

TWO-STEP VERIFICATION – FREQUENTLY ASKED QUESTIONS

The purpose of this document is to summarise frequently asked questions on EIOPA's login process using two-step verification. This document will be updated when additional questions of general importance are raised.

Changes to the Extranet

Is two-step verification here to stay?

Yes. To strengthen security, you will always need to complete both steps from now on. For some users who used to be presented with multiple log-in prompts, the change also improves their user experience.

Will the link to the Extranet change?

No, the link will stay the same: <https://extranet.eiopa.europa.eu>

Will the process to register new users change?

No, the process stays the same. Just be aware that the password you choose during the registration will only be temporary. Once you have set up two-step verification, the initially chosen password becomes obsolete.

Invitation email

1. Is there a deadline for users to complete the two-step verification process?

No, there is no deadline. However, access to EIOPA's ICT services will not be possible until the setup has been completed.

2. Is there a deadline to respond to the invitation email sent by EIOPA?

No, there is no deadline. Please see above.

3. I thought the invitation email I received was spam and I deleted the email. What can I do?

Please first check if you can find the email in your 'Deleted Items' folder. Otherwise, please contact [EIOPA Help Desk](#) to send you another invitation email.

4. Do I need to search the junk folder if I am missing EIOPA's invitation email?

Yes, please search in your junk folder.

5. Which of EIOPA's ICT services will be protected with two-step verification?

Two-step verification will be activated for EIOPA's Extranet, the PEPP Register and the Collaboration Platform for PEPP and Cross-Border Notifications. To access these services, you have to complete the setup process.

Login and passwords

6. I no longer have an email address registered with EIOPA (for example because I have been on long-term leave). How can I log in?

A valid email address has to be registered with EIOPA. If this is not the case, you will not be allowed to access EIOPA's ICT services.

7. Will I still need my old EIOPA password?

In most cases you will not need your old EIOPA password anymore. It will be replaced by the method chosen for the two-step verification process.

8. I connect with my password and get an 'Incorrect password' error message. What's wrong?

First, please make sure that you do not use your old Extranet password anymore. Instead, enter the password you used during the two-step verification setup process.

Otherwise, you may have entered a wrong password. Please try again with the correct one.

If this does not work, please follow the 'Forgotten your password?' link.

9. I recently changed my password, but my new password is no longer accepted. What can I do?

Try to connect with another browser. If this fails, the issue is probably linked to your computer setup (e.g., related to cookies or cached information). Please consider navigating to your browser settings to clear your cookies and cache.

10. I have very recently set a new password used to login to my organisation, but I can't remember it. What should I do?

For security reasons, you may have to wait for 30 minutes before you can change your password again. If you try too early, the system will display an error. If your account is managed by your own organisation and not EIOPA, you may be able to follow an internal procedure for assistance.

11. I tried to reset the password used when I login to my organisation, but I haven't received the confirmation email to reset it. What can I do?

Make sure that the email is not in the 'Spam' or 'Junk' folder in your mailbox and try again. If you are stuck, you may be able to follow an internal procedure for assistance.

12. I don't remember my password and no longer have access to the email address linked to my account with EIOPA.

Please contact [EIOPA Help Desk](#). You will likely have to re-register with your new email address.

13. What do I need to do when my account is blocked?

Please contact the [EIOPA Help Desk](#) if you cannot log in for this reason.

14. How do I log out of EIOPA's ICT services and why is it important to do so?

The easiest and safest way is to close your browser (all windows). It is especially important to log out of [MyApps](#) if the computer you are using is used by others. In any case, you should not use public computers to access EIOPA ICT services.

Using the Authenticator App

15. How do I set up the Microsoft Authenticator App on my phone?

First, install the app for iOS or Android. Then, in the app, add an account via the 'plus'-sign and choose "Work or school account". Finally, scan the image shown during setup process.

16. Can I install the Microsoft Authenticator app on a second mobile device?

Yes. Follow the instructions given in the previous question.

17. How do I change or update my authentication method?

Go to [MyApps](#) and choose 'My Account'. Click on 'Security Info'. Change or update your authentication method there.

18. Can I use the Microsoft Authenticator app for multiple accounts?

Yes. Simply add a different account in the app.

19. Why do you not offer verification via text message? And why do I need to type in numbers?

We have been following CERT-EU's security advice when configuring the process.

20. I have a new device (e.g., a smartphone) replacing the one on which the Microsoft Authenticator app was installed. What do I need to do?

Please register the new mobile device:

- ▶ Go to [MyApps](#)
- ▶ On the MyApps page, click on 'My Account'
- ▶ Select 'Security Info'
- ▶ Select 'Delete' on the Microsoft Authenticator method
- ▶ Start the two-step verification process and register the new device
- ▶ If you can't access the old mobile and already have the new one, please contact ITSupport@eiopa.europa.eu to reset your authentication method.

21. Why should I add multiple authentication factors?

The addition of another factor will help you to keep and regain access. In addition, if you lose one authentication factor (e.g. your mobile phone), you will still be able to authenticate with another. Please bear in mind that in this case the second authentication factor is mandatory and impossible to login without it.

Receiving a phone call to authenticate

22. How do I add, change, or remove a mobile number used in the authentication process?

- ▶ Go to [MyApps](#)
- ▶ On the MyApps page, click on 'My Account'
- ▶ Select 'Security Info'
- ▶ Select 'Add sign-in method', 'Change' or 'Delete'

23. My mobile device has been stolen or lost.

You need to de-register your device:

- ▶ Go to [MyApps](#)
- ▶ On the MyApps page, click on 'My Account'
- ▶ Select 'Security Info'
- ▶ Select 'Delete' phone

Help Desk

24. I still need help.

Depending on the issue, please contact your organisation's support service (e.g., if your account is managed by your employer) or [EIOPA Help Desk](#).