

Update the mobile device

Version 1: 01.12.2023

Access to the Registry requires the use of two verification methods: the **EU Login account** and a **mobile device** (soft token).

Both methods are set during registration: in particular, the *initialization* of the **EU Login App** installed on the device generates a mobile unique device identifier (**MUDI**) which is linked to the EU Login account and, at the end of registration, also to the user profile in the Registry, thus allowing a match between the two verification methods.

However, over time, and for various reasons, it may happen that the EU Login App needs to be initialized again, resulting in the generation of a new MUDI (for example, due to a change of device or removal of the App). This will result in the loss of match between the MUDI in the EU Login account and the MUDI in the Registry. The user will then have to restore this match, requesting the **update** in the Registry of the mobile device (i.e. the MUDI) authorized for access.

Le indicazioni da seguire per l'aggiornamento del dispositivo autorizzato differiscono a seconda che l'App EU Login debba essere inizializzata sullo stesso dispositivo che si utilizza per accedere al Registro o su un altro dispositivo.

The instructions to follow for updating the authorized device differ depending on whether the initialization of the EU Login App is on the same device used to access the Registry or on another device.

The following paragraphs describe the two possibilities:

1. [New MUDI for the same device](#)
2. [New MUDI after change of device](#)

L'associazione di un nuovo dispositivo all'account EU Login può avvenire in due modi: tramite la scansione di un codice QR con il dispositivo già in uso, o tramite un codice ricevuto via SMS al numero di cellulare specificato all'interno dell'*account* EU Login. Nei paragrafi seguenti si distinguono quattro casi possibili:

Linking a new device to the EU Login account can be done in two ways: by scanning a QR code with the old device, or by entering a code sent via SMS to the number specified within the EU Login account. Four different cases are possible:

- ✓ [CASE 1](#) - the device to be authorized is already linked to the EU Login account
- ✓ [CASE 2](#) - the device to be authorized is not linked to the EU Login account, but the old device still is
- ✓ [CASE 3](#) - the device to be authorized is not linked to the EU Login account and the mobile number on the account is valid
- ✓ [CASE 4](#) - neither the device to be authorized, nor the old device, nor the mobile number are linked to the EU Login account

To update the authorized device (MUDI), follow the instructions in the relevant table

1. New MUDI for the same device

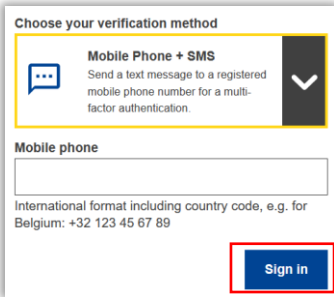
When opening the EU Login App to access the Registry, if you are not able to scan the QR code but only see "Initialize", it means that the link created between the device and your EU Login account has been lost (for example because you have removed the EU Login App, or there has been an update of the operating system). To continue, you will need to link the device to the EU Login account again: this action generates a **new MUDI** in EU Login which will no longer match with the one linked to your user profile in the Registry, although the device is the same.

Il nuovo MUDI generato dovrà essere autorizzato nel Registro, sostituendolo al precedente all'interno del tuo profilo utente: a tal fine, dovrai inviare all'amministrazione nazionale una **richiesta on-line** tramite il Registro come di seguito indicato, e subito dopo aprire la **pratica "Aggiornamento Dispositivo (soft-token)"** tramite il sito [ARIET](#).

The Registry administrator will authorize the new MUDI, thus replacing the old one linked to your user profile: to this end, you will have to send an **online request** to the administration via the Registry as explained below, and immediately after open the **procedure "Update mobile device (soft-token)"** via the [ARIET](#) website.

Attention! If you have not removed the EU Login App but the link of the device with your account is anyhow lost, before proceeding with a new initialization we recommend that you **remove and install again** the App.

