



Council of the European Union
General Secretariat

DELEGATES PORTAL

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User guide

EU Login - Multi-Factor Authentication (MFA)

Table of Contents

Table of Contents	2
1. Introduction	3
2. Timeline	4
2.1. Phase 1	4
2.2. Phase 2	4
3. Logging into Delegates Portal	5
3.1. Scenario A: Users with an active Delegates Portal and an EU Login account	6
3.2. Scenario B: Users with an active Delegates Portal account without an EU Login account	11
3.3. Scenario C: New users requesting access to Delegates Portal	13
4. Additional Information about EU Login	14
5. Contacts	14

1. Introduction

Delegates Portal will require EU Login Multi-Factor Authentication (MFA) to authenticate users, aiming to enhance the security of user accounts and access to sensitive information.

Access to the platform will require an EU Login along with two types of authentication factors, making it significantly harder for unauthorised users to gain access.

From now on, there will be an additional layer of authentication beyond the password, defined as the **first verification factor**.

The **second verification factor** requires users to provide a second piece of information, such as a unique code from a mobile application, a token, or a text message to verify their identity and grant access to the platform. This process enhances security by adding an extra step that is more challenging for unauthorised users to bypass.

Delegates Portal users are required to have two different accounts to access the system:

- 1) a **Delegates Portal account**, specific to the platform and used to provide personalised access based on the user's role, permissions, and preferences;
- 2) an **EU Login account**, for the enhanced authentication mechanism.

Currently, there are three categories of users:

- 1) Users with an active Delegates Portal and EU Login account;
- 2) Users with an active Delegates Portal account who do not yet have an EU Login account;
- 3) New users requesting access to Delegates Portal.

2. Timeline

We plan the transition to the new scheme in two phases, tailored to ensure seamless integration with EU Login MFA.

2.1. Phase 1

This will start from **mid-September 2023** and will concern local, system and support **administrators** of the Delegates Portal.

2.2. Phase 2

This will start from **mid-October 2023** and will concern all other accounts on the platform. The transition should be complete by the end of 2023.

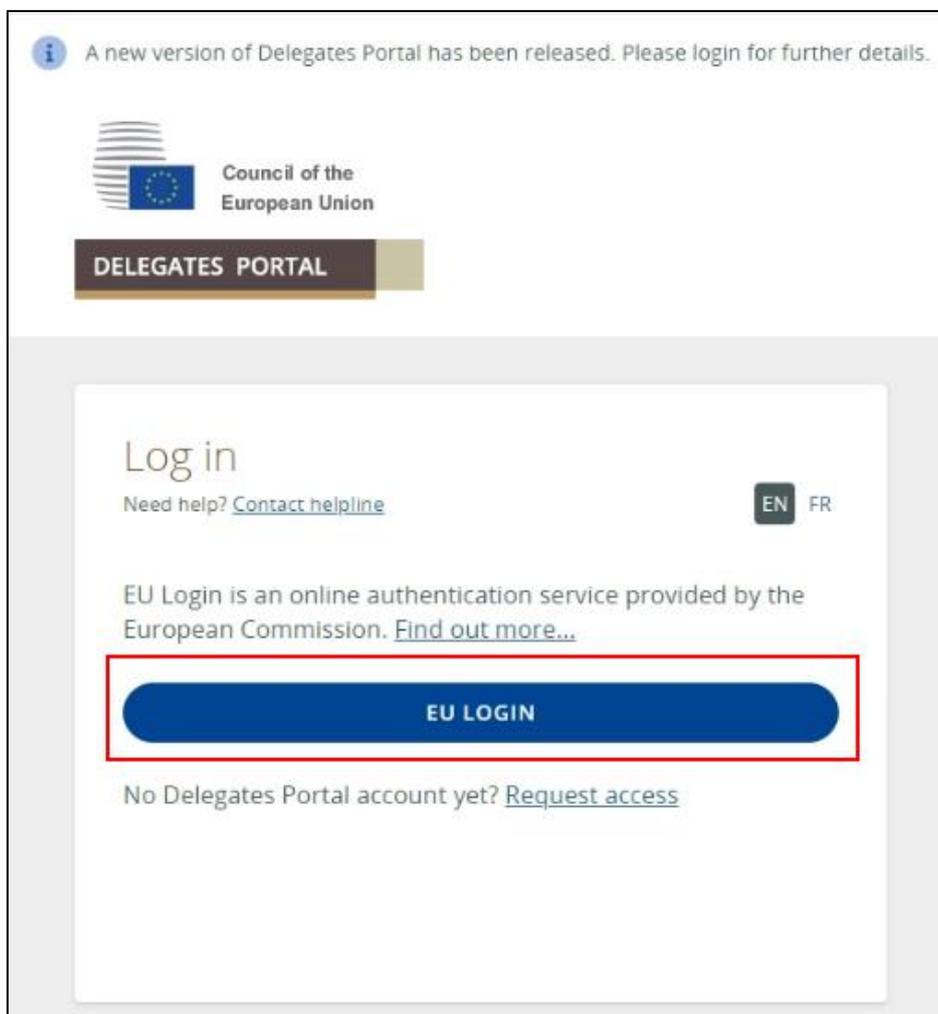
This documentation provides a detailed description of the steps required to log in, for the three categories of users in each phase.

