Sources: several DIGIT's docs ex internet

How to authenticate to EU Login using the *EU Login Mobile Application* on your smartphone or tablet

Introduction to the *EU Login Mobile application*

The *EU Login Mobile Application* is developed by the European Commission (DIGIT) **for facilitating authentication to access EU Login protected applications** using your Android or iOS mobile device.

☞ **It is therefore imperative to have an activated EU Login account before installing this application.**

The *EU Login Mobile application* itself **cannot be installed on a PC/Mac**, **only on a Mobile device** i.e. smartphone and/or tablet.

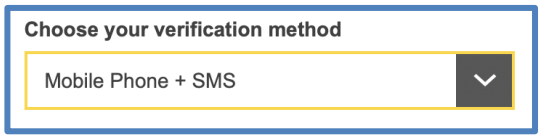
The « EU Login Mobile App » is available in 22 languages and can be downloaded from:

- the App Store for iOS devices. Compatible with iPhone and iPad.

- the Google Play Store for Android devices.

*For those who had downloaded and used the previous version of EU Login Mobile App, the application **automatically updates when/if allowed according to your personal settings.***

Once the link has been established between an EU Login account and a mobile device, this application allows you to authenticate to EU Login with this mobile device, **in 3 alternative ways, other** than the well-known **"mobile phone + sms"**.

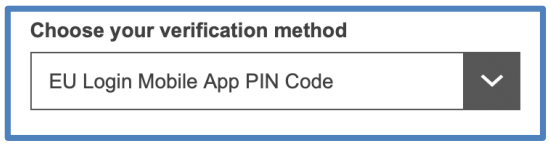


This is a **response to the problems** encountered by some because of either a **poor quality of the network coverage** of the mobile operator or of some **mobile operators not relaying text messages (SMS)**.

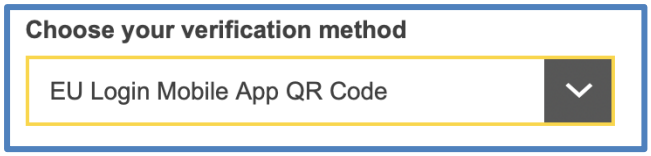
It is also much faster than the text messages especially if you "work" on one mobile device only (see procedure D).

The 3 alternative authentication methods are:

- either authenticate on a mobile device by just **entering a personal PIN code[1] instead of receiving a code via text message (SMS)**. **Internet connection on the mobile device is needed.** ☛ *See procedure B.*



- or, 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**. ☛ *See procedure C.*



- **or, if you are navigating on the same mobile device as the one where the *EU Login Mobile App* is installed**, then you can use the **"On Mobile" authentication method**. ☛ *Voir procédure D.*

☞ This application is **not** a "JSIS online" nor a "Sysper Post Activity" application but an application that **facilitates authentication and therefore the connection to "My Remote"**, the central access point where you can then choose the requested application (JSIS Online, My IntraComm, SYSPER Post Activity, Staff Matters/Staff Contact).

<u>Before starting to use this EU Login Mobile App</u>:

→ you need to secure your smartphone or tablet with either a Passcode or with fingerprints or any other security mode made available in the Settings menu of your device.

[1] Since 23 September 2016, it is possible to use TouchID for your EU Login authentication. If your device is equipped with TouchID and if you have successfully installed the EU Login Mobile App, the App will automatically ask you whether you want to enable TouchID or not. If you have enabled TouchID and that you nevertheless prefer - for any particular reason - to enter your personal PIN code, you just click on "Cancel" and the app takes you to the PIN authentication screen.

→ you need first to register your smartphone or tablet in your EU Login account **(Procedure A)**, i.e. **establish a link between your EU Login account and your Mobile device.** This needs to be done once only (per Mobile device).

Afterwards, every time you wish to authenticate to EU Login with this *"EU Login Mobile App",* you will follow the procedure explained under **Procedure B, C or D, according to your choice**.

Please note that:

- you can register several Mobile devices, but **one at a time**.

  Finish the procedure & **test it** before starting with the registration of another Mobile device. If the procedure has failed, close the *EU Login mobile app* and try again.

  When you have several Mobile devices registered, you will be asked to choose to which one you want the authentication request to be sent (see step B.3);

- once your Mobile devices are successfully registered, you can use either 1 Mobile device only, i.e. to authenticate and to connect to the targeted application (JSIS on line, My IntraComm, etc.) or use 2 devices, using one of the following combinations:

  - PC/Mac + smartphone,
  - PC/Mac + tablet
  - Tablet + smartphone
  - Tablet alone
  - Smartphone alone.

