

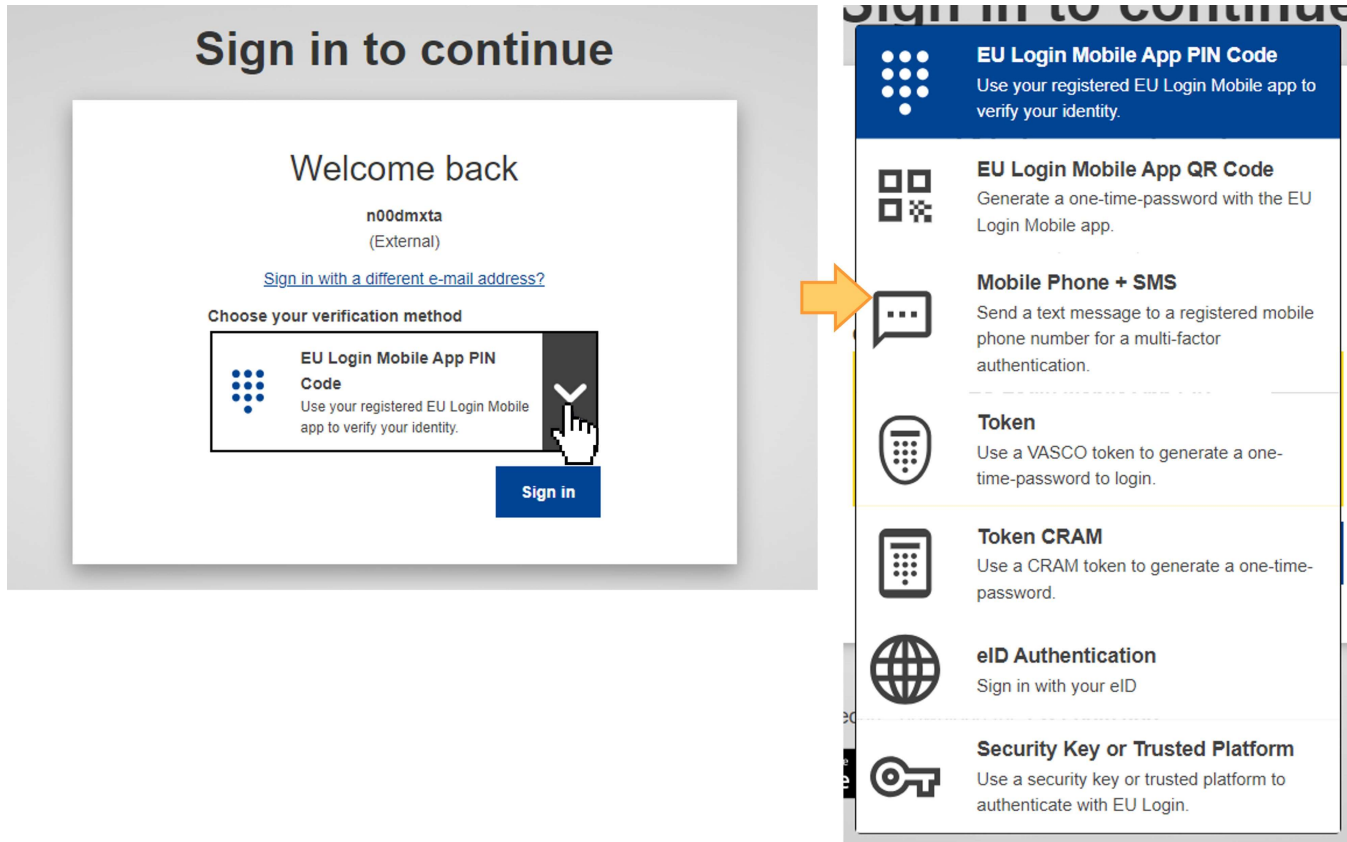
# Set up Two-factor authentication with the EU Login Mobile app

Depending on the security level required by the application you are accessing, single factor (e-mail + password) or two-factor authentication (username + password + challenge) will have to be provided. If two-factor authentication is required you need an additional verification method besides the password.

It is therefore recommended to set up the two-factor authentication as soon as you have created your EU Login account. One option to use two-factor authentication is the **EU Login Mobile app**. It is also possible to register your mobile number with EU Login to use two-factor authentication with Mobile Phone + SMS.

