# 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

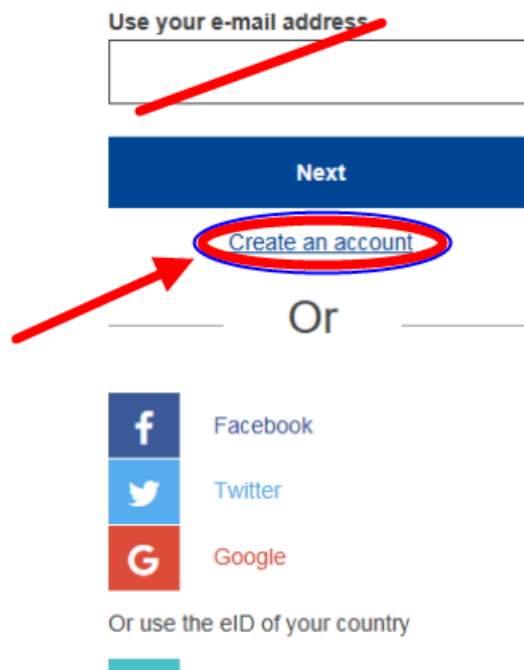- ✓ a functional mailbox (for receiving email).

# 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"**

**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**

**Personal email address**

**Confirm e-mail**

[                    ]

**E-mail language**

English (en)  ⌄

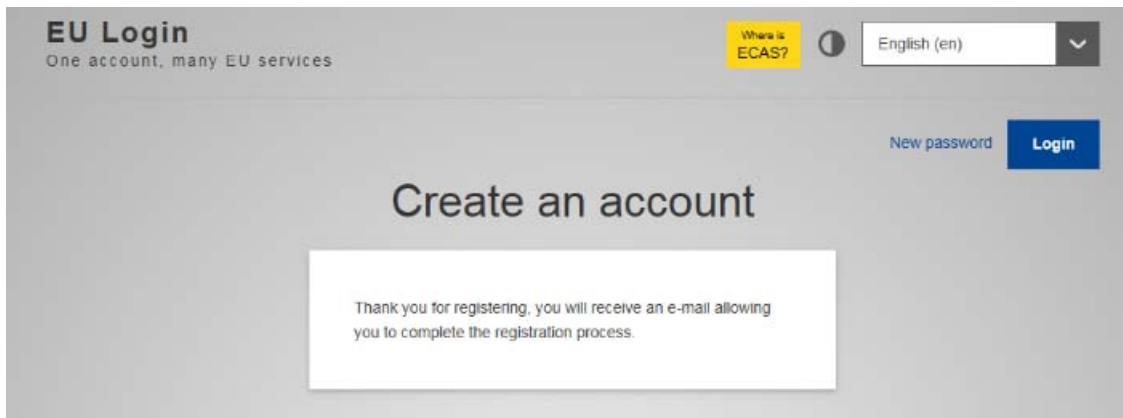**You can change here the language**

**Enter the code**

**Please insert characters showed on the picture**

🔄  ▶

BE6jⱱ

☑ By checking this box, you acknowledge that you have read and understood the privacy statement

