Access – EU Login - What happens if I don't receive an e-mail containing a link to reset my password?

An email containing a URL to reactivate your password will be sent to the email address linked to your EU Login account. Passwords are managed by EU Login, not by the SFC2014 Support Team, and it happens that the email sent by EU Login doesn't reach the user's mailbox because he uses filters (ex.:spam filter) or the email linked to his account is no longer valid.

If you have tried to reset your password but this has not solved your problem and you are sure that something happens with your registration or your username/password in EU Login, register an incident with the EC Helpdesk for the 'ACCESS-RIGHTS' team.

This can be done via the EC Central Helpdesk (EC working hours: 8 am - 6 pm CET): EC-CENTRAL-HELPDESK@ec.europa.eu

You can find the suggestions provided through the Help links on the login page and clicking on the help link: https://webgate.ec.europa.eu/cas

and the Contact Support by clicking on the Contact link:

Contact support for assistance

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