



EUROPEAN COMMISSION

Directorate-General for Trade

Directorate R - Resources, Information and Policy Coordination  
**Information Technology and IT systems**

# eLicensing Dual Use

## Procedure to access the eLicensing system with two-factor authentication

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## 1 Introduction

To be able to access the eLicensing application, you need to be authenticated by the Commission authentication system “EU Login”.

Specifically, the eLicensing system requires two-factor authentication (2FA), to strengthen the security of the Front and Back Office applications.

Two-factor authentication (2FA) is a security process in which users provide two different authentication factors to verify themselves. This process is done to better protect both the user's credentials and the resources the user can access.

Two-factor authentication provides a higher level of security than authentication methods that depend on single-factor authentication, in which the user provides only one factor, typically, a password. Two-factor authentication methods rely on a user providing a password, as well as a second factor, that in the case of the EU Login authentication system is the user's telephone.

1. To register the first authentication method (user ID and Password) you need to **create an EU Login account**. If you do not have already a Login account, please follow the instructions available in chapter 1.
2. Once you have created an EU Login Account you **need to configure a second authentication method**. It can be:
  - a. 2FA with your mobile device. To configure this method and to use it, please follow the steps described in *chapter 3*.
  - b. 2FA with the EU Login Mobile app. To configure this method and to use it, please follow the steps described in chapter 4.



**IMPORTANT:** The procedure to create an EU Login account and to configure a second authentication method has to be applied just once; afterwards you will be able to access all Commission applications that require two-factor authentication.

Please consider that the EU Login use a "single sign-on" function, this allows you to sign in once and gain access to multiple Commission websites, reducing the number of times you have to enter your credentials, such as your password and 2FA.

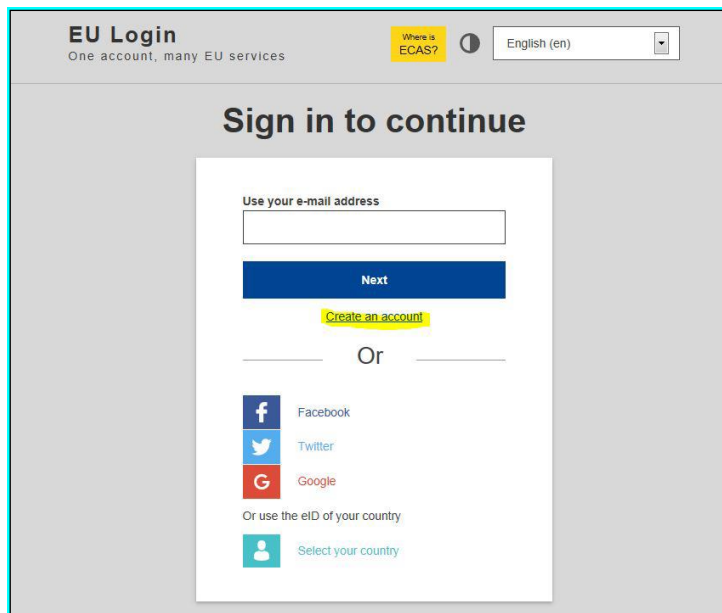
The eLicensing application will not request you to enter your credentials (password and 2FA) again until the EU Login session is active.

The complete EU Login User Guide is available here:

[https://webgate.ec.europa.eu/cas/manuals/EU\\_Login\\_Tutorial.pdf](https://webgate.ec.europa.eu/cas/manuals/EU_Login_Tutorial.pdf) .

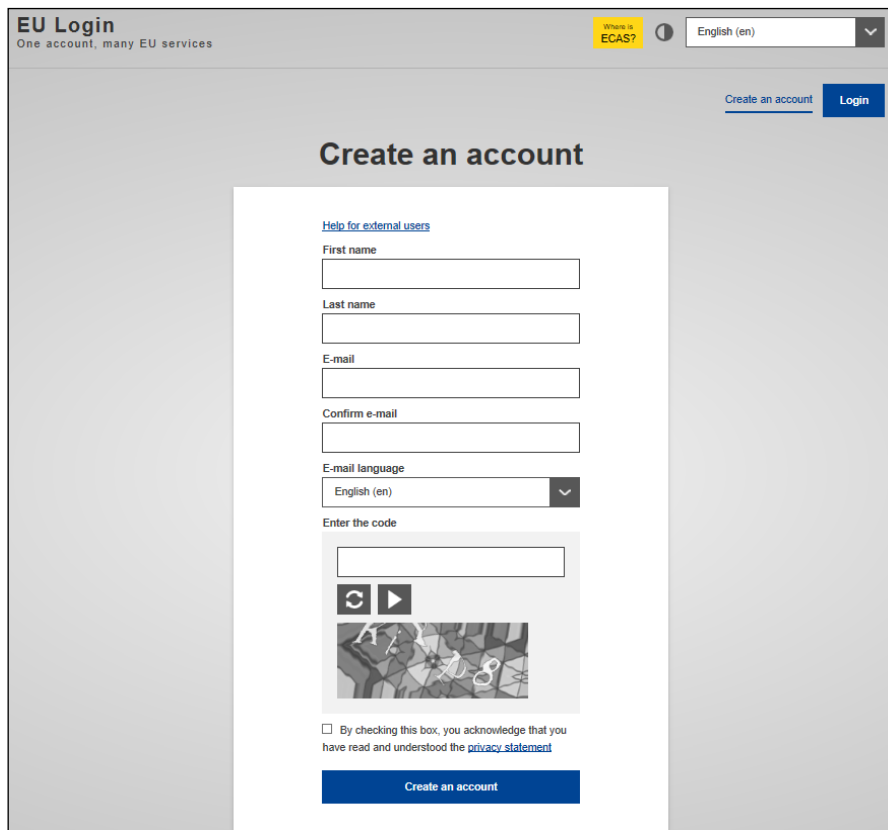
## 2 How to create an EU Login

To create an EU Login Account go to the EU Login welcome page:  
<https://webgate.ec.europa.eu/cas/>). The following screen will be displayed.



