
EUROPEAN REGISTRY Data sheet N°5:

Change of smartphone Change of e-mail address

When you change your [smartphone](#), or [email address](#), you **must** reflect this change in “EU Login”, ***national administrators cannot do this change on your behalf.***

A. You have changed your smartphone¹

Install the “EU Login” mobile app on your new smartphone and link it to your EU Login user account. Make sure that the notifications are enabled for the “EU Login” mobile app (settings of the smartphone)².

Important: “EU login” application installed on your smartphone **only works if you have set a PIN code to unlock your smartphone.**

Option 1: You still have access to your old smartphone, and you can still login into the Registry with it.

1. Open the “EU Login” web site by clicking on the following link:
<https://webgate.ec.europa.eu/cas/login>
2. Connect to the “EU Login”, using the verification method “**EU Login Mobile App QR Code**” **with your old smartphone.**
3. Once connected, drag your mouse on your name (top right side of the screen) and Click on “**My Account**” in the pop-up menu.
4. On « My account » page, click on “**manage my mobile devices**”, then choose “**add a mobile device**” and follow the instructions on the screen: enter a device name and **create a 4 digits PIN code**. Confirm the PIN code and click the “**submit**” button.
5. A **QR code** will be displayed on the next page. **With your new smartphone**, launch the application “EU Login”, chose “Initialize” and scan the QR code on the computer screen. Your smartphone will ask you for the **PIN code you have created on the previous step.**
6. If you are using an **Android smartphone, you may need** to validate the notification received on your smartphone. If you’ve received a message on the top of your

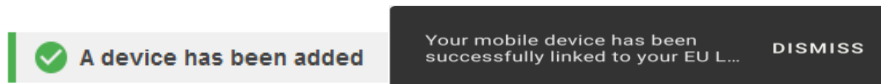
¹ Or you have deleted the application “EU Login” from your smartphone.

² If your smartphone is running with Android OS: Settings -> Apps -> Search for the “EU Login” mobile app and tap on it -> Notifications -> Tap “Allow notifications” to enable them (it can be different depending on the phone device brand).

If your smartphone is running with iOS: Settings -> search for “EU Login” mobile app and tap on it -> Notifications -> Tap “Allow notifications” to enable them.

smartphone saying that you have received a notification from EU Login, please validate the notification.

7. On your smartphone, you will see the message “**Device registration successful**” and on your computer screen, you can see the message “**a device has been added**”.

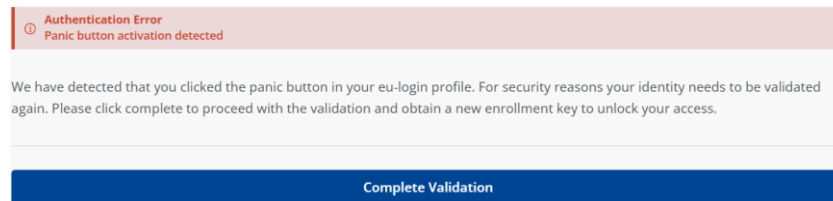


8. The first time you will use your new smartphone to connect to the Union Registry (<https://unionregistry.ec.europa.eu/euregistry/FR/index.xhtml>) using the verification method “App EU Login with QR Code”, you will get a message with yellow background saying that your smartphone is not the one recorded in the Union Registry, and you will have the choice between two buttons : “Login” or “Device Registration”. Please choose “**Device Registration**”. This choice will create a task for the National Administrator. After the task’s validation by the National Administrator, you will be able to connect to the Union Registry.

Option 2: You do not have your old smartphone or you have deleted the “Eu Login” mobile app from your old smartphone.

