



How to authenticate remotely to connect to the EC digital environment

Different types of accesses, for different needs

When you type the remote access address <https://myremote.ec.europa.eu> you see the following choices:

On the left, **Teleworking** options.

On the right, Access to some specific **Web Applications only** (this could be interesting for pensioners or persons formerly employed by the EC).



In more detail:

Telework with Corporate Device	...gives you access to the EC network . You can telework as if you were in the office.
Telework with Private Device (from a private computer/tablet)	...gives you access to web applications (Webmail, SYSPER, Ares, RCAM/JSIS, MyIntraComm, MIPS, EU Login), as well as the Terminal Servers . You can telework (almost) as if you were in the office.
(Go To) Web Applications (from a private computer/tablet)	...gives you access to web applications (Webmail, SYSPER, Ares, RCAM/JSIS, MyIntraComm, MIPS, EU Login) ONLY .

Connection methods to the EC environment

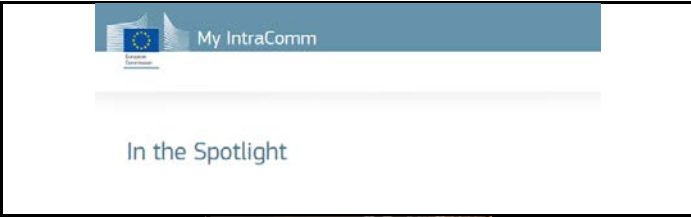
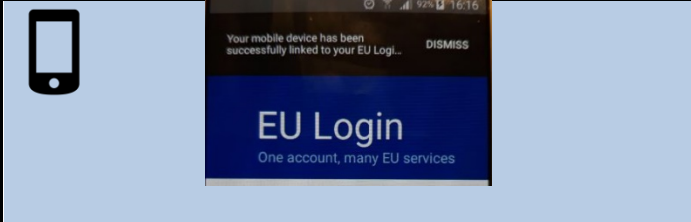
There are 3 methods depending on the following:



- You have a corporate laptop with Windows 10 and Pulse Secure/SECEM2 certificate.
- You have a corporate laptop without Pulse Secure/SECEM2 certificate.
- You have a private laptop or tablet.

1. How to read this manual?

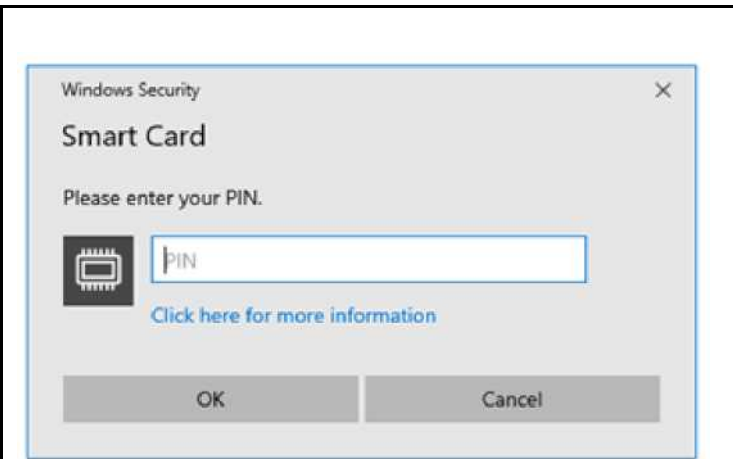
To avoid any confusion between what appears on the computer screen and what appears on the mobile device screen, the following convention has been taken:


	Any screen related to the computer appears on a white background .
	Any screen related to the mobile device appears on a blue background with an icon on top left.

2. I have a corporate laptop with Windows 10 and Pulse Secure/SECEM2 certificate.

Once you disconnect from the network cable and when outside the range of the corporate Wi-Fi, you can use your Pulse Secure with SECEM2 certificate to have secure access to your IT resources (outlook, Intranet, folders, Skype for Business, etc.) as if you were in the office.

How do I connect?

	<ol style="list-style-type: none">1. Connect your corporate laptop to your home Wi-Fi or any other internet network.2. Enter your SECEM 2 password (a.k.a. PIN) in the pop-up window that will appear on your screen.
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	<p>If you do not receive a pop-up window, you can launch manually Pulse Secure in the Windows 10 Start Menu or type it directly in Windows 10 Search. Once you launch it, click Connect to enter your SECEM 2 password.</p>
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Please note:

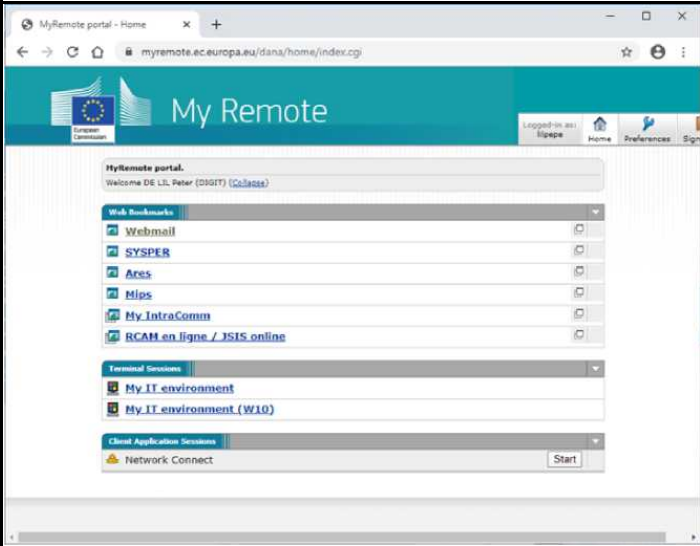
If you already have SECEM 2 for **encrypting emails**, you only have to install '**MyRemote with Secem2**' app (also known as 'Pulse Secure') from the **EC Store** to be able to connect remotely with it.

3. I have a corporate laptop **without** Pulse Secure/SECEM2 certificate.

You need to use [My Remote](#) in order to connect to Webmail (web version of your outlook email), corporate applications like Ares and SYSPER or to access directly all your IT resources such as Skype for Business, outlook, folders, etc. as **if** you access them in the office. There is no need to use the My IT environment (W10) tab.

How do I connect?


	<p>Go to My Remote, and select (Telework with:) CORPORATE device.</p> <p>Shortcut to MyRemote (1-MyRemote) is also on top of the Windows 10 Start Menu.</p>
	<p>Authenticate on your mobile phone via:</p> <ul style="list-style-type: none"> • EU Login app with a PIN code, QR code or

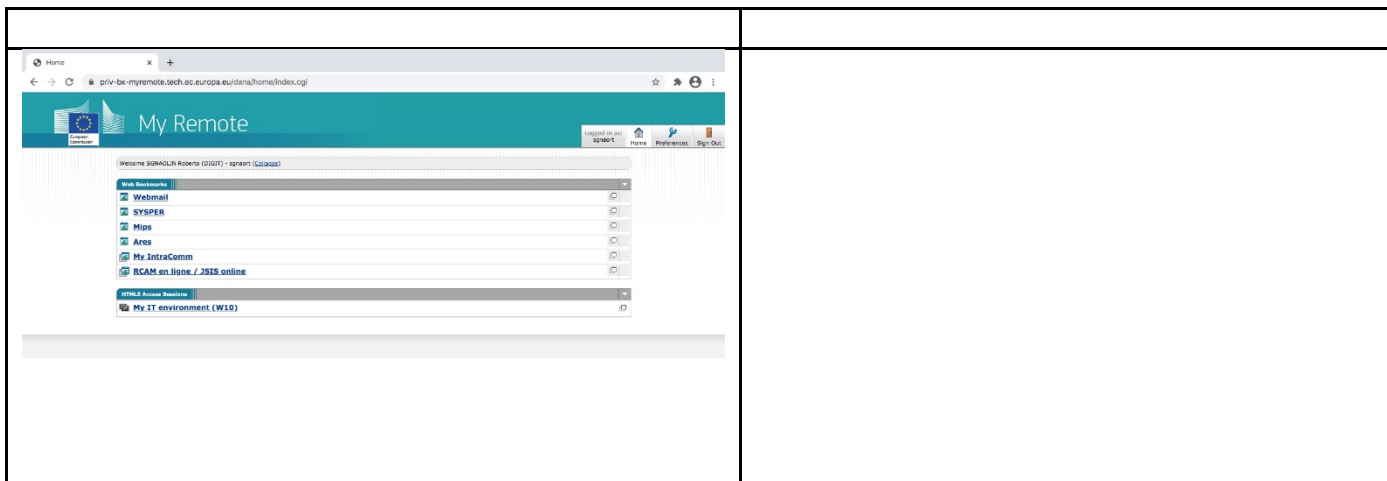
	<p>'On Mobile Authentication'</p> <ul style="list-style-type: none"> • SMS challenge that you will receive. <p>*See the point 5 of this documentation for details</p>
	<p>The corporate connection should start automatically but if it does not then click Start in the 'Network Connect' tab to ensure connection to the Commission network.</p>

4. I have a private laptop

You can connect via [My Remote](#) to access Webmail (web version of your outlook, corporate applications like SYSPER and Ares or My IT Environment (W10). The latter will provide you access to your folders and other IT resources.

How do I connect?