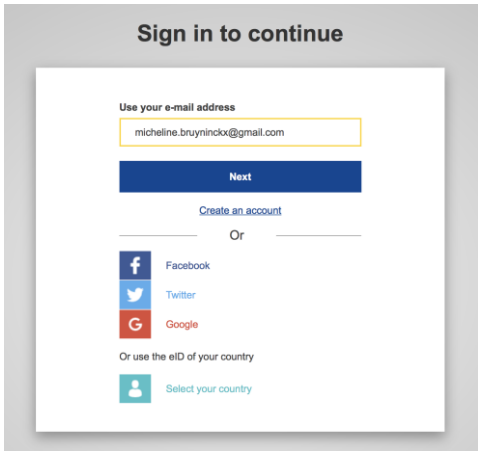
A - The registration process

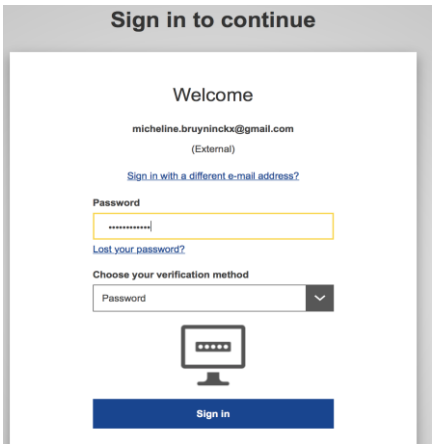
For this registration, you need 2 devices, e.g. a PC/Mac **and** a smartphone **or** a smartphone **and** a tablet, etc. The reason is that you will have to use one of the Mobile devices with the *EU LOGIN Mobile App* installed to scan a QR code (see step 8).

1. Install the EU LOGIN Mobile App from the Apple Store or an Android Play Store **on your smartphone or tablet.**

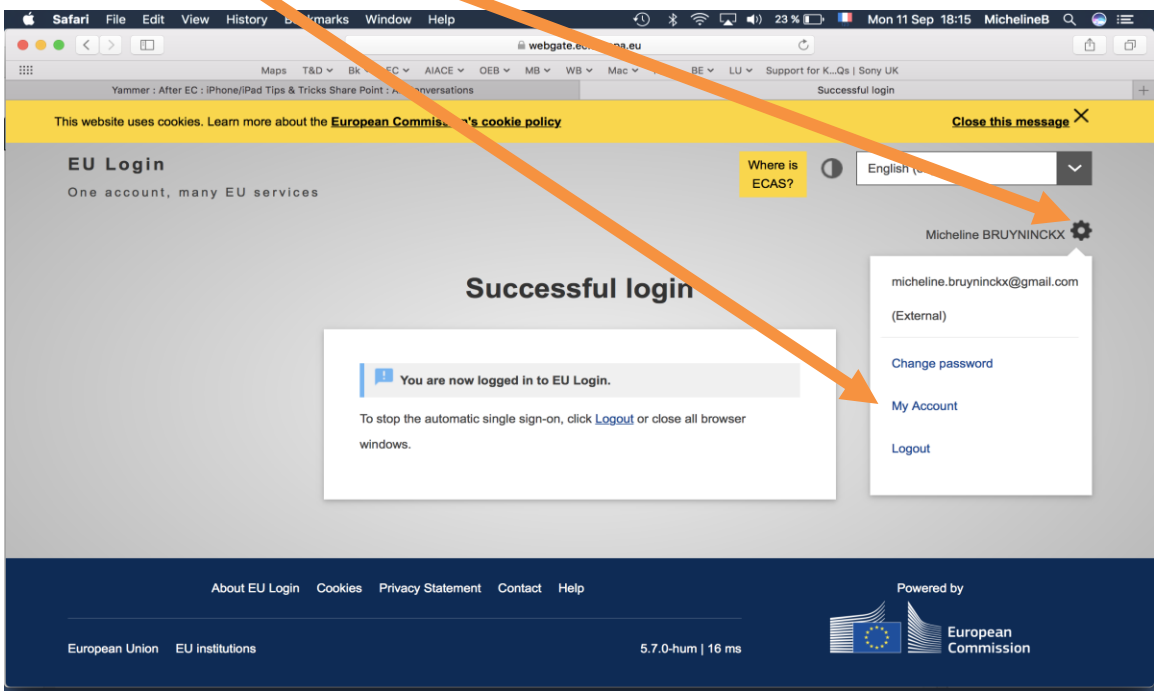
2. Authenticate to EU Login **on your second device (either PC/Mac** or **other** Mobile Device) at this address:
https://webgate.ec.europa.eu/cas/

Enter your email address and click on "next"	Enter your EU Login password and click on "sign in"

