

My EY

New user journey

Dec 2024



Shape the future
with confidence

Contents

About My EY	3
Best practices	4
Redeem invitation	4
Single sign-on	4
One-time password	10
Auth0 hosted username and password	16
My EY external user journey	25
External user account types	25
Invitation and account setup (one-time process)	26
My EY login process - Single sign-on (SSO)	27
My EY login process - Email one-time password (EOTP)	28
My EY login process - Auth0 Federated	29
My EY login process - Auth0 Hosted	30
My EY login process - Social email address (Single sign-on)	31
My EY login process - Social email address (EOTP)	32
Client self-registration	33
Help	34



About My EY

My EY provides a compelling digital experience for EY clients to easily and securely access EY technologies, insights, data sets and people.

To help deliver a compelling digital experience, the new gateway will provide some key improvements in user experience, instrumentation, technology, and processes that include:

- ▶ Faster user account registration and provisioning
- ▶ Streamlined company onboarding through modern federation pathways (e.g., single sign-on) with added security capabilities like multi-factor authentication (MFA)
- ▶ Improved external-facing support experience with 24x7 coverage and self-help capabilities
- ▶ Contemporary, EY brand-aligned design with curated personalized thought leadership
- ▶ Simplified, standardized and scalable platform for EY clients and delivery teams.

The intent of this guide is to provide details about the new user journey.

My EY Help Desk [email](#).

Best practices

- ▶ You may access My EY through any standard web browser.
- ▶ You may need to ensure that your pop-up blocker is disabled in your web browser.
- ▶ If you need assistance at any time, you may contact the My EY Help desk [team](#) or use the FAQ chat bot.

My EY can be accessed at the following URL: <https://login.ey.com>

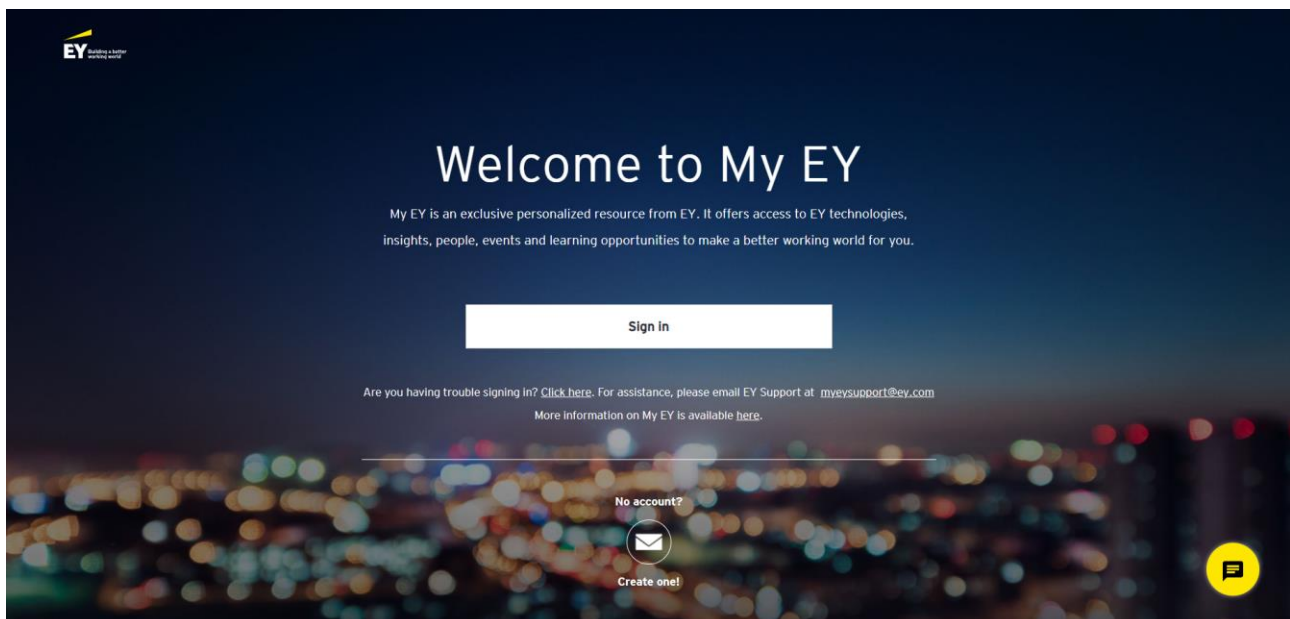
Redeem invitation

Before being able to log in to My EY, you must first redeem your invitation. The prompts that are displayed will depend on your organization's Microsoft Entra (Azure) capabilities. Listed below are the different types of authentication methods that are available.

