

# Quick guide on how to access FSM via EU Login

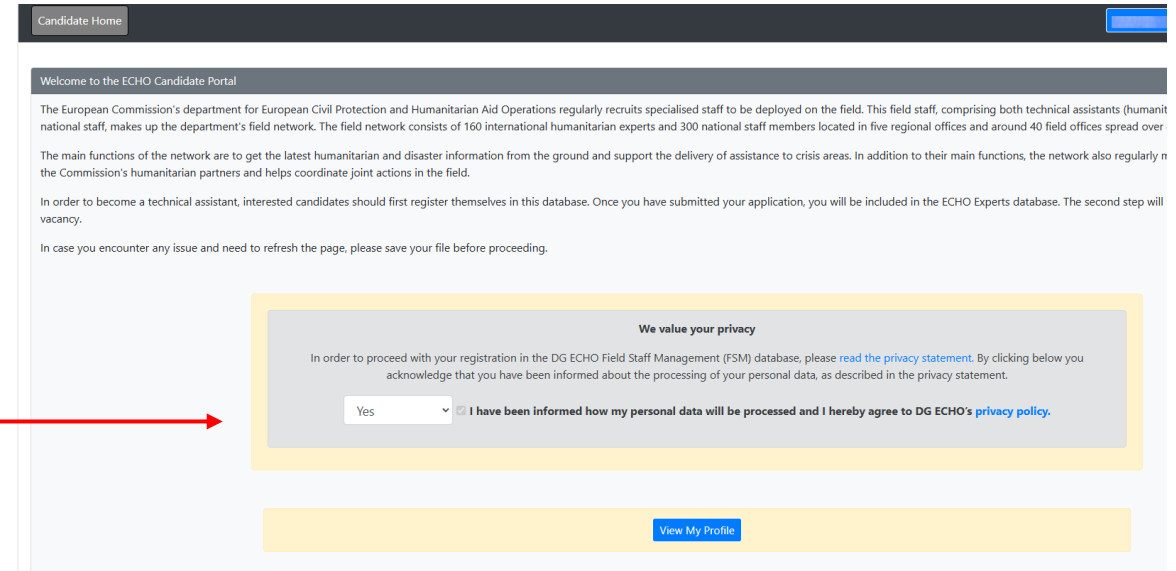
*DG ECHO 2025*

# Creating your EU login account

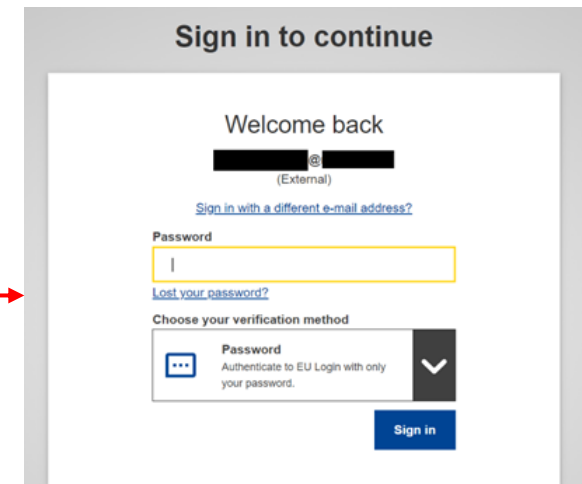
Before starting, a brief explanation of what is the difference between **FSM candidates module** and **EU Login**:

**FSM is the portal where external candidates can register their profile before applying for a vacant position.**

**EU login is the European Commission's secure way of entering FSM and other EU Services. You can find out more about it [here](#).**



The screenshot shows the 'Candidate Home' page of the ECHO Candidate Portal. It includes a welcome message, a description of the ECHO department's role, and a registration process overview. A prominent yellow box highlights a privacy consent section with the text: 'We value your privacy. In order to proceed with your registration in the DG ECHO Field Staff Management (FSM) database, please read the privacy statement. By clicking below you acknowledge that you have been informed about the processing of your personal data, as described in the privacy statement.' Below this, there is a 'Yes' dropdown menu and a checked checkbox for 'I have been informed how my personal data will be processed and I hereby agree to DG ECHO's privacy policy.' A 'View My Profile' button is located at the bottom right of the highlighted area.



The screenshot shows the 'Sign in to continue' page of the EU Login system. It features a 'Welcome back' message followed by a redacted email address '(External)'. There is a link for 'Sign in with a different e-mail address?'. Below this is a 'Password' field with a yellow border and a 'Lost your password?' link. A 'Choose your verification method' section shows 'Password' as the selected method, with a description: 'Authenticate to EU Login with only your password.' and a dropdown arrow. A 'Sign in' button is at the bottom right.



# What to do?

## Step 1

Create your EU Login account. If you already have an EU Login account\*, you can go directly to Step 2.

\* For people already working for EU institutions (e.g., DG ECHO) they must create a new profile on EU Login with their private email.

## Step 2

Add a two-factor authentication (2FA) method



# Creating your EU Login account to access FSM

You will always be redirected first to the EU Login portal even when clicking the [FSM link](#).