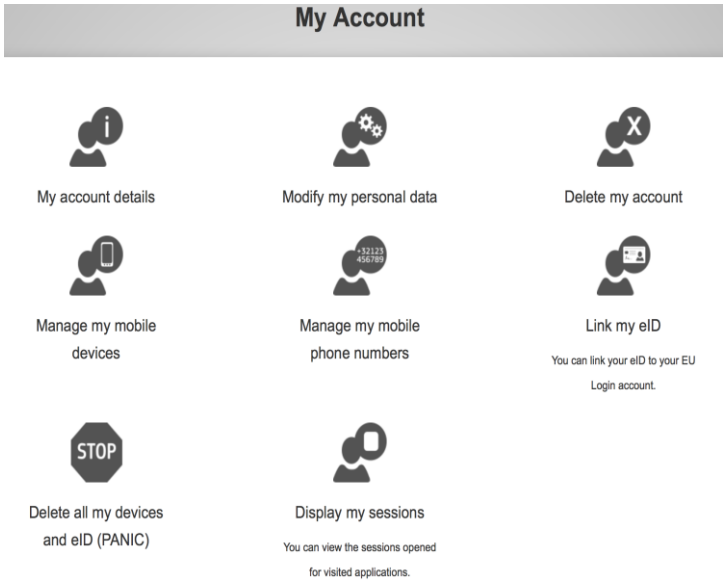


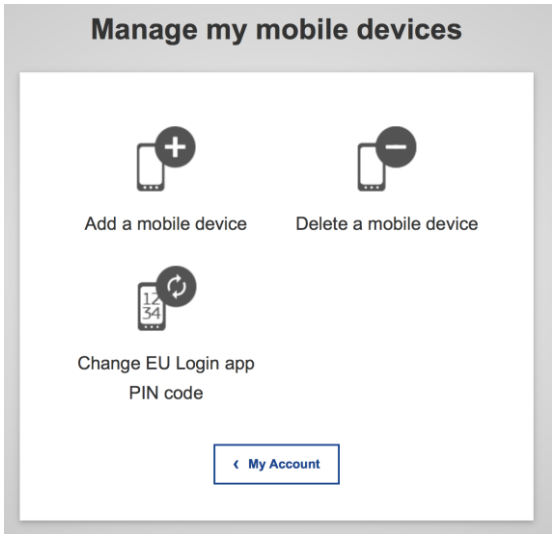


3. Click on the wheel to access your account. A scroll down menu appears, choose "My Account"

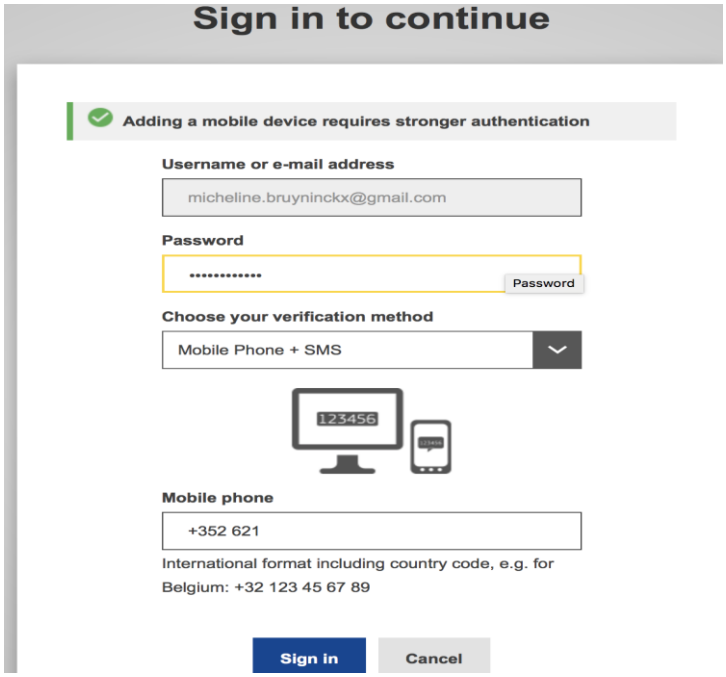


4. Choose **"Manage my mobile devices"** in the My Account screen and then on **"Add a Mobile Device"** in the "Manage my mobile devices" screen

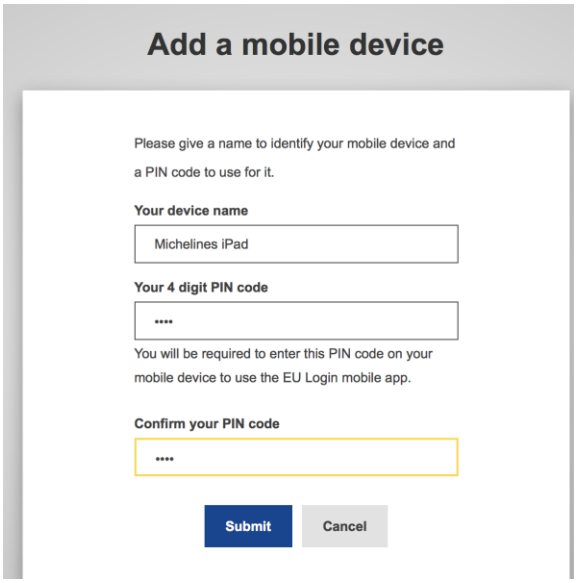




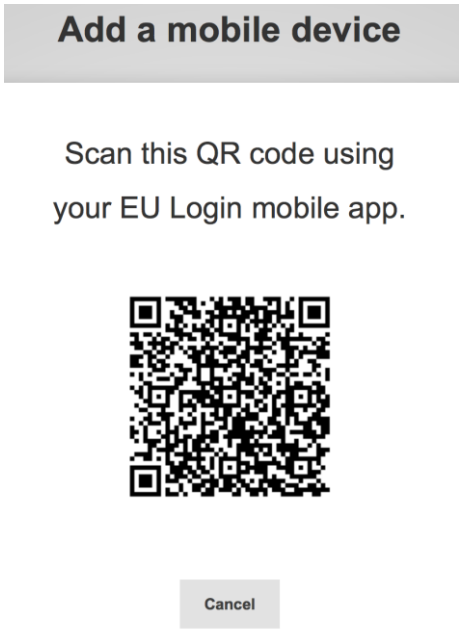
5. **Adding a mobile device requires stronger authentication that just a password as you did in step 1, so you will be prompted to authenticate again. Make sure to choose the correct authentication method** and sign in.