3. Logging into Delegates Portal

Depending on the active phase we are in, Delegates Portal login page will be gradually modified to shift to the exclusive use of EU Login.

From **mid-October 2023**, all remaining users will have to use the EU Login MFA for logging into Delegates Portal. Consequently, Delegates Portal login page will stop displaying the two options. It will show only the EU Login interface with MFA enabled.

Click on the **EU LOGIN** button and follow the next steps:

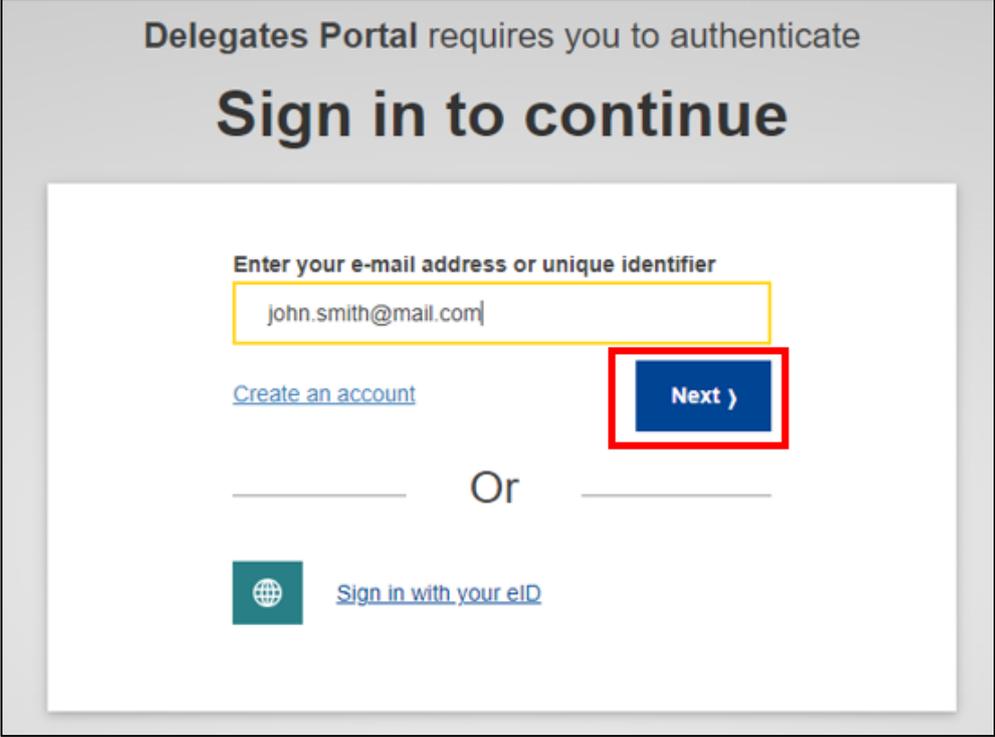


Phase 2: Delegates Portal login page with only the EU LOGIN MFA option

You will be redirected to the EU Login authentication form.