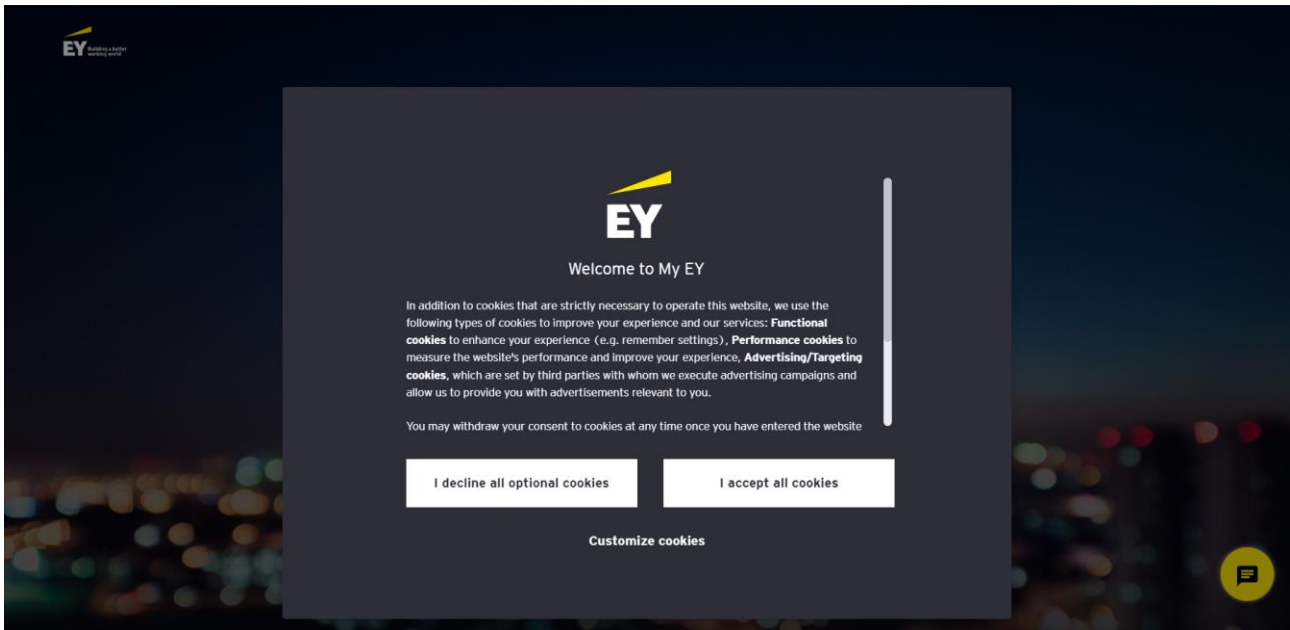
Single sign-on

The majority of users will go through the following process.

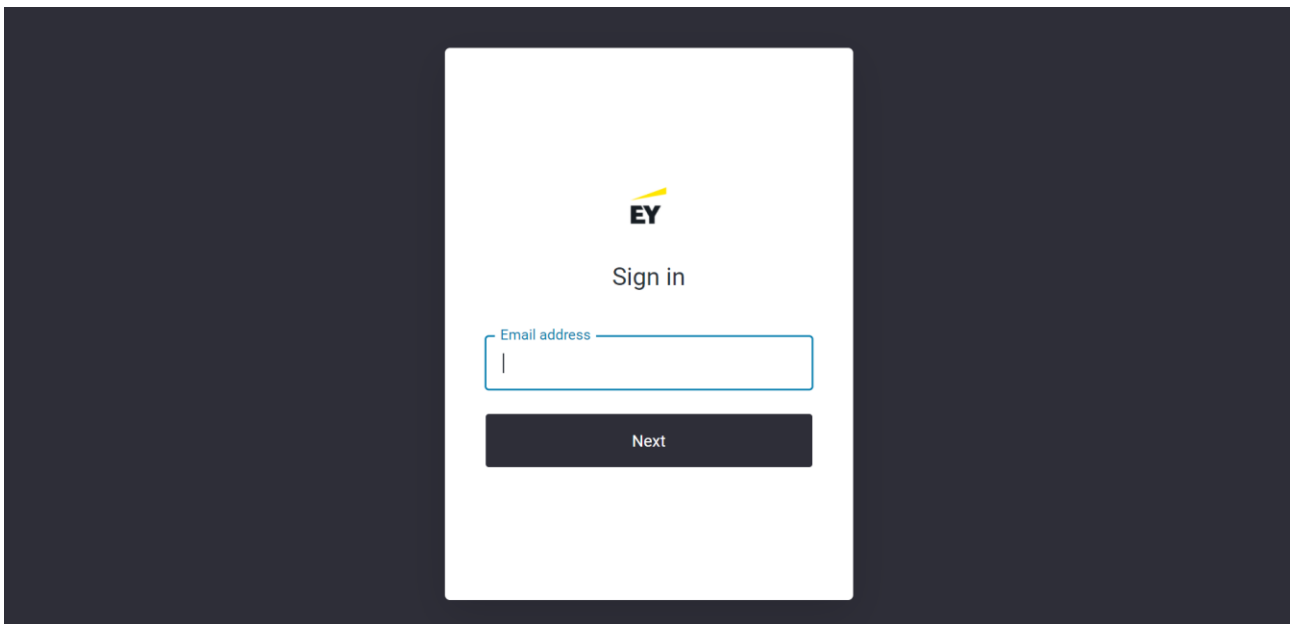
From the login screen of My EY, click on "Sign in"



