MFA setup guideline for EU Login

Introduction

Thank you for helping us enhance the security of Reportnet 3. To protect your data and access, we are implementing Multi-Factor Authentication (MFA). This guide will walk you through the simple steps to set up MFA on your EU login account.

What is MFA?

Multi-Factor Authentication adds an extra layer of security by requiring two forms of identification before accessing your account. This means that even if someone knows your password, they will need a second form of verification to log in.

How to set up MFA for EU login

EU Login supports a variety of verification methods. This guide will walk you through the two most popular methods:

- **EU Login Mobile App (recommended):** This is the most secure method. Download and install the app on your mobile device for a convenient and secure login experience.
- **Mobile Number Authentication:** You can choose to receive a verification code via SMS text message to your registered mobile number. While convenient, this method is less secure than the mobile app.

The authentication can be set out via this link:

https://webgate.ec.europa.eu/cas/userdata/myAccount.cgi

Authentication via EU Login Mobile App

1. On your mobile device, go to the App Store / Play Store and install the *EU Login Mobile app*. (*Please make sure to accept all notifications, as the enrolment process will be blocked if the app does not have the required permissions*.)
2. On your computer, navigate to My Account. Log in with your EU Login e-mail address and password. You will access to this page:
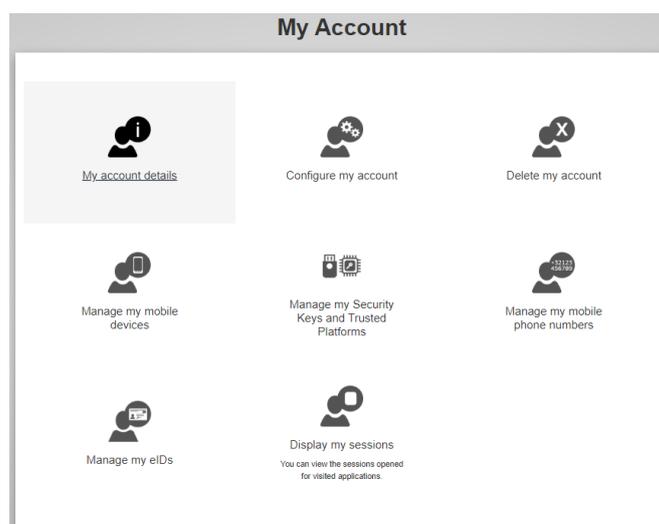
3. Click on "Manage my mobile devices" then on "Add a mobile device".
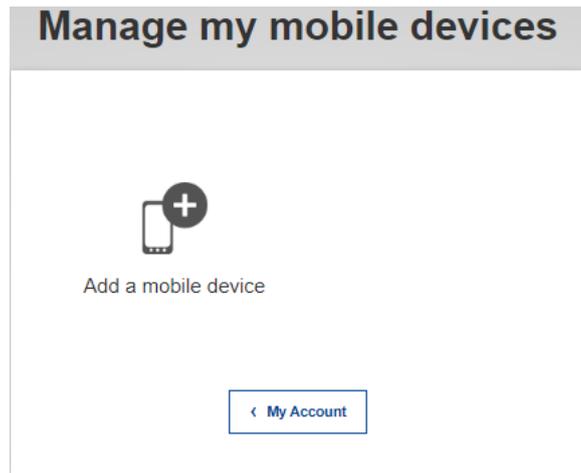
4. Enter a device name (your preference), choose a PIN code to be used in this application and click on "Submit".

5. A QR code will be generated based on your input. You will need to scan this QR code with the EU Login Mobile app to complete the enrolment. Leave this screen on and get your mobile device.
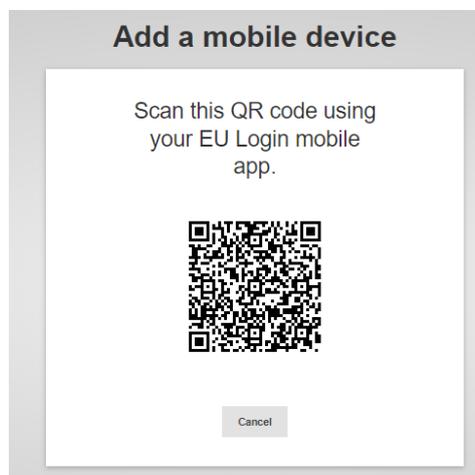

6. On your mobile device, start the EU Login Mobile app.

7. Tap on "Initialize", then "Next".
8. Aim the built-in QR code scanner to the QR code on your computer's screen.
9. When the device detects the QR code, it will automatically read it.
10. Enter the personal PIN code you created in step 4 and tap on "Next".
11. When your PIN code has been verified, tap on "OK"
12. A push notification will be sent to your device to confirm the enrolment. Accept the notification to confirm the enrolment. Please ensure that notifications are enabled on your device.
13. A message appears on the computer's screen: "A device has been added".

