

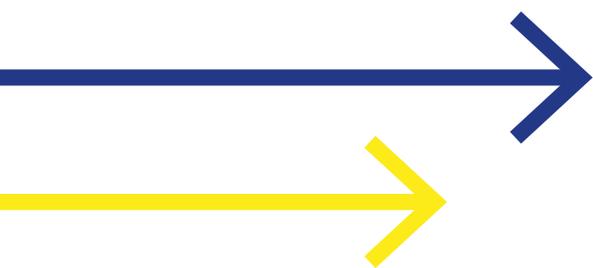


EURES

Guidelines to create your
EU login credentials to access
the EURES portal account







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OVERVIEW

As of January 2022, the EURES portal has a safe new system to sign into your account: EU Login.

This guideline helps you to create your EU Login account on the ECAS website. Once your login is created and two-factor authentication (2FA) is set up, you can access the EURES portal by using its own login feature (<https://ec.europa.eu/eures/public/homepage>).

It is very simple and straightforward – just follow these three steps to gain access to your account and benefit from the many services of the portal:

Step 1. Create your EU Login on the ECAS website.

Step 2. Set up two-factor authentication.

Step 3. Sign in to the EURES portal with an EU Login two-factor authentication.



HOW DOES IT WORK?

EU Login verifies your identity and allows you to recover your personal settings, history, and access rights in a secure way. It guarantees to a greater extent the security of all of your personal data stored on the portal.

Please note that the EU Login credentials/account is different from the EURES portal account.

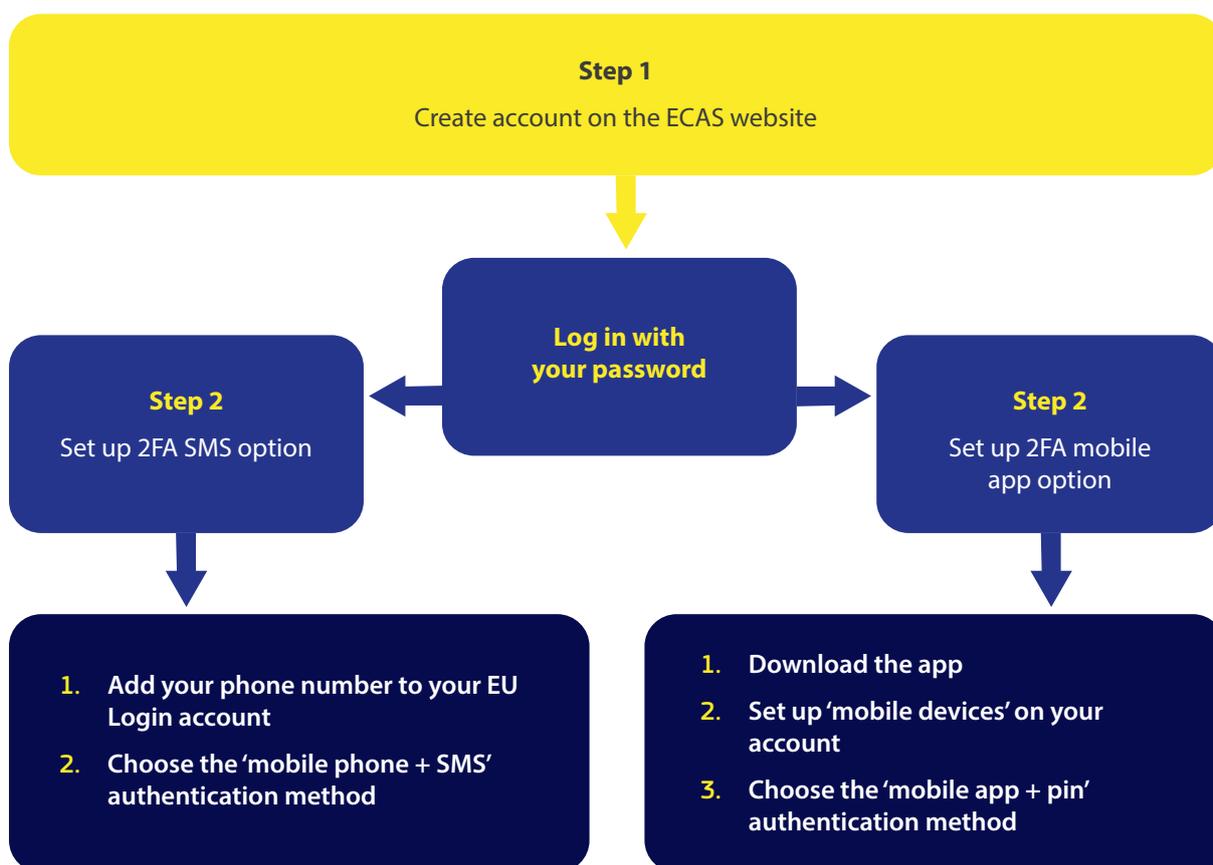
EU Login is the system to access an account on the EURES portal, but setting an EU login account up is done on its own system called ECAS.

