

What you should know about the "EU Login" authentication system

What is an authentication code?

Process by which a computer system ensures the identity of a user.
To put it simply, it is a secure access which enables you to benefit from various IT services, hereafter called account.

What services can I get?

The authentication code will enable you to:

- ✓ View all the information available on My Intracomm
- ✓ Ask PMO a question via the PMO-CONTACT application
- ✓ View and track the processing of your files or even introduce your claims for reimbursement, prior authorization request, ... via JSIS Online

How can I get it?

Please read the attached operating manual.

Remember that to activate your account you must have:

- ✓ a mobile phone (cell phone, Smartphone,...)
- ✓ a personal computer or tablet
- ✓ a functional mailbox (for receiving email).

EU Login

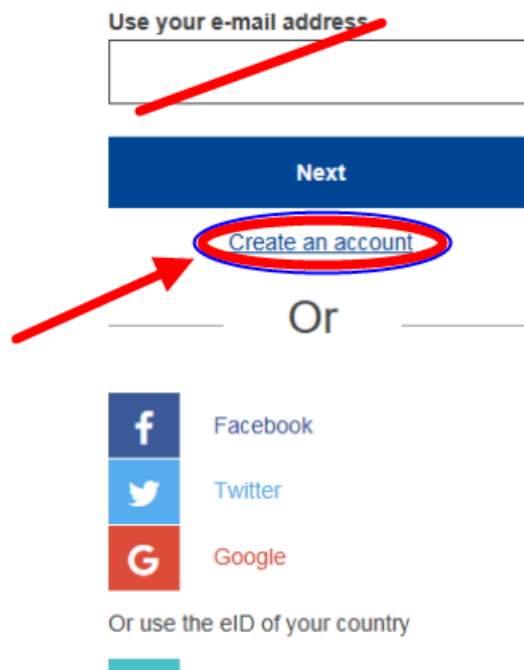
Operating manual

1/ Open the link by pressing Ctrl and clicking the left mouse button simultaneously or type the address directly into your internet browser

<https://webgate.ec.europa.eu/cas>



2/ Click on "Create an account"

A screenshot of the EU Login registration page. The page is titled "Use your e-mail address" and features a text input field for an email address. Below the input field is a blue "Next" button. A red arrow points to the "Next" button, and another red arrow points to a link labeled "Create an account" which is circled in red. Below the "Create an account" link is the word "Or" followed by three social media login options: Facebook (with a blue 'f' icon), Twitter (with a blue bird icon), and Google (with a red 'G' icon). At the bottom, there is a link that says "Or use the eID of your country" with a teal bar below it.

3/ The next screen requires you to complete all the fields in order to create your account

Create an account


[Help for external users](#)

First name

Last name




E-mail

Confirm e-mail


E-mail language
 

Enter the code You can change here the language

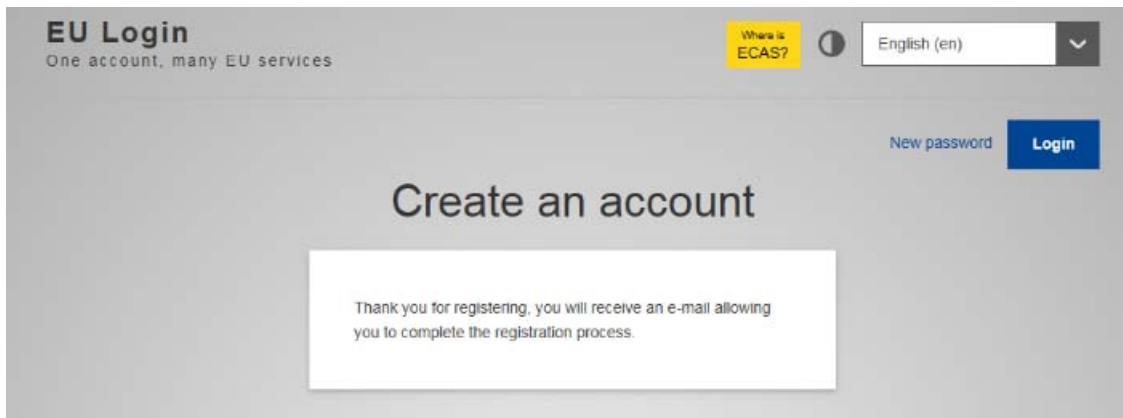
Please insert characters showed on the picture