	<p>Go to My Remote, and select (Telework with:) PRIVATE device.</p> <p>Shortcut to MyRemote (1-MyRemote) is also on top of the Windows 10 Start Menu.</p>
	<p>Authenticate on your mobile phone via:</p> <ul style="list-style-type: none"> • EU Login app with a PIN code, QR code or 'On Mobile Authentication' • SMS challenge that you will receive. <p>*See the point 5 of this documentation for details</p>



Please note:

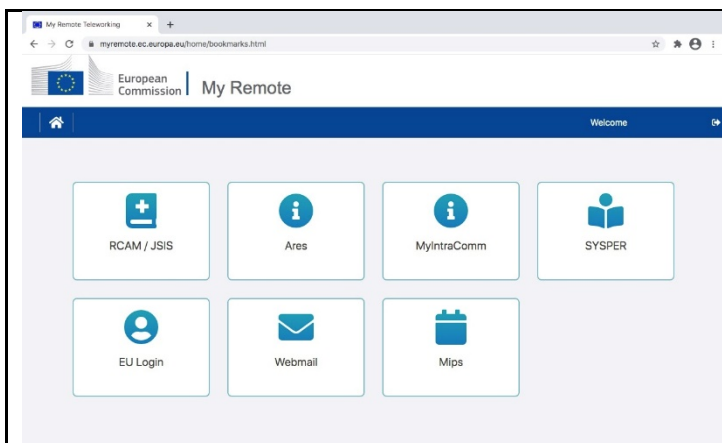
- There is no possibility to install SECEM2 and Skype for Business on private laptops.

5. I only need to access Web Applications or am retired or my contract to the EC is terminated

You can connect via [My Remote](#) to access Webmail (web version of your outlook), corporate applications like SYSPER, Ares RCAM/JSIS, Mips, EU Login and My Intracomm.

How do I connect?

	<p>Go to My Remote, and select Go to web applications ACCESS, accessible with both Corporate and Private devices.</p> <p>Shortcut to MyRemote (1-MyRemote) is also on top of the Windows 10 Start Menu.</p>
	<p>Authenticate on your mobile phone via:</p> <ul style="list-style-type: none"> • EU Login app with a PIN code, QR code or 'On Mobile Authentication' • SMS challenge that you will receive. <p>*See the point 5 of this documentation for details</p>



Select the web application you would like to access; the list of applications depends on your profile: active employee or former employee (retired/unemployed).

6. Authentication methods for MyRemote website

There are 4 authentication methods that you can use indifferently:

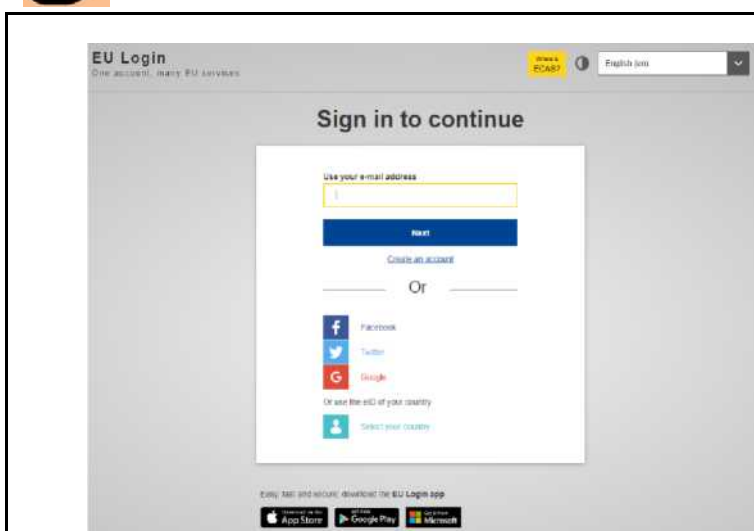
- EU LOGIN Mobile app on a smartphone with:
 - **“on mobile authentication”** (simplest method, only works on enrolled smartphone/tablet) OR
 - **a QR code OR**
 - **a PIN code OR**
 - **SMS challenge** on a mobile phone

NB: It does not make any difference if the (smart)phone you’re using to authenticate is private or corporate.

7. To authenticate with the **EU Login app with a QR code**



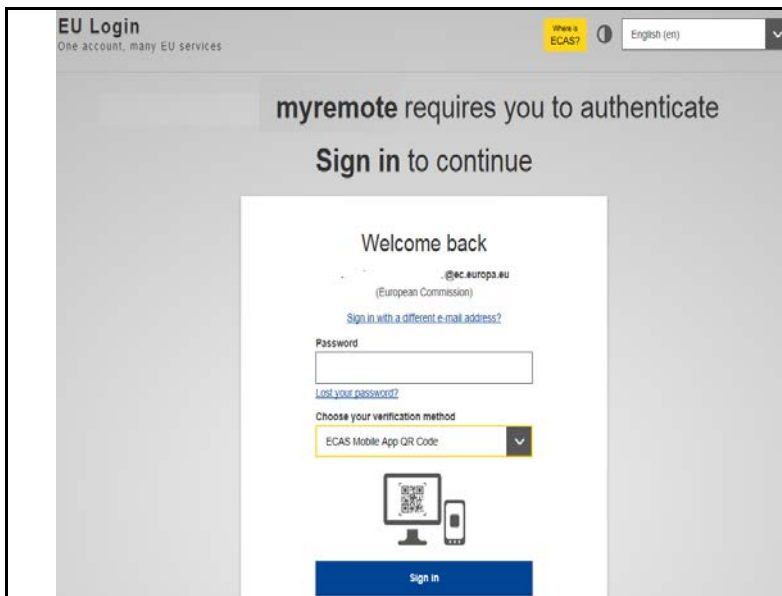
EU LOGIN Mobile App cannot be installed remotely



