

Creating an account in EUSurvey prior to the EURGen-RefLabCap workshop on Capacity Building

For the capacity mapping exercise, we recommend that the EURGen-RefLabCap coordinators use the free of charge survey software 'EUSurvey' <https://ec.europa.eu/eusurvey/>, as this will enable us to support you during all phases of completing the questionnaire and collecting replies from the respondents.

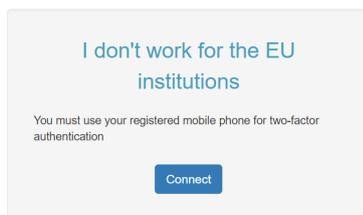
We suggest that you create an account in EUSurvey a few days before the EURGen-RefLabCap network meeting on 29 June:

- **To create an account, go to:**

<https://ec.europa.eu/eusurvey/auth/login>

- **Continue using the menu under 'I don't work for the EU institutions'**

Connect to EUSurvey using:

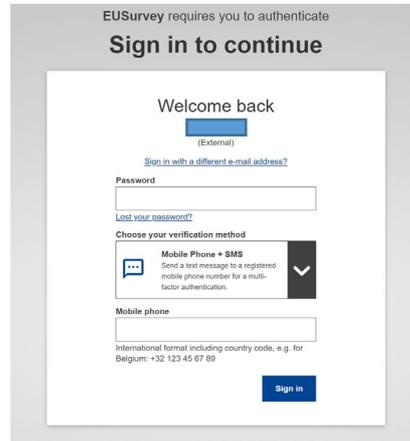


No EU Login account? [Create one now](#)
Learn more about EU Login [here](#)
Register your mobile phone [here](#)
Add your mobile phone number [here](#)

- **Choose 'Create one now' and go through the following steps**
- Complete all mandatory fields (first name, last name, e-mail address, confirm-e-mail and the captcha code hidden in the image. Acknowledge the privacy statement and click 'Create an account';
- You will receive a link by e-mail, which you should activate within 24 hours;
- After clicking on the link, you will be prompted for your new EU Login password and asked to confirm it. Please make sure that the link you click on is not split across lines by your e-mail application or that you copy the entire link into the address box of your browser;
- Click on 'Submit'

- **Now, add your phone number.** The account will not be accessible until you have added your mobile phone number;
- In your browser, navigate to [My account details](#)
- Log in with by using your [e-mail address + password](#);
- Click on '**My Account**' (at the bottom of the page);
- Click on 'Manage my mobile phone numbers';
- Click on 'Add a telephone number';
- Insert your mobile phone number in the format: +"country code" and "mobile phone number" without '0'
- Click on 'Add';
- The next page indicates: 'The mobile phone number was added successfully';
- The application will send an SMS with the following text: 'The following mobile phone number was added to your EU Login account + your mobile number'.

- You can now log into EuSurvey by using your password and mobile phone number (including country code). There are other options for authentication (including QR-codes, app and token based), but the **'mobile phone + SMS' logon** is the easiest to use.



EUSurvey requires you to authenticate

Sign in to continue

Welcome back
(External)

[Sign in with a different e-mail address?](#)

Password

[Lost your password?](#)

Choose your verification method

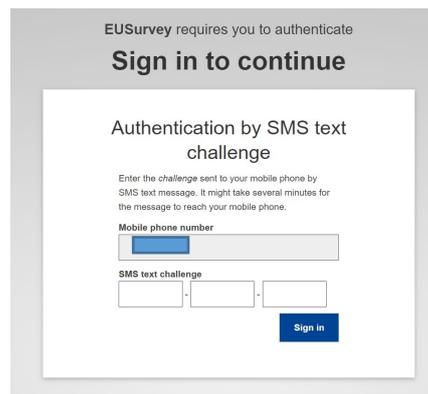
Mobile Phone + SMS Send a text message to a registered mobile phone number for a multi-factor authentication.

Mobile phone

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

Sign in

- Finally, you enter the 9-letter code (by entering 3 letters in each box) received on your mobile phone in the SMS text challenge boxes below



EUSurvey requires you to authenticate

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

Further frequently asked questions on the login can be accessed at: <https://webgate.ec.europa.eu/cas/help.html>