Login to the Union Registry using EU Login Mobile application

User guide for adding a Add a mobile device to your EU Login account, installation the EU Login app and first login to the Union Registry

There are two ways how to login to the Union Registry and sign processes:
1. **SMS code** sent to the registered mobile phone number
2. **Mobile application EU Login Mobile** (the procedure how to register the mobile device follows)

For the defined period of time you can use both ways. Once a user has chosen to log in via the application EU Login Mobile, he will have to use this method for all subsequent logins.

Mobile application works offline, it is not necessary to be actively connected to the internet for authentication.
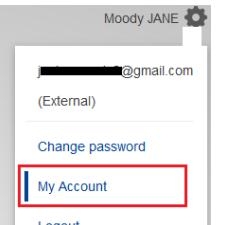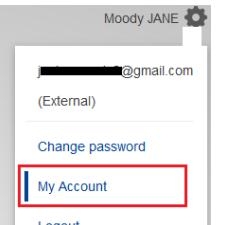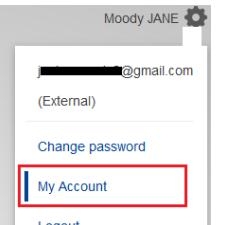
It is still mandatory **to maintain current number of your mobile phone** to be able to change your mobile device and also as a backup solution which shall be used on the European commission decision.

A mobile device can only be linked to one EU Login account and one user can log into the Union Registry with one mobile device only.

If you reinitialise your EU Login Mobile app and add it again to your EU Login account, it will generate a new identifier, even if it is the same mobile device. In this case you need to register the device again to your EU Login account and also to the Union Registry.

New authentication method is safer and more reliable than using SMS codes, so we recommend that users do not delay its activation.

OTE-⋀√-

Add a mobile device to your EU Login account and install the EU Login app

Introduction	The Union Registry requires the use of the EU Login Mobile app to authenticate and sign processes.

Download EU Login Mobile app	To download the app:

Operating System	URL	Link
Android	https://play.google.com/store/apps/details?id=eu.europa.ec.ecas	ANDROID APP ON Google play
Apple	https://itunes.apple.com/be/app/ecas-mobile/id1056119441?mt=8	Download on the App Store

You can find the more details about the compatibility of the EU Login Mobile app in each URL provided in the table above.

Register a mobile device to your EU Login account	The Union Registry uses the authentication method "EU Login App + QR code" to verify your identity when logging into the system or performing a transaction.

Therefore, you need to register a mobile device for verification purposes.

Execute the following steps to register a mobile device in your EU Login account:

Step	Action	Interface
1	Log into EU Login (https://webgate.ec.europa.eu/cas).	
2	Hover your mouse over the gear icon next to your name and click **My Account**.	Moody JANE ⚙ …@gmail.com (External) Change password My Account Logout
3	Click **Manage my mobile devices**.	Manage my mobile devices
4	Click **Add a mobile device**.	Add a mobile device
5	If you already have another second factor authentication method registered in EU Login, you will need to authenticate with it before continuing. ✅ Adding a mobile device requires stronger authentication	

Continued on next page

Step	Action	Interface
6	Enter a device name and a PIN code of your choice. Enter the PIN code a second time to confirm it	Your device name Your 4 digit PIN code You will be required to ente mobile device to use the EU Confirm your PIN code
7	Click **Submit** to confirm.	**Submit**
8	EU Login displays a QR code to be scanned. To do so, open your EU Login Mobile app on your smartphone, and tap on ↻ **Initialise**[1].	
9	Tap on **Continue** and scan the QR code displayed by EU Login with your EU Login Mobile app.	
10	In your EU Login Mobile app, enter the PIN code you created.	
11	A push notification is displayed on your mobile device. Click on it to confirm your action.	
12	Your mobile phone is added to your EU Login account. ✅ A device has been added · Your mobile device has been successfully linked to your EU L… · DISMISS	

When a mobile device is successfully added to an EU Login account, it generates a MUDI (Mobile Unique Device Identifier) used by the Union Registry to authenticate you.

If you reinitialise your EU Login Mobile app and add it again to your EU Login account, it will generate a new MUDI, even if it is the same mobile device.

When trying to log into to the Union Registry after generating the new MUDI, the system will ask you to choose between logging in with the mobile device previously registered, or change to the new mobile device. After the change has been approved by a National Administrator, you will be able to log in again to the Union Registry.

---

[1] For security reasons, this option is disabled if you do not have any security measure (PIN, unlock pattern, fingerprint or face recognition,…) configured in your smartphone

OTE〜

Login to the Union Registry

Step by step to login

To login, execute the following steps from the Application Home page:

Step	Action	
1	Click on **Login** on the homepage of the Union Registry.	
2	The „EU Login page" opens. Fill in your email address and click **Next**.	
3	Enter your e-mail address, your password and choose verification method "EU Login Mobile App QR Code". Click **Sign in**.	
4	Scan the QR code with your EU Login Mobile app installed on your smartphone. Enter the code generated by the app and click **Sign in.**	
5	The first time logging into the Union Registry after switching from SMS authentication to "EU Login Mobile App QR Code" verification method, you will be requested to register your mobile device. Please click **Device registration** to save your mobile device details.	
6	Login to the Union Registry again.	

More information   Only one mobile device per user can be registered in the Union Registry.

If you log into the Union Registry after registering a new mobile device in EU Login, the system will ask you to choose between logging in with the mobile device previously registered, or update it.

> The device you are using to login with the following identifier does not match the device registered in EUCR.
> Please login again with the device registered or alternatively request the change of your mobile unique device identifier. Please note that the change is subject to approval of your National Administrator and it can take a few days to be processed. If you already submitted a request for changing the device, it is not necessary to re-submit a new one.
>
> **Login**   **Change Device**

A change of mobile device needs to be approved by a National Administrator.

The procedure for asking registry administrator for approval of a mobile device change follows.

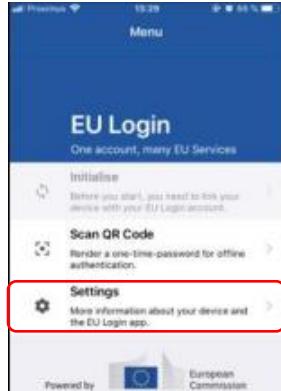# Sending technical information to the National Administrator

Introduction   The National Administrator requires sending technical information about the used device to be able to approve registration of the device in the Union Registry.

Toto téma vysvětluje, jak vytvořit účet v EU Login.

Step by step   Please execute following steps from your mobile device.

Step	Action	
1	Open the EU Login Mobile application.	
2	Tap on Settings**.**	
3	Tap on **About this app**.	
4	Tap **on Send technical information about this device**.	
5	Choose email, which shall be used for sending the information (the email shall be registered in the Union Registry) and send it to povolenky@ote-cr.cz.	

The National Administrator will inform you about approval of the change of the mobile device in the Union Registry.