Quick guide on how to access FSM via EU Login

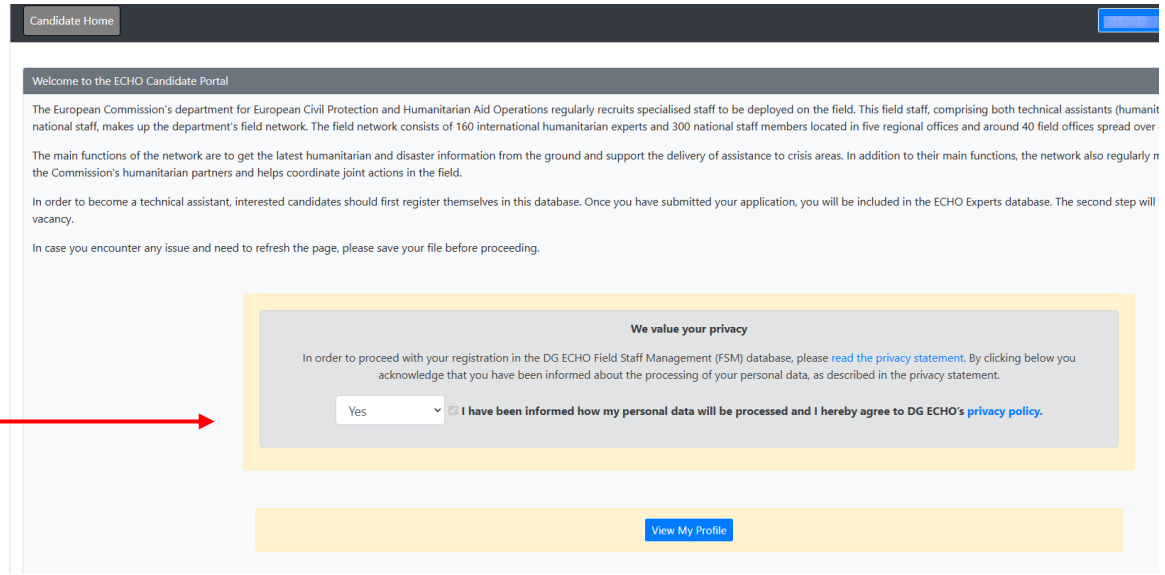
DG ECHO 2025

European Commission

Difference of EU Login & FSM

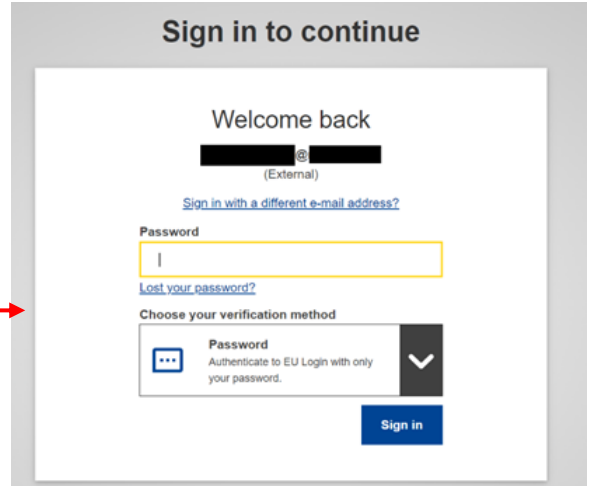
Before starting, a brief explanation of what is the difference between **FSM candidates module** and **EU Login**:

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.



Steps to follow

Step 1 / EU LOGIN

If you **do not** have already one you need to create your EU Login account (slides 4-6). If you have already an EU Login account*, 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 / EU LOGIN

For accessing FSM you must set up as welll a two-factor authentication (2FA) method on EU Login portal (slides 7-10)

