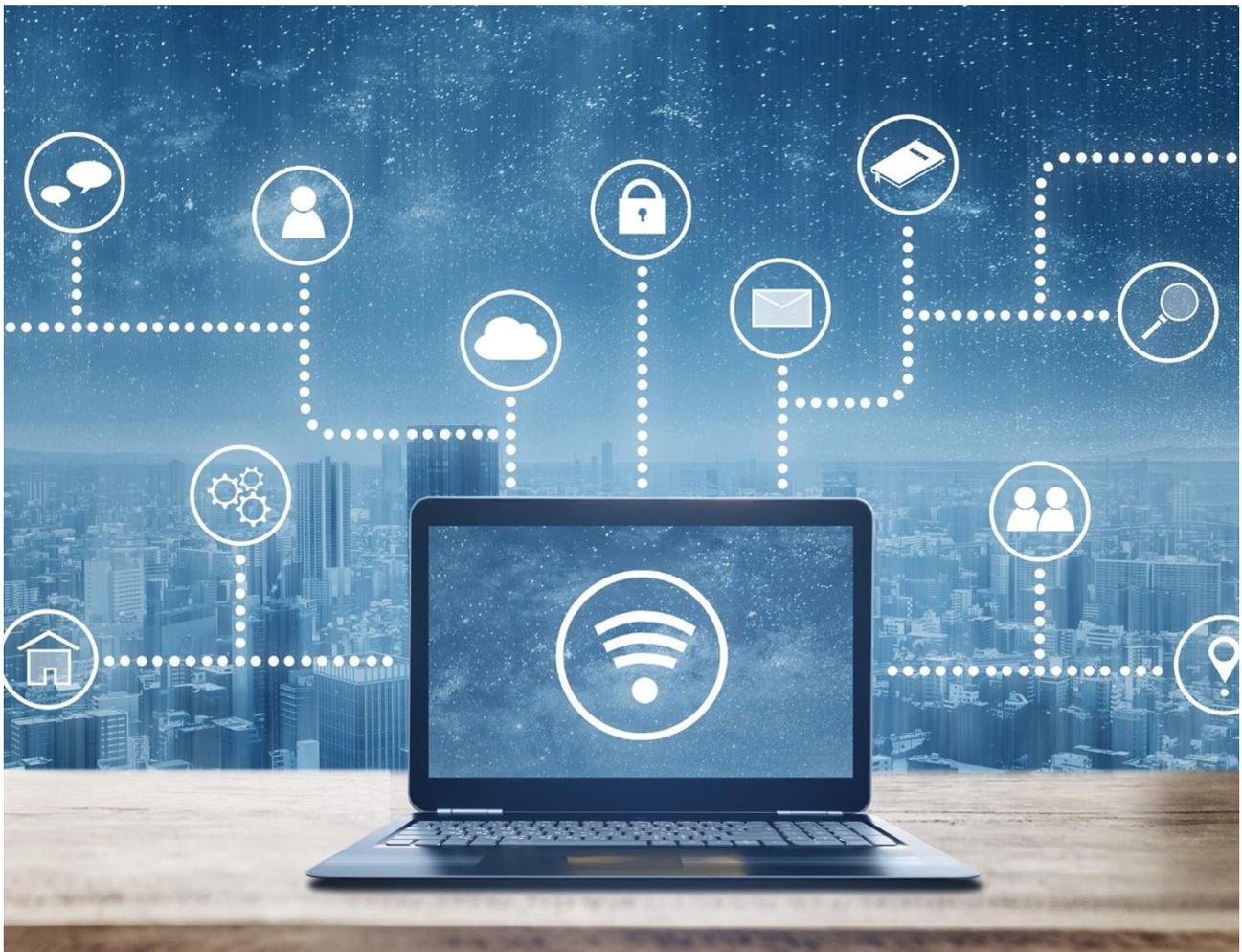# MyEPO services

Feature guide: your EPO account and two-factor authentication

Last update: March 2025

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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 using your EPO account with the default authentication method, a combination of email address and password.

However, in the case of MyEPO services (MyEPO, Online Filing 2.0 and Central Fee Payment) and we need to be sure of your identity and permissions to access confidential information. So, you will need to sign in using your EPO account with two-factor authentication.