3.1. Scenario A: Users with an active Delegates Portal and an EU Login account

If you have an **EU Login** and a **Delegates Portal account**, proceed by writing your **e-mail address or unique identifier** and then, click on **NEXT**:



Delegates Portal requires you to authenticate

Sign in to continue

Enter your e-mail address or unique identifier

[Create an account](#)

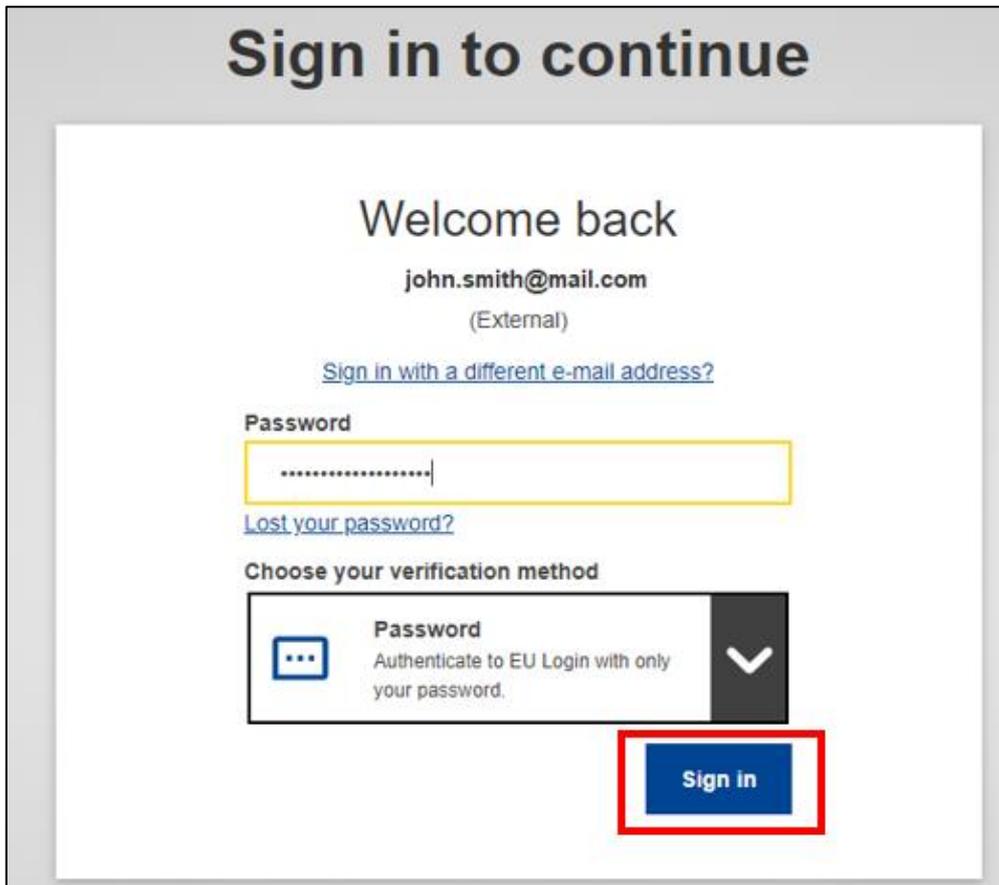
[Next >](#)

Or

 [Sign in with your eID](#)

