

Guide to change the phone associated with your ERN GENTURIS CPMS account.

Please note, to add your new device, it is important to remove any old devices from your account first. The process differs depending on whether you still have access to your old phone and you can use one of the following links to select the method that applies for you:

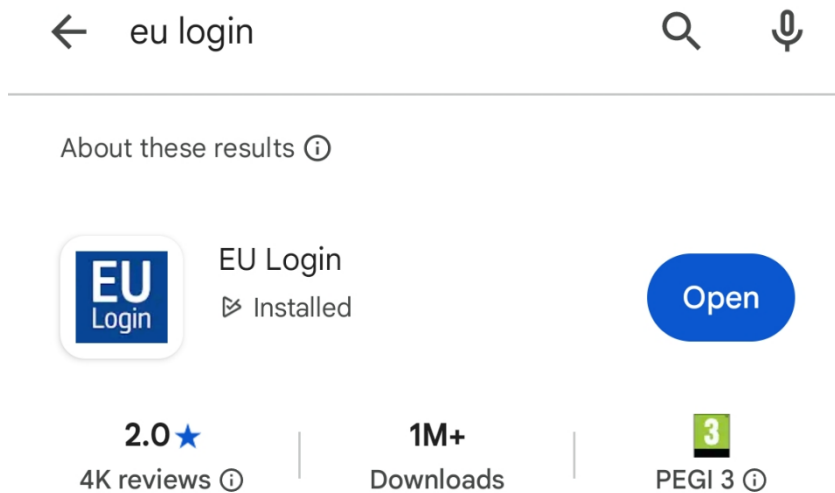
1. [Removing your old phone and adding a new phone if you still have access to your old phone](#)
2. [Removing your old phone and adding a new phone if you do not have access to your old phone \(stolen, lost or broken\)](#)

If you experience any issues when following the steps outlined in this guide, please contact the CPMS helpdesk manager at jurriaan.holzenspies@radboudumc.nl.

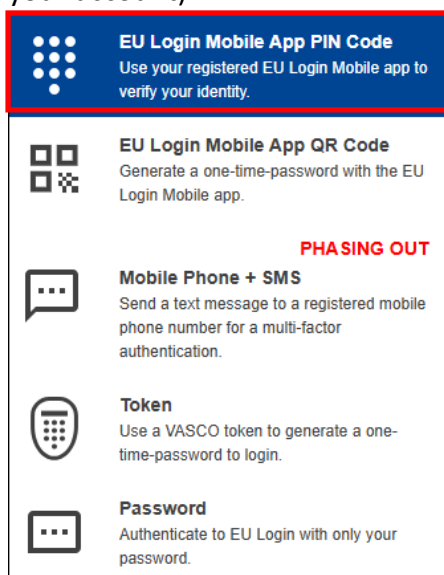
Removing your old phone and adding a new phone if you still have access to your old phone

If you need to replace the phone associated to your ERN GENTURIS CPMS account, you can follow these steps:

1. On your new phone, go to the app store/play store and download and install the “EU login” app:



2. On your computer, open a web browser, go to <https://webgate.ec.europa.eu/cas> and log in using the method you normally use to log in to the CPMS (for most people this will be the “EU Login Mobile App PIN Code”, but it depends on how you have set up your account)



- Upon successful login, click on your name in the top right and select “My Account”

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EU Login
One account, many EU services

English (en) ▼

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Successful login

You are now logged in to EU Login.

To stop the automatic single sign-on, click [Logout](#) or close all browser windows.

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jurriaan.holzenspies@radboudumc.nl
(External)


[Change password](#)

[My Account](#)


[Logout](#)

- Click on “Manage my mobile devices”.


