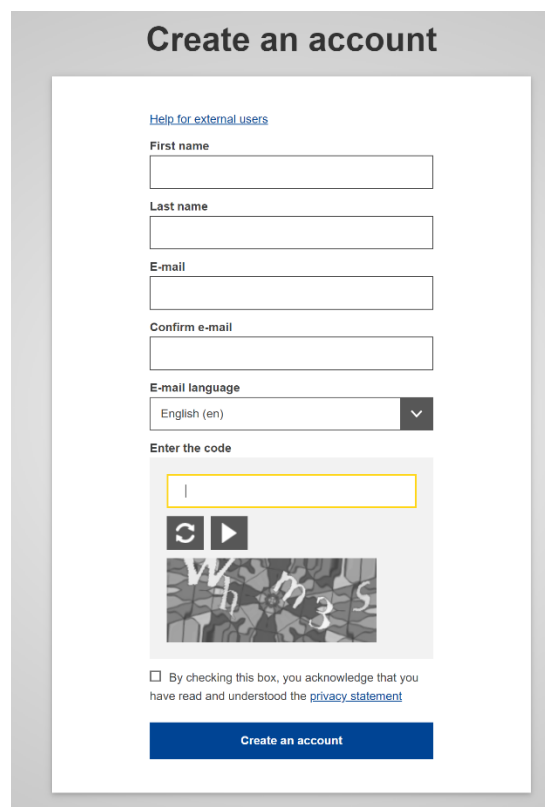
**If you already have your EU login account, go directly to step 3.** In step 3 we will show you how to add your mobile phone to your EU login account to allow login with 2 factor authentication (required to create the research proposal and access your application in the microdata workflow tool).

In step 2 we will show you how to create EU login account.

## 2) How to create an EU Login

To create EU Login:

- go to <https://webgate.ec.europa.eu/cas/login>
- choose "Create an account"
- fill in the form:



The screenshot shows a web form titled "Create an account". At the top left, there is a link "Help for external users". The form contains the following fields and elements:

- First name:** A text input field.
- Last name:** A text input field.
- E-mail:** A text input field.
- Confirm e-mail:** A text input field.
- E-mail language:** A dropdown menu currently showing "English (en)".
- Enter the code:** A section containing a text input field for a code, a "refresh" button (circular arrow), and a "next" button (right arrow).
- Image:** A CAPTCHA image showing a grid of letters and numbers.
- Privacy statement:** A checkbox followed by the text "By checking this box, you acknowledge that you have read and understood the [privacy statement](#)".
- Create an account:** A blue button at the bottom.

- if you were logging in with another EU Login before you have to choose "Sign in with a different email address"

**Sign in to continue**

Welcome back

(European Commission)

[Sign in with a different email address?](#)

Password

[Lost your password?](#)

Choose your verification method

**Password**  
Authenticate to EU Login with only your password.

**Sign in**

- and then choose "Create an account"

**Sign in to continue**

Enter your email address or unique identifier

[Create an account](#) **Next >**

Or

If you do not wish to create an EU Login account, you can sign in by using one of the following third-party sign-in options ("Sign-in Service"). [Read more](#)

[Sign in with your eID](#)

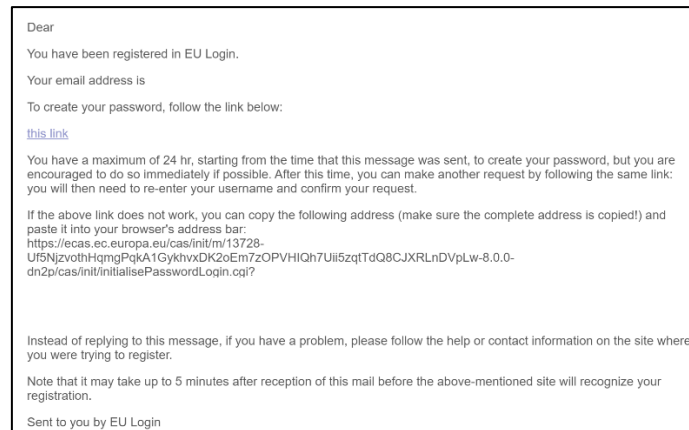
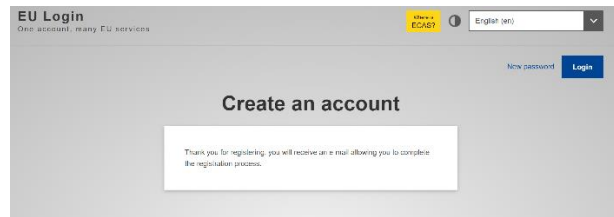
[Sign in with Facebook](#)

[Sign in with Google](#)

- After filling in the form, select "Create an account"

For the microdata access system we only accept EU logins linked to professional email addresses (NOT ACCEPTED: gmail, yahoo, hotmail or similar private addresses). If for some reasons professional email address cannot be used, please write to [estat-microdata-access@ec.europa.eu](mailto:estat-microdata-access@ec.europa.eu) to explain your situation.

