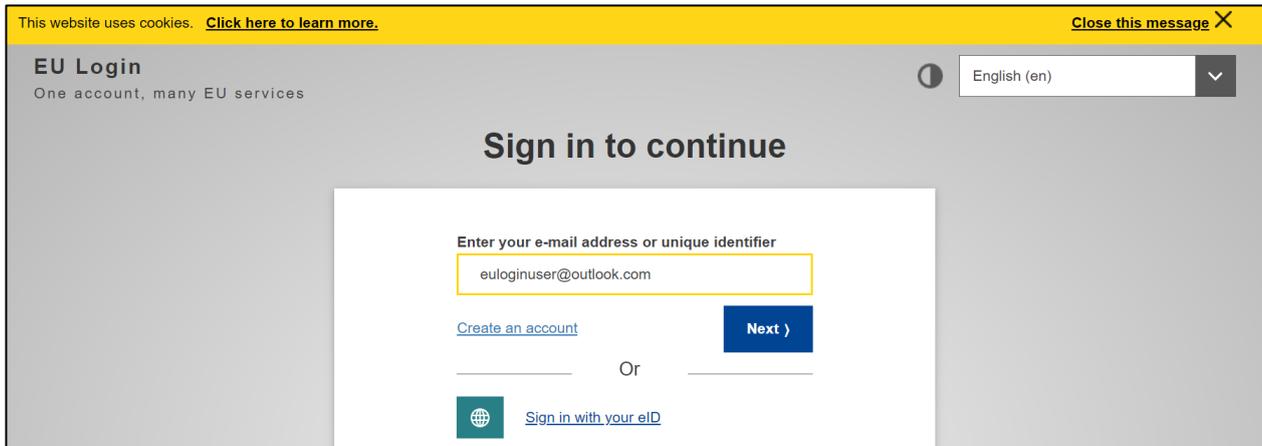
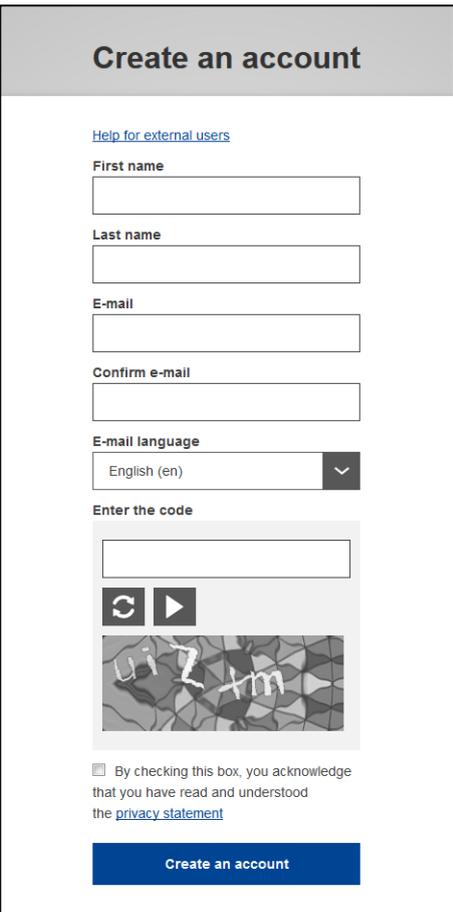


## Step 1 – Create your EU Login credentials

You can create **EU Login credentials** here: <https://webgate.ec.europa.eu/cas/>.

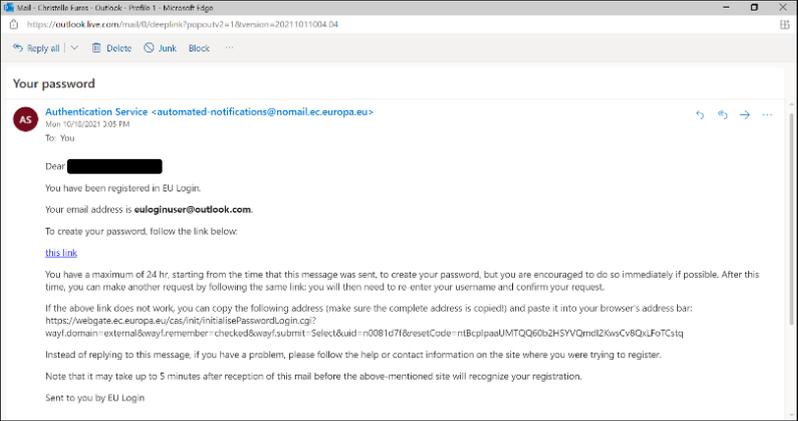


Click on the **'Create an account'** link on the EU Login main page.

