About the type of access

With the new remote access infrastructure, it’s the type of device you’re using that determines the type of access you get.

From a...

<table>
<thead>
<tr>
<th>Corporate EC laptop</th>
<th>You get access to the EC network. This access was previously known as FULL access.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private computer/tablet</td>
<td>You get access to the web applications (Webmail, Sysper, Ares, etc.) as well as the Terminal Servers. This access was previously known as APP or IAP access.</td>
</tr>
</tbody>
</table>

About the authentication method itself

There are 4 authentication methods that you can use indifferently:
- ECAS Mobile app on a smartphone either with:
  - a QR code
  - a PIN code
- SMS challenge on a mobile phone
- Token (physical hardware that looks like a calculator)

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

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. Choose your authentication method

Click on the icon of the authentication method you want to use.

You can use any of the above authentication methods to connect terminal server and web applications like WorkMail, MyIntracom, Syper, etc.

Need Help?
3. Do you need help to choose an authentication method?

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have a smartphone (Android/Apple) with ECAS Mobile app already installed BUT NOT permanently connected to the Internet?</td>
<td>YES → Use</td>
<td>ECAS Mobile App QR Code</td>
</tr>
<tr>
<td>NO → Do you have a smartphone (Android/Apple) with ECAS Mobile app already installed AND permanently connected to the Internet?</td>
<td>YES → Use</td>
<td>ECAS Mobile App PIN Code</td>
</tr>
<tr>
<td>NO → Do you have a (smart)phone already registered in Sysper AND no issue to receive SMS?</td>
<td>YES → Use</td>
<td>Mobile Phone + SMS</td>
</tr>
<tr>
<td>NO → Do you have a token registered at your name?</td>
<td>YES → Use</td>
<td>Token</td>
</tr>
<tr>
<td>NO → Sorry, you cannot authenticate remotely.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. To authenticate with the **ECAS Mobile app with a QR code**

"ECAS Mobile App" cannot be installed remotely.

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

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

Then, enter your ECAS password.

Then click on «LOGIN!»

A QR code is displayed on the screen of the computer
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>On your smartphone, launch the ECAS Mobile app</td>
</tr>
<tr>
<td>2</td>
<td>In the main screen, Tap “Scan QR Code”</td>
</tr>
<tr>
<td>3</td>
<td>The camera of your smartphone is activated. Point at your computer screen displaying the QR Code</td>
</tr>
<tr>
<td>4</td>
<td>A code is generated by the app. Example: 99509661</td>
</tr>
</tbody>
</table>
Back on your computer, enter this code in the field provided.

Click on «LOGIN!»

You are now authenticated.

Quick troubleshooting:
- Is your smartphone number registered in SYSPER for at least one day?
- Have you installed the ECAS mobile app while you were still in the office?
5. To authenticate with the **ECAS Mobile app with a PIN code**

“ECAS 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 ECAS Mobile app with a PIN code.

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First, on your smartphone, **launch the ECAS Mobile app**

In the main screen, **Don’t do anything!**
Back on your computer, enter your Username (=Your login) or EC email address

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

Username or e-mail address

If you are not using a public or shared computer, you can tick 

Remember my username

Then, enter your ECAS password.

Password

Then click on «LOGIN!»

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

Example: iPhone

Then click on “Select”
Back on your smartphone, a notification arrives (its display depends on the type of phone)

Open this notification

Enter your PIN Code (the one you selected when you installed the ECAS Mobile App)

Click on “Authenticate”

A notification appears to confirm that you have been authenticated

You are now authenticated

Quick troubleshooting:
- Is your smartphone number registered in SYSPER for at least one day?
- Is your smartphone connected to a data network (Wi-Fi or 3G/4G)
- Have you installed the ECAS mobile app while you were still in the office?
6. 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)

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

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

**Then, enter your ECAS password.**
Then, 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 «LOGIN!»

You will receive an SMS on your mobile phone

Example:

KVU – W37 - JMK

Enter this SMS text challenge into

Now that everything is filled in, you can click on «LOGIN!»

You are now authenticated

Quick troubleshooting:
- Is your (smart)phone number registered in SYSPER for at least one day?
- Do you receive your SMS instantly?
7. To authenticate with a **Token**

Unless you have borrowed your token from the ITIC proximity team (in this case, you can skip this warning), in order to be used, the **token must be officially registered under your name**.

If it’s not the case, then you will be unable to use it to authenticate.

Pay attention to the login & password used to authenticate with a token. Previously, you were asked to enter your Windows login & password. **Now it’s the ECAS login & password that are required.**

The notion of “Full Token” or “IAP Token” does not exist anymore. All tokens can be used indifferently with a corporate laptop or a private device.

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

*Example:* 
- duponje
- jean.dupond@ec.europa.eu

Then, enter your ECAS password.

Look at the barcode on the **back side of your token**

Then, enter **your token serial number**.
<table>
<thead>
<tr>
<th>Serial Number</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>T0533009</td>
<td>This token serial number is</td>
<td>T0533009</td>
</tr>
<tr>
<td>T3361028</td>
<td>This token serial number is</td>
<td>T3361028</td>
</tr>
</tbody>
</table>

The token serial number is composed of:
- an uppercase T
- followed by 7 digits

Example:

T0533009

Look at the barcode on the back of your token especially the number of digits between the hyphens:
- If you have 7 digits, then it's "T" followed by these 7 digits
- If you have 6 digits, then it's "T" followed by the first 7 digits (without the hyphen)

The challenge code displayed by this token is

27578992

In the next field you will enter **the token challenge code**.

To do so:
- switch-on your token
- enter its 5-digits pin code
- the token displays the "token challenge code"

Example:

27578992

Copy the 8-digits displayed on the token into the "Token challenge code" on your computer.
Now that everything is filled in, you can click on «LOGIN!»

You are now authenticated

Quick troubleshooting:
- Is your token registered to your name? (see introduction)
- Have you forgotten your token PIN code? Contact +32(0)229 35035
- Have you entered your token serial number with a capital T followed by 7 digits?
- Have you entered the challenge displayed on the token in a form of 8 digits?