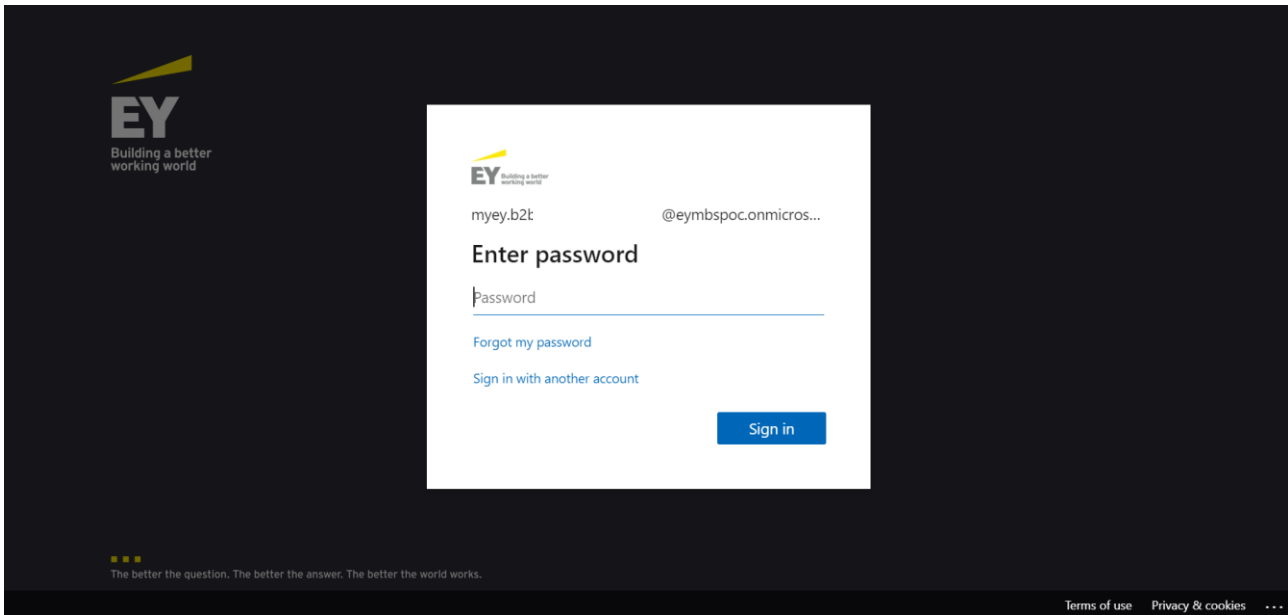
You will be prompted with a cookie statement. Please review and choose to accept, decline, or customize cookies. You can always change the options at any time within the My EY user site.