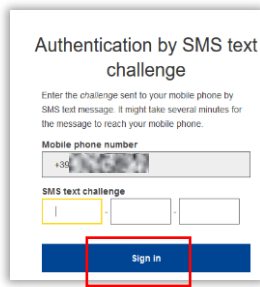
REMEMBER! While linking the device to the EU Login account, in order to successfully complete the initialization of the EU Login App, you must give ALL consents requested. Furthermore, besides the PIN to unlock the device, it is advisable to activate a biometric authentication tool (e.g. fingerprint, facial recognition, ...) on devices that allow it, **otherwise the device may not be correctly linked to the EU Login account**.

Interface element	Action
<p>1</p> 	<p>Log into your EU Login account from the website https://webgate.ec.europa.eu/cas</p> <p>Enter your e-mail address (if is not yet displayed), your password and choose Mobile Phone + SMS as verification method.</p> <p>Enter the mobile phone number associated with your account and click Sign in</p>

Interface element

Action

2

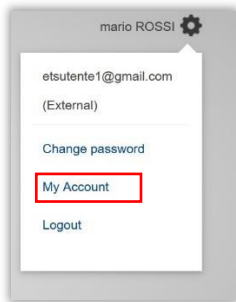


Enter the **code** you received via SMS and click **Sign in**



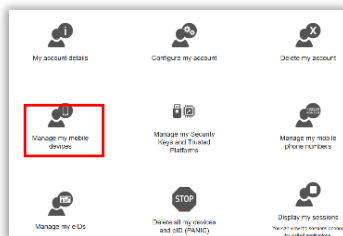
Se hai perso l'associazione del tuo dispositivo con l'account EU Login e non avevi specificato un numero di cellulare all'interno dell'account o questo non risulta più accessibile, segui le indicazioni fornite per il [CASO 4](#)

3



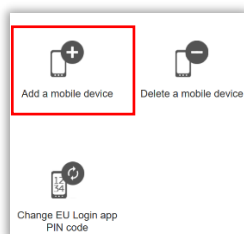
Hover your mouse over the **gear icon** next to your name and click **My account**

4



Click **Manage my mobile device**

5



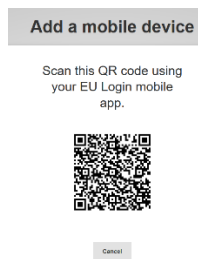
Click **Add a mobile device**

Interface element	Action
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6

Enter a device name to identify your mobile device and a PIN code, then click **Submit**

7



The website displays a **QR code**

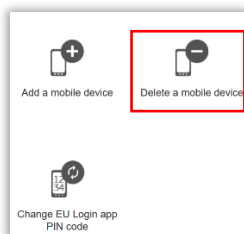
In your MOBILE DEVICE:

- Open EU Login App and tap on **Initialise**
- Click **Next** in the Welcome page
- Point the camera of your mobile device to the PC screen to scan the **QR code**
- Enter the **PIN code PIN** (point 6)

Attention: is always recommended to allow biometric recognition

✔ Your device is now associated to your EU login account

8



Recommended! Before the update of mobile device, please remove your previous device from your EU Login account (**old MUDI**) clicking on **Delete a mobile device** and selecting the previous association.

Confirm the removal clicking Submit



9



Log into the italian section of the Union Registry: <https://unionregistry.ec.europa.eu/euregistry/IT>

Login issue? Follow the instructions shown in the tutorial **Log into the Registry** in the **Tutorial and Guide** section of the ARIET website

Interface element	Action
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10



The system informs you that the mobile device entered is NOT more authorized to access into the Registry

Click **Change device**

11



To confirm that you want to change your device click **Confirm**

12



The system confirms that an online request has been submitted







Your request has been submitted to the National Administrator!

For the approval, please open the **procedure "Update mobile device (soft-token)"** in [ARIET](#)

2. New MUDI after change of device.






If you wish to use a **different device** to access the Registry, the procedure to follow changes depending on your situation: if the new device is not already linked to your EU Login account, you can add it by scanning a QR code with the former device, or entering a code received via SMS to the mobile number specified in the account, or following the procedure to reset the additional verification methods (both device and mobile number).