My Account




My account details




Configure my account




Delete my account




Manage my mobile devices




Manage my Security Keys and Trusted Platforms




Manage my mobile phone numbers



Manage my eIDs

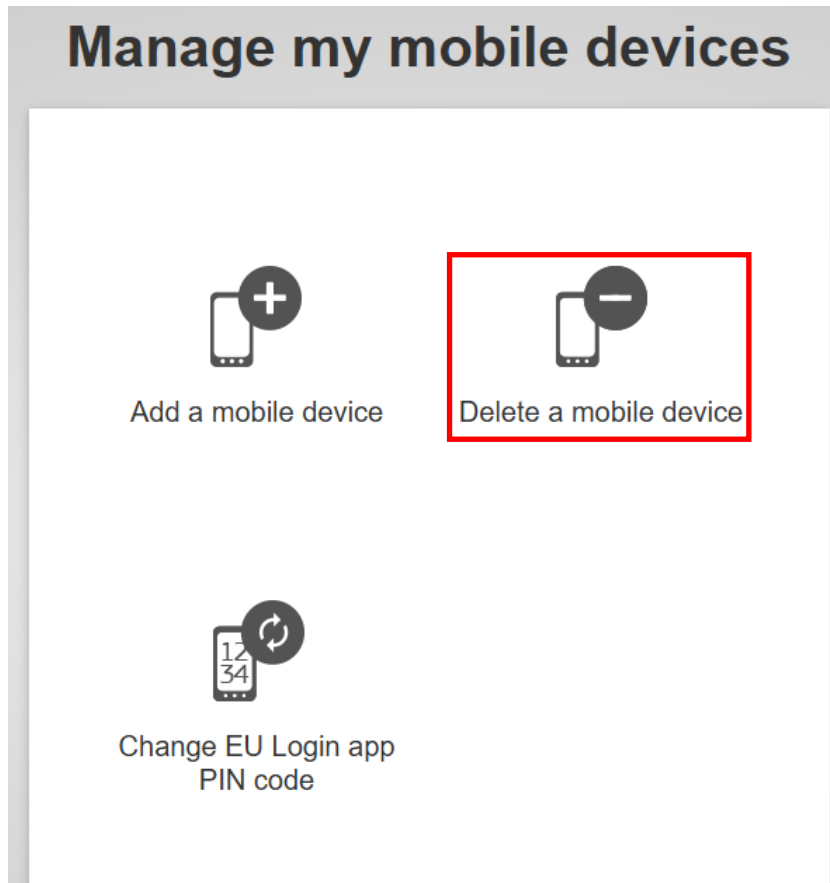


Delete all my devices and eID (PANIC)

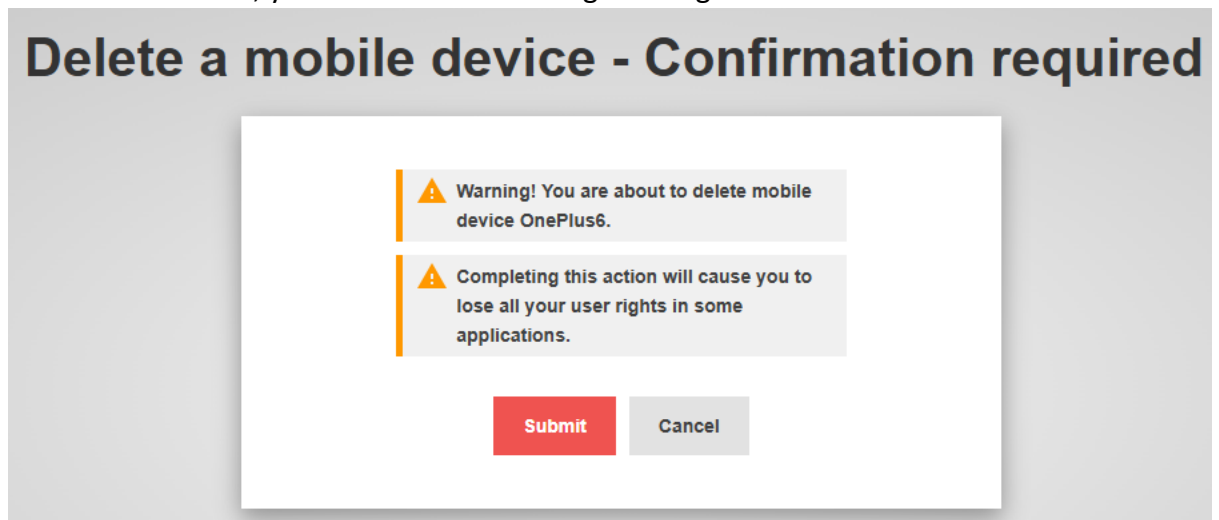


Display my sessions
You can view the sessions opened for visited applications.