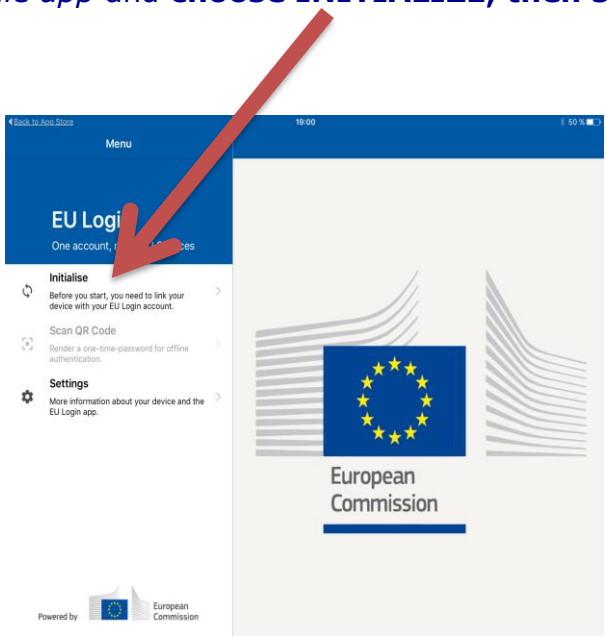
6. You will have to **provide a name** (in case you have several Mobile devices) and **choose your personal 4 digits PIN code**. This is the code that you will enter on your Mobile device every time you choose to authenticate to EU Login using the *EU LOGIN Mobile App.*



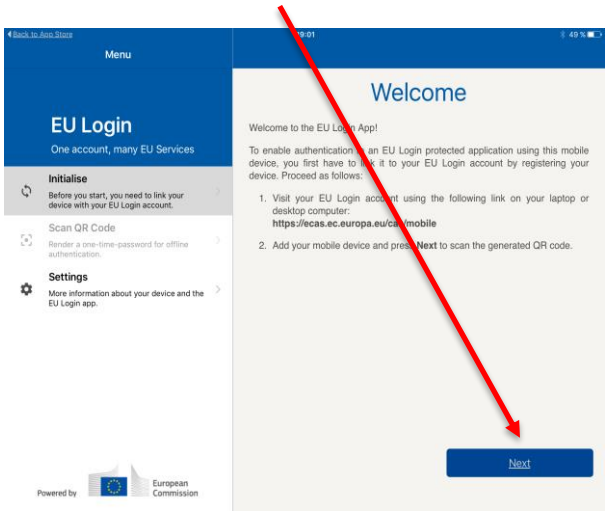
7. As soon as you **click on "submit",** EU LOGIN will generate a **QR CODE**.



8. Switch to **your <u>other</u> mobile device with *EU LOGIN Mobile Application* installed**. Start the *EU LOGIN mobile app* and **choose INITIALIZE, then scan the QR Code**.



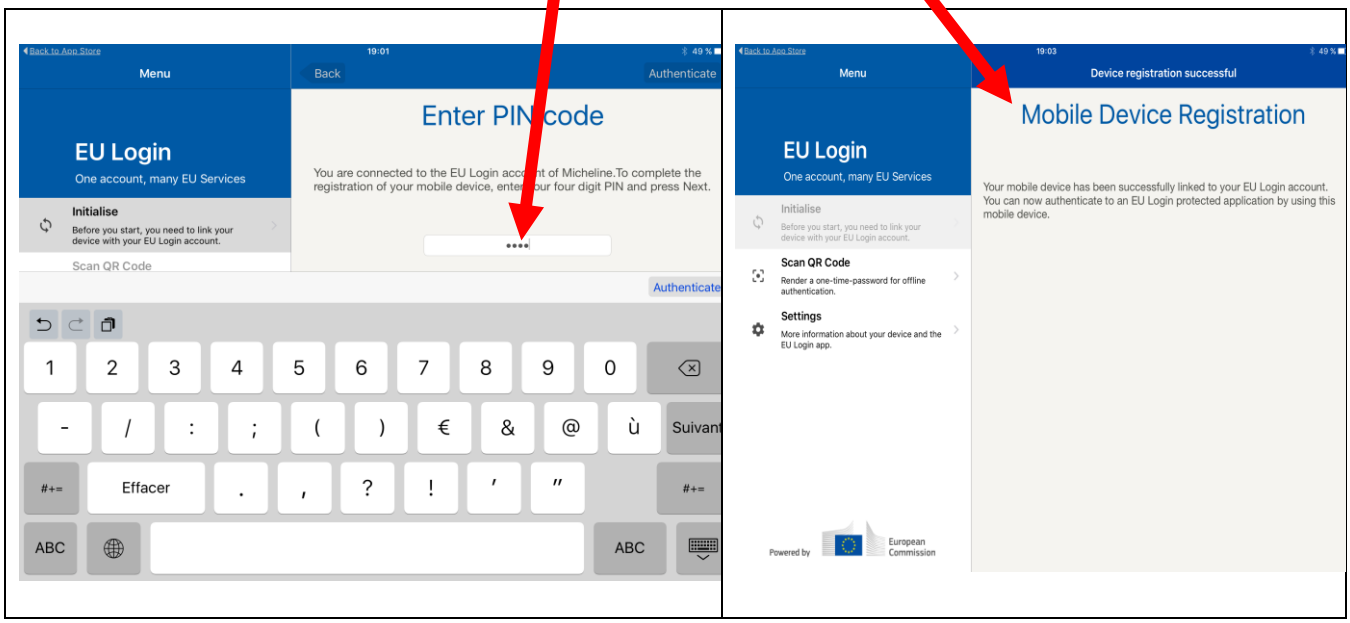
A "Welcome" screen appears. Click on "Next"



