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.

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

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.
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.
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/](https://webgate.ec.europa.eu/cas/)

![ECAS Login Page](image)

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 *

* 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.

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.
9. Click "Submit". A confirmation message will appear.
Change of first name, last name or email address (average time to complete: 5 minutes)


![ECAS Login Page]

2. Make sure your domain is set to External. If not, click "Change it" and select "Neither an institution nor a European body"
3. After the login, click "Account information". A page with your details will appear.
4. Click "Modify my personal data"

5. Change your information
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**


2. Make sure your domain is set to External. If not, click "Change it" and select "Neither an institution nor a European body"
3. After the login, click "Account information". A page with your details will appear.
4. Click "Delete your account".
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**

2. ECAS Helpdesk: DIGIT-USER-ACCESS@ec.europa.eu