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



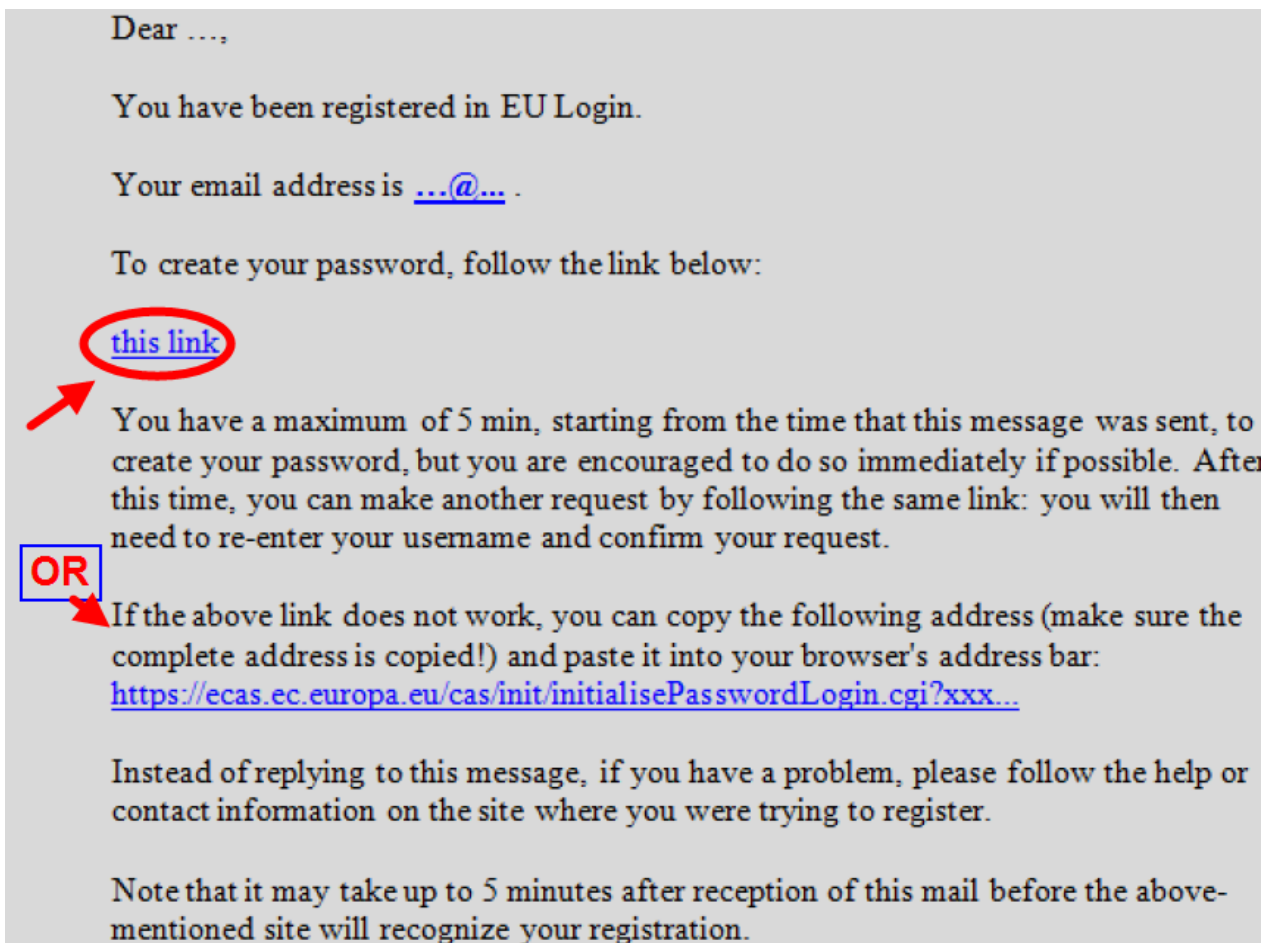
4/ When the account is created, the following message appears



After a 15 minute waiting period, you will receive an email in your private mailbox from the IT department. For your information, the sender's email address is as follows:

Authentication service of the European Commission: ecas-admin@ec.europa.eu

5/ Open the email and click on the link to create your password



6/ Create your password

We recommend that you use a password composed of at least **10 characters** containing **uppercase** and **lowercase** characters as well as **numbers**.