Two-factor authentication, or "2FA", is where you use the default authentication "factor" – a combination of email address and password – plus one of the following other methods:

- Okta Verify. This is an app on your smartphone that receives notifications in the form of a **Yes** or **No**. It can also generate six-digit, one-time authentication codes.
- Google Authenticator. This is an app on your smartphone that generates six-digit, one-time authentication codes.
- Phone. This sends a six-digit, one-time authentication code via text message (SMS) or voice call to your phone.
- Email. This sends a six-digit, one-time authentication code or a direct link to the email address you have indicated.

These other methods are the second factor in the authentication process. We strongly advise you to set up two or more of these other methods, to avoid difficulties if you can't use one of them – for example if you lose your phone.

This feature guide explains:

- how to create an EPO account and set up 2FA if you are a new user (see section 2)
- how to change your EPO account settings (see section 3)

To guide you further, we have also published some frequently asked questions (FAQs):

- FAQs on EPO account
- FAQ on discontinuation of EPO smart cards in 2024

You can always contact us at epo.org/support or your key account manager if you're still not sure about something.

2.   Creating an EPO account if you are a new user

2.1   Step 1 – create an EPO account with two-factor authentication

Go to the **Create an EPO account** page.

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

An individual or corporate email address can be used. However, an email address can only be linked to one EPO account.

Note: it is important that you have access to this email address. If you change company, please always update the email associated with your EPO account (see section 3 on account settings).