When you reach the EU Login page, click on “Create an account”\*.

You can also create an EU Login account directly, by connecting to: <https://webgate.ec.europa.eu/cas/>.

**Sign in to continue**

Enter your e-mail address or unique identifier

[Create an account](#)

Next )



\* For people already working for EU institutions (e.g., DG ECHO) they must create a new profile on EU Login with their private email.

# Creating your EU Login account - 1

- Fill in the provided form with required information
  - Your first name and last name
  - The email address and confirm the same email address
  - The language in which you would like to receive the email
  - If requested, enter the code of letters and numbers you can see in the picture (if you cannot read the code, you can click on the button with two arrows to generate a new one).
- The confirmation of your registration will be sent to the email address you provided here
- Check the privacy statement.
- Click on **“Create an account”**.

## Create an account

[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language

English (en)

Enter the code

By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Create an account

Cancel

# Creating your EU Login account - 2

You will receive an email in order to verify that you have access to that e-mail account (check your spam or junk folder if you don't see one within 10-15 minutes)

If you did not receive the email after 10 minutes

please contact the EU Login External Support

Please note that it might take between 2 and 10

minutes to get the email.

Follow the instructions in the email and click on the link you received.

Dear .....,

You have been registered in EU Login.

Your email address is .....@....

To create your password, follow the link below:

[this link](#)

You have a maximum of 24 hr, starting from the time that this message was sent, to create your password, but you are encouraged to do so immediately if possible. After this time, you can make another request by following the same link: you will then need to re-enter your username and confirm your request.

If the above link does not work, you can copy the following address (make sure the complete address is copied!) and paste it into your browser's address bar:  
<https://ecas.cc.cec.eu.int:7002/cas/init/initialisePasswordLogin.cgi?xxx..>

Instead of replying to this message, if you have a problem, please follow the help or contact information on the site where you were trying to register.

Note that it may take up to 5 minutes after reception of this mail before the above-mentioned site will recognize your registration.

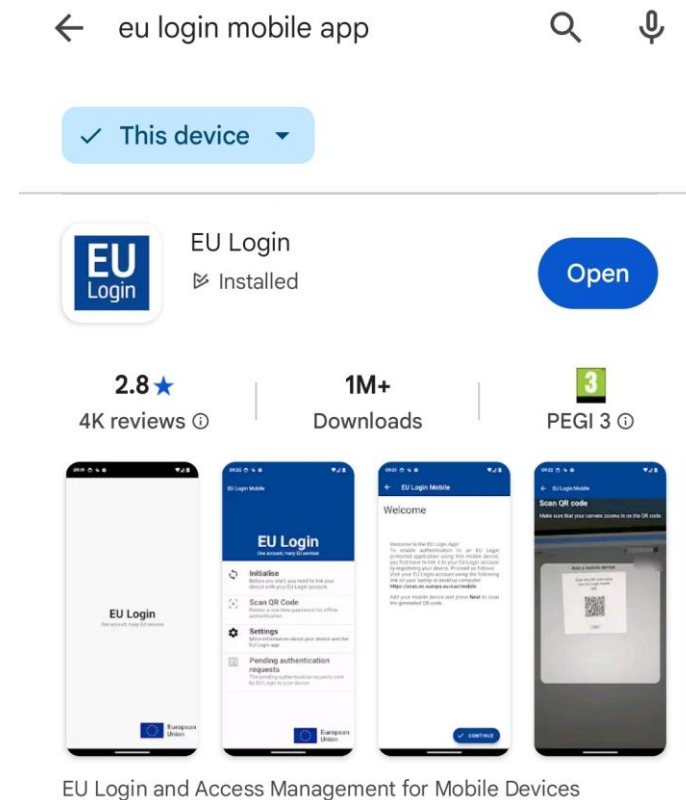
Sent to you by EU Login



# Adding a two step authenticator

## Download the Login Mobile App on your phone

- The EU Login Mobile App can be installed via
  - Google Play Store (Android),
  - the App Store (iOS), or
  - the Windows Store (Windows Phone).
- To make the app work correctly you will need
  - a computer/laptop
  - your mobile device



# Adding a two step authenticator

## Steps on your laptop/desktop

On your computer, navigate to [My Account](#) of the EU Login portal  
Click on "Manage my mobile devices" then on "Add a mobile device".

Note that the system will request you a stronger authentication than password only (e.g., using the SMS option)

The screenshot shows the 'My Account' portal with several options: 'My account details', 'Configure my account', 'Delete my account', 'Manage my mobile devices' (highlighted with a red box), 'Manage my Security Keys and Trusted Platforms', and 'Manage my mobile phone numbers'. Below these options, there is a 'Password' field, a 'Lost your password?' link, and a 'Choose your verification method' dropdown menu. The dropdown menu is open, showing the 'Mobile Phone + SMS' option selected. Below the dropdown is a 'Mobile phone' input field. At the bottom, there is a note: 'International format including country code, e.g. for Belgium: +32 123 45 67 89'. The European Union flag is visible in the bottom right corner.