Press "Scan QR Code". The QR code scanner starts on your mobile device. Point the camera of your mobile device to your computer screen until the QR code is recognized.

9. Scanning the QR Code will bring this screen on your smartphone or tablet**, prompting you to enter the personal 4-digit PIN code you chose in step 6** in order to complete the registration process.

Click on "Authenticate" (or "Next" or any other message requiring a validation) and you will **receive a message confirming the successful registration of your mobile device.**



From now on you will be able to authenticate to EU LOGIN using your Mobile device.

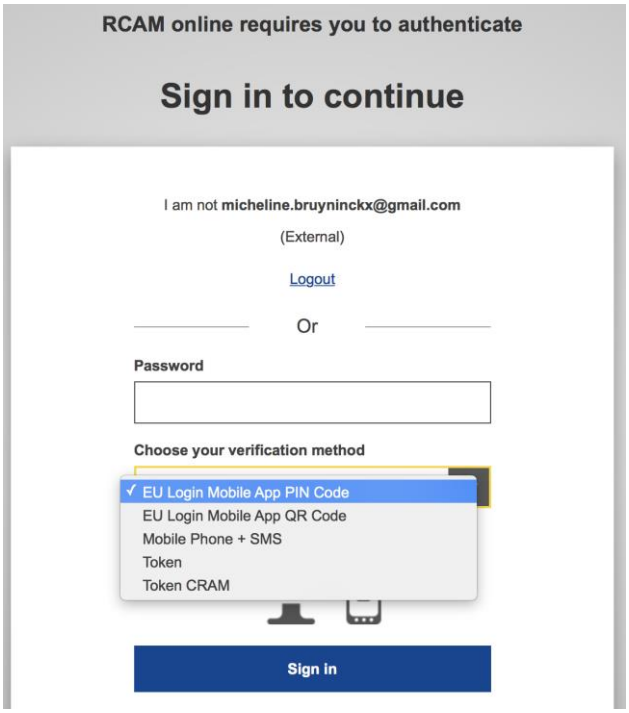
Make sure in your settings that your smartphone/tablet allows notifications from the EU LOGIN App and set up how (show on lock screen, sound or no sound, etc.).

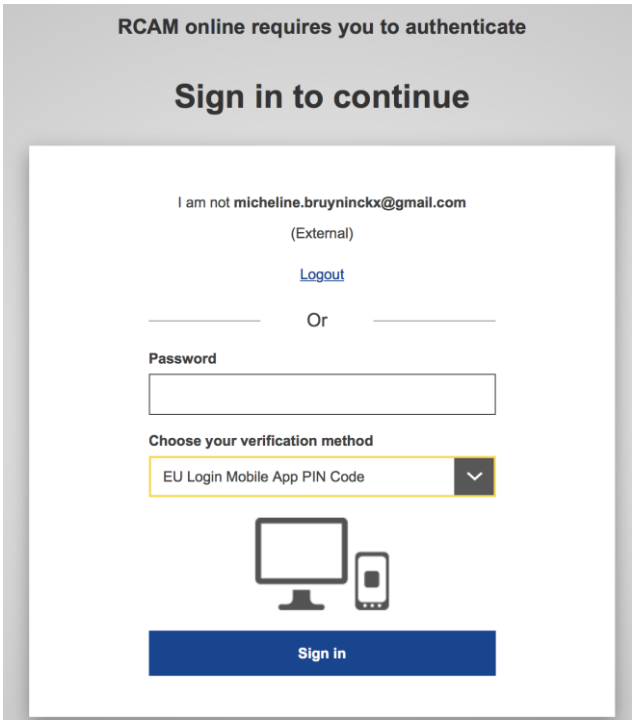
B - Sign in using the EU Login Mobile App PIN Code

1. Start by calling - from your PC/Mac's or other Mobile Device browser - **the central access point "My Remote" using following url https://myremote.ec.europa.eu/**