First, enter your Username (=Your login) or EC email address

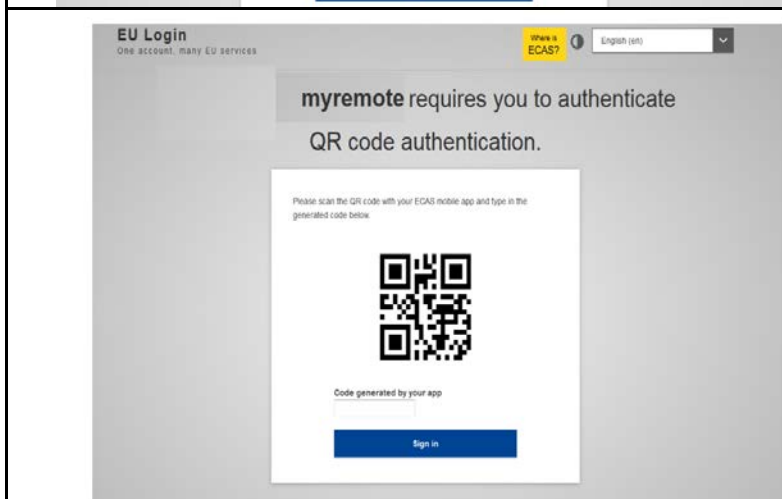
Example: duponje or
jean.dupond@ec.europa.eu

Then click on “Next”

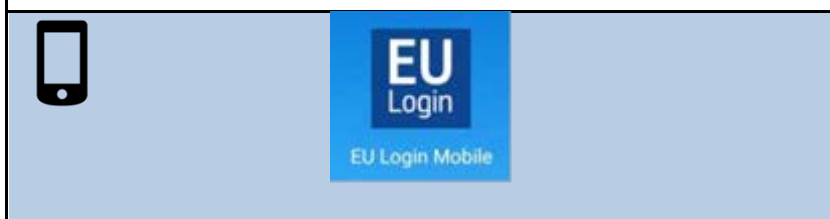


After selecting the authentication method "EU Login App QR Code" enter your **"EU Login" password** in the field "Password".

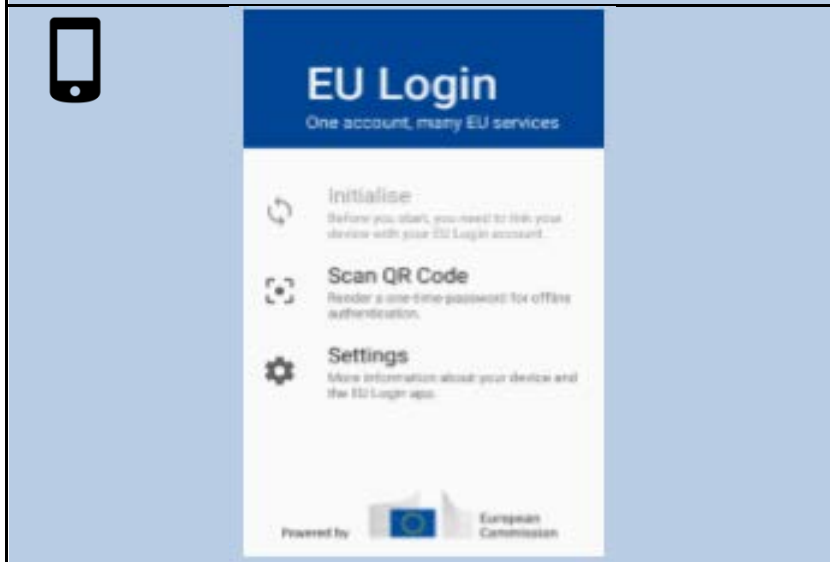
Then **click on «Sign in»**.