The screenshot shows the 'EU Login' header with the tagline 'One account, many EU services'. A yellow box highlights the 'Where is ECAS?' link. The language is set to 'English (en)'. The main heading is 'Sign in to continue'. Below this is a form with a text input field labeled 'Use your e-mail address' and a blue 'Next' button. A yellow box highlights the 'Create an account' link. Below the 'Or' separator are social media icons for Facebook, Twitter, and Google. At the bottom, there is a link to 'Select your country'.

You will be redirected to the "Create an account" page. Fill the form and click on the button "Create an account":

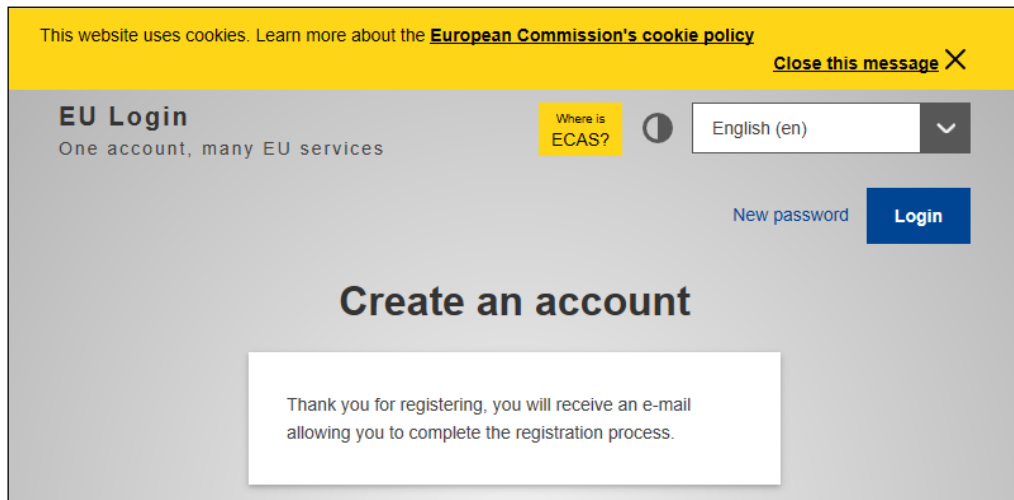


The screenshot shows the 'EU Login' header with the tagline 'One account, many EU services'. A yellow box highlights the 'Where is ECAS?' link. The language is set to 'English (en)'. The main heading is 'Create an account'. In the top right corner, there are links for 'Create an account' and 'Login'. Below the heading is a form with the following fields: 'First name', 'Last name', 'E-mail', 'Confirm e-mail', and 'E-mail language' (set to 'English (en)'). There is a section for 'Enter the code' with a text input field and a CAPTCHA image. At the bottom, there is a checkbox for the privacy statement and a blue 'Create an account' button.



**IMPORTANT:** The email address associated to your EU Login account must be the personal professional email address. A typical personal professional address looks like *firstname.lastname@yourcompany.com*. Generic emails addresses such as *info@yourcompany.com* will not be considered personal.

If the “Create an account” was successful, you will see the following screen:



Check your mailbox and follow the steps mentioned in the email sent by the Commission’s Authentication Service:

- Click on the link shown in the email and you will be redirected to a page where you will be able to set up a new password.
- Choose your password taking into account the constraints mentioned below the “Submit button” when setting up the password. Once completed, click “Submit”.

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**EU Login**  
One account, many EU services

Where is ECAS? English (en)

[New password](#) [Login](#)

## New password

**Please choose your new password.**

n002krc5  
(External)

**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: SHHIFbPEY, K2DhqWHnxO wFmB8zVnbl

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

If the “New Password” was successfully submitted, the following screen will appear:

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**EU Login**  
One account, many EU services

Where is ECAS? English (en)

[New password](#) [Login](#)

## New password



**Your EU Login password was successfully changed.**


[Proceed](#)

Click on the button "Proceed". You will be logged in successfully.