5. To remove your old device, click on “Delete a mobile device”:



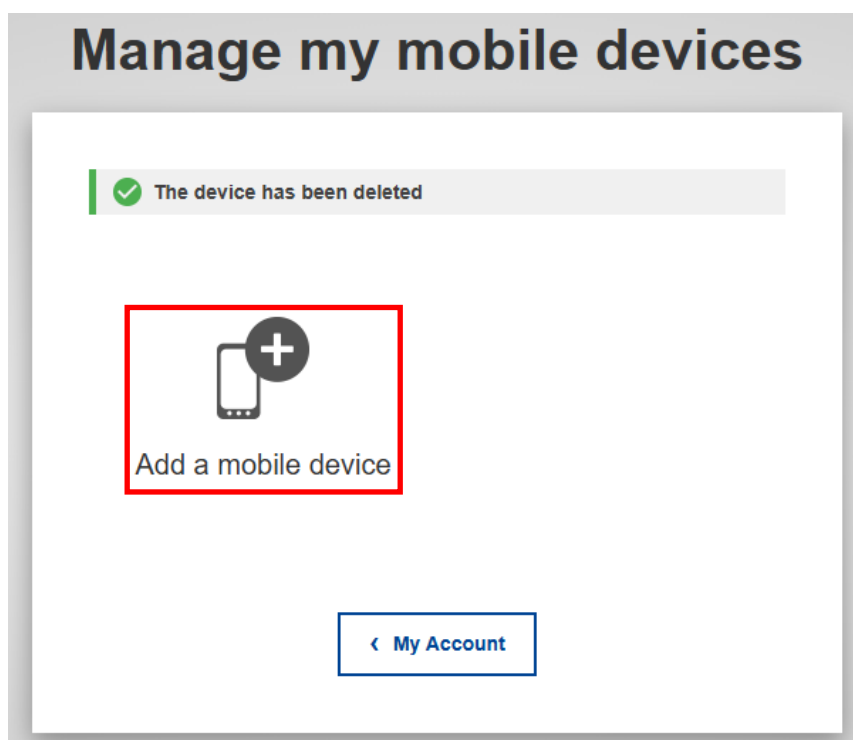
6. On the next screen, you will see the following warnings:



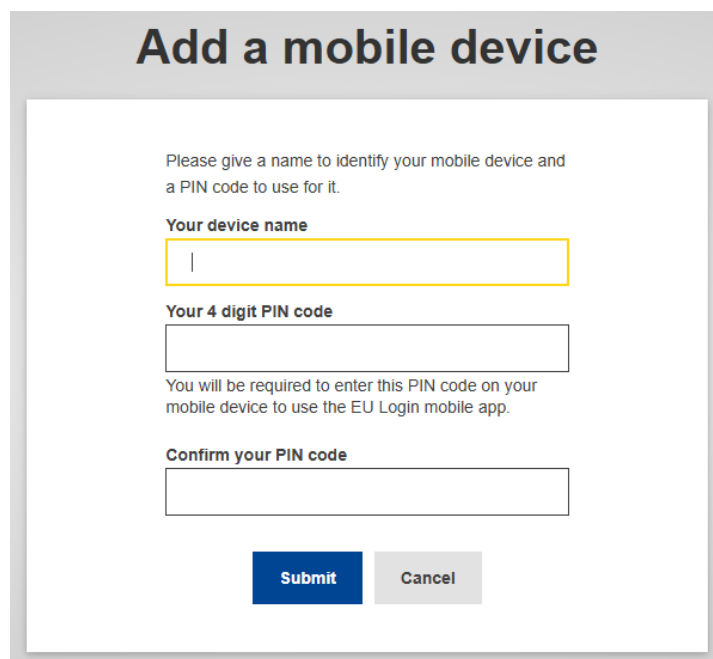
Click the “Submit” button to confirm the removal of your device

Please note, you will be able to add a new device to keep your access rights (see below), so you will not lose anything.

