

# MyEPO Services

Feature guide: user registration with two-step verification



# 1. Introduction

Some of our online services, such as Espacenet, are publicly available and do not require you to have an EPO account. Others require you to sign in via your EPO account using the default verification method, a combination of email address and password.

However, in the case of MyEPO services (MyEPO Portfolio, Online Filing 2.0 and Central Fee Payment), we need to be sure of your identity and permissions to access confidential EP and PCT information. So you will need to sign in via your EPO account, using either two-step verification or an EPO smart card.

Two-step verification is where you use the default verification method – a combination of email address and password – and at least one other verification method. The following two-step verification methods are currently supported

- Okta Verify. This is an app on the mobile phone that receives notifications in the form of a "Yes" or "No". It can also provide 6-digit codes generated for temporary use.
- Google Authenticator. This is an app on the mobile phone that generates temporary 6-digit codes.
- SMS. This sends a 6-digit code via text message to your phone.
- Email. This sends a 6-digit code or a direct link to the registered email address.

We strongly advise you to set up more than one two-step verification methods, to avoid difficulties if you can't use one of them – for example if you lose your telephone.

This feature guide explains:

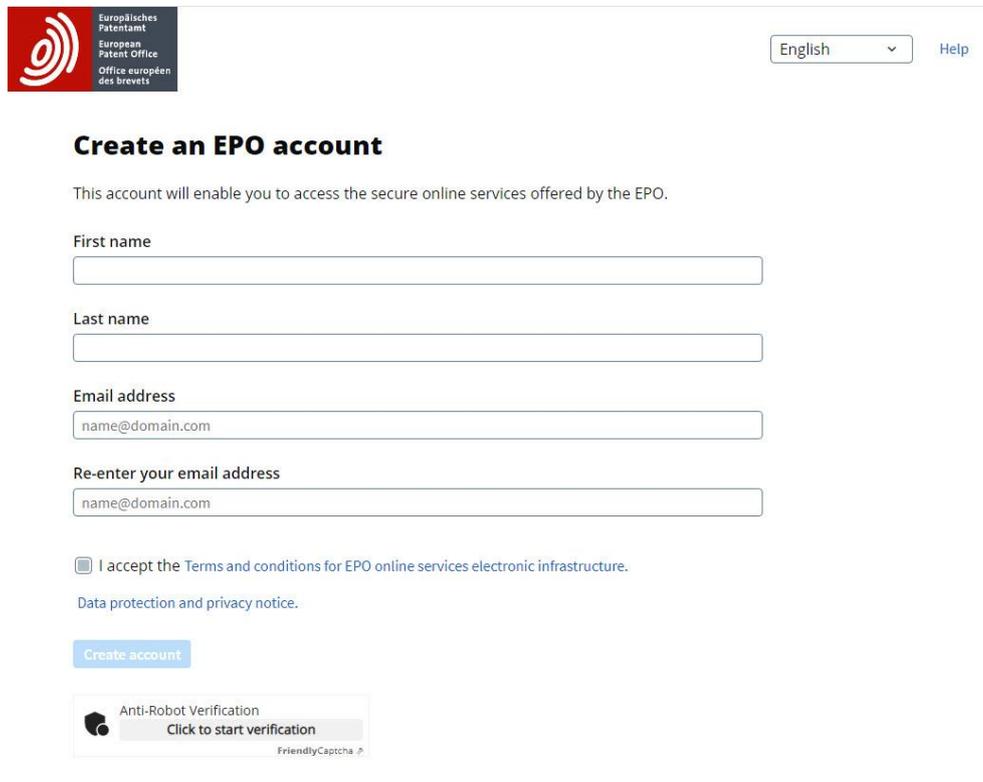
- How to create an EPO account with two-step verification if you are a new user without a smart card (see section 2)
- How to start using two-step verification if you are an existing user with a smart card (see section 3)
- How to change your EPO account settings (see section 4)

Please note you will no longer be able to use smart cards from the end of 2024. We strongly advise you to start using two-step verification today.