# Adding a two step authenticator

## Steps on your laptop/desktop

Please enter a device name (without space) and choose a PIN code and click on "Submit"

### 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

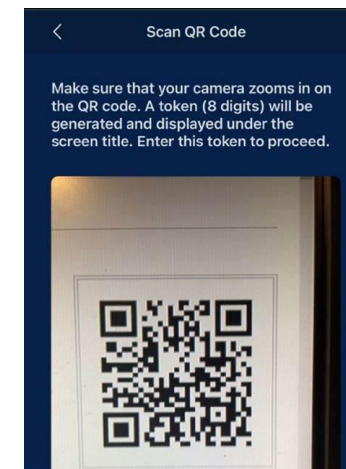
You will be required to enter this PIN code on your mobile device to use the ECAS mobile app.

Confirm your PIN code

Submit

Cancel

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



# Adding a two step authenticator

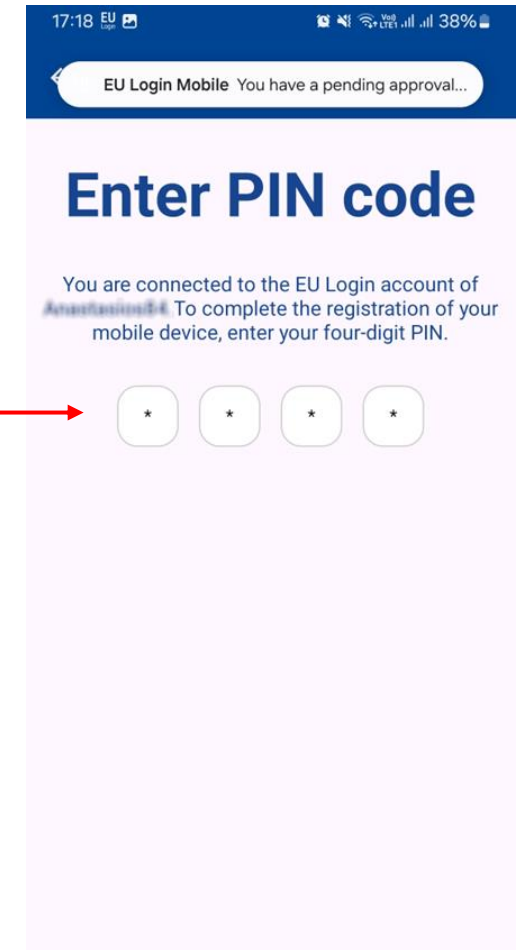
## Steps on your mobile

On your mobile device, start the EU Login Mobile App. Click 'Initialize', then Next. Make sure to allow notifications during this process. Aim the built-in QR code scanner to the QR code on your desktop/laptop screen. When the device detects the QR code, it will automatically read it

Enter the personal PIN code you created in step 5 and click on "next". When your PIN code has been verified, click on "OK"

A push notification will be sent to your device to confirm the enrolment. Tap the notification to confirm the enrolment (Please ensure that notifications are enabled on your device)

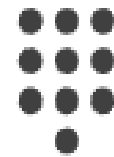
A message appears on the laptop screen: "A device has been added"



# Accessing again FSM

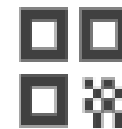
Once having created an EU Login account and set up a two-factor authentication method, you will be able to login to FSM.

Choose one of the first two verification methods to login through your EU Login Mobile App.



## **EU Login Mobile App PIN Code**

Use your registered EU Login Mobile app to verify your identity.



## **EU Login Mobile App QR Code**

Generate a one-time-password with the EU Login Mobile app.

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# Accessing FSM via PIN code

- Select "EU Login Mobile App PIN Code" as the verification method, enter your password in the "Password" field and click on "Sign in".\*
- EU Login sends a notification to your mobile device. Tap on it to launch the app (1).
- (2) The EU Login Mobile App prompts you to enter your PIN code. Enter your PIN code or use biometric recognition and tap on "Authenticate".



## EU Login Mobile App PIN Code

Use your registered EU Login Mobile app to verify your identity.



## EU Login Mobile App QR Code

Generate a one-time-password with the EU Login Mobile app.

# Accessing FSM via QR code

Select "EU Login Mobile App QR Code" as the verification method.

Enter your password in the "Password" field and click on "Sign in": A QR code is displayed on the screen:

(1) Tap on "Scan QR Code" in the App and point the camera at the screen until the code is recognised

(2) The EU Login Mobile App displays a one-time password. (3) Type it in the "code generated by your app" field and click "Sign in" to proceed.



## EU Login Mobile App PIN Code

Use your registered EU Login Mobile app to verify your identity.



## EU Login Mobile App QR Code

Generate a one-time-password with the EU Login Mobile app.

# Additional information

- You can find additional information on how to create your EU Login account and set-up two-factor authentication on the [EU Login User guide](#).
- Please refer to the guide above if instead of the mobile verification, you wish to set up a Security Key (SK) and/or Trusted Platforms (TP) authentication method.
- You can also have a look at this [tutorial video](#).
- Or for any issues regarding EU Login please contact [EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu](mailto:EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu)