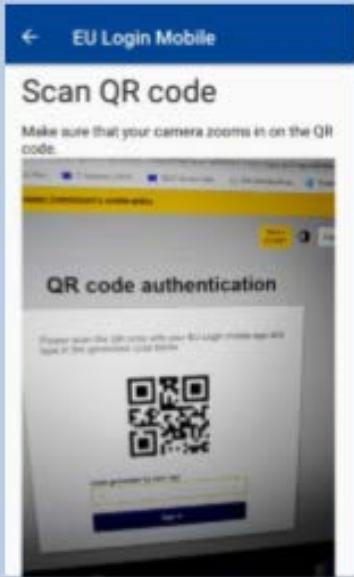


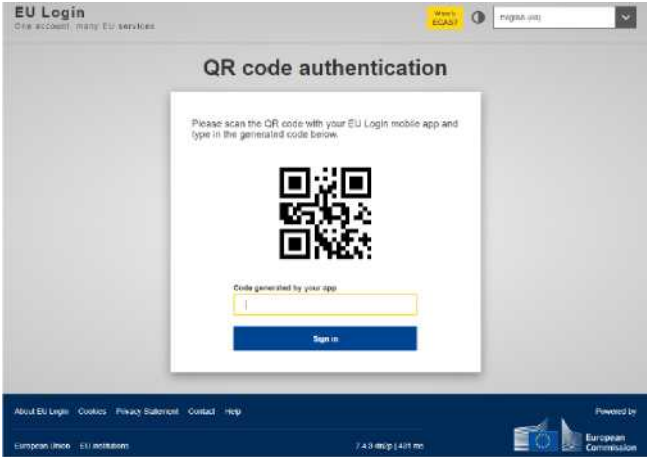
A **QR code** is displayed on the screen of the computer.



On your smartphone, **launch the EU Login mobile app**.



In the main screen, **tap "Scan QR Code"**.

 	<p>The camera of your smartphone is activated.</p> <p>Point at your computer screen displaying the QR Code.</p>
 	<p>A code is generated (in this example, it's 34557120)</p>
	<p>Enter the code generated by your app</p> <p>Then click on Sign in.</p>
	<p>You are now authenticated.</p>



Quick troubleshooting:

- Is your smartphone number registered in SYSPER for at least one day?
- Have you installed the EU Login app while you were still in the office?
- If you have more questions do not hesitate to have a look at [My Remote FAQ](#).

8. To authenticate with the **EU Login app with a PIN code**

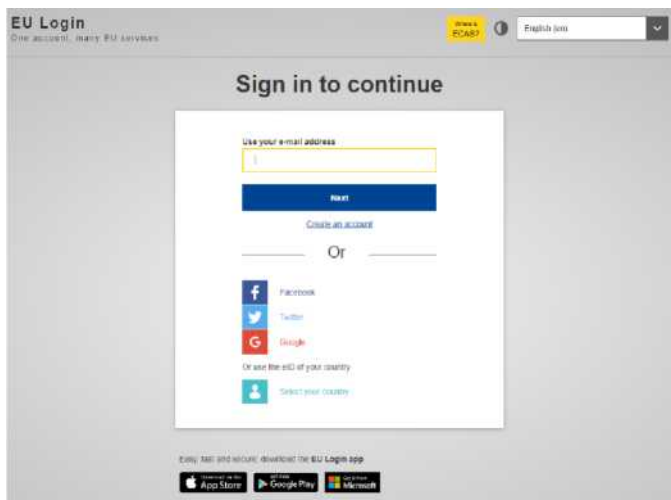


EU LOGIN Mobile App cannot be installed remotely.



Your **smartphone must be connected to a data network** (Wi-Fi or 3G/4G) in order to use the EU Login app with a PIN code

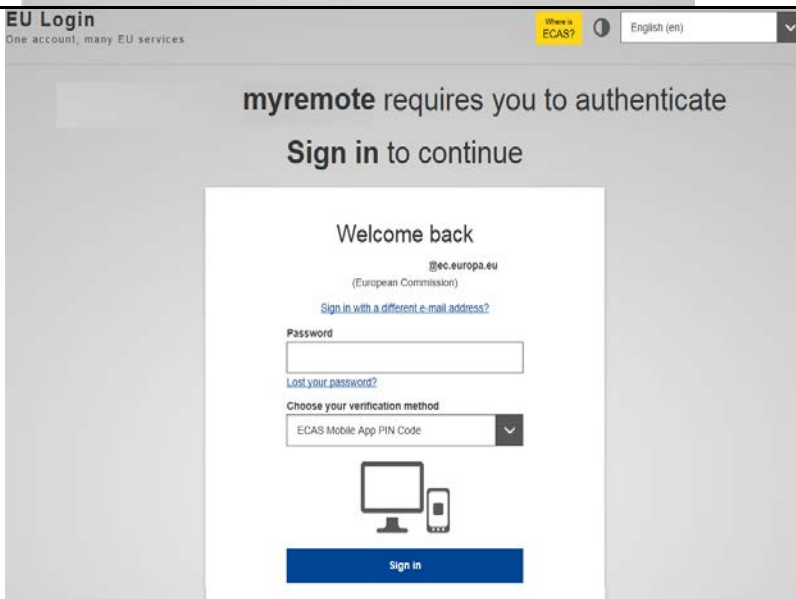
		First, on your smartphone, launch the EU Login mobile app.
		In the main screen, don't do anything!