After you click "Create an account" you will see a message on the screen and you will receive an e-mail confirmation (please check your e-mail).



By clicking on the link in the e-mail, you are prompted to choose a password.

## New password

**Please choose your new password.**

(External)

**New password**

**Confirm new password**

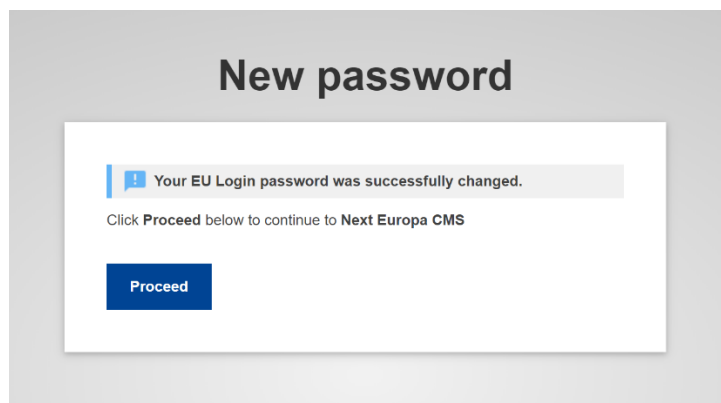
**Submit**

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: GRaMtcWIN5 O1jqbGGBVg UnDjGnb0\*z

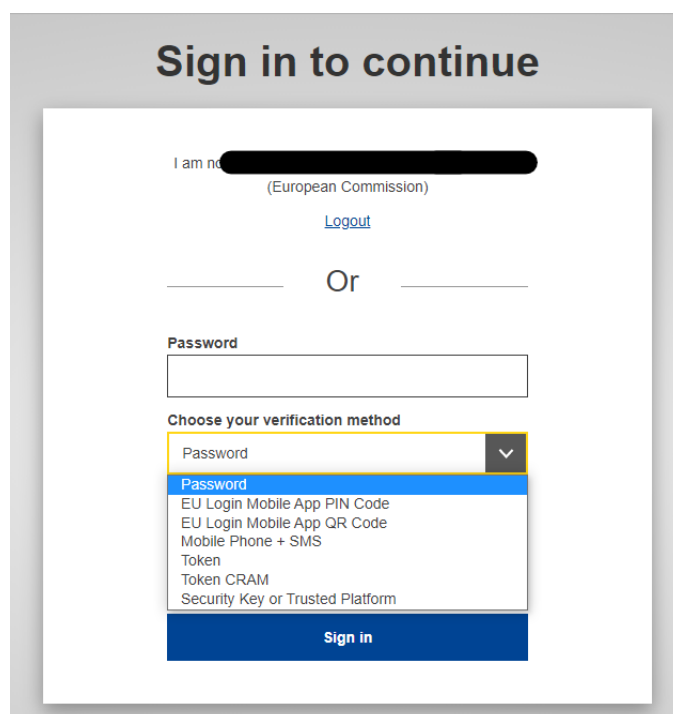
[\[Generate other sample passwords\]](#)