Follow this guide step by step to access your EU Login credentials on the EURES portal:

- If you do not have EU Login credentials, go to Step 1. Create your EU Login on the ECAS website.
- If you have an EU Login, follow Step 3. This shows how to sign in and access the EURES portal.

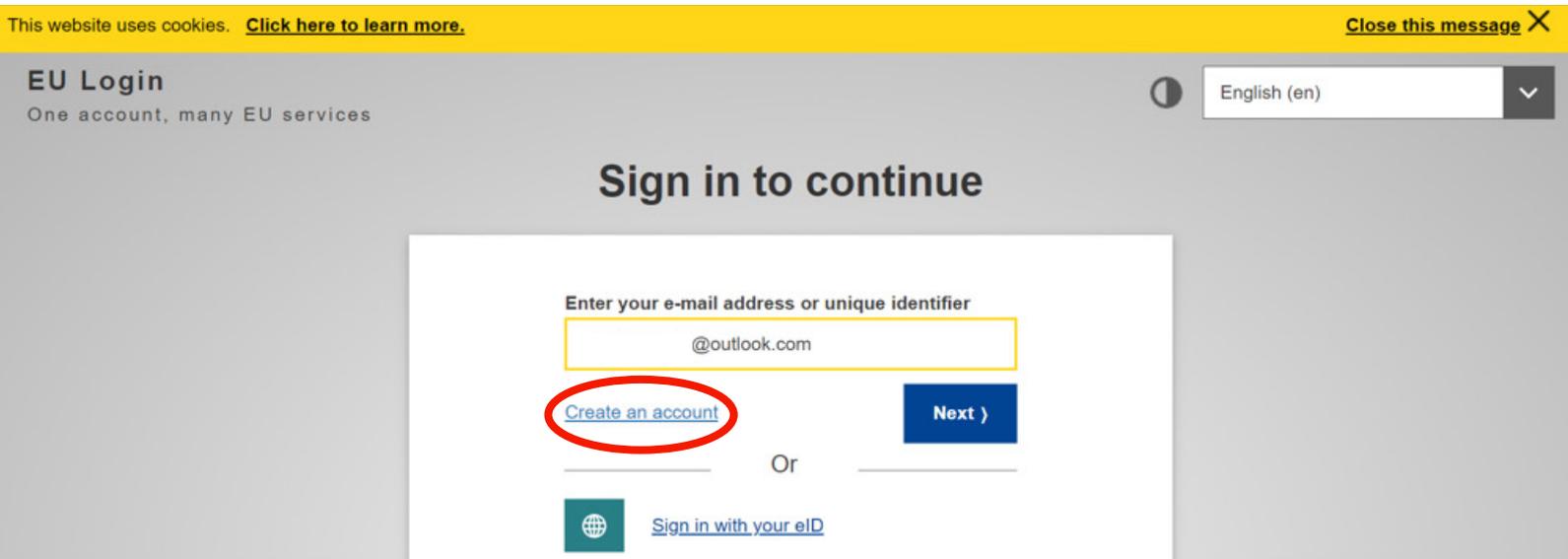
Setting up your account using the 2FA method

(only two, out of several, methods are considered for EURES)



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.