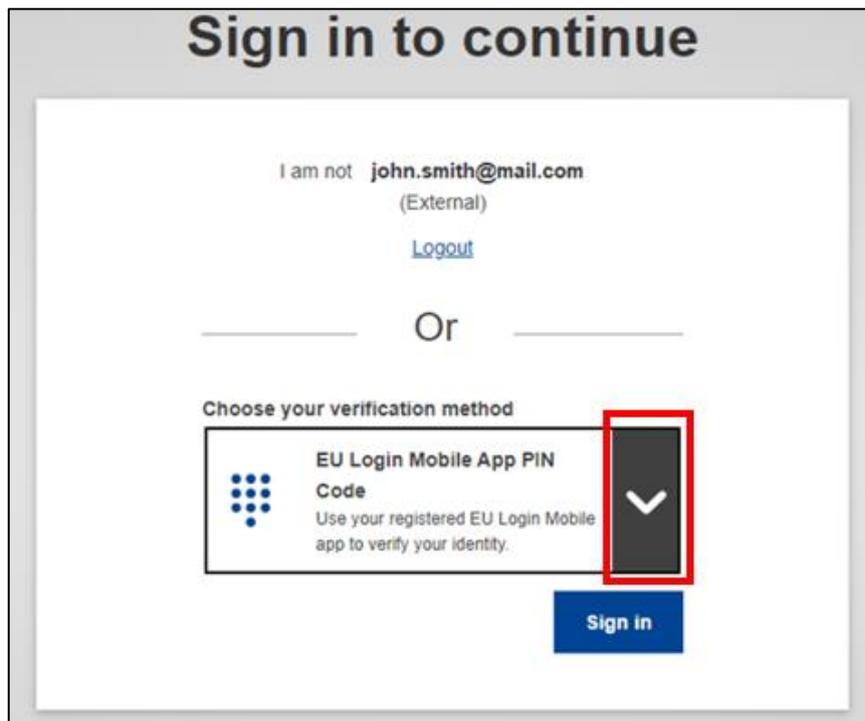
Phase 2: Typing your EU Login e-mail to access your DP account

2) Then, type your EU LOGIN **password** and click on **Sign in**:



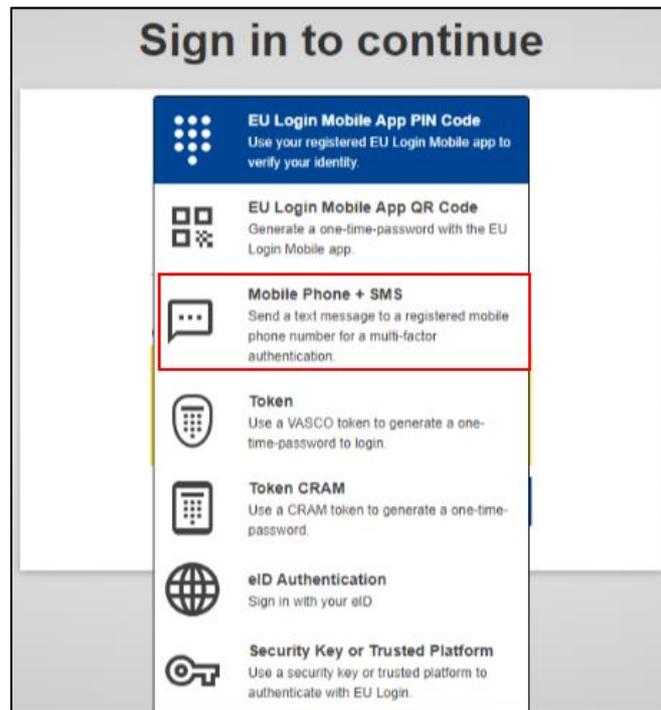
Phase 2: Typing your EU LOGIN password to access your DP account

- 4) At this point, you will be required to choose the preferred verification method for the second factor from the list by clicking on the down-arrow:



Phase 2: Choosing preferred verification method to authenticate

4) Choose the preferred verification method for the second factor, for example, **Mobile Phone + SMS** option:



Phase 2: Choosing the preferred second authentication factor option: Mobile Phone + SMS

For further details about each verification method, refer to the [EU Login manual](#).