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**EU Login**  
One account, many EU services

Where is ECAS?  English (en) 

monica RMIS 

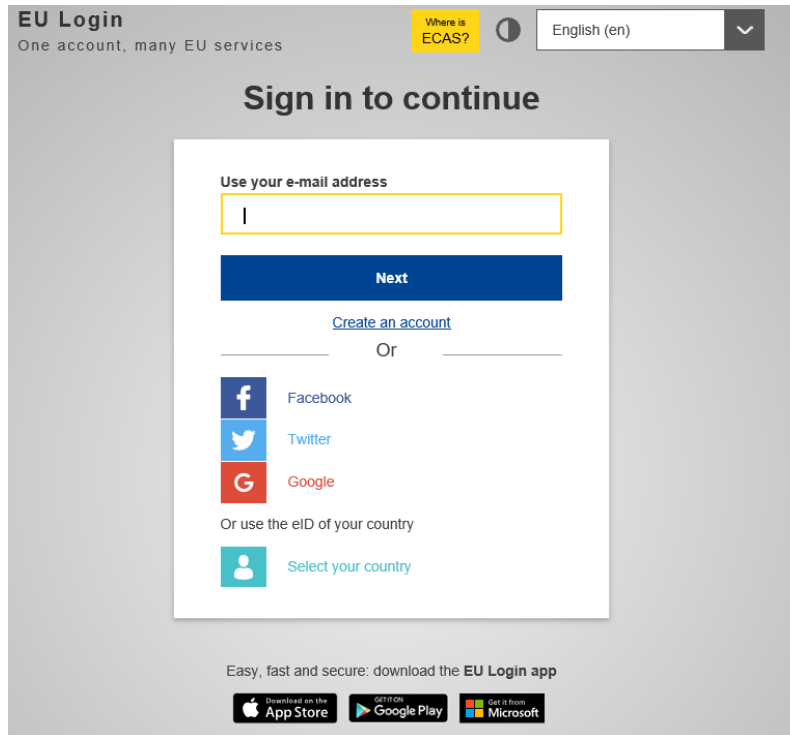
## Successful login

 You are now logged in to EU Login.

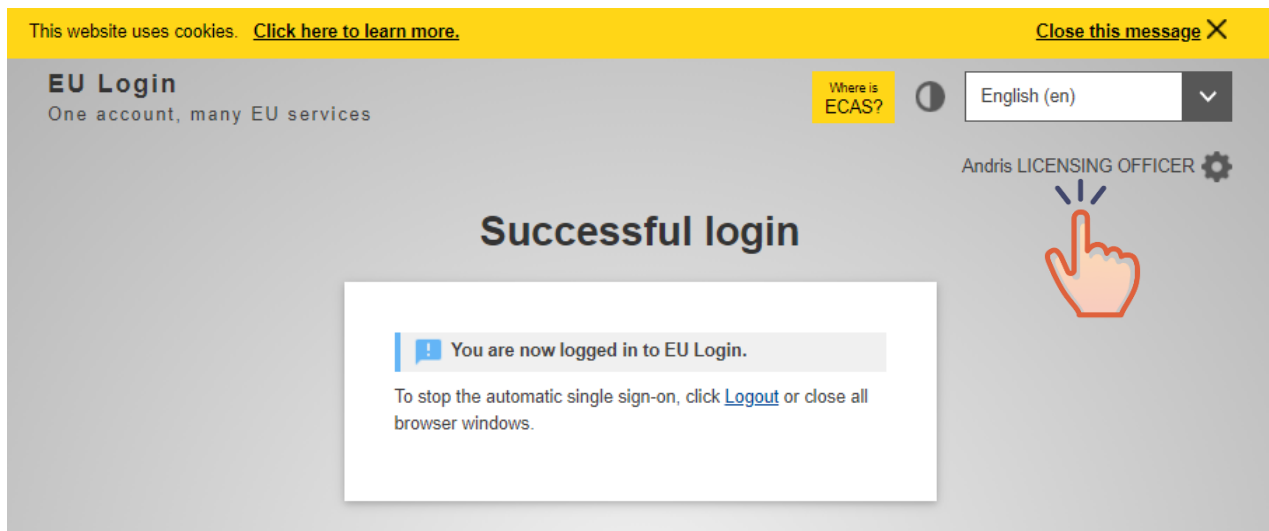
To stop the automatic single sign-on, click [Logout](#) or close all browser windows.

### 3 2FA with your mobile number

In order to use your mobile as second method of verification, you need to configure your telephone number in the EU Login account. Go to the EU Login webpage, through the following link: <https://webgate.ec.europa.eu/cas/> . The following screen will appear:

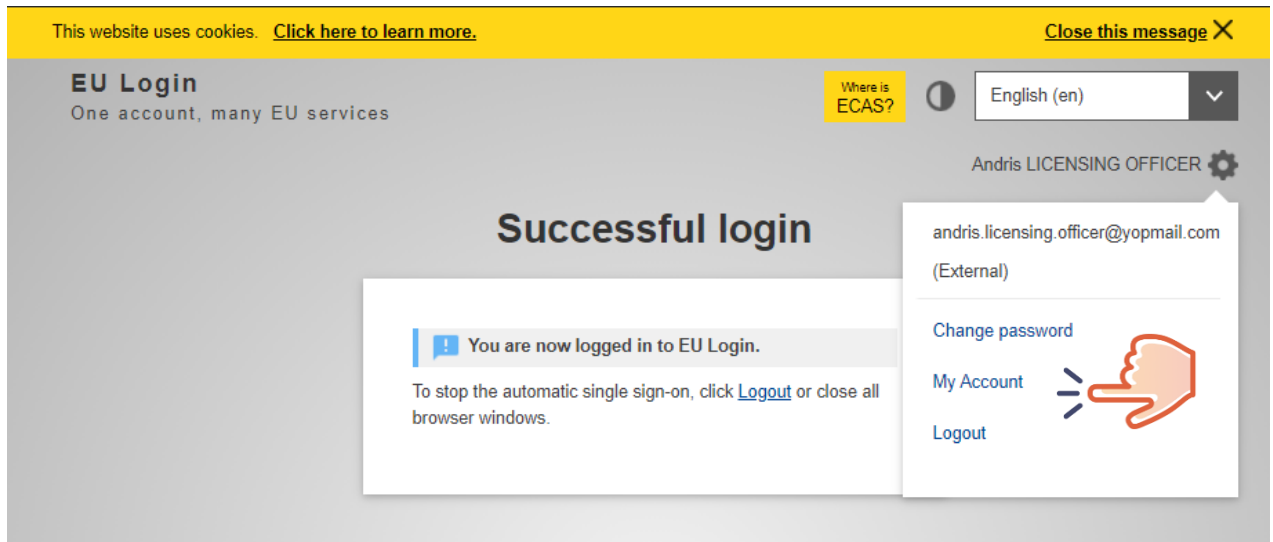


Enter your EU Login credentials: e-mail and password, the following screen will appear:

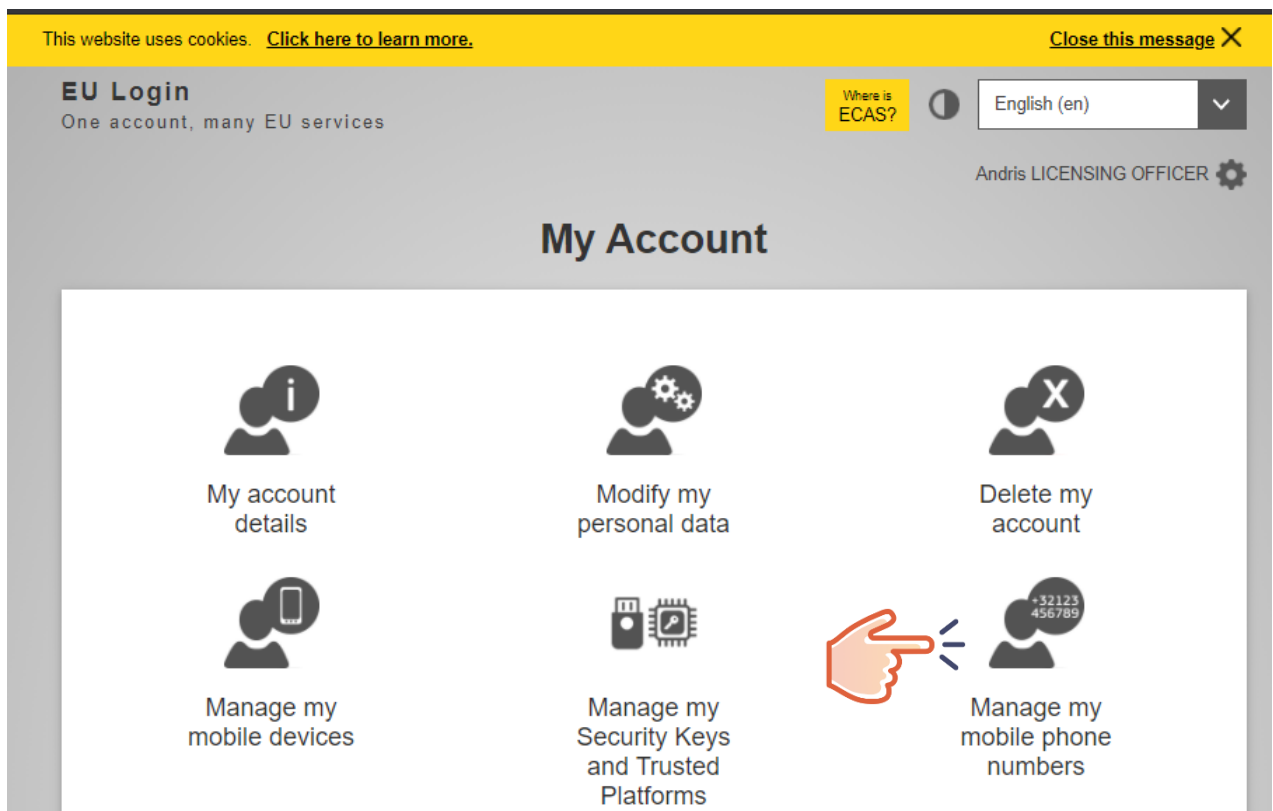


Click on the right upper side of the screen, where your name is displayed.

