

# CREATION OF AN EXTERNAL EU LOGIN ACCOUNT

## STEP 1

### You will need:

- your **EU pension number** (top left on your pension slip, in the greyed area)
- your **mobile phone** (just for receiving text messages)
- your **computer/laptop or tablet/iPad**
- an **email address** which is not already linked to another person's EU Login account.

**NB: You can have only ONE EU Login account.** This guide will **not work** if you have already created one previously, and you will not receive the "token". Try to update your password instead!

1. From your browser, go to <https://webgate.ec.europa.eu/cas> and type in your **email address**. Click "Next".

2. On the next screen, fill in all the fields and then click "Create an account"

3. After a few minutes you will receive an email from "Authentication service". Open it on **your computer** (NOT your mobile). Click "**this link**" halfway down the email to create your password.

On the following screen (see below), introduce a password containing **at least 10 characters**, including **at least 3** of the following character groups:

- capital letters
- lower case letters
- numbers
- special characters (-, ?, &, % ...)

Example: **23-10Ukraine** Then click "**Submit**" in the blue bar.

**New password**

Please choose your new password.

n00df10z  
(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: KG9boIEPFQ x^uAzQsYTE PVI dHR^mSi

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

4. You will now receive a message that your password was "successfully changed". Click on "**Proceed**" to register your mobile number.

5. Now click on the cog wheel top right and select "**My account**".

**EU Login**  
One account, many EU services

English (en)

Eva DUDZINSKA

**Successful login**

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

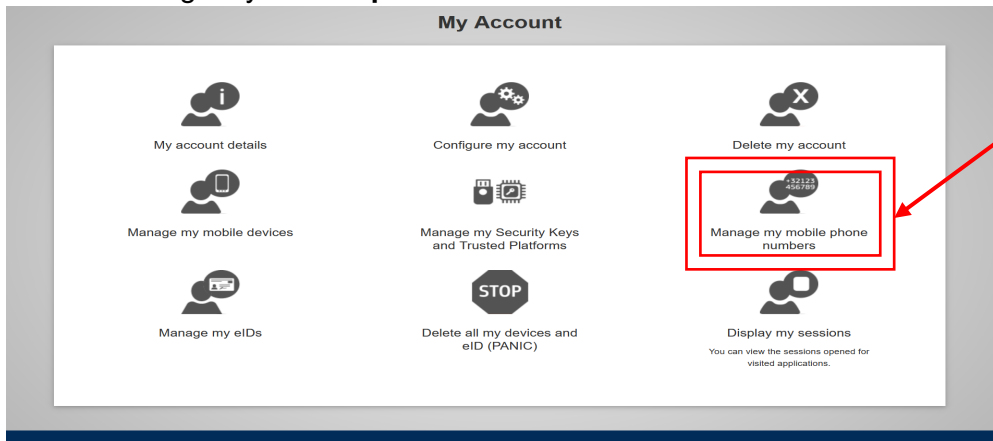
dudzinskaeva@gmail.com  
(External)

[Change password](#)

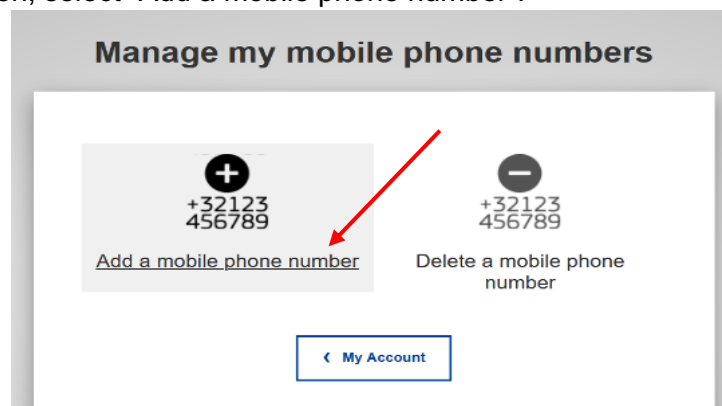
[My Account](#)

[Logout](#)

6. Select "Manage my mobile phone numbers":



7. On the next screen, select "Add a mobile phone number":



8. Now insert the desired mobile number, starting with the relevant country code +32... (excluding any brackets, full stops, hyphens or similar). Now click on "Add".

9. You will soon receive a text message with a code consisting of 2 x 4 characters (in EU jargon: a "challenge"). Insert these characters as well as your mobile number on the following screen. You can insert the characters in upper or lower case, they are not case sensitive. When you are done, click "Finalise" in the blue box.



10. You will now receive confirmation that your mobile number was registered. You will also receive this confirmation by email.

