SMS authentication phase-out In EU Login

Strengthen your digital security
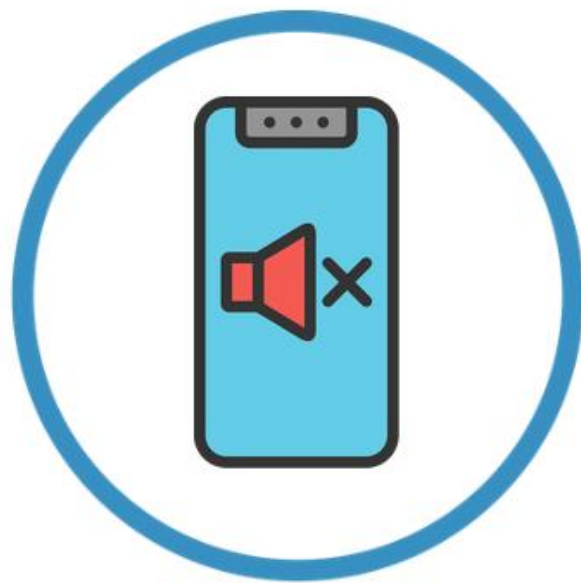
START TIME

11:00

European Commission

Participation rules

Put your mobile
**devices
in silent mode**

For online sessions :
mute your microphone

There will be time for
**questions and interaction
after the session.**

Agenda

1. Introduction

2. General presentation of the different alternatives

3. Step-by-step instructions

4. Additional resources

5. Support in small groups

European Commission

1. Introduction

Context

- **On 1 July 2025, the European Commission will stop sending SMS** messages for authentication to EU Login for security reasons (risk of fraudulent SMS messages, interception of messages or exchange of SIM cards).

- **You will need to find a new way of authenticating yourself** in order to continue accessing the European Commission's digital services.

- **We understand that this can be a big change**, but we're here to support you and make the transition easier.

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2. General presentation of the various alternatives

Alternative solutions

EU Login mobile app
Application available on Android et iOS

eID
Card reader or national app on mobile device, depending on the country

Trusted platform
Integrated chip enabling biometric recognition (TPM/T2)

Passkey
Software version of the secure platform in the cloud

USB key
Physical device containing a recognition file

EU Login

European Commission

EU Login mobile application

- **A high level of safety** and a practical, user-friendly experience

- **Ideal for users who are comfortable with technology** and the use of smartphones

- **Continuous authentication to EU applications** from your mobile device

How does it work on Android and iOS?

- **Download the application** onto your smartphone and link it to your EU Login account from the My Account page.

- **Authenticate yourself** using a PIN code, fingerprint, facial recognition or by scanning a QR code when you're offline.

Electronic identification (eID)
Countries

○ 🇦🇹 Austria ○ 🇧🇪 Belgium ○ 🇭🇷 Croatia

○ 🇨🇿 Czechia ○ 🇩🇰 Denmark ○ 🇪🇪 Estonia

○ 🇫🇷 France ○ 🇩🇪 Germany ○ 🇮🇹 Italy

○ 🇱🇻 Latvia ○ 🇱🇮 Liechtenstein ○ 🇱🇹 Lithuania

○ 🇱🇺 Luxembourg ○ 🇲🇹 Malta ○ 🇳🇱 Netherlands

○ 🇵🇱 Poland ○ 🇵🇹 Portugal ○ 🇸🇰 Slovakia

○ 🇸🇮 Slovenia ○ 🇪🇸 Spain ○ 🇸🇪 Sweden

Electronic identification (eID)

- **Electronic identity card** with card reader and eID programme or **mobile** national **electronic identity** application

- **Enables identity verification** and provides user details, simplifying lengthy processes while improving accuracy

- **Minimises the risk of identity theft** and unauthorised access

How does it work?

- **Connect your eID to your computer** using a card reader and link it to your EU Login account. (be aware the driver must be installed on your computer)

- For some countries, **you can also use a national mobile eID application**, such as Itsme for the Belgian eID.

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Trusted platform (TPM)

- **A small chip inside your computer** that helps keep it secure.

- **Available in almost all computers** produced after 2010 and running Windows 10 or higher. For Apple computers, this chip is called T1 or T2

- [More information online about compatible devices](#)

- **Quick and easy access to services**, using a PIN code, fingerprint or facial recognition.

How does it work?

- **Configure your TPM** on your computer and add it as a method in My EU Login Account.

- **Log in using a compatible browser**, select the TPM and use your PIN code, fingerprint or facial recognition.

European Commission

Security key

- **An easy-to-configure removable device** that you can use on multiple devices

- A **highly secure** authentication method

- **Can be used for other accounts** from other service providers

How does it work?

- **Plug the security key into your device** via a USB port and link it to your EU Login account. (make sure to choose the connector of the key that correspond to the port of your computer)

- Once the installation is complete, **touch the key to verify your identity** and that's it.

- **Check that your device is compatible** with FIDO2.

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Virtual lock (Passkey)

- **Robust security** using cryptographic keys, reducing vulnerabilities.

- **A secure way to identify yourself on all devices** (smartphones, tablets, computers).

- **Direct and effective authentication**, easy to set up and use.

- **Note**: on Apple devices, this works between all Apple devices.

How does it work?

- **Use the same method you used to unlock your device** (e.g., PIN code, fingerprint, facial recognition or template)
- Link it to your EU Login account from the My account page.

European Commission

3. Step-by-step instructions

Alternative solutions

EU Login mobile app

Application available
on Android et iOS

eID

Card reader or national app on
mobile device, depending on
the country

Trusted platform

Integrated chip enabling
biometric recognition (TPM/T2)

Passkey

Software version of the secure
platform
in the cloud

USB key

Physical device containing
a recognition file

EU
Login

Commission
européenne

Methods / Devices

Device \ Method	EU Login app	eID		Trusted platform		Passkey	USB key
				TMP	T2		
Mobile phone / Tablet	✅	❌	✅	❌	✅	✅	⛔
Computer	❌	✅	❌	✅	✅	✅	✅

Commission européenne

Instructions EU Login mobile application

Make sure to have the following elements at your disposal:

1. Your **smartphone or tablet** <u>and</u> another **computing device** (computer, second smartphone or tablet), both sufficiently **charged and with internet access**.

2. Your smartphone or tablet (which you will use to access EU Login services over the long term) **must be protected by a lock code** (PIN code, fingerprint, facial recognition, etc.).

3. **Your EU Login account details** (e-mail address and password).

4. Your **private e-mail address and password.**

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Download the EU Login mobile application

On your mobile phone:

Open Play Store
(for Android devices)

Open App Store
(for Apple devices)

European Commission

Find the EU Login application

In the Play Store or App Store :

Use the "Search" function
Type EU LOGIN mobile App

Locate the application
Find the official EU Login application in the results

Install
Click and install the application on your device

eu login mobile app

About these results ⓘ

EU EU Login
Login

Install

2.8 ★   1M+   3
4K reviews ⓘ Downloads   PEGI 3 ⓘ

EU Login and Access Management for Mobile Devices

Games   Apps   Search   Books

Access EU Login

On your computer:

Open your web browser
Type in the URL: ecas.ec.europa.eu/cas

Check your e-mail address
(Your address must be visible)

Enter your login details
Enter your password **(1)** and choose the authentication
method **Password (2)**
(click on the **white arrow (3)**

Finalise the connection
Click on Sign in **(4)**

Sign in to continue

Welcome

Email address / unique identifier

Sign in with a different e-mail address?

Password

(1)

Lost your password?

Choose your verification method

Password (2)
Authenticate to EU Login with
only your password.

(3)

Sign in **(4)**

European
Commission

Access your account settings

On your computer, EU Login account :

Access the settings
In the top right-hand corner, click on the **cogwheel**, and **My Account**

Device management
Choose **Manage my mobile devices**

Add a device
Choose **Add a mobile device**

Successful login

⚠ You are now logged in to EU Login.

To stop the automatic single sign-on, click **Logout** or close all browser windows.

Firstname Lastname ⚙

user@email.eu
(External)

Change password

My Account

Logout

My Account

My account details

Configure my account

Manage my mobile devices

Manage my Security Keys and Trusted Platforms

Manage my eIDs

Display my sessions
You can view the sessions opened for visited applications.

Add a mobile device

European Commission

Setting up the device security system

1 **Name your device**
Enter a name for your device
(whatever you want)

2

3 **Create a security code**
Choose a 4-digit code and confirm it

4 **Remember your code**
PS: This code will be used for you
authenticate. Don't forget it!

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

Your device name

1

Your 4 digit PIN code

2

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

Confirm your PIN code

3

4 → **Submit**   **Cancel**

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Installing the mobile application

Open the application
Click on the application on your phone

Start configuration
Click on Continue

Give authorisations
Click to accept the authorisations

Confirm authorisations
Click to authorise

Authorise access to the camera
Authorise the EU login application to take photos

EU Login
One account, many EU Services

Initialise
Before you start, you need to link your device with your EU Login account.

Scan QR Code
Render a one-time-password for offline authentication.

Settings
More information about your device and the EU Login app.