Step 3 / FSM

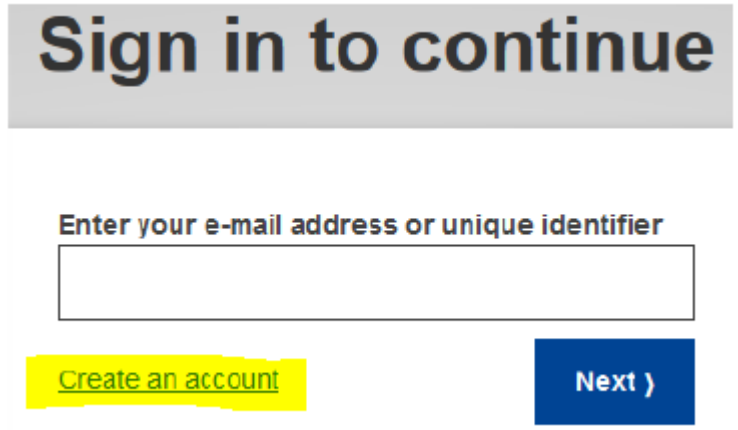
In order to start creating or updating your candidate's profile, after you are done with steps 1 & 2 you need to go back to FSM

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”*.

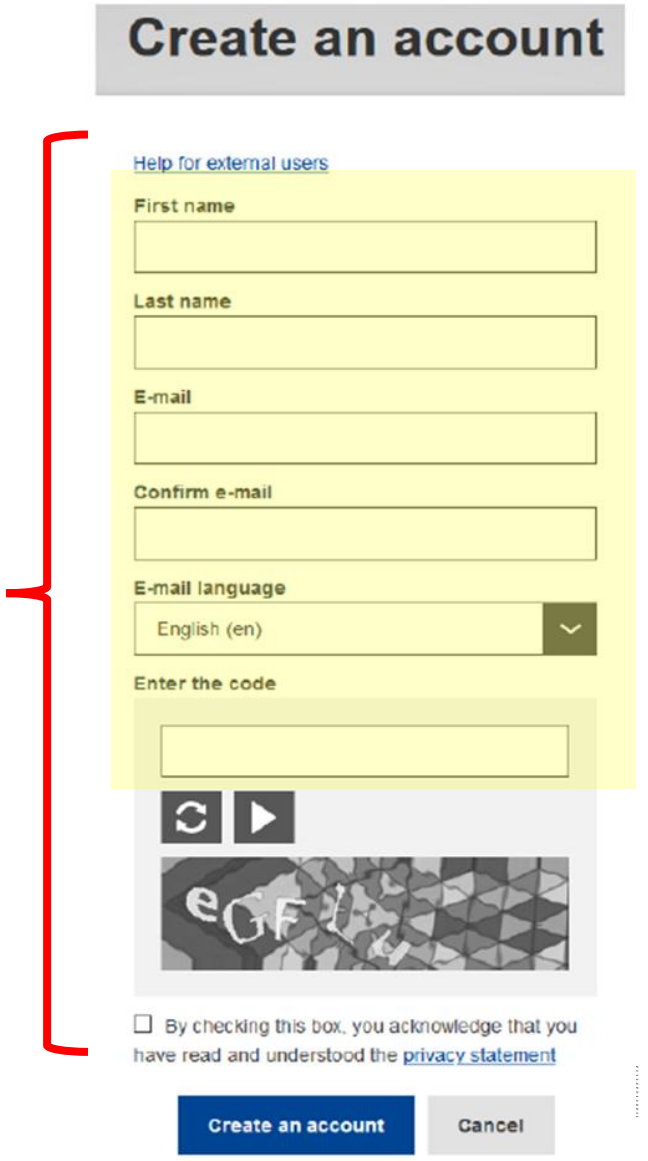
You can also create an EU Login account directly, by connecting to: https://webgate.ec.europa.eu/cas/.



* 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**".



