

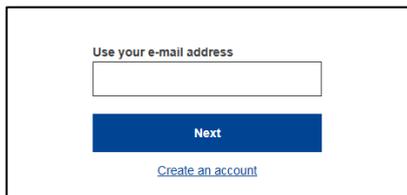
## How to authenticate with EU Login

EU Login is the entry gate to sign in to different European Commission services and/or other systems. EU Login verifies your identity and allows recovering your personal settings, history and access rights in a secure way. You can sign in using social media accounts or the EU Login account.

## Create an EU Login account

You can create an **EU Login account** using the self-service.

Please note that active members of EU staff do not need to create an account.



Use your e-mail address

Next

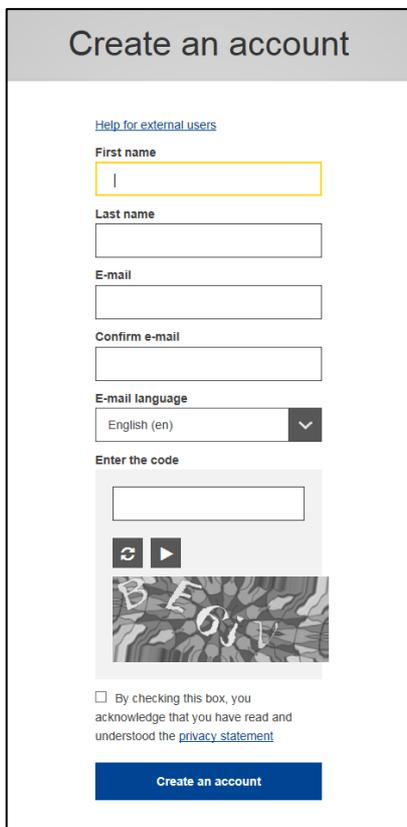
[Create an account](#)

Click on the "**Create an account**" link on the EU Login main page.

There is no need to fill in the "Use your e-mail address" field.

Fill in the provided form with your personal details:

- **First name** – Your first name cannot be empty and can contain letters in any alphabet;
- **Last name** – Your last name cannot be empty and can contain letters in any alphabet;
- **E-mail** – An e-mail address that you have access to;
- **Confirm e-mail** – Type your e-mail address again to make sure it is correct;
- **E-mail language** – The language used when EU Login sends you e-mails regardless of the language used in the interface. It guarantees that you are able to understand these e-mails even if they were triggered mistakenly. EU Login only sends you e-mails for validating your identity or for notifying you about security events affecting your account;
- **Enter the code** – By entering the letter and numbers in the picture, you demonstrate that you are a human being who is legitimately creating an account. If the code is too difficult to read, click on the button with two arrows to generate a new one;
- Check the **privacy statement** by clicking on the link and tick the box to accept the conditions;
- Click on "**Create an account**" to proceed.



Create an account

[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language

English (en) ▼

Enter the code



By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Create an account

If the form is correctly filled in, an e-mail is sent to the address you provided in order to verify that you have access to it.

After a couple of seconds, you should **receive an e-mail** in your mailbox.

If you cannot find the e-mail, check your spam or junk folder.

Dear ...,

You have been registered in EU Login.

Your email address is ...@... .

To create your password, follow the link below:

[this link](#)

You have a maximum of 5 min, starting from the time that this message was sent, to create your password, but you are encouraged to do so immediately if possible. After this time, you can make another request by following the same link: you will then need to re-enter your username and confirm your request.

If the above link does not work, you can copy the following address (make sure the complete address is copied!) and paste it into your browser's address bar:  
<https://ecas.ec.europa.eu/cas/init/initialisePasswordLogin.cgi?xxx...>

Instead of replying to this message, if you have a problem, please follow the help or contact information on the site where you were trying to register.

Note that it may take up to 5 minutes after reception of this mail before the above-mentioned site will recognize your registration.

Sent to you by EU Login

**Click the link** in the e-mail or copy/paste it in the address bar of your browser.

You are invited to **select a password** and to **confirm it** to make sure you did not mistype it.

The E-mail field is prefilled and cannot be changed. It should contain the e-mail address you provided previously.