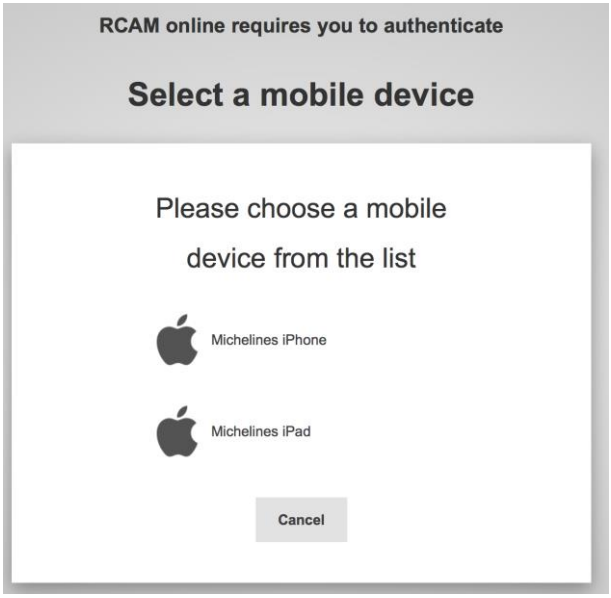
and click on **"I have a private device"**

2. **Select the authentication method "EU LOGIN Mobile App Pin Code"**

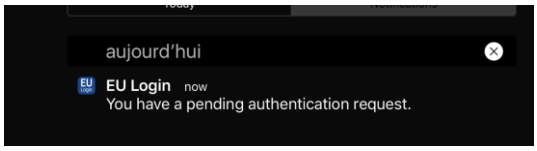


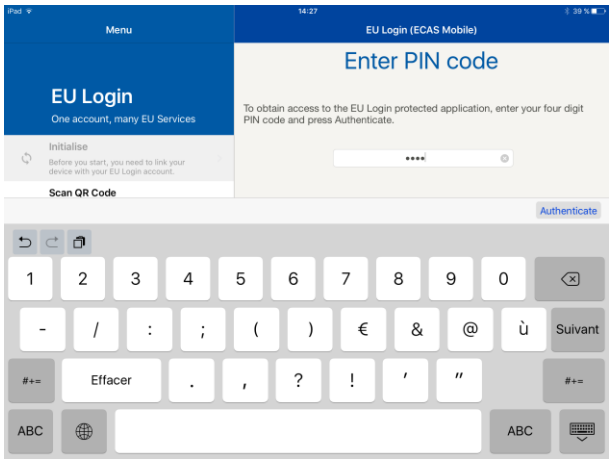


3. If you have several Mobile devices registered, you will be prompted to **choose THE Mobile device to which the authentication request will be sent.**

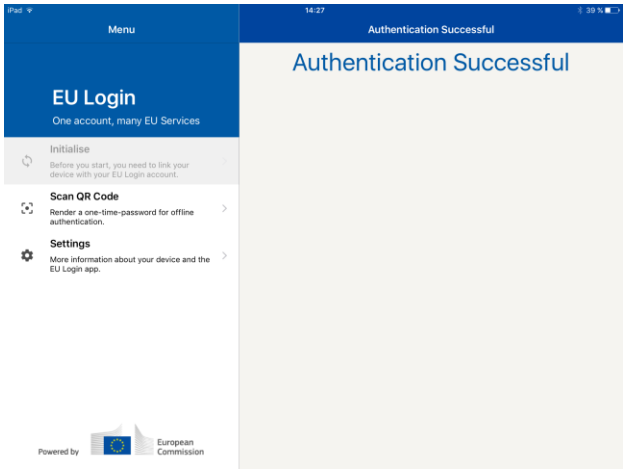


4a. You will immediately receive a **notification** from the *EU LOGIN Mobile App* on **your Mobile device**, requiring you to authenticate. **Tapping** on the notification triggers the launch of the EU Login Mobile App.	4b. **Enter your 4-digit PIN** (or activate the "Touch ID") in the *EU LOGIN Mobile app* that opens up and **click on "Authenticate"** (or any other request for validation)**.**

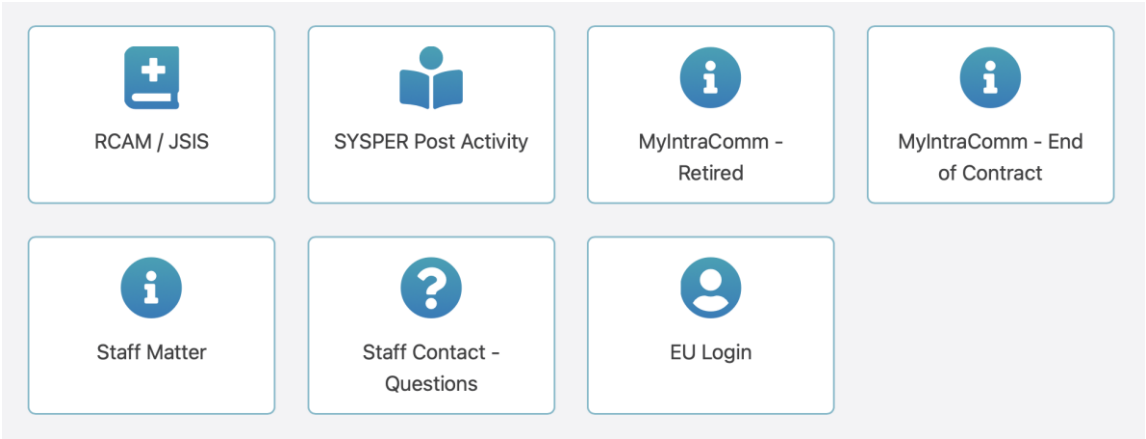




5. Once you received confirmation that the authentication is successful,



switch back to your browser.
You are now in the "My Remote" central access point where you can choose the requested application (JSIS on line, MyIntraComm, SYSPER Post Activity, Staff Matters/Staff Contact).