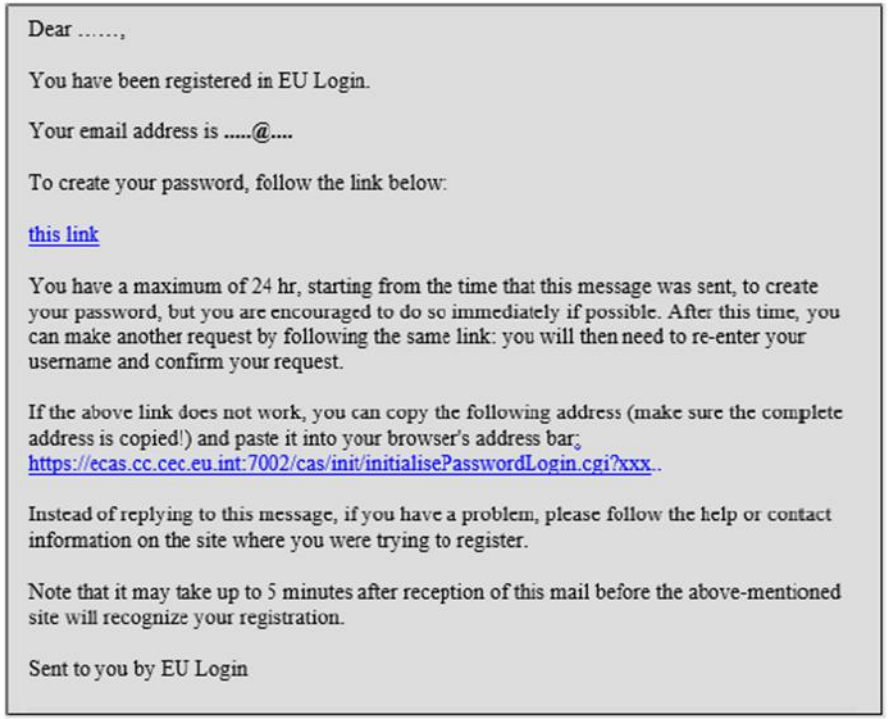
Creating your EU Login account - 2

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.

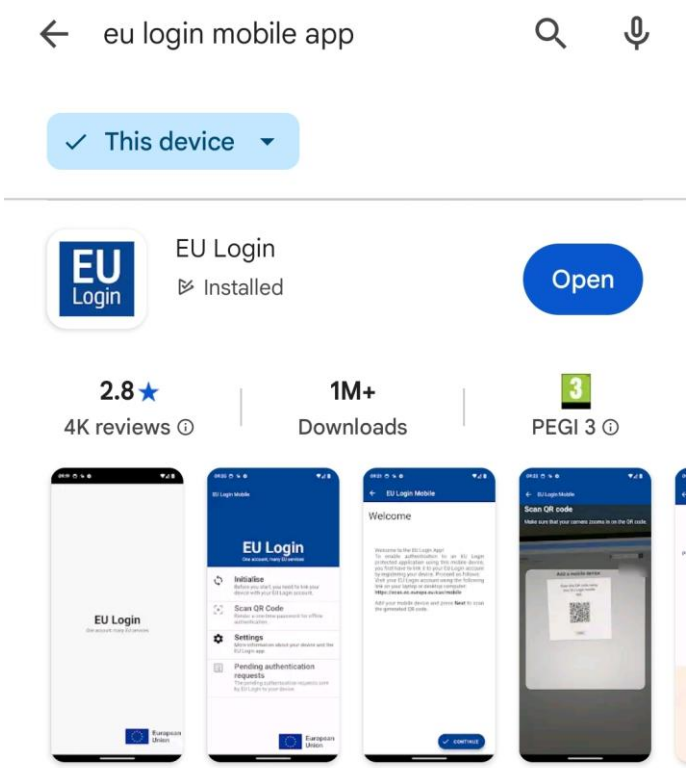
Note that it may take up to 5 minutes after reception of this mail before the above-mentioned site will recognize your registration.