Tools requiring two-factor authentication will not have the password option available in the **Choose your verification method** drop-down list. By default, **EU Login Mobile App PIN Code** is selected as verification method.

You can use the drop-down list and select the option you want to use.



## The EU Login Mobile app

The **EU Login Mobile App** can be used when accessing a service that requires increased security. The EU Login Mobile App is free and can be downloaded from the Google Play Store (Android), the App Store (iOS) or the Windows Store (Windows Phone). The direct links are available on the EU Login screen.

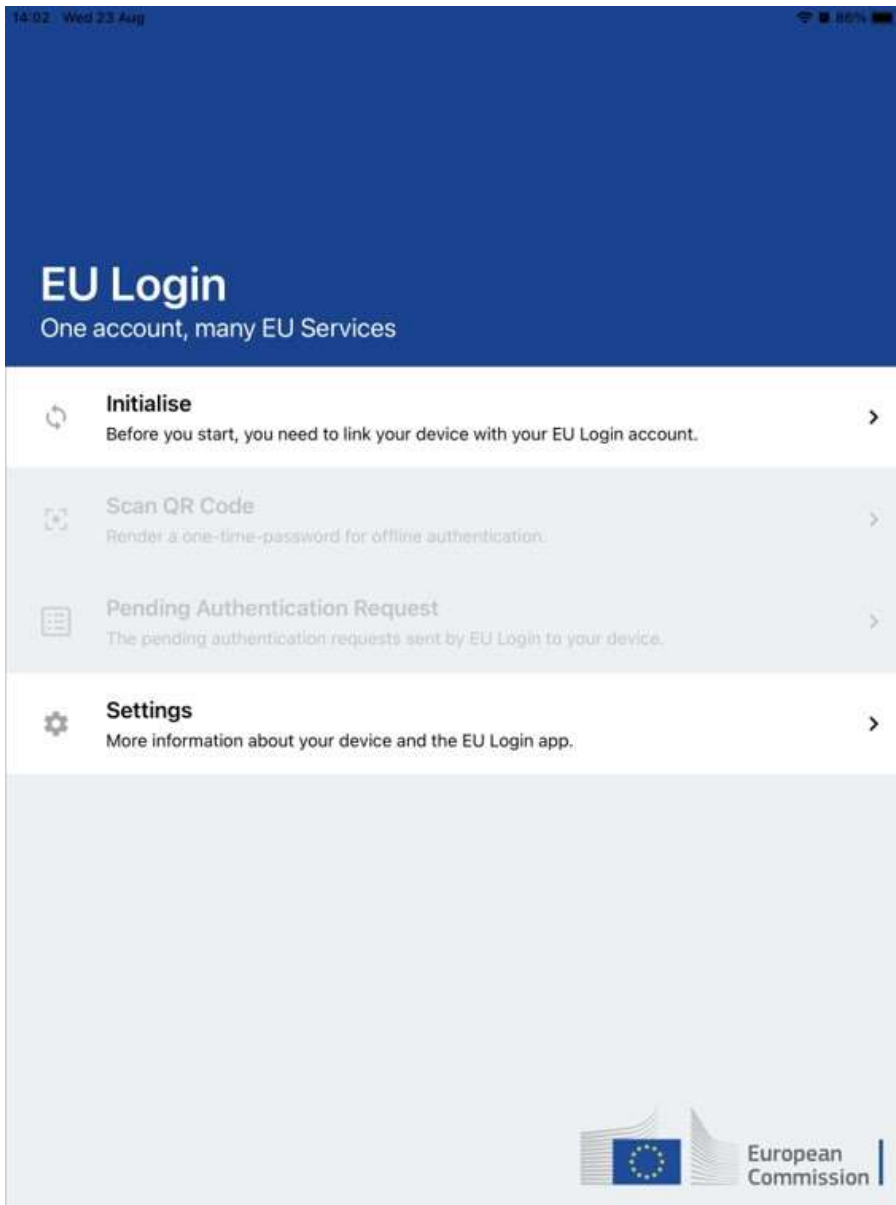
### Please note

EU Login can only be installed on a mobile device with a working camera.

After installing it, you need to initialise it. In order to do so, you need a PC in addition to your mobile device.

