

FSM Mission Security Clearance Request (MSCR) Access Guide for Partners

FIELD STAFF MANAGEMENT

AUGUST 2026 VERSION

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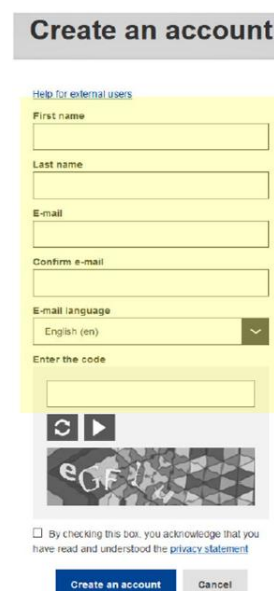
FSM MSCR Access Guide for Partners

How to Access FSM

Field Staff Management (FSM) is an advanced IT solution designed to streamline and optimize the management of ECHO field staff. It includes the **MSCR module** which is designed to manage the security clearance process for personnel involved in sensitive or high-security operations. To access the FSM system where mission security clearance requests (MSCRs) are processed, first, you need a valid EU Login account and second-factor authentication setup for it. **EU Login** is the European Commission's secure way of entering FSM and other EU Services. If you already have an active EU Login account with your organisation's email (e.g. one used for accessing APPEL or other EC platforms) or it is not your first time completing a MSCR in FSM, please move to [STEP 2](#), or [STEP 3](#), respectively.

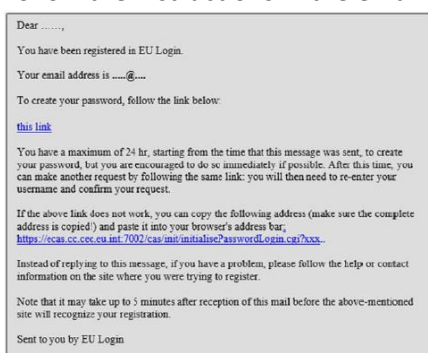
STEP 1: Create your EU Login account.

1. Connect to <https://ecas.ec.europa.eu/cas/login> and click on "Create an account."
2. Fill in the provided form with the required information:
 - a. Your first name and last name.
 - b. The email address and confirm the same email address.
Use the same work email which you provided to ECHO mission performers as they will invite you to contribute in FSM via this organisation email.
 - c. The language in which you would like to receive email communication from EU Login.
 - d. If requested, enter the code of letters and numbers you can see in the picture (if you cannot read the code, you can click on the button with two arrows to generate a new one).
3. The confirmation of your registration will be sent to the email address you provided above.
4. Check the privacy statement.
5. Click on "Create an account."



You will receive an email to verify that you have access to that e-mail account (check your spam or junk folder if you don't see one within 10-15 minutes). If you did not receive the email after 10 minutes, please contact EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu. Please note that it might take between 2 and 10 minutes to get the email.

6. Follow the instructions in the email and click on the link you received.



STEP 2: Add a two-factor authentication (2FA) method.

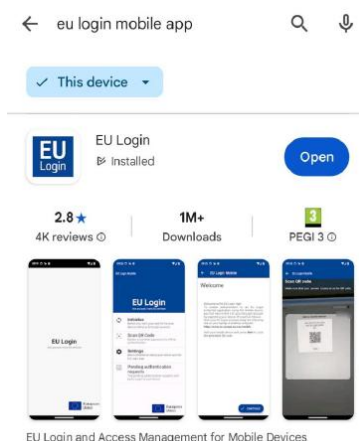
1. Download the Login Mobile App on your phone.