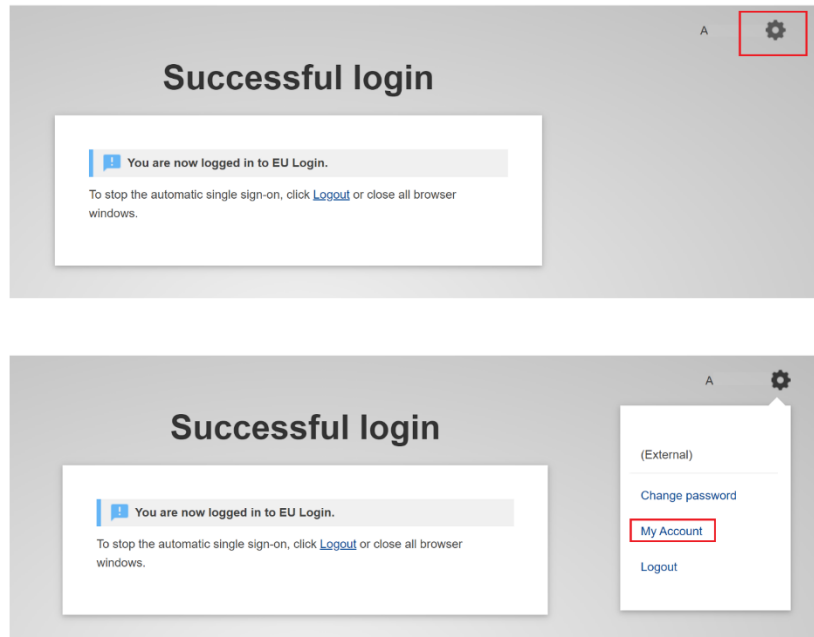
### 3) How to add the mobile phone to your EU Login account

Now you have your EU login created but without your mobile phone registered. To create the research proposal and/or access your application in the microdata workflow tool you need the EU login allowing us to authenticate you via password and via the other device, i.e. mobile phone.

To register your phone you must go to your EU login account. Follow this link: <https://webgate.ec.europa.eu/cas/login> and log in with your "Password" (choose "Password" as a verification method).



Go to Settings, My account.

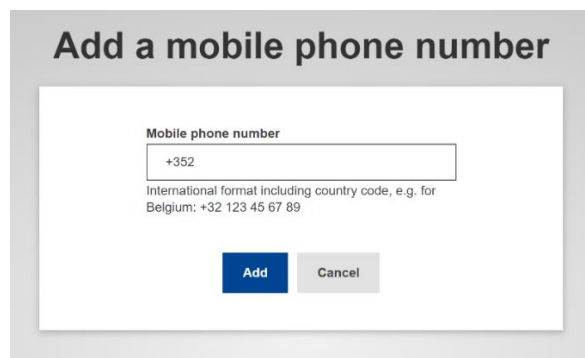
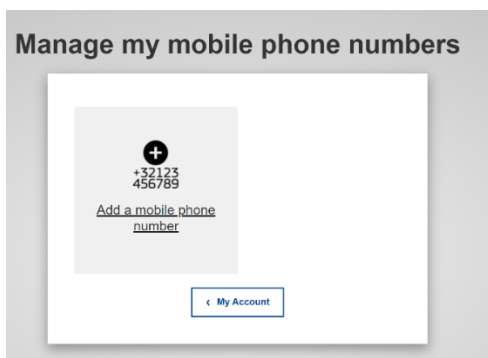
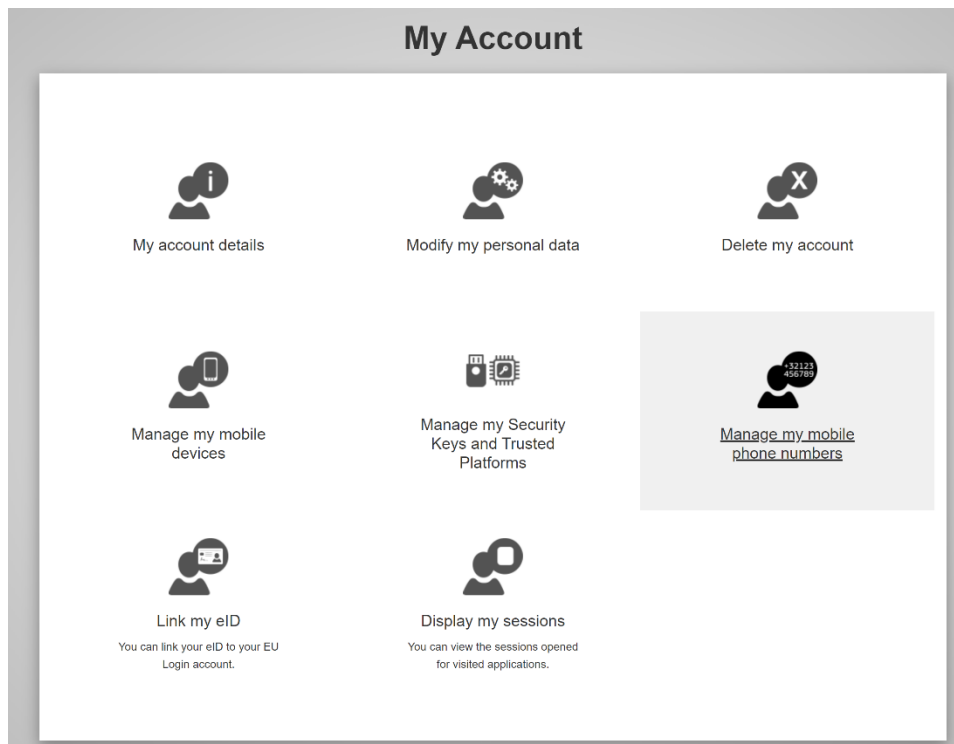


