



# How to access My IntraComm

**A GUIDE FOR ACTIVE STAFF IN EU INSTITUTIONS,  
EU AGENCIES, EU JOINT-UNDERTAKINGS  
WHO HAVE AN ACCESS TO MY INTRACOMM**



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My IntraComm, the intranet platform of the European Commission, shares some of its content with the active staff in other EU institutions, EU agencies and EU joint-undertakings.

It primarily shares Staff Matters, its site hosted at <https://myintracomm.ec.europa.eu/staff> which gathers a lot of information, tips, contacts, and resources on hundreds of topics related to staff.

My IntraComm also hosts content and resources related to work-related subjects like IT, finance, languages, conferences,... Some of these Commission resources are shared with other EU institutions/agencies.

The My IntraComm platform also hosts hundreds of (SharePoint) collaboration sites under <https://myintracomm-collab.ec.europa.eu> where every Commission site owner may share their work with a selection of colleagues from other EU institutions/agencies/joint-undertakings



## INTRODUCTION

Why this guide?

The Testa-URL to My IntraComm is phased-out. It used to be the channel to access My IntraComm from another EU institution/agency/joint-undertaking. In case you still have bookmarks/shortcuts pointing to the old Testa-URL <https://myintracomm.ec.testa.eu/...>, update them immediately to <https://myintracomm.ec.europa.eu/...> and follow this guide to make sure you keep access.

**Who is targeted** by this guide? Exclusively active staff in EU institutions/agencies/joint-undertakings.

Who is **not targeted** by this guide? All other users of My IntraComm:

- Active staff of the Commission and its 6 Executive Agencies;
- Pensioners of the EU civil service and other beneficiaries of the PMO health & pension schemes.

There is no change for these users.

Why was this change necessary?

It ensures that you have access, whenever you need, and from wherever you click a link to My IntraComm, for example on your private pc/tablet, via a link in JSIS online or a shortcut shared by a Commission colleague, or any tool linking to My IntraComm.

This guide targets the easiest/broadest available solution to access My IntraComm with the 2-factor EU Login (ECAS) authentication. We recommend using the EU Login (ECAS Mobile) app. But some EU institutions/agencies may use other valid options (SMS, token, ...).

# 1-PRELIMINARY STEPS

**You will need to go through these steps only once. Then you will be able to access My IntraComm whenever & wherever you need. Make sure to do this while you are in the office or in a remote session to the office.**

## Get your EU Login (ECAS) account

You need to have an EU Login (ECAS) account attached to your professional email address (for example [jeanne.muster@consilium.europa.eu](mailto:jeanne.muster@consilium.europa.eu)), not a personal EU Login (ECAS) account attached to a private email address (ex: [jeanne.muster@gmail.com](mailto:jeanne.muster@gmail.com))  
Contact your local IT department if you haven't got an EU Login account yet.

## Download the EU Login (ECAS Mobile) app

On your private or professional mobile phone/tablet: open the "Google Play" (Android), "App Store" (Apple), or "Microsoft Store" (Windows phone) and download the EU Login app (the "Windows phone" version should no longer be supported after 2019).

⚠ If requested, authorize access to the camera: it is needed to manage the next step.

## Link the EU Login app (on your mobile device) and your EU Login account

On your private or professional mobile phone/tablet: open the "Google Play" (Android), "App Store" (Apple), or "Microsoft Store" (Windows phone) and download the EU Login app (beware the "Windows phone" version is end-of-life and should no longer be supported after 2019).

⚠ If requested, authorize the app to access the camera: it is needed to manage the next steps.

### On your office PC:

- a. Open <https://ecas.ec.testa.eu/cas/mobile> and log in.
- b. Click Add a mobile device and choose
  - a name for your device (e.g. My smartphone).
  - a 4-digit PIN code (avoid reusing your banking or credit card PIN!).  
Make sure to remember and confirm this PIN then click Submit.
- c. EU Login displays a QR code. Don't close this window!

### Now, on your mobile device (phone/tablet connected with the internet):

- d. Open the EU Login app – if requested, authorize it to access the camera.
- e. In the app, tap Initialize and pass the Welcome screen.
- f. The QR code scanner opens - Point your device's camera at the QR code on the screen of your computer (the code you got in step c).
- g. QR code detected – type your PIN code and validate.
- h. Now you get an EU Login notification on your device: open it to validate.

You should get the “Congratulations” message on your mobile device, and your pc displays “A device has been added”. You don’t get this message? Go back to step-a or use the EU Login user guide at <https://ecas.ec.europa.eu/cas/help.html>

Tip: Is your mobile device equipped with a fingerprint sensor? EU Login app might immediately offer to activate your fingerprint to authenticate without the PIN: you may activate it now or later.

Now, with your mobile device at hands, you may access My IntraComm from any computer, anywhere!

⚠ Your mobile device is now an important piece of your authentication: in case it gets lost/sold/stolen, remember to detach it from your EU Login account: open <https://ecas.ec.europa.eu/cas/mobile> and click **STOP (PANIC)** or [use the EU Login user guide](#).

## 2-ACCESSING MY INTRACOMM

...from any computer/device in the office or outside

- a. Follow any link to My IntraComm (ex <https://myintracomm.ec.europa.eu>) on the computer or device you are using.
- b. In EU Login, type your email address, your password, and select “EU Login Mobile App PIN Code”.
- c. Your mobile device (connected to the internet) receives a notification: click it to open EU Login and validate with your PIN or fingerprint.
- d. Your computer/device now opens the My IntraComm content you were targeting.

## 3-TROUBLESHOOTING

**Any trouble installing/activating the EU Login app or accessing My IntraComm?**

Contact the local IT helpdesk of your institution/agency/joint-undertaking: they know your specific situation and your IT environment. They will forward the issue to the Commission helpdesk in case they cannot solve it at their end.

Also keep in mind that some links in My IntraComm might lead to "access denied": it just means that the content is restricted to Commission staff.

Reference: the latest version of this guide can be downloaded at:

<https://myintracomm.ec.europa.eu/en/about-myintracomm/Documents/How-to-access-for-EU-institutions.pdf>