	<p>Fill in the form provided with your personal details:</p> <ul style="list-style-type: none"><li>• <b>First name</b> – Your first name cannot be left empty.</li><li>• <b>Last name</b> – Your last name cannot be left empty.</li><li>• <b>E-mail</b> – Enter the e-mail address.</li><li>• <b>Confirm e-mail</b> – Type your e-mail address in again to make sure it is correct.</li><li>• <b>E-mail language</b> – 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.</li><li>• <b>Captcha code</b> – 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.</li><li>• <b>Privacy statement</b> – Check the privacy statement by clicking on the link and tick the box to accept the conditions.</li></ul>
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	<p>Click on <b>'Create an account'</b> to proceed.</p> <div data-bbox="708 255 1548 551" style="border: 1px solid gray; padding: 10px; text-align: center;"><h2 style="margin: 0;">Create an account</h2><div style="border: 1px solid gray; padding: 5px; margin: 10px auto; width: 80%;"><p>Thank you for registering, you will receive an e-mail allowing you to complete the registration process.</p></div></div>
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If the form is correctly filled in, an e-mail will be sent to the address you provided in order to verify that you have access to it.

	<p>After a couple of minutes, you should <b>receive an e-mail</b> in your mailbox. If you cannot find the e-mail, check your spam or junk folder.</p> <p><b>Click the link</b> in the e-mail or copy/paste it in the address bar of your browser within 24 hours.</p> <p>You will be invited to <b>select a password</b> and to <b>confirm it</b>, to make sure you did not mistype it.</p> <p>The 'E-mail' field is pre-filled and cannot be changed. It should contain the e-mail address you provided previously.</p>
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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 in order 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'.

You are now authenticated and can proceed to the Portal. Click on 'Proceed' in order to do so.

You will be prompted to 'Sign in to continue'.

Type your **password** again to be able to start Step 2.

At this stage, **only the password** is available as the first authentication method.

## Step 2 – Set up the two-factor authentication

Once your EU Login credentials are created and you are logged in with your password (you completed the first authentication method), you need to set up the second authentication method.

EU Login supports a variety of authentication methods. However, we recommend using one of the two options listed below:

- For those who do not have a smartphone, consider the option 'mobile phone + SMS';
- For those that do have a smartphone, consider the mobile app option.

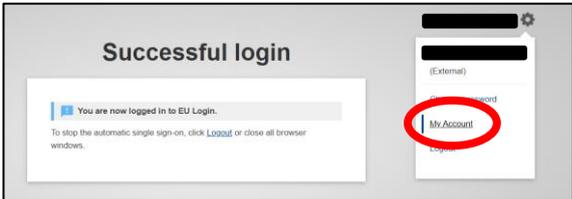
## Setting up mobile phone + SMS

If you do not have a smartphone, this is your best option: to register a mobile phone number to receive the second authentication by SMS.

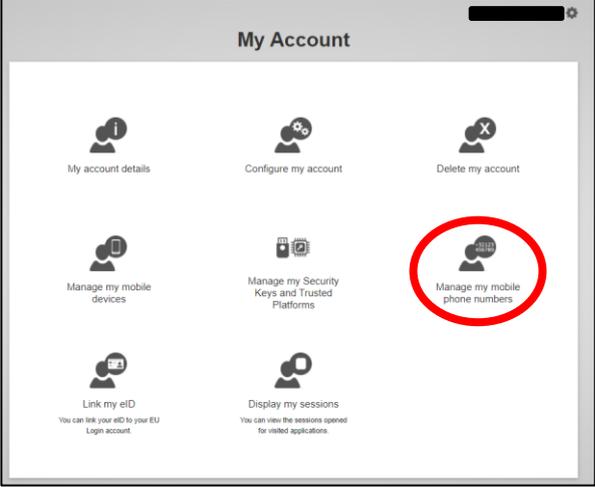
There are just two steps:

- Add your phone number to your EU Login account;
- Chose the 'Mobile phone + SMS' authentication method.