- **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.

Click on '**Create an account**' to proceed.

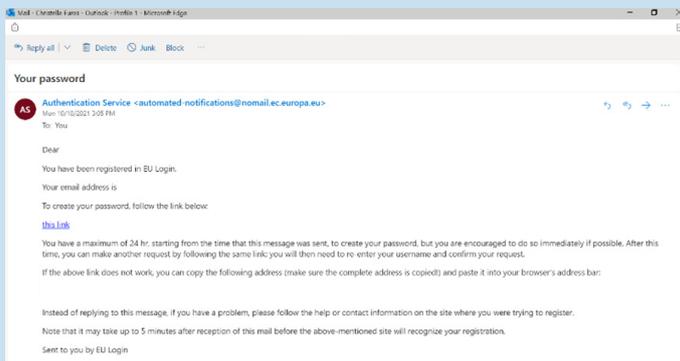
Create an account

Thank you for registering, you will receive an e-mail allowing you to complete the registration process.

You will see a confirmation message, right after clicking in **'Create an account'**.

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) in order to verify that you have access to it.

After a couple of minutes, you should **receive an e-mail** in your mailbox. If you cannot find the e-mail, check your spam or junk folder.



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 password** and to **confirm it**, to make sure you did not mistype it.

The 'E-mail' field is pre-filled and cannot be changed. It should contain the e-mail address you provided previously.

Tip:

Use the same email address in EU login as the one used for the EURES portal account.



STEP 1 – CREATE YOUR EU LOGIN CREDENTIALS

New password

Please choose your new password.

n...
(External)

New password

Confirm new password

Submit

Passwords cannot include your username and must contain at least 8 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: SEN5RbaW GwOzMg9m U(nuCuwh)

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

New password

Your EU Login password was successfully changed.

Proceed

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 EURES service. Click on '**Proceed**' in order to do so.

Sign in to continue

Welcome

(External)

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

Password

[Lost your password?](#)

Choose your verification method

<input type="checkbox"/>	Password Authenticate to EU Login with only your password.	▼
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[Sign in](#)

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 FOR EURES

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.

EU Login supports a variety of authentication methods but for EURES we focus only on two options:

- 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.

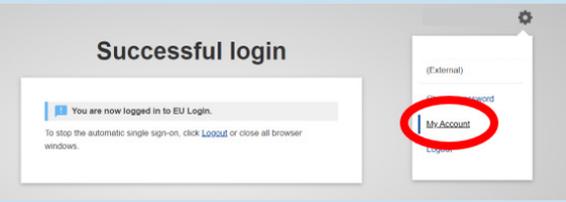
Setting up mobile phone + SMS

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;
- Choose the 'Mobile phone + SMS' authentication method.

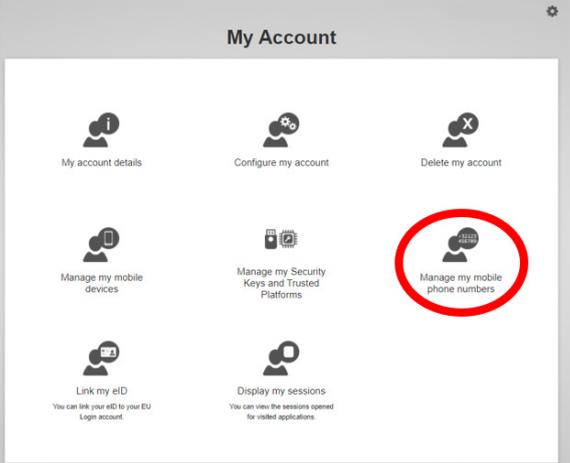
EU Login



The screenshot shows a 'Successful login' notification on the left and a user profile dropdown menu on the right. The menu includes options like '(External)', 'My Account', and 'Logout'. A red circle highlights the 'My Account' option.