European Commission
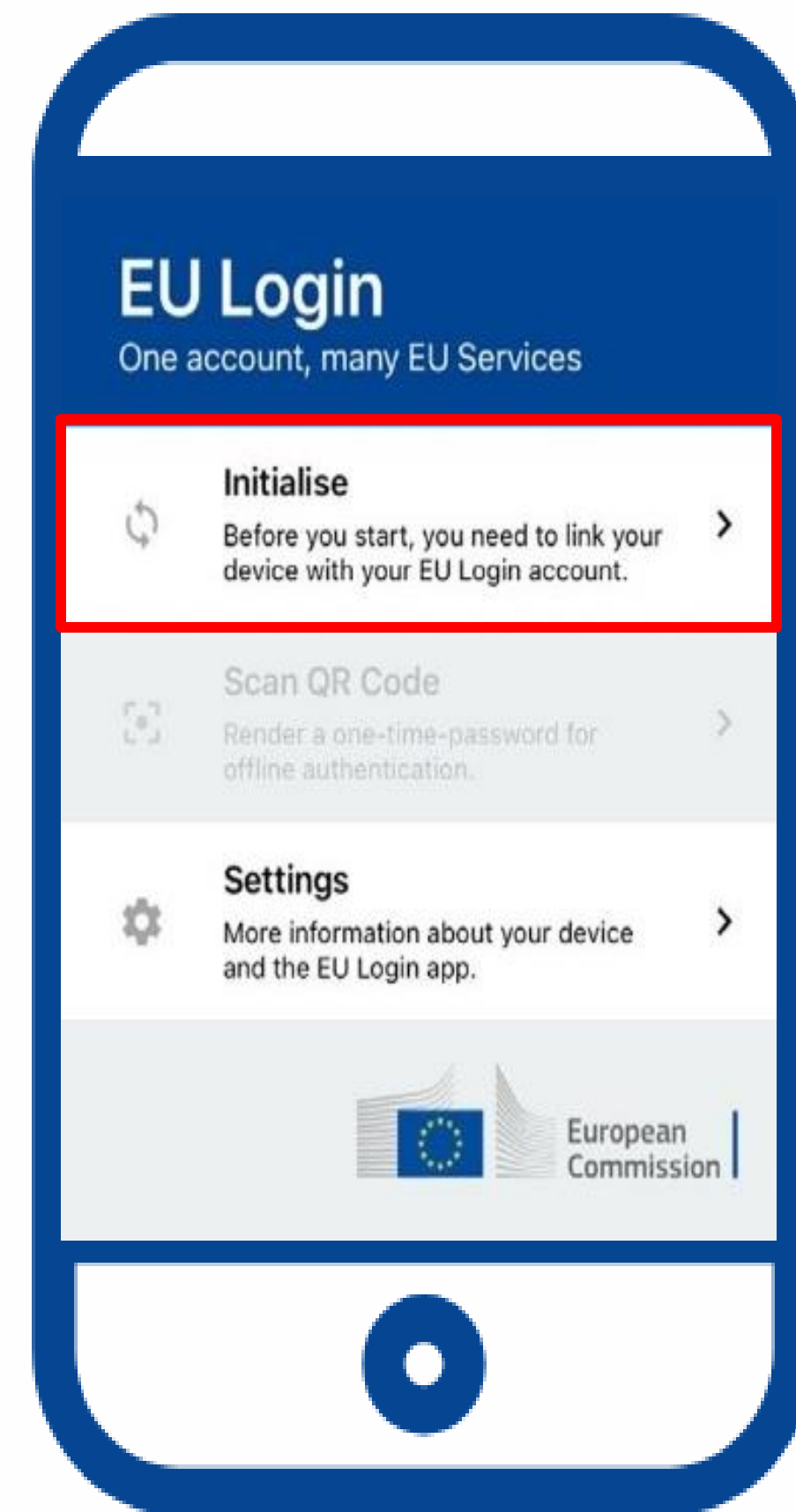
Link your device

On your computer:

1. **Link at your computer**
Click on **Submit**

4. **Confirmation**
Wait for confirmation that your device has been installed

On your mobile phone:

2. **Reading the QR code**
Use your phone to **scan the QR code** displayed on your computer

3. **Enter the code**
On your phone, **enter the 4-digit code** you created earlier

Installation EU Login app complete!

Add a device

✓ Your device has been added to your EU Login account

Ready to use

✓ You can use the EU Login application to authenticate yourself

Code protected

✓ Your 4-digit code secures your authentication

☺ **You can now authenticate yourself via the EU Login mobile application**

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Instructions eID

Make sure you have the following items at your disposal:

1. **The computer** you wish to use to access EU Login **must be sufficiently charged and have Internet access.**

2. **Your electronic identity card** and **card reader** (driver installed on your computer) or **national electronic identity application (e.g. Itsme)** installed on your mobile device, ready to use.

3. **Your EU Login credentials** (e-mail address and password).

4. **Your private e-mail address and password**.

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Access EU Login

On your computer:

Open your web browser
Type in the URL: ecas.ec.europa.eu/cas

Check your e-mail address
(Your address must be visible)

Enter your login details
Enter your password **(1)** and choose the authentication method:
Password (2)
(click the **white arrow (3)**)

Finalise the connection
Click on Sign in **(4)**

Sign in to continue

Welcome

Email address / unique identifier

Sign in with a different e-mail address?

Password

(1)

Lost your password?

Choose your verification method

··· Password **(2)**
Authenticate to EU Login with only your password.

(3)

Sign in **(4)**

European Commission

Access your account settings

On your computer, EU Login account :

Access the settings
In the top right-hand corner, click on the **cogwheel**

Click on My account
To access the settings your account

Select Manage my eIDs
To manage your electronic identities

English (en)

Successful login

⚠️ You are now logged in to EU Login.

To stop the automatic single sign-on, click Logout or close all browser windows.

Change password

My Account

Logout

My Account

My account details

Configure my account

Manage my mobile devices

Manage my Security Keys and Trusted Platforms

Manage my eIDs

Display my sessions
You can view the sessions opened for visited applications.

European Commission
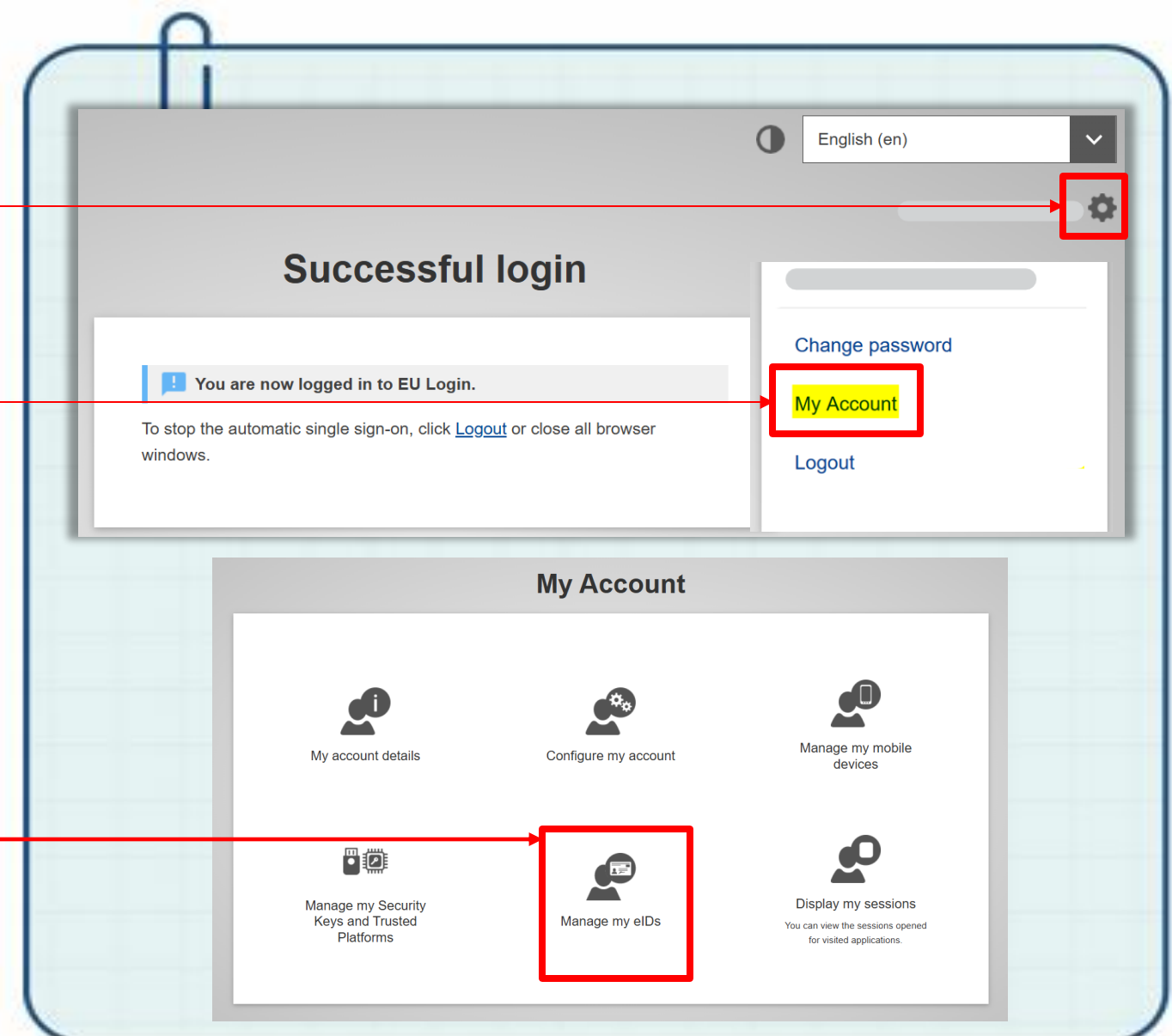
Linking your eID

Click on Link my eID
to get started
the bonding process

Link my eID
You can link your eID to your EU Login account.

Choose your country
corresponding to your location

Click Submit
Confirm your selection
to continue

Please select your country of origin

eID Authentication

eID authentication is provided in accordance with the eIDAS regulation for all notified eID schemes. Additional eID schemes are supported on a voluntary basis.

○ Austria	○ Belgium	○ Croatia
○ Cyprus	○ Czechia	○ Denmark
○ Estonia	○ France	○ Germany
○ Italy	○ Latvia	○ Liechtenstein
○ Lithuania	○ Luxembourg	○ Malta
○ Netherlands	○ Poland	○ Portugal
○ Slovakia	○ Slovenia	○ Spain
○ Sweden		

Submit   Cancel

Three options for connecting

examples for Belgium

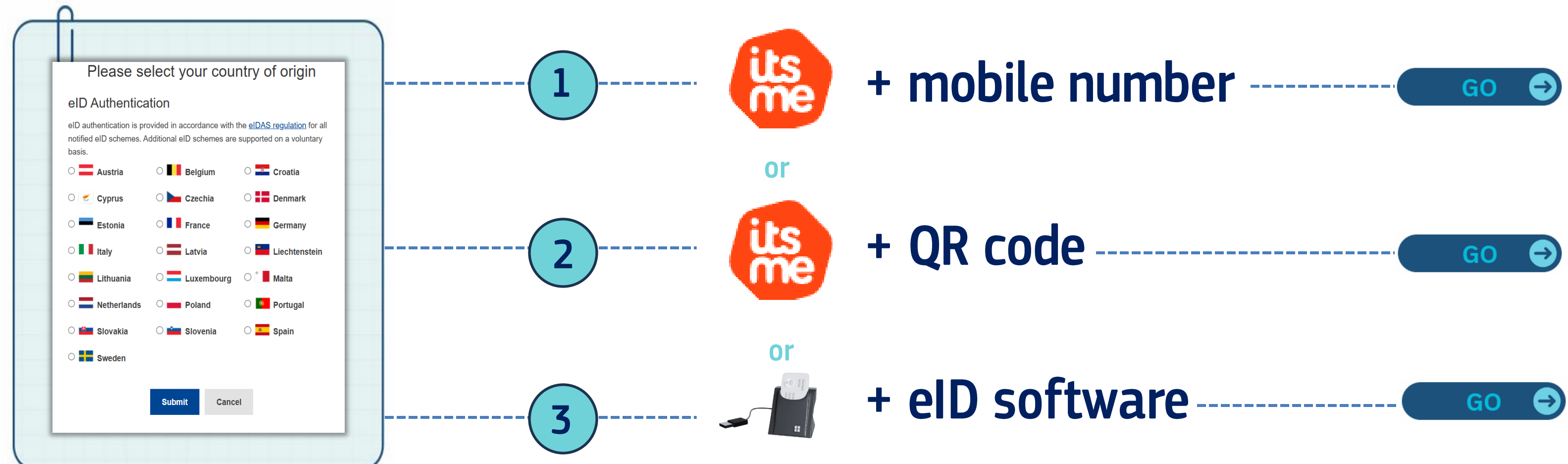

Please select your country of origin

eID Authentication

eID authentication is provided in accordance with the eIDAS regulation for all notified eID schemes. Additional eID schemes are supported on a voluntary basis.