Find out which is your situation:

<p><u>CASE 1</u></p>	<p>Both the former and the new device are already linked to your EU Login account (you just want to change the device authorized for access).</p>	
<p><u>CASE 2</u></p>	<p>The former device is still linked to your EU Login account and you want to add a new device to be authorized.</p>	
<p><u>CASE 3</u></p>	<p>You want to add a new device to your EU Login account but the former device is no longer available (for example, it has been lost, stolen, broken, or is no longer linked to the account). However, the mobile number specified within the account is still active.</p>	
<p><u>CASE 4</u></p>	<p>You want to add a new device to to your EU Login account but neither the former device nor the mobile number specified in the account are available.</p>	

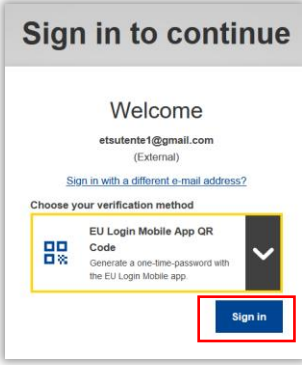
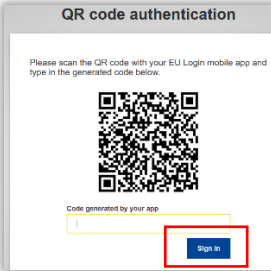
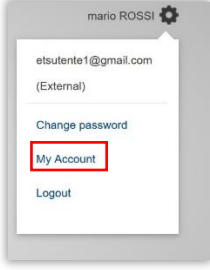
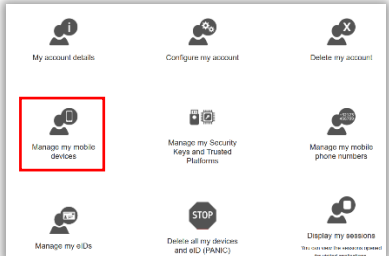
CASE 1

To access the Registry with a device other than the authorized one but already linked to your EU Login account, follow the instructions in the table below:

Interface element	Action
<p>1</p> 	<p>Log into the italian section of the Union Registry at https://unionregistry.ec.europa.eu/euregistry/IT</p> <p>Login issue? Follow the instructions shown in the tutorial Log into the Registry in the Tutorial and Guide section of the ARIET website</p>
<p>2</p> 	<p>Once logged into the Registry, the system informs you that your MUDI is not authorized for access because is not yet linked to your user in the Registry</p> <p>Click su Change device</p>
<p>3</p> 	<p>To confirm that you want to change your device click Confirm</p>
<p>4</p> 	<p>The system confirms that an online request has been submitted</p>
<p></p>	<p>Your request has been submitted to the National Administrator!</p> <p>For the approval, please open the procedure "Update mobile device (soft-token)" in ARIET</p>

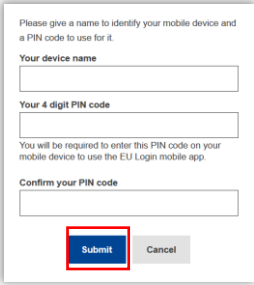
CASE 2

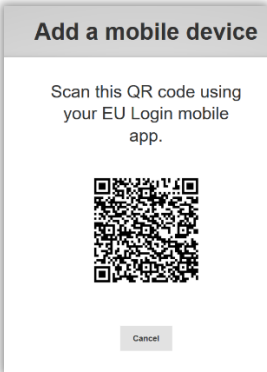
If you want to add a new device to your EU Login account for accessing the Registry and the former device is still available, follow the instructions in the table below:

Interface element	Action
<p>1</p> 	<p>Log into your EU Login account from the website https://webgate.ec.europa.eu/cas</p> <p>Enter your e-mail address (if is not yet displayed), your password and choose EU Login Mobile App QR Code as verification method.</p> <p>Click Sign in</p>
<p>2</p> 	<p>Open the EU Login mobile App in your previous authorized mobile device and tap on Scan QR Code</p> <p>Enter the code generated by the EU Login mobile App and click Sign in</p>
<p>3</p> 	<p>Hover your mouse over the gear icon next to your name and click My account</p>
<p>4</p> 	<p>Click Manage my mobile device</p>


	Interface element	Action
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5		Click Add a mobile device
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6		Enter a device name to identify your mobile device and a PIN code, then click Submit
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7		<p>The website displays a QR code</p> <p>In your MOBILE DEVICE:</p> <ul style="list-style-type: none"> ➤ Open EU Login App and tap on Initialise ➤ Click Next in the Welcome page ➤ Point the camera of your mobile device to the PC screen to scan the QR code ➤ Enter the PIN code PIN (point 6) <p><i>Attention: is always recommended to allow biometric recognition</i></p> <p style="text-align: center;">✔ Your device is now associated to your EU login account</p>
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8		<p>Log into the italian section of the Union Registry at https://unionregistry.ec.europa.eu/euregistry/IT</p> <p>Login issue? Follow the instructions shown in the tutorial Log into the Registry in the Tutorial and Guide section of the ARIET website</p>
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9		Once logged into the Registry, the system informs you that your MUDI is not authorized for access because is not yet linked to your user in the Registry
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Interface element

Action

Click on **Change device**

10



To confirm that you want to change your device click **Confirm**

11



The system confirms that an online request has been submitted




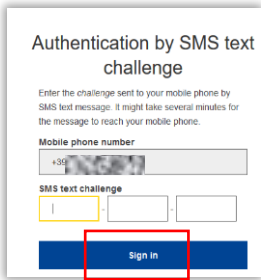
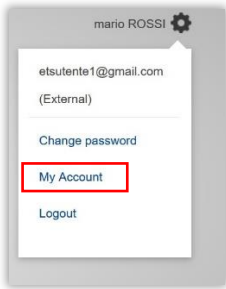

Your request has been submitted to the National Administrator!

For the approval, please open the **procedure "Update mobile device (soft-token)"** in [ARIET](#)

CASE 3

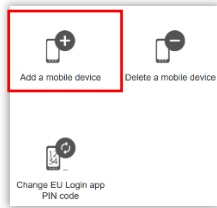
If you want to add a new device to your EU Login account to access the Registry and the former device is no longer available, but you can still use the mobile number specified for the EU Login account, follow the indications in the table below:

If you want to know the number you specified in your EU Login account, log in with your password and click on "My account details"

Interface element	Action
<p>1</p> 	<p>Log into your EU Login account from the website https://webgate.ec.europa.eu/cas</p> <p>Enter your e-mail address (if is not yet displayed), your password and choose Mobile Phone + SMS as verification method.</p> <p>Enter the mobile phone number associated with your account and click Sign in</p>
<p>2</p> 	<p>Enter the code you received via SMS and click Sign in</p>
<p>3</p> 	<p>Hover your mouse over the gear icon next to your name and click My account</p>
<p>4</p> 	<p>Click Manage my mobile device</p>

Interface element	Action
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5



Click **Add a mobile device**

6

Enter a device name to identify your mobile device and a PIN code, then click **Submit**

Add a mobile device

Scan this QR code using your EU Login mobile app.

7



The website displays a **QR code**

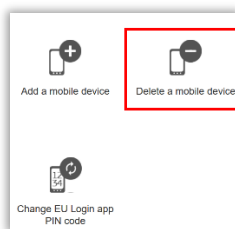
In your **MOBILE DEVICE**:

- Open EU Login App and tap on **Initialise**
- Click **Next** in the Welcome page
- Point the camera of your mobile device to the PC screen to scan the **QR code**
- Enter the **PIN code PIN** (point 6)

Attention: is always recommended to allow biometric recognition

✔ Your device is now linked to your EU login account

8



Recommended! Before the update of mobile device, please remove your previous device from your EU Login account (**old MUDI**) clicking on **Delete a mobile device** and selecting the previous association.