11. You may now add one or more mobile numbers in the same way (such as that of a close

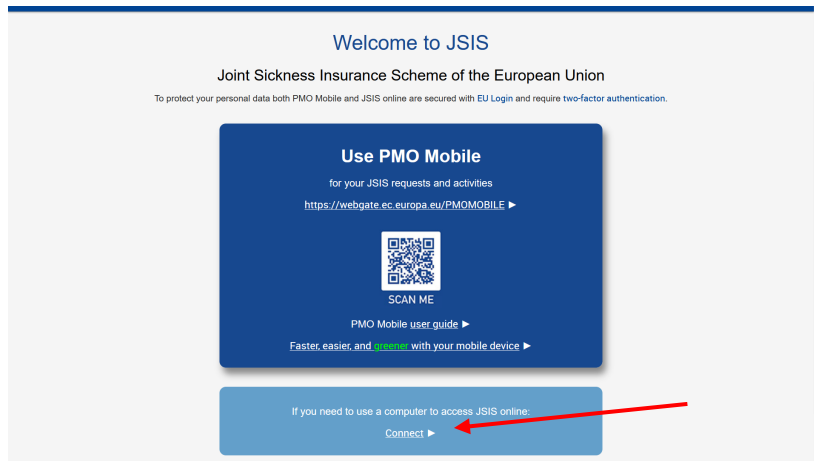
relative helping you, or a mobile number on another phone from another country ..).

12. When you are done, click the cog wheel again and then click on "Logout" at the bottom.

## STEP 2

**MUST BE DONE IMMEDIATELY AFTER STEP 1 IN ORDER TO GET ACCESS TO JSIS ONLINE ETC.**

13. From your browser, go to <https://webgate.ec.europa.eu/RCAM/>. Scroll down and click on "Connect" in the light blue area at the bottom of the screen:



14. On the following screen insert your email address when prompted and click on "Next"
15. You will now see the screen below:

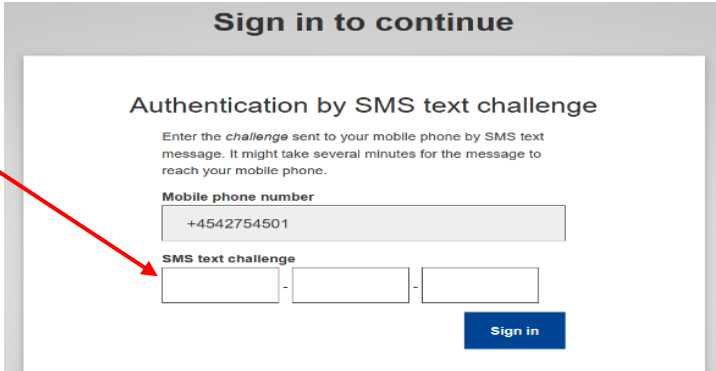


Insert your newly chosen password.

Below "Choose your verification method" click the arrow in the black square to the right to reveal a drop-down menu. Select "Mobile phone + SMS".

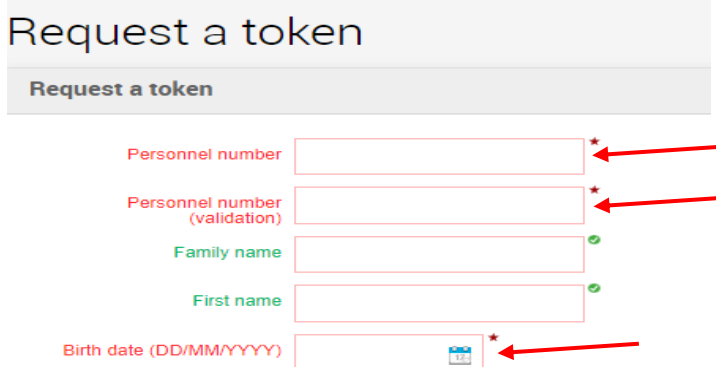
Now insert your mobile number below, starting with the country code +32 .... and click on "Sign in".

16. You will now receive a text message on your mobile phone (3 x 3 characters). The characters are not case sensitive. Insert the characters in the relevant fields under "SMS text challenge" and click on "Sign in".



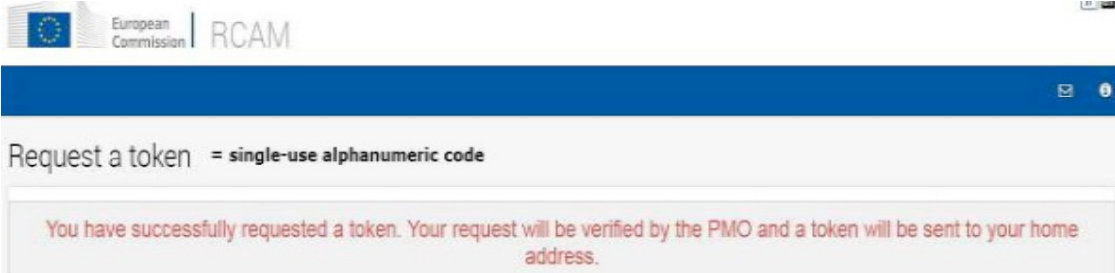
The screenshot shows a web form titled "Sign in to continue" with a sub-header "Authentication by SMS text challenge". Below the sub-header, there is a text box for "Mobile phone number" containing "+4542754501". Underneath, there are three input fields for the "SMS text challenge" separated by hyphens. A red arrow points to the first of these fields. A blue "Sign in" button is located at the bottom right of the form area.