You will receive an email that prompts you to confirm that the address is indeed accessible and to set a password.
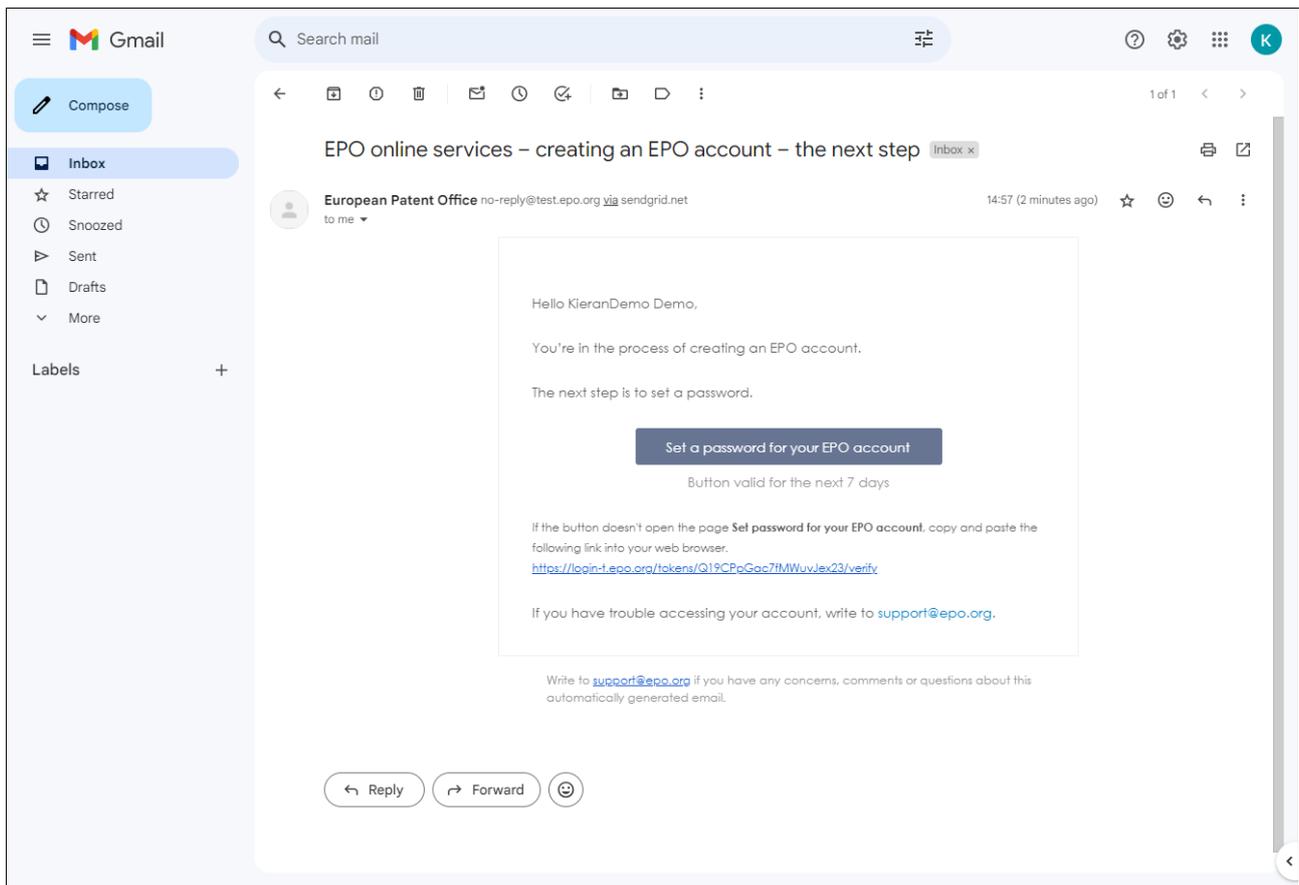
Once the password has been set, select the second-factor authentication methods you wish to use. You can choose Okta Verify, Google Authenticator and/or phone (the three most secure options) or authentication by email.