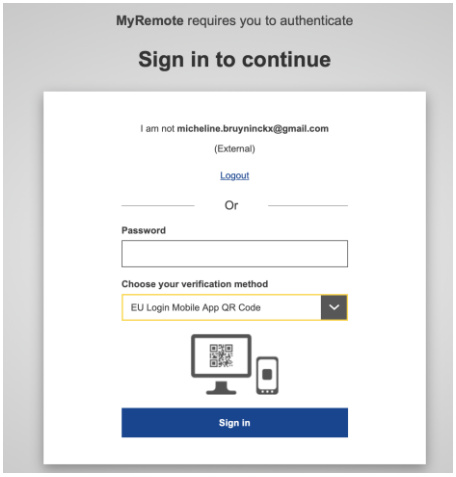


C. Sign in using the EU Login Mobile App QR code

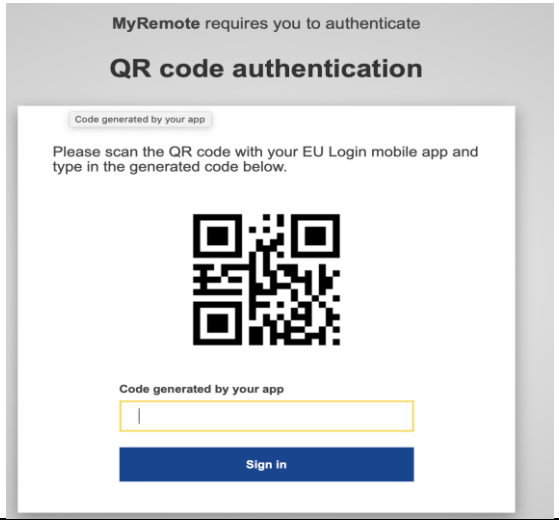
To authenticate with the *EU Login mobile application* **with QR code**, you will need to scan a QR code on your PC using the *EU Login mobile application* in order to **obtain a one-time password** which you will then enter on your PC.

1. **Start by calling** - from your PC/Mac's OR other Mobile Device browser - **the central access point "My Remote" using following url https://myremote.ec.europa.eu/** and click on **"I have a private device"**

2. **Select the authentication method "EU LOGIN Mobile App QR Code" as the verification method. "** Enter your password in the "Password" field and click on "Sign in".



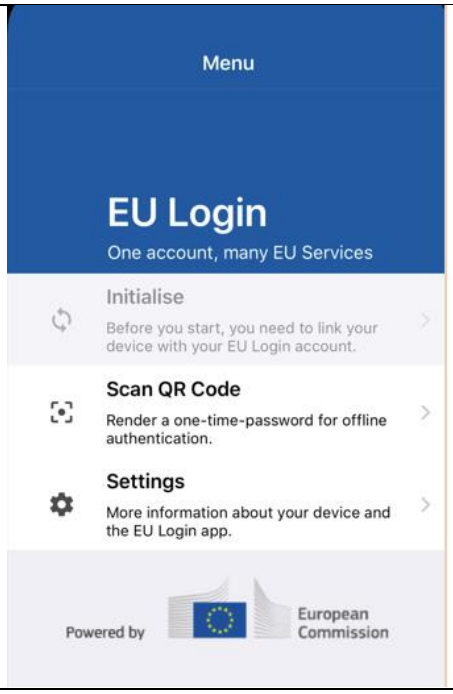
3. **A QR code is displayed on screen.**

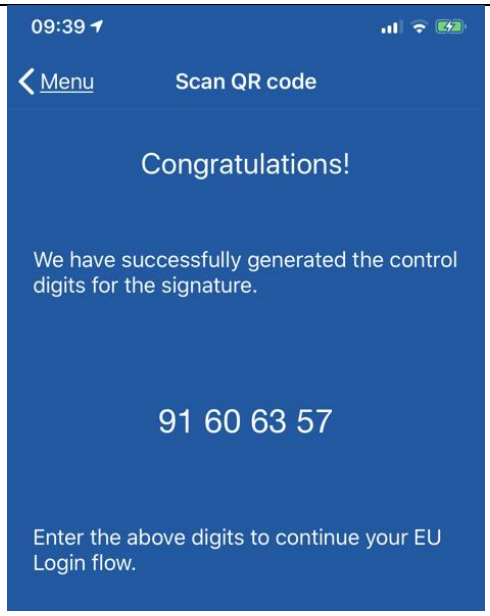


4. **Start the *EU Login Mobile App*** on a mobile device where it has been previously initialised.

5. Tap on **"Scan QR Code".** The QR code scanner starts on your mobile device. Point the camera of your mobile phone to your PC screen until the QR code is recognised.

6. The *EU Login Mobile App* displays a one-time password composed of 8 digits. **Type the one-time password in the "code generated by your app" field** and click "Sign in" to proceed to the service you requested to use. Beware! this one-time password only remains valid for 5 minutes. If necessary, repeat the operation (from point 2).