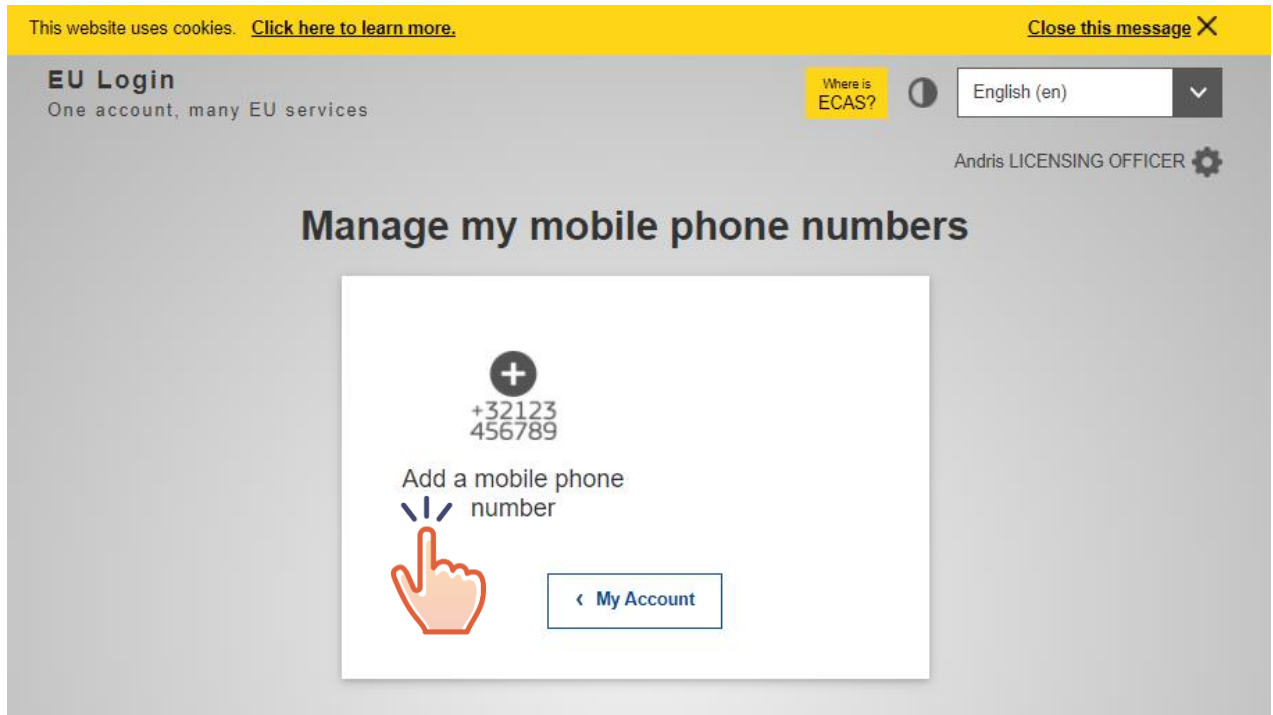
Click on **My Account**, in the top-down menu



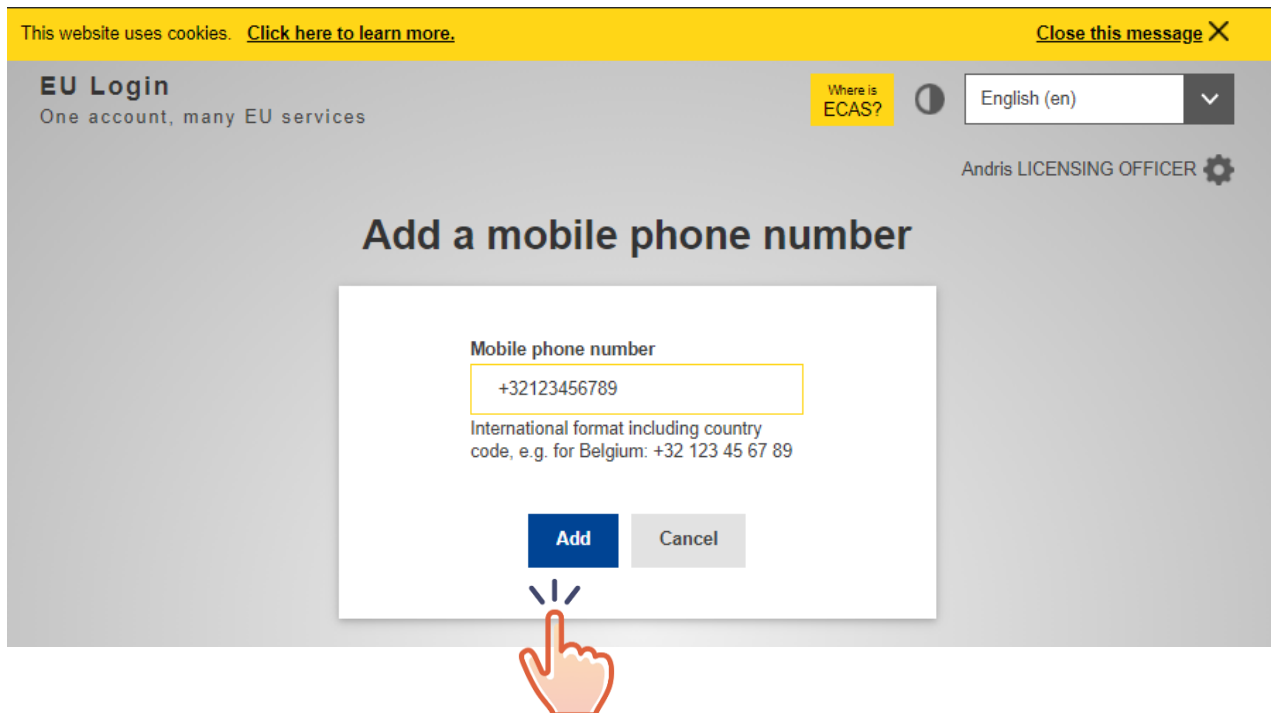
Then click on **Manage my mobile phone numbers**



Click now on “Add a mobile phone number”.



