EWAD

ACCOUNT SETTINGS

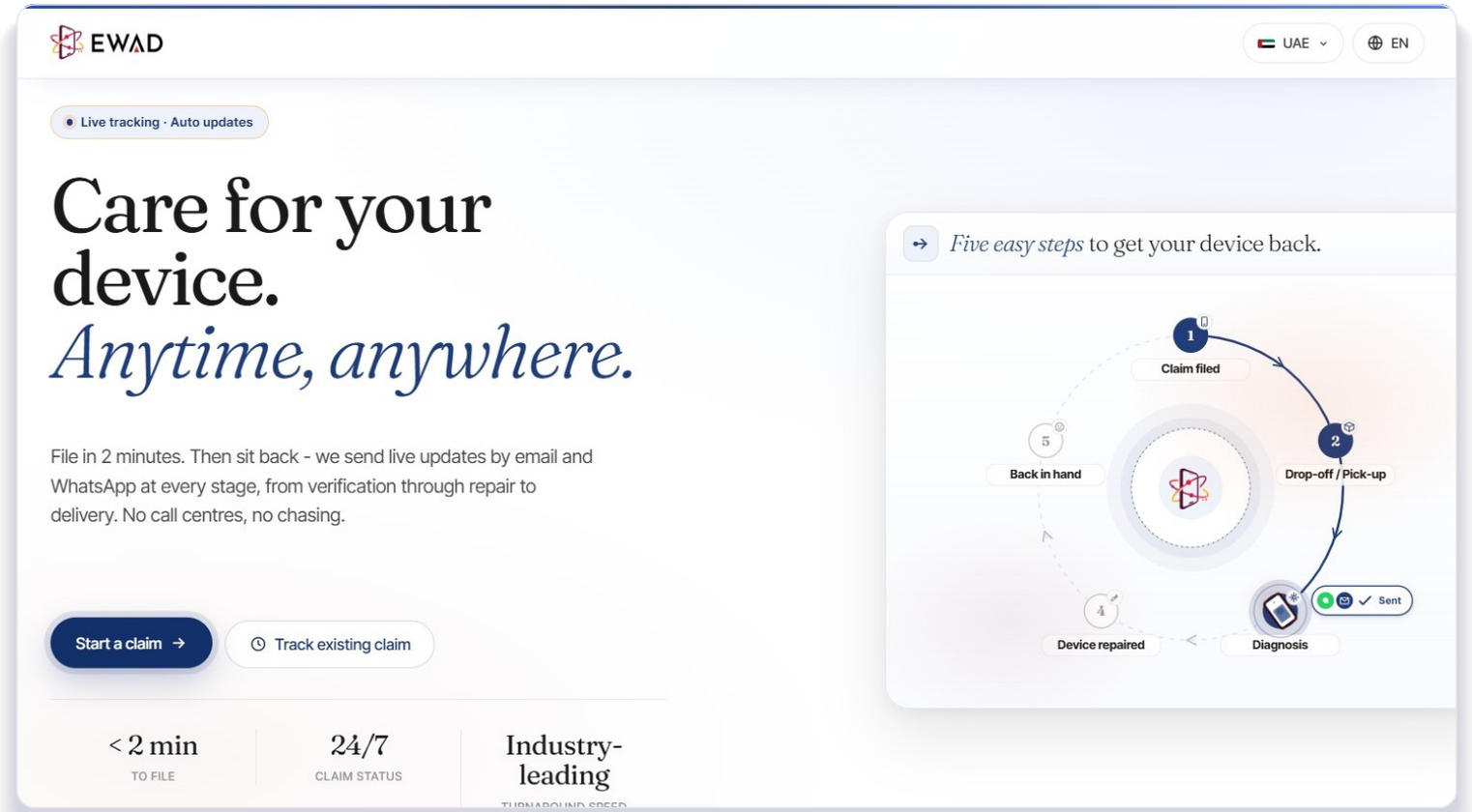
How to Edit an Incorrect *Email Address*

Registered with a typo in your email address?
This guide shows you how to replace an incorrect email address on your EWAD account.

01 STEP 1

Open the EWAD portal

Go to the EWAD portal homepage.

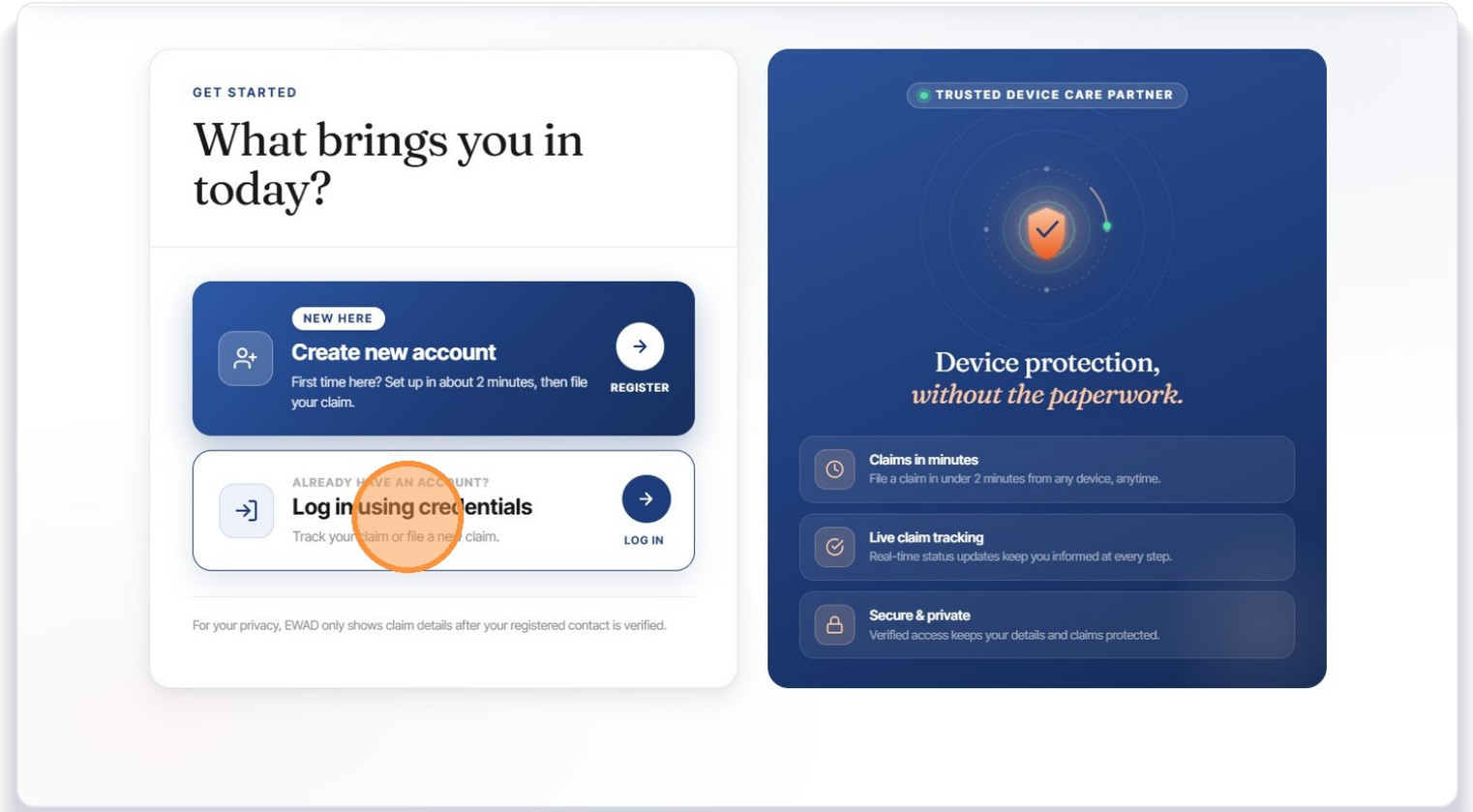


02 STEP 2

Click "Log in using credentials"

On the **"What brings you in today?"** screen, select **"Log in using credentials"** to go to the sign-in screen.

> **NOTE**
> Do not create a new account to fix the email. Sign in to the existing one so your claims stay linked.



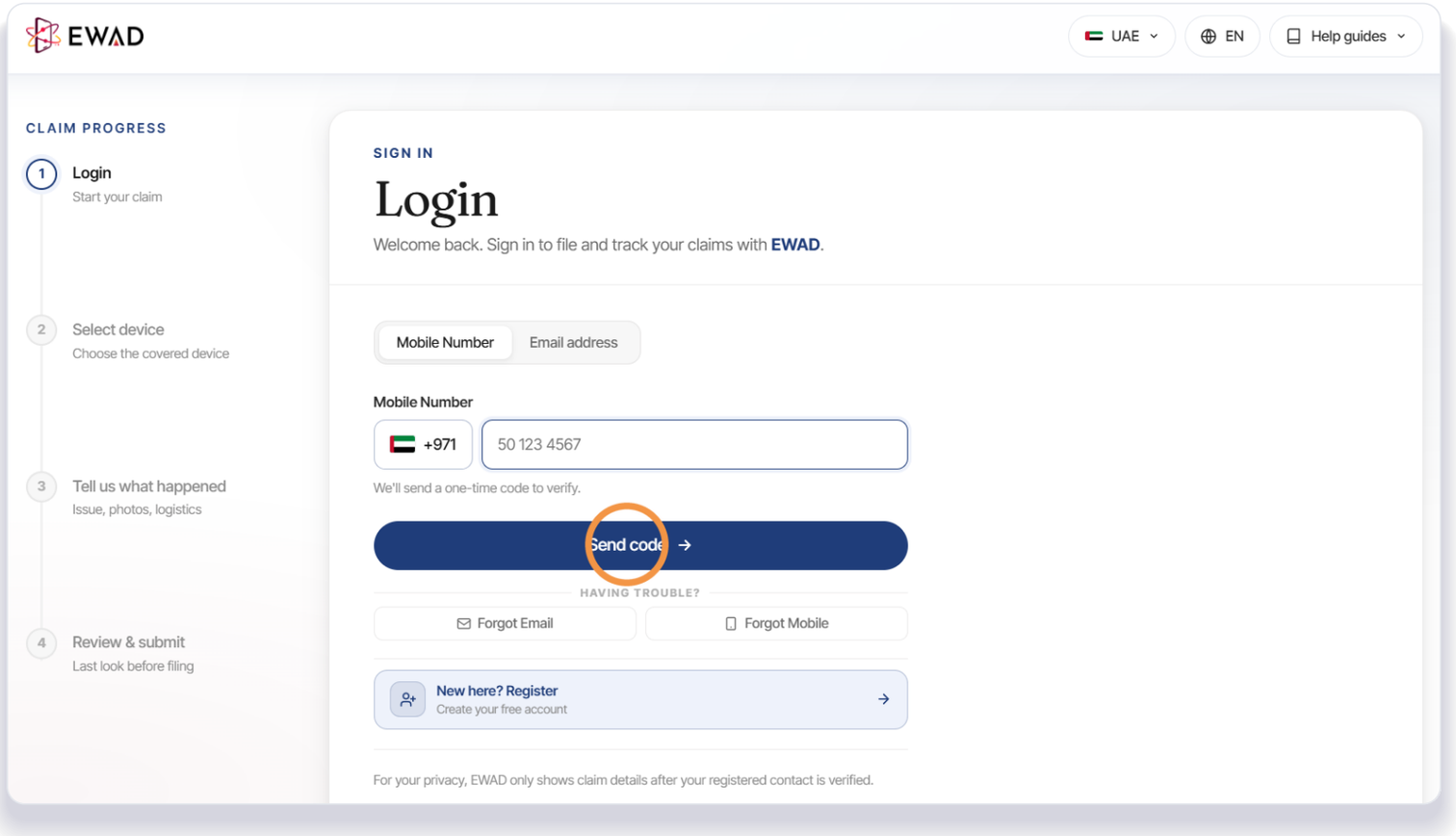
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STEP 3

Sign in with your mobile number

On the **Login** screen, keep the **"Mobile Number"** tab selected, enter your registered mobile number (for example, 50 123 4567), then click **"Send code"** and enter the one-time code to sign in.

> **NOTE**
> Use your mobile number to sign in. The incorrect email address may not work for login until it is corrected.



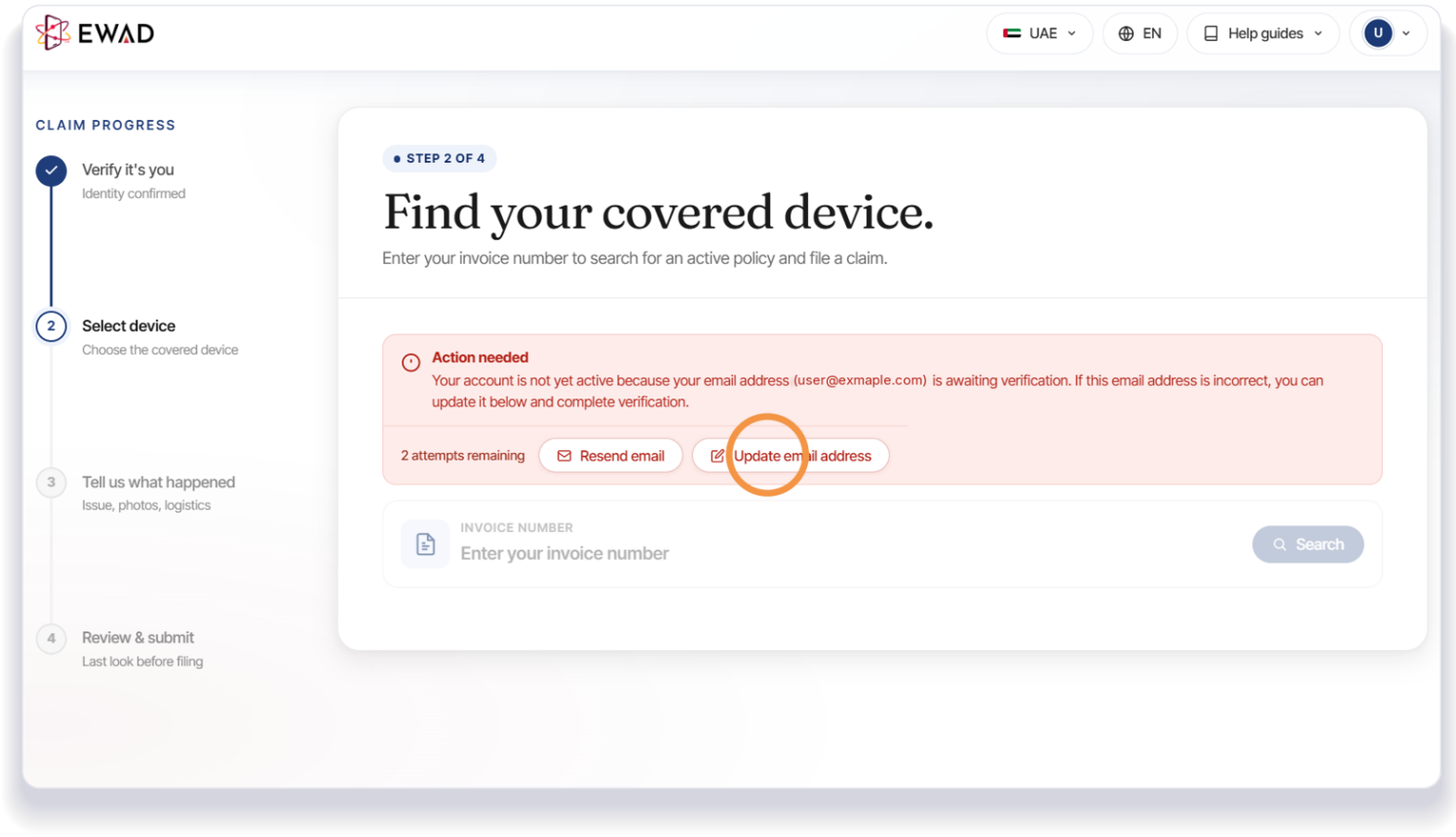
04 STEP 4

Click "Update email address"

After you sign in, an **"Action needed"** notice shows that your account is not yet active because your email address is awaiting verification. Check the address shown in the notice. If it is wrong (here, user@exmaple.com), click **"Update email address"**.

NOTE

Only use "Resend email" if the address shown is correct. Resending to a wrong address uses up your remaining attempts.

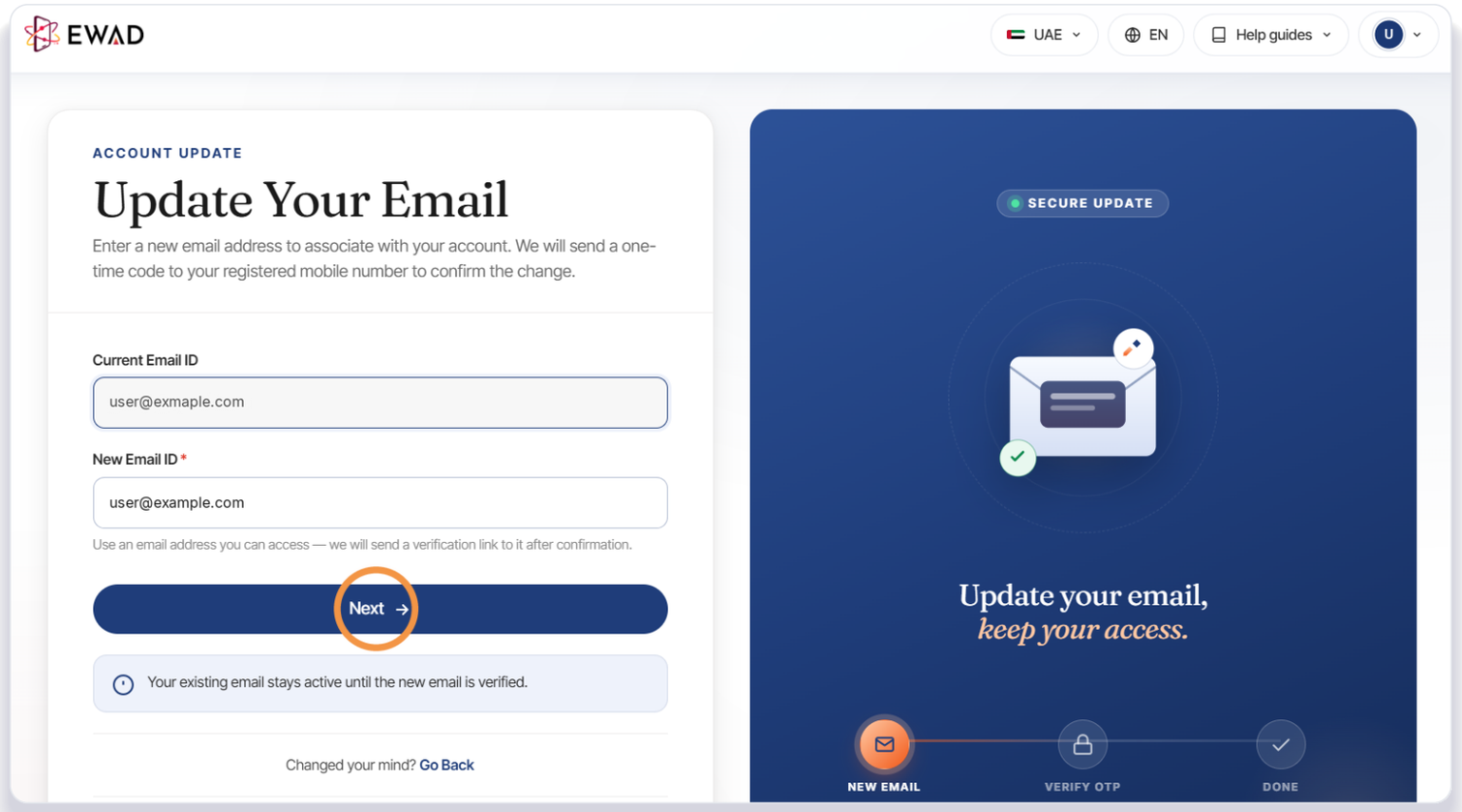


05 STEP 5

Enter the correct email and click "Next"

On the **Update Your Email** screen, your current address appears under **Current Email ID**. Type the correct address in **New Email ID** (for example, user@example.com), then click **"Next"**.

> **NOTE**
> Your existing email stays active until the new one is verified. Use an address you can access, because the verification link is sent there.



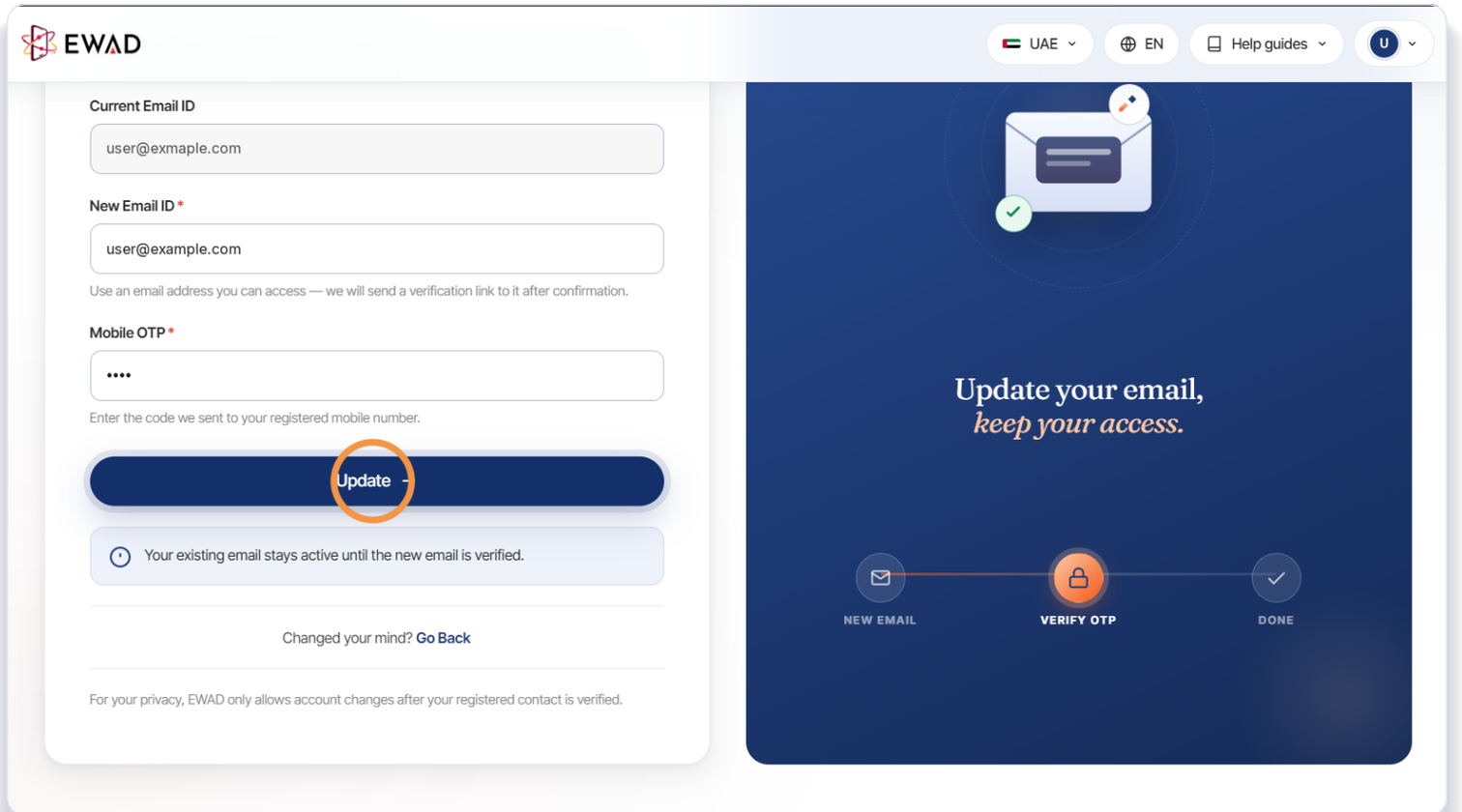
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STEP 6

Enter the mobile code and click "Update"

Enter the one-time code sent to your **registered mobile number** in the **Mobile OTP** field, then click **"Update"** to confirm the change.

> **NOTE**
> Changed your mind? Click "Go Back" to keep your current email address.



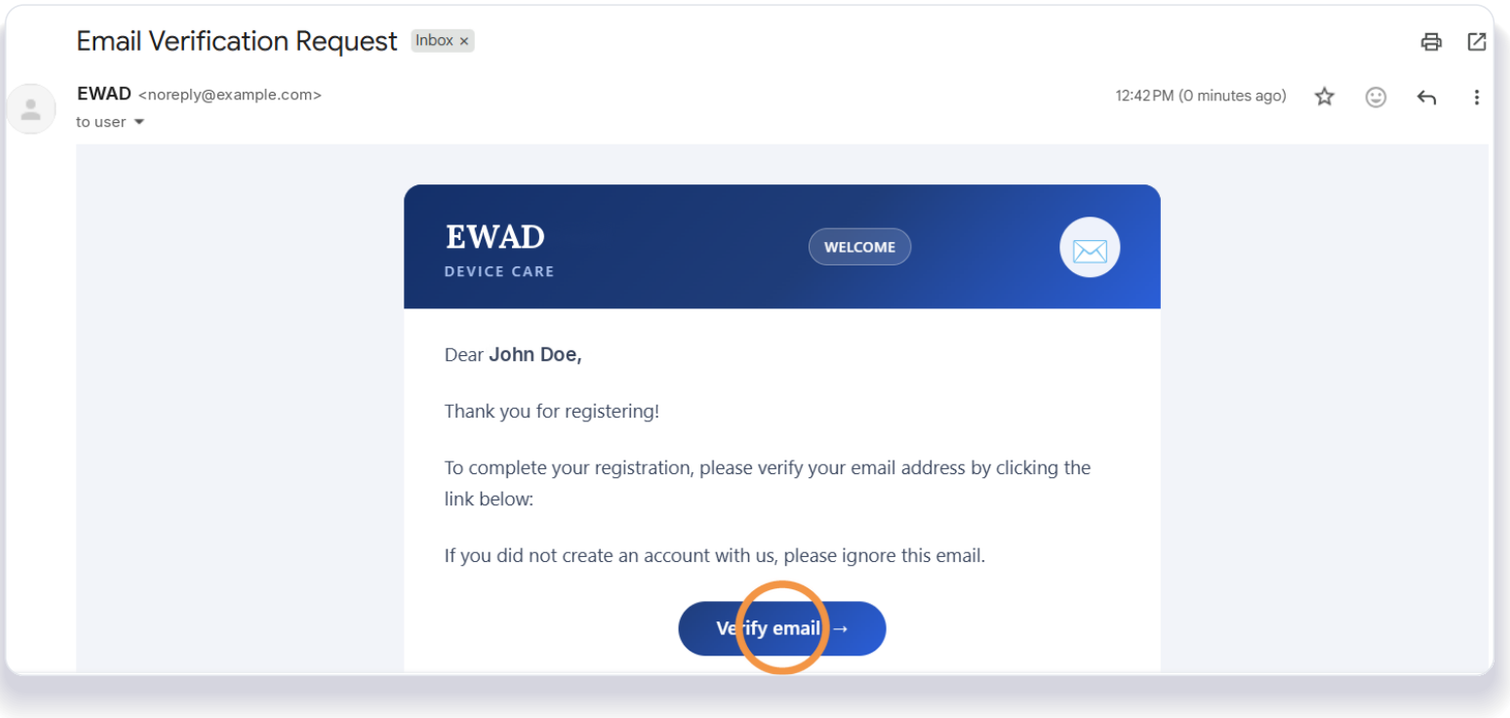
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STEP 7

Verify your new email address

Open the inbox of your corrected email address and find the **"Email Verification Request"** message from EWAD. Click **"Verify email"** to complete verification and activate your account.

> **NOTE**
> Can't find the email? Check the spam or junk folder of the new inbox.



UPDATE COMPLETE

All *set.*

Your incorrect email address has been replaced and verified. Claim updates will now go to your corrected address, with live tracking by email and WhatsApp at every stage.