5) Type your mobile phone number and then, click on **Sign in**:

Sign in to continue

I am not **john.smith@mail.com**
(External)
[Logout](#)

Or

Choose your verification method

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

Mobile phone
+32470123456
International format including country code, e.g. for Belgium: +32 123 45 67 89

Sign in

Phase 2: Typing your mobile phone number to access your Delegates Portal account

6) The input you need to provide for identity validation will vary based on your chosen verification method for the second factor.

If you chose the **Mobile Phone + SMS** option, you will receive an SMS containing a code on your mobile phone. This code should be entered into the EU Login authentication option.

Sign in to continue

Authentication by SMS text challenge

Enter the *challenge* sent to your mobile phone by SMS text message. It might take several minutes for the message to reach your mobile phone.

Mobile phone number

SMS text challenge

 - -

Sign in

Phase 2: Typing the code received by SMS on your mobile phone

7) You should now be logged into your Delegates Portal account.

3.2. Scenario B: Users with an active Delegates Portal account without an EU Login account

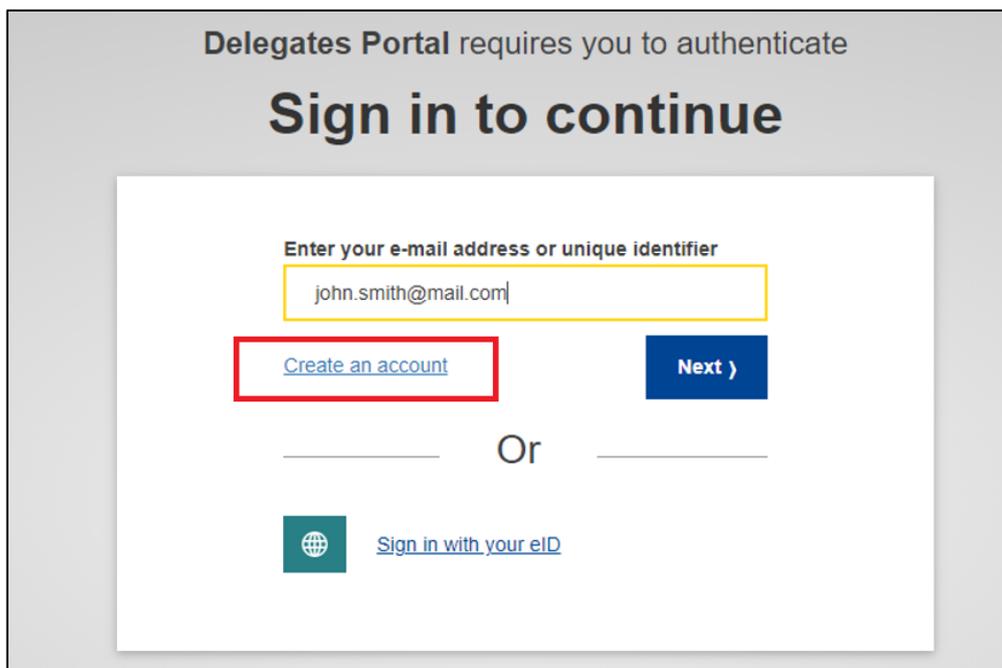
If you already have an active **Delegates Portal account**, but you do not have an **EU Login account**, you are required to:

- Create an EU Login account;
- Link the two accounts together.