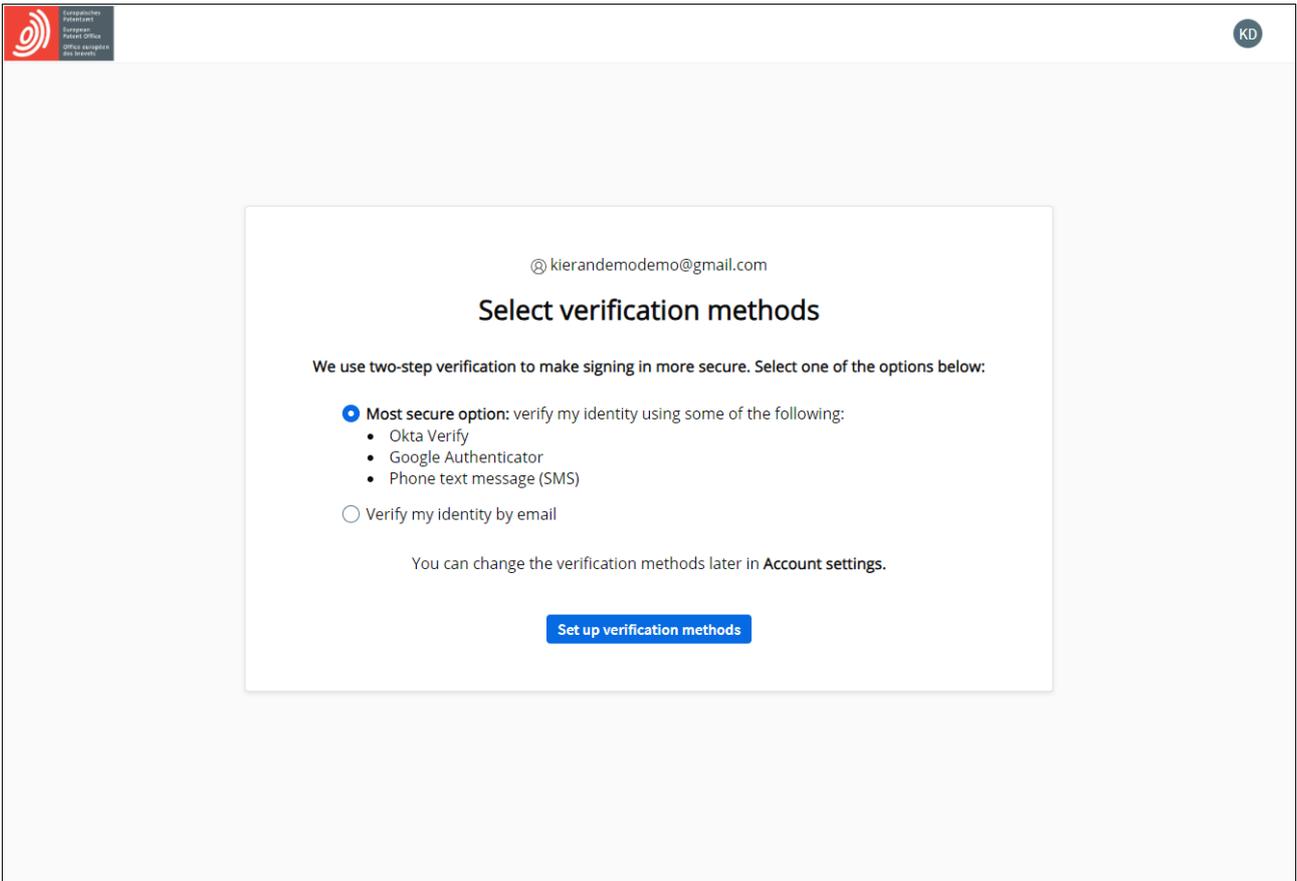
We strongly advise you to set up two or more second-factor authentication methods, to avoid difficulties if you can't use your preferred one – for example if you lose your phone or change your email address.
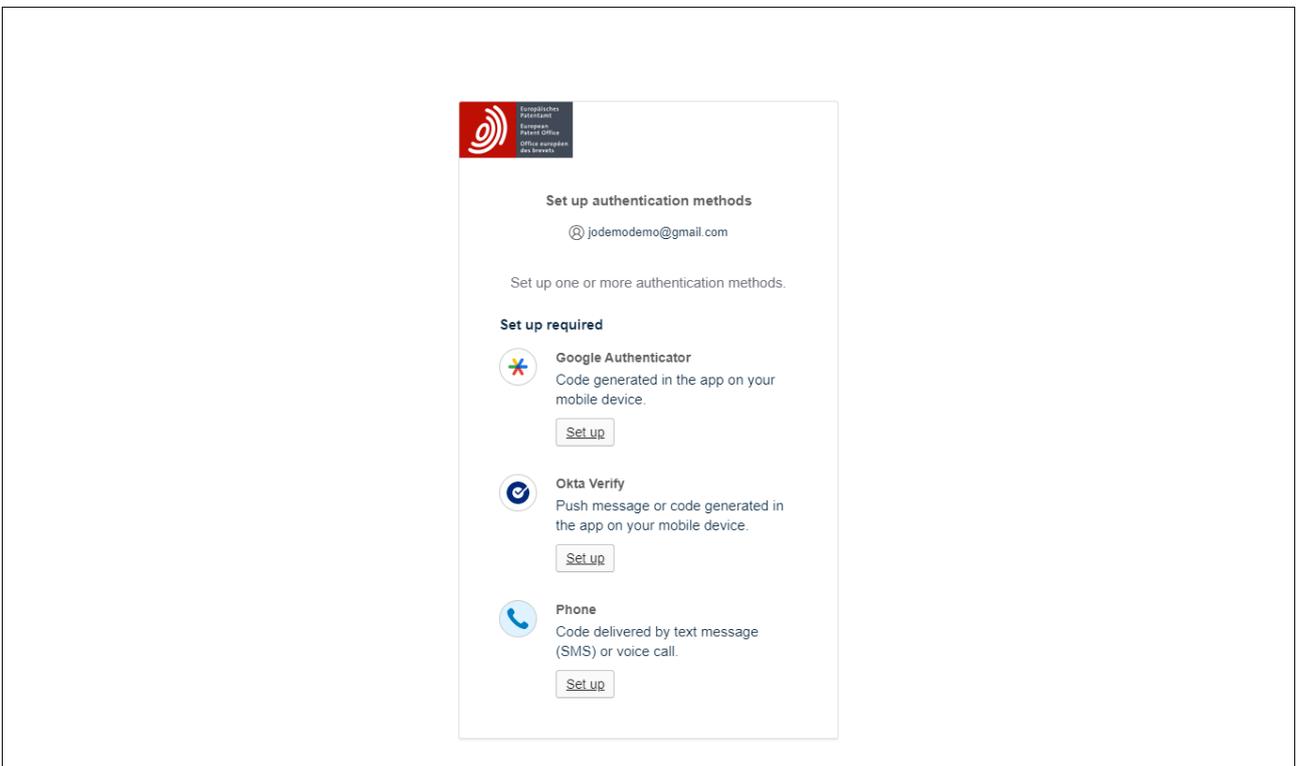
You will then see confirmation that your EPO account has been created.