You will now be directed to the "My Remote" central access point where you can choose the requested application (JSIS on line, My intraComm, SYSPER Post Activity, Staff Matters/Staff Contact).

D - Sign in using the EU Login Mobile App "On Mobile Authentication"

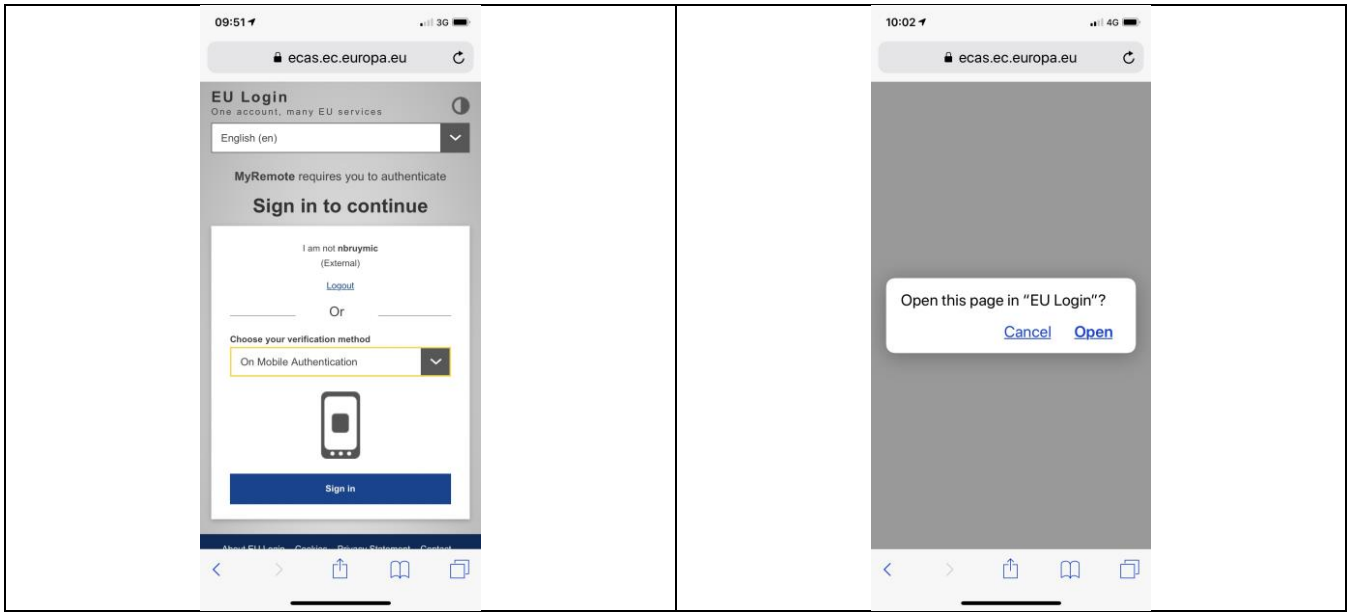
If you are navigating on the same mobile device (smartphone or tablet) as the one **where the *EU Login Mobile App is installed***, then you can use the **"On Mobile" authentication method**.

You will then have to enter a 4-digit PIN code in the *EU Login mobile app*. This is the PIN code you chose when registering your mobile device in EU Login.

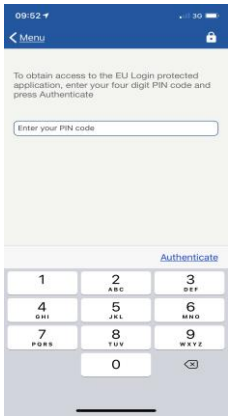
1. Start by calling - **from your Mobile Device browser** - **the central access point "My Remote" using following url https://myremote.ec.europa.eu/**

and click on **"I have a private device"**

2. **Select "On Mobile Authentication" as the verification method. "** Enter your password in the "Password" field and **click on "Sign in".**	**3.** Confirm you want to **open the EU Mobile App**



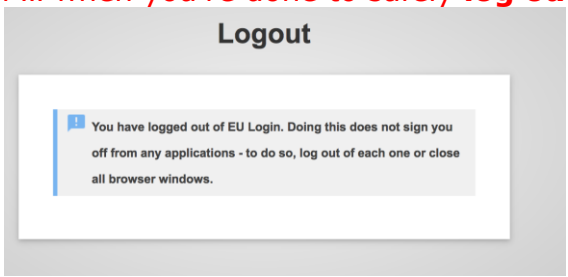
4. **Enter your 4-digit PIN** in the *EU LOGIN Mobile app* that opens up and **click on** "Authenticate".



You will now be directed to the "My Remote" central access point where you can choose the requested application (JSIS on line, My intraComm, or SYSPER Post Activity, Staff Matters/Staff Contact).

E – Logging out of EU Login

Pay attention … when you're done to safely **log out** of EU Login



The easiest and safest way is to close your browser (all windows). It's important to log out of EU Login if the computer you're using will be used by others before you close the browser or log off the computer that means that when you use a public computer (Espace Seniors, Hotels, etc.), make sure to log out of every application (My IntraComm, JSIS on line and of EU LOGIN or close all browser windows before leaving.