Example: **ThiSiSanExample1**

New password

New password

Confirm new password

Submit

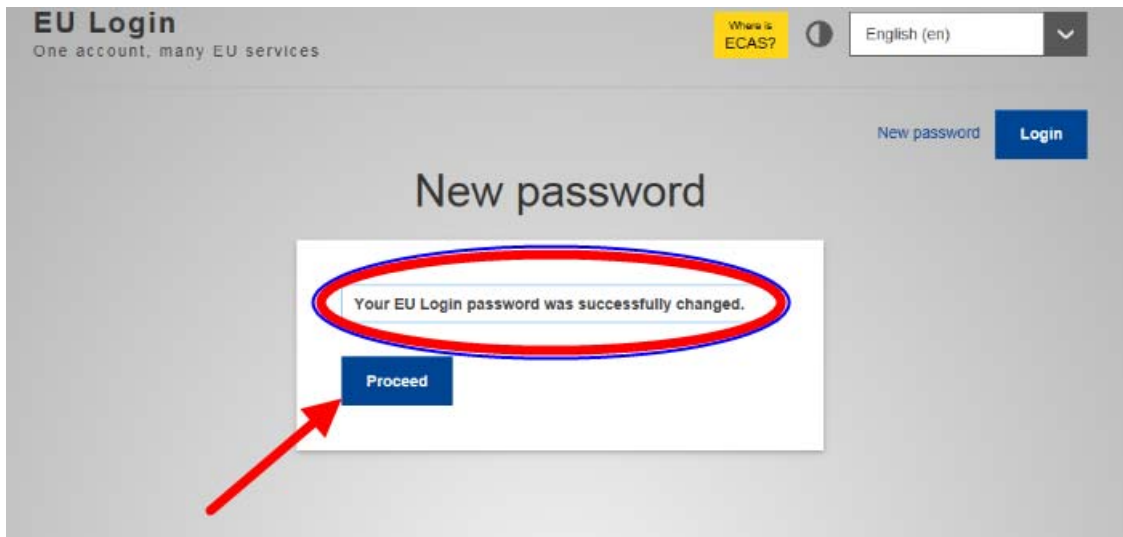
Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !"#\$%&'()*+,-./:;<=>?@[^_`{|}~

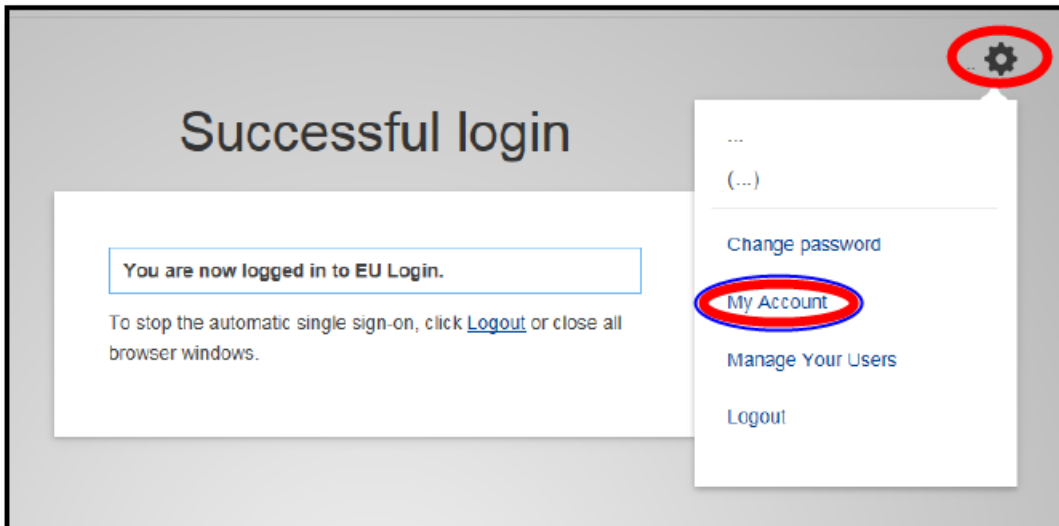
Examples: TEeINoLwk} xLxk65{TPq YNKtIKt4nf