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



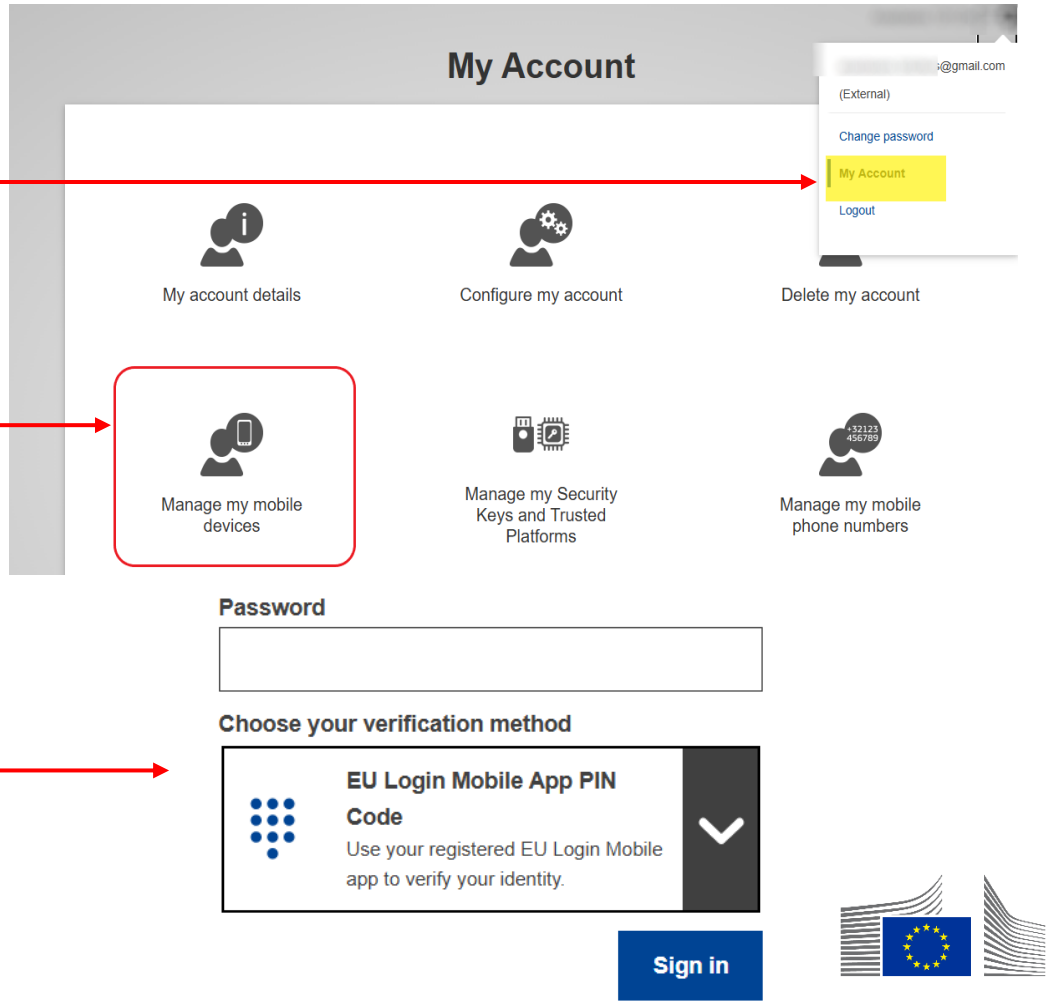
EU Login and Access Management for Mobile Devices

Adding a two step authenticator
Steps on your laptop/desktop

On your computer, navigate to My Account of the EU Login portal

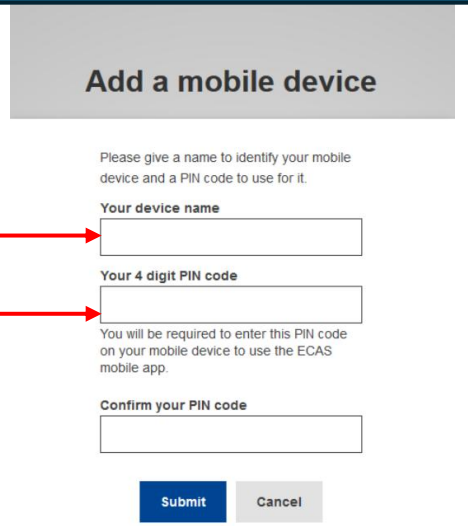
Click on "Manage my mobile devices" then on "Add a mobile device".

Note that the system will request you a stronger authentication than password only (e.g. using the EU Login Mobile App).