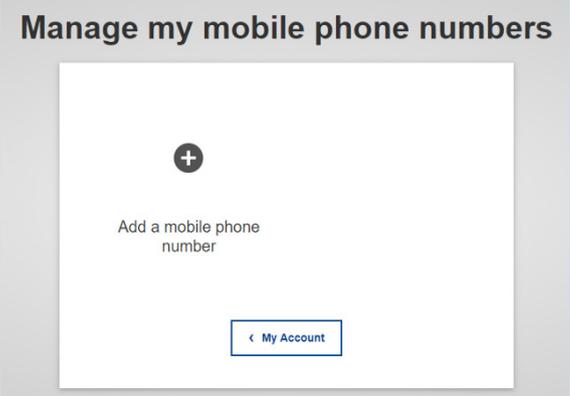
Once successfully authenticated (Step 1), move the mouse over the gear at the top right-hand corner to display the menu and select '**My Account**'.

Add a phone number to receive SMS



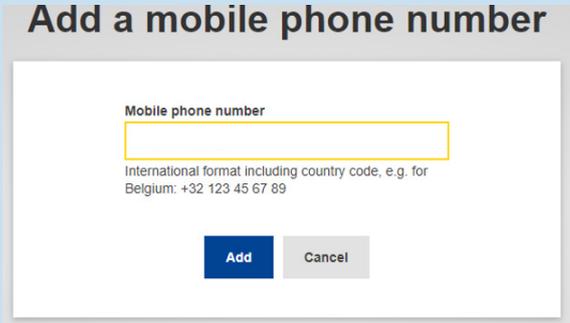
The screenshot shows the 'My Account' page with several options. The option 'Manage my mobile phone numbers' is circled in red. Other options include 'My account details', 'Configure my account', 'Delete my account', 'Manage my mobile devices', 'Manage my Security Keys and Trusted Platforms', 'Link my eID', and 'Display my sessions'.

Click on **'Manage my mobile phone numbers'**.



The screenshot shows the 'Manage my mobile phone numbers' page. It features a large plus sign icon and the text 'Add a mobile phone number'. At the bottom, there is a button labeled '< My Account'.

Click on **'Add a mobile phone number'**.



The screenshot shows the 'Add a mobile phone number' form. It has a text input field labeled 'Mobile phone number' with a yellow border. Below the field, it says 'International format including country code, e.g. for Belgium: +32 123 45 67 89'. At the bottom, there are two buttons: 'Add' and 'Cancel'.

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

STEP 2 – SET UP THE TWO-FACTOR AUTHENTICATION FOR EURES

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

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.

Sent 18/10/2021 16:46
GMT+02:00

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.

Manage my mobile phone numbers

Your mobile phone number +32 was added successfully.

+ Add a mobile phone number

- Delete a mobile phone number

< My Account

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.

Setting up SMS as an authentication option

Welcome back

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

Password

[Lost your password?](#)

Choose your verification method

Mobile Phone + SMS
Send a text message to a registered mobile phone number for a multi-factor authentication.

Mobile phone

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

Sign in

Access the EURES portal on the Login feature. You will be prompted by the 'Welcome back' sign in screen.

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

In the field 'Choose 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).

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

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

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

Congratulations, you made it! You are now successfully logged in.