- Austria
- Belgium
- Croatia
- Cyprus
- Czechia
- Denmark
- Estonia
- France
- Germany
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Slovakia
- Slovenia
- Spain
- Sweden

[Submit] [Cancel]

1   itsme **+ mobile number**   GO →

or

2   itsme **+ QR code**   GO →

or

3   **+ eID software**   GO →

Countries participating in the eID system use their own applications to authenticate the identity of service users.

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1.1 Connection with Itsme + mobile number

On your computer and mobile phone:

Choose identification via Itsme
after validating your country

Option 1 – telephone number

- Open the Itsme application on your mobile phone

- Enter your mobile phone number and click Send

Choose your digital key to log in

eID or digital keys of recognised partners

LOG IN with eID card reader

LOG IN via itsme

Create your itsme account

Identify yourself

QR Code

OR

Use your phone number

+32

Send

Remember my phone number

1.2 Connection with Itsme + mobile number

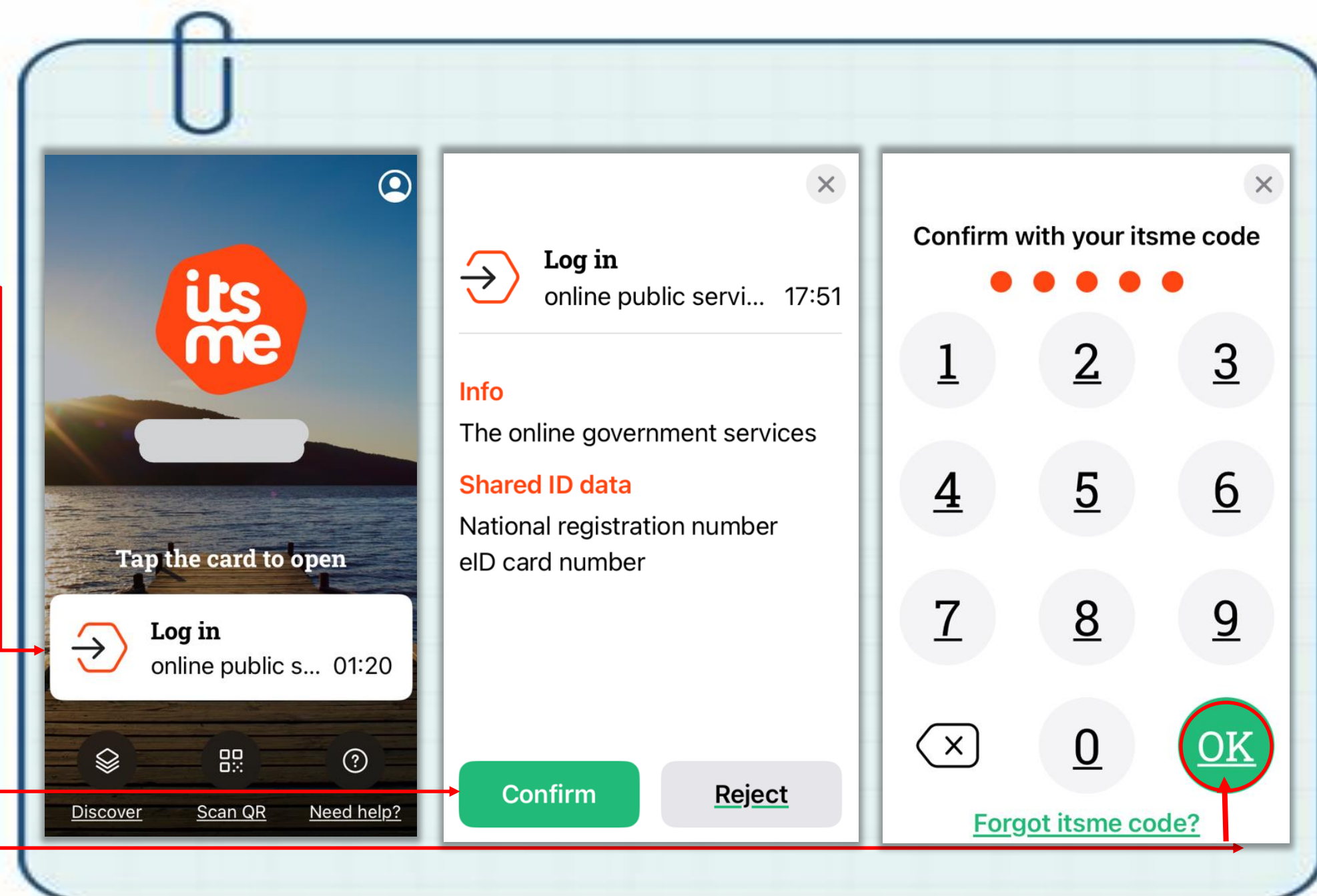**On your mobile phone:**

Open Itsme
and tap on the Log in notification

Click Confirm
to validate the request and process your personal data

**Enter your code
5-digit Itsme**
and click on OK

Tap the card to open

Log in
online public s... 01:20

Discover   Scan QR   Need help?

Log in
online public servi... 17:51

Info
The online government services

Shared ID data
National registration number
eID card number

Confirm   Reject

Confirm with your itsme code

1	2	3
4	5	6
7	8	9
⌫	0	OK

Forgot itsme code?

1.3 Connection with Itsme + mobile number

On your computer:

Back to computer
and your browser

Click on Submit
to confirm the connection on your computer screen

Confirmation
a confirmation message
will appear on your screen

Your EID is linked
You can now authenticate yourself
via Itsme and your mobile number

The following attributes
will be retuned to
EU Login
from EU

Step 3 | 3

Your profile
Level of Assurance

high

Attributes

DateOfBirth

FamilyName

FirstName

PersonIdentifier

Cancel   Submit

eidas idp

You have successfully linked your electronic identity card to your EU Login account.

2.1 Connection with Itsme + QR code

On your computer and mobile phone:

Choose identification via Itsme
after validating your country

Option 2 – QR code

- Open the Itsme application on your mobile phone

- Scan the QR code displayed on your computer screen

Choose your digital key to log in

eID or digital keys of recognised partners

LOG IN
with eID card reader

LOG IN
via itsme

Create your itsme account

Identify yourself

1. Open the itsme® app
2. Tap on
3. Scan the QR code

Need help?

QR Code

OR

Use your phone number

+32   474 10

Send

☑ Remember my phone number

European Commission
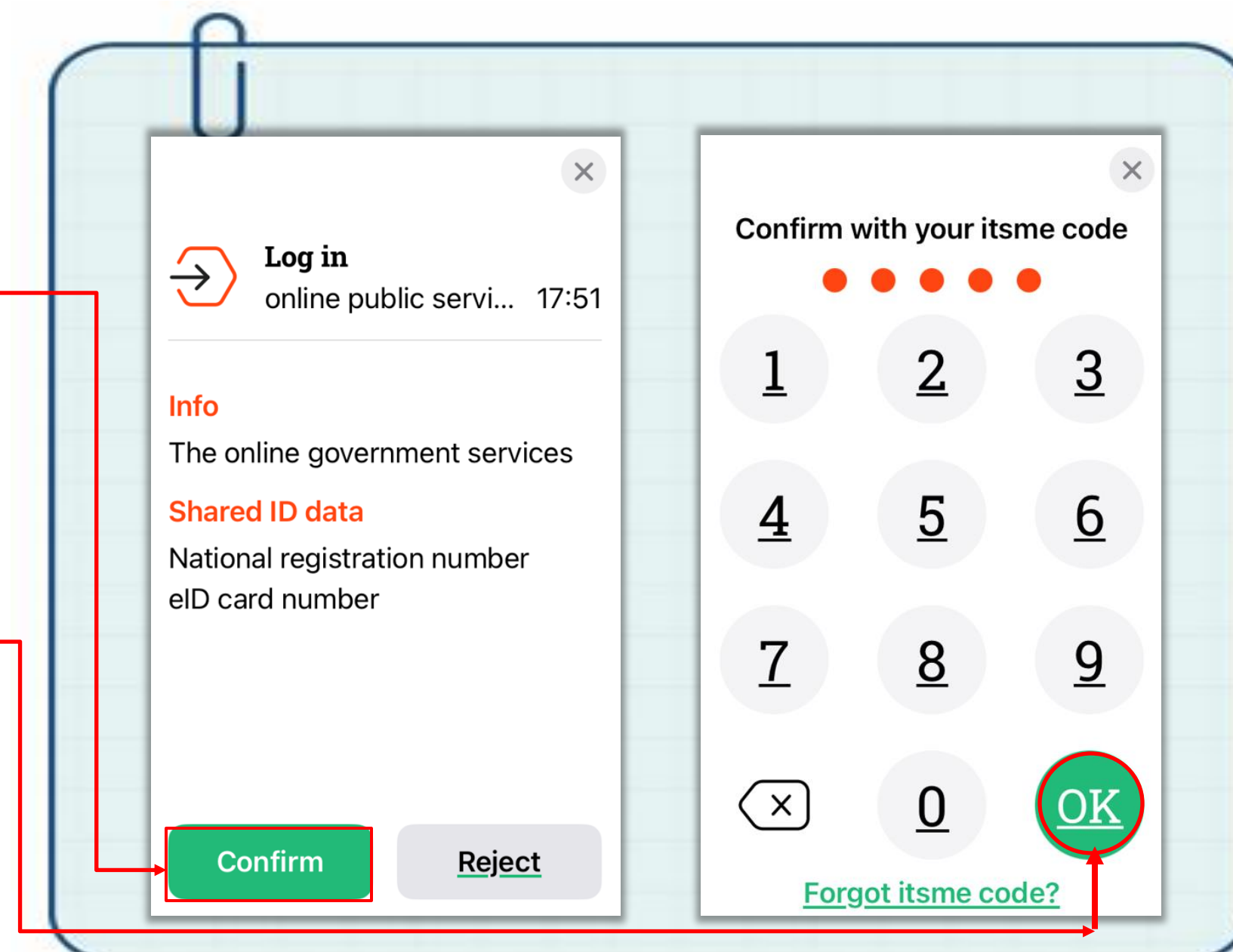
2.2 Connection with Itsme + QR code

On your mobile phone:

Click Confirm on your mobile phone to agree to the processing of your personal data by the Belgian administration.

Enter your code 5-digit Itsme and click on OK

*****

Log in
online public servi... 17:51

Info
The online government services

Shared ID data
National registration number
eID card number

Confirm   Reject

Confirm with your itsme code

● ● ● ● ●

1 2 3
4 5 6
7 8 9
⌫ 0 OK

Forgot itsme code?

European Commission

2.3 Connection with Itsme + QR code

On your computer:

Back to computer
and your browser

Click on Submit
to confirm the connection on your computer screen

Confirmation
a confirmation message
will appear on your screen

Your eID is linked
You can now authenticate yourself
via Itsme and QR code

eidas idp

The following attributes
will be retuned to
EU Login
from EU

Step 3 | 3

Your profile
Level of Assurance

high

Attributes

DateOfBirth

FamilyName

FirstName

PersonIdentifier

Cancel   Submit

⚠️ You have successfully linked your electronic identity card to your EU Login account.