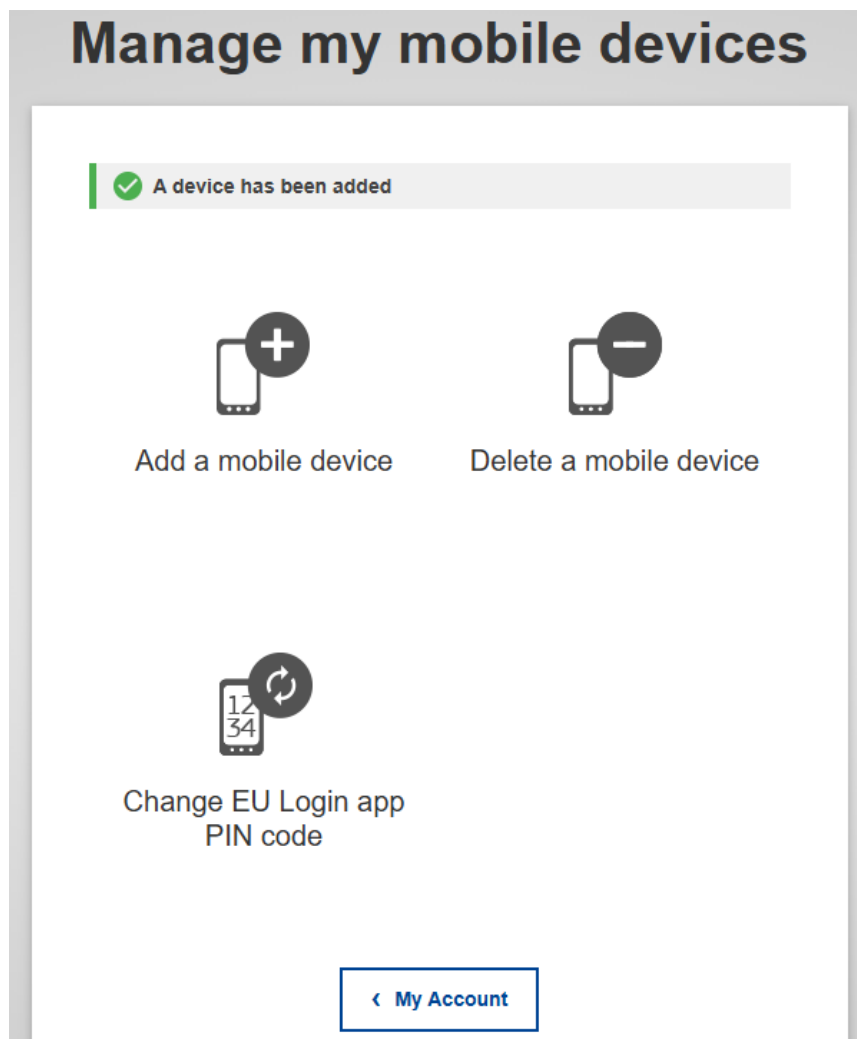
7. The system will now show you the “Manage my mobile devices” screen with a confirmation that your device has been deleted and without the options to “Delete a mobile device” or “Change EU login app PIN code”. Click on “Add a mobile device” to add your new device:



8. In the “Add a mobile device” window that appears, enter a name for your new device and a 4 digit PIN code and click the “Submit” button.





9. On the next screen you will be asked to scan a QR code to link your device to your account. To do this, open the EU login app on your new phone and click on “Initialise”, then follow the steps indicated in the app to activate or skip biometric identification setup (fingerprint or facial recognition)
10. When you have scanned the QR code in step 9 above, the “Manage my mobile devices” screen will be shown with a confirmation at the top that your new device has been added:

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11. When the above steps are complete, your phone will be coupled to your account and you will be able to log in to the CPMS (<https://cpms2.ern-net.eu/>) using the “EU login Mobile App PIN Code” option:


**EU Login Mobile App PIN Code**
Use your registered EU Login Mobile app to verify your identity.

**EU Login Mobile App QR Code**
Generate a one-time-password with the EU Login Mobile app.

PHASING OUT

**Mobile Phone + SMS**
Send a text message to a registered mobile phone number for a multi-factor authentication.

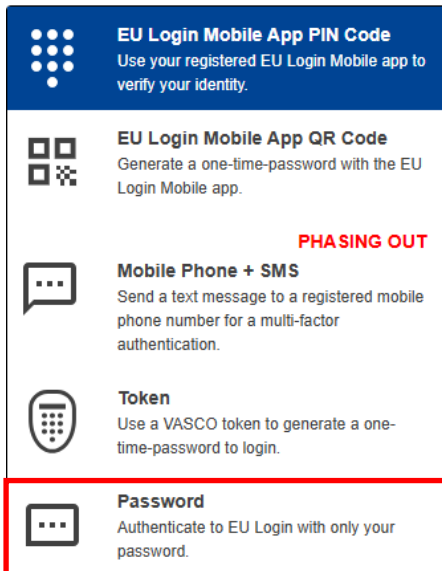
**Token**
Use a VASCO token to generate a one-time-password to login.