## 2. Create an EPO account if you are a new user (without a smart card)

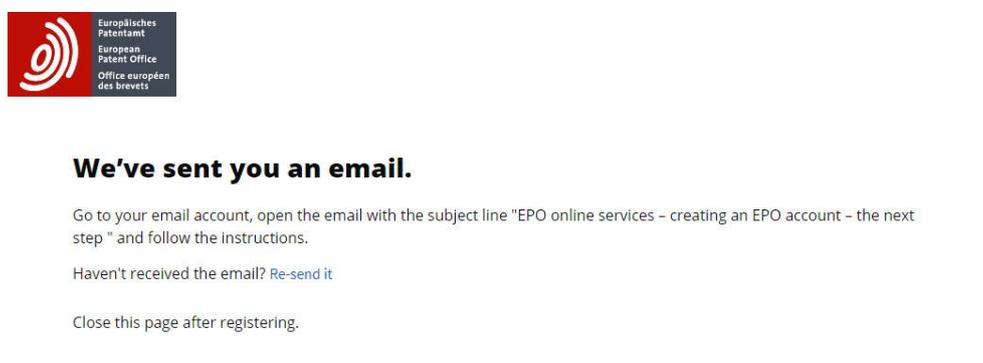
Access the page to create an EPO account here: <https://ciam.epo.org/registration>

Enter your first name, last name, and email address, and accept the “Terms and conditions for EPO online services electronic infrastructure”.



The screenshot shows the EPO registration page. At the top left is the EPO logo with text in German, English, and French. At the top right is a language dropdown menu set to 'English' and a 'Help' link. The main heading is 'Create an EPO account'. Below it is a sub-heading: 'This account will enable you to access the secure online services offered by the EPO.' The form contains four input fields: 'First name', 'Last name', 'Email address' (with a placeholder 'name@domain.com'), and 'Re-enter your email address' (with a placeholder 'name@domain.com'). Below the fields is a checkbox labeled 'I accept the Terms and conditions for EPO online services electronic infrastructure.' with a link to 'Data protection and privacy notice.' A blue 'Create account' button is positioned below the checkbox. At the bottom of the form is an 'Anti-Robot Verification' section with a 'Click to start verification' button and the 'FriendlyCaptcha' logo.

You will receive an email that prompts you to verify that the address is indeed accessible and to set a new password.



The screenshot shows the EPO confirmation page. At the top left is the EPO logo with text in German, English, and French. The main heading is 'We've sent you an email.' Below it is the text: 'Go to your email account, open the email with the subject line "EPO online services – creating an EPO account – the next step" and follow the instructions.' Below this is a link: 'Haven't received the email? Re-send it'. At the bottom is the text: 'Close this page after registering.'

## EPO online services – creating an EPO account – the next step

Inbox x



European Patent Office <no-reply@epo.org>  
aan mij ▾

15:53 (1 minuut geleden) ☆ ↶ ⋮

Hello

You're in the process of creating an EPO account.

The next step is to set a password.

[Set a password for your EPO account](#)

Button valid for the next 30 days

If the button doesn't open the page **Set password for your EPO account**, copy and paste the following link into your web browser.

<https://login.epo.org/tokens/1R-TrszEtvfRFBwZXG0M/verify>

If you have trouble accessing your account, write to [support@epo.org](mailto:support@epo.org).

Write to [support@epo.org](mailto:support@epo.org) if you have any concerns, comments or questions about this automatically generated email.

### Set up password



Password requirements:

- At least 10 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords

Enter password

Re-enter password

Next

Once the password has been set, select a two-step verification method of choice (see section 1 for further details about the available methods).



## Select verification methods

We use two-step verification to make signing in more secure. Select one of the options below:

- Most secure option:** verify my identity using some of the following:
- Okta Verify
  - Google Authenticator
  - Phone text message (SMS)
- Verify my identity by email

You can change the verification methods later in **Account settings**.

[Set up verification methods](#)

We strongly advise you to set up more than one two-step verification methods, to avoid difficulties if you can't use one of them – for example if you lose your telephone.



### Set up verification methods



Set up one or more verification methods.

#### Set up required



##### Google Authenticator

Enter a temporary code generated from the Google Authenticator app.  
Used for access

[Set up](#)



##### Okta Verify

Okta Verify is an authenticator app, installed on your phone, used to prove your identity  
Used for access

[Set up](#)



##### Phone

Code sent by text message (SMS)  
Used for access

[Set up](#)

You can choose between the most secure options (Okta Verify, Google Authenticator, or text message by SMS) or verification by email. If you select email, you will be taken to the last page. Otherwise, you first select one of the more secure options and add them to your account.