3.1 Connection with eID card reader

On your computer:

Make sure you have :

- Your **eID**
- The four-digit **PIN code** of your eID
- A card **reader**
- The eID **software** installed on your computer

Select identification with eID card reader after validating your country

Choose your digital key to log in

eID or digital keys of recognised partners

LOG IN
with eID card reader

LOG IN
via itsme

Create your itsme account

European Commission
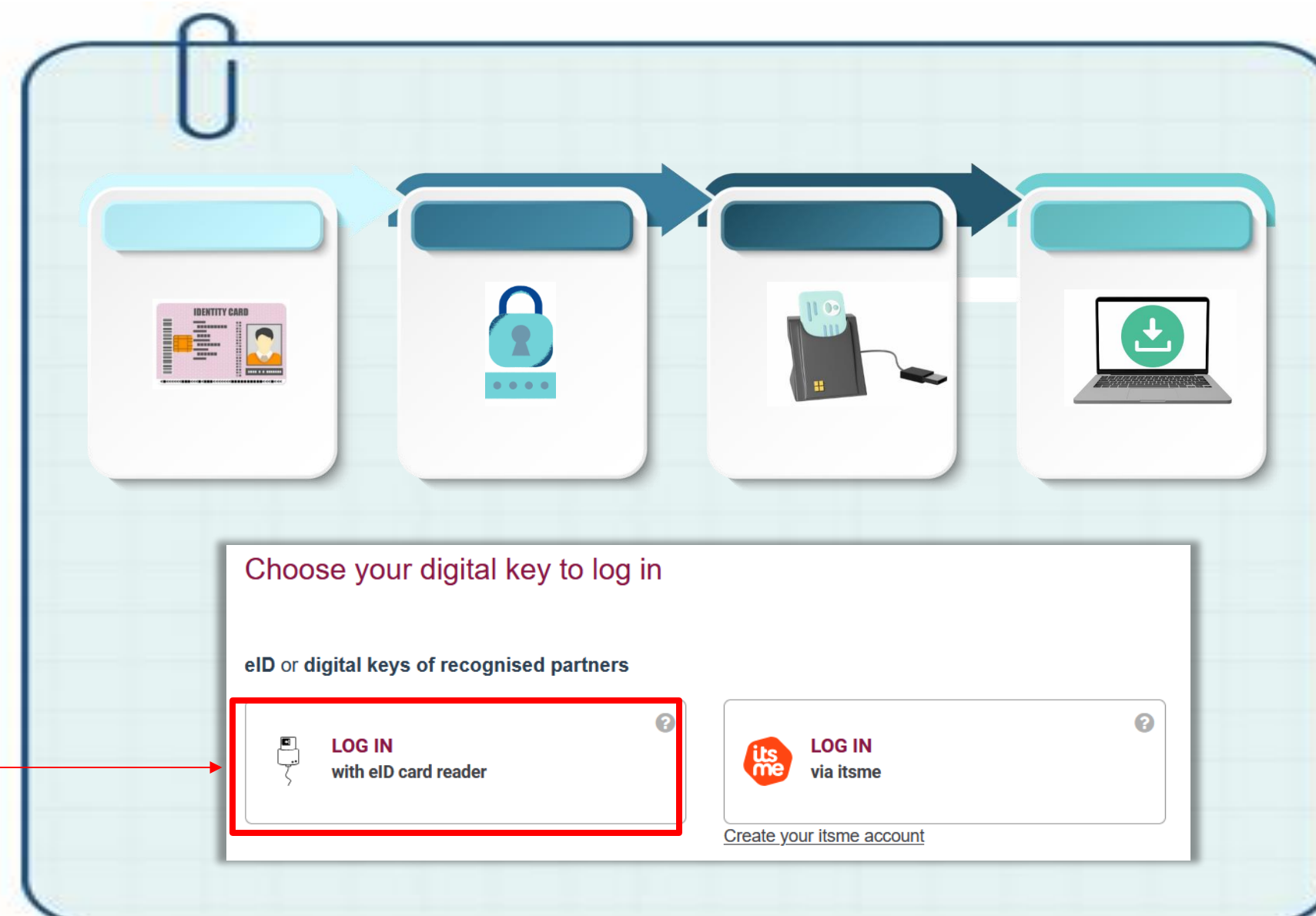
3.2 Connection with eID card reader

On your computer:

You will be redirected to CSAM

the Belgian government's identity management and authentication platform

Follow the instructions on the screen

and click on Log in

CSAM · Log on to online public services

Log in with eID card reader

1. Connect your eID card reader to your computer

2. Insert your electronic identity card (eID), foreigner's card or kids-ID into the card reader

3. Click '**Log in**', select your certificate and enter the PIN of your identity card when asked to do so

Choose a different digital key

Log in

European Commission

3.3 Connection with eID card reader

On your computer:

Confirm the "certificate" used

Your surname, first name, date of birth and other details from your eID, including the country of issue and validity, will appear on the screen.
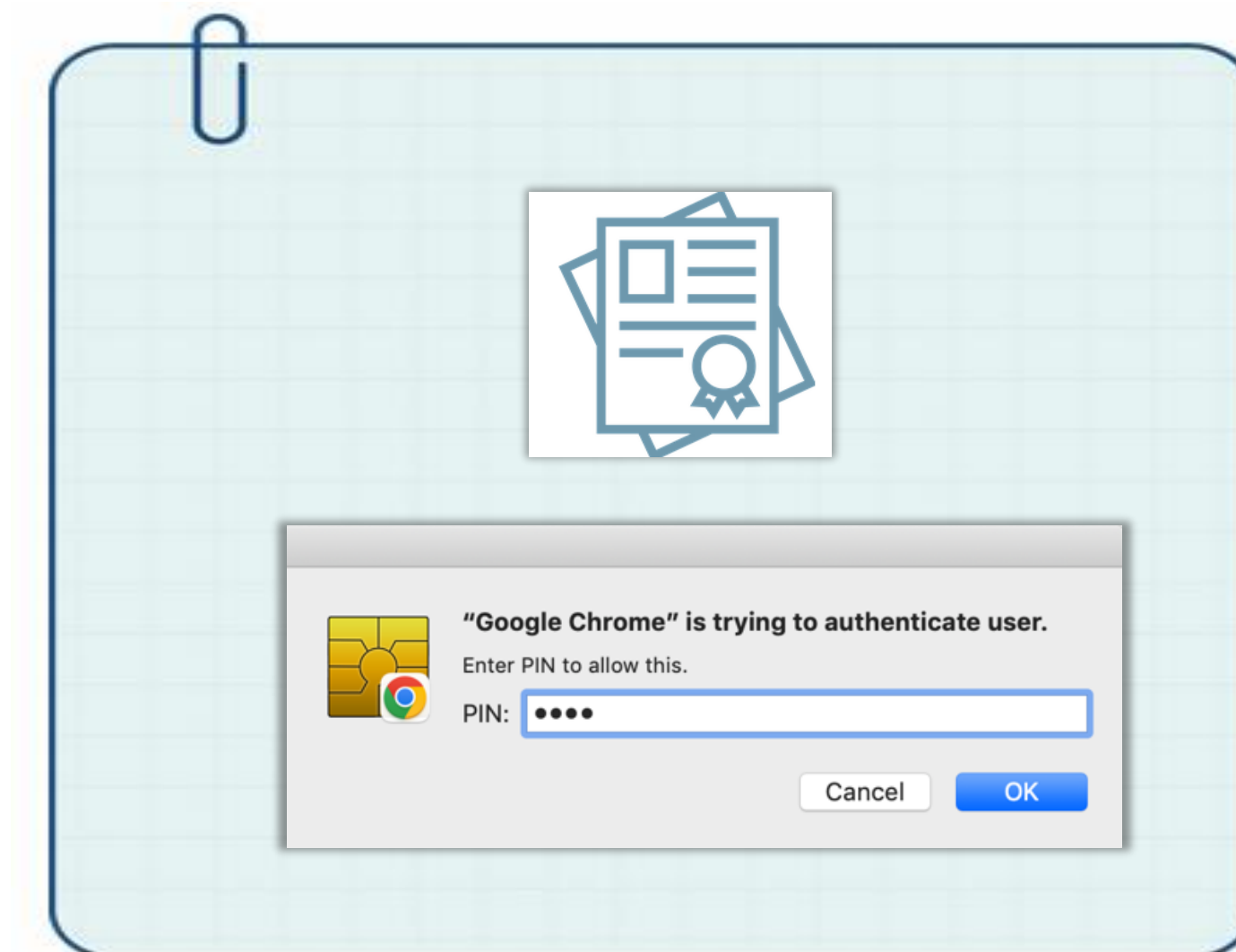
Confirm

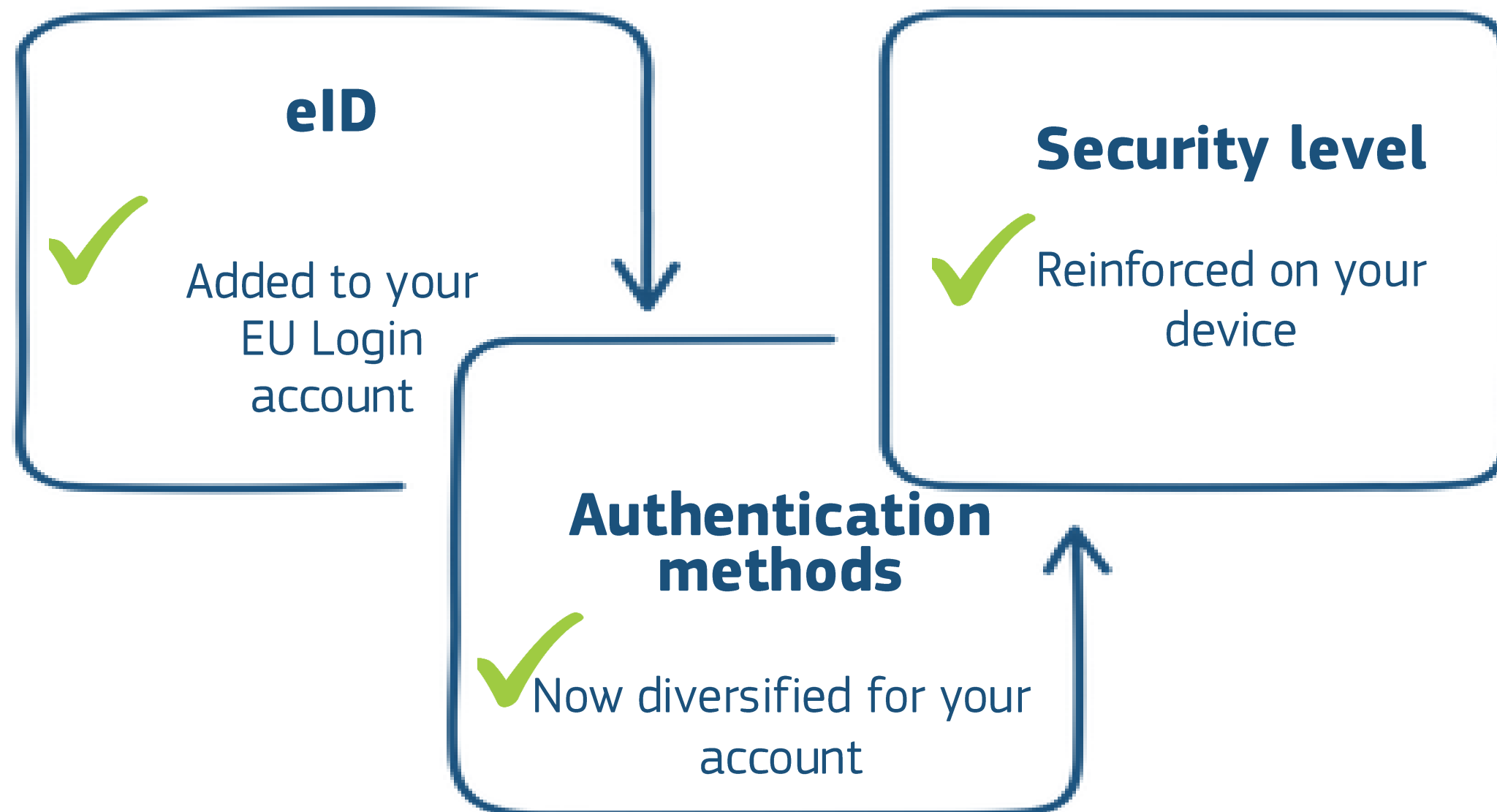### Enter the four-digit PIN code for your eID