Confirm the removal clicking Submit



Interface element

Action

8



Log into the Italian section of the Union Registry at <https://unionregistry.ec.europa.eu/euregistry/IT>

Login issue? Follow the instructions shown in the tutorial [Log into the Registry](#) in the [Tutorial and Guide](#) section of the ARIET website

9



Once logged into the Registry, the system informs you that your MUDI is not authorized for access because is not yet linked to your user in the Registry

Click su **Change device**

10



To confirm that you want to change your device click **Confirm**

11



The system confirms that an online request has been submitted

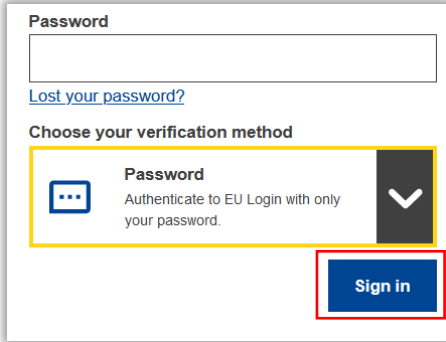
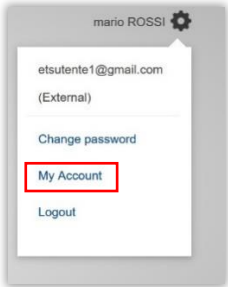
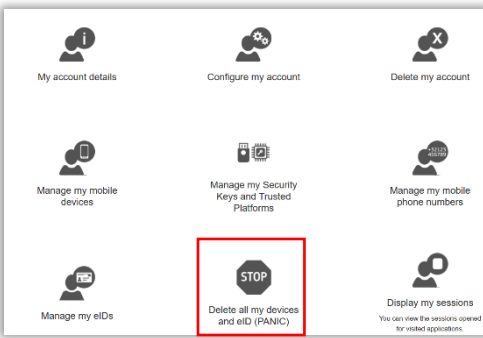
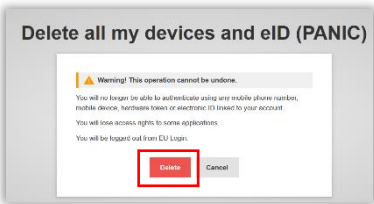


Your request has been submitted to the National Administrator!

For the approval, please open the **procedure** *“Update mobile device (soft-token)”* in [ARIET](#)

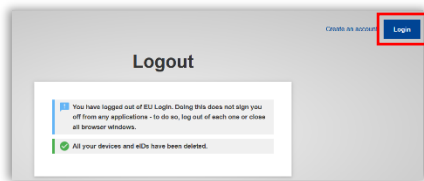
CASE 4

If you want to add a new device to your EU Login account to access the Registry, but neither the former device nor the specified mobile number are available anymore, you will need to delete all data in your EU Login account and specify new ones. This procedure unenrol your user profile in the Registry and, after you have added new data to your EU Login account, a new enrolment key will be generated and the national administrator will send it to you. Follow the instructions in the table below:

Interface element	Action
<p>1</p> 	<p>Log into your EU Login account from the website https://webgate.ec.europa.eu/cas</p> <p>Enter your e-mail address (if is not yet displayed), your password and choose Password as verification method.</p> <p>Enter your password and click Sign in</p>
<p>2</p> 	<p>Hover your mouse over the gear icon next to your name and click My account</p>
<p>3</p> 	<p>Click STOP Delete all my devices and eID (PANIC)</p>
<p>4</p> 	<p>Confirm the deletion and click Delete</p> <p>✔ The system confirms the deletion of all additional verification methods</p>

Interface element	Action
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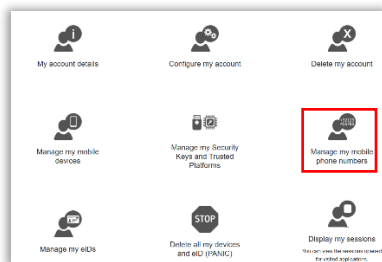
5