You should add your mobile phone number including the "+ country code" as indicated below. We recommend avoiding leaving spaces between the numbers.



Once you click on “Add” a message will be sent to your mobile including a challenge code in which you will have to introduce to the respective field.

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**EU Login**  
One account, many EU services

Where is ECAS? English (en)

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## Challenge code for adding a mobile phone number, sent by text message

**1** Please enter the *challenge code* that was texted to your mobile phone.

It might take up to 15 minutes for the message to reach your mobile phone.

Mobile phone number

Text message challenge code  
 -

Click on “Finalise” to end the process

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**EU Login**  
One account, many EU services

Where is ECAS? English (en)

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## Manage my mobile phone numbers

✓ Your mobile phone number +32488760541 was added successfully.

**+**  
+321234  
567889  
Add a mobile phone number

**-**  
+321111  
111111  
Delete a mobile phone number



**IMPORTANT:** Close your browser, and open it again, to make your changes effective.

You can now open your browser, enter the eLicensing web address and log in the system.

1. Enter your e-mail address and click **Next**.
2. Select **Mobile Phone + SMS** as the verification method.
3. Enter your **password** in the Password field.
4. Enter a previously registered **mobile phone number** in the Mobile phone field, starting with a plus sign and with the country code. Do not include dots, parenthesis or hyphens.
5. When clicking **Sign in**, an SMS is sent to your mobile device. The SMS contains a challenge code made of nine characters separated with hyphens (minus sign).
6. Type the challenge you received in the SMS text challenge fields.
7. Click on **Sign in** to proceed to the service you requested to use.

The image displays three sequential screenshots of the eLicensing login interface, each with a numbered red circle indicating a step:

- Screenshot 1:** Titled "Sign in to continue". It shows a text input field for "Use your e-mail address" containing "mob.train3.ben@gmail.com". Below the field is a blue "Next" button and a link for "Create an account".
- Screenshot 2:** Titled "Sign in to continue". It shows a "Welcome" message for "mob.train3.ben@gmail.com (External)". Below this is a "Password" field (step 3), a "Choose your verification method" dropdown menu set to "Mobile Phone + SMS" (step 2), and a "Mobile phone" field containing "+32123456789" (step 4). A blue "Sign in" button (step 5) is at the bottom.
- Screenshot 3:** Titled "Sign in to continue". It shows the "Authentication by SMS text challenge" screen. It includes a "Mobile phone number" field with "+32123456789" and an "SMS text challenge" field with two input boxes (step 6). A blue "Sign in" button (step 7) is at the bottom.

## 4 2FA with the EU login mobile application

The EU Login Mobile App is free and can be obtained 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.

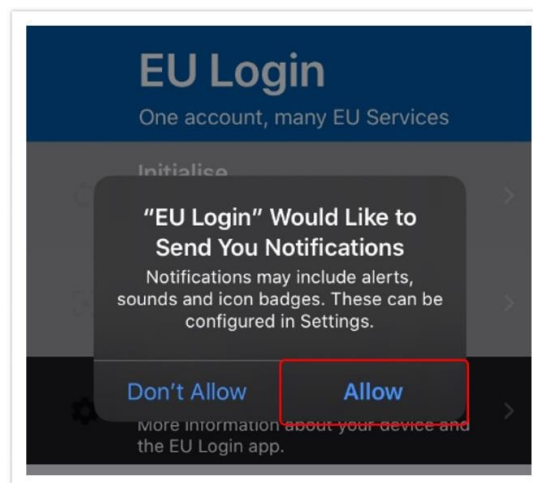
After installing it, you need to initialise it. In order to do so, you need a PC in addition to your mobile device.



The EU Login Mobile app offers a variety of options to log in once activated.

- **EU Login Mobile App PIN code** - If the mobile device where your EU Login Mobile App is installed has internet connectivity then you can use the "EU Login Mobile App PIN Code" verification method.
- **EU Login Mobile App QR code** - If the mobile device where your EU Login Mobile App is installed does not have internet connectivity then you can use the "EU Login Mobile App QR Code" verification method.

Before to choose the option you prefer, you need to initialise the EU Login Mobile App. Download the **EU LOGIN** app on your mobile device. Make sure you **allow notifications**.



On your PC, log in to EU Login with your e-mail address and password.



**IMPORTANT:** If you already installed and initialised the EU Login Mobile App on another device or if you registered your mobile phone number for receiving SMS, you are requested to authenticate again using the already registered device or phone number.

To access your EU Login account details, go to the EU Login webpage, through the following link: <https://webgate.ec.europa.eu/cas/> . The following screen will appear:

Enter your EU Login credentials: e-mail and password, the following screen will appear:

Click on the right upper side of the screen, where your name is displayed. Click on **My Account**, in the top-down menu

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**EU Login**  
One account, many EU services

Where is ECAS? English (en)

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## Successful login

**!** You are now logged in to EU Login.

To stop the automatic single sign-on, click [Logout](#) or close all browser windows.

andris.licensing.officer@yopmail.com  
(External)

[Change password](#)

[My Account](#)

[Logout](#)

The My Account page opens. Select **Manage my mobile devices**.