Confirm

Your identity is now authenticated via eID card reader

"Google Chrome" is trying to authenticate user.
Enter PIN to allow this.
PIN: ●●●●
Cancel   OK

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Installation eID complete !

eID

✅ Added to your EU Login account

Authentication methods

✅ Now diversified for your account

Security level

✅ Reinforced on your device

☺ **You can now authenticate with eID**

European Commission

Instructions Trusted platform:

Make sure to have the following elements at your disposal:

1. **A compatible computer** ([more information online](#)) and a **Trusted platform (TPM) already configured** on your computer:

On Windows :

- Right-click the Windows icon and go to Settings > Accounts > Sign-in options.
- Choose Windows Hello and follow the on-screen instructions.
- Once set up, proceed to the next step

On Apple :

- Go to the Apple menu > System Settings > Passwords.
- Enable Touch ID and follow the instructions to add a fingerprint.
- Turn on the options to unlock your device and auto-fill passwords

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2. A compatible and up-to-date browser. [More information online about compatible browsers](#)
3. Your EU Login account credentials (email address and password)
4. The address and password of your **private email account**

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Access EU Login

On your computer:

Open your web browser
Type in the URL: ecas.ec.europa.eu/cas

Check your e-mail address
(Your address must be visible)

Enter your login details
Enter your password **(1)** and choose the authentication method **Password (2)**
(click on the **white arrow (3)**

Finalise the connection
Click on Sign in **(4)**

Sign in to continue

Welcome

Email address / unique identifier

Sign in with a different e-mail address?

Password

(1)

Lost your password?

Choose your verification method

⋯ Password **(2)**
Authenticate to EU Login with only your password.

(3)

Sign in **(4)**

European Commission

Access your account settings

On your computer, EU Login account:
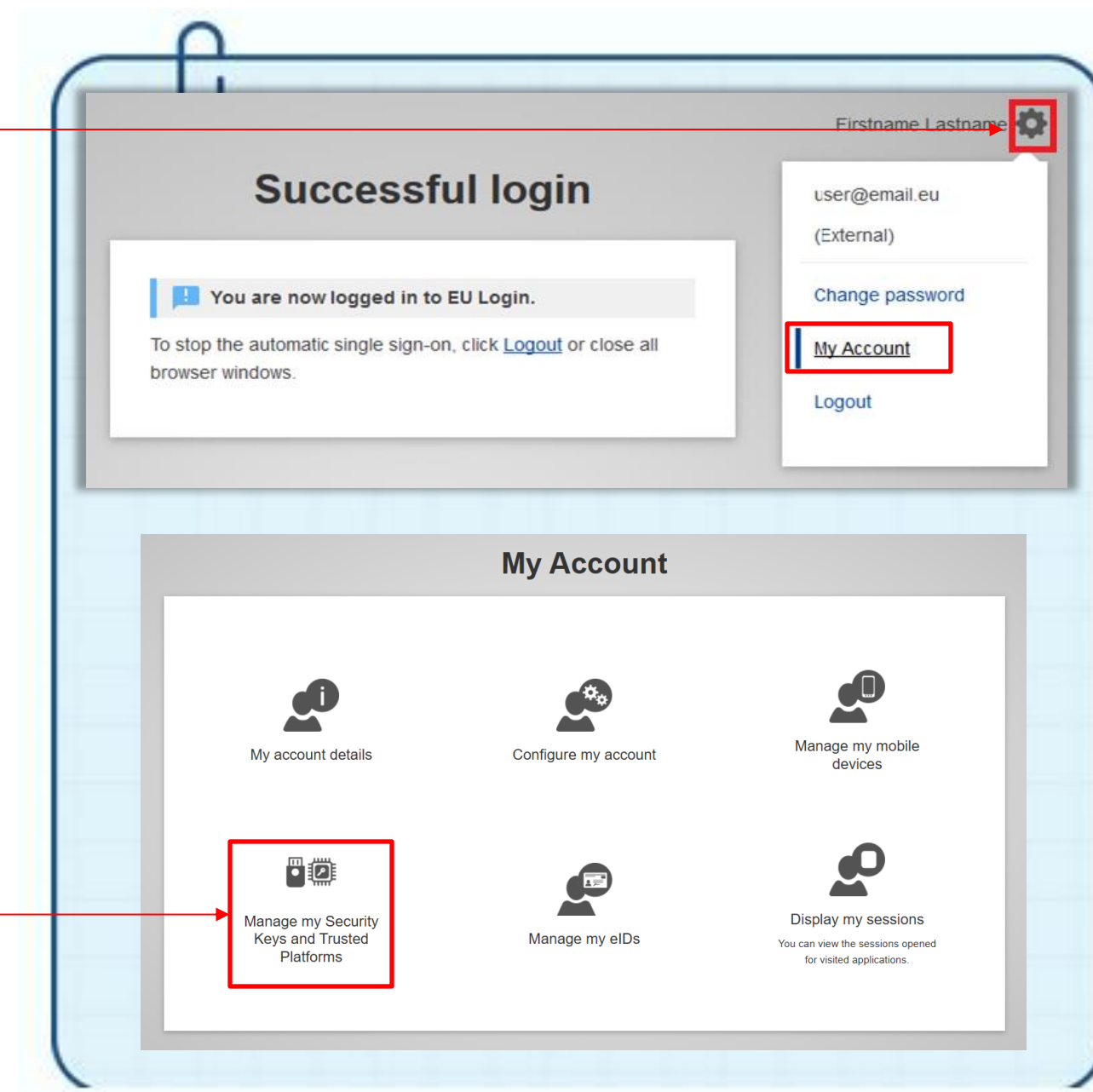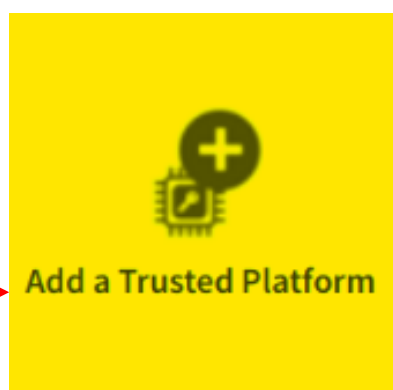
Access the settings
In the top right-hand corner, click on the **cogwheel**, and **My Account**

Management of Trusted platforms
Select Manage my Security keys and Trusted platforms

Add a Trusted platform
Select Add a Trusted platform

Firstname Lastname

Successful login

⚠ You are now logged in to EU Login.

To stop the automatic single sign-on, click Logout or close all browser windows.

user@email.eu
(External)

Change password

My Account

Logout

My Account

My account details

Configure my account

Manage my mobile devices

Manage my Security Keys and Trusted Platforms

Manage my eIDs

Display my sessions
You can view the sessions opened for visited applications.

Add a Trusted Platform

Adding / validating a Trusted platform

On your computer:

Give a name to your device
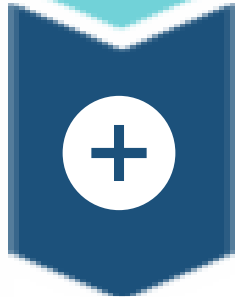and **submit the request**
to go to the next stage

Confirm your identity
(example for a fingerprint already
configured) or **click on More choices**

Select
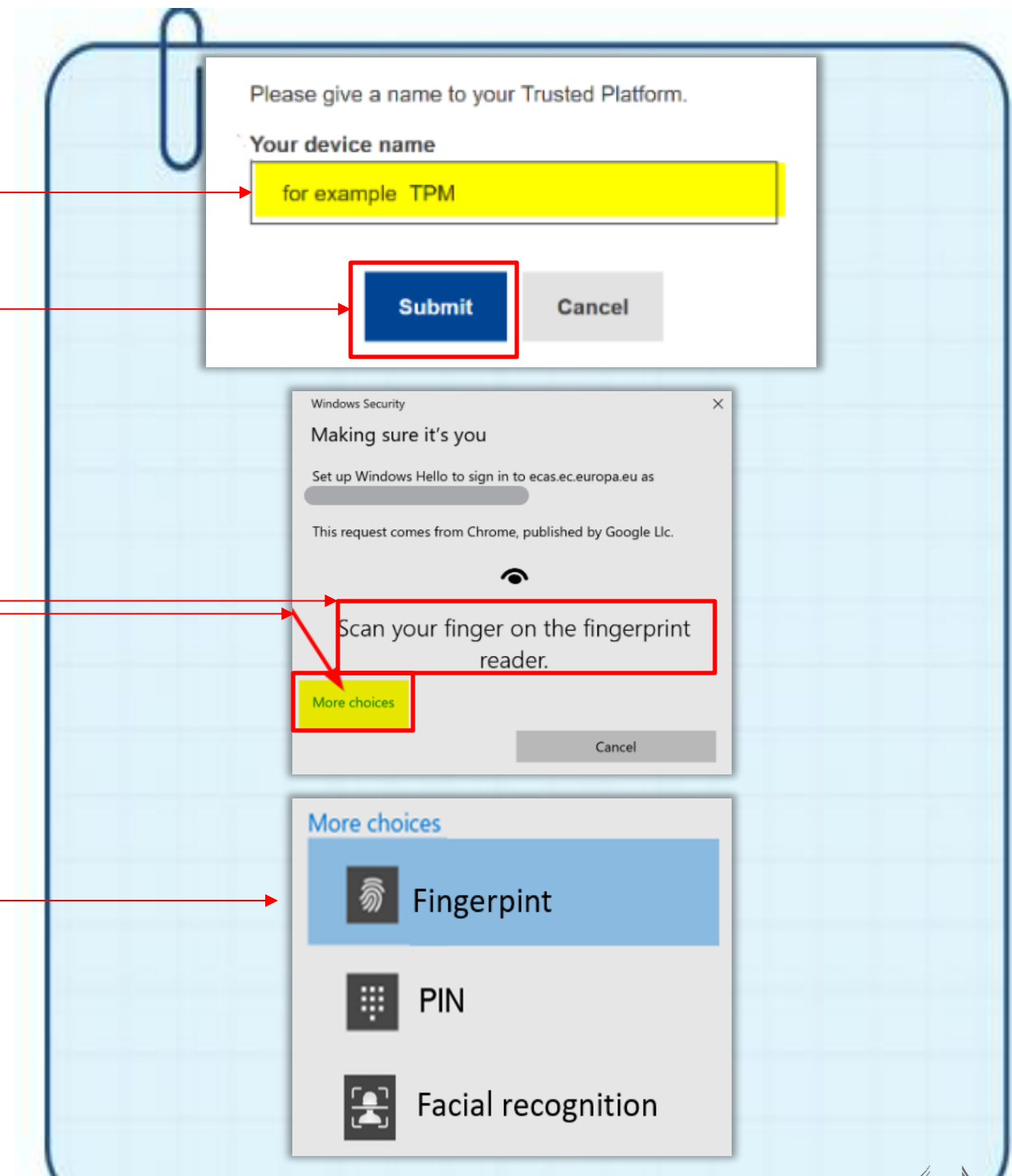fingerprint, PIN code or facial recognition (options
depend on device)

