External EU Login

For the attention of staff members, former staff members
or relatives of former staff members
to access European Commission services
in the context of end-of-service or end-of-contract

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PMO

What you should know about EU Login

EU Login is the European Commission's user authentication service. The EU login account, composed of an email address, a username and a password, allows authorised users (internal or external) to access a wide range of Commission web services.

There are **3 types** of EU Login accounts. The first one is the type which an **active** member of staff has. This one has the work email as email address. It is for most EU Institutions, Agencies and Bodies. The second one is a so-called "EU Login for Life (**EUL4L**)", which is the continuation of the active EU Login account for pensioners from the Commission and the Council and for unemployed or 'end-of-contract' members of staff who had access to Sysper. Groups referred to as "Post-Active Staff". The EUL4L-account is associated with a private email address.

And a third type is the **external EU Login account**. This one is used by post-active staff who can not have an EUL4L-account. As well as for active members of staff of some EU Institutions, Agencies or Bodies (being those who don't have access to Sysper). The external EU Login account is also associated with a private email address.

On this page on MyIntracomm, you can follow-up on the latest information about which populations should use an EUL4L account and which an external EU Login account. This is important, since you cannot have both types (EUL4L and external) with the same private email address. Depending on which population you belong to, you should use either an EUL4L or an external EU Login account.

EUL4L is managed in your Sysper data. This guide is **only about creating an external EU Login account**.

How to obtain an external EU Login account?

To create an account you need:

- a mobile phone (cell phone, smartphone, …)
- a PC (personal computer) or a tablet
- a private email address (gmail, hotmail…)

If you already have an external EU Login account associated with your preferred private email address, the system will tell you during this process that you already have one. Some people created one in the past, but don't remember this, or don't remember their password. That's fine, you can simply reset your password in that case.

1. Open the link **https://webgate.ec.europa.eu/cas** OR type the address directly into your Internet browser

2. Check whether you already have an account associated with your email address by typing the address and clicking "Next". If that's the case, and you don't remember your password, click to reset your password.

3. If you don't have an external EU Login account yet, click on Create an account

4. Complete the first four fields, insert characters shown on the picture in the field **Enter the code**, tick the box "privacy statement" and then click Create an account

The letters in the captcha image may be written in either upper or lower case in the box above the drawing. In case of difficulty reading the distorted characters, it is possible to request a new sequence by clicking ⟳ or to listen to the audio version by clicking ▶.

5. After registration of the request, the following message is displayed
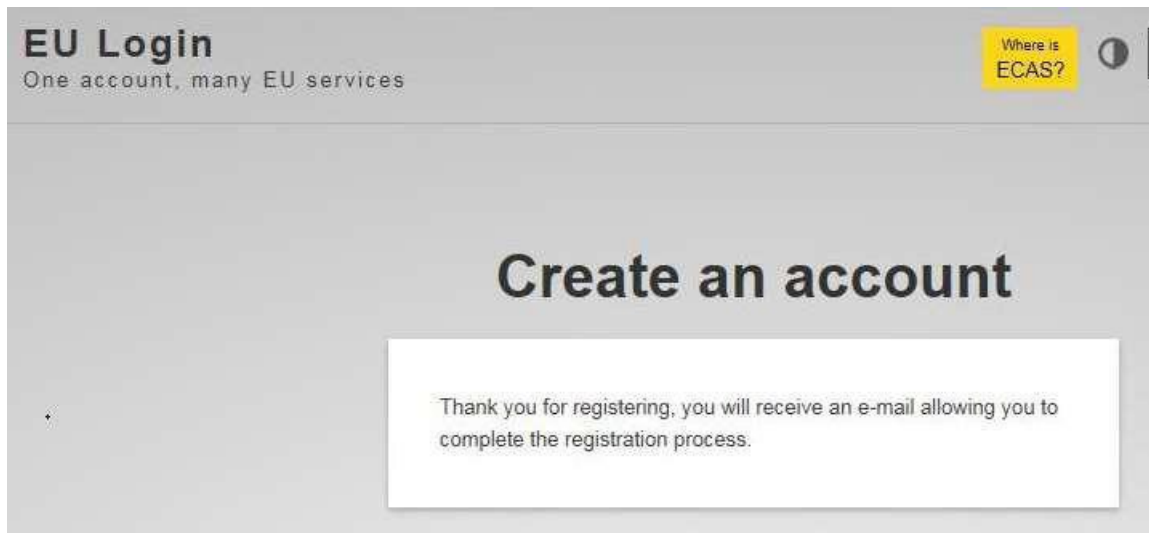
After a few minutes, a message from the Authentication service of the European Commission is sent to your email address.

If the message doesn't arrive, please check your **spam- or junk-folder**.