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

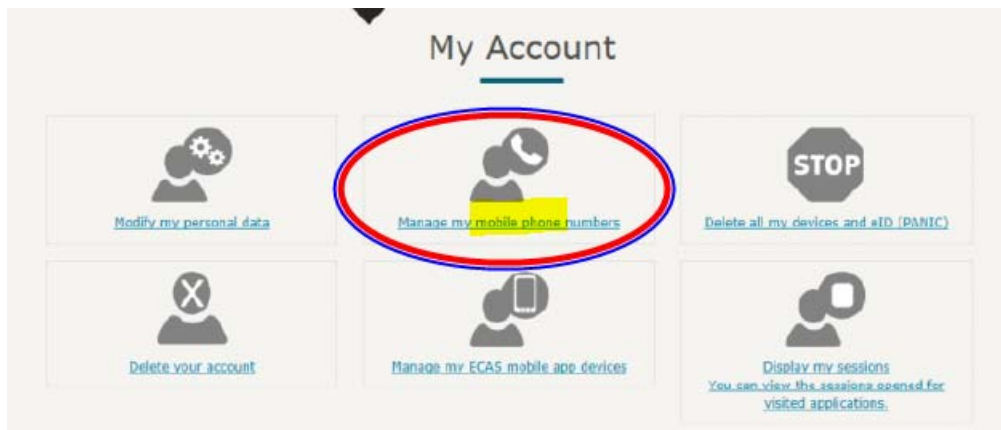
7/ The system informs you that the password is accepted -> click on "Continue" to register your mobile phone number



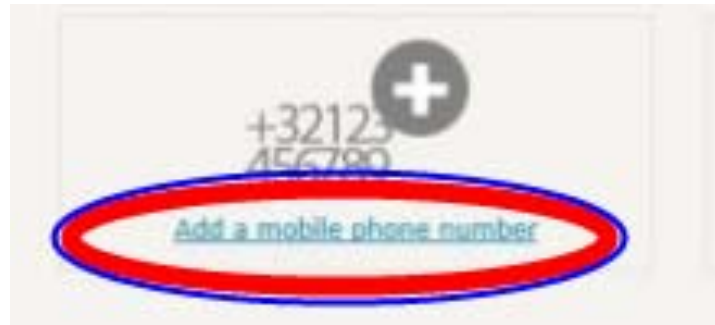
8/ In order to insert your mobile phone number, click on the settings icon and click on "My account"



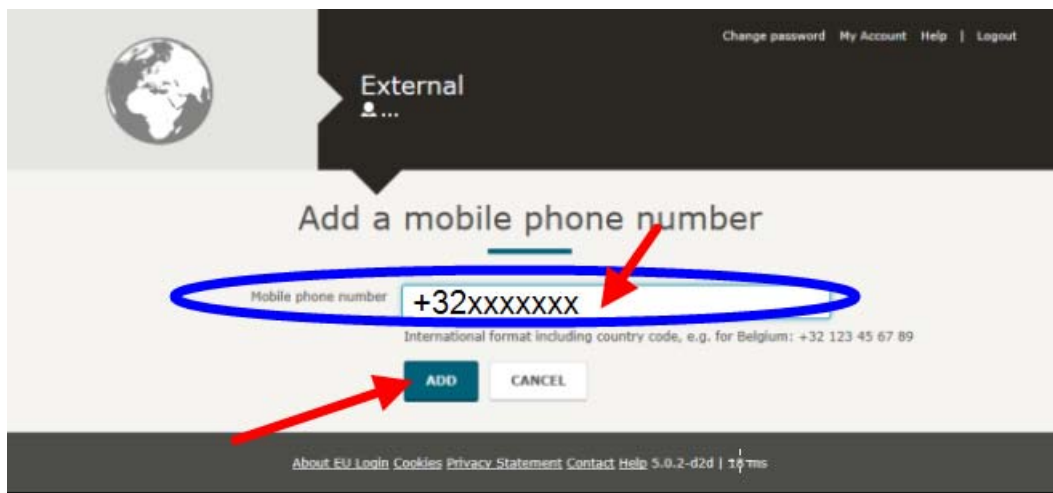
Click on "Manage my mobile phone numbers":



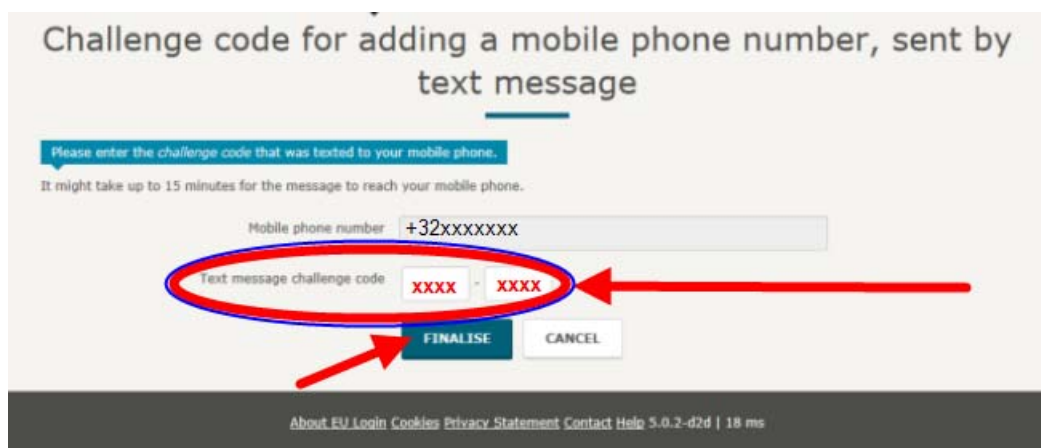
Click on "Add a mobile phone number":



