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## EUROPEAN REGISTRY Data sheet N°5:

### Change of mobile phone number Change of smartphone Change of e-mail address

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

#### **A. You have changed your mobile phone number in “EU Login”**

You have two options:

**Option 1:** You still have access to your old phone number, or you haven't changed your smartphone. You should first add your new phone number in “EU Login”, then remove your old phone number from “EU Login” by following the steps

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 your e-mail address and your 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. On « My account » page, click on **“Manage my mobile phone numbers”**. At this stage, you will need to log in once again, using the verification method:
  - **“mobile phone + SMS”**. Use your **old mobile phone** number to authenticate (**‘+’ and ‘country code’ and ‘phone number’, no space**).
  - **Or “App EU login with QR code”** if you do not change your smartphone.
5. Once connected for the second time, click on **“add a mobile phone number”**, enter your **new mobile phone** number (**‘+’ and ‘country code’ and ‘phone number’, no space**) and click on **add** button. You will receive a confirmation code by SMS on your new mobile phone number, please enter the code into the web application to validate the new mobile phone number.
6. Once the new mobile phone number added, delete your old mobile phone number by clicking on **“Delete a mobile phone number”** in the **‘Manage my mobile phone number’** page. Enter your **old mobile phone** number (**‘+’ and ‘country code’ and**

'phone number', no space) and click on **delete** button (twice, the second time is for confirmation). You will receive a confirmation of the deletion by SMS on your new mobile phone number.

7. Please fill in the form at the end of this document, sign it and send it back to us.

**Option 2:** you no longer have access to your old mobile phone number, and you have changed your smartphone: you need to delete all your mobile devices and numbers from "EU Login", and add your new mobile phone number in "EU Login" as instructed below:

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 your e-mail address and your 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. On « My account » page click on "**STOP: delete all my devices and eID (PANIC)**"
5. Click on **delete** button, on the confirmation screen. *Once you have validated the deletion of all your mobile phone numbers and devices, you will need to enter a new enrollment key. Ask for it by sending an e-mail to the Registry administrators.*
6. Add your new mobile phone number by following **steps 1 to step 5 from option 1** (you will not need to login a second time on step 4, because all your mobile phone numbers have been deleted from "EU Login" database).
7. Registry administrators will send you an enrollment key. You will have to enter it during your next connection to the European Registry of GHG (<https://ets-registry.webgate.ec.europa.eu/euregistry/FR/index.xhtml>)

## **B. You have changed your smartphone<sup>1</sup>**

You should install the application “EU Login” on your new smartphone. Make sure that the notifications are enabled for the Application “EU Login” (settings of the smartphone)<sup>2</sup>.

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

**Option 1:** you haven’t changed your phone number and you have recorded your phone number in “EU login” (web site): delete your old smartphone in “EU Login” (web site) first, and then add your new mobile device in “EU Login” (web site).

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 **“mobile phone + SMS”**.
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. On « My account » page, click on **“manage my mobile devices”** then choose **“delete a mobile device”** and click on submit button.
5. Once the old mobile is deleted from the “EU Login” web site, click on **“add a mobile device”** and follow the instructions on the screen: give a name to your smartphone, **create a 4 digits PIN code**, confirm the PIN code and click on **“submit”** button
6. A QR code will be displayed on the next page. **With your 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**.
7. 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, 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.
8. 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”.

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<sup>1</sup> Or you have deleted the application “EU Login” from your smartphone

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

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.

9. 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 a National Administrator. A National Administrator will contact you by email before validating the task. You can connect to the Union Registry, after the validation of the National Administrator.

**Option 2:** you have changed your phone number, or you haven’t recorded your phone number in “EU login” (web site): record you phone number first by following the chapter A, option 2. Then follow the chapter B, option 1.

### ***C. You have changed your e-mail in « EU Login »***

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 your **old e-mail address** and your 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. 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 “MODIFY YOUR ACCOUNT INFORMATION”**

**Company Name:** .....

**Account Number:** .....

**Authorized Representative concerned**

**SURNAME:** ..... **Forename:** .....

**OLD mobile phone number or e-mail address:** .....

**NEW mobile phone number or e-mail address:** .....

**Note:** Please enter telephone number preceded by “+” sign. For example, for France: +336XXXXXXXX or +337XXXXXXXX

**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 signature

**Please send the form in pdf format to:**

[registrefrancais-ges@caissedesdepots.fr](mailto:registrefrancais-ges@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](#)*