**Password**
Authenticate to EU Login with only your password.

Removing your old phone and adding a new phone if you do not have access to your old phone (stolen, lost or broken)

If you need to replace the phone associated to your ERN GENTURIS CPMS account, you can follow these steps if you do not have access to your old phone:

1. Go to <https://webgate.ec.europa.eu/cas> and log in using the “Password” option and your EU login credentials:



EU Login Mobile App PIN Code
Use your registered EU Login Mobile app to verify your identity.

EU Login Mobile App QR Code
Generate a one-time-password with the EU Login Mobile app.

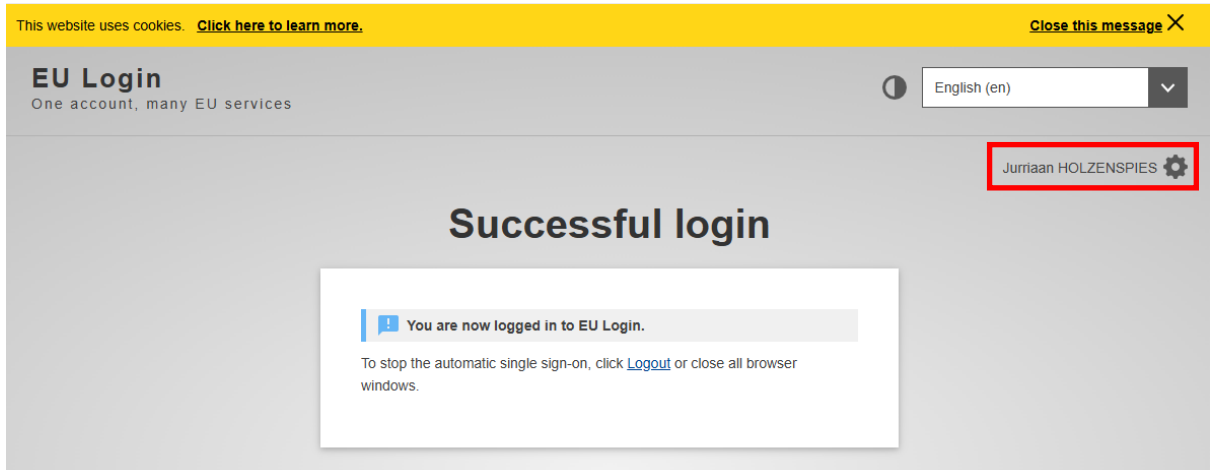
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Token
Use a VASCO token to generate a one-time-password to login.

Password
Authenticate to EU Login with only your password.

2. Upon successful login, click on your name in the top right and select “My Account”



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English (en)