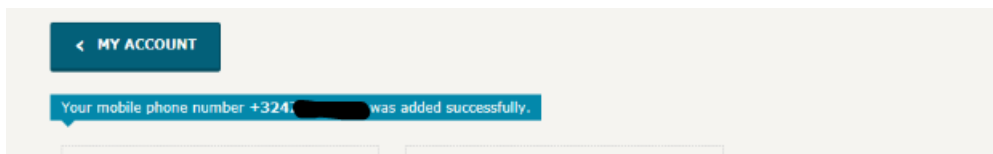
Insert your number using the international format with country code (example +32 for Belgium, +39 for Italy, etc.)



You will receive a new message on your mobile phone containing an 8 character challenge code to be completed on screen:



The system informs you that the phone number has been added



For your information, a confirmation email will also be sent to your mailbox

You added the following mobile phone number to your ACCEPTANCE EU Login account at the time mentioned above: +32xxxxxxx. This message is sent to ensure that you are aware of this action and that it was initiated by yourself. If this is not the case, please contact your local support desk without delay.

This email is sent from an unmonitored mailbox:

- *If you have any questions about an application you want to use, contact the relevant application helpdesk. If you need immediate assistance for an issue related to EU Login authentication, please contact the relevant service from the EU Login 'Contact' page.*

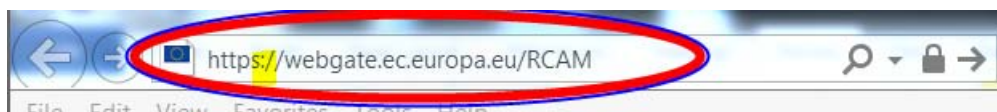
*Sent to you by
European Commission Authentication Service*

9/ Click on "Disconnect"



10/ You are now going to activate the JSIS Online access -> place your mouse on the link below and press "Ctrl + left" mouse button simultaneously or type the address directly in your internet browser

<https://webgate.ec.europa.eu/RCAM>



11/ Select access via the internet on the right hand side of the screen (external environment)

Why an external environment? Because it is, among other things, the access available for users who are no longer active (pensioners, CCP, end of contracts,...).

Welcome to JSIS Online

Access via Internet (external network) is only available to the staff of the Commission, the Council, the Parliament, Court of Justice, Court of Auditors, Data Protection Service, Committee of the Regions, Economic and Social Committee, the European school, University Institute of Florence, retired staff and the agencies who have a registered mobile number and who have given their consent to use this mobile number for IT purposes.

There are two ways of accessing JSIS Online, both of which require your ECAS identification:

Access via internal network of institutions

If you want to use JSIS online from your work computer (active staff), please select the link below.
You will use:

- Your username or email address
- Password

Connect to JSIS Online via internal network of institutions

Access via Internet

If you access the JSIS online without going through the internal network of institutions (eg affiliated pensioners and other non-active members, access from home, ...) please take this option.
You will use:

- Your username or email address
- Password
- Your registered mobile phone number
- A code transmitted via SMS text message received on your mobile phone

Connect to JSIS Online via the internet

12/ Enter your email address and click on "Next". Insert your password, choose the mobile phone authentication method, enter your phone number using the international format

EU Login
One account, many EU services

Sign in to continue

Use your e-mail address

Next

Welcome

myemailaddress@mail.eu
(External)

[Sign in with a different e-mail address?](#)

