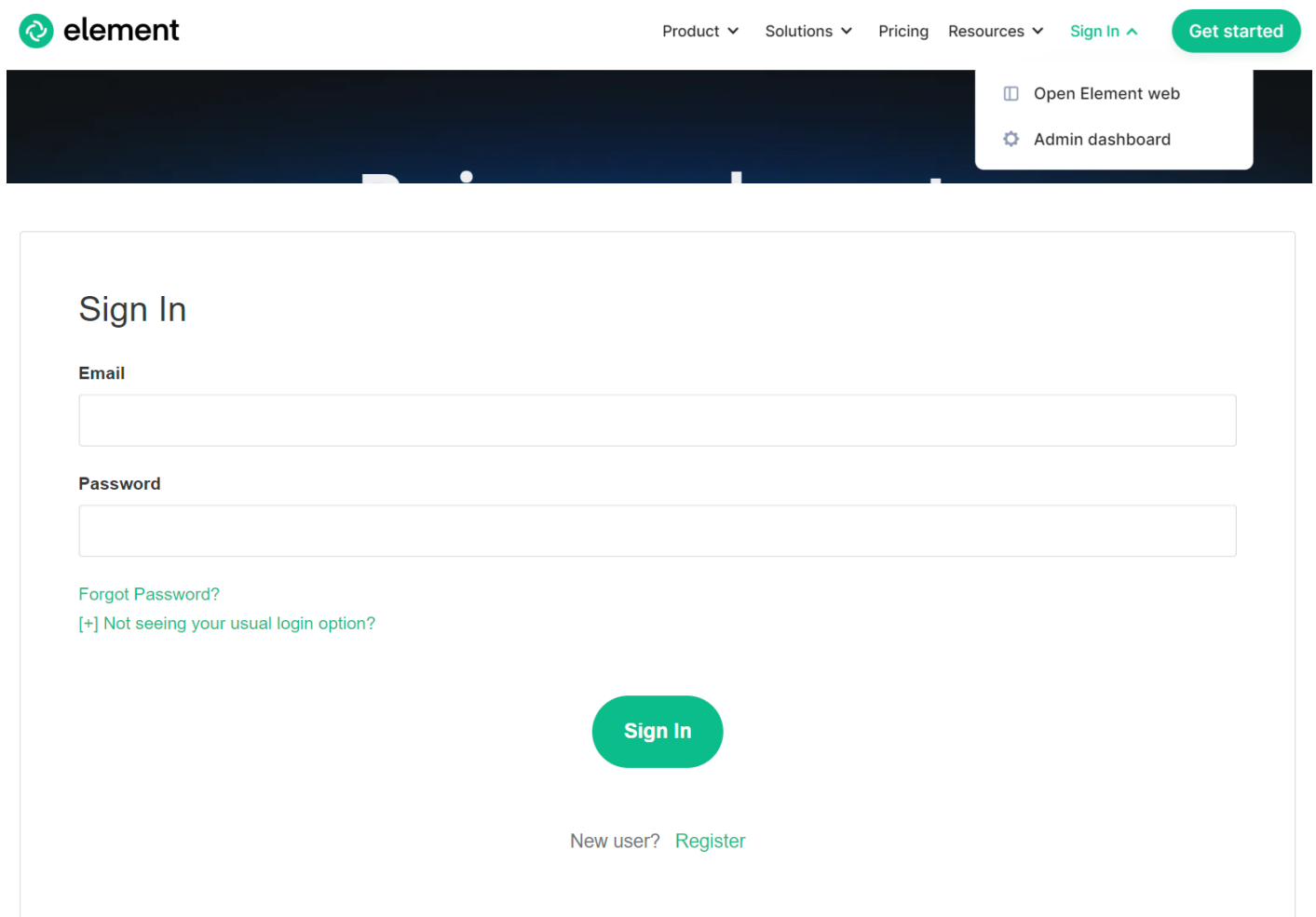


Securing an EMS Account

Two-Factor Authentication

From the [Element](#) homepage, click [Sign In](#) then [Admin Dashboard](#) to be taken to the EMS Control Panel. If you aren't logged in already, you will be presented with the login screen - sign in using your details to be taken to the EMS Control Panel.



The screenshot shows the Element website's navigation bar and a sign-in form. The navigation bar includes the Element logo, a menu with 'Product', 'Solutions', 'Pricing', and 'Resources', a 'Sign In' link with an upward arrow, and a 'Get started' button. A dropdown menu is open under 'Sign In', showing 'Open Element web' and 'Admin dashboard'. Below the navigation is a dark banner with a white dot. The main content area is a white box titled 'Sign In' containing an 'Email' input field, a 'Password' input field, a 'Forgot Password?' link, a '[+] Not seeing your usual login option?' link, a green 'Sign In' button, and a 'New user? Register' link.

Click [Your Account](#), found in the top right, then select [Account](#), or goes directly there from this link, [Account Page](#).



Your Account ▾



Account



Billing

This page contains details about your account, to secure your account, you will need to click [Authentication Settings](#) found at the bottom of the [Edit your profile](#) section.

Your Account

Edit your profile

Name:

Email:

Matrix ID: ⓘ

(Optional)

Company
Name:

(Optional)

EU VAT ID: ⓘ

(Optional)

Consent to
marketing?: ⓘ

[Authentication Settings](#)

[Save Changes](#)

This will take you to your Account Console, where you can manage your account security settings. Click [Signing In](#) under [Account Security](#), then from the [Two-factor authentication](#) section click [Setup an authenticator application](#).

Welcome to Element account management



Account security

Control your password and account access

[Signing in](#)

Two-factor authentication

Authenticator application

[Set up authenticator application](#)

Enter a verification code from authenticator application.

You will need to reauthenticate to confirm your identity, then follow the steps provided to setup a mobile authenticator.



Please re-authenticate to continue

Email

Password

[Forgot Password?](#)

[\[+\] Not seeing your usual login option?](#)

Sign In

Mobile Authenticator Setup

1. Install one of the following applications on your mobile:

- FreeOTP
- Google Authenticator

2. Open the application and scan the barcode:



[Unable to scan?](#)

3. Enter the one-time code provided by the application and click Submit to finish the setup.

Provide a Device Name to help you manage your OTP devices.

One-time code *

Device Name *

Submit

\$Cancel

If you're planning on using a password manager, you may not be able to scan the QR code. Simply click [Unable to scan](#), copy the code and paste it into your password manager. Configuration values are provided below the code, should your application require this information. To complete this process, provide a generated code from your device / password manager, give it a recognisable device name then click [Submit](#).

Two-factor authentication

Authenticator application

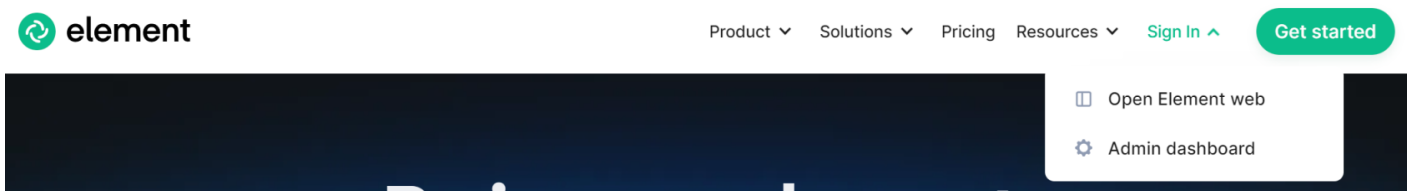
Enter a verification code from authenticator application.

Created

You can confirm this was successful, as you will see the device listed under the [Two-factor authentication](#) section.

Changing your EMS Account Email

From the [Element](#) homepage, click [Sign In](#) then [Admin Dashboard](#) to be taken to the EMS Control Panel. If you aren't logged in already, you will be presented with the login screen - sign in using your details to be taken to the EMS Control Panel.



Sign In

Email

Password

[Forgot Password?](#)

[\[+\] Not seeing your usual login option?](#)

Sign In

New user? [Register](#)

Click [Your Account](#), found in the top right, then select [Account](#), or goes directly there from this link, [Account Page](#).



Your Account ▾



Account



Billing

This page contains details about your account, to change your email, simply edit the existing email present and then click [Save](#), a banner will appear asking you to verify this new email address.

Your Account

Edit your profile

Name:

Email:

Matrix ID: ⓘ

(Optional)

Company

Name:

(Optional)

EU VAT ID: ⓘ

(Optional)

Consent to
marketing?: ⓘ

[Authentication Settings](#)

[Save Changes](#)

Please verify your email address. [Resend link](#)

You will receive an email, simply click the [Confirm Email Address](#) button in the email to verify this new address.

Please confirm your email address by clicking the link below.

It's important to confirm your email address so you can use it to regain access to your account if you forget your password.

We also may need to send you critical information so it's important we have accurate contact information.

[Confirm Email Address](#)

Thanks,
The Element Team