First, enter your Username (=Your login) or EC email address

Example: duponje or jean.dupond@ec.europa.eu

Then click on "Next"



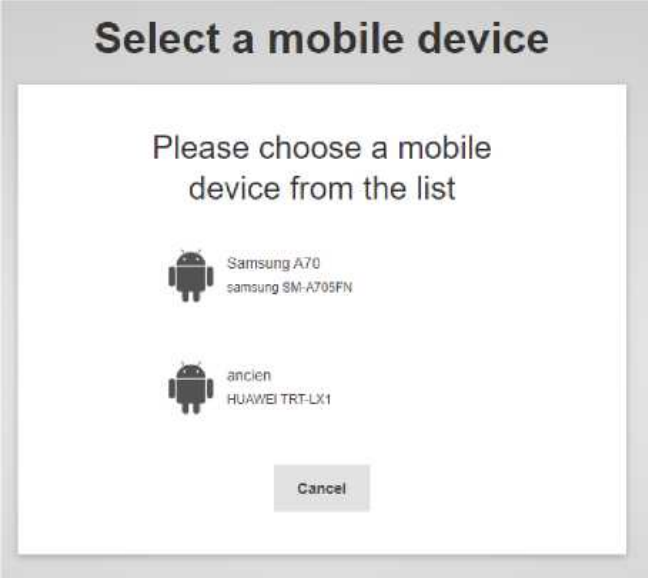

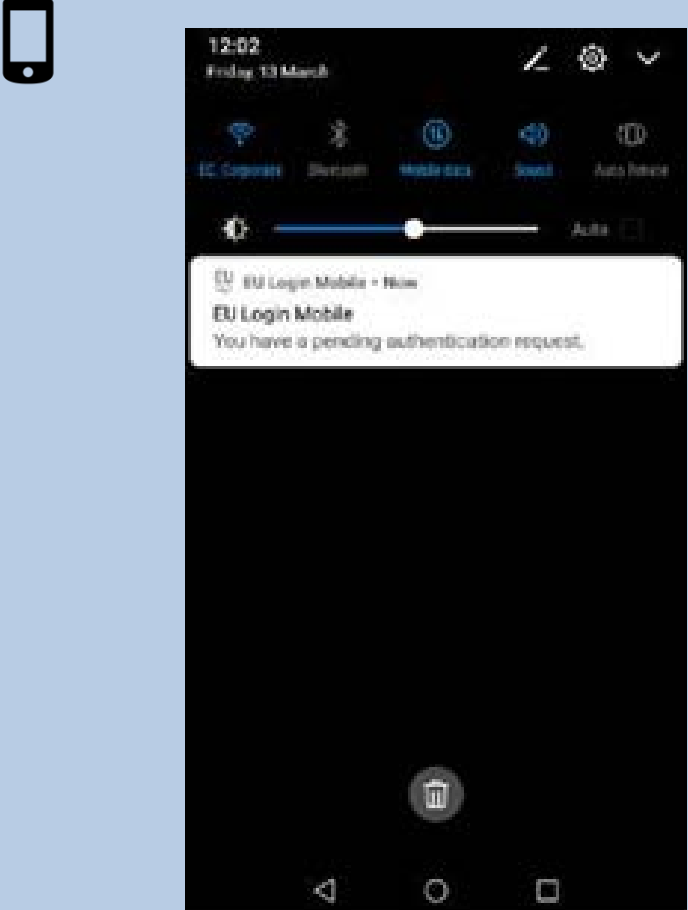
Back on your computer, after selecting the authentication method "EU Login App PIN Code" enter your "**EU Login**" **password** in the field "Password".

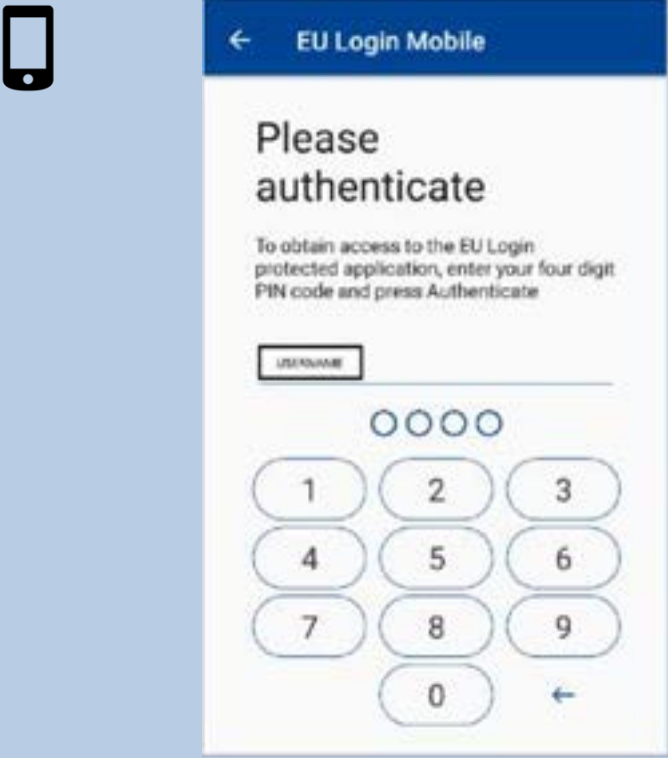
Then **click on «Sign in»**.