17. On the following screen you fill in **all** the fields: **Pension number (twice!!)**, **family name**, **first name** (usually pre-printed) and **date of birth**.



The screenshot shows a web form titled "Request a token" with a sub-header "Request a token". The form contains five input fields: "Personnel number" (with a red asterisk and a red arrow pointing to it), "Personnel number (validation)" (with a red asterisk and a red arrow pointing to it), "Family name" (with a green checkmark), "First name" (with a green checkmark), and "Birth date (DD/MM/YYYY)" (with a red asterisk and a red arrow pointing to it). The birth date field includes a calendar icon.

18. **You are done!** Now you will have to wait for a final code ("token") to be sent to you by **email or text message** (it is no longer "sent to your home address").

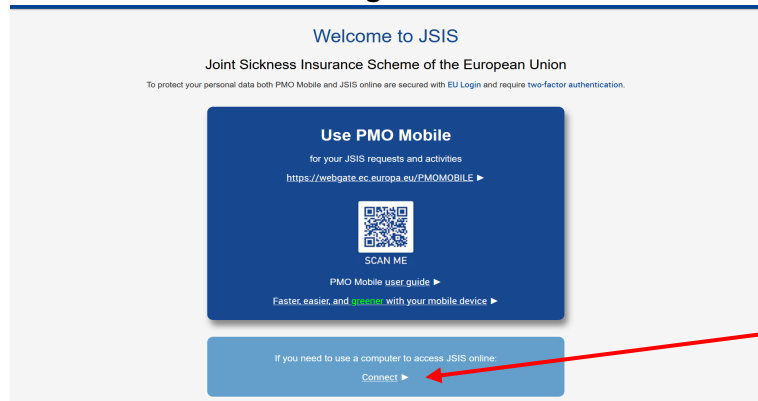


The screenshot shows the top of the "Request a token" page with the European Commission and RCAM logos. Below the page title, there is a message: "Request a token = single-use alphanumeric code". A red message box contains the text: "You have successfully requested a token. Your request will be verified by the PMO and a token will be sent to your home address."

## STEP 3

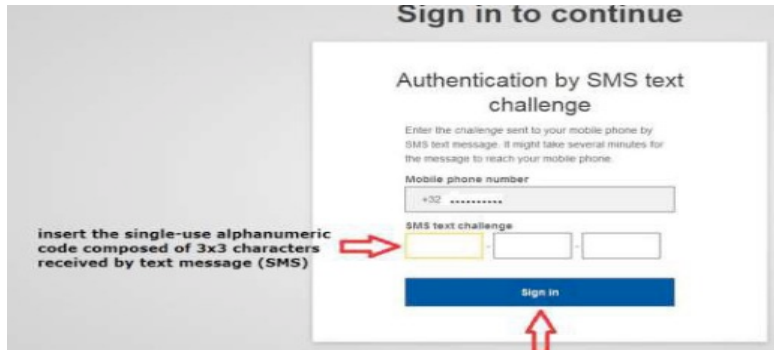
**YOU CANNOT CONTINUE WITH STEP 3 UNTIL YOU HAVE RECEIVED YOUR FINAL CODE ("Token"), now usually transmitted via email or text message.**

1. From your browser, go to <https://webgate.ec.europa.eu/RCAM/>. Scroll down and click on **"Connect"** in the **light blue area at the bottom** of the screen:

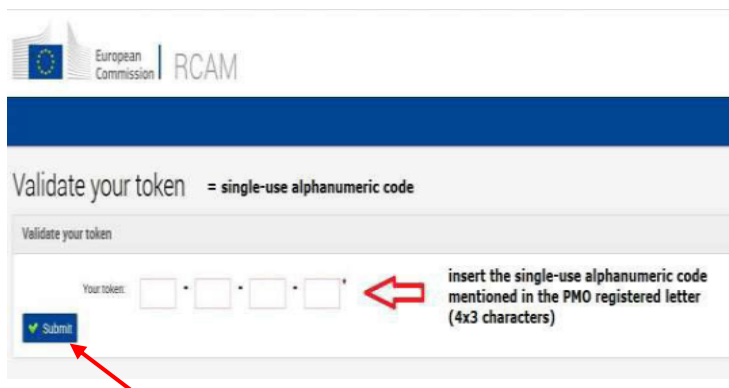


2. Now, when prompted, insert your email and then your password. Under "Verification method", make sure to select **"Mobile phone + SMS"**. Insert your mobile number preceded by the country code +32.. Click on **"Sign in"**.

3. You will now receive a text message on your mobile phone. It will contain a code of **3 x 3 characters**, which you should insert in the relevant fields. Click **"Sign in"**.



4. And now you can introduce your final code (4x3 characters) to validate your token:



When you have introduced the final code ("token") in the appropriate fields, click on **"Submit"**.

**You must now log out completely from your browser. You will soon gain full access to all functions when you log in again using your EU Login.**