However, before you sign in to MyEPO services (MyEPO, Online Filing 2.0 and Central Fee Payment) or our legacy Online Filing software (eOLF), first select **Complete set-up in MyEPO**. You can then choose the company you wish to link to your EPO account.
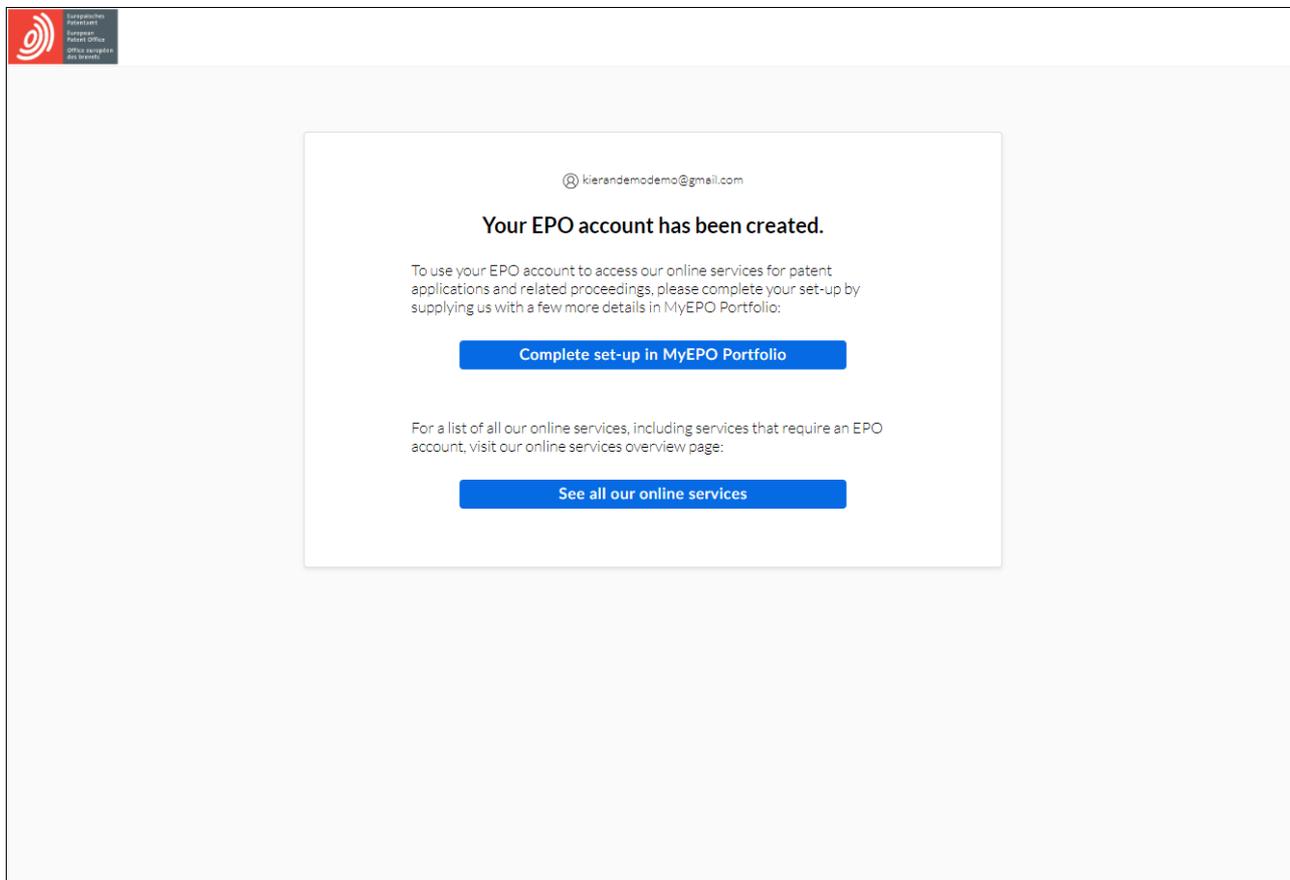
2.2 Step 2 – complete your account set-up in MyEPO

