Stock replies to public comment FAQs on EURES EU Login

CREATING A NEW EU LOGIN ACCOUNT ON ECAS WEBSITE

Q: How do I create my EU Login account?

A: To create your EU Login credentials, head to the webpage https://webgate.ec.europa.eu/cas/ and click on the 'Create an account' link.

Fill in the form provided with your personal details and then Click on 'Create an account' to proceed. If the form is correctly filled in, an e-mail will be sent to the address you provided (be sure it's the same as the one used for your EURES portal account) to verify that you have access to it.

Click the link in the e-mail, you will be invited to select a password and to confirm it, to make sure you did not mistype it.

Type the password you want to use in the 'New password' field.

Type your password again in the 'Confirm new password' field and click on 'Submit'.

You are now authenticated and can proceed to the EURES service. Click on 'Proceed' to do so. You will be prompted to 'Sign in to continue'. Type your password again. Your EU Login credentials are now active!

Please note that, at this stage, only the password is available as the first authentication method.

You should now proceed and set up the 2-factor authentication, if required to for the service you want to enter.

Q: What kind of information are required to create a new EU Login account?

A: To create a new account, you will need to insert the following information:
- First name – Your first name cannot be left empty.
- Last name – Your last name cannot be left empty.
- E-mail – Enter the e-mail address you used on the EURES portal as your preferred address.
- Confirm e-mail – Type your e-mail address in again to make sure it is correct.
- E-mail language – The language used when EU Login sends you e-mails, regardless of the language used on the interface. EU Login only sends you e-mails to validate your identity or to notify you about the security of your account.
- Captcha code – In some cases, a captcha code may show. If so, enter the letters and numbers in the picture to demonstrate you are legitimately creating an account. If the code is too difficult to read, click on the button with two arrows to generate a new one.

Privacy statement – Check the privacy statement by clicking on the link **and** tick the box to accept the conditions.

Q: What website should I use to create the EU Login Account? Is this the same as the EURES portal?

A: You can create your EU Login credentials by heading on the webpage https://webgate.ec.europa.eu/cas/ and clicking on the 'Create an account' link on the EU Login main page. Please note, this is not the same as the EURES Job Mobility portal; once created your EU Login, you will be prompted to sign in the EURES portal.

Q: Is the password for my EU Login account the same password as my EURES portal account?

A: Please note that the EU Login credentials/account is different from the EURES Job Mobility Portal account.

EU Login is the system to access an account on the EURES Portal but setting it up is done on its own system called ECAS.
The password you select for your EU Login credential is a new password, that will replace your existing password to the EURES Job Mobility Portal.

After filling the form to create the account, you will receive an e-mail in your mailbox. Click the link in the e-mail or copy/paste it in the address bar of your browser within 24 hours. You will be invited to select a new password and to confirm it, to make sure you did not mistype it.

Type the password you want to use in the 'New password' field.

It must contain at least 10 characters and a combination of:
- Upper case: A to Z
- Lower case: a to z
- Numeric: 0 to 9
- Special characters !"#$%&'()*+,-./:;<=>?@[\]^_`{|}~

Select a password as long and as complex as you can to make your account more secure, but keep in mind that you will have to remember it.

Type your password again in the 'Confirm new password' field and click on 'Submit'.

From this moment, you should use this new password to login to the EURES Job Mobility Portal.

Q: I have filled the form, but I have not received any email in my inbox. What should I do?

A: A few minutes after completing the form, you should receive an e-mail in your mailbox. If you cannot find the e-mail, check your spam or junk folder.
Alternatively, check that all the fields in the form have been filled correctly. In case you have mistyped your e-mail address. If this is the case, your only option is to register again. You can create your EU Login credentials by heading on the webpage https://webgate.ec.europa.eu/cas/ and clicking on Click on the 'Create an account' link on the EU Login main page.

Q: I get an error message stating that my email is already registered. What can I do?

A: If you receive this error, it means that you have already registered an EU Login account using the same email.

You can follow this link to reset your password - https://webgate.ec.europa.eu/cas/init/passwordResetRequest.cgi

Once on the page, provide your e-mail address and follow the on-screen instructions.