**Create an account**

## 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
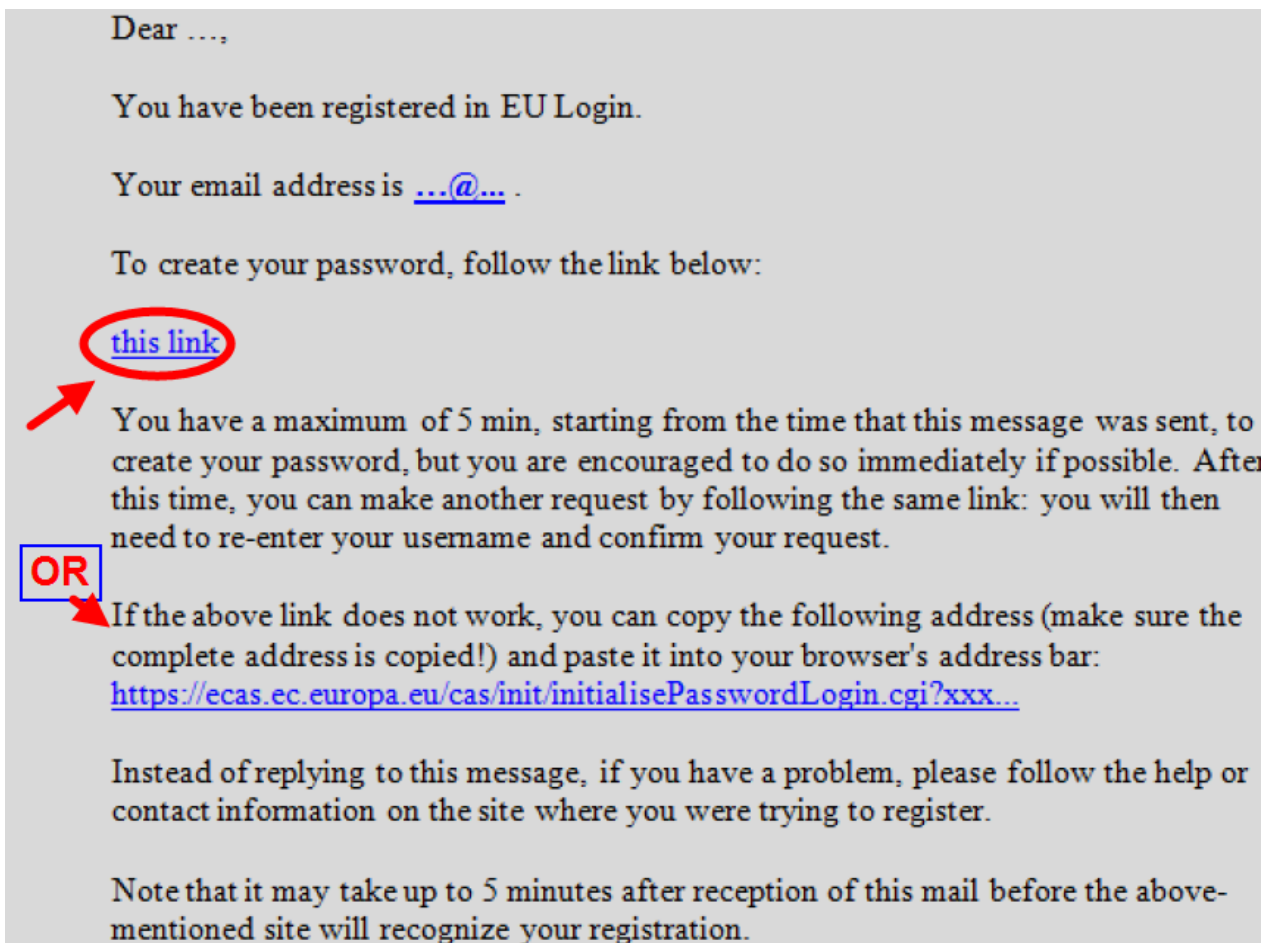
## 6/ Create your password

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
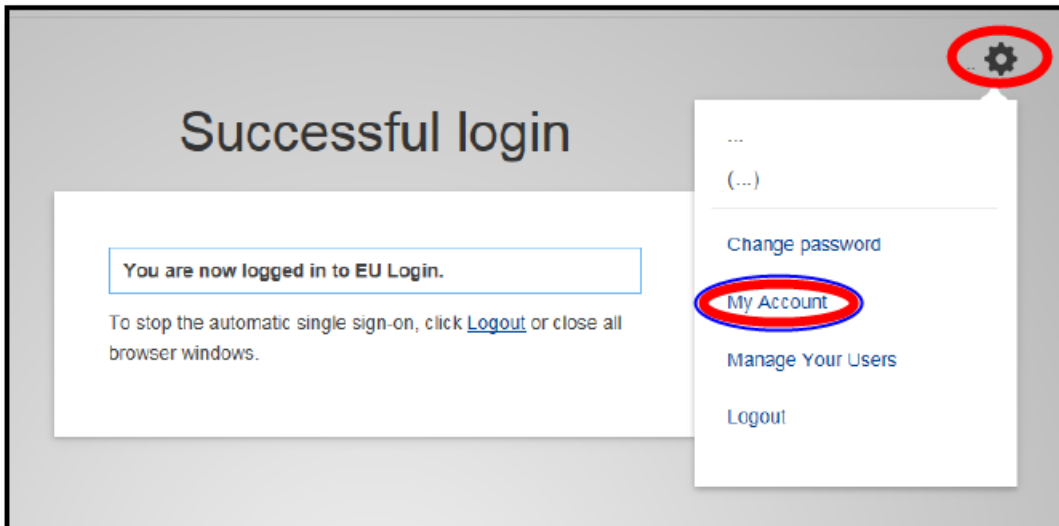- Special Characters:!"#$%&'()*+,-./:;<=>?@[\]^_`{|}~