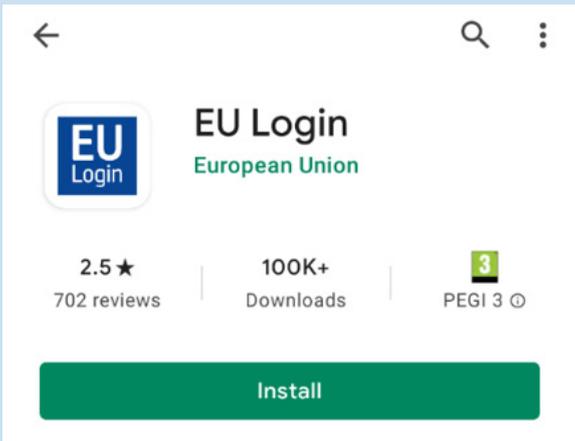
STEP 2 – SET UP THE TWO-FACTOR AUTHENTICATION FOR EURES

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.
- Choose the '**Mobile app + pin**' authentication method.

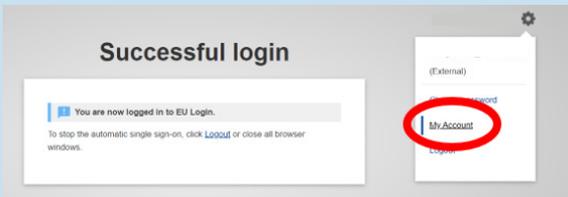
Please note that with the '**Mobile app**', there are other options for second authentication (**QR code, EID**), but for EURES we will focus on the PIN method. However, you are free to explore whichever method is more convenient for you.



The screenshot shows the Google Play Store page for the 'EU Login' app by the European Union. The app has a 2.5 star rating from 702 reviews, over 100K downloads, and a PEGI 3 rating. A green 'Install' button is visible at the bottom.

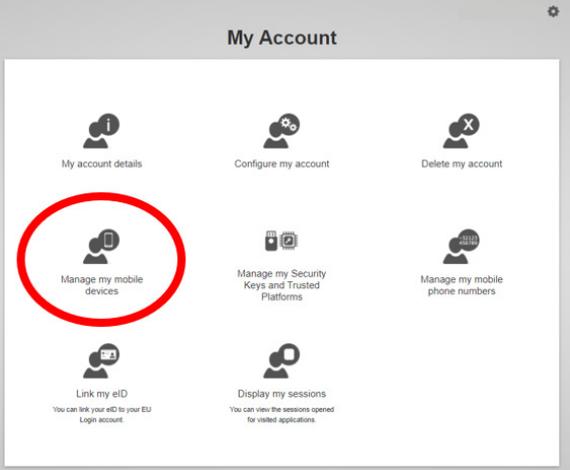
Download **EU Login mobile app** from the Google Play Store (Android), the App Store (iOS), or the Windows Store (Windows Phone).

The direct links are available on the **EU Login** screen.



The screenshot shows two parts of the ECAS website. On the left, a 'Successful login' message states 'You are now logged in to EU Login.' and provides instructions to stop automatic sign-on. On the right, a user profile menu is open, showing '(External)' and 'My Account' (circled in red).

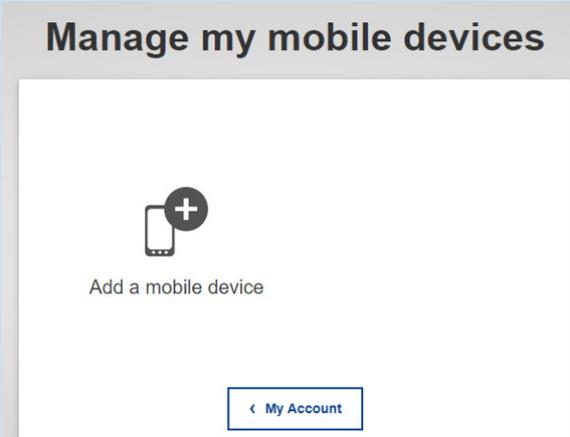
On the ECAS website, once successfully authenticated (in Step 1), move the mouse over the gear at the top right-hand corner to display the menu and select '**My Account**'.