The EU Login Mobile app offers a variety of options to log in once activated, such as:

1. **EU Login Mobile App PIN code** - If the mobile device where your EU Login Mobile App is installed has internet connectivity then you can use the EU Login Mobile App PIN Code verification method.
2. **EU Login Mobile App QR code** - If the mobile device where your EU Login Mobile App is installed does not have internet connectivity then you can use the EU Login Mobile App QR Code verification method.
3. **On mobile authentication** - If you are navigating on the same mobile device as the one where the EU Login Mobile App is installed you can use the On Mobile verification method.



The above methods can be used without compelling the user to expose a mobile phone number. Alternatively, you can also use Mobile phone + SMS as two-factor authentication method to log in to the Commission IT systems and services with EU Login. To use this method you must have your mobile number associated with your EU Login account.

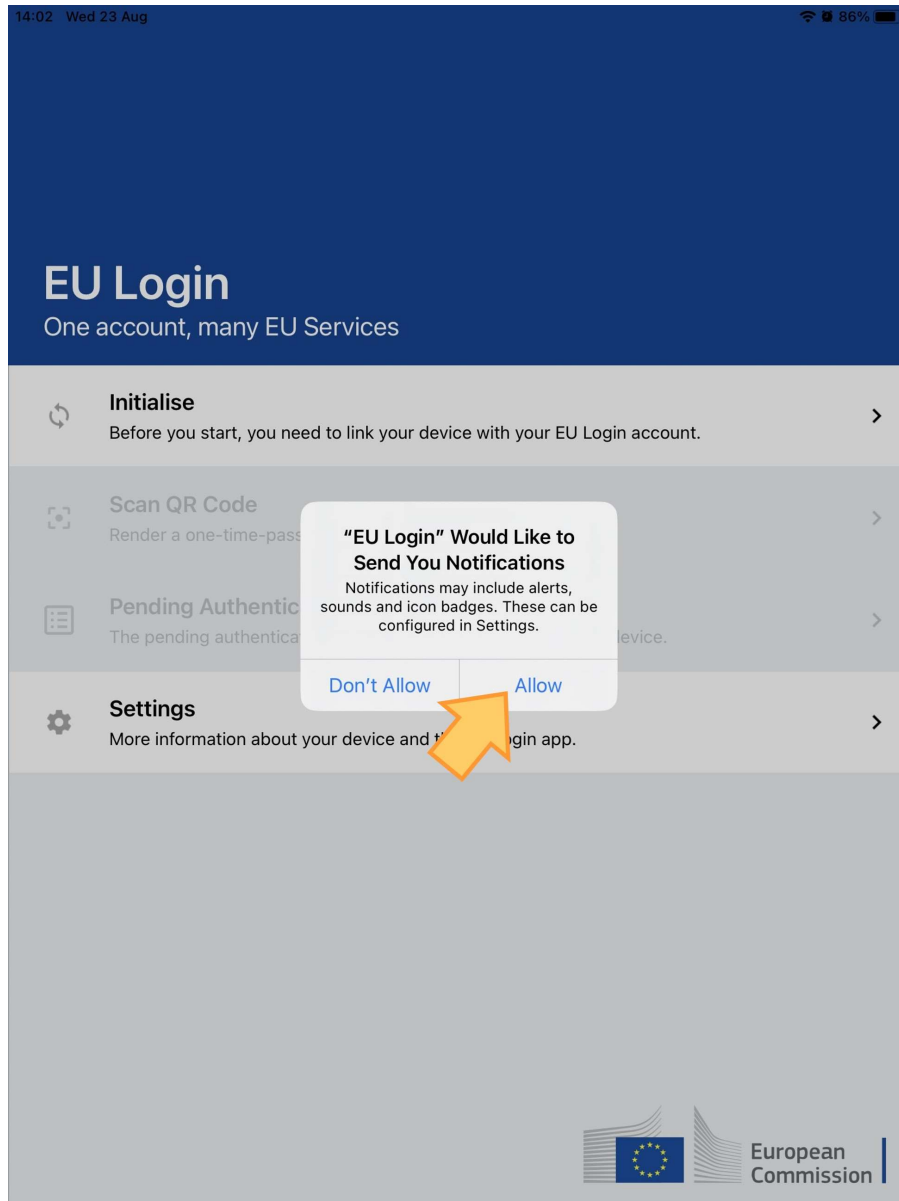
## Initialise the EU Login Mobile App with your mobile device

To initialise the EU Login Mobile App you need your mobile device and a computer. Download the app on your mobile device.