Examples: TEeINoLwk} xLxk65{TPq YNKtIKt4nf
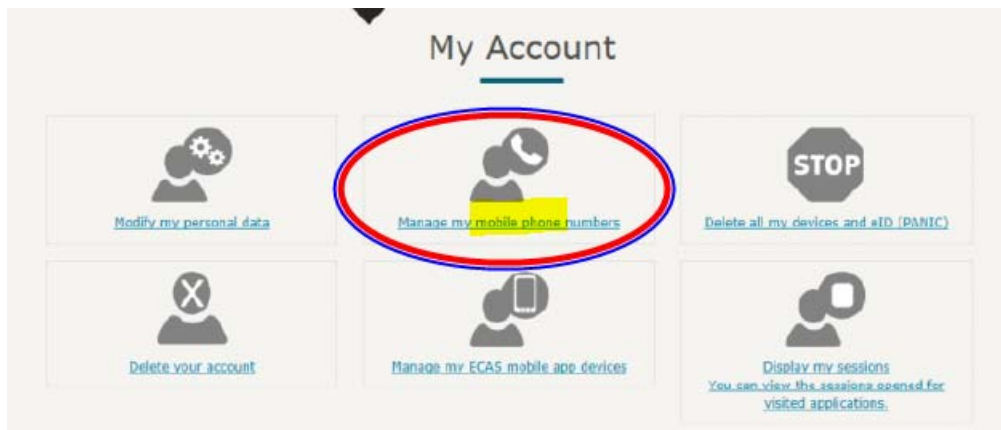
[Generate other sample passwords]