My Account

- My account details
- Configure my account
- Delete my account
- Manage my mobile devices**
- Manage my Security Keys and Trusted Platforms
- Manage my mobile phone numbers
- Link my eID
You can link your eID to your EU Login account.
- Display my sessions
You can view the sessions opened for visited applications.

Click on **'Manage my mobile devices'**.

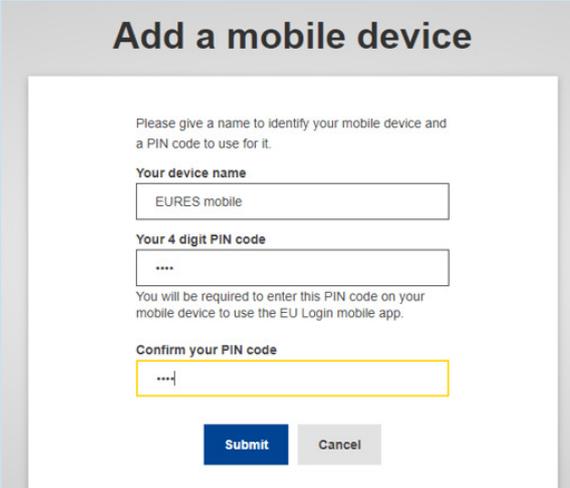


Manage my mobile devices

Add a mobile device

[← My Account](#)

Click on **'Add a mobile device'**.



Add a mobile device

Please give a name to identify your mobile device and a PIN code to use for it.

Your device name

Your 4 digit PIN code

You will be required to enter this PIN code on your mobile device to use the EU Login mobile app.

Confirm your PIN code

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**.

You will be prompted to provide the **PIN code** when authenticating, so make sure you select one that you can easily remember.

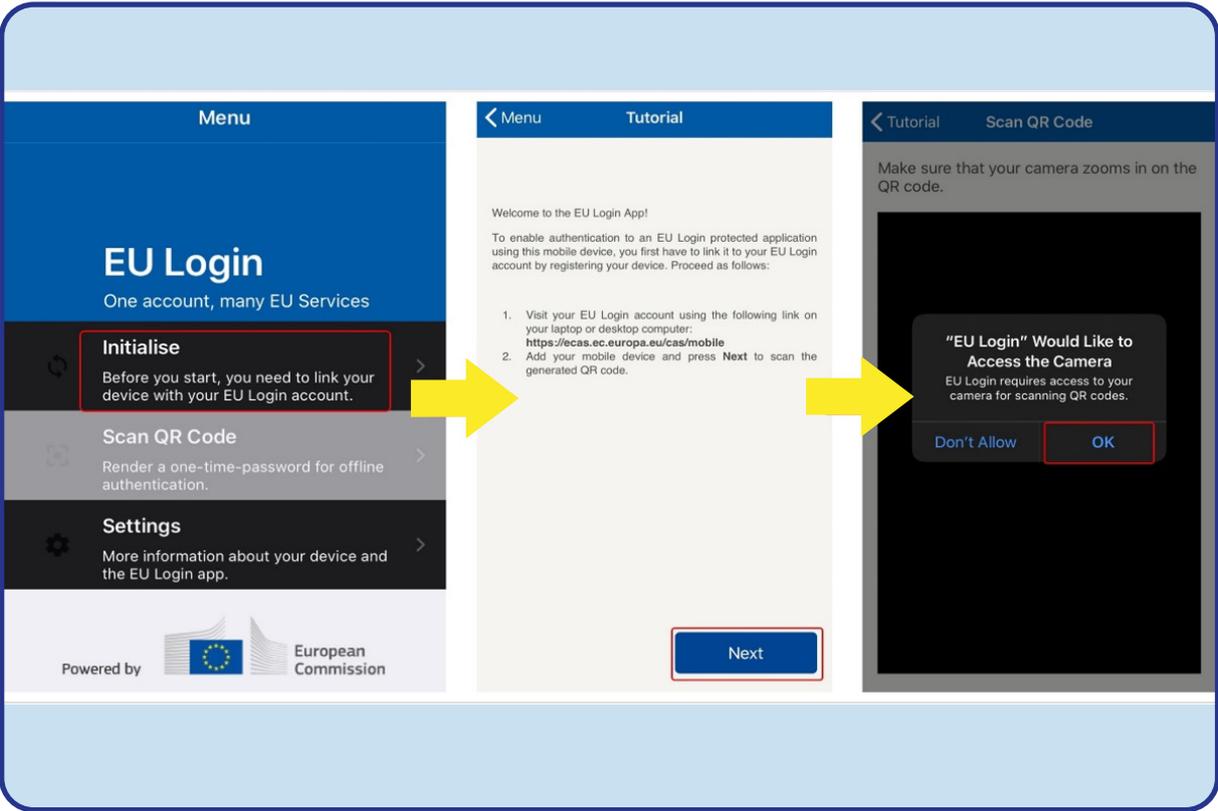
Tip: Avoid PIN codes that can be easily guessed, such as your birth year.