Before you can use MyEPO services, your EPO account must first be linked to a MyEPO "company", and your company administrator must also give you access in MyEPO.

A company in MyEPO is a group of users that share a mailbox and can work together on portfolios of applications.

MyEPO allows you to set up companies that reflect your ways of working and your user groups. Some large companies choose to set up multiple MyEPO companies that reflect their organisational structures. Others keep it simple and use just one company.

You can choose the name you give to a new MyEPO company.

For example, it could be the legal entity name of your company or reflect a geographic location or business area.

The names of your MyEPO companies do not have a legal meaning under the European Patent Convention or PCT, nor are they shown on any official documents.

If you are applying for a patent as a private person, and not on behalf of a company or through a professional representative, you still need to set up a MyEPO company. You will be the administrator for this company.

Your personal EPO account can be linked to only one MyEPO company at any time.

Linking to a company for the first time

If you sign in to MyEPO, and you are not yet linked to a company, you can choose to create a new company or join an existing one.
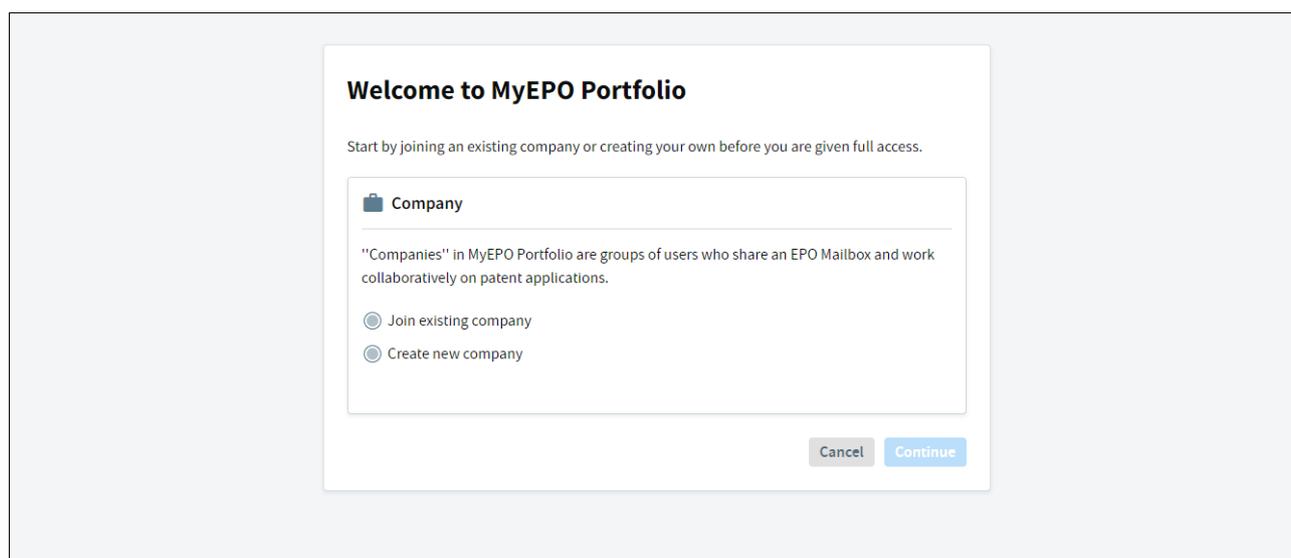
If you want to join an existing company, please check with your company administrator first which is the correct company name to choose.

After selecting a company, you can select which deposit accounts your user will need access.