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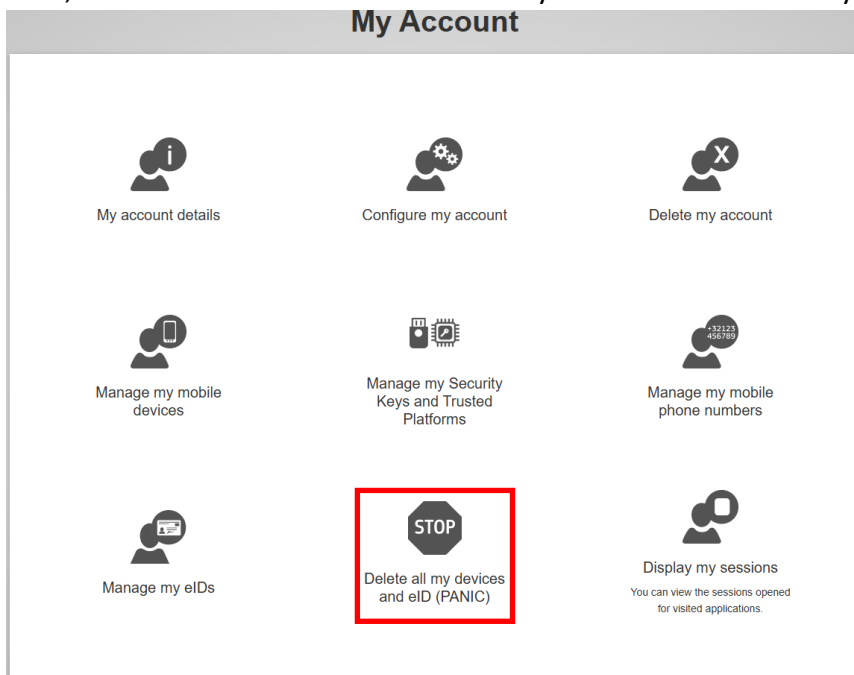
jurriaan.holzenspies@radboudumc.nl
(External)

[Change password](#)

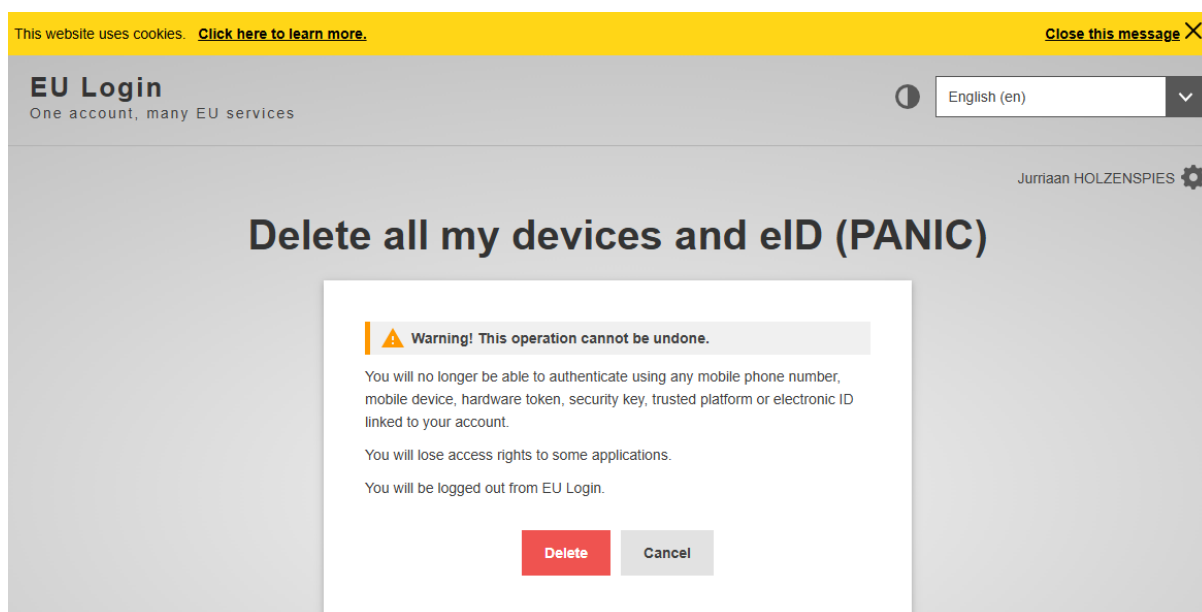
[My Account](#)

[Logout](#)