Click on the **submit** button.

STEP 2 – SET UP THE TWO-FACTOR AUTHENTICATION FOR EURES

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.



Add a mobile device

Scan this QR code using your EU Login mobile app.

Cancel

Authenticate

Back Authenticate

You are connected to the EU Login account of mob.train3.ben. To complete the registration of your mobile device, enter your four digit PIN and press Next.

Enter your PIN code

Authenticate

Your mobile device has been successfully linked to your EU Login account. You can now authenticate to an EU Login protected application by using this mobile device.

The registration of your mobile device has been completed successfully.

Enter the **4 digit PIC** set up earlier in your EU login account

Click on **Authenticate**

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.

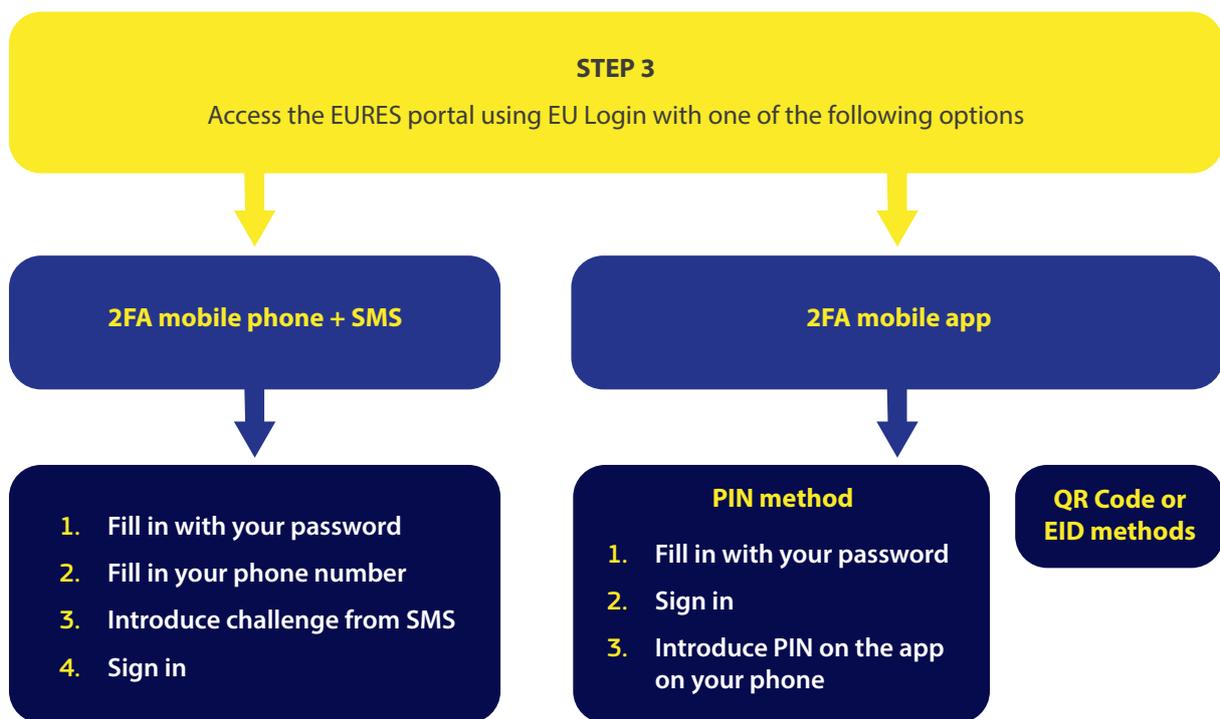
Your EU Login mobile app is successfully installed and can be used for authenticating. Click on **'Continue'** to be redirected to the welcome screen.

