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Survey about 2-factor authentication

Fields marked with * are mandatory.

Dear Funding & Tenders Portal user,

This survey helps you understand **two-factor authentication (2FA)** for your EU Login account. We also want to learn what **potential obstacles** you see in using two-factor authentication.

The survey will take you **not more than 2 minutes**. Thanks in advance for taking the time to reply!

2FA: Test your knowledge (question 1)

*What is "two-factor authentication"?

- ☐ It is the combination of username and password to protect my EU Login account from unauthorised access by others.
- ☒ It adds a requirement, in addition to my user name and password, for accessing my EU Login account. This second condition requires a physical device (mobile phone, special USB key, "Trusted platform" on a computer, eID-enabled national ID card).
- ☐ It is the human intervention of EC personnel to confirm my identity so that I can securely access personalised online content.

What is "two-factor authentication"?

This reply is correct:

It adds a requirement, in addition to my username and password, for accessing my EU Login account. This second condition requires a physical device (mobile phone, special USB key, "Trusted platform" on a computer, eID-enabled national ID card).

Using a physical device to confirm any attempt to login to your account prevents any remote connection using only the username + password combination, thus protecting you in case such information is leaked (voluntarily or not).

2FA: Test your knowledge (question 2)

*Why is 2FA so important? (multiple answers possible)

- ☒ It increases the security of my account, thus making my data safer
- ☒ In case of information leak, it prevents fraudulent access to my data by remote impersonators
- ☐ It allows the EC helpdesk to help me access my information in case of data leak

Why is 2FA so important?

Both of these replies are correct:

It increases the security of my account, thus making my data safer

In case of information leak, it prevents fraudulent access to my data by remote impersonators

Tell us more about your use of 2FA

*Have you already enabled 2FA on your EU Login account?

- ☒ Yes
☐ No

*Among the following options, which one would you consider as your top choice to enable 2FA?

- ☐ The Trusted Platform module of my device (e.g. Windows Hello)
☐ A security key (a special external USB device plugged to my computer)
☐ A Passkey (a pair of cryptographic keys)
☒ A PIN code through the EU Login mobile app (on a smartphone or tablet)
☐ Scanning a QR code with the EU Login mobile app (on a smartphone or tablet)
☐ eID authentication (using my National ID card, e.g. with a card reader)

Please note that the authentication using the mobile phone number (code sent via SMS) was assessed as being not secure enough and will therefore be removed in the future. You may find more information in the EU Login FAQ "Phase-out of EU Login authentication using SMS."
(https://trusted-digital-identity.europa.eu/news/phase-out-eu-login-authentication-using-sms-2024-11-07_en)

*Should 2FA become mandatory, do you see any potential negative implications in your use of the Funding & Tenders Portal?

- ☐ Yes
☒ No

*We will organise a webinar to explain the different options and address the most frequent questions about 2FA. Would you be interested in attending such a webinar?

- ☐ Yes, please keep me updated
☐ Maybe, I will check on the "events" section of the F&T Portal (<https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/support/events>)
☒ No, the available guidance (<https://webgate.ec.europa.eu/funding-tenders-opportunities/x/LQKI>) is sufficient

Do you have any comment or question about 2FA?

(please note that we will not reply to individual questions, but we will use them to adapt the content of our guidance material if needed)

Contact

Contact Form (/eusurvey/runner/contactform/portal_2fa)