If you have registered several mobile devices, **select the appropriate one**.

Example:
Samsung Galaxy S5

Then **click on "Select"**.

	
	<p>Back on your smartphone, a notification arrives (its display depends on the type of phone).</p>
	<p>Open this notification.</p>

	<p>Enter your PIN Code (the one you selected when you installed the EU Login Mobile App)</p>
	<p>You are now authenticated.</p>



Quick troubleshooting:

- Is your smartphone number registered in SYSPER for at least since one day?
- Is your smartphone connected to a data network (Wi-Fi or 3G/4G)?
- Have you installed the EU Login app while you were still in the office?
- If you have more questions do not hesitate to have a look at [My Remote FAQ](#).

9. To authenticate with an **SMS challenge on a mobile phone**

There are **3 conditions** to fulfil to use this authentication method:



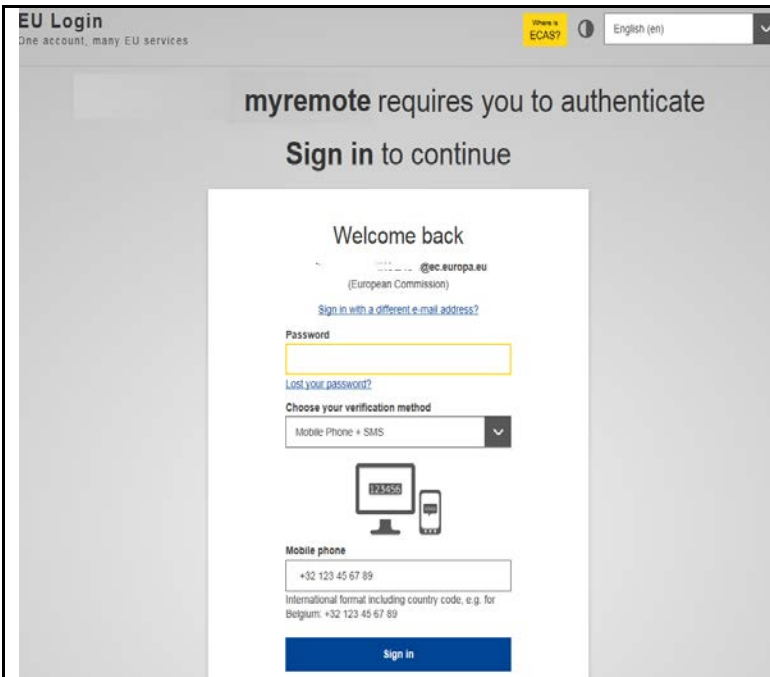
1) **The number of your (smart)phone you use must be registered in SYSPER**

[From SYSPER](#), menu My File / Personal data / Telephone numbers

- Click on the button "Change my private telecoms"
- Enter your mobile phone
- Tick "use for authentication" in front of your phone number
- Click on save to validate

2) **When you enter your phone number in SYSPER** (or if you change to another number), it **can only be used from the day after**.

3) You **cannot use it in Italy** (Unexpected delays prevent SMS challenges to be received on time).