### My Account

My account details

Modify my personal data

Delete my account

[Manage my mobile devices](#)

Manage my Security Keys and Trusted Platforms

Manage my mobile phone numbers

Click on **Add a mobile device**.

### Manage my mobile devices

Add a mobile device

[← My Account](#)

Fill in the required information in the **Add a mobile device** screen. You have to provide a name for your device and set up a 4 digit PIN code.

You can pick any name that suits you, such as "My Android tablet", "My iPhone" or "My blue Windows phone". You will be prompted to provide the PIN code when authenticating so make sure you select one that you can easily remember. However, avoid PIN codes that can be easily guessed, such as your birth year or birthday and month.

Click on the **Submit** button.

The image shows two sequential screenshots of the 'Add a mobile device' web form. Both screens have the title 'Add a mobile device' and the instruction: 'Please give a name to identify your mobile device and a PIN code to use for it.'

The left screenshot shows the form with the following fields: 'Your device name' (containing a single character), 'Your 4 digit PIN code' (empty), and 'Confirm your PIN code' (empty). A red box highlights these three input fields. Below the fields are 'Submit' and 'Cancel' buttons. A yellow box highlights the 'Submit' button.

The right screenshot shows the form with the following fields: 'Your device name' (containing 'My phone'), 'Your 4 digit PIN code' (containing four asterisks), and 'Confirm your PIN code' (containing four asterisks). A red box highlights the 'Submit' button, and a yellow box highlights the 'Confirm your PIN code' field. A mouse cursor is shown clicking the 'Submit' button.

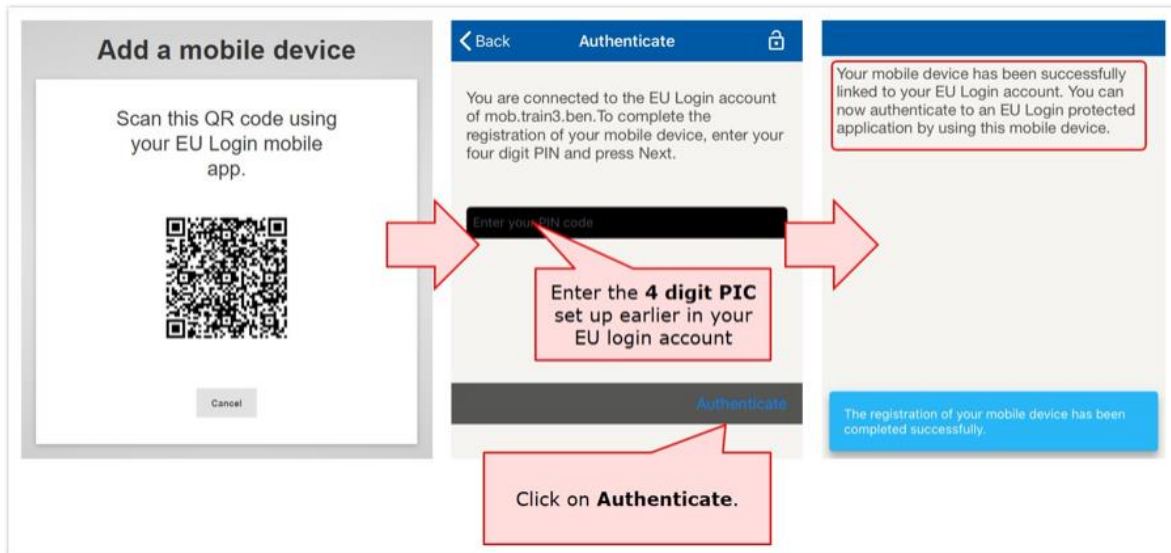
On your mobile device, open the EU Login Mobile App and select the **Initialise** option. Follow the instructions on screen and allow access to your camera.



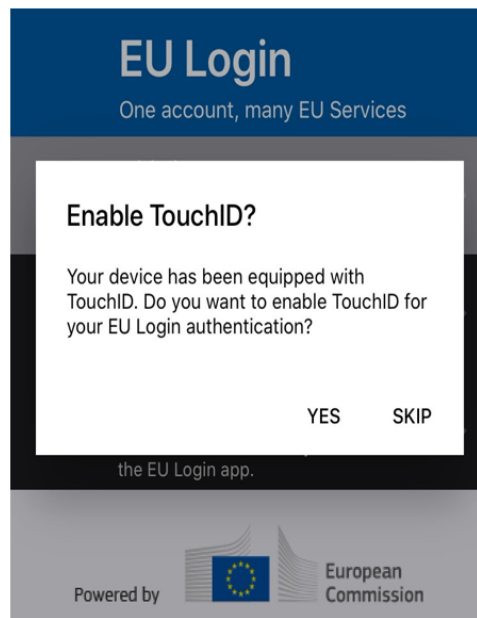
The QR code scanner starts on your mobile device and a QR code is displayed on the screen of your PC. Point the camera of your mobile phone to your PC screen until the QR code is recognised. In the Authenticate screen, enter the 4 digit PIN code you set up earlier and click on **Authenticate**.

A **success message** displays on your device, confirming the setup of your mobile device with EU Login. Your EU Login Mobile app is successfully initialised and can be used for authenticating. Click on **Continue** to be redirected to the Welcome screen.

You can now use your mobile device to access the European Commission services that require 2 factor authentication, either by using the 4 digit PIN or by scanning the QR code.