A final page appears confirming that your EPO account has been set up.

To get access to MyEPO services (MyEPO Portfolio, Online Filing 2.0 and Central Fee Payment), you should then select the option to complete your set-up in MyEPO Portfolio.



## Your EPO account is now set up.

To use your EPO account to access our online services for patent applications and related proceedings, please complete your set-up by supplying us with a few more details in MyEPO Portfolio:

[Complete set-up in MyEPO Portfolio](#)

For a list of all our online services, including services that require an EPO account, visit our online services overview page:

[See all our online services](#)

You will then be asked to fill in a few more details. When you submit the information, you will receive an e-mail with the details attached in a form. You should sign this form and send it via e-mail to [support@epo.org](mailto:support@epo.org).

**Important note:** the EPO uses “companies” to group users who wish to work collaboratively with a shared mailbox, and to work as a team with portfolios of applications. The company field in the form does not necessarily need to reflect the legal entity you work for. If you wish to join an existing team of users, please ask the administrator of that group for the exact name of the “company” they have set up in MyEPO Portfolio, so you can be part of that team.

The enrolment request will be reviewed internally by the EPO, including an identity check. Once accepted, another e-mail will be sent informing you that your registration for MyEPO Portfolio is now active.

More details Done

### Welcome to MyEPO services

We need a few more details before giving you access via your EPO account to our suite of MyEPO services.  
Please enter your data in the fields below.

**Account**

Are you a professional representative before the EPO?  Yes  No

Authentication

**Authentication question**

Select a question

If you require support provided by phone, we may need to verify your identity using this authentication question and answer. So please choose a question and enter an answer that you can easily remember.

**Authentication answer**

Enter an answer

**Company**

Company name

"Companies" in MyEPO Portfolio are groups of users who share an EPO Workflow and work collaboratively on patent applications. If you want to join an existing company, please ensure that you spell the company name correctly. Or create a new company by entering another name. The company name does not need to reflect the name of a legal entity, nor has the name a legal meaning under the EPC or outside of the EPO Portfolio.

City

Country

Website (optional)

EPO deposit account (optional)

e.g. 20000000  
[Add a deposit account](#)

If you want to pay fees online using Central Fee Payment, Online Filing or Online Filing 2.0, enter one or more EPO deposit account numbers here.

**Contact details**

Department / Room number (optional)

Street

**Address line 1**

**Address line 2 (optional)**

Postcode

Town / City

State / Province / County (optional)

Country

Phone number



You can now log in to MyEPO Portfolio.

Dear Mr/Ms

Your registration for MyEPO Portfolio has been successfully validated, and you can now log in.

[MyEPO Portfolio](#)

**European Patent Office**  
**EPO User Desk**  
 Bayerstr. 115  
 80335 Munich  
 Germany

EPO User Desk  
 Tel: 00 800 80 20 20 20

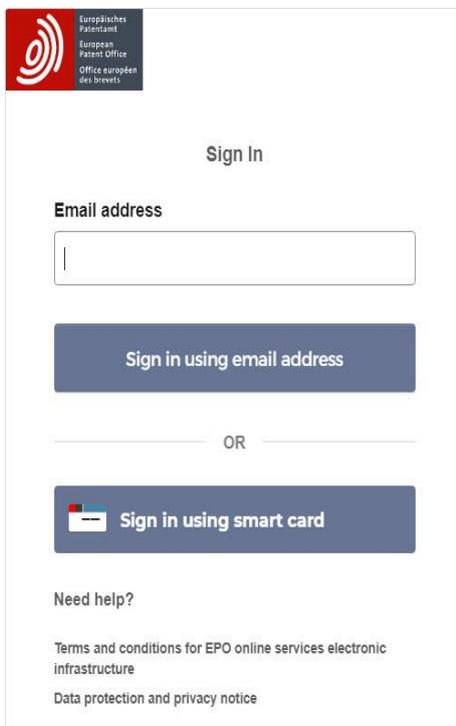
Please reply to [support@epo.org](mailto:support@epo.org).

Your company administrator can then assign you more specific access rights in the user administration screens of MyEPO Portfolio and Online Filing 2.0.