Q: I have registered successfully, but I did not complete the initialisation process in time. What should I do?

A: If you have registered correctly but have not initialised your password in time, then you should try again by following this link - https://webgate.ec.europa.eu/cas/init/passwordResetRequest.cgi

Provide your email address and follow the instructions on the screen. You should now be able to set a new password.

Q: I have registered correctly, but the link to complete the initialisation process does not work. What should I do?

A: If you have registered correctly but the initialisation link does not work, you can request another one by clicking on this link. Provide your email address and follow the instructions on the screen.
For best results, please make sure that the link you click on is not split across lines by your e-mail application or that you copy the entire link into the address box of your browser.

Q: I forgot my password / I received an error message stating 'Incorrect password supplied'. What should I do?

A: If you have forgotten your password or you have received an error message stating 'incorrect password supplied', then you can request an email to reset your password by clicking on this link - https://webgate.ec.europa.eu/cas/init/passwordResetRequest.cgi

Provide your email address and follow the instructions on the screen. You should now be able to set a new password.

SETTING UP 2 FACTOR AUTHENTICATION OPTION VIA SMS

Q: I need to setup the 2-factors authentication but I don't have a smartphone. How can I sign in?

A: If you don't have a smartphone, you can register a mobile phone number to receive the second authentication by SMS.

There are just two steps to follow:
- Add your phone number to your EU Login account;
- Chose the 'Mobile phone + SMS' authentication method.

Once done, your mobile number will be added to your account and can be used to log in to EU Login on the EURES portal, using two-factor authentication by SMS. Please click here to see how to add your mobile number to your account to receive SMS.

Best Regards,
The EURES team

Q: How can I add my phone number to receive SMS?

A: To add your mobile phone number to your EU Login account, register a new account and choose a new password to sign in for the first time. Once successfully authenticated, move the mouse over the gear at the top right-hand corner to display the menu and select 'My Account'.

Click on 'Manage my mobile phone numbers'.

Click on 'Add a mobile phone number'.

Add your mobile phone details and click on 'Add'.

Once your number is added, a challenge code will be sent via SMS to your mobile number.

Type the challenge code you received in the 'SMS text challenge' fields and click on 'Sign in' to proceed to the service you requested to use.

Congratulations! Your mobile number is now added to your account and can be used to log in to EU Login on the EURES portal, using two-factor authentication by SMS.

Q: I have added my phone number. How do I use SMS as authentication method?

A: After registering your mobile phone number, access the EURES portal on the Login feature. You will be prompted by the 'Welcome back' sign in screen. Type your password again.

In the field 'Chose your verification method' for two-factor authentication select 'Mobile Phone + SMS'.

Enter your password in the 'Password' field.

Enter your previously registered mobile phone number in the 'Mobile phone' field, starting with a plus sign and the country code. Do not include dots, parenthesis, or hyphens.

When clicking 'Sign in', an SMS will be sent to your mobile device. The SMS contains a challenge code made of nine characters separated with hyphens (a minus sign).

Type the challenge code you received in the 'SMS text challenge' fields.

Click on 'Sign in' to proceed to the service you requested to use.

You are now successfully logged in.

Q: I have recently changed my phone number / I have received an error message stating 'Invalid phone number'. What can I do to register my correct phone number?

A: If you have recently changed your mobile phone number or received an error message stating 'invalid phone number', you need to remove the phone number and add a new one.

Once you have logged in, go to your account details by following the "My account" link. Click on "Manage my mobile phone numbers".

First, remove your old number by clicking on "Delete a mobile phone number" and following the on-screen instructions. Then add the new number by following the "Add a mobile phone number" link.

You should now be able to see your new / correct phone number on your account.

SETTING UP 2 FACTOR AUTHENTICATION OPTION VIA MOBILE APP

Q: Where can I download the EU Login mobile app?

A: You can download the EU Login mobile app from the Google Play store (if you have Android as operative system on your device) - https://play.google.com/store/apps/details?id=eu.europa.ec.ecas&hl=en_GB&gl=US

The Apple App Store (if you have iOS as operative system on your device) - https://apps.apple.com/us/app/eu-login/id1056119441

Or the Microsoft Store (if you have Microsoft Windows as operative system on your device) - https://www.microsoft.com/en-us/p/eu-login/9nblggh6j8mx?activetab=pivot:overviewtab

Q: How do I setup the EU Login mobile app?