Password

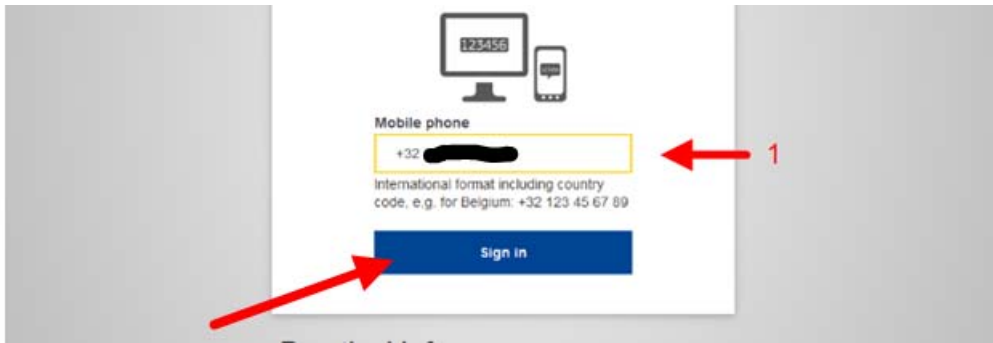
[Lost your password?](#)

[How your password is stored](#)

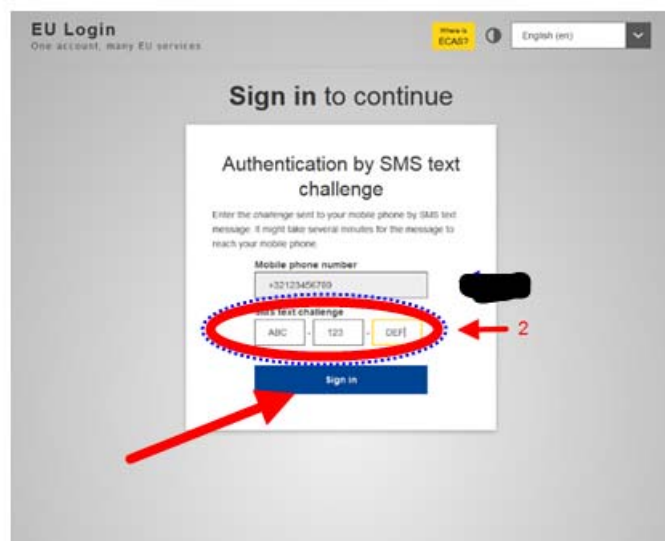
Choose your verification method

- Password
- ECAS Mobile App PIN Code
- ECAS Mobile App QR Code
- Mobile Phone + SMS
- Token
- Token CRAM

Sign in



13/ After having clicked on "Sign in", you will receive a text message on your mobile phone informing you of the challenge code. This code is composed of 9 characters to be entered on screen then click on "sign in"

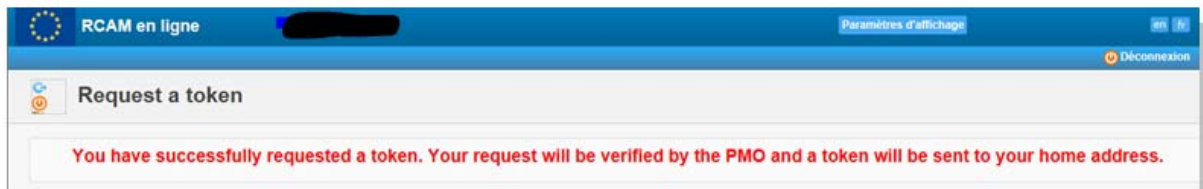


Have the right reflex! Once you have entered the code on screen, we advise you to delete it from your phone box to avoid any confusion during your next connection. Indeed, this challenge code is renewed at every connection.

14/ Complete all the required information and then click on "Send"