The EU Login Mobile App can be installed via

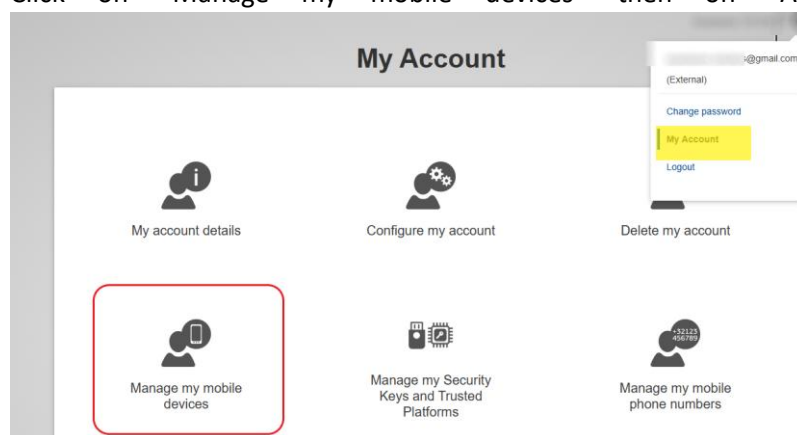
- Google Play Store (Android),
- the App Store (iOS), or
- the Windows Store (Windows Phone).

To make the app work correctly you will need:

- a computer/laptop,
- your mobile device.



2. On your computer, navigate to [My Account](#) of the EU Login portal.
3. Click on "Manage my mobile devices" then on "Add a mobile device".



4. Enter a device name (without space), choose a PIN code and click on "Submit."

Add a mobile device

Please give a name to identify your mobile device and a PIN code to use for it.

Your device name

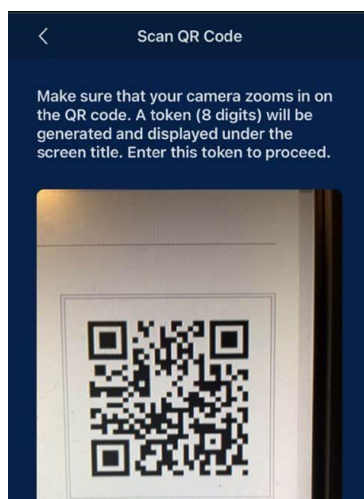
Your 4 digit PIN code

You will be required to enter this PIN code on your mobile device to use the ECAS mobile app.

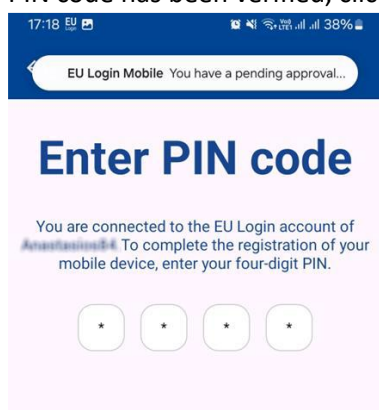
Confirm your PIN code

Submit
Cancel

5. A QR code will be generated based on your input. You will need to scan this QR code with the EU Login Mobile app to complete the enrolment.



6. On your mobile device, start the EU Login Mobile App. Click "Initialize," then "Next." Make sure to allow notifications during this process. Aim the built-in QR code scanner to the QR code on your desktop/laptop screen. When the device detects the QR code, it will automatically read it.
7. Enter the personal PIN code you created in the previous step and click on "Next." When your PIN code has been verified, click on "OK."



8. A push notification will be sent to your device. Tap the notification to confirm the enrolment (please ensure that notifications are enabled on your device).
9. A message appears on the laptop screen: "A device has been added."

You can find additional information on how to create your EU Login account and set-up two-factor authentication on the [EU Login User guide](#). Please refer to the guide above if instead of the mobile verification, you wish to set up a Security Key (SK) and/or Trusted Platforms (TP) authentication method. You can also have a look at this [tutorial video](#).

For any issues regarding EU Login please contact EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu.

STEP 3: Log in FSM.

As a partner representative, once a mission performer (MP) invites you to contribute to a mission security clearance request, you will receive an email with instructions on how to access FSM and edit the MSCR.