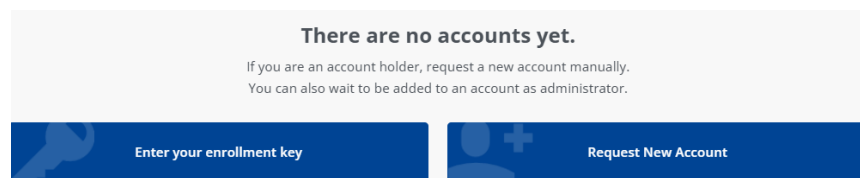
1. Open the “EU Login” web site by clicking on the following link: <https://webgate.ec.europa.eu/cas/login>
2. Sign in using the verification method “**Password**”.
3. Once connected, drag your mouse on your name (top right side of the screen) and you will see a pop-up menu. Click on “**My Account**”.
4. Then click on “**STOP: delete all my devices and eID (PANIC)**”.
5. Click on “**delete**” button, on the confirmation screen. A page confirming you have logged out appears. Click on the “Login” button on the top right side of the screen.
6. Sign in using the verification method “**Password**”.
7. Once connected, drag your mouse on your name (top right side of the screen) and you will see a pop-up menu. Click on “**My Account**”.
8. Select “**Manage my mobile devices**” and follow the instructions on the screen: enter a device name, **create a 4 digits PIN code**, confirm the PIN code and click on “**submit**” button.
9. A QR code will be displayed on the next page. **With your smartphone**, launch the “EU Login” mobile app, chose “Initialize” and scan the QR code on the computer screen. Enter the **PIN code you have created on the previous step**.
10. If you are using an **Android smartphone**, you may need to validate the notification received on your smartphone. If you’ve received a message on the top of your smartphone saying that you have received a notification from EU Login mobile app, please validate the notification by sliding your finger down from the top of your smartphone. You will see the list of notifications, then tap on the notification of EU login to validate it.
11. On your smartphone, you will see the message “**Device registration successful**” and on your computer screen, you can see the message “**a device has been added**”.

12. The first time you will use your new smartphone to connect to the Union Registry (<https://unionregistry.ec.europa.eu/euregistry/FR/index.xhtml>) using the verification method “**App EU Login with QR Code**” you will see the following message :



Click on “**Complete Validation**” button and make a screenshot of the next page. The application will create a task for the national administrators.

13. Send an e-mail to the administrators of the GHG registry with the screenshot, explaining that you have followed the smartphone change and have clicked on “**STOP: delete all my devices and eID (PANIC)**”.
14. Admins will validate the pending task and inform you once the task is validated. You will be able to connect into the GHG Union Registry only after the validation of the task. Admins will send you your **new enrolment key by SMS**.
15. Once you receive the enrolment key, you can log into the GHG Union Registry (<https://union-registry.ec.europa.eu/ar/#/FR>) using the verification method “**App EU Login with QR Code**”. You will see the following message:



16. Click on “**Enter your enrolment key**” button. Then enter your new enrolment key received by SMS and click on the “**Enroll**” button.

You have access to the GHG Union Registry.

B. You have changed your e-mail in « EU Login »

1. Open the “EU Login” website by clicking on the following link:
<https://webgate.ec.europa.eu/cas/login>
2. Connect to the “EU Login”, using your **old e-mail address** and your password.
3. Once connected, drag your mouse on your name (top right side of the screen) and Click on **“My Account”** on the pop-up menu.
4. On « My account » page, click on **“Modify my personal data”**.
5. Replace your old e-mail by the new one and click **submit** button.
6. You will receive an e-mail on your new e-mail address asking you to confirm the change. You will need to **click on the link** to confirm the e-mail change.
7. Please **fill in the form** at the end of this document, sign it and send it back to us.

FORM “change of e-mail”

Company Name:
Account Number:

Authorized Representative concerned

SURNAME: Forename:
OLD e-mail address:
NEW e-mail address:

Date:-.....-.....

Original Signature (required):

The signature must match the signature on your ID or Passport

Confirmation by the Legal Representative

SURNAME: Forename:

Date:

Signature (Electronic or handwritten)

Please send the form in pdf format to: registrefrancais-ges@caissedesdepots.fr ; RegistreGES-Maritime-FR@caissedesdepots.fr ; REGISTRE-AVIATION-FR@caissedesdepots.fr

Or by post mail to:
CAISSE DES DEPOTS
Registre Français des GES
DPS – DGFS- PGM100
56 rue de Lille
75007 Paris - France

Caisse des Dépôts, located at 56 rue de Lille - 75007 PARIS, as data controller, processes the data collected to administer and manage the French part of the greenhouse gas registries. To find out more about the management of your personal data and to exercise your rights, please consult our [data protection policy](#)