15/ You will then receive the following message

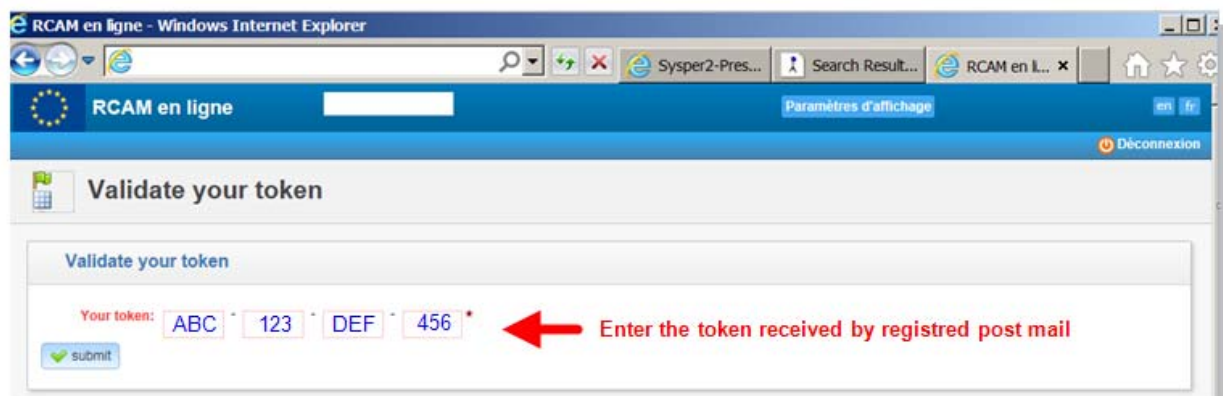


At this stage, you cannot continue the authentication process without having received the registered letter with acknowledgment of receipt sent by the PMO. This letter contains a specific single-use alphanumeric code.

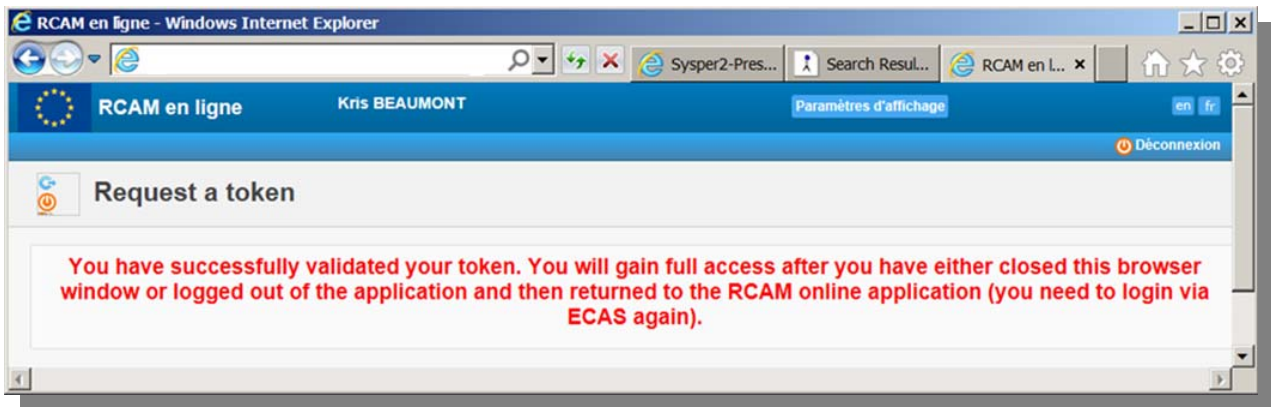
16/ Upon receipt of the registered mail, you have 6 months to begin the registration confirmation process

Type the JSIS Online address in your internet browser:

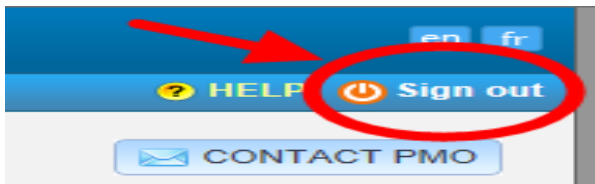
<https://webgate.ec.europa.eu/RCAM> and enter the single-use code received by mail.



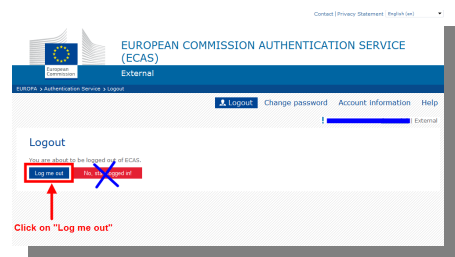
If the message below appears, **Congratulations**, you will be able to surf the 3 applications the following day 😊



Do not forget to disconnect by clicking the appropriate button.



&



Useful links to benefit from all the services:

My Intracomm : <https://myintracomm.ec.europa.eu/retired/EN/Pages/index.aspx>

Retirees' Welcome

Vous êtes ici : > My IntraComm > Bienvenue sur la page d'accueil des Pensionnés

Bienvenue sur la page d'accueil des Pensionnés

Chaque site a ses propres règles d'accès et en cliquant un lien vous pouvez rencontrer un message du type "Accès refusé".