Confirmation
Once your computer has been added as a secure platform,
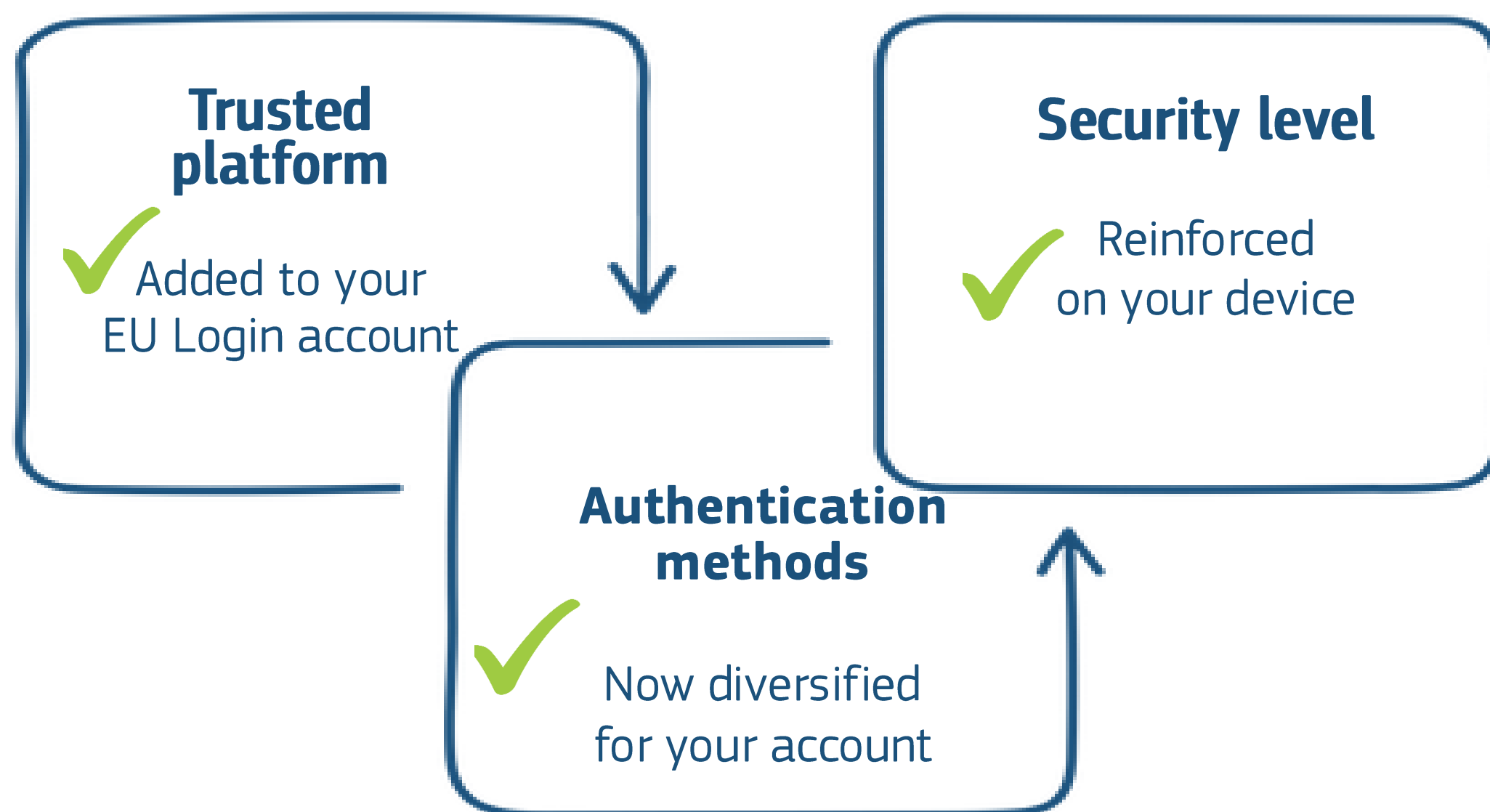a confirmation message will appear.

A security platform has been added

Please give a name to your Trusted Platform.

Your device name

for example TPM

Submit   Cancel

Windows Security

Making sure it's you

Set up Windows Hello to sign in to ecas.ec.europa.eu as

This request comes from Chrome, published by Google Llc.

Scan your finger on the fingerprint reader.

More choices

Cancel

More choices

Fingerpint

PIN

Facial recognition

European Commission

Installation Trusted platform complete!

Trusted platform

✅ Added to your EU Login account

Authentication methods

✅ Now diversified for your account

Security level

✅ Reinforced on your device

😊 **You can now authenticate via Secure platform**

Instructions Security key (USB)

Make sure to have the following elements at your disposal:

1. A security key that complies with FIDO2. Check your device's compatibility on the FIDO Alliance website: https://fidoalliance.org/certification/fido-certified-products

2. A compatible computer. More information online

3. A compatible and up-to-date browser. More information online about compatible browsers

4. Your EU Login credentials (email address and password)

5. The address and password for your private email account

European Commission

Access EU Login

On your computer:

Open your web browser
Type in the URL: ecas.ec.europa.eu/cas

Check your e-mail address
(Your address must be visible)

Enter your login details
Enter your password **(1)** and choose the authentication method **Password (2)**
(click on the **white arrow (3)**

Finalise the connection
Click on Sign in **(4)**

Sign in to continue

Welcome

Email address / unique identifier

Sign in with a different e-mail address?

Password

(1)

Lost your password?

Choose your verification method

Password **(2)**
Authenticate to EU Login with only your password.

(3)

Sign in **(4)**

European Commission

Access your account settings

On your computer, EU Login account:

Access the settings
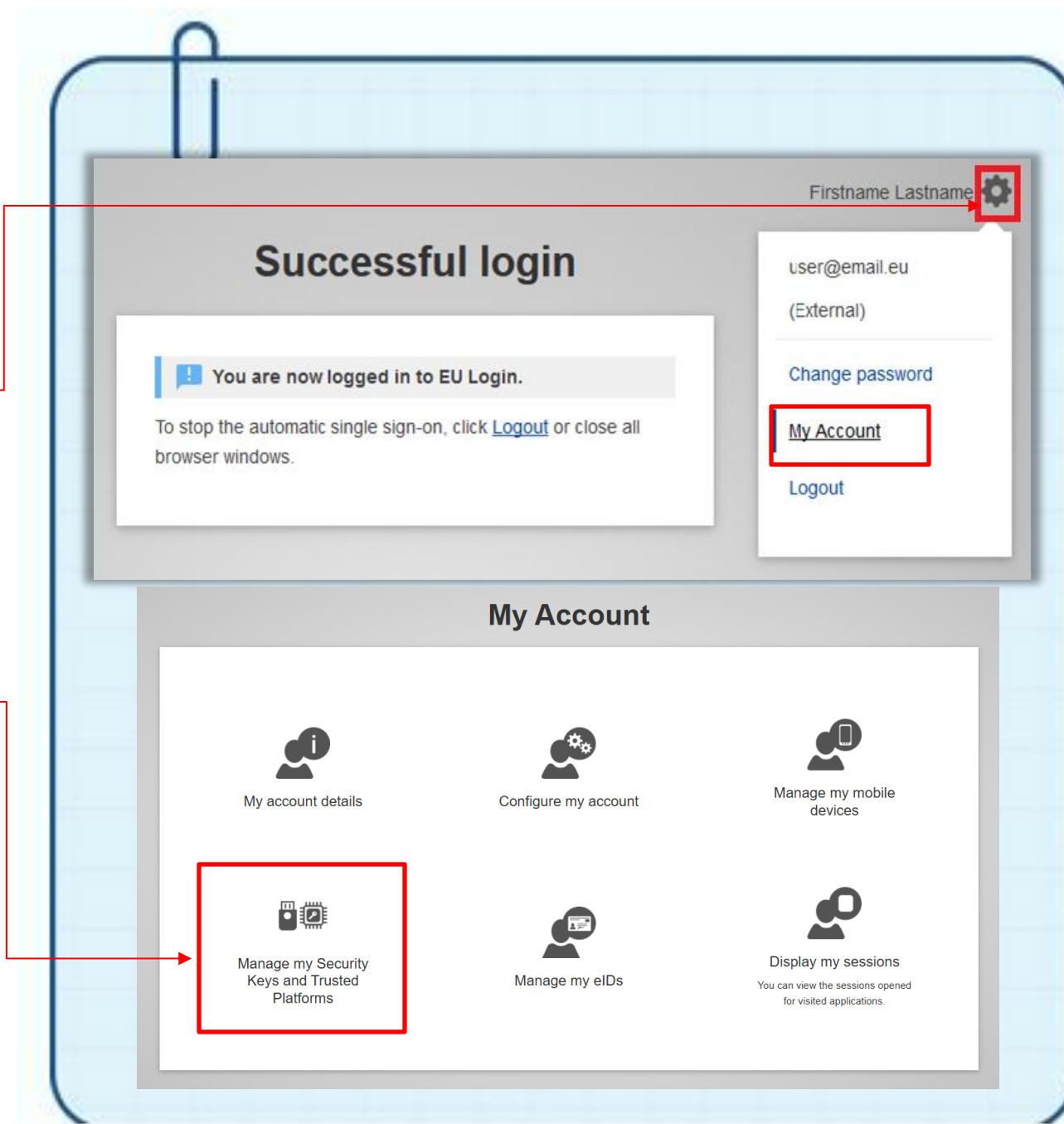In the top right-hand corner, click on the **cogwheel**, and **My Account**

Management of Security keys
Select Manage my Security keys and Trusted platforms

Add a Security key
Select Add a Security key

Add a Security Key

Firstname Lastname

Successful login

⚠ **You are now logged in to EU Login.**

To stop the automatic single sign-on, click Logout or close all browser windows.

user@email.eu
(External)

Change password

My Account

Logout

My Account

My account details

Configure my account

Manage my mobile devices

Manage my Security Keys and Trusted Platforms

Manage my eIDs

Display my sessions
You can view the sessions opened for visited applications.