When opening the app you will be asked to allow notifications.

### Important

You must allow notifications, otherwise you will not be able to use the app.



On your PC, log in to [EU Login](#) using your e-mail address and password.

### Take note

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 again using the already registered device or phone number.

To access your EU Login account details, click on the settings (gear) icon in the upper right corner and click on My Account.



# Successful login

**!** You are now logged in to EU Login.  
To stop the automatic single sign-on, click [Logout](#) or close all browser windows.

Anna NAME

(External)

[Change password](#)

**My Account**

[Logout](#)

The My Account page opens. Select **Manage my mobile devices**.

## My Account



My account details



Configure my account



Delete my account



Manage my mobile devices



Manage my Security Keys and Trusted Platforms



Manage my mobile phone numbers



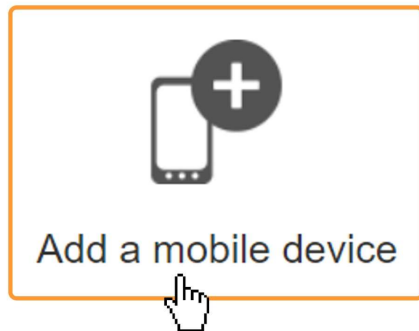
Manage my eIDs



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

Click on **Add a mobile device**.

# Manage my mobile devices



[← My Account](#)

Fill in the required information in the **Add a mobile device** screen. You have to provide a **name (1)** for your device and set up a **4 digit PIN (2)** code.

You can pick any name that suits you, such as "My tablet", "My Phone" or "My blue phone". 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 birthday and month.

Click on the **Submit** button.

## Add a mobile device

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

2

Submit

Cancel

## Add a mobile device

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

Your device name

Phone

Your 4 digit PIN code

....

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

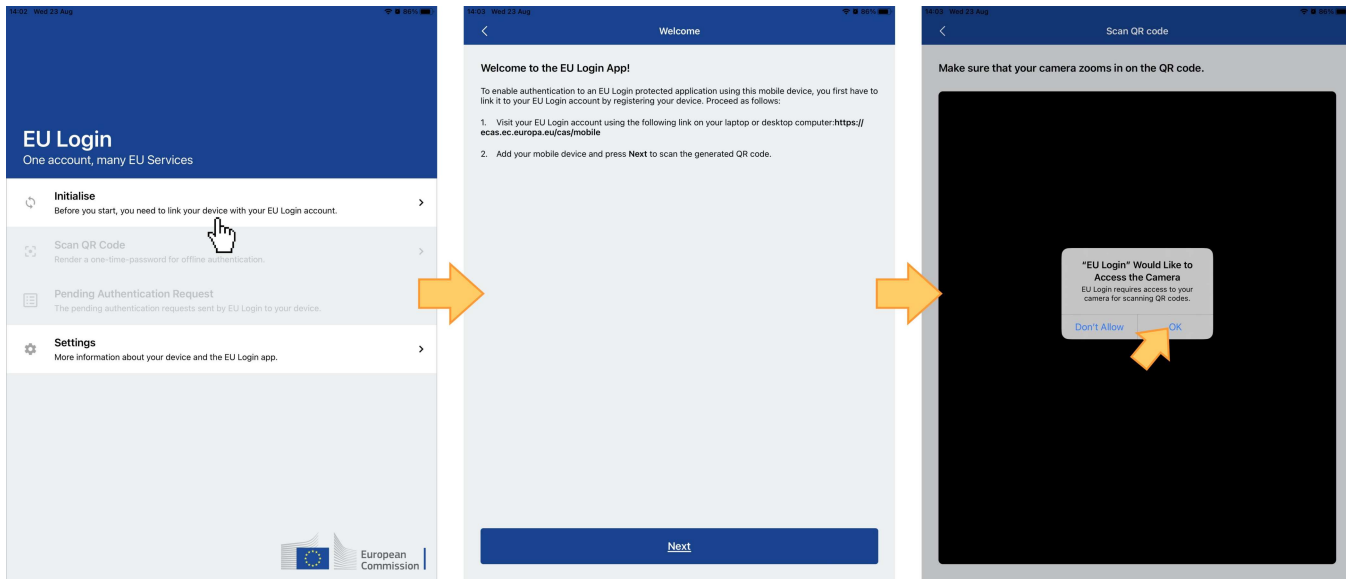
Confirm your PIN code

....|

Submit

Cancel

On your mobile device, open the EU Login Mobile App and select the **Initialise** option. Follow the instructions on screen and allow access to your camera.

