

Introduction to ECAS (European Commission Authentication Service)

ECAS is the European Commission's user authentication service. It allows authorised users to access a wide range of Commission information systems, using a single username and password.

Frequently asked questions

What is ECAS?

The Commission's Authentication Service. It is the system for logging on to a whole range of web sites and online services run by the Commission. Once you've used ECAS to log on to a website or service, you won't have to identify yourself again as long as you leave your browser open.

When do I use my ECAS password?

Every time you want to use a website that requires ECAS authentication. You'll automatically be transferred to the ECAS page, where you will be asked to enter your username and password. Never enter your ECAS password on any page other than the special ECAS page. And don't divulge it to anyone else - even system administrators and support staff don't need to know it and shouldn't ask you for it!

What happens if I forget my ECAS password?

Just click "New password" in the menu. Note that you can't reset your password if your account is locked. However, the helpdesk will be able to help you.

How do I logout of ECAS and when is it important to do so?

The easiest and safest way is to close your browser (all windows!). It's important to log out of ECAS if the computer you're using will be used by others before you close the browser or log off the computer - very likely in internet cafés for instance.

My account is locked. How did that happen?

This happens if too many incorrect passwords are entered in a row. During that time you won't be able to log in or reset your password. [Contact support for assistance](#) or wait 15 minutes until the account is unlocked automatically. If you haven't entered the incorrect passwords yourself, it may be that someone is trying to guess your password or that a user mistyped their login (writing yours instead). You should notify support if you suspect this!

How can I prevent my identity from being revealed to an application?

When you sign in to ECAS, you can choose to be notified each time your username is about to be communicated to an application. If you did not select the notification option when

signing in, the only solution is to log out from ECAS, either by calling up the ECAS logout screen or by closing all your browser windows.

Why can I carry on working in applications for which ECAS authenticated me even after logging out of ECAS?

When you log out of ECAS, it doesn't affect any website or application you're already identified for. But if you log out of the application, when you log in to it again, it will recheck your identity with ECAS and you'll have to identify yourself again.

Why don't I need to login to my application again after I've logged out of it?

Because of ECAS' "single sign-on" function – ECAS will automatically log you in.

What does it mean when an account is blocked?

It has been disabled manually by the ECAS administrators. You should contact support if you can't log in for this reason.

I entered the correct username and password, but can't access the application. What's wrong?

This probably means you have no authorisation to use the application – it's nothing to do with ECAS. ECAS merely authenticates you, by telling the application who you are. Contact the application service provider.

What's "automatic sign-on" or "single sign-on"?

Automatic sign-on (also called "single sign-on") allows you to log in to multiple websites with a single username and password, reducing the number of times you have to enter them.