6. Open the email and click on the link to create the password.

You only have 24 hours to complete this operation. After this time, the procedure must be started again from the beginning.

7. Complete the field "New password" with the password you wish to use.

Type your password again in "Confirm new password" and click **Submit**

8. The system informs you that the password is accepted
   Click **Proceed** to register your mobile phone number

9. To insert the mobile phone number, click Settings ⚙ and then click **My Account**
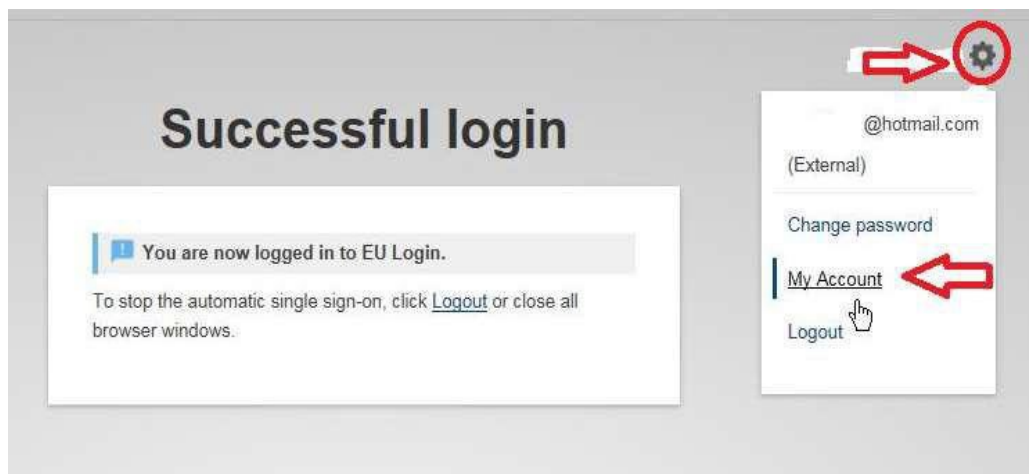
Click **Manage my mobile phone numbers**

Click **Add a mobile phone number**

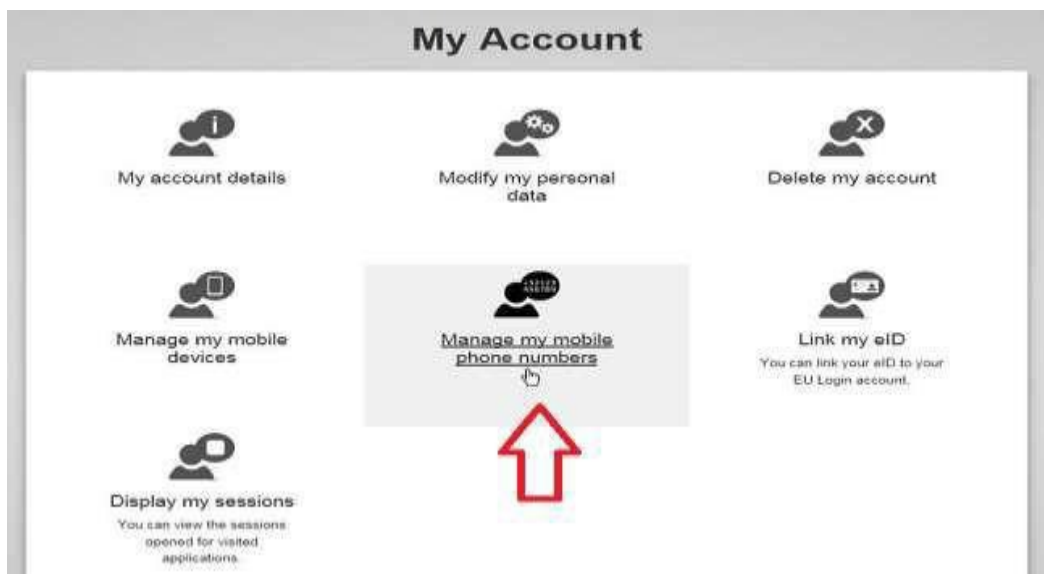Insert your number using the international format with country code

Example: +32 for Belgium, +39 for Italy, …

and then click **Add**

A new text message (SMS) is sent to your mobile phone.

It contains the "challenge code". This single-use alphanumeric code is composed of 8 characters (also referred to as "challenge") that should be entered in the 2 boxes under **Text message challenge code**. This code is not case sensitive.

Then click **FINALISE**

The system informs you that the phone number has been added.

Manage my mobile phone numbers

✅ Your mobile phone number +32 ___ was added successfully.