You will then see a message confirming that your request is pending approval by your company administrator.
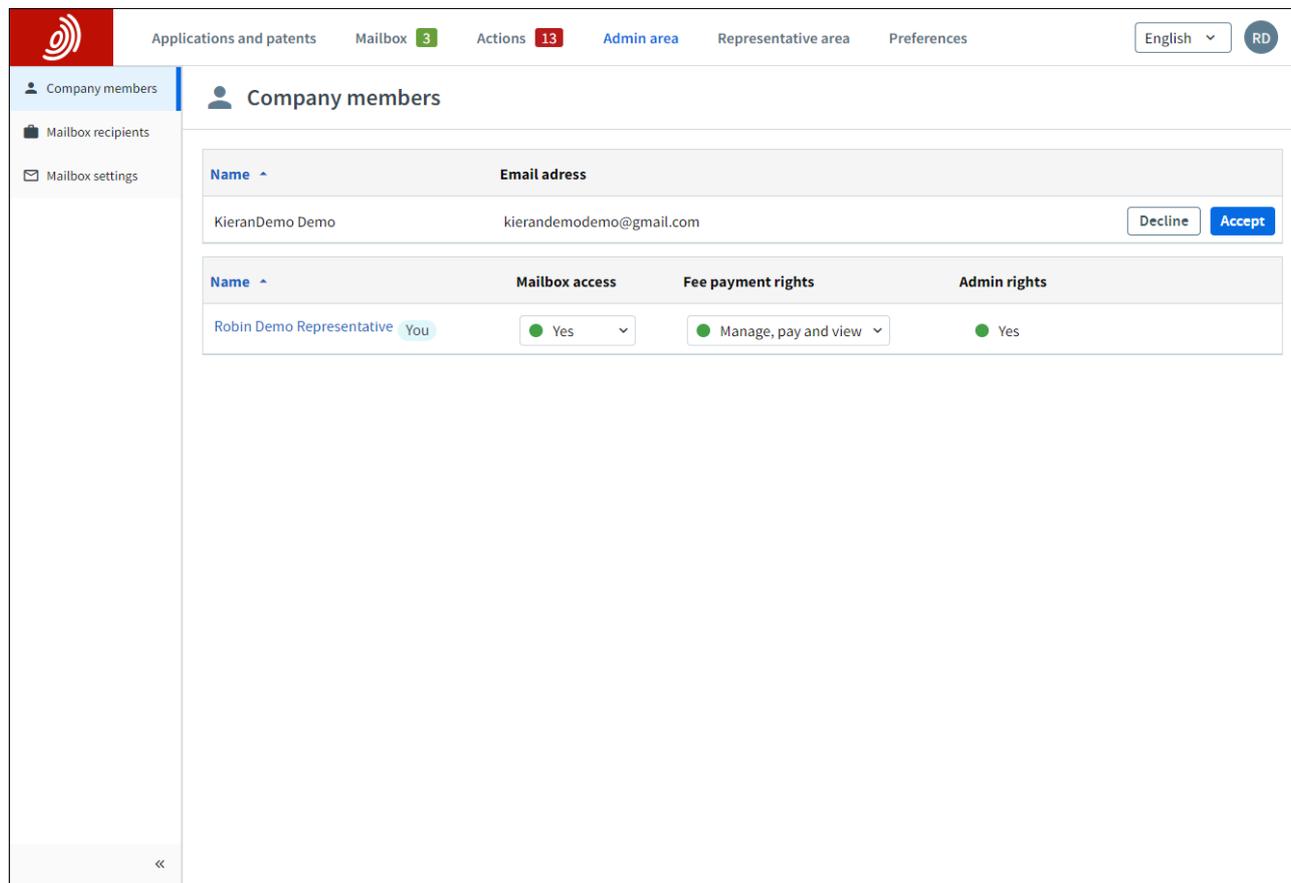
Actions for your company administrator

Your company administrator should approve your request in the **Company members** section of the **Admin area**.

You will appear in the list of company members as soon as your request is approved.

Your company administrator should then grant you access to work on your company's filings (using the user administration functionality in Online Filing 2.0) and to work with Mailbox communications, fee payments and application portfolios as needed (using the Admin area of MyEPO).
For more details, see the feature guide on managing user access in MyEPO and the Online Filing 2.0 user guide.

If you had requested access to deposit accounts, you and your company administrator will receive an email from the EPO to inform you that the request is being processed.

3. Changing your EPO account settings

You can change your EPO account settings such as first name, last name, preferred language, email address and second-factor authentication methods.