You have two options now:

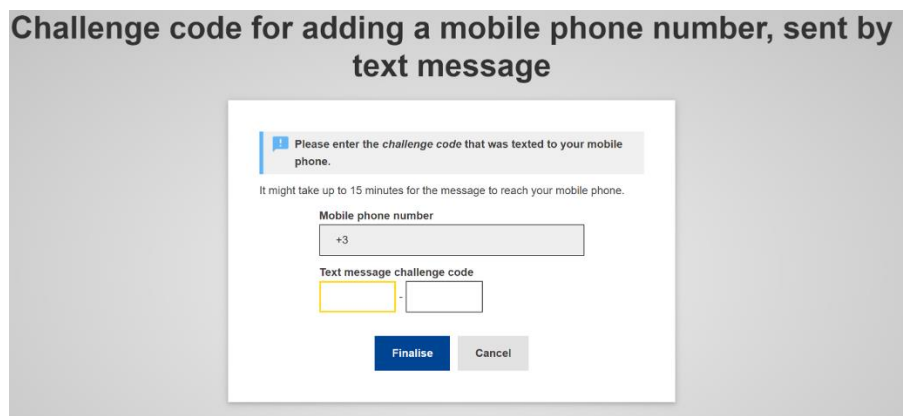
- 1) Option 1: You may add a **mobile phone number** to your EU Login which will allow you to authenticate yourself by using the option "Mobile Phone + SMS"
- 2) Option 2: You may add a **mobile device** to your EU Login which will require EU Login app installation on your smartphone but will allow you to authenticate with several options ("Mobile Phone + SMS" as well as "EU Login Mobile App PIN Code" and "EU Login Mobile App QR Code")

- Option 1: Adding a mobile phone number to your EU Login

To add your phone number choose "Manage my mobile phone numbers".

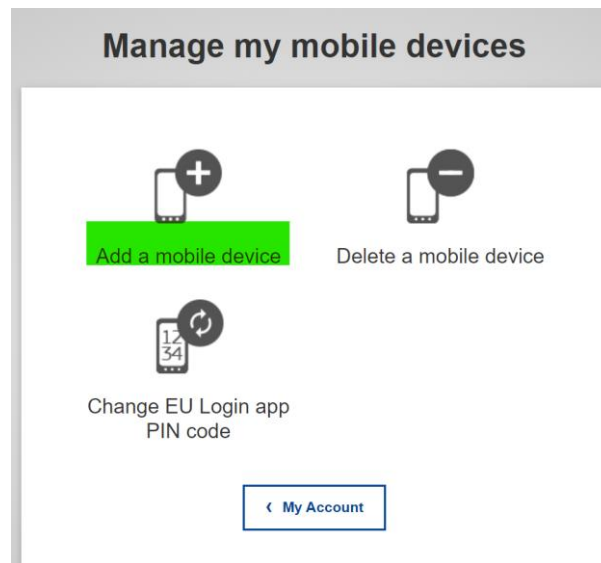


You will receive a challenge code on your phone.

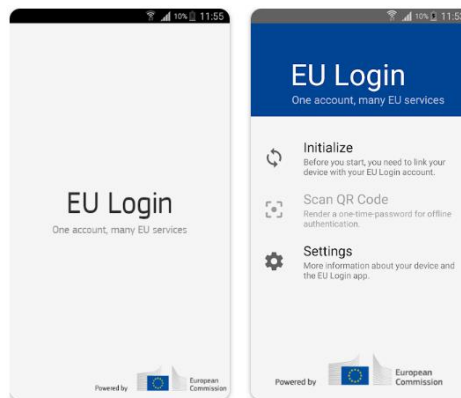


- Option 2: Adding a mobile device (requires EU Login app installed)

You may also add a mobile device to your EU Login account.



To authenticate with the device you must also install the EU Login application on your mobile phone.



#### 4) Logging in to microdata access system

Now you can go back to our site <https://ec.europa.eu/eurostat/microdata/portal> and log in using the 2 factor authentication.