Log into your EU Login account again, click **Login**
Enter your password and click again on



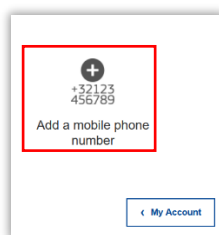
6



Hover your mouse over the gear icon next to your name and click **My account**

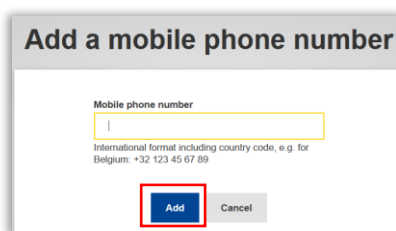
Click **Manage my mobile phone numbers**

7



Click **Add a mobile phone number**

8



Enter your mobile phone number including country code and then click **Add**

9



Enter the code you received via SMS and then click **Finalise**

✔ Your mobile phone number is now associated to your EU login account

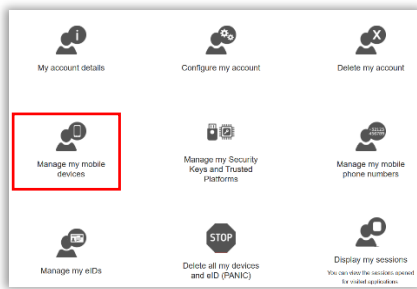
Back to your *account* data, click on



(if in the meantime you logged out from EU Login, login again following the instruction of step 1 and 2.)

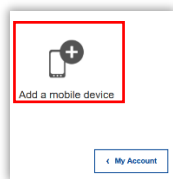
Interface element	Action
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10



Click **Manage my mobile device**

11

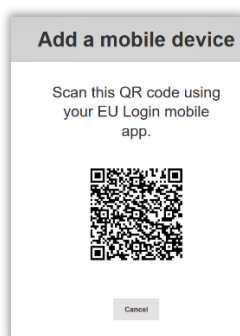


Click **Add a mobile device**

12

Enter a device name to identify your mobile device and a PIN code, then click **Submit**

13



The website displays a **QR code**

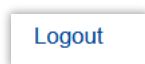
In your MOBILE DEVICE:

- Open EU Login App and tap on **Initialise**
- Click **Next** in the Welcome page
- Point the camera of your mobile device to the PC screen to scan the **QR code**
- Enter the **PIN code** (point 6)

Attention: is always recommended to allow biometric recognition

✔ Your device is now linked to your EU login account

14



After the completion of the verification method addition, before access into the Registry, you need to **logout** from your EU Login account

Interface element

Action

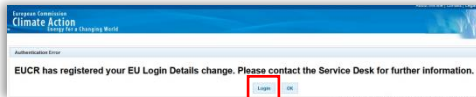
15



Log into the Italian section of the Union Registry at <https://unionregistry.ec.europa.eu/euregistry/IT>

Login issue? Follow the instructions shown in the tutorial [Log into the Registry](#) in the [Tutorial and Guide](#) section of the ARIET website

16



The system informs that a change devices has been registered. Click **Login** and access into the Registry with the new mobile device (**EU Login Mobile App QR Code**)

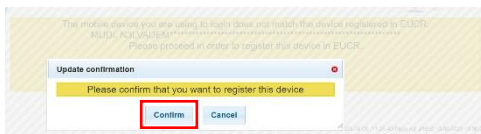
17



Once logged into the Registry, the system informs you that your MUDI is not authorized for access because is not yet linked to your user in the Registry

Click su **Change device**

18



To confirm that you want to change your device click **Confirm**

19



The system confirms that an online request has been submitted



Your request has been submitted to the National Administrator!

For the approval, please open the **procedure "Update mobile device (soft-token)"** in [ARIET](#)