+ +32123 456789

Add a mobile phone number

− +32123 456789

Delete a mobile phone number

‹ My Account

A confirmation email is also sent to your electronic mailbox

De : Authentication Service <automated-notifications@nomail.ec.europa.eu>
Envoyé : mercredi 28 février 2018 09:26
À :
Objet : One new mobile phone number has been added to your EU Login account

E-mail: ___ @hotmail.com
Date: 28/02/2018 09:26 GMT+01:00

Dear ___ ,

You added the following mobile phone number to your EU Login account at the time mentioned above: +32xxxxxxx31.
action and that it was initiated by yourself. If this is not the case, please contact your local support desk without delay.

This email is sent from an **unmonitored mailbox**:

- If you have any questions about an **application** you want to use, contact the relevant application helpdesk.
- If you need immediate assistance for an issue related to **EU Login authentication**, please contact the relevant
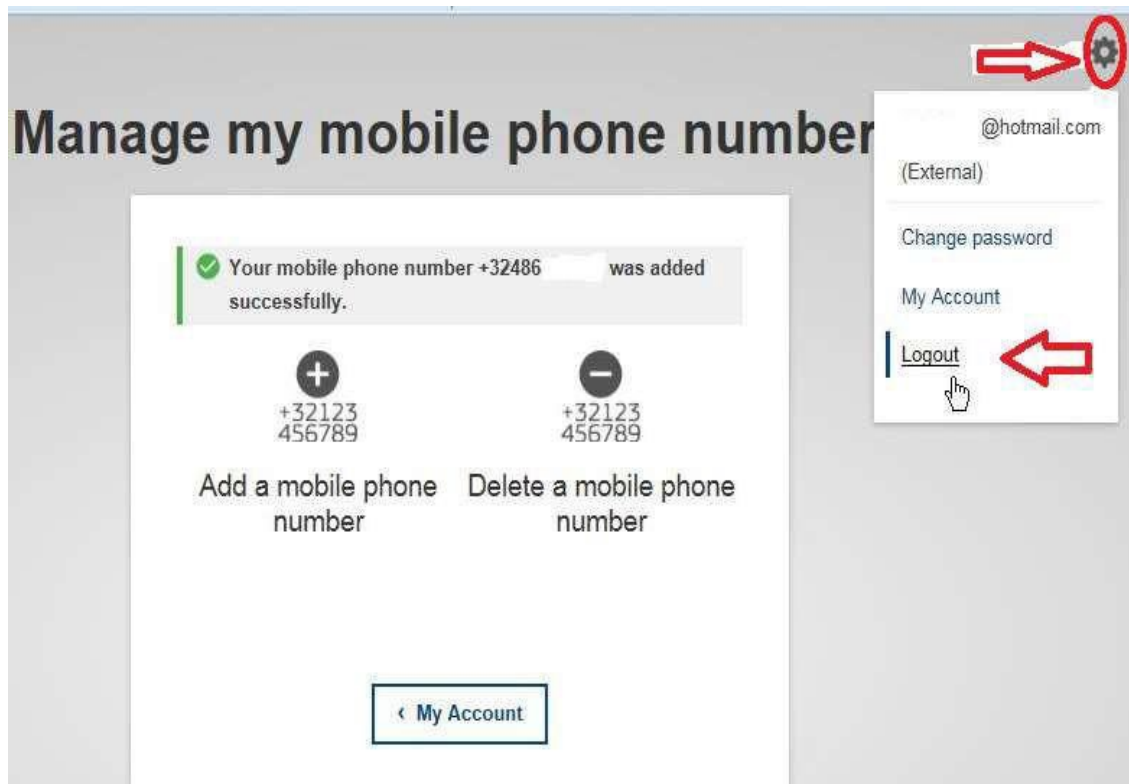
Sent to you by EU Login

If necessary, add another mobile phone number (from another country / operator) in the same way.

10.   ⚙ Click Settings   then **Logout**

You now have successfully created an external EU Login account.

Be aware this EU Login account doesn't give access to European Commission applications and services. EU Login serves **ONLY** for authentication.

In order to access JSIS, Sysper Post Activity, Staff Matters etc., you still need to link this external EU Login account with your "identity" as it is known by the European Commission. To this end, we have developed other guides.

Accesses to these applications require 2-factor authentication. That's why we included the registration of your mobile phone number in this guide. However, there are other methods you could use as well. You can dowload the EU Login mobile app on your smartphone for example. To configure this app, we have developed another guide.

Who to contact?

• For all your questions, please address them via Staff Matters:

  • *While still in active service*: [Staff Matters (europa.eu)](#);

  • *After your active service*, you can access all EC services via [MyRemote](#).

• For IT-related issues as accessibility problems, EU Login etc. please use [Staff Matters](#) or the [PMO IT Forms in My IT Support](#) while still in service. After retirement/end-of-contract, you can use the Functional Mailbox: PMO-IT-APPLICATIONS@ec.europa.eu.