European Commission

Configure your Security key

On your computer:

Follow the instructions on the screen
The steps may vary depending on your device and your web browser

If available, select Security key
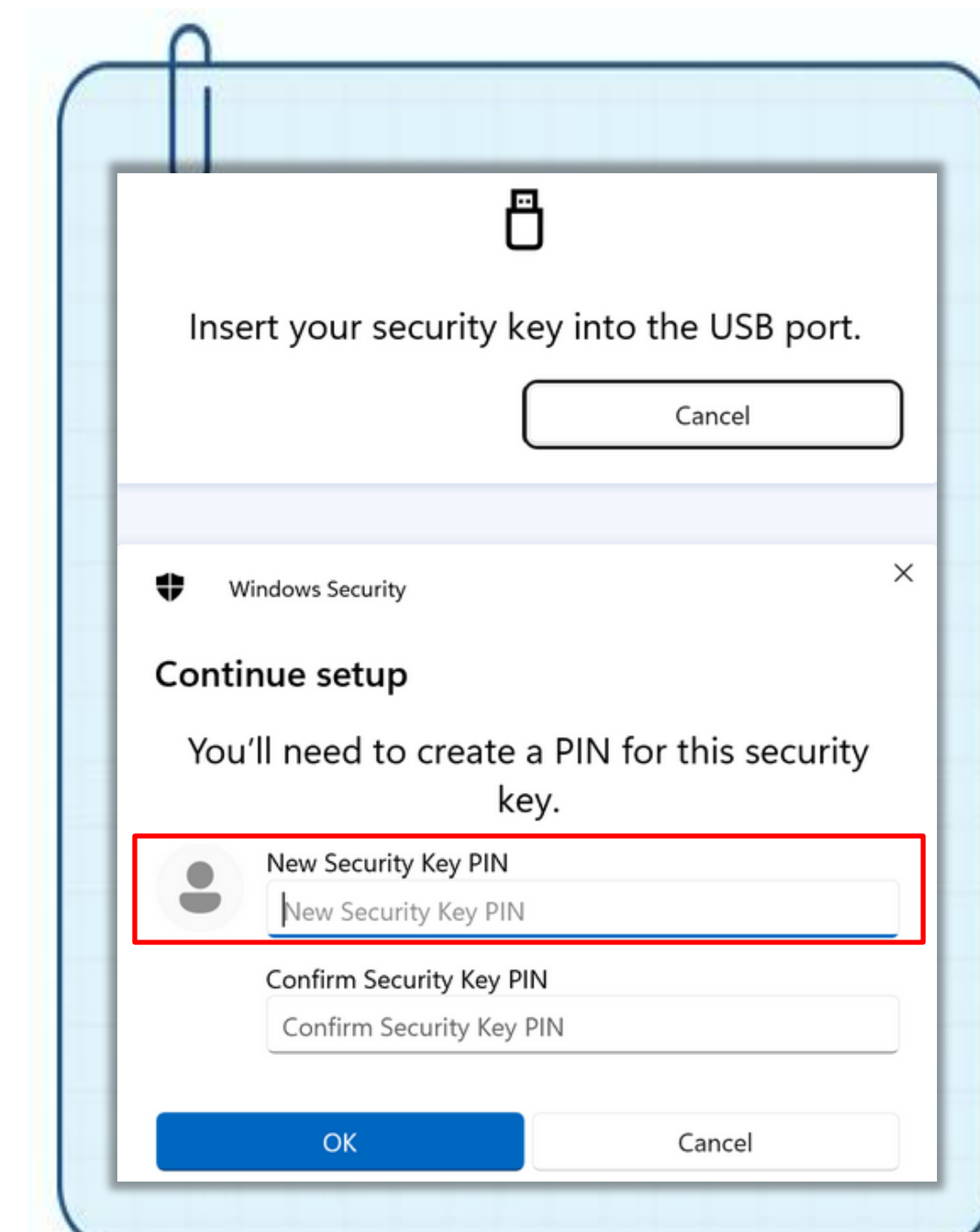If unavailable, select another device or cancel

Insert your security key in the USB port
of your device

Set and enter a PIN code
for your key, then **confirm**
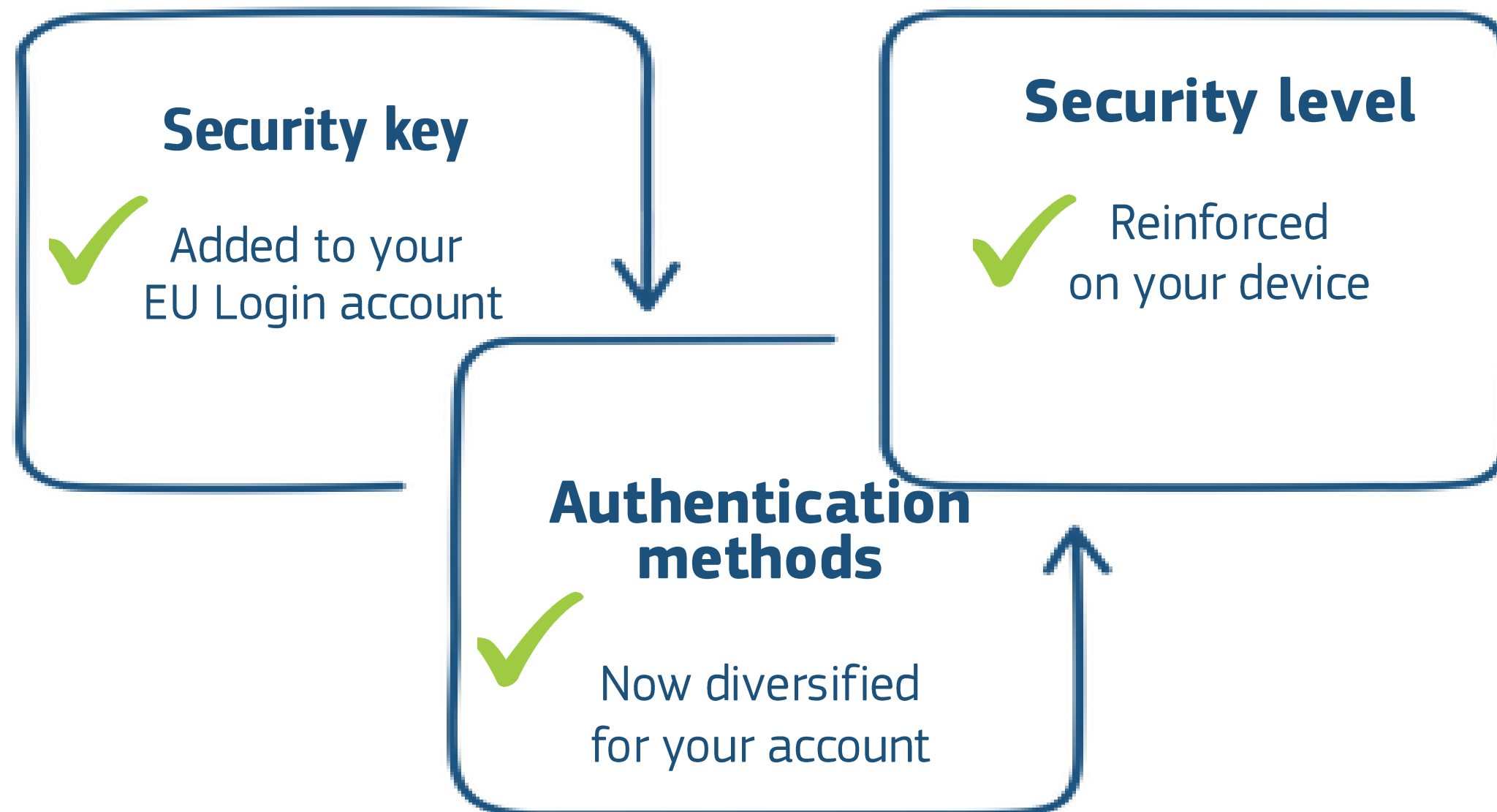
Touch the key
To finalise the configuration

A Security Key has been added

Insert your security key into the USB port.

Cancel

Windows Security

Continue setup

You'll need to create a PIN for this security key.

New Security Key PIN

New Security Key PIN

Confirm Security Key PIN

Confirm Security Key PIN

OK   Cancel

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Installation of Security key complete !

Security key

✓ Added to your EU Login account

Authentication methods

✓ Now diversified for your account

Security level

✓ Reinforced on your device

🙂 **You can now authenticate with a security key**

About Passkey

Passkeys can be used in EU Login as a verification method.
using cryptographic key pairs. Although this may sound very complicated, the process is quite simple: a passkey consists of two cryptographic keys:

1. A private key that is stored securely on your device (and can also be synchronised in the cloud)

2. A public key shared with the service you are logging into (in this case, EU Login)

When you try to log in, the service sends a request to your device. Your device uses the private key to respond to the request and prove your identity

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Instructions Passkey

Make sure to have the following elements at your disposal:

1. **Your computer and mobile device** connected to the Internet and with Bluetooth enabled

2. **Your EU Login account credentials** (email address and password)

3. **The address and password** of your private email account

The steps may vary considerably, so
we recommend that you start from your mobile device

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Access EU Login

On your computer:

Open your web browser
Type in the URL: ecas.ec.europa.eu/cas

Check your e-mail address
(Your address must be visible)

Enter your login credentials
Enter your password **(1)** and choose the authentication method **Password (2)**
(click on the **white arrow (3)**

Finalise the connection
Click on Sign in **(4)**

Sign in to continue

Welcome

Email address / unique identifier

Sign in with a different e-mail address?

Password

(1)

Lost your password?

Choose your verification method

Password **(2)**
Authenticate to EU Login with only your password.

(3)

Sign in **(4)**

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Access your account settings

On your computer, EU Login account:

Access the settings
In the top right-hand corner, click on the **cogwheel**, and **My Account**

Management of Security keys
Select Manage my Security keys and Trusted platforms

Add a Security key
Select Add a Security key*

This menu serves both for adding a Passkey and a Security key

Add a Security Key

Successful login

! You are now logged in to EU Login.

To stop the automatic single sign-on, click Logout or close all browser windows.

Firstname Lastname

user@email.eu
(External)

Change password

My Account

Logout

My Account

My account details

Configure my account

Manage my mobile devices

Manage my Security Keys and Trusted Platforms

Manage my eIDs

Display my sessions
You can view the sessions opened for visited applications.

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Configure your Passkey

On your mobile device:

Follow the instructions on the screen
The steps may vary depending on your device and web browser

Choose and enter a name
for your device and click Submit

You will be prompted to create a Passkey
 sur on your mobile device using a biometric identifier or PIN code. **Accept.**

Please note: if your mobile device supports different access key storage modes, you will be asked to choose one.
This may determine whether or not the access key will be synchronised with the cloud.