3. Next, use the PANIC button to remove any devices associated to your account.

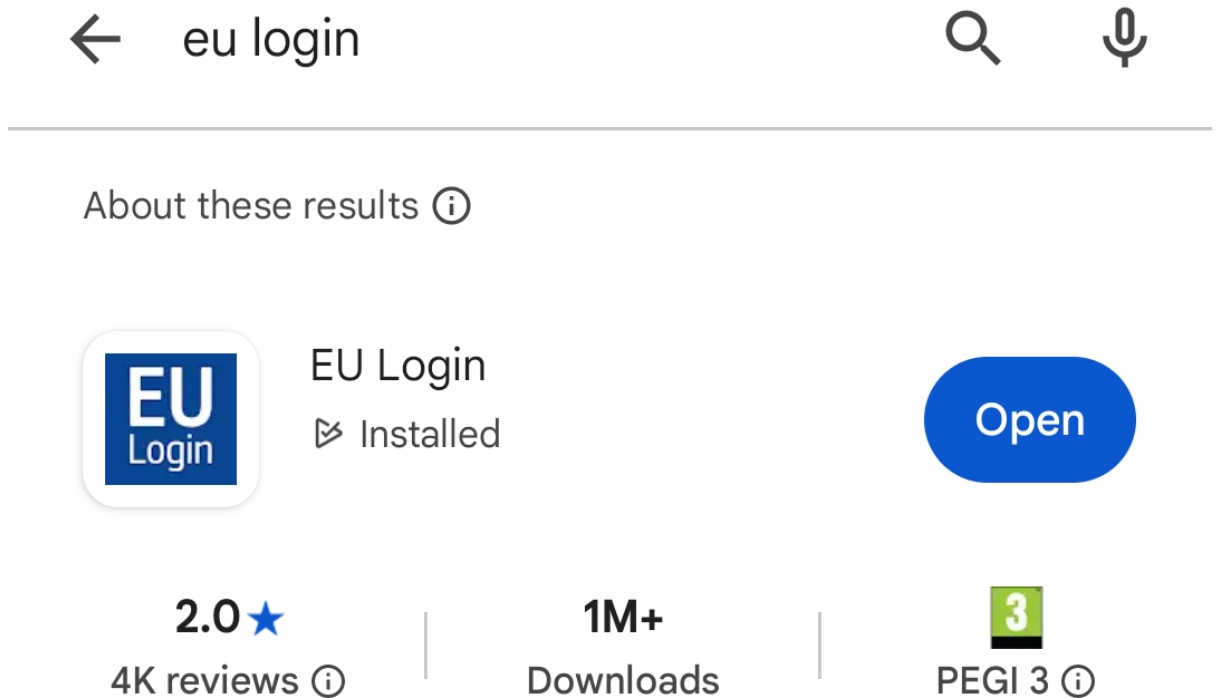


When using the PANIC button, you will receive the following warning:

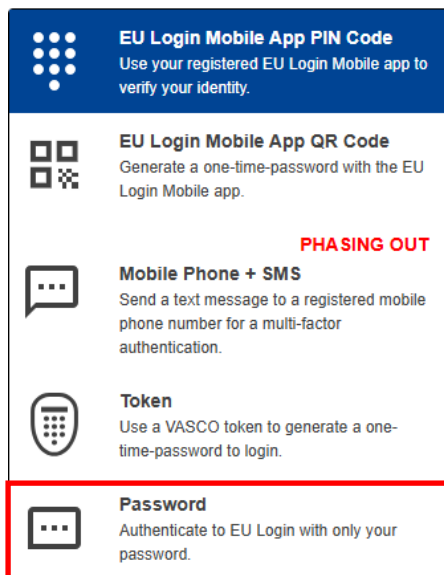


Click "Delete" to remove all devices from your account.