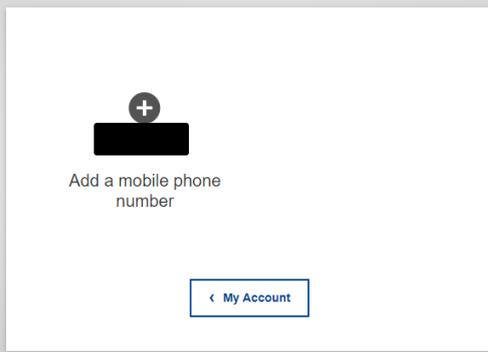
### EU Login

	<p>Once successfully authenticated (Step 1), move the mouse over the gear at the top right-hand corner to display the menu and select <b>'My Account'</b>.</p>
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## Add a phone number to receive SMS

	<p>Click on 'Manage my mobile phone numbers'.</p>
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## Manage my mobile phone numbers



+

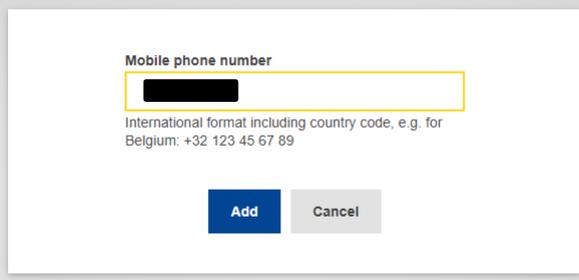
██████████

Add a mobile phone number

< My Account

Click on 'Add a mobile phone number'.

## Add a mobile phone number



Add a mobile phone number

Mobile phone number

██████████

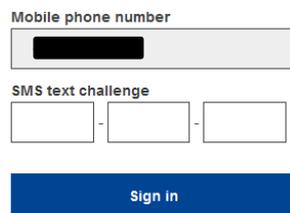
International format including country code, e.g. for Belgium: +32 123 45 67 89

Add Cancel

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

## Authentication by SMS text challenge

Enter the *challenge* sent to your mobile phone by SMS text message. It might take several minutes for the message to reach your mobile phone.



Mobile phone number

██████████

SMS text challenge

□ - □ - □

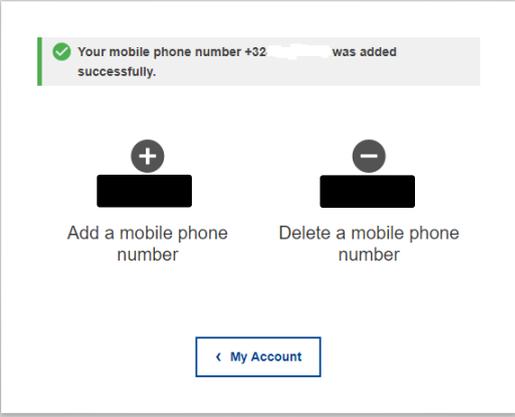
Sign in

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

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

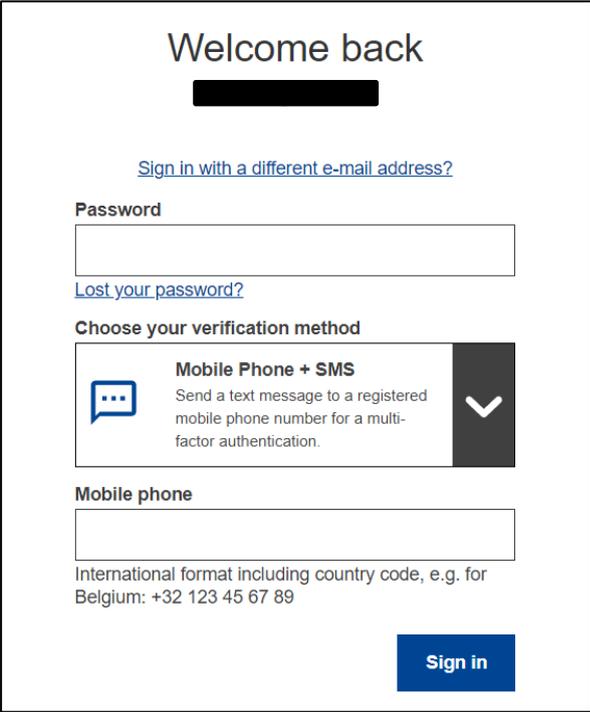
Your challenge to add a mobile phone number to EU Login is:  
T 3 4 3 - L E W L

Use the EU Login Mobile App and authenticate faster and more securely.