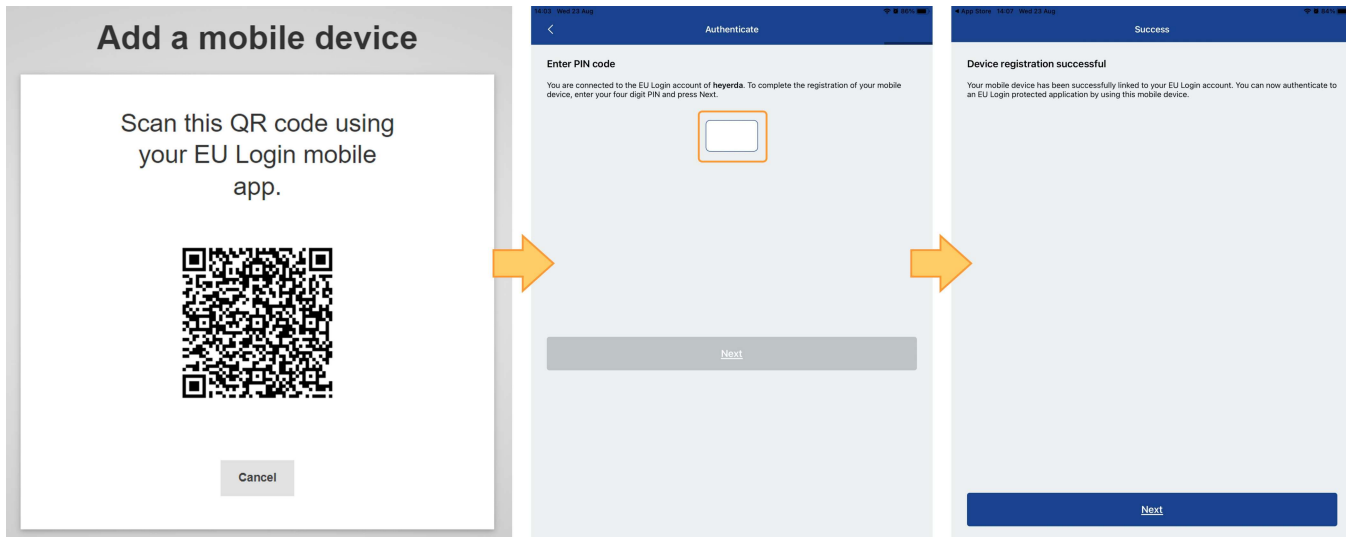


The **QR code scanner** starts on your mobile device and a **QR code** is displayed on the screen of your PC. Point the camera of your mobile phone to your PC screen until the QR code is recognised. In the Authenticate screen in the app, enter the **4 digit PIN** code you set up earlier and click on **Authenticate**.

A success message displays on your device, confirming the setup of your mobile device with EU Login. Your EU Login Mobile app is successfully initialised and can be used for authenticating. Click on **Next** to be redirected to the Welcome screen.

You can now use your mobile device to access the European Commission services that require two-factor authentication, either by using the 4 digit PIN or by scanning a QR code.

An e-mail is sent to your registered e-mail account informing you that a new mobile device has been added to your EU Login account.



If your device is equipped with Fingerprint recognition (TouchID), 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.

# EU Login

One account, many EU Services

## Enable TouchID?

Your device has been equipped with TouchID. Do you want to enable TouchID for your EU Login authentication?

YES

SKIP

the EU Login app.

Powered by



European  
Commission

Once a mobile device has been added to your EU Login account, you have the options to **Delete a mobile device (1)** and to **Change EU Login add PIN code (2)** when accessing the **Manage my mobile devices** option when signed in to EU Login > My Account.

# Manage my mobile devices



Add a mobile device



Delete a mobile device



Change EU Login app  
PIN code

[← My Account](#)

## Updated verification process for 2 factor authentication

From Monday 22nd September 2022, two-factor authentication via the EU Login Mobile app was changed. The mobile app will no longer send push notifications. This means that you will no longer get a notification as a pop-up messages on your device. Instead, you will need to open the EU Login Mobile app to view and confirm pending login requests.