### 3. Enable two-step verification if you are an EPO smart card user

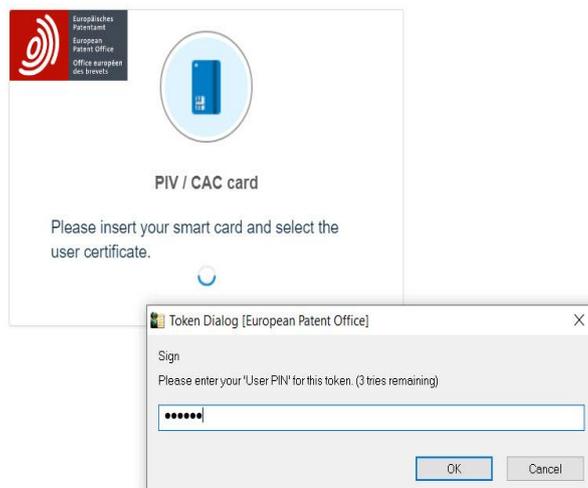
If you are an EPO smart card user, please note you will no longer be able to use smart cards from the end of 2024. We strongly advise you to enable two-step verification today.

First, sign in using the EPO smart card and PIN to access a special page that starts the process:  
<https://ciam.epo.org/migration>



The screenshot shows the EPO Sign In page. At the top left is the EPO logo with the text 'Europäisches Patentamt', 'European Patent Office', and 'Office européen des brevets'. The main heading is 'Sign In'. Below it is a section for 'Email address' with an empty input field. A blue button labeled 'Sign in using email address' is positioned below the input field. Below this is a horizontal line with 'OR' in the center. Underneath is another blue button labeled 'Sign in using smart card' with a small smart card icon to its left. At the bottom, there is a 'Need help?' section with links for 'Terms and conditions for EPO online services electronic infrastructure' and 'Data protection and privacy notice'.

You will be asked to enter the PIN of your smart card.



The screenshot shows two overlapping windows. The background window is titled 'PIV / CAC card' and features the EPO logo. It contains a circular icon of a smart card and the text 'Please insert your smart card and select the user certificate.' with a loading spinner below it. The foreground window is a 'Token Dialog [European Patent Office]' with a close button (X) in the top right corner. It has a title bar and contains the text 'Sign' and 'Please enter your "User PIN" for this token (3 tries remaining)'. Below this text is a password input field with a masked PIN '\*\*\*\*\*' and two buttons: 'OK' and 'Cancel'.

At the next screen provide your email address, and to continue you need to accept the Terms and conditions for EPO online services electronic infrastructure.

### Enter email address

This is the email address you'll use to sign in to the account.

Email address

Re-enter your email address

I accept the Terms and conditions for EPO online services electronic infrastructure.

[Data protection and privacy notice.](#)

[Next](#)

Next, choose your password.

## Choose a password

This is the password that you'll use to sign in to the account.

Password

 X 

Minimum password length of 10 characters

Enter at least one uppercase (A-Z) letter, one lowercase (a-z) letter and one number (0-9)

Re-enter your password

 X 

[Back](#) [Next](#)

Then, set up a two-step verification method of your choice in the next screen (see section 1 for further details about the available methods).

We strongly advise you to set up more than one two-step verification methods, to avoid difficulties if you can't use one of them – for example if you lose your telephone.

@ soloh1895@gmail.com

## Select verification methods

We use two-step verification to make signing in more secure. Select one of the options below:

**Most secure option:** verify my identity using some of the following:

- Okta Verify
- Google Authenticator
- Phone text message (SMS)

Verify my identity by email

You can change the verification methods later in **Account settings**.

[Set up verification methods](#)

You can choose between the most secure options (Okta Verify, Google Authenticator, or text message by SMS) or verification by email.

## Select verification methods: Most Secure Option

If you select “Most secure option”, you’ll be given the menu with the different 2FA options available. You can select one method and finish or select more than 1 method and then finish. For each method, follow the instructions.



### Set up verification methods



Set up one or more verification methods.

#### Set up required



##### Google Authenticator

Enter a temporary code generated from the Google Authenticator app.  
Used for access

[Set up](#)



##### Okta Verify

Okta Verify is an authenticator app, installed on your phone, used to prove your identity  
Used for access

[Set up](#)



##### Phone

Code sent by text message (SMS)  
Used for access

[Set up](#)

Click “Finish” after adding a method (as an example, the screen below shows the Finish button after adding Google Authenticator),



### Set up verification methods

soloh1895@gmail.com

Set up one or more verification methods.