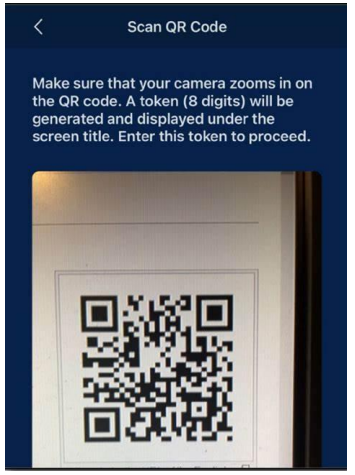


Adding a two step authenticator
Steps on your laptop/desktop

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



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.



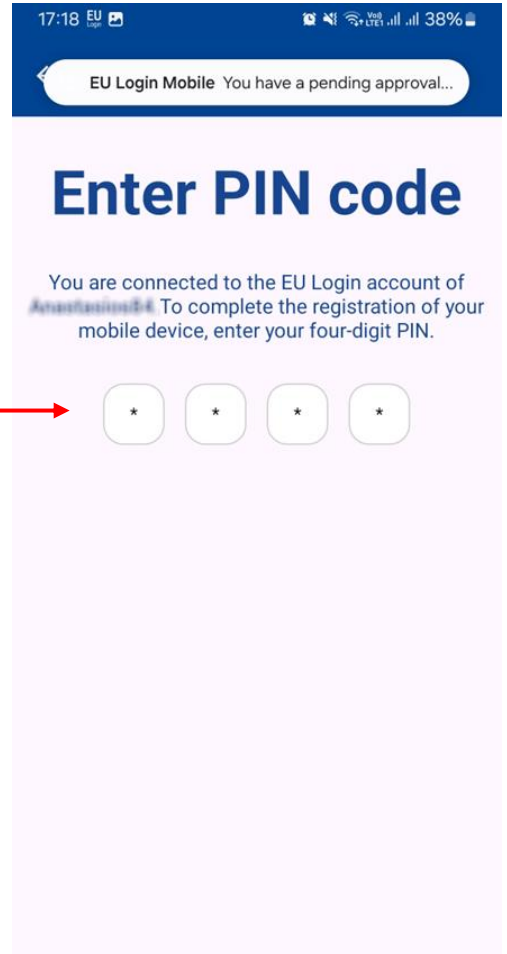
Adding a two step authenticator
Steps on your mobile

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 de device detects the QR code, it will automatically read it

Enter the personal PIN code you created in the previous step 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).

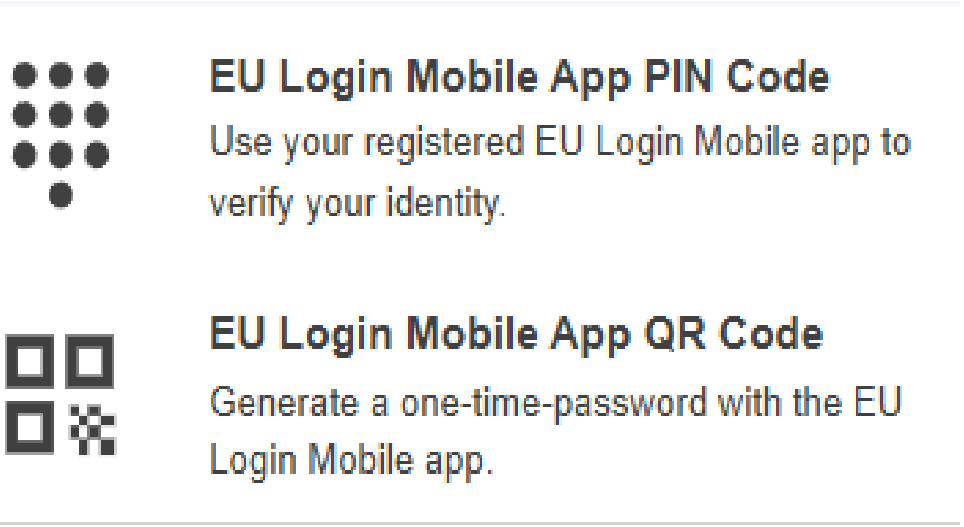
A message appears on the laptop screen: "A device has been added“.