<h3>Manage my mobile phone numbers</h3> 	<p>Your mobile number is now added to your account and can be used to log in using two-factor authentication by SMS.</p>
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### Setting up SMS as an authentication option

The Stakeholders Hub requires two-factor authentication, and for this reason it will not have the password option available in the 'Choose your verification method' drop-down list when you access EU Login on a browser.

	<p>Access the Stakeholders Hub on the Login feature. You will be prompted by the 'Welcome back' sign in screen.</p> <p>Type your <b>password</b> again to be able to start <b>Step 2</b>.</p> <p>In the field 'Chose your verification method' for two-factor authentication select '<b>Mobile Phone + SMS</b>'.</p> <p>Enter your password in the '<b>Password</b>' field.</p> <p>Enter your previously registered mobile phone number in the '<b>Mobile phone</b>' field, starting with a plus sign and the country code. Do not include dots, parenthesis or hyphens.</p> <p>When clicking '<b>Sign in</b>', 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).</p>
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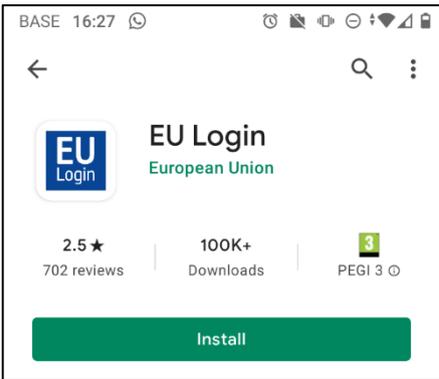
<h3 style="text-align: center;">Authentication by SMS text challenge</h3> <p style="text-align: center;">Enter the <i>challenge</i> sent to your mobile phone by SMS text message. It might take several minutes for the message to reach your mobile phone.</p> <p><b>Mobile phone number</b></p> <input style="width: 100%; background-color: #cccccc;" type="text" value="XXXXXXXXXX"/> <p><b>SMS text challenge</b></p> <input style="width: 30%; height: 20px;" type="text"/> - <input style="width: 30%; height: 20px;" type="text"/> - <input style="width: 30%; height: 20px;" type="text"/> <p style="text-align: center; margin-top: 10px;"><b>Sign in</b></p>	<p>Type the challenge you received in the <b>'SMS text challenge'</b> fields.</p> <p>Click on <b>'Sign in'</b> to proceed to the service you requested to use.</p> <p>Congratulations, you made it! You are now successfully logged in.</p>
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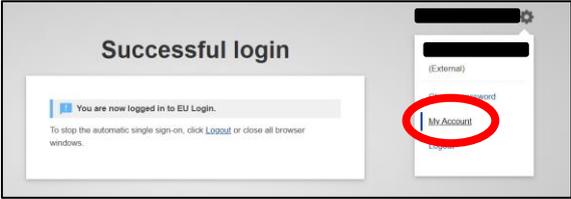
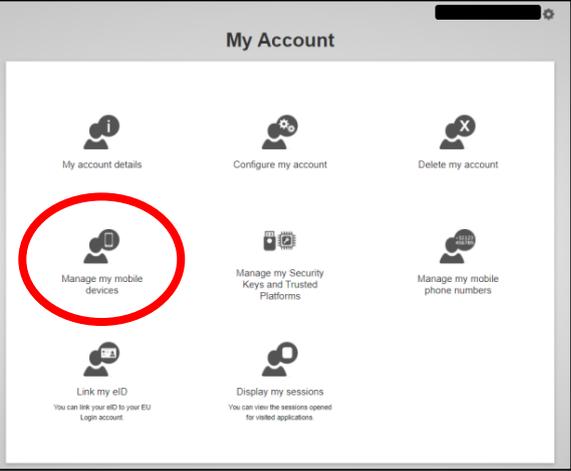
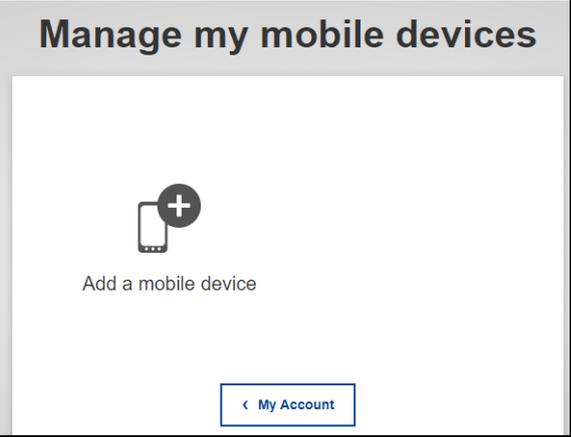
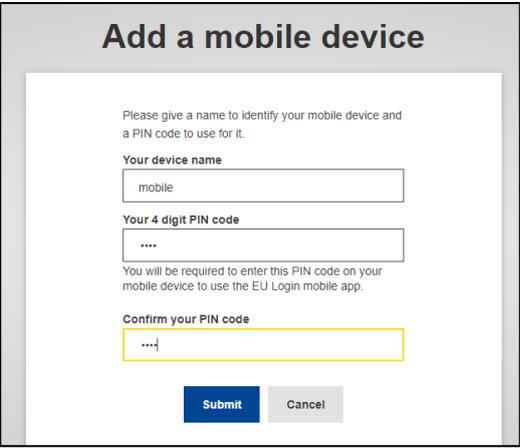
## Option to set up the EU Login mobile app