### Set up optional



#### Okta Verify

Okta Verify is an authenticator app, installed on your phone, used to prove your identity  
Used for access

Set up



#### Phone

Code sent by text message (SMS)  
Used for access

Set up

**Finish**

The last screen confirms the successful addition of two-step verification.

 soloh1895@gmail.com

## **Two-step verification set up for your account.**

This means that you can now sign in to your EPO account using the default verification method – a combination of email address and password – and at least one other verification method. Or sign in using your smart card as before.

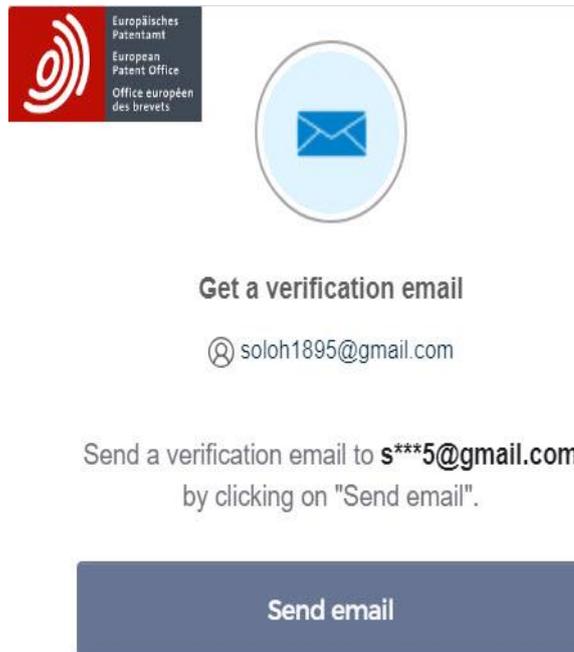
**Close and re-open your browser before trying to access any of our online services.**

You can now use either the smart card or email address/password with two-step verification to sign into MyEPO Portfolio, Online Filing 2.0 or Central Fee Payment.

## Select verification methods: Email

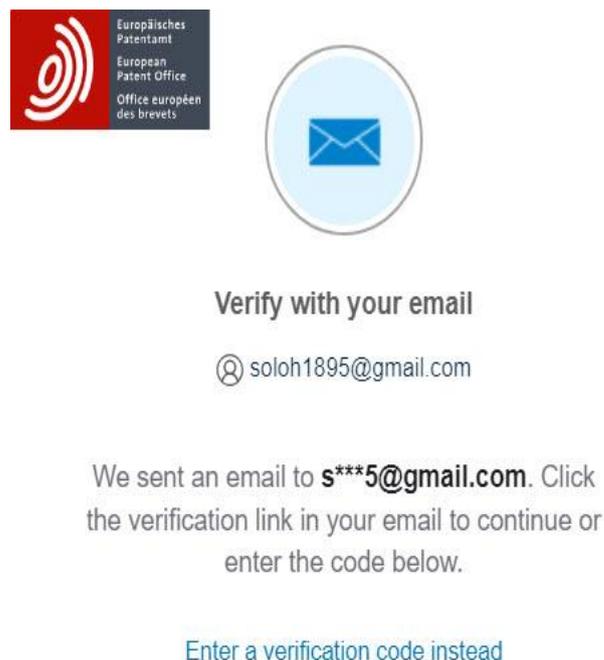
If you select email, you'll be asked to verify the email address.

Press "send email"



The screenshot shows the EPO logo on the left, which includes the text: "Europäisches Patentamt", "European Patent Office", and "Office européen des brevets". To the right is a circular icon containing a blue envelope. Below the icon, the text reads "Get a verification email" followed by the email address "soloh1895@gmail.com". A message states: "Send a verification email to s\*\*\*5@gmail.com by clicking on 'Send email'". At the bottom, there is a dark blue button with the text "Send email".

Click on the verification link from the email (or use the code) to verify your email address.



The screenshot shows the EPO logo on the left, which includes the text: "Europäisches Patentamt", "European Patent Office", and "Office européen des brevets". To the right is a circular icon containing a blue envelope. Below the icon, the text reads "Verify with your email" followed by the email address "soloh1895@gmail.com". A message states: "We sent an email to s\*\*\*5@gmail.com. Click the verification link in your email to continue or enter the code below." At the bottom, there is a blue link that says "Enter a verification code instead".