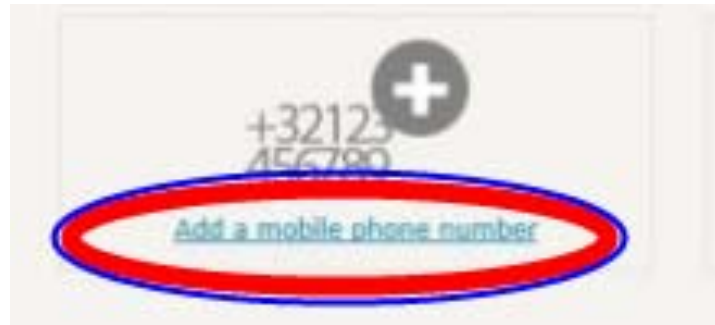## 7/ The system informs you that the password is accepted -> click on "Continue" to register your mobile phone number
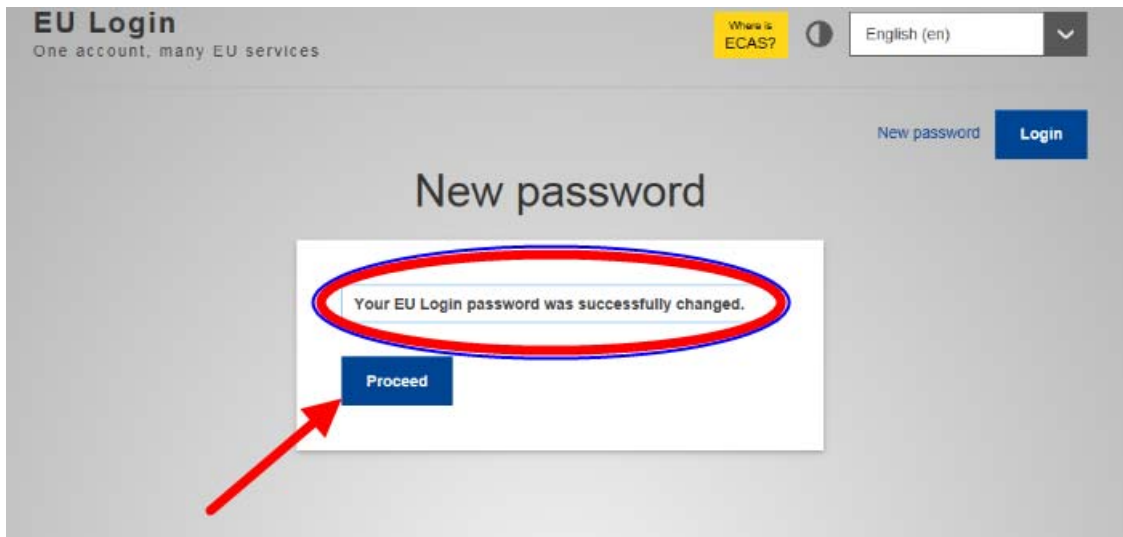
**8/ In order to insert your mobile phone number, click on the settings icon ⚙ and click on "My account"**
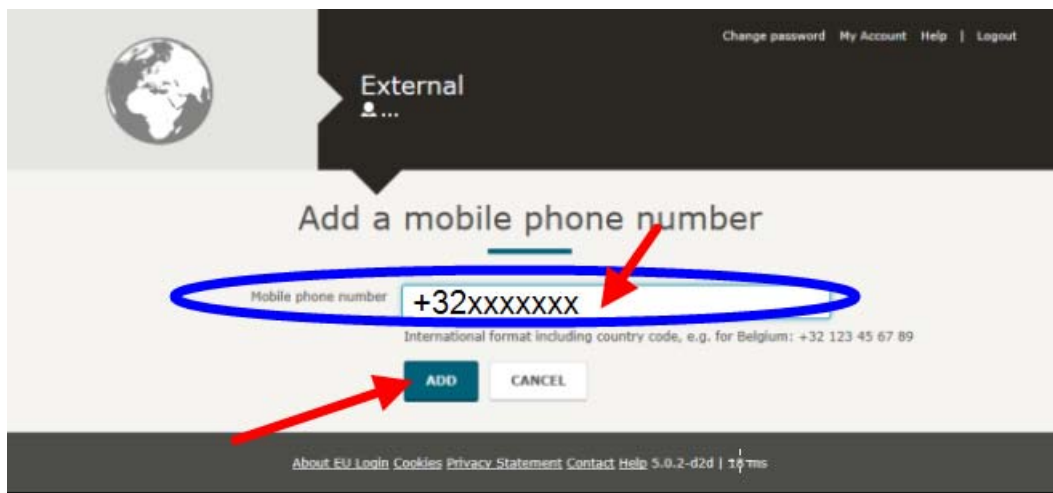


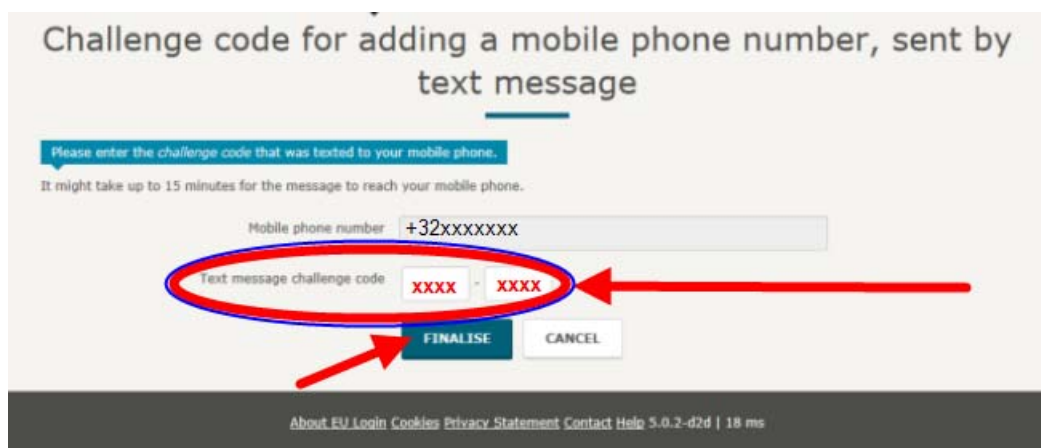Click on "Manage my mobile phone numbers":
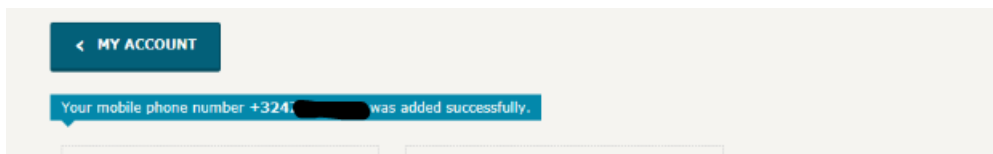
Click on "Add a mobile phone number":