Creating an EU Login account

To create a new EU Login account, click either:

- On the *Create an account* link, once the system redirects you from the initial page to the EU Login authorisation form:



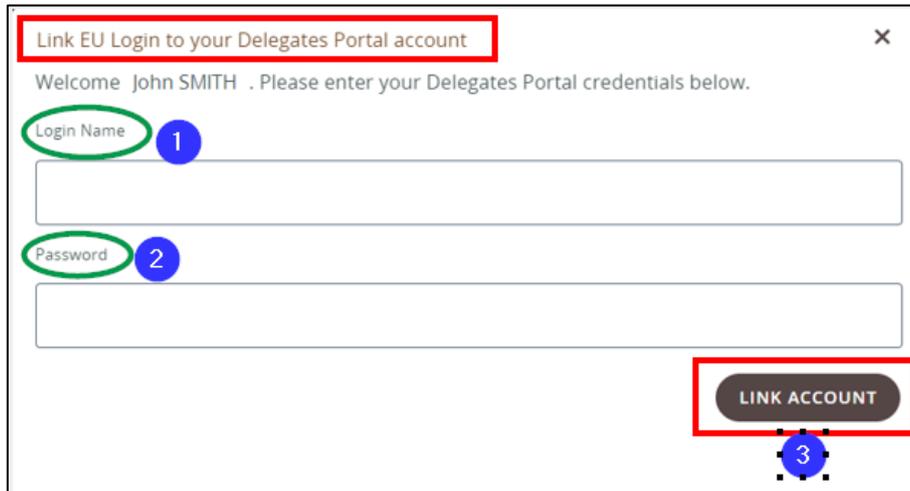
Phase 2: Creating an EU Login account

- Or go directly to the page <https://webgate.ec.europa.eu/cas/login>.

For further details on how to create an **EU Login account**, please refer to the [EU Login manual](#).

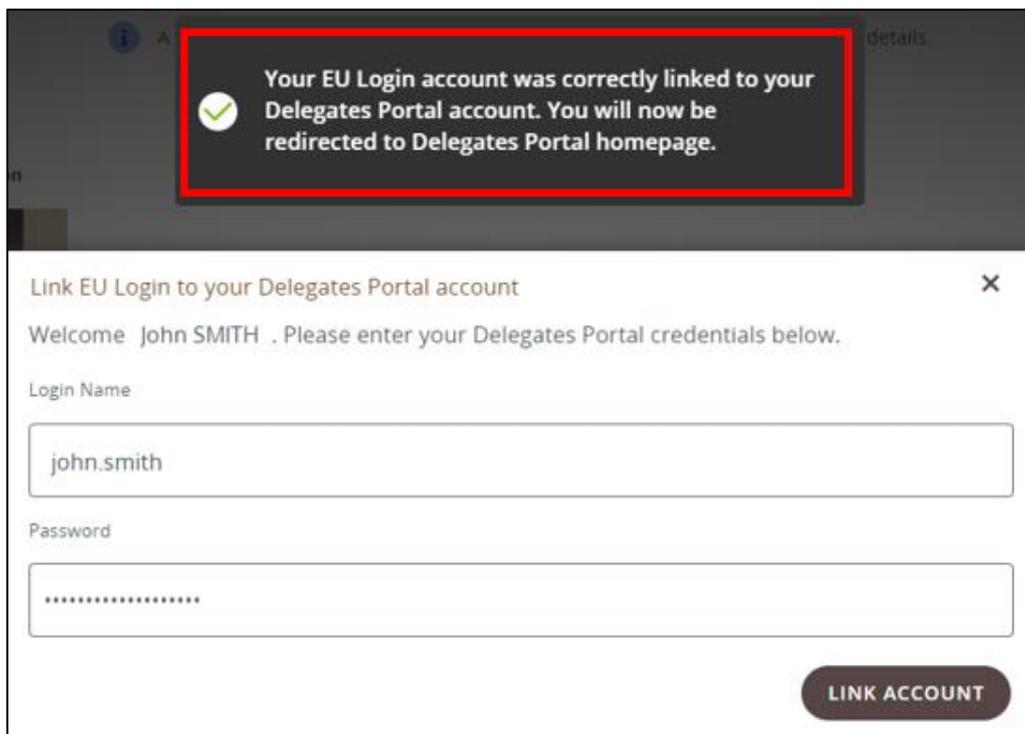
Linking your EU Login account to your Delegates Portal account

After successfully creating an EU Login account, the system will automatically require you to link your Delegates Portal account with an EU Login account.