Authentication via Mobile Number
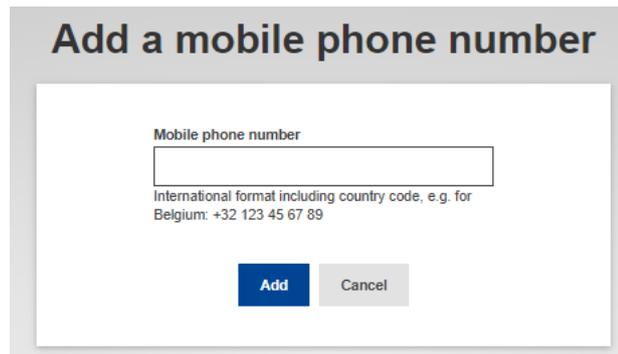
1. Navigate using your browser to: My Account . Log in with your EU Login e-mail address and password. You will access to this page:
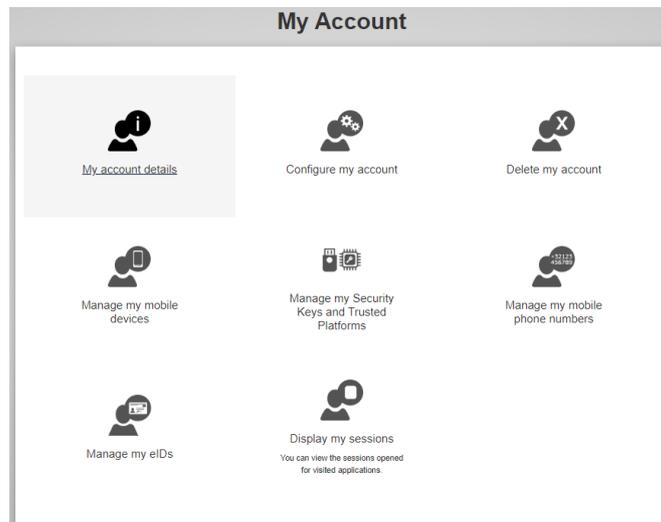
2. Click on "Manage my mobile phone numbers"
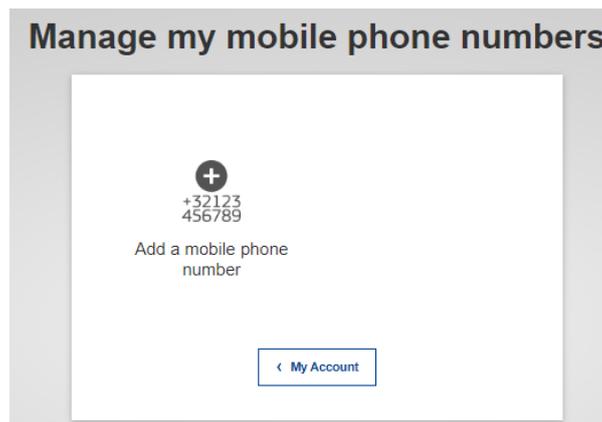
3. Click on "Add a telephone number".
4. Enter your mobile phone number in the following format: +"country code" and "cell phone number" without "0"

Add a mobile phone number

Mobile phone number

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

Add   Cancel

5. Click on "Add"
6. The application sends an SMS containing a challenge code (letters and numbers)
7. Enter the challenge code that was sent to your mobile phone
8. The next page indicates: "The mobile phone number was added successfully"
9. The application sends an SMS with the following text: "The following mobile phone number was added to your EU Login account:" followed by your mobile phone number.

Further guidance documents

- Extended Guideline for setting up the MFA for the EU Login
- Frequently Asked Questions on the EU Login
- Video guide on setting up the MFA for the EU Login