### New password

Please choose your new password.

E-mail

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: TEeiNoLwK} xLxk6S{TPq YNKIKt4nf  
[\[Generate other sample passwords\]](#)

**Type the password** you want to use in the "New password" field.

It must contain at least 10 characters and a combination of:

- upper case letters,
- lower case letters,
- numbers and
- special characters.

Select a password as long and as complex as you can in order to make your account more secure but keep in mind that you will have to remember it.

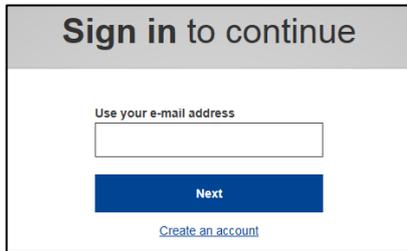
**Type your password again** in the "Confirm new password" and click on "**Submit**".

You are now authenticated and can proceed to the service you want to use.

Click on "**Proceed**" in order to do so.

## Sign in with an EU Login account

Once your EU Login account is created, you can use it to access a multitude of services. While accessing these services, the EU Login screen will display when authentication is needed.



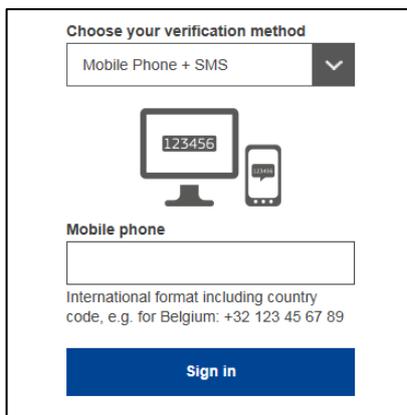
**Enter the e-mail address** you provided when creating your EU Login account in the "Use your e-mail address" field and click on "**Next**".

Your e-mail address will automatically be remembered so that you can skip this step next time you use the same browser on the same PC.

## Choose your verification method

EU Login supports a variety of verification methods. The method used for the Union Registry is Mobile phone + SMS.

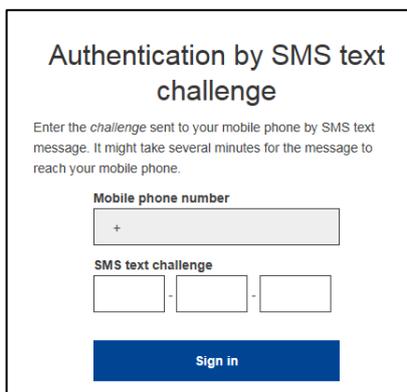
## Sign in with an EU Login account using Mobile Phone + SMS



**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).

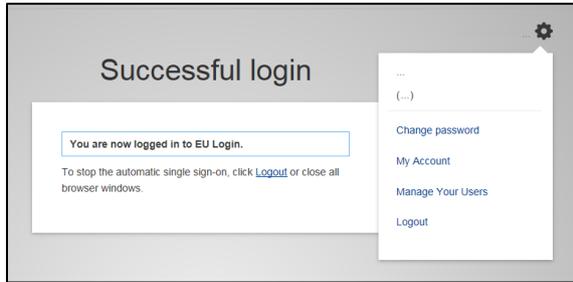


**Type the challenge** you received in the "SMS text challenge" fields and click on "**Sign in**" to proceed to the service you requested to use.

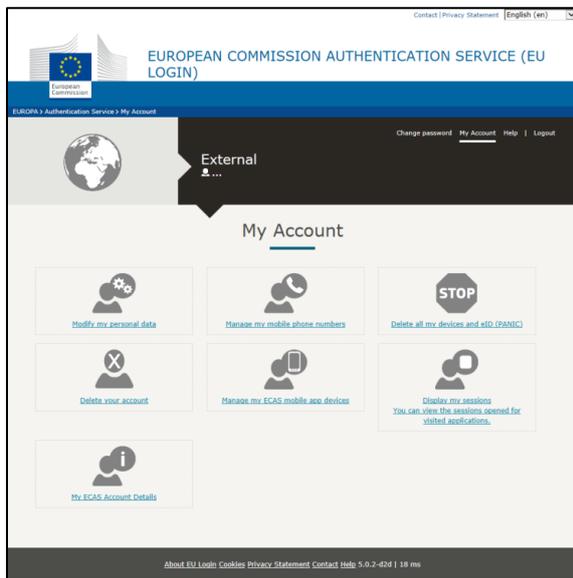
## Register a mobile phone number for receiving verification SMS

Your mobile phone number needs to be registered in your EU Login account in order to receive SMSs to authenticate. Please note that active members of EU staff have to follow a different process for registering their mobile phone number.