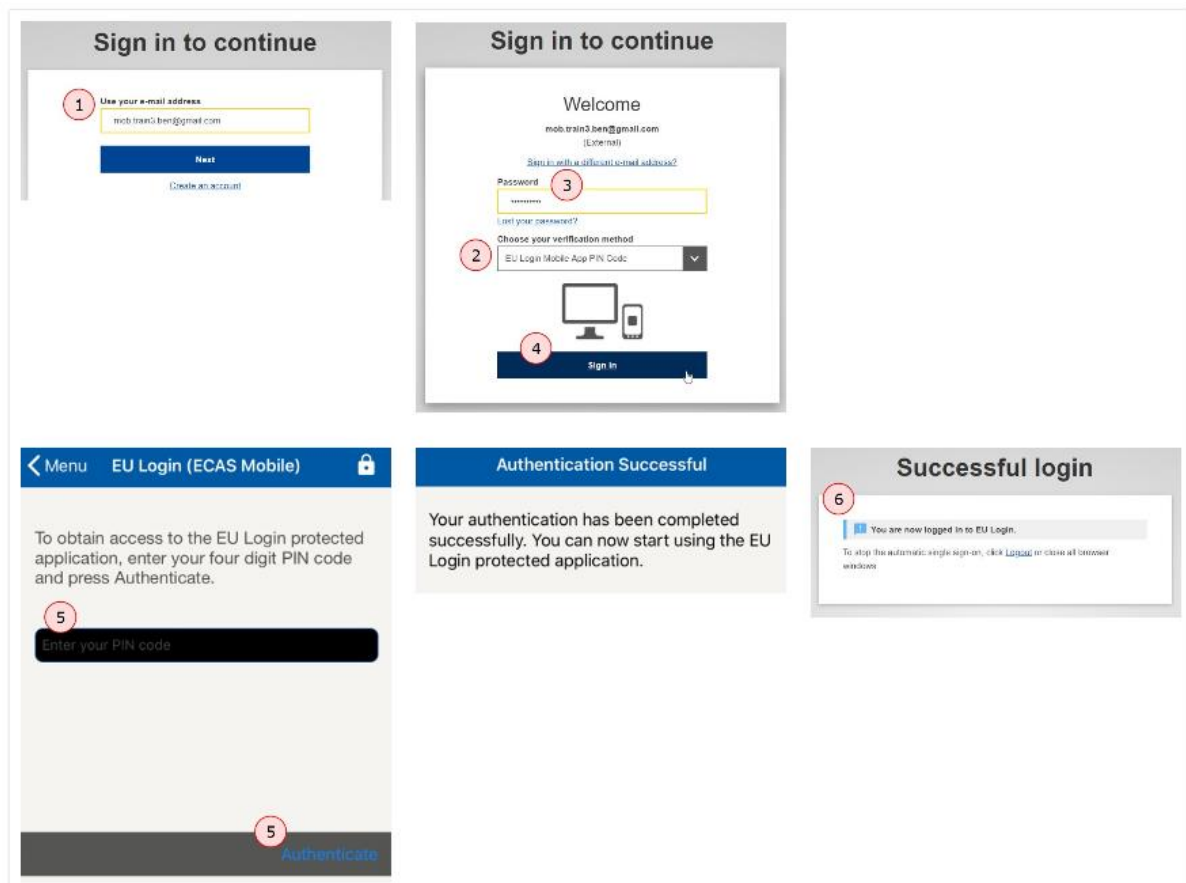
If your device is equipped with Fingerprint recognition (TouchID), an automatic pop up will be displayed to **Enable Fingerprint recognition**. You can enable this function by clicking on **YES**. If you do not want to enable Fingerprint recognition, click on **SKIP**.



## 4.1 Sign in with the EU Login Mobile App PIN code

You can now open your browser, enter the eLicensing web address and log in the system.

1. Enter your e-mail address and click **Next**.
2. Select **EU Login Mobile App PIN Code** as the verification method.
3. Enter your **password** in the Password field and click on **Sign in**.
  - If you have more than one device with an initialised EU Login Mobile App, you are asked to select the one you would like to use. This screen does not display if you have only initialised one device.
  - Click on the device using the name you provided.
4. EU Login sends a notification to your mobile device. Tapping on the notification triggers the launch of the **EU Login Mobile App**.
5. The EU Login Mobile App prompts you to enter your **PIN code**. Enter your PIN code and tap on **Authenticate**.
6. This automatically completes the process on your PC that proceeds to the service you requested to use.



## 4.2 Sign in with the EU Login Mobile App QR code

You can now open your browser, enter the eLicensing web address and log in the system.

1. Enter your e-mail address and click **Next**.
2. Choose the “**EU Login Mobile App QR Code**” as verification method in the drop-down list.
3. Enter your **password** in the Password field and click on **Sign in**.
4. A **QR code** is displayed on screen.
5. Start the **EU Login Mobile App** on the mobile device where it has been previously initialised. Tap on Scan QR Code. The QR code scanner starts on your mobile device. Point the camera of your mobile phone to your PC screen until the QR code is recognised.
6. The EU Login Mobile App displays a one-time password composed of digits and characters.
7. Type the one-time password in the code generated by your app field.
8. Click Sign in to proceed to the service you requested to use.