4. Additional resources

Additional resources

PMO Service Guide: http://paymaster-office.ec.europa.eu/ -> EU Login section

- **Interactive guide** presenting each authentication method

- **Links to video tutorials** and illustrated step-by-step instructions

- **Registration form for support sessions** and practical help on EU Login

EU user portal Login : https://trusted-digital-identity.europa.eu/

- How can I add a mobile device to my EU Login account? – European Union
- How can I add my eID to my EU Login account – European Union
- How can I add a Security Key or a Trusted Platform? – European Union
- Passkey in EU Login

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Apple / Windows details

1. Mac with T2 chip (2017-2020)

These models include functionality equivalent to TPM 2.0 via the Secure Enclave on the T2 chip.

•iMac Pro (2017)

•Mac mini (2018)

•MacBook Air (2018, 2019, 2020)

•MacBook Pro (2018, 2019, 2020)

•Mac Pro (2019)

2. Mac with Apple Silicon (M1, M2, M3, etc.)

Apple's Silicon chips integrate the Secure Enclave directly into their architecture, replacing the T2 and offering advanced encryption and authentication functions.

All Mac M1, M2, M3 and later versions use this approach.

Comparison with Windows PCs
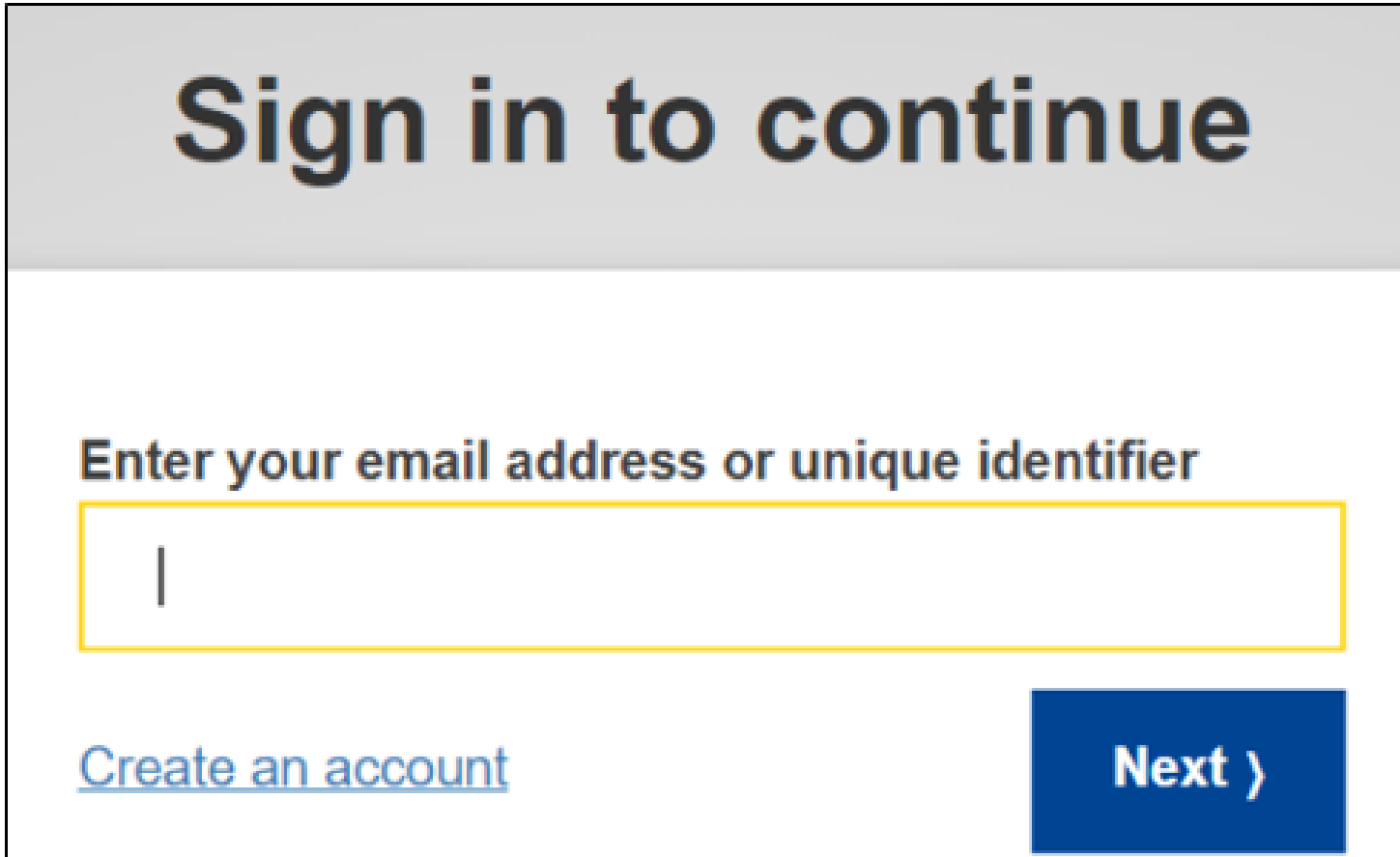
On Windows, the TPM 2.0 is required for Windows 10 and is often a separate chip or integrated into modern CPUs (Intel PTT, AMD fTPM). At Apple, the TPM's role is fulfilled by the Secure Enclave, which protects encryption keys, Touch ID and secure boot.

4. Coaching in small groups:

Use your authentication method!

Use your authentication method (1-3)

1. Go to the **EU Login page**: ecas.ec.europa.eu/cas

2. **Enter your private e-mail address** or your **unique identifier**

3. Select **Next**

Sign in to continue

Enter your email address or unique identifier

|

Create an account   Next ⟩

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Use your authentication method (4-7)

4. Click on the arrow in the drop-down list (under **Choose your verification method**).

5. Select **your authentication method**.

6. Enter your **password**.

7. Select **Sign in**.

Sign in to continue

Welcome

Email address / unique identifier

Sign in with a different e-mail address?

Password

Lost your password?

Choose your verification method

Password
Authenticate to EU Login with only your password.

Sign in

On Mobile Authentication *
Use the EU Login Mobile app, installed on your device, to authenticate with EU Login.

Security Key or Trusted Platform
Use a security key or trusted platform to authenticate with EU Login.

EU Login Mobile App PIN Code
Use your registered EU Login Mobile app to verify your identity.

EU Login Mobile App QR Code
Generate a one-time-password with the EU Login Mobile app.

Token
Use a VASCO token to generate a one-time-password to login.

Token CRAM
Use a CRAM token to generate a one-time-password.

Electronic ID (eID)
Use your registered electronic ID (eID) to verify your identity.

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Use your authentication method (8-9)

8. Access **My Remote** :
https://myremote.ec.europa.eu/

9. Under Restricted area, **click on My web applications**.

You are now connected to the European Commission's digital services
for post-active staff of the European institutions.
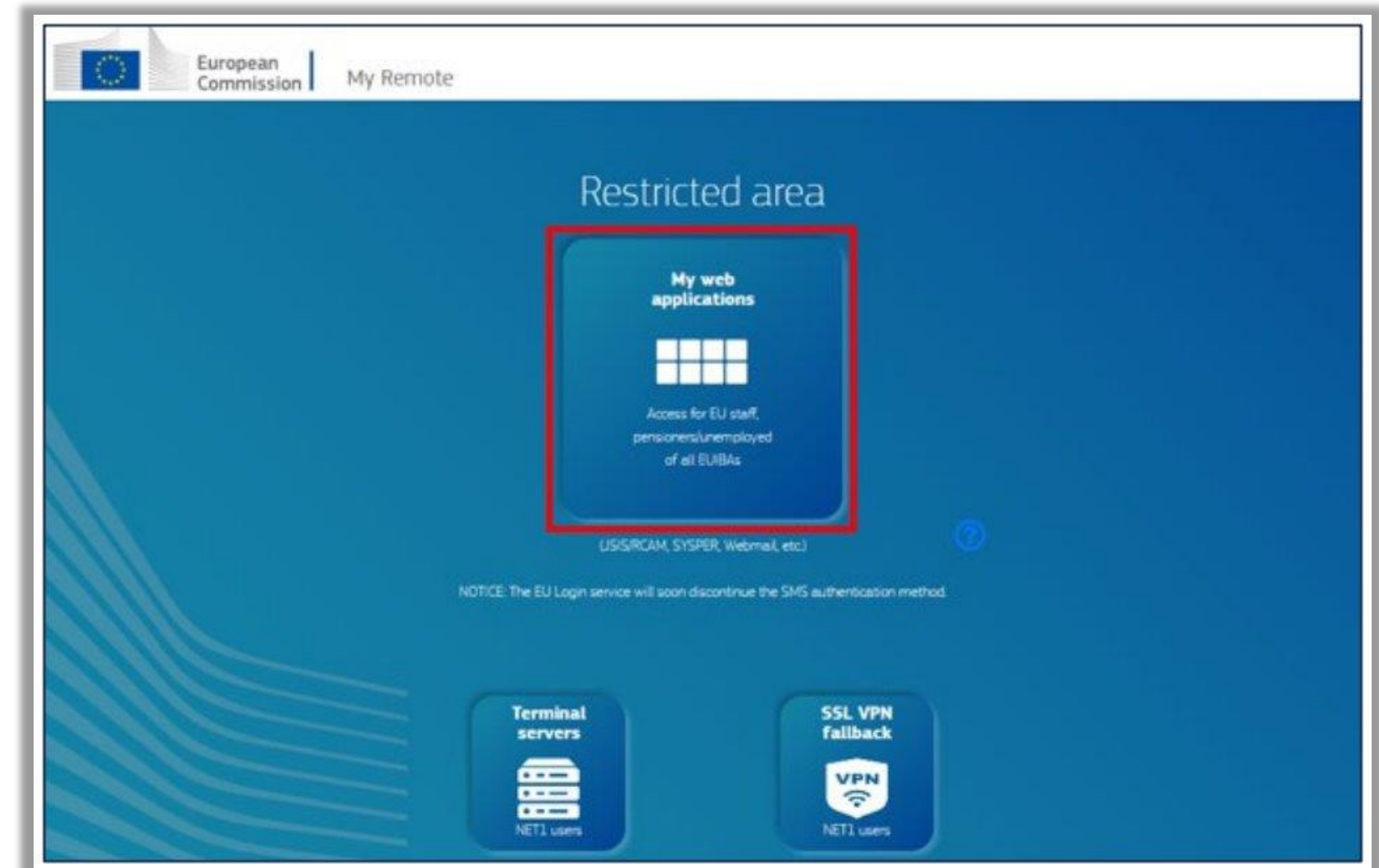
Summary

We're here for you!

Don't hesitate to contact us if you have any questions or need help installing any of these solutions:

Book an appointment for EU Login support (during the SMS discontinuation period)

- By **telephone –** on working days from 9.30 to 12.30 for **urgent and complex cases:**

+32 229 11111 is the single contact number for all PMO services

- By **email**: PMO-IT-APPLICATIONS@ec.europa.eu

THANK YOU!

PMO.6 – Digital Solutions
May 2025