In order to register your mobile phone number, open a browser and **go to the following URL**: <https://ecas.ec.europa.eu/cas>

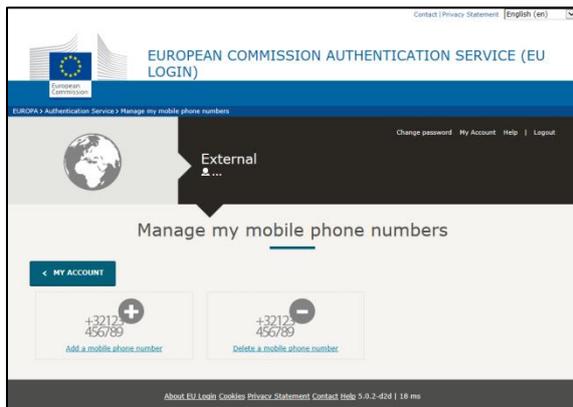


Once successfully authenticated, move the mouse over the gear **at the top right corner** to display the menu and select **"My Account"**.

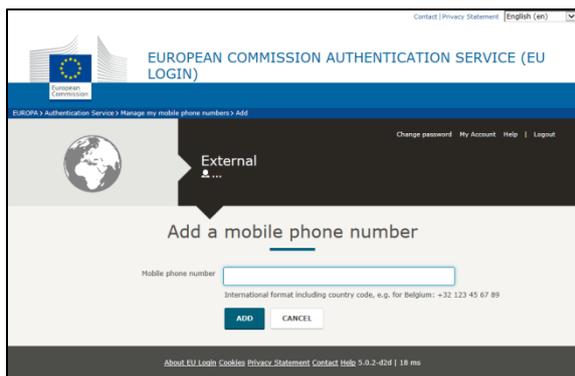


The screen that is displayed uses the ECAS Look & Feel, it will be migrated to EU Login at a later stage.

Click on **"Manage my mobile phone numbers"**.



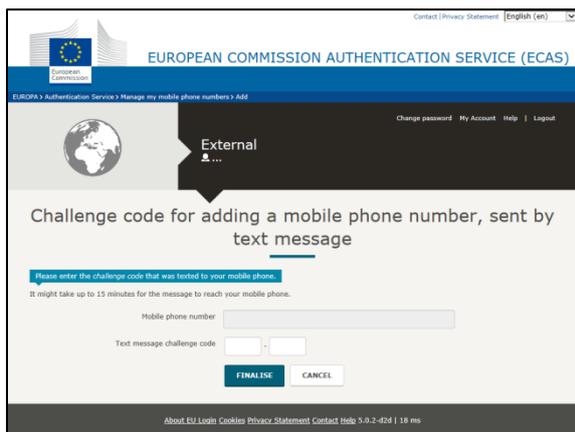
Click on **"Add a mobile phone number"**.



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

When clicking "Add", an **SMS is sent** to your mobile device.

The SMS contains a **challenge code** made of eight characters separated with a hyphen (minus sign).



**Type the challenge code** you received in the "Text message challenge code" fields and click on **"Finalise"**.



Your mobile phone number is successfully registered and can now be used for authenticating.

## Hints and tips

- It can happen that you successfully sign in EU Login but your access to a given service is denied. In that case, please contact the helpdesk of the particular service and request the access rights.
- At any moment, you can click on "EU Login" at the top left corner to go back to the "Sign in" screen.
- If you want to manage your account or change your password, you can go to the following URL: <https://ecas.ec.europa.eu/cas>  
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.