

EWM ID Guide

EWM ID is a login system that replaces your separate usernames and passwords for EWM Global services, and provides the following benefits:

- A single username and password for EWM services
- Multi-factor authentication for increased security
- Self-service password management and forgotten password reset

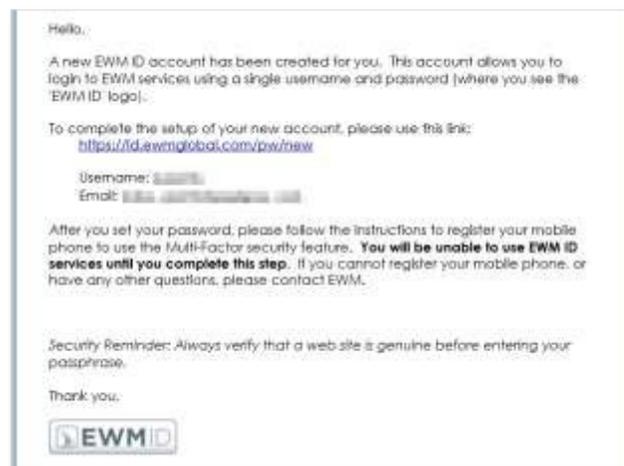
Availability

EWM ID is available on login screens where you see the “EWM ID” text or logo. Use of EWM ID with multi-factor authentication is required on systems where it is enabled.



Account Registration

An EWM ID account will be created for you. After this account is created, you will receive an email with account details and instructions on completing the account registration:



1. Click on the link in the email.
2. On the “New Registration” page, you will need to enter:

- Your username
- Your email address
- The 6 letter security code from the orange box



3. Press the [Send Registration Email] button and you will receive an email from “EWM ID System” with a link to complete your registration. This link will **expire in 15 minutes**. If the link expires, you can restart from the original email message.
4. Check your email for the registration message and click on the link:



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Account Registration (continued)

5. You will be taken to a page where you can set your *passphrase*. A *passphrase* can be longer and more secure than a password. To set the passphrase, enter:

- Username
- Passphrase
- Passphrase (again)

Make sure your new passphrase that meets these requirements:

- Contains upper and lowercase letters, a number, and a special character
 - Is at least 12 characters long
 - Is not used at any other web site
6. After setting your passphrase, you will see the user information screen. You **must complete multi-factor enrollment** on this screen before you can use EWMID.
- This requires a free smartphone app that generates a new security code every 30 seconds. This code will be required when logging in to EWM ID.

If you do not have access to a smartphone, please contact EWM Global.

Follow the links to the Apple App Store or Google Play store to download the FreeOTP app.



7. When you have installed the smartphone app, click the [Register a Device] button to begin multi-factor enrollment.

8. Open the phone app
9. On the EWM web site, enter a name for your device.
10. Scan the QR code using the app
11. Once you have scanned the code, you will then need to choose an icon. You can scroll down to see the generic 'Other' icons to choose from these. This is for your reference only.



12. You can then click 'next' on the next page and then tap on the icon to generate the code. You will then need to type this code into the verification code box on the EWM site. The code will change every 60 seconds.
13. Press the [\[Register Device\]](#) button on the web site to complete registration.
14. You are now ready to use EWM ID to log in to EWM services that require it.

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Using EWM ID

You will be prompted to login using EWM ID when accessing an EWM service, such as the EWM System.



- Enter your username, passphrase, and multi-factor code from the smartphone app to complete the login process.
- If you are using a temporary or public computer, enable the checkbox for:
 This is a public or untrusted computer (Don't remember login) to ensure your login is not saved on that computer.
- The multi-factor code from the phone app is required every 30 days
- If you have forgotten your passphrase, wish to manage your account, or need additional help, use the links available under the [\[Login\]](#) button.

Notifications

You will receive periodic email notifications from EWM ID, such as when your passphrase is about to, or has expired. Follow the instructions in the email to update your passphrase, or contact EWM Global for further assistance.

Phone Loss or Replacement

If your phone is lost please contact EWM Global to reset your multi-factor registration.

If your phone is replaced, and you still have the old phone, you can login to EWM ID using the old phone, and then remove it and register the new one. If you no longer have the old phone, please contact EWM Global.

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FreeOTP Phone App - New Registration

To setup your phone with the FreeOTP phone app:

1. Install "FreeOTP" from the app store for your phone

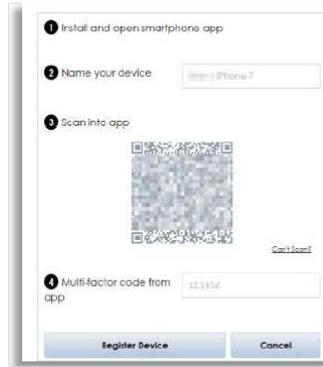


2. Open the FreeOTP app
3. Tap the "QR" code button



4. Allow access to the camera (if requested)

5. Aim your camera at the computer screen showing the QR code



If you have trouble scanning the code:

- Ensure nothing is covering the lens
- Clean the camera lens if it is dirty
- Move further away from the screen
- Move closer to the screen
- Hold the phone steady

6. FreeOTP takes you to another screen where you must choose an icon to represent EWM ID. If you scroll down the list you will reach the 'Other' non brand specific category. Once selected, hit 'next' on the next screen.



7. Tap on the EWM ID entry to reveal the code – this is the verification code you will use to log in when prompted.