To do this, sign in to the **Account settings** page.
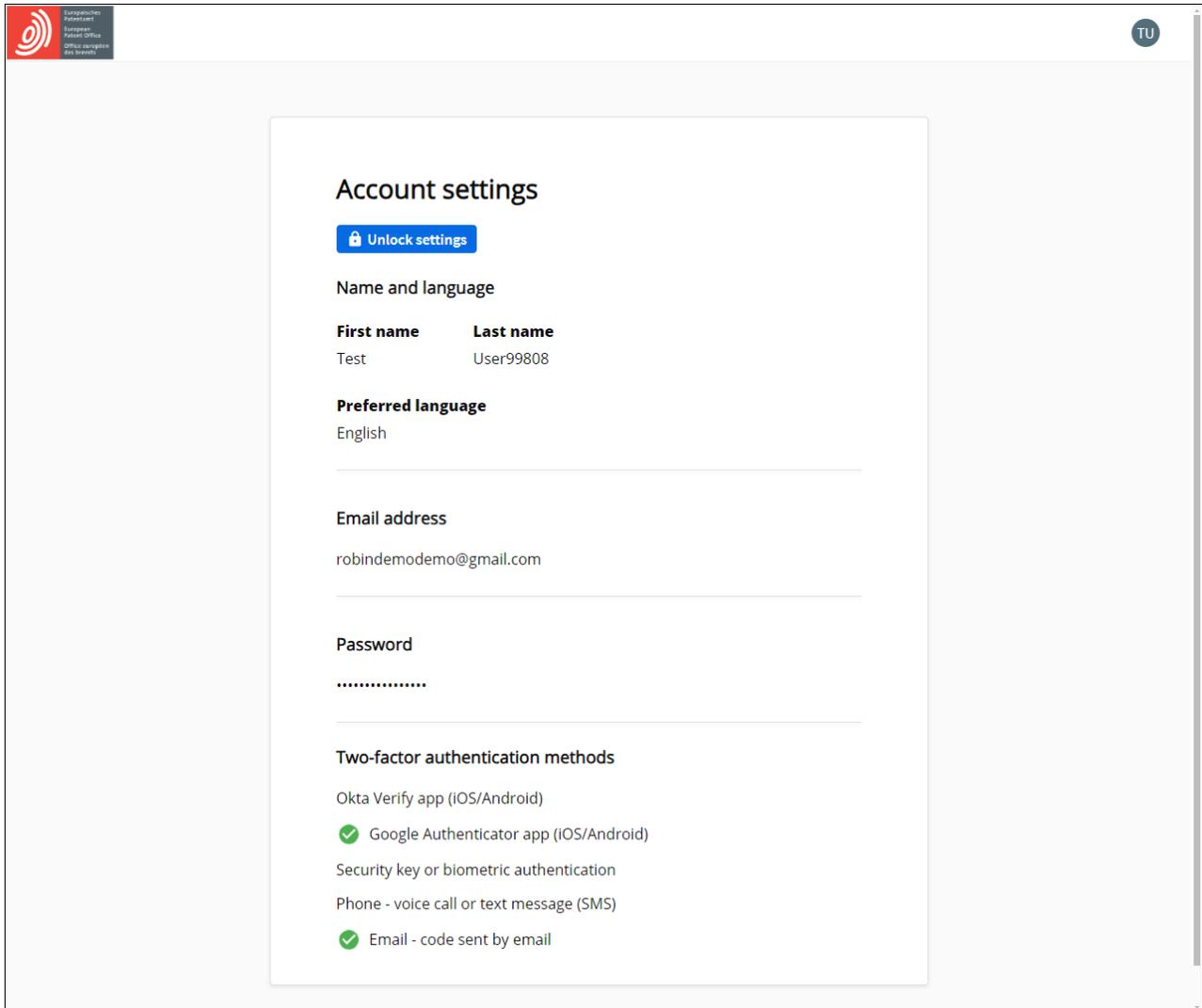
After selecting **Unlock settings**, and entering a one-time authentication code, you will be able to change your account settings.

It is important that you have access to the email address associated with your EPO account. If you change company, please always update this email address.

We strongly advise you to set up two or more second-factor authentication methods, to avoid difficulties if you can't use your preferred one – for example if you lose your phone or no longer have access to an old email address.