Phase 2: Linking your EU Login to your Delegates Portal account

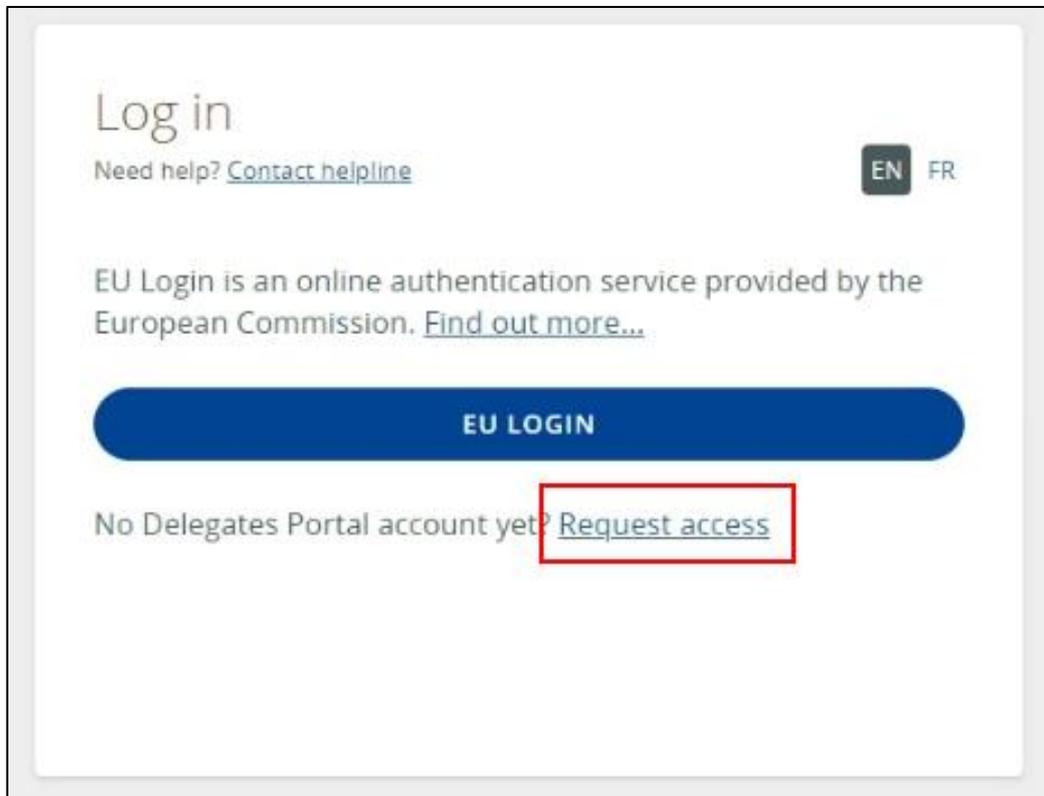
Type your correct Delegates Portal login name **1**, password **2**, and then click on **LINK ACCOUNT** **3**. The following success message will be displayed:



Phase 2: Linking success message

3.3. Scenario C: New users requesting access to Delegates Portal

If you are a new user and you do not have a Delegates Portal account yet, click on the **Request access** link, displayed on the main page:



Phase 2: Requesting access to get a new Delegates Portal account

The system will guide you through the next steps.

For further details on how to request access to Delegates Portal, please refer to the [manual](#).

4. Additional Information about EU Login

Additional information about EU Login can be found in the official [EU Login manual](#).

The manual covers a range of topics, such as:

- Procedures for authenticating using EU Login;
- The process of creating an EU Login account;
- Steps to log in using an EU Login account;
- Selection of a verification method;
- Installation and initiation of the EU Login Mobile App.

5. Contacts

Should you wish to obtain more detailed information, please do not hesitate to contact us at delegates.support@consilium.europa.eu.