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.*
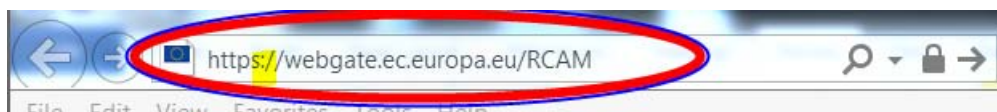
*Sent to you by*
*European Commission Authentication Service*

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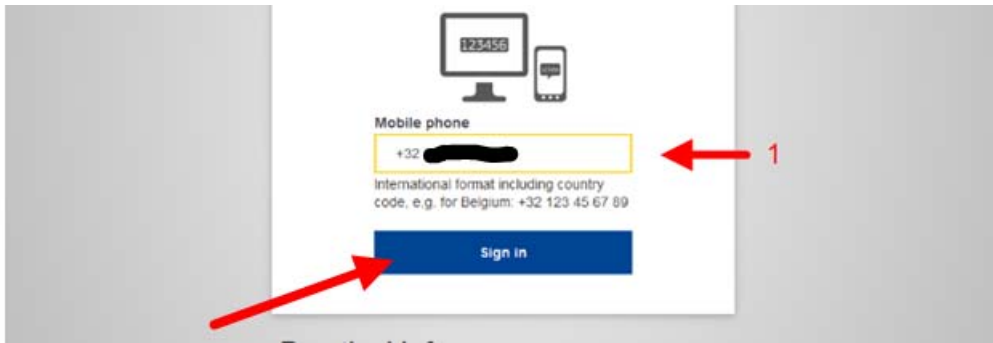
**13/ After having clicked on "Sign in", you will receive a text message on your mobile phone informing you of the challenge code. This code is composed of 9 characters to be entered on screen then click on "sign in"**
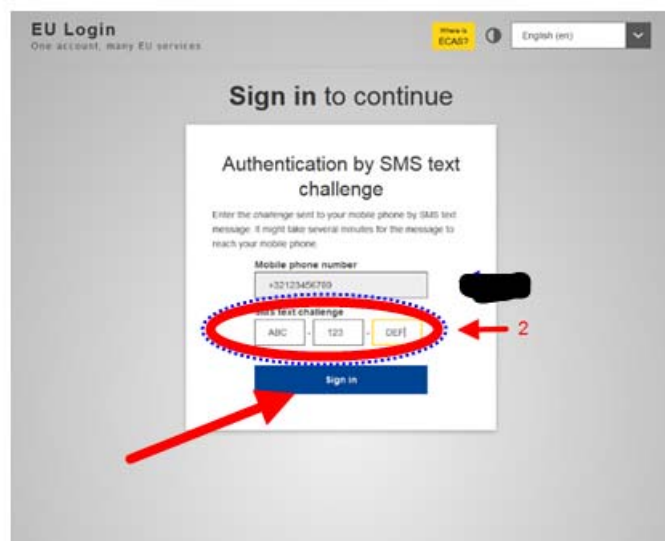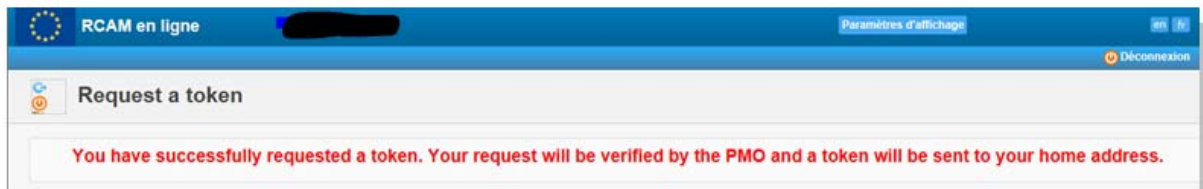


*Have the right reflex! Once you have entered the code on screen, we advise you to delete it from your phone box to avoid any confusion during your next connection. Indeed, this challenge code is renewed at every connection.*

