

CPMS 2.0 ERN EuroBloodNet Access Guide for Clinicians

Oct 29, 2026 · By the ERN-EuroBloodNet CPMS Helpdesk Team

Before you start

To use CPMS 2.0 (the Clinical Patient Management System of the European Reference Networks), you need three things, in this order: an EU Login account, a mobile device registered for two-factor authentication (2FA), and access to ERN EuroBloodNet approved by the network's administrators. Approval usually takes about 24 hours.

The process has four phases:

1. **Create your EU Login account** (steps 1 to 5)
2. **Set up two-factor authentication** with the EU Login mobile app (steps 6 to 10). CPMS will not let you sign in without it.
3. **Request access to ERN EuroBloodNet in CPMS 2.0** (steps 11 to 17)
4. **Use CPMS 2.0:** give consent at your first login, then enrol your first patients (steps 18 and 19)

You will need: a professional email address, a smartphone you can install the EU Login app on, and the name of your hospital or healthcare provider.

Key links

What	Link
CPMS 2.0 (live system, real patients)	cpms2.ern-net.eu
CPMS 2.0 training environment (no real patient data)	cpms2-acceptance.ern-net.eu
Create an EU Login account	EU Login registration
CPMS at ERN EuroBloodNet	eurobloodnet.eu/cpms

When you work with real patients, always follow your hospital's data privacy procedures.

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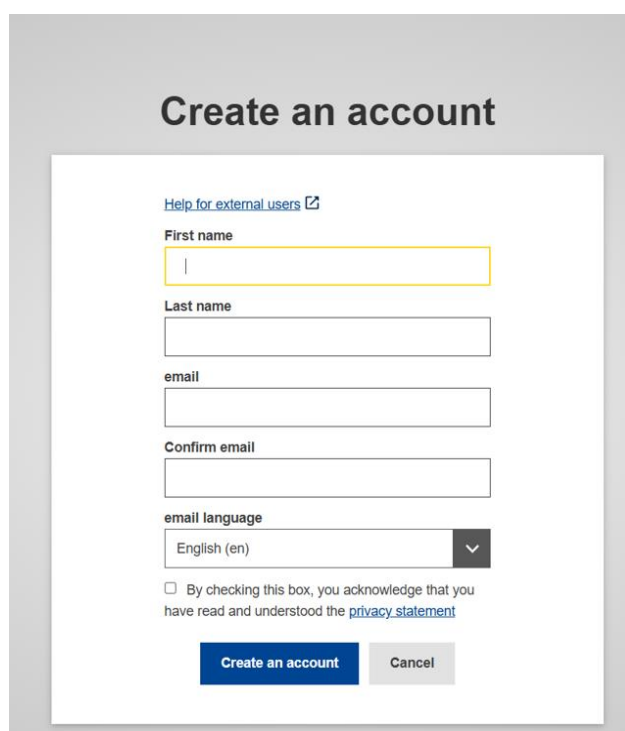
Phase 1: Create your EU Login account

EU Login is the European Commission's sign-in service. CPMS and many other EU platforms require it. If you already have an EU Login account, skip to Phase 2.

Step 1: Open the EU Login registration page

Go to the [EU Login registration page](#). You can also reach it from the CPMS 2.0 homepage: click **Login**, then **Create an account**.

Step 2: Fill in your personal details



Create an account

[Help for external users](#)

First name

Last name

email

Confirm email

email language
 English (en) ▼

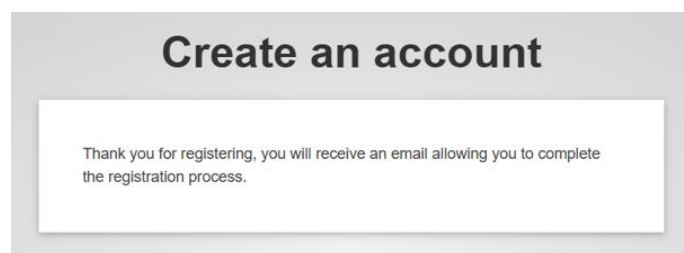
☐ By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Create an account Cancel

Enter your **first name**, **last name**, **email address**, and **email language**. We recommend you use your professional email address.

Tick the box to confirm you have read the **privacy statement** and click **Create an account**.