Nouvelles

- **Information importante:** accès à My IntraComm avec le compte ECAS
- **Dentisterie :** mise à jour des informations, consultez le nouveau site
- Pensionnés britanniques et le Brexit: les retraités britanniques intéressés, peuvent s'inscrire au réseau Yammer privé "EC UK STAFF". Ils devront d'abord une invitation de la DG RH pour confirmer leur statut. (voir "Commission en direct" de septembre 2016)

Informations

INFO SENIOR:

- N° 1: FR- EN- DE- IT- NL
- N° 2: FR- EN- DE- IT- NL
- N° 3: FR- EN- DE- IT- NL
- N° 4: FR- EN- DE- IT- NL

Administration

Points de contact utiles:

- fr, en, de, it, nl, da, es, el, pt, sv, fi

Assurance maladie

- Guide pratique du RCAM: FR, EN, DE, DA, EL, ES, FI, IT, NL, PT, SV
- Quel est mon bureau liquidateur ?
- Traitements de A à Z
- A quel remboursement ai-je droit ?
- Formulaires de remboursement
- Maladie grave
- Quels sont les médicaments remboursés ?
- Traitements non-remboursables
- Autorisation préalable, devis dentaire, maladie grave
- Droits d'affiliation, attestation de couverture
- **Prise en charge :**
 - Formulaires de Prise en charge
 - Qui contacter

Vie culturelle - Loisirs

- Vie pratique Bruxelles
- Vie pratique Luxembourg
- Cercles de loisirs Bruxelles/Luxembourg
- Yammer afterEC
- Petites annonces - consultation
- A savoir sur les petites annonces
- Petites annonces immobilières: document à compléter
- Petites annonces non-immobilières: document à compléter
- ASBL Afiliatys

Bureau d'accueil

- Bureau d'accueil Bruxelles
- Bureau d'accueil Luxembourg
- Assistance juridique Bruxelles
- Brochures juridiques

JSIS Online and PMO-Contact : <https://webgate.ec.europa.eu/RCAM/>

JSIS

Tools Help

Page Safety Tools My access logs Display settings **Contact PMO** Help Sign out

My data My files My requests Create a request Search My preferences

Joint Sickness Insurance Scheme

Create a request

- 3 Reimbursements
- 2 Medical authorisation
- 1 Direct Billing
- Health screening invitations
- My Certificates

My requests

- Reimbursement
- Medical authorisations
- Direct billings
- Health screening invitations
- Additional information
- Notifications

My files

- My account sheets
- My medical authorisations
- My direct billings
- My documents
- My Certificates
- 2 My administrative data

Information

- **PMO NEWSLETTER** - We check hospital bills with your interests in mind
- **PMO NEWSLETTER** - JSIS - Costs of orthodontic treatment
- **PMO NEWSLETTER** - Consult your notifications in JSIS online
- Please use the correct form for dental treatment estimates
- **PMO NEWSLETTER** - JSIS - Agreements with hospitals
- Average reimbursement time (calendar days) by settlement office

Useful links

- JSIS Regulation
- Forms
- Practical Guide for the Reimbursement of Medical Expenses
- Agreements between JSIS and hospitals
- Search for a health care provider in Belgium
- Information linked to supporting documents
- Sickness Insurance - Supporting Documents - Issue of Official Documents by Healthcare Providers in Belgium

Your feedback

Please give us your feedback on JSIS online

Need assistance?

You are not able to create your account (step 3)?

You do not receive the email to create your password (steps 4 & 5)?

This type of question is dealt with by the IT service (DIGIT)

To report an incident, please send an email to the central helpdesk of the EC (hours: 8h00 – 18h00 CET):

EC-CENTRAL-HELPDESK@ec.europa.eu

You will receive an email containing a reference number (IT ticket) to allow you to monitor the request.

You have questions concerning the single-use code for access to JSIS Online?

You need assistance with the JSIS Online application?

This type of question is dealt with by the PMO

Attention: please select the address of the settlements office dealing with your file.

BRUSSELS :

Office: SC-27 00/03 (rue de la Science, 27, 1000 Brussels).
Monday to Friday from 9h30 to 12h00 and from 14h00 to 16h00

By phone : + 32 2 297 68 88 - +32 2 297 68 89
Monday to Friday from 9h00 to 12h00 and from 14h00 to 16h00

LUXEMBOURG :

Office: Bâtiment Drosbach, DRB B2/085.
Monday to Friday from 9h00 to 12h00 and from 14h00 to 16h00

By phone: +352 4301 36100
Monday to Friday from 9h30 to 12h30

ISPRA :

By phone: +39 0332 78 30 30
Monday to Friday from 9h30 to 12h30