## EPO online services - sign-in - one-time verification code



Inbox x

European Patent Office <no-reply@epo.org>  
aan mij ▾

08:01 (0 minuten geleden)



Dear Kerem Büke,

You're in the process of signing in to EPO. Now select the button below. Alternatively, use the code indicated under the button (enter the code in the dialog displayed in the sign-in session).

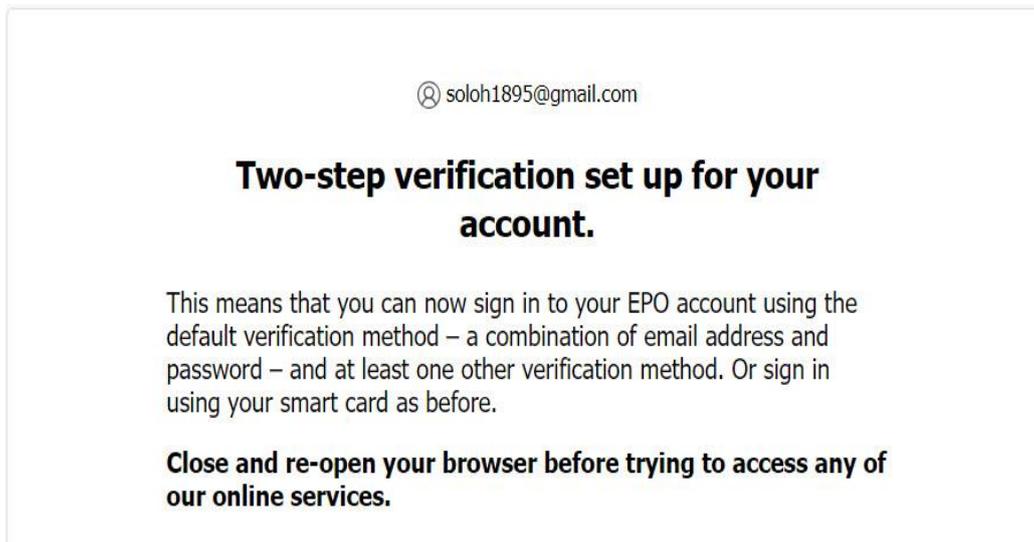
Sign In

Button valid for the next 5 minutes.

If your button does not work, enter a code instead: **385985**

Write to [support@epo.org](mailto:support@epo.org) if you have any concerns, comments or questions about this automatically generated email.

The last screen confirms the successful addition of two-step verification.



You can now use either the smart card or email address/password with two-step verification to sign into MyEPO services (MyEPO Portfolio, Online Filing 2.0, Central Fee Payment).

## 4. Change your EPO account settings

You can change your account settings. These changes include first name, last name, preferred language, email address and adding or removing two-step verification methods.

The account page can be accessed here: <http://ciam.epo.org/account>

Clicking on the account page will bring you to the sign in page.



Europäisches Patentamt  
European Patent Office  
Office européen des brevets

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Sign In

Email address

Sign in using email address

---

OR

 Sign in using smart card

Need help?

[Terms and conditions for EPO online services electronic infrastructure](#)

[Data protection and privacy notice](#)

After giving email address and password, or smartcard, you reach the Account settings page.

## Account settings

[Unlock settings](#)

### Name and language

First name	Last name
K	B

**Preferred language**  
English

### Email address

soloh1895@gmail.com

### Password

.....

### Two-step verification methods

- Okta Verify app (iOS/Android)
- Google Authenticator app (iOS/Android)
- Phone - code sent by text message (SMS)
- Email - code sent by email

By clicking on “**unlock settings**”, and entering the two-step verification code, you will be able to change your account details.

## Account settings

### Name and language

[Edit](#)

First name	Last name
K	B

**Preferred language**  
English

### Email address

[Edit](#)

soloh1895@gmail.com

### Password

[Edit](#)

.....

### Two-step verification methods

- Okta Verify app (iOS/Android) [Add](#)
- Google Authenticator app (iOS/Android) [Add](#)
- Phone - code sent by text message (SMS) [Add](#)
- Email - code sent by email [Remove](#)