A message confirms the registration and tells you an email is on its way:

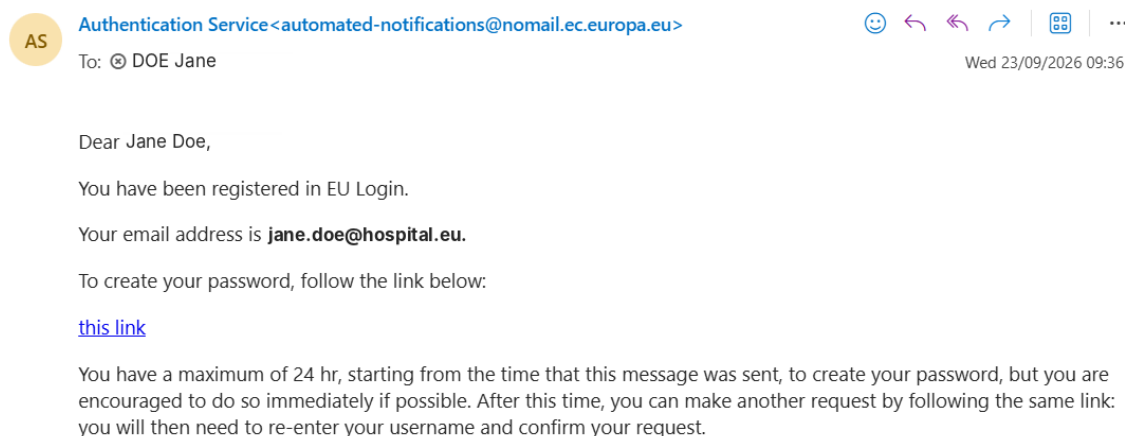


Create an account

Thank you for registering, you will receive an email allowing you to complete the registration process.

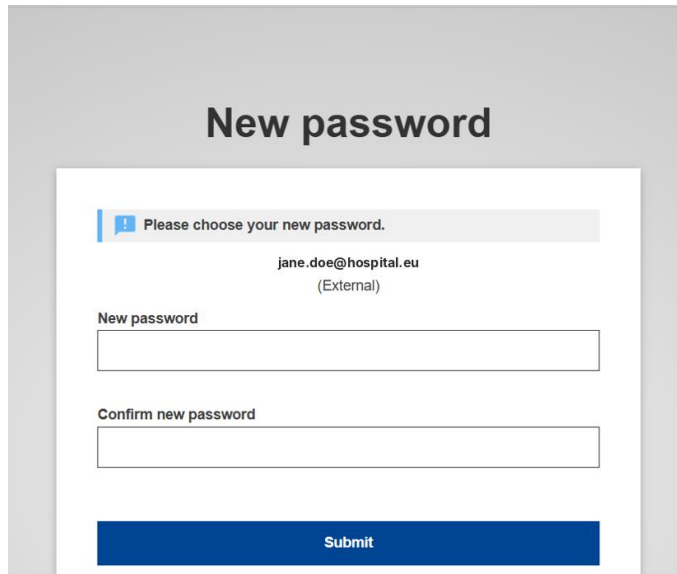
Step 3: Activate your account from the email

Open the email from **Authentication Service** with the subject **"Your password"**. Click the link provided to create your password:



The link is valid for **24 hours**. If it expires, request a new one from the same page. The email can take up to 5 minutes to arrive, remember to check your spam folder too.

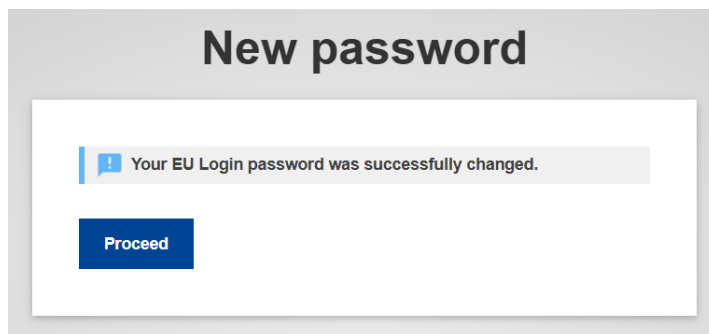
Step 4: Set your password



The screenshot shows a web form titled "New password". At the top, a message box says "Please choose your new password." Below this, the email address "jane.doe@hospital.eu (External)" is displayed. There are two input fields: "New password" and "Confirm new password". At the bottom of the form is a blue "Submit" button.

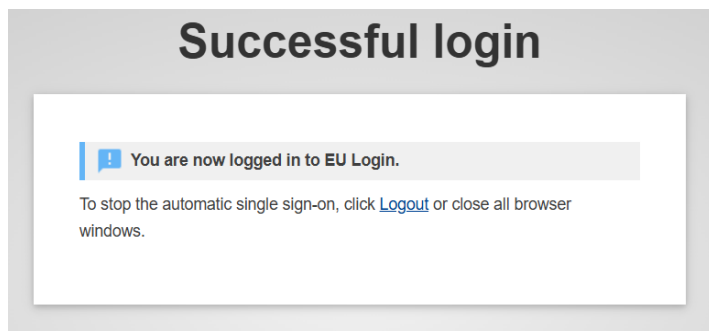
Enter a new password, confirm it, and click **Submit**.

Step 5: Confirm and log in



The screenshot shows a web form titled "New password". A message box at the top says "Your EU Login password was successfully changed." Below the message is a blue "Proceed" button.

You see **"Your EU Login password was successfully changed."** Click **Proceed**.



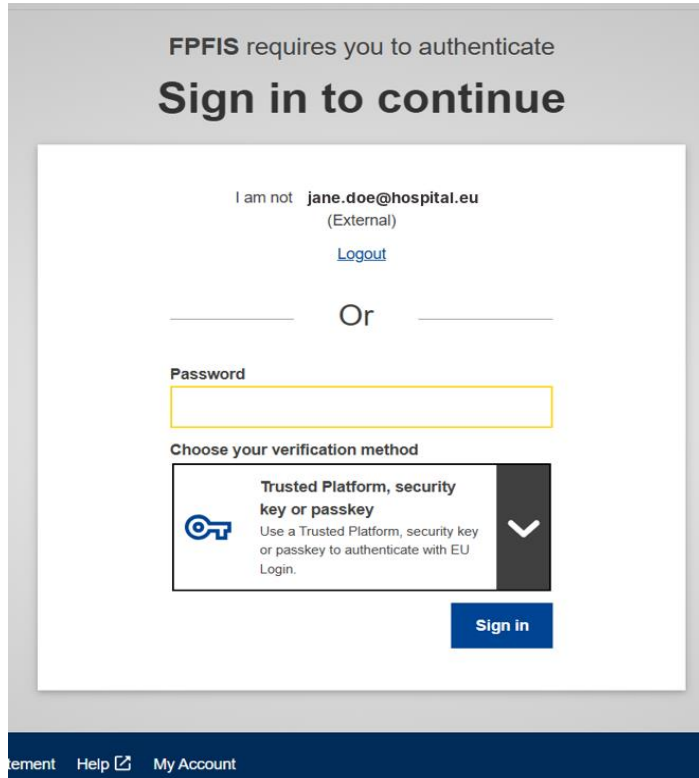
The screenshot shows a web form titled "Successful login". A message box at the top says "You are now logged in to EU Login." Below the message, it says "To stop the automatic single sign-on, click [Logout](#) or close all browser windows."

The **Successful login** page confirms your EU Login account works.

Phase 2: Set up two-factor authentication (required)

CPMS 2.0 only accepts sign-ins confirmed on a registered mobile device. You do this once, with the free **EU Login** app on your smartphone. Keep your computer and your phone side by side.

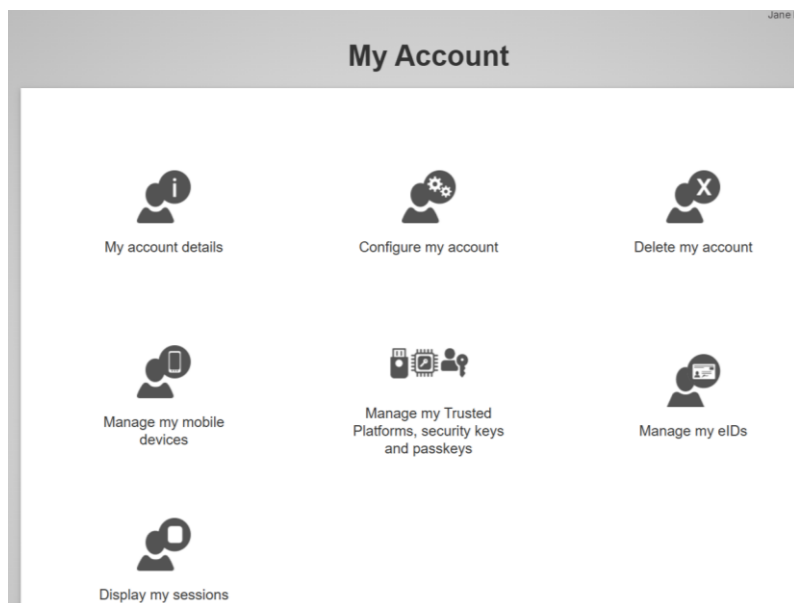
Step 6: Open “My Account” in EU Login



Sign in to EU Login with your email and password if you are not already logged in.

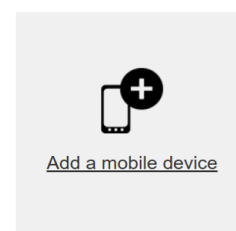
Click the gear icon next to your name (top right), or **My Account** at the bottom of the page.

Step 7: Go to “Manage my mobile devices”



On the **My Account** page, click **Manage my mobile devices**.

Then click **Add a mobile device**:



[← My Account](#)

Step 8: Name your device and choose a PIN

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 EU Login mobile app.

Confirm your PIN code

Enter a **name** for your device (for example, "My iPhone").

Choose a **4-digit PIN code** and enter it again to confirm. You will type this PIN in the app each time you sign in.

Click **Submit**. A QR code appears on the screen.

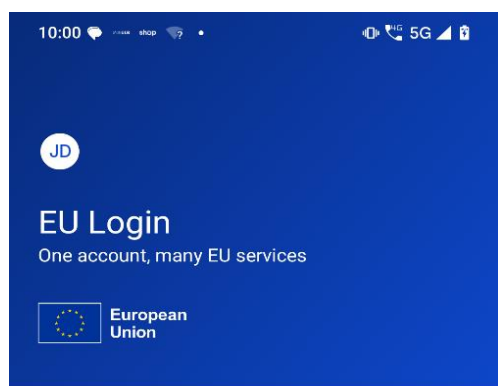
Step 9: Install the app and scan the QR code

Add a mobile device

Scan this QR code using your EU Login mobile app.

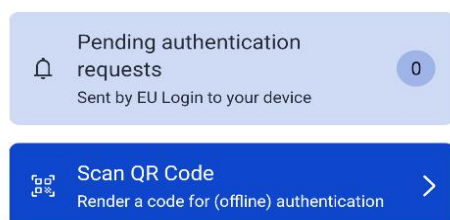
1. On your smartphone, install **EU Login** from the App Store or Google Play.
2. Open the app and tap **Initialise**.
3. Scan the QR code shown on your computer screen.
4. Enter the PIN you chose in step 8. You can also enable fingerprint or face recognition.

Step 10: Check that your device is registered



Welcome Jane

jane.doe@hospital.eu
uid: n00a1bc2



The app shows a **Welcome** screen with your name and email. Your device is now registered!



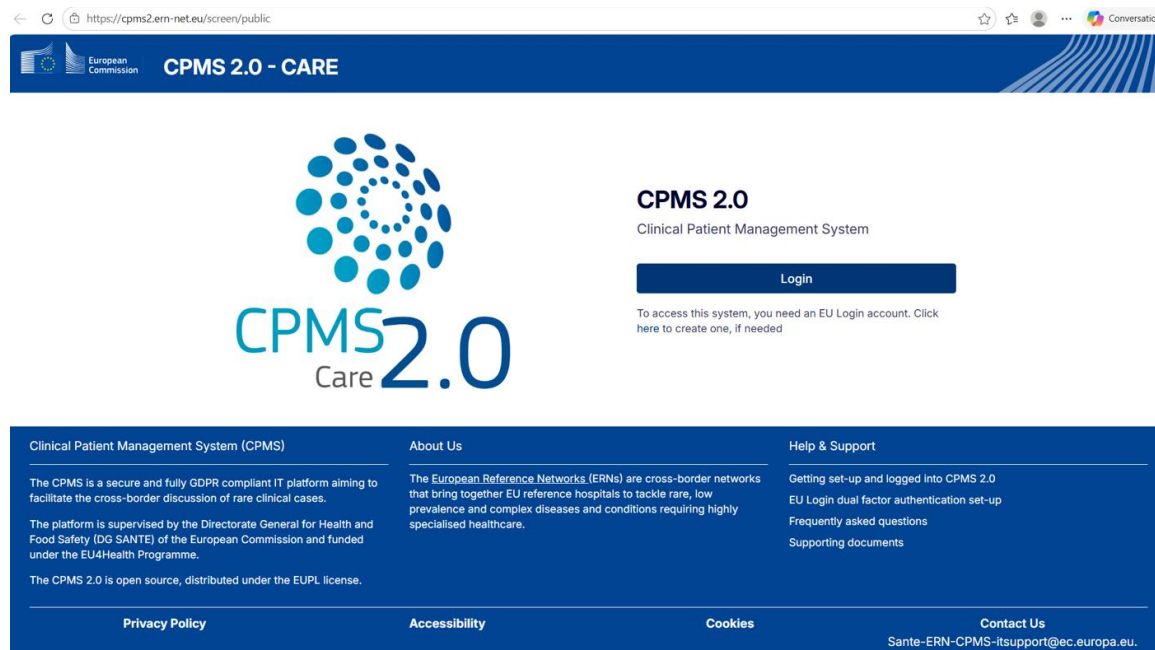
CPMS accepts three methods through the app: **PIN code**, **QR code**, or **on-mobile** (biometrics). See the European Commission's guide [What second factor can I configure?](#) for details.

Phase 3: Request access to ERN EuroBloodNet in CPMS 2.0

The first time you sign in to CPMS 2.0, you fill in a three-page sign-up form. An ERN EuroBloodNet administrator then reviews it.

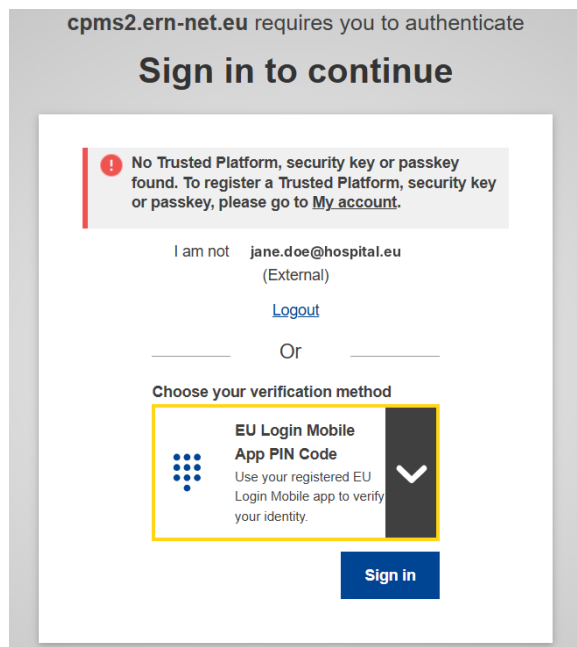
Step 11: Open CPMS 2.0 and click “Login”

Go to cpms2.ern-net.eu and click **Login**.



The screenshot shows the CPMS 2.0 login page. At the top, there's a blue header with the European Commission logo and the text "CPMS 2.0 - CARE". Below this, the CPMS 2.0 logo is displayed on the left, and on the right, the text "CPMS 2.0 Clinical Patient Management System" is shown above a blue "Login" button. Below the button, a message states: "To access this system, you need an EU Login account. Click here to create one, if needed". At the bottom, there's a footer with links for "Privacy Policy", "Accessibility", "Cookies", and "Contact Us" (with the email "Sante-ERN-CPMS-itsupport@ec.europa.eu").

Step 12: Sign in with EU Login



The screenshot shows the EU Login sign-in page. At the top, it says "cpms2.ern-net.eu requires you to authenticate" and "Sign in to continue". Below this, there's a red error message: "No Trusted Platform, security key or passkey found. To register a Trusted Platform, security key or passkey, please go to [My account](#)." Below the error, there's a form with the email "jane.doe@hospital.eu (External)" and a "Logout" link. Below this, there's a "Choose your verification method" section with a yellow box highlighting the "EU Login Mobile App PIN Code" option, which includes the instruction "Use your registered EU Login Mobile app to verify your identity." and a "Sign in" button.

You are sent to EU Login. Enter your **email** and click **Next**, then enter your **password**.

Under **Choose your verification method**, open the list and select **EU Login Mobile App PIN Code** (or the QR code option). Click **Sign in**.

Note that the default option, “Trusted Platform, security key or passkey”, does not work unless you set one up. If you leave it selected, you see the red error shown nearby.

Step 13: Confirm on your phone

cpms2.ern-net.eu requires you to authenticate

Awaiting confirmation of device

We have sent a request to your mobile device.

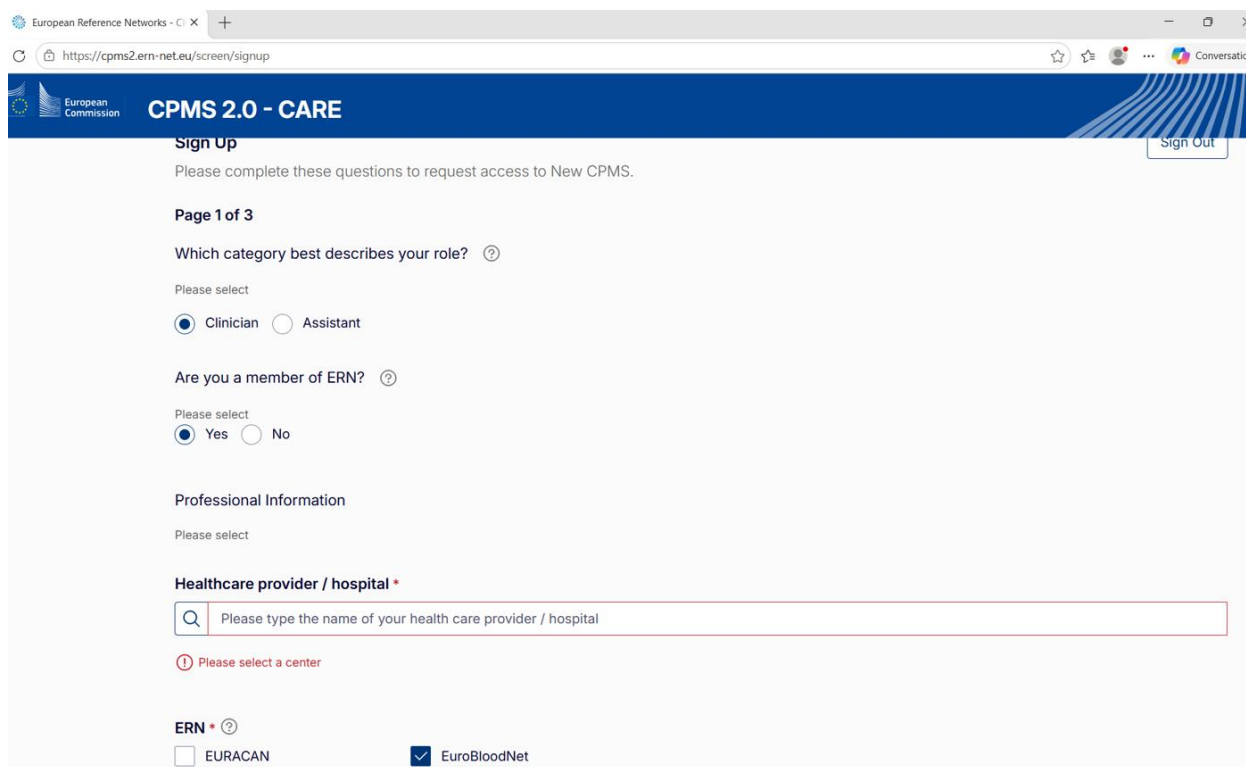
1. Open the EU Login Mobile App.
Wait for the app to display pending authentication requests.
2. Press Continue.
3. Confirm using your PIN code or use biometric authentication.

In earlier versions of the app, step 1 can be done by accepting the notification.

[Cancel](#)

The screen shows **Awaiting confirmation of device**. Open the EU Login app on your phone, tap the pending request, and enter your PIN. Your computer then continues to CPMS on its own.

Step 14: Sign-up page 1: role, hospital and ERN



European Reference Networks - CPMS 2.0 - CARE

Sign Up

Please complete these questions to request access to New CPMS.

Page 1 of 3

Which category best describes your role? [?](#)

Please select

☒ Clinician ☐ Assistant

Are you a member of ERN? [?](#)

Please select

☒ Yes ☐ No

Professional Information

Please select

Healthcare provider / hospital *

❗ Please select a center

ERN * [?](#)

☐ EURACAN ☒ EuroBloodNet

- **Which category best describes your role?** Select **Clinician**.
- **Are you a member of ERN?** Select **Yes** if your centre is a member of an ERN. Select **No** if you are an EU/EEA professional from a non-member centre requesting guest access.
- **Healthcare provider / hospital:** type the name of your hospital and select it from the list.
- **ERN:** tick **EuroBloodNet**.
- Click **Next**.

Step 15: Sign-up page 2: clinical focus


CPMS 2.0 - CARE

Public Page > Sign Up

Sign Up
Sign Out

Please complete these questions to request access to New CPMS.

Page 2 of 3

Clinical Focus
 Please enter some information about yourself and your areas of expertise.

In your own words, what is your specific clinical or research focus, for which you feel competent to give expert advice?

Please insert here, what is your specific clinical or research focus, for which you feel competent to give expert advice

Back
Next >

Describe your clinical focus. Depending on the form version, this covers your profession, thematic and sub-thematic areas, and a free-text description of the clinical or research area where you feel competent to give expert advice. Click **Next**.

Step 16: Sign-up page 3: review and submit


CPMS 2.0 - CARE

Sign Up Sign Out

Please complete these questions to request access to New CPMS.

Page 3 of 3

Overview
 Please review your information before submitting

① Information from EU login ?

Name	Jane Doe
Email	jane.doe@hospital.eu
EU username	n00a1bc2

② Professional Information

Role	Clinician
ERN *	EuroBloodNet
Healthcare provider / hospital	Example University Hospital

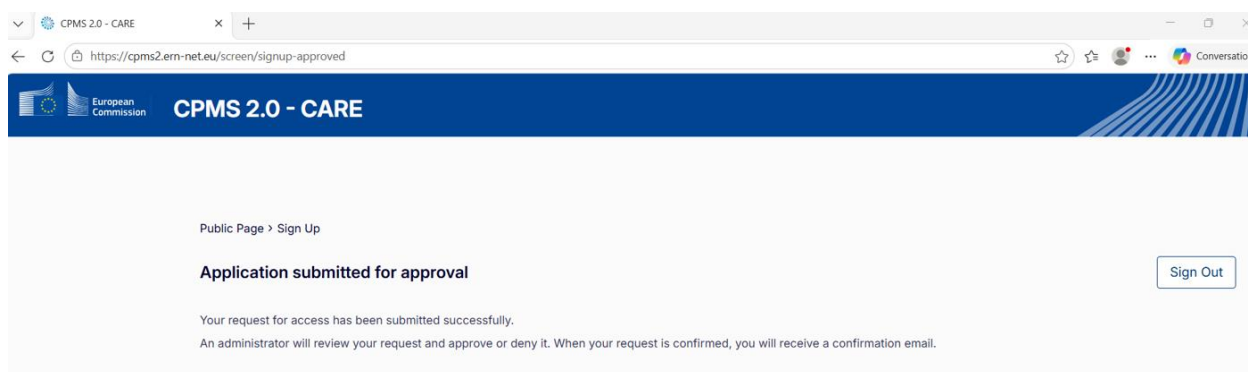
③ Clinical Focus

Focus area	Haemoglobinopathies and rare anaemias
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Edit
Submit access request

Check the summary of your information. Use **Back** to correct anything, then click **Submit access request**.

Step 17: Wait for approval



You see **Application submitted for approval**, and you are signed out.

You will receive two emails: one confirming your request was submitted, and one when ERN EuroBloodNet approves it. Approval usually takes about **24 hours**.

Phase 4: First login and getting started

Once you receive the approval email, sign in again as in steps 11–13. To practice without real patient data, use the [training environment](#).

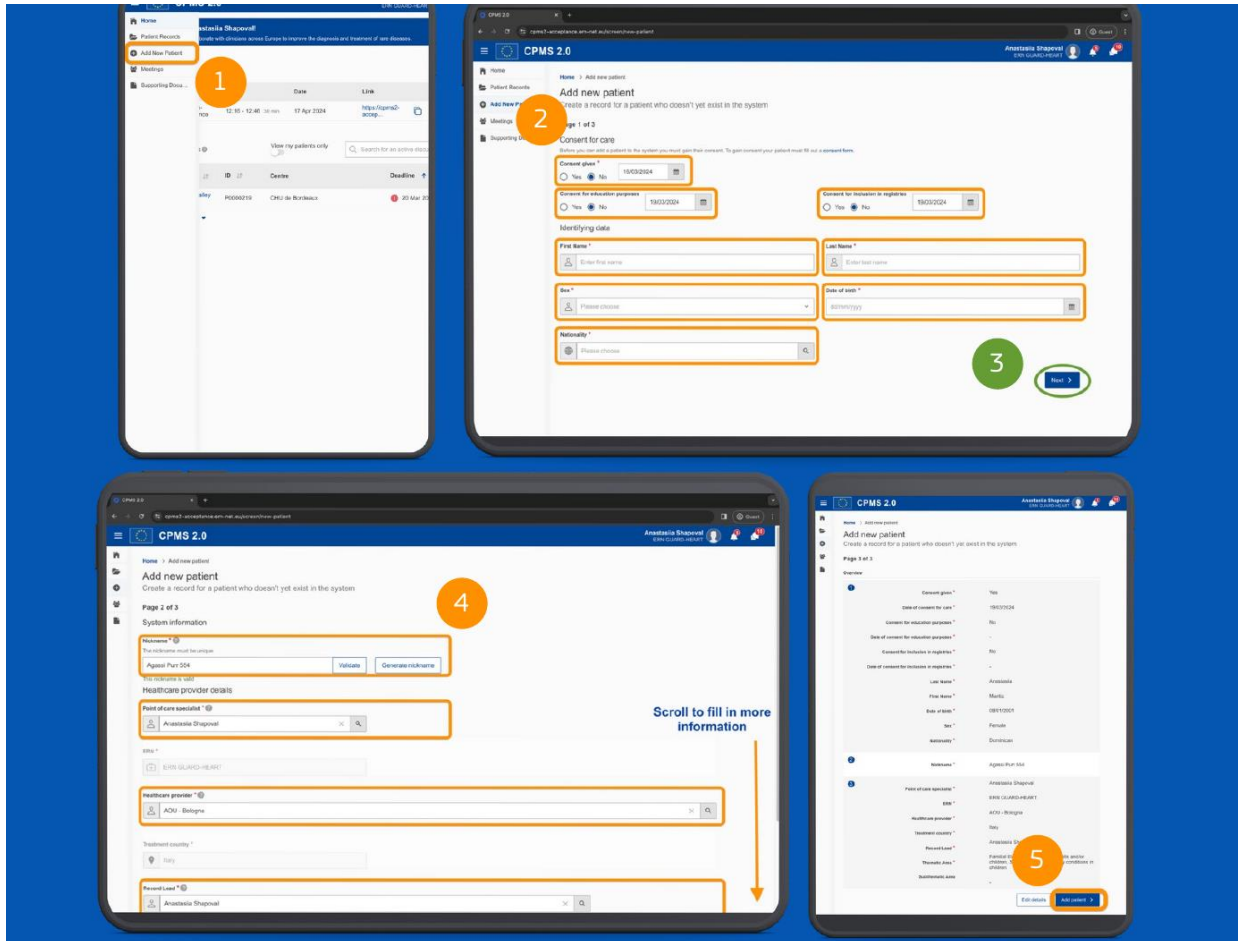
Step 18: Give your consent (first login only)

On your first login, read the privacy policy and tick both consent boxes. You only do this once, and you are then taken to your home page. You can withdraw your consent at any time from your user profile.

☐ I have read the privacy statement and agree to the privacy policy of the CPMS 2.0 platform.
 This field is required

☐ I agree that my profile data is stored in the system and can be used to generate reports on treating doctors and an outcome report expresses only the opinion of the experts participating in the study.
 consent at any time by editing my user profile.
 This field is required

Step 19: Enrol a patient



The screenshots illustrate the following steps:

- In the left-hand menu, select **Add New Patient**.
- Record the patient's consent, then fill in their identifying data: first name, last name, sex, date of birth and nationality.
- Click **Next**.
- Generate or validate a **nickname**. Then select the point of care specialist, healthcare provider, record lead, record assistant, thematic area and sub-thematic area. Scroll down to complete every field.
- Review the overview page and click **Add patient** to confirm.

1. In the left-hand menu, select **Add New Patient**.
2. Record the patient's consent, then fill in their identifying data: first name, last name, sex, date of birth and nationality.
3. Click **Next**.
4. Generate or validate a **nickname**. Then select the point of care specialist, healthcare provider, record lead, record assistant, thematic area and sub-thematic area. Scroll down to complete every field.
5. Review the overview page and click **Add patient** to confirm.

Troubleshooting

Problem	What to do
No activation email	Wait up to 5 minutes and check your spam folder. The link expires after 24 hours; request a new one from the EU Login page.
“No Trusted Platform, security key or passkey found”	Change the verification method to EU Login Mobile App PIN Code (step 12).
No PIN option when signing in	Your mobile device is not registered yet. Complete Phase 2.
No request appears in the app	Open the EU Login app manually and check Pending authentication requests , or choose the QR code method instead.
No approval after a few days	Contact the ERN EuroBloodNet coordination team, or the CPMS IT support below.
Changed or lost phone	Register the new device in EU Login under My Account → Manage my mobile devices .

Help and resources

- ERN EuroBloodNet Operational Helpdesk: cpmshelpdesk@euroblood.ern-net.eu
- CPMS IT support: SANTE-ERN-CPMS-ITSUPPORT@ec.europa.eu
- [How do I create my EU Login account?](#) (European Commission)
- [What second factor can I configure with my account?](#) (European Commission)
- [Video: how to register to CPMS 2.0](#) (European Commission)
- [ERN EuroBloodNet - About CPMS](#)

Acknowledgement: This guide combines screenshots taken while creating a new account, a previous *CPMS 2.0 Access Guide* by the ERN-EuroBloodNet Helpdesk Team, as well as the *CPMS 2.0 Quick Start Guide for Clinicians* (European Commission).