STEP 3 – SIGN IN WITH A TWO-FACTOR AUTHENTICATION EU LOGIN

Now, that 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 (ec.europa.eu/eures) 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.

EU LOGIN SIGN IN



Sign in with 'Mobile Phone + SMS'

Welcome back

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

Password

[Lost your password?](#)

Choose your verification method

	Mobile Phone + SMS Send a text message to a registered mobile phone number for a multi-factor authentication.	▼
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Mobile phone

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

Sign in

The **'Mobile Phone + SMS'** shows as the verification method by default because you chose this option in Step 1.

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).

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

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

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

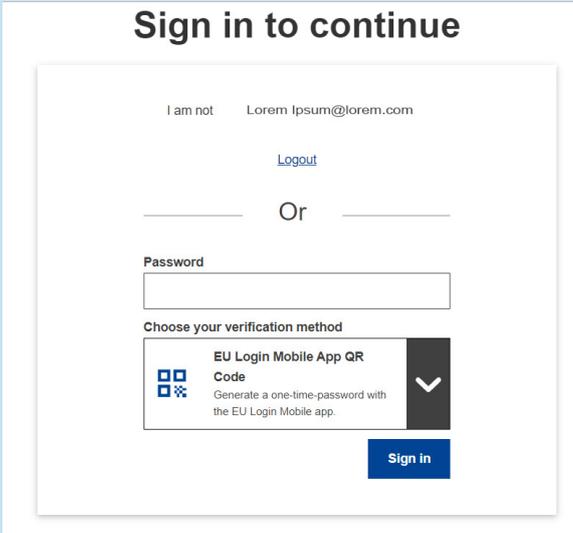
Congratulations, you made it! You are now successfully authenticated and logged into the EURES portal.

STEP 3 – SIGN IN WITH A TWO-FACTOR AUTHENTICATION EU LOGIN

If your option for the second authentication is the mobile app

In the **'Choose your verification method'** box 'EU Login mobile app PIN' is the only method showing, because you took this option in Step 2.

Please note that with the mobile app, there are other options for second authentication (QR code, EID), but for EURES we will focus on the PIN method. However you are free to explore whichever method is more convenient for your national context and type of phone.



The screenshot shows a login page titled "Sign in to continue". At the top, it says "I am not" followed by the email "Lorem Ipsum@lorem.com" and a "Logout" link. Below this is an "Or" separator. There is a "Password" field with a text input box. Underneath is a "Choose your verification method" section with a dropdown menu. The dropdown is open, showing "EU Login Mobile App QR Code" with a description: "Generate a one-time-password with the EU Login Mobile app." and a downward arrow. At the bottom right of the form is a blue "Sign in" button.

The **'EU Login Mobile App PIN Code'** is the verification method, showing by default.

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.

Congratulations, you made it! You are now successfully logged in.

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