



ECAS User Manual

The European Commission Authentication System (ECAS) is the service allowing users to access most of the digital systems developed or used by the European Institutions.

The purpose of this manual is to explain how to register in ECAS for the first time and how to change your password or personal data.

Please notice that once created in ECAS, the same login and password is to be used for any system under ECAS authentication Managed by the Commission.

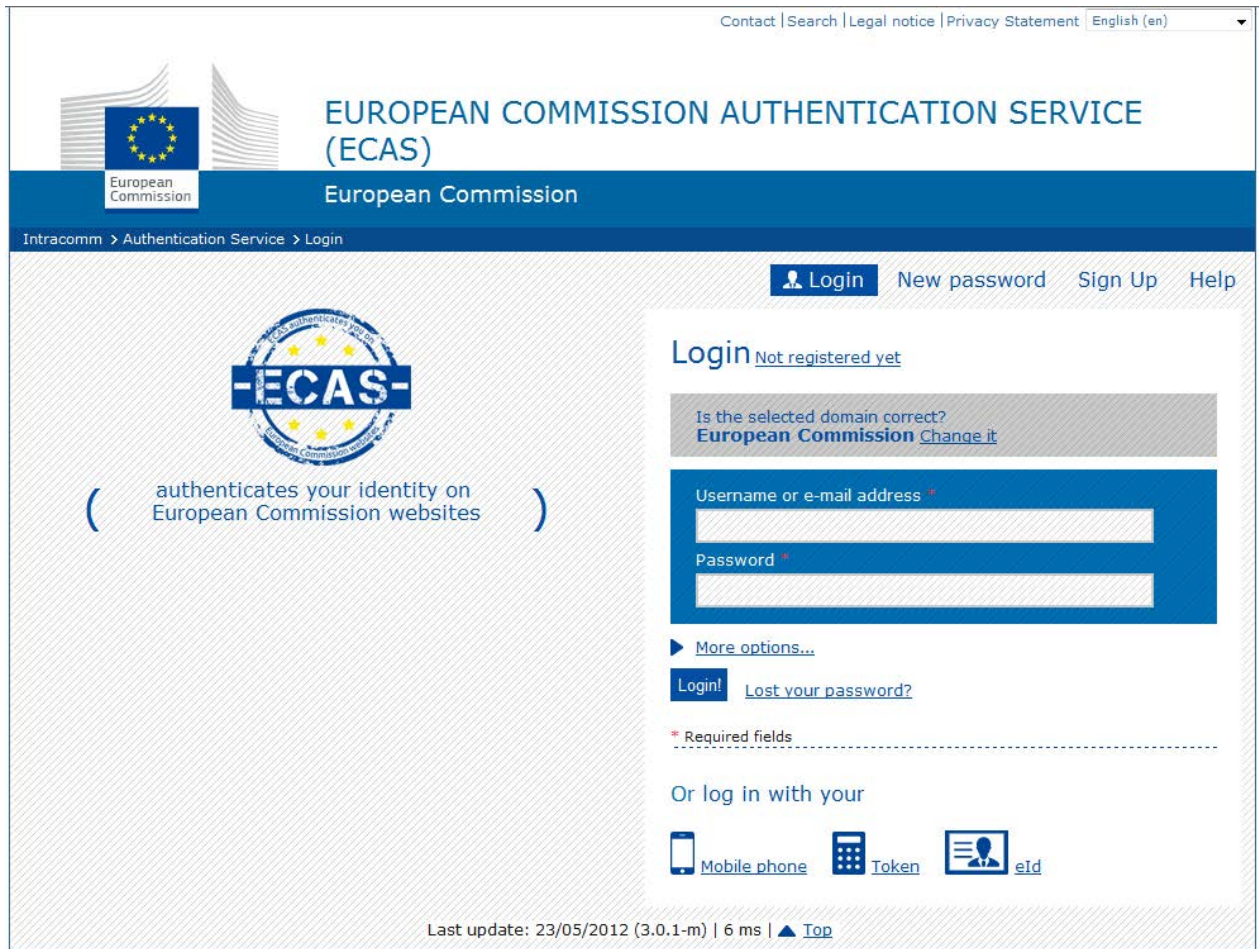
Index

Registration with ECAS (average time to complete: 5 minutes).....	2
Forgotten password (average time: 5 minutes)	7
Change of first name, last name or email address (average time to complete: 5 minutes).....	10
Account removal.....	14
ECAS account rules.....	18
ECAS password rules	18
ECAS account support.....	18

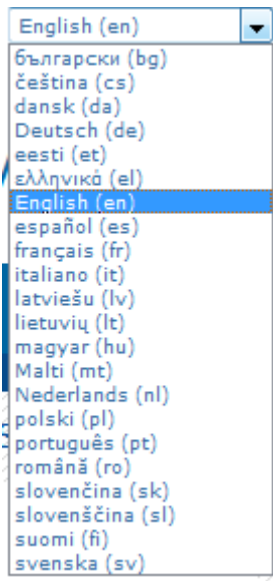
Registration with ECAS (average time to complete: 5 minutes)

1. Open the following page: <https://webgate.ec.europa.eu/cas/>

The website will look similar to the screenshot below.



2. Select your language from the top left drop-down menu, if necessary.



3. Click "Sign Up" link. A registration form will appear.

Sign Up

[Help for external users](#)

Choose a username

First name *

Last name *

E-mail *

Confirm e-mail *

E-mail language *



Enter the code *

Privacy statement: by checking this box, you acknowledge that you have read and understood the [privacy statement](#) *

Sign up

* Required fields

4. Fill the mandatory fields of the user registration form and select your language preference.

5. Read and accept the privacy statement.



6. Enter the characters that appear on the security check image. If they are not clear enough click on "Try another" for a new captcha picture.



Enter the code *

7. Click "Sign up" button. A confirmation message will be displayed.

Contact | Search | Legal notice | Privacy Statement | English (en)



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

EUROPA > Authentication Service > Sign Up

Login New password **Sign Up** Help

! Is the selected domain correct? **External** [Change it](#)

Sign Up

Thank you for registering, you will receive an e-mail allowing you to complete the registration process.

Last update: 23/05/2012 (3.0.1-m) | 622 ms | [▲ Top](#)

8. Within minutes an automatic email will be sent to the mailbox indicated in the User Registration Form. The email message will contain a user name for the new account and a link to create a new user password.
9. Click on the link in the email. You will be directed to a website to create a new password for your account.

Please note, you have 90 minutes to create a new user password. If the email doesn't arrive or you've missed the 90 minutes deadline, please use "Forgotten password" procedure described further in this document.

10. Fill in the form. Please pay special attention to rules of the password.



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

[Login](#) [New password](#) [Sign Up](#) [Help](#)

! Is the selected domain correct? [External](#) [Change it](#)

New password

Please choose your new password.

Username

New password *

Confirm new password *

* Required fields

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- ▶ Upper Case: A to Z
- ▶ Lower Case: a to z
- ▶ Numeric: 0 to 9
- ▶ Special Characters: !"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~

Examples:

[\[Generate other sample passwords\]](#)

Last update: 23/05/2012 (3.0.1-m) | 45 ms | [▲ Top](#)

11. Click "Submit". A confirmation message will be displayed.
12. The process is now completed. You can now login to ECAS with your login name (or email address) and password you've just created by clickin "Login" on the first page.

Keep your login and password in a safe place. If you forget your username, you can always use your email address from the registration form instead.

Forgotten password (average time: 5 minutes)

The "Forgotten password" process can also be used for changing password. In both cases – password change and reset in case of forgotten password – process is exactly the same.

1. Open the following page: <https://webgate.ec.europa.eu/cas/>



2. Click "New password"
3. Fill in the new password request form using your ECAS registered email or username.

New password

Username or e-mail address *

Confirm username or e-mail address *



Enter the code *

Get a password

* Required fields

4. Enter the characters that appear on the security check image. If they are not clear enough click on "Try another" for a new image.



Enter the code *

5. Click "Get password" button
6. An automatic email will be sent to your mailbox.
7. Click on the link in the received email.

Please note, you have 90 minutes to click on the link in received email in order to reset or change your password. If the email doesn't arrive or you've missed the 90 minutes deadline, please repeat the process. For further information or support, please check the last section of this document.

8. Fill in the new password form. Please pay special attention to rules of the password.



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

EUROPA > Authentication Service > New password

[Login](#) [New password](#) [Sign Up](#) [Help](#)

! Is the selected domain correct? [External](#) [Change it](#)

New password

Please choose your new password.

Username

New password *

Confirm new password *

Submit

* Required fields

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- ▶ Upper Case: A to Z
- ▶ Lower Case: a to z
- ▶ Numeric: 0 to 9
- ▶ Special Characters: !"#%&'()*+,-./:;<=>?@[\\]^_`{|}~

Examples:

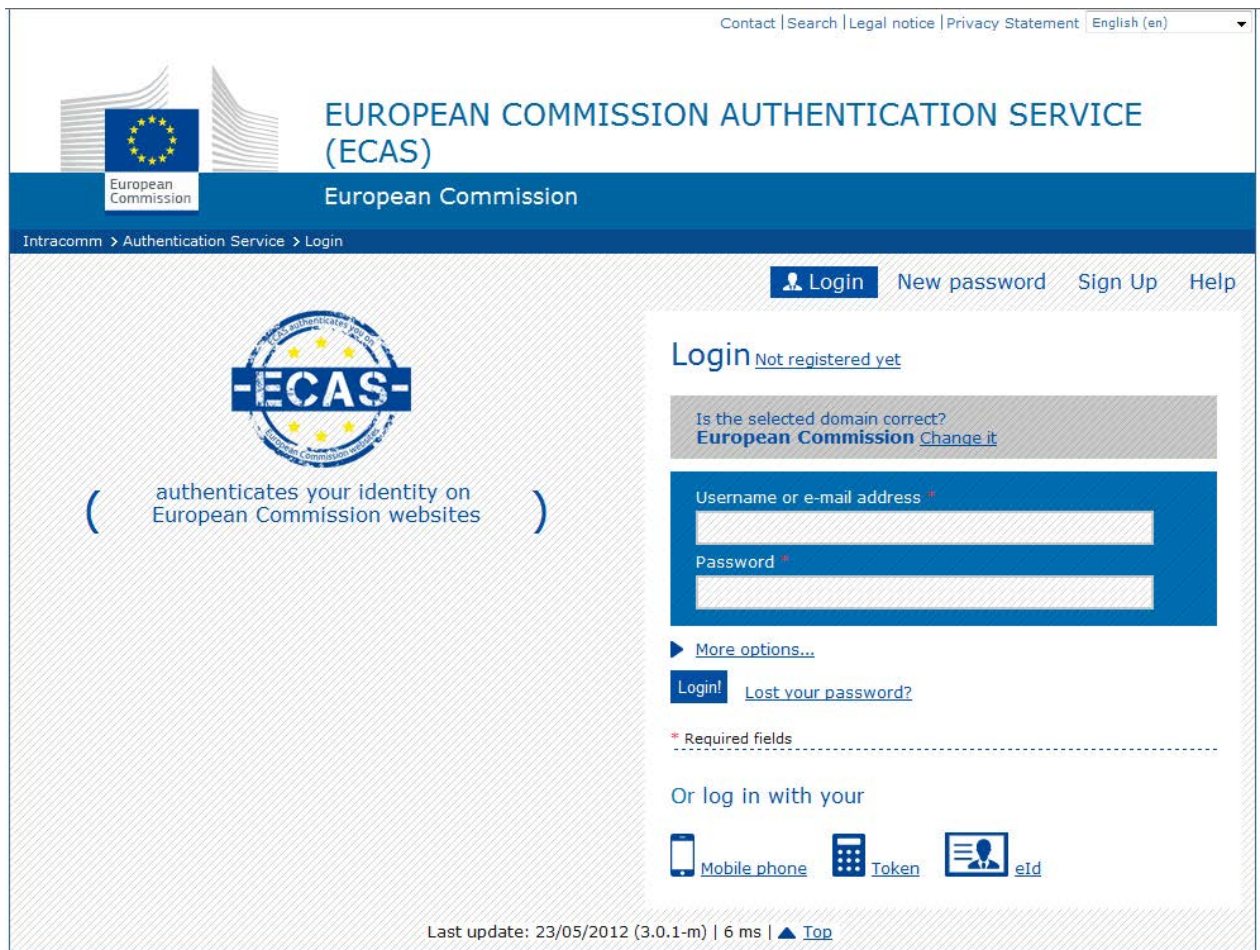
[\[Generate other sample passwords\]](#)

Last update: 23/05/2012 (3.0.1-m) | 45 ms | [▲ Top](#)

9. Click "Submit". A confirmation message will appear.

Change of first name, last name or email address (average time to complete: 5 minutes)

1. Open <https://webgate.ec.europa.eu/cas/> website and login.



2. Make sure your domain is set to External. If not, click "Change it" and select "Neither an institution nor a European body"



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

EUROPA > Authentication Service > Where Are You From?



(authenticates your identity on European Commission websites)

Where Are You From?

- A European institution or body.
- Neither an institution nor a European body.
- I have an account w + 7 digits.
- Remember my choice

Select

Last update: 23/05/2012 (3.0.1-m) | 4 ms | [▲ Top](#)

3. After the login, click "Account information". A page with your details will appear.



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

EUROPA > Authentication Service > Account information

[Logout](#) [Change password](#) **[Account information](#)** [Help](#)

! | External

Account information

- [Modify my personal data](#)
[Modify my personal data >](#)
- [Delete your account](#)
[Delete your account >](#)
- [Manage my mobile phone numbers](#)
[Manage my mobile phone numbers >](#)
- You can view the sessions opened for visited applications.
[Display my sessions >](#)
- You can link your eID to your ECAS account.
[Link my eID >](#)


My ECAS Account Details

Username	
Domain	External
Unique identifier at the Commission (uid)	
Most recent login	30/05/2012 17:33 GMT+02:00
Previous login	26/04/2012 11:16 GMT+02:00
Account created	25/01/2012 12:01 GMT+01:00
Name	
Email preferred language	en
E-mail	
Password last changed	25/01/2012 12:06 GMT+01:00
Password expires (as defined by the policy currently in force)	23/07/2012 13:06 GMT+02:00
Password last reset	25/01/2012 12:06 GMT+01:00

4. Click "Modify my personal data"

5. Change your information

Contact | Search | Legal notice | Privacy Statement | English (en) ▼



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

EUROPA > Authentication Service > User edit

[Logout](#) [Change password](#) [Account information](#) [Help](#)

! | External

User edit

Choose a username

First name *

Last name *

E-mail *

E-mail language

Last update: 23/05/2012 (3.0.1-m) | 315 ms | [▲ Top](#)

6. Click "Submit" button. A confirmation message will be displayed and an automatic email will be sent to the new mailbox to confirm your identity.
7. Click on the link in the received email. A page confirming change of your email address will appear.

Account removal

1. Open <https://webgate.ec.europa.eu/cas/> website and login.

The screenshot shows the login page of the European Commission Authentication Service (ECAS). At the top, there are navigation links: Contact, Search, Legal notice, Privacy Statement, and a language dropdown set to English (en). The main header features the European Commission logo and the text "EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)" and "European Commission". Below this is a breadcrumb trail: "Intracomm > Authentication Service > Login".

The central part of the page contains the ECAS logo, which is a circular emblem with the text "European Commission Authentication Service" around the perimeter and "ECAS" in the center. Below the logo, it says "(authenticates your identity on European Commission websites)".

On the right side, there is a "Login" section. It includes a "Login" button with a user icon, and links for "New password", "Sign Up", and "Help". Below these is a "Login" heading with a link "Not registered yet". A message asks "Is the selected domain correct?" and provides a "European Commission" link with a "Change it" link. There are two input fields: "Username or e-mail address" and "Password", both marked with an asterisk to indicate they are required. Below the fields is a "More options..." link. There are "Login!" and "Lost your password?" buttons. A note indicates "* Required fields". At the bottom of the login section, it says "Or log in with your" followed by icons for "Mobile phone", "Token", and "eId".

At the very bottom of the page, it says "Last update: 23/05/2012 (3.0.1-m) | 6 ms | ▲ Top".

2. Make sure your domain is set to External. If not, click "Change it" and select "Neither an institution nor a European body"



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

EUROPA > Authentication Service > Where Are You From?



(authenticates your identity on European Commission websites)

Where Are You From?

- A European institution or body.
- Neither an institution nor a European body.
- I have an account w + 7 digits.
- Remember my choice

Select

Last update: 23/05/2012 (3.0.1-m) | 4 ms | [▲ Top](#)

3. After the login, click "Account information". A page with your details will appear.



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

EUROPA > Authentication Service > Account information

[Logout](#) [Change password](#) [Account information](#) [Help](#)

! | External

Account information

- [Modify my personal data](#)
[Modify my personal data >](#)
- [Delete your account](#)
[Delete your account >](#)
- [Manage my mobile phone numbers](#)
[Manage my mobile phone numbers >](#)
- You can view the sessions opened for visited applications.
[Display my sessions >](#)
- You can link your eID to your ECAS account.
[Link my eID >](#)

My ECAS Account Details

Username	
Domain	External
Unique identifier at the Commission (uid)	
Most recent login	30/05/2012 17:33 GMT+02:00
Previous login	26/04/2012 11:16 GMT+02:00
Account created	25/01/2012 12:01 GMT+01:00
Name	
Email preferred language	en
E-mail	
Password last changed	25/01/2012 12:06 GMT+01:00
Password expires (as defined by the policy currently in force)	23/07/2012 13:06 GMT+02:00
Password last reset	25/01/2012 12:06 GMT+01:00

4. Click "Delete your account".



EUROPEAN COMMISSION AUTHENTICATION SERVICE (ECAS)

External

EUROPA > Authentication Service > Account deletion confirmation

[Logout](#) [Change password](#) [Account information](#) [Help](#)

! | External

Delete your account

Warning! You are about to delete your ECAS account.
All access rights assigned to this account will be revoked. You will not be able to recover them.

[Delete](#) [Cancel](#)

Last update: 23/05/2012 (3.0.1-m) | 5 ms | [▲ Top](#)

5. Click "Delete" button.
6. Confirm your choice. Your account is now deleted.

ECAS account rules

1. An ECAS account is unique and can be associated with only one, changeable email address.
2. An ECAS account never expires.
3. An ECAS account can be locked. This measure is only taken after 5 unsuccessful login attempts. The locking is automatically released after 15 minutes.

ECAS password rules

1. A password must contain at least 10 characters from three out of four different character groups:
 - a. Upper Case: A to Z
 - b. Lower Case: a to z
 - c. Numeric: 0 to 9
 - d. Special Characters: !"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~
2. A password expires 180 days after being changed or initialised.
3. A warning is given 5 days before password expiration.
4. A password cannot be changed until it is at least 1 day old.
5. The last 5 passwords are remembered and cannot be re-used.

ECAS account support

1. ECAS Help website: <https://webgate.ec.europa.eu/cas/help.html>
2. ECAS Helpdesk: DIGIT-USER-ACCESS@ec.europa.eu