**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.
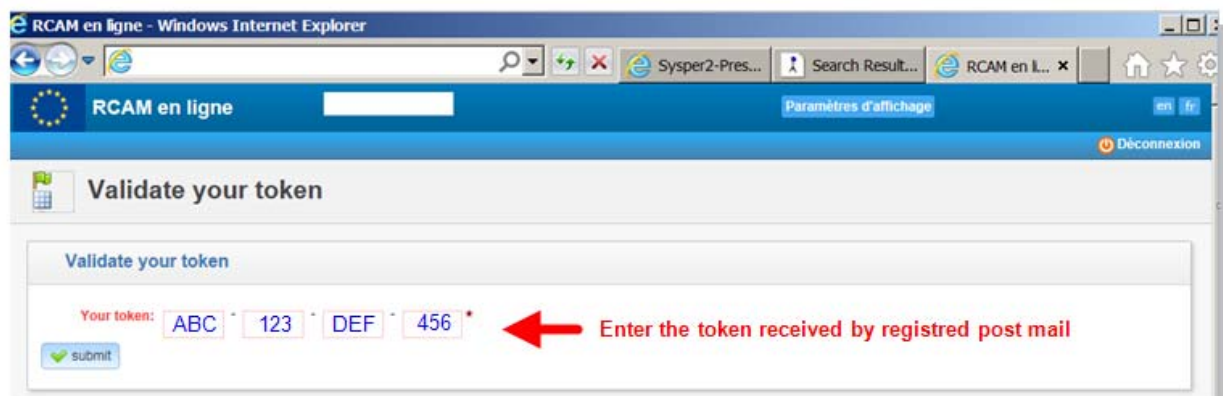
# If the message below appears, ==Congratulations==, you will be able to surf the 3 applications the following day ☺
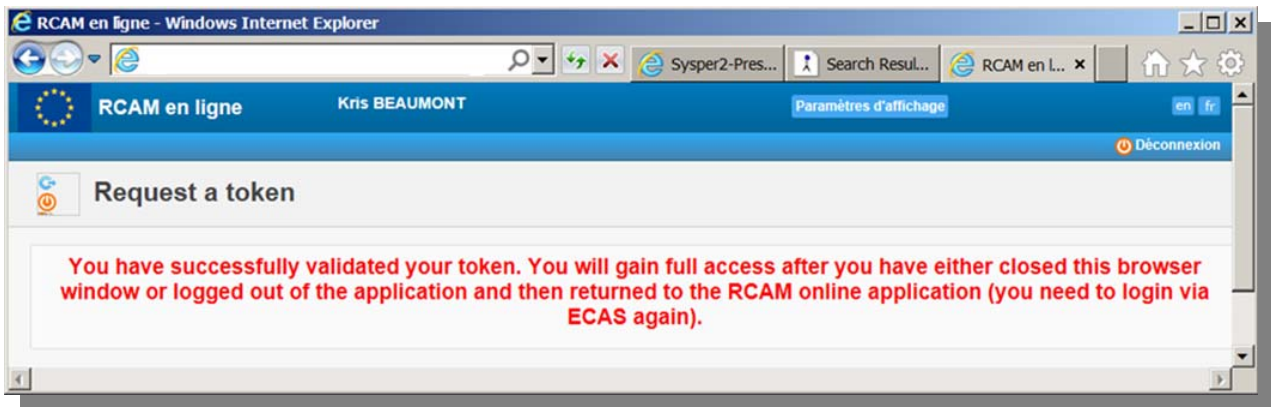


Do not forget to disconnect by clicking the appropriate button.

 &
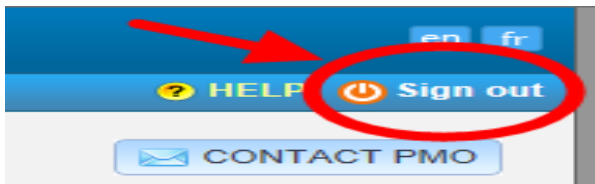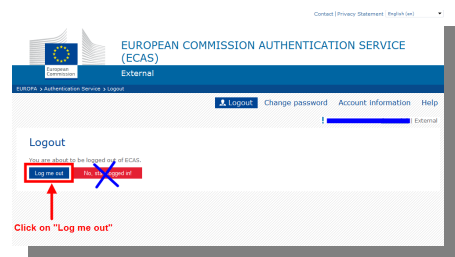
# Useful links to benefit from all the services:

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



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

# 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