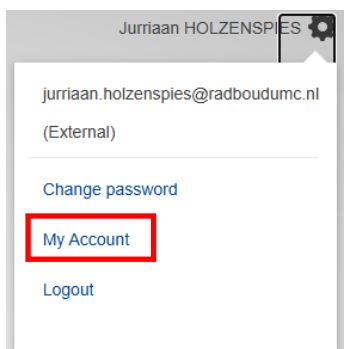
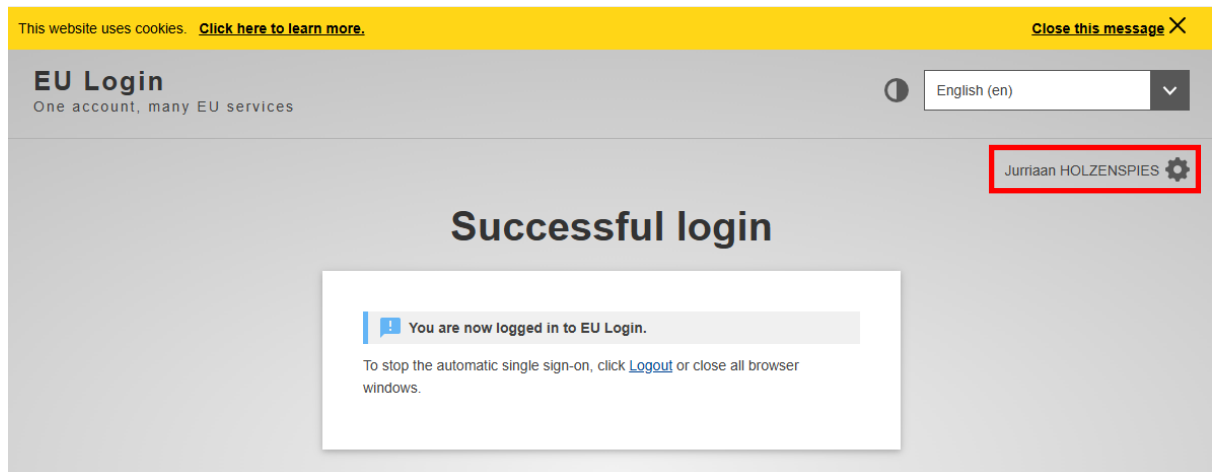
- On your new phone, go to the app store/play store and download and install the “EU login” app:



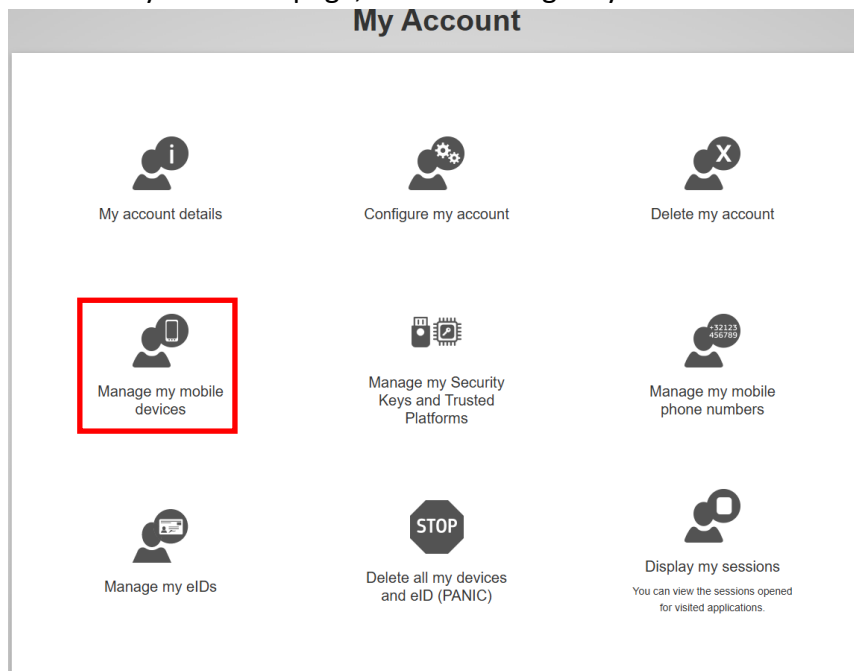
- On your computer, go to <https://webgate.ec.europa.eu/cas> and log in using the “Password” option and your EU login credentials:



6. Upon successful login, click on your name in the top right and select “My Account”



7. On the “My Account” page, select “Manage my mobile devices”



8. Next, click “Add a mobile device”. *Please note, the “Delete a mobile device” and “Change EU Login app PIN code” options will not be available, because you have just removed your old devices using the panic button.*


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Manage my mobile devices



Add a mobile device



[Delete a mobile device](#)



Change EU Login app
PIN code

[← My Account](#)

9. On the next screen, enter a name and a pin code for your device and click “Submit”

Add a mobile device

Please give a name to identify your mobile device and a PIN code to use for it.

Your device name


Your 4 digit PIN code

You will be required to enter this PIN code on your mobile device to use the EU Login mobile app.

Confirm your PIN code


[Submit](#) [Cancel](#)

10. After completing the above steps, you will be asked to scan a QR code to link your device to your account. To do this, open the EU login app on your new phone and click on “Initialise”, then follow the steps indicated in the app to activate or skip biometric identification setup (fingerprint or facial recognition)
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