1. The first time you are invited to contribute to a MSCR, you will receive an email with a link to FSM and a unique code. **Please keep in mind that the code is valid for 72 hours only.**

[ACTION REQUIRED] Information request – Mission 2026-UNC-0003 - Ukraine (2026-05-05 to 2026-05-06)

noreply@ec.europa.eu
To: [redacted]
Retention Policy: EC Automated Email Deletion - Deleted Items (6 months)
Expires: 03/11/2026
Mon 04/05/2026 16:28



Dear [redacted]

You have been invited to provide information for the Mission Security Clearance Request below.

MISSION DETAILS	
Reference	2026-UNC-0003
Country	Ukraine
Dates	2026-05-05 + 2026-05-06

To access the system for the first time, please use the following verification code during your registration:

Verification code: 913986

This code is valid for 72 hours.

[Access the Mission Security Clearance Request](#)

Please do not reply to this automated notification.
For any technical issues, please send an email to ECHO-DEV-FSM@ec.europa.eu.
Note: This message may be confidential. If you received it in error, please delete it.

- If you have been invited to contribute to a MSCR before, you will receive a similar email, but no code will be required:

[FOR YOUR INFO] Mission Access Granted: 2026-EAF-0003 - Sudan (2026-06-22 to 2026-06-26)

noreply@ec.europa.eu
To: [redacted]
Retention Policy: EC Automated Email Deletion - Inbox (6 months)
Expires: 16/12/2026
Tue 16/06/2026 15:35



Dear [redacted]

You have been added to the Mission Security Clearance Request below. You can now access it directly.

MISSION DETAILS	
Reference	2026-EAF-0003
Country	Sudan
Dates	2026-06-22 + 2026-06-26

[Access the Mission Security Clearance Request](#)

Please do not reply to this automated notification.
For any technical issues, please send an email to ECHO-DEV-FSM@ec.europa.eu.
Note: This message may be confidential. If you received it in error, please delete it.

- Click on “Access the Mission Security Clearance Request.” Alternatively, follow this link: <https://webgate.ec.europa.eu/echo/fsm>.
- You will be asked to provide your EU Login credentials. Enter your email and click “Next.”

echo requires you to authenticate

Sign in to continue

Enter your email address or unique identifier

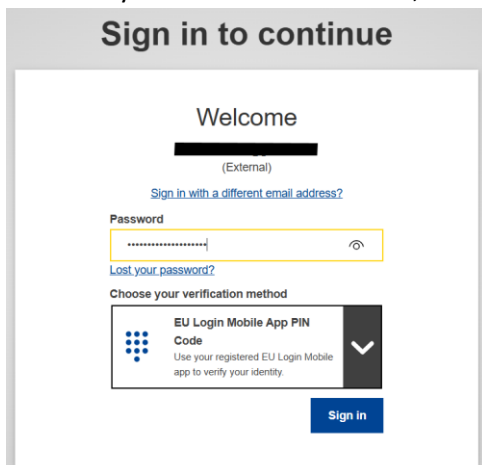
[Create an account](#) [Next >](#)

Or

If you do not wish to create an EU Login account, you can sign in by using the eID sign-in option. [Read more](#)

 [Sign in with your eID](#)

5. Enter your password, choose “EU Login Mobile App PIN Code” or “EU Login Mobile App QR Code” as your verification method, and click “Sign in.”



6. If you chose “EU Login Mobile App PIN Code”:
 - a. EU Login sends a notification to your mobile device. Tap on it to launch the app.
 - b. The EU Login Mobile App prompts you to enter your PIN code. Enter your PIN code or use biometric recognition and tap on "Authenticate."
7. If you chose “EU Login Mobile App QR Code”:
 - a. Tap on “Scan QR Code” in the App and point the phone camera at the screen until the code is recognised.
 - b. The EU Login Mobile App displays a one-time password. Type it in the “code generated by your app” field and click “Sign in” to proceed.

For any issues regarding EU Login please contact EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu.

8. Once in FSM, if it is your first time you are invited to contribute to a MSCR, enter the unique FSM code you received via email (in step 1) in the “Verification code” field and click “Access My Mission.”