This is an additional option for those with a smartphone (we recommend it). To set up this option, 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.

**Please note** that with the **'Mobile app'**, there are other options for second authentication (**QR code, EID**), but we will focus on the PIN method. However, you are free to explore whichever method is more convenient for you.

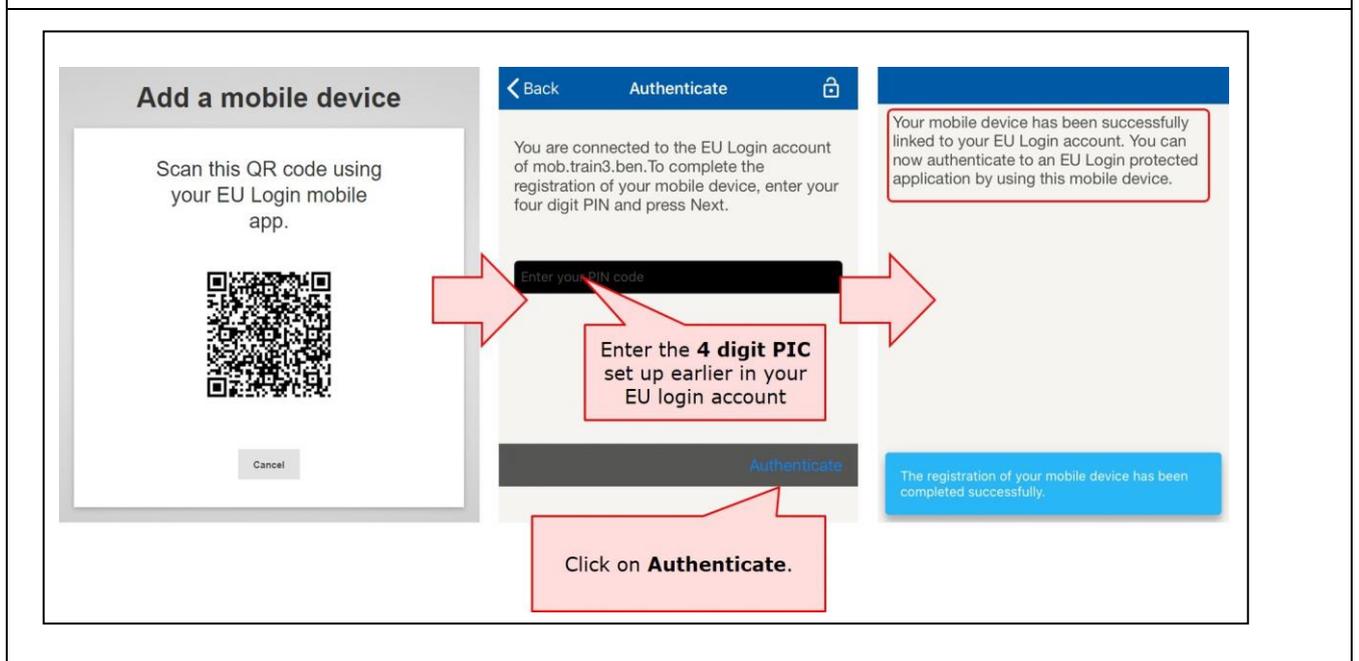
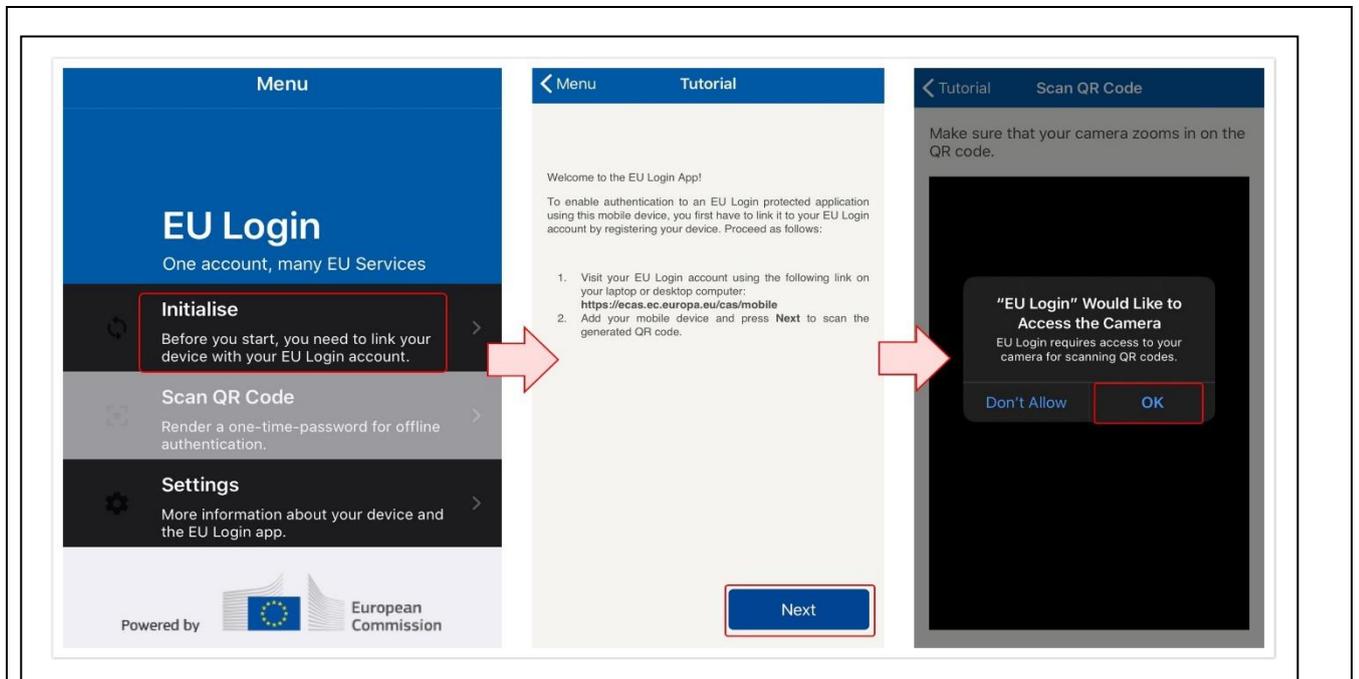
	<p>Download <b>EU Login mobile app</b> from the Google Play Store (Android), the App Store (iOS), or the Windows Store (Windows Phone).</p> <p>The direct links are available on the <b>EU Login</b> screen.</p>
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	<p>On the ECAS website, once successfully authenticated (in Step 1), move the mouse over the gear at the top right-hand corner to display the menu and select <b>'My Account'</b>.</p>
	<p>Click on <b>'Manage my mobile devices'</b>.</p>
	<p>Click on <b>'Add a mobile device'</b>.</p>
	<p>Fill in the required information on the <b>'Add a mobile device'</b> screen. You need to provide a <b>name</b> for your device and set up a <b>four-digit PIN code</b>.</p> <p>You will be prompted to provide the <b>PIN code</b> when authenticating, so make sure you select one that you can easily remember.</p> <p><b>Tip:</b> Avoid PIN codes that can be easily guessed, such as your birth year.</p> <p>Click on the <b>submit</b> button.</p>

So, now that you have a mobile device registered on the EU Login and the mobile app installed

on your smart device, follow the next steps to set up the second authentication with the mobile app.

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.

Now, that you have set up your EU Login credentials and the option for second authentication, you can sign in into the [HERA Stakeholders Hub](#).