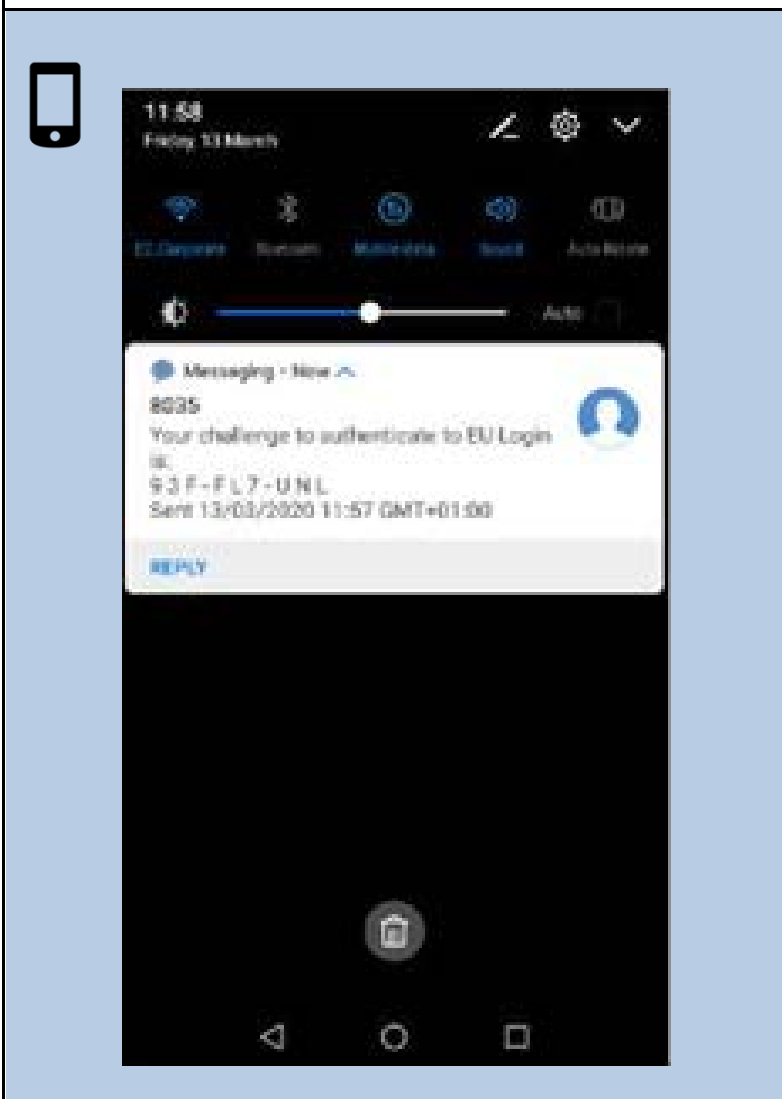


After selecting the authentication method "**Mobile Phone+ SMS**" enter your "**EU Login**" password in the field "Password".

Enter **your mobile phone number** (the same that you entered in SYSPER) in international format including country code.

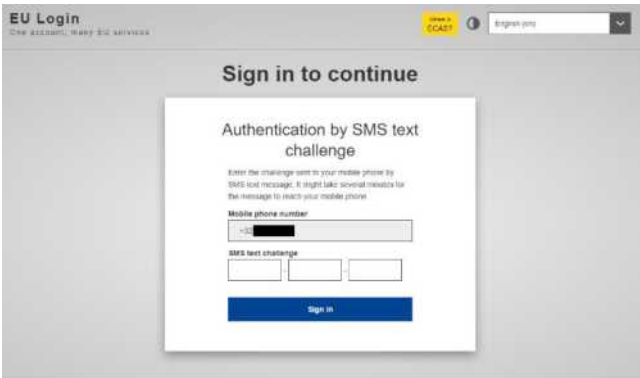
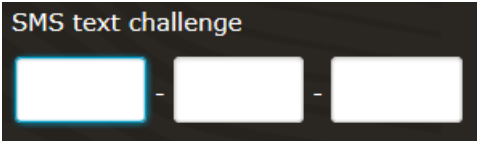
Example for Belgium:
+32 123 45 67 89


Then click on «Sign in».



You will receive an SMS on your mobile phone.

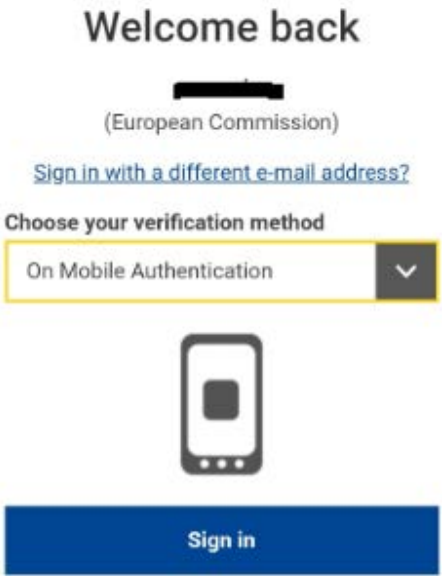
Example:
937 FL7 UNL



	<p>Enter this SMS text challenge into:</p>  <p>Now that everything is filled in, you can click on «Sign in».</p>
	<p>You are now authenticated.</p>

 **Quick troubleshooting:**

- Is your (smart)phone number registered in SYSPER for at least one day?
- Do you receive your SMS instantly?
- If you have more questions do not hesitate to have a look at [My Remote FAQ](#).

10. To authenticate via **On-Mobile Authentication**

	<p>After selecting the authentication method "On Mobile Authentication", enter your "EU Login" password in the field "Password".</p>

 <div data-bbox="248 226 716 981"> <p>← EU Login Mobile</p> <p>Please authenticate</p> <p>To obtain access to the EU Login protected application, enter your four digit PIN code and press Authenticate</p> <p>USERNAME _____</p> <p>○ ○ ○ ○</p> <p>1 2 3</p> <p>4 5 6</p> <p>7 8 9</p> <p>0 ←</p> </div>	<p>Enter your PIN Code (the one you selected when you installed the EU Login Mobile App)</p>
 <div data-bbox="248 1025 828 1124"> <p>Proximus EU</p> <p>↑</p> <p>🕒 📶 69% 🔋 12:02</p> </div>	<p>Once you click on the Notification received, you are authenticated.</p>