Accessing again FSM

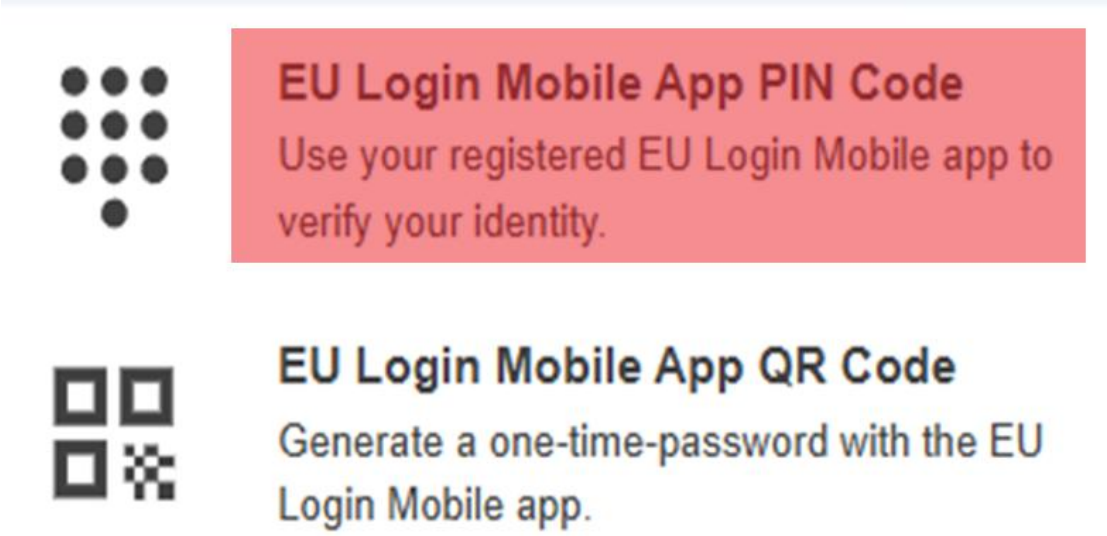
Once having created an EU Login account and set up a two-factor authentication method, you will be able to login to FSM.

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



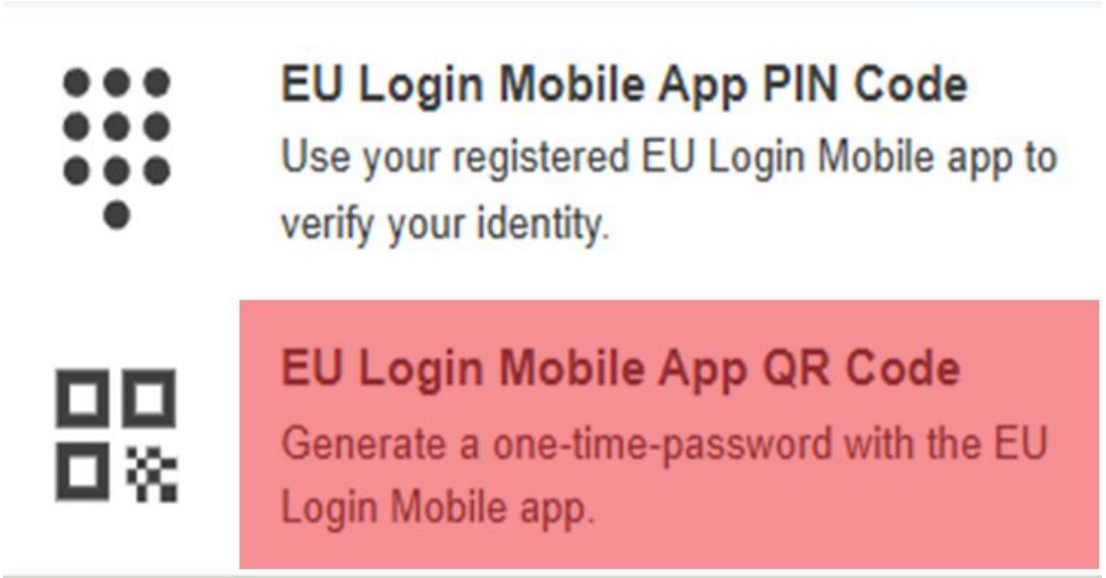
Accessing FSM via PIN code

- 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".



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 diplayed 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.



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 Securiy 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