For the microdata access portal we only accept EU logins linked to professional email addresses. The accounts linked to the private email addresses like gmail, yahoo, hotmail or similar are blocked and can not be used to access the portal. If for some reasons professional email address cannot be used to create EU Login account, please contact us: [estat-microdata-access@ec.europa.eu](mailto:estat-microdata-access@ec.europa.eu), explaining your special situation.

#### 5) Changing mobile phone number in your EU login account

If you cannot receive SMS challenge on the current GSM (your number has changed or your device was lost or stolen) go to <https://webgate.ec.europa.eu/cas/login> and log in using password as verification method (see step 3) . Go to "Settings" and "My Account" and select PANIC option. It



deletes all phone numbers/devices registered in your account and you can then add the new phone number or device (see section 3 above).

If you can still use the old phone/device to authenticate, choose the option “Manage my mobile phone numbers” or “Manage my mobile devices” in “My Account”, authenticate using the current mobile phone/device registered and then “Delete my mobile phone number / mobile device”. To register the new number, follow step 3.

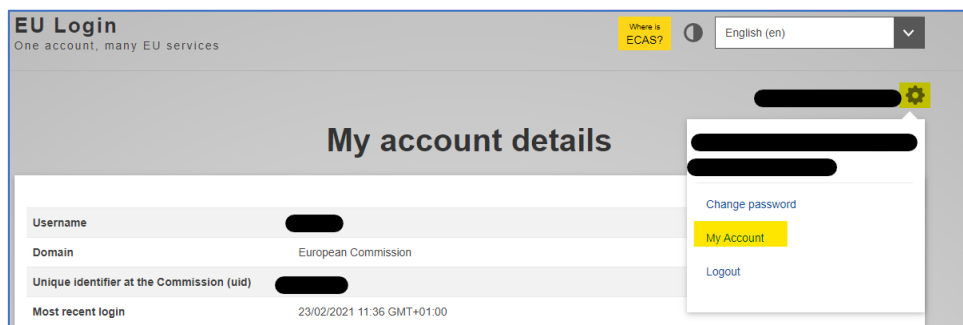
## 6) Changing email in your EU login account

If your e-mail related with EU login account changes you must update the information in two systems:

1. EU login
2. CIRCABC system.

To update your e-mail in **EU login**:

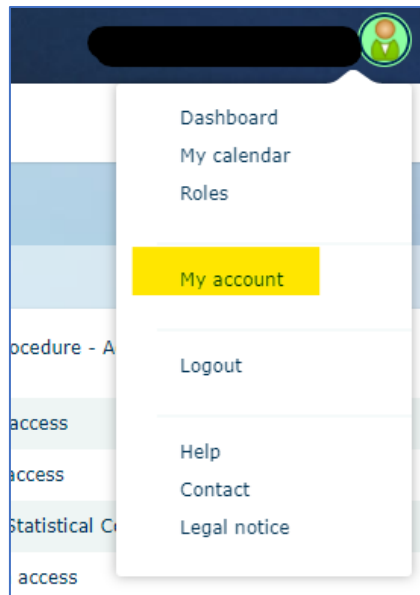
- Go to <https://webgate.ec.europa.eu/cas/userdata/ShowDetails.cgi>
- Go to settings, My account



- Modify my personal data
- Change your email
- Click on Submit

To update your e-mail in **CIRCABC system** (synchronized with S-CIRCABC system):

- Go to <https://circabc.europa.eu/ui/welcome>
- Log in with **your previous e-mail** (and click on settings)
- Click on “My account”



- Click on refresh data from central user DB (at the bottom of the page)

- Update your email address
- Click "Update".

## 7) Managing your EU login account

If you want to manage your account or change your password, you can go to the following URL: <https://webgate.ec.europa.eu/cas/login>. After successfully authenticating, you will have a "Change password" and a "My Account" entry in the menu at the top right corner. From there, you can change your personal information or provide additional devices for authenticating in a more secure way.

## 8) Contact

Write to us if you still have questions **after reading this tutorial**.

For problems with accessing **Microdata Access Portal** please contact us at [estat-microdata-access@ec.europa.eu](mailto:estat-microdata-access@ec.europa.eu). **Please don't write to this address if you have problems with accessing other Commission systems. Please contact relevant services in charge of these systems.**

For technical issues with EU login, not linked with Microdata Access Portal (for example problems with scanning QR code problems with SMS sending etc.) please write to Central EU login helpdesk: [EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu](mailto:EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu).