A: To set up EU LOGIN mobile app as second authentication method to access the EURES portal, you need to follow 3 steps:

- Download the app.
- Set up 'Mobile devices' on your EU Login credentials on the ECAS website.
- Chose the 'Mobile app + pin' authentication method.

Download the app on your device. Once created the account and have successfully authenticated for the first time on the ECAS website, move the mouse over the gear at the top right-hand corner to display the menu and select 'My Account'.

Click on 'Manage my mobile devices'.

Click on 'Add a mobile device'.

Fill in the required information on the 'Add a mobile device' screen. You need to provide a name for your device and set up a four-digit PIN code.

Click on the submit button.

Open the EU Login app on your phone and select the 'Initialise' option. Follow the instructions on-screen and allow access to your camera.

The QR code scanner will start on your mobile device, and a QR code will be 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, enter the four-digit PIN code you set up earlier and click on 'Authenticate'.

A success message will be displayed on your device, confirming the setup of your mobile device with EU Login.

Your EU Login mobile app is successfully installed and can be used for authenticating. Click on 'Continue' to be redirected to the welcome screen.

SIGNING IN TO THE EURES PORTAL USING EU LOGIN 2FA

Q: How do I sign in to the EURES portal using SMS as second authentication?

A: Once you have set up your EU Login credentials and the option for second authentication, you can sign in.

To sign in, you must first go the EURES portal (https://ec.europa.eu/eures/public/en/homepage) in the 'Login' feature to connect. Then, the option that you have chosen in the setup will be the only one showing to you and it will be very straightforward from then on.

Enter your password in the 'Password' field.

Enter a previously registered mobile phone number in the 'Mobile phone' field, starting with a plus sign and the country code. Do not include dots, parenthesis or hyphens.

When clicking 'Sign in', an SMS will be sent to your mobile device. The SMS contains a challenge code made of nine characters separated with hyphens (a minus sign).

Type the challenge you received in the 'SMS text challenge' fields.

Click on 'Sign in' to proceed to the service you requested to use.

You are now successfully authenticated and logged into the EURES Job Mobility Portal.

Q: How do I sign in to the EURES portal using the mobile app as second authentication?

A: Once you have set up your EU Login credentials and the option for second authentication, you can sign in.

To sign in, you must first go the EURES portal (https://ec.europa.eu/eures/public/en/homepage) in the 'Login' feature to connect. Then, the option that you have chosen in the setup will be the only one showing to you and it will be very straightforward from then on.

Enter your password in the 'Password' field.

Click the 'Sign in' button.

On your phone, the EU Login mobile app PIN code opens automatically and prompts you to enter your PIN code.

Enter your PIN code and tap on 'Authenticate'.

If the app is active (in the foreground), it will automatically redirect you to the browser selector.

If the app is in the background, a notification is displayed on your device. Please accept this notification to be redirected successfully.

You are now successfully logged in.

Q: What if I lose my EURES password or username?

A: If you lost your EURES password or your username, you can have it sent to you by e-mail.

Click on "My EURES" on the homepage and on the following page enter your e-mail address if you are not currently authenticated and click on "Next". Then, click on "Lost your password?" A link to reset your password will automatically be sent to you by e-mail, you should use this link within 24 hours.

After clicking on the link, you will be prompted for a new password and asked to confirm it. The process is finalised when you click "Submit". If you have lost both your username/e-mail address and password, you should contact the EURES helpdesk. Contact details can be found under "EURES Services – Contact EURES Helpdesk" on the Portal.

Q: How can I sign in in the EURES portal if I don't have an available smartphone?

A: EU login is based on double authentication, for security reasons, and in the case of EURES there are only available two options: phone and SMS (for all phones) and phone and app (for smartphones). No other option is available to the public.

As a result, to be able to access your account in the EURES portal, it is advisable that you have access to a phone, where you can at least receive an SMS.

If still this is impossible, we recommend to contact EU Login helpdesk at EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu.