



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.

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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.

European Commission
European Commission Authentication Service (ECAS)

Intracomm > Authentication Service > Login

Is the selected domain correct? **European Commission** [Change it](#)

Login New password Sign Up Help

ECAS

(authenticates your identity on European Commission websites)

Login [Not registered yet](#)

Is the selected domain correct?
European Commission [Change it](#)

Username or e-mail address *

Password * [Lost your password?](#)

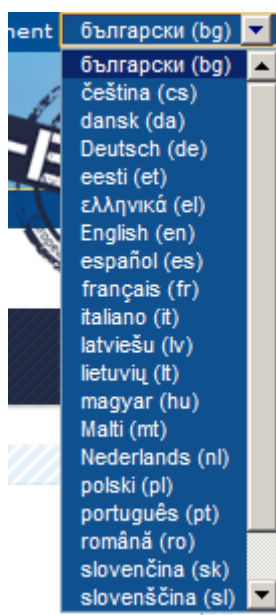
More options... ▶

Login!

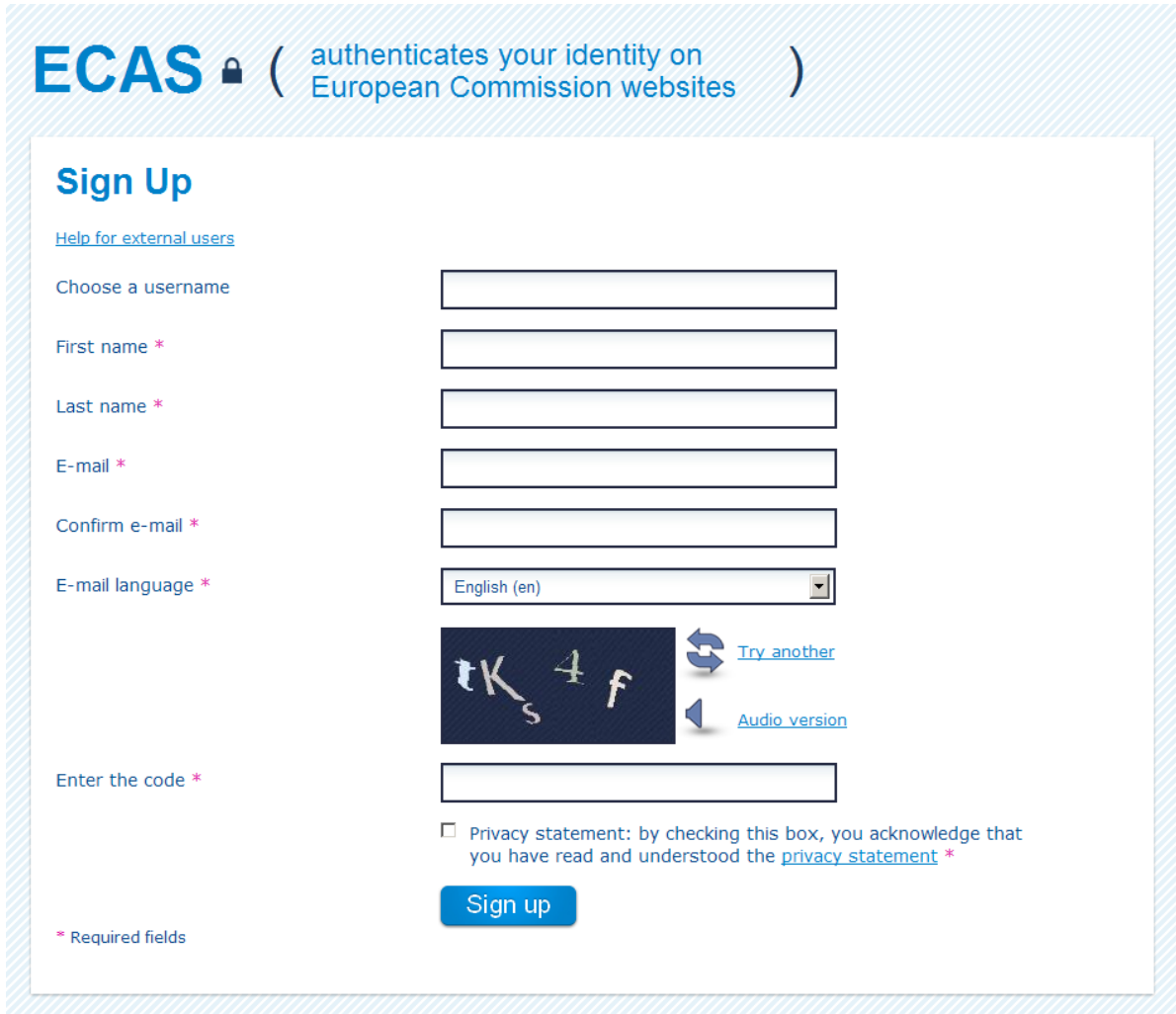
* Required fields

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



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



The screenshot shows the ECAS Sign Up registration form. At the top, the ECAS logo is displayed with a lock icon and the text "(authenticates your identity on European Commission websites)". Below the logo, the heading "Sign Up" is followed by a link for "Help for external users". The form contains several input fields: "Choose a username", "First name *", "Last name *", "E-mail *", "Confirm e-mail *", and "E-mail language *". The "E-mail language" field is a dropdown menu currently set to "English (en)". Below these fields is a CAPTCHA image showing the characters "TKS 4 F" on a dark background. To the right of the CAPTCHA are two links: "Try another" with a refresh icon and "Audio version" with a speaker icon. Below the CAPTCHA is an "Enter the code *" input field. A checkbox for the "Privacy statement" is located below the code field, with the text "Privacy statement: by checking this box, you acknowledge that you have read and understood the [privacy statement](#) *". At the bottom of the form is a blue "Sign up" button. A legend at the bottom left indicates that "*" denotes required fields.

4. Fill the mandatory fields of the user registration form and select your language preference.
5. Read and accept the privacy statement.

Privacy Statement

Privacy statement for users registered with the European Commission's Identity Management Service

1. What is the Identity Management Service?

The European Commission's Identity Management Service (IMS) provides a common way for users to register or be registered for access to a number of different Commission information systems or services (referred to hereafter as sites).

You are affected by this privacy statement if you use the European Commission Authentication Service (ECAS) when logging into Commission sites, as it means that you have been registered in IMS.

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.

Sign Up

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

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.

- 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.

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

- Click "Submit". A confirmation message will be displayed.

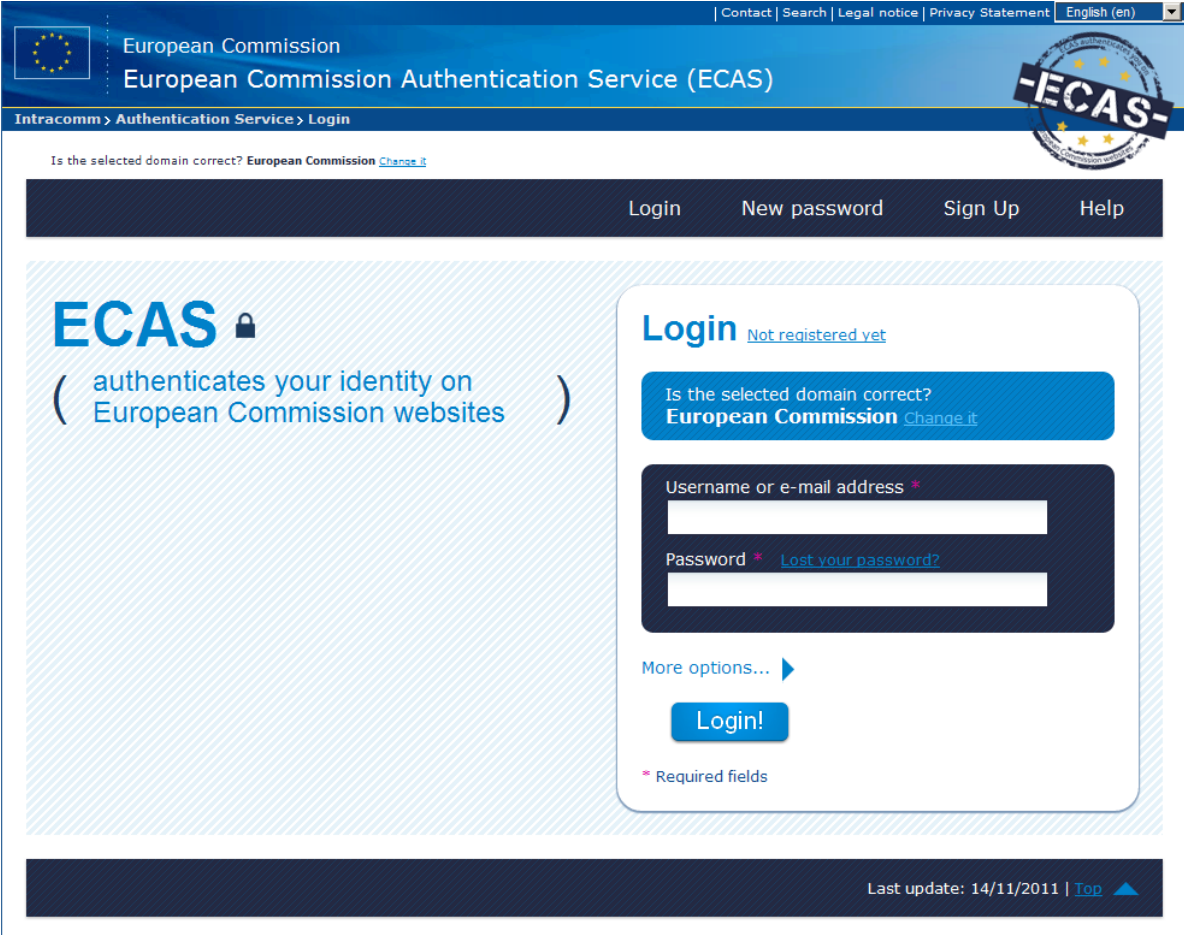
12. The process is now completed. You can now login to ECAS with your login name (or email address) and password you've just created by clickin "Login" on the first page.

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/>



The screenshot shows the ECAS login interface. At the top, there is a navigation bar with links for Contact, Search, Legal notice, Privacy Statement, and a language dropdown set to English (en). The main header identifies the European Commission and the ECAS service. Below the header, a breadcrumb trail shows 'Intracomm > Authentication Service > Login'. A domain selection prompt asks if the selected domain is correct, with 'European Commission' selected and a 'Change it' link. A dark navigation bar contains links for 'Login', 'New password', 'Sign Up', and 'Help'. The main content area features the ECAS logo and a description: '(authenticates your identity on European Commission websites)'. To the right is a login form titled 'Login' with a link for 'Not registered yet'. The form includes a domain selection dropdown (currently showing 'European Commission'), a 'Change it' link, and two input fields: 'Username or e-mail address *' and 'Password *'. A 'Lost your password?' link is next to the password field. Below the fields is a 'More options...' link with a right-pointing arrow and a blue 'Login!' button. A legend indicates that an asterisk (*) denotes required fields. At the bottom right, it states 'Last update: 14/11/2011 | Top' with an upward-pointing arrow.

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.

New password

Please choose your new password.

Username

New password *

Confirm new password *

Submit

* Required fields

Passwords may not include your username. They must contain at least 10 characters chosen from at least three of the following four character groups (no other characters are permitted apart from the white space):

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

Examples:

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

Note: Changing this password does not affect your Windows or Internet password.

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

Successful login

You are now logged in to ECAS.

To stop the automatic single sign-on, click the [logout](#) link in the header or footer or close all browser windows.


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.

External
European Commission Authentication Service (ECAS)

EUROPA > Authentication Service > Login

Login New password Sign Up Help

ECAS 
(authenticates your identity on European Commission websites)

Login [Not registered yet](#)

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

Username or e-mail address *

Password * [Lost your password?](#)

[More options...](#) ▶

Login!

* Required fields

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

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

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

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

External
European Commission Authentication Service (ECAS)

EUROPA > Authentication Service > Account information

External

Logout Change password **Account information** Help

ECAS (authenticates your identity on European Commission websites)

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 >](#)
- ▶ Delete all my mobile phone numbers and eID (PANIC)
[Delete all my mobile phone numbers and eID \(PANIC\) >](#)
- ▶ You can view your open sessions.
[Display my sessions. >](#)
- ▶ You can link your eID to your ECAS account.
[Link my eID >](#)

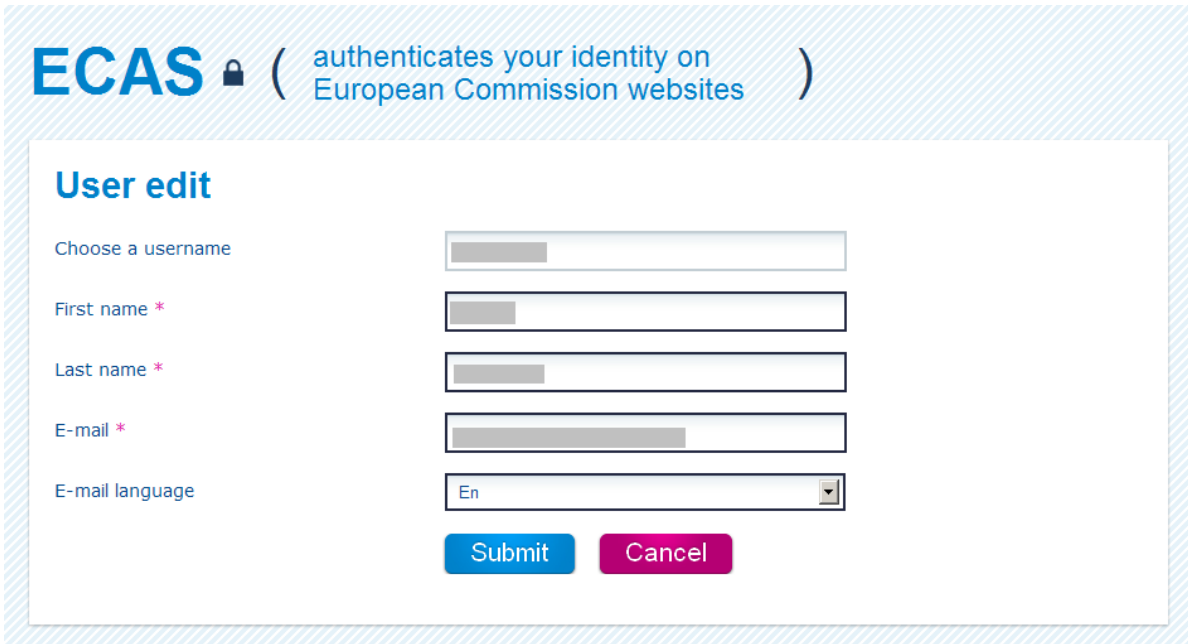
My ECAS Account Details

Username	██████████
Domain	External
Unique identifier at the Commission (uid)	██████████
Most recent login	18/11/2011 09:05 GMT+01:00
Previous login	15/11/2011 14:20 GMT+01:00
Account created	15/11/2011 14:10 GMT+01:00
Name	██████████
Email preferred language	en
E-mail	██████████
Password last changed	18/11/2011 09:05 GMT+01:00
Password expires (as defined by the policy currently in force)	16/05/2012 10:05 GMT+02:00
Password last reset	18/11/2011 09:05 GMT+01:00
Password reset last requested	18/11/2011 08:59 GMT+01:00
Number of good logins	2
Number of bad logins	
Last unlock time	
Last authentication failure	
Group Membership(s)	AIDA_SELFRG

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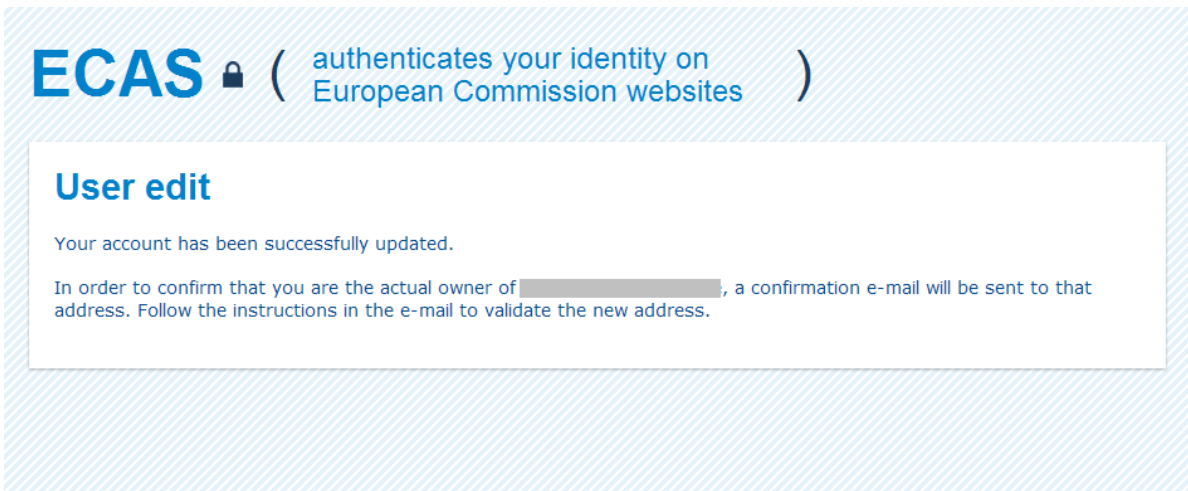
4. Click "Modify my personal data"

5. Change your information



The screenshot shows the ECAS 'User edit' form. At the top, the ECAS logo is followed by a lock icon and the text '(authenticates your identity on European Commission websites)'. Below this is the 'User edit' section. It contains five input fields: 'Choose a username' (text input), 'First name *' (text input), 'Last name *' (text input), 'E-mail *' (text input), and 'E-mail language' (dropdown menu with 'En' selected). At the bottom of the form are two buttons: 'Submit' (blue) and 'Cancel' (pink).

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.



The screenshot shows the ECAS 'User edit' confirmation message. At the top, the ECAS logo is followed by a lock icon and the text '(authenticates your identity on European Commission websites)'. Below this is the 'User edit' section. It contains a message: 'Your account has been successfully updated.' followed by a paragraph: 'In order to confirm that you are the actual owner of [redacted], a confirmation e-mail will be sent to that address. Follow the instructions in the e-mail to validate the new address.'

7. Click on the link in the received email. A page confirming change of your email address will appear.

User edit

Your e-mail address has been successfully changed to . The change will be effective in a moment.


Account removal

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

External
European Commission Authentication Service (ECAS)

EUROPA > Authentication Service > Login

Login New password Sign Up Help

ECAS 
(authenticates your identity on European Commission websites)

Login [Not registered yet](#)

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

Username or e-mail address *

Password * [Lost your password?](#)

More options... ▶

Login!

* Required fields

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

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

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

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

External
European Commission Authentication Service (ECAS)

EUROPA > Authentication Service > Account information

External

Logout Change password **Account information** Help

ECAS (authenticates your identity on European Commission websites)

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 >](#)
- ▶ Delete all my mobile phone numbers and eID (PANIC)
[Delete all my mobile phone numbers and eID \(PANIC\) >](#)
- ▶ You can view your open sessions.
[Display my sessions. >](#)
- ▶ You can link your eID to your ECAS account.
[Link my eID >](#)

My ECAS Account Details

Username	External
Domain	External
Unique identifier at the Commission (uid)	External
Most recent login	18/11/2011 09:05 GMT+01:00
Previous login	15/11/2011 14:20 GMT+01:00
Account created	15/11/2011 14:10 GMT+01:00
Name	External
Email preferred language	en
E-mail	External
Password last changed	18/11/2011 09:05 GMT+01:00
Password expires (as defined by the policy currently in force)	16/05/2012 10:05 GMT+02:00
Password last reset	18/11/2011 09:05 GMT+01:00
Password reset last requested	18/11/2011 08:59 GMT+01:00
Number of good logins	2
Number of bad logins	
Last unlock time	
Last authentication failure	
Group Membership(s)	AIDA_SELFRG

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4. Click "Delete your account".

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

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

Delete your account

Your account has been successfully 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