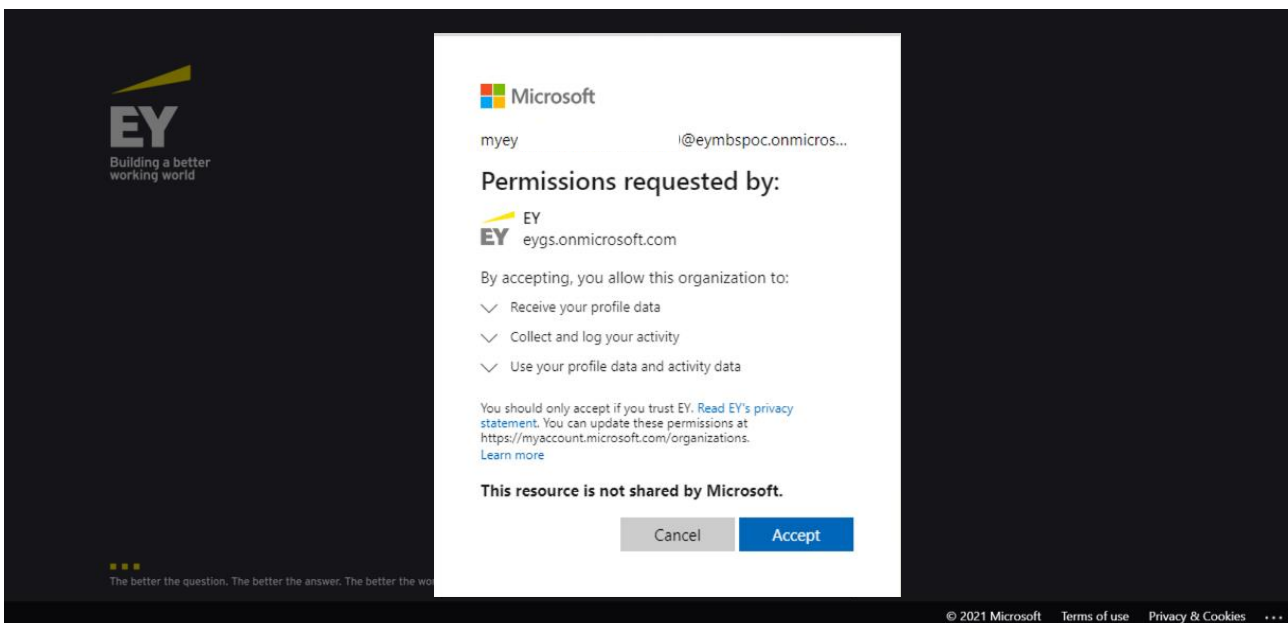
Next enter your email address, then click "Next".



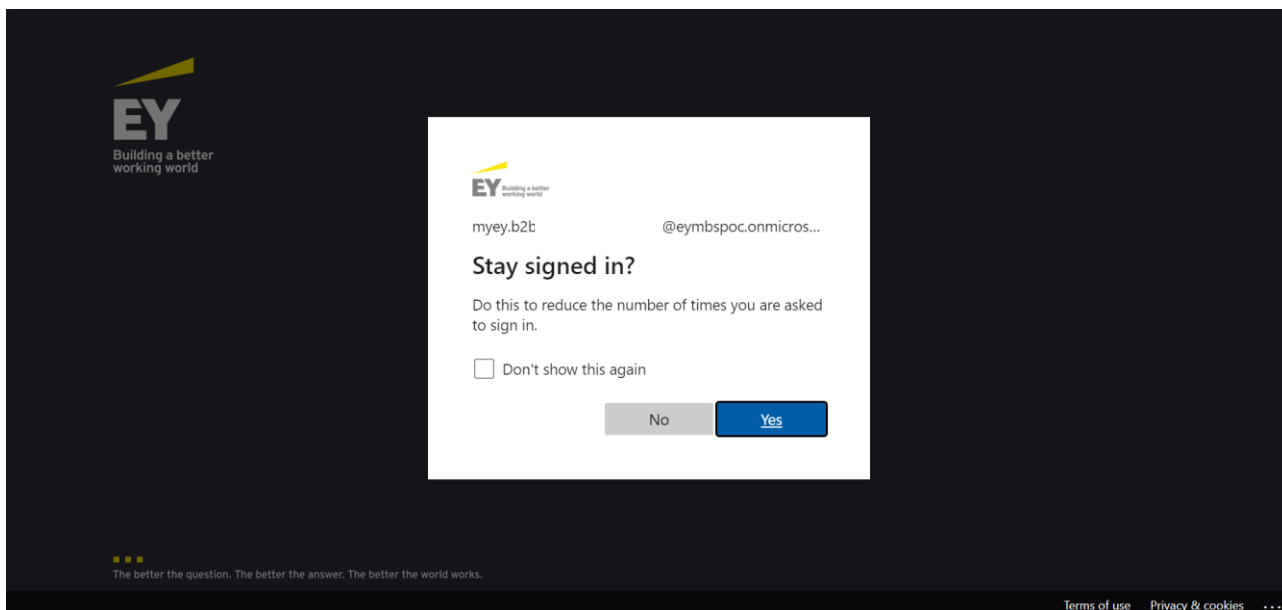
You will be prompted to enter your password. This is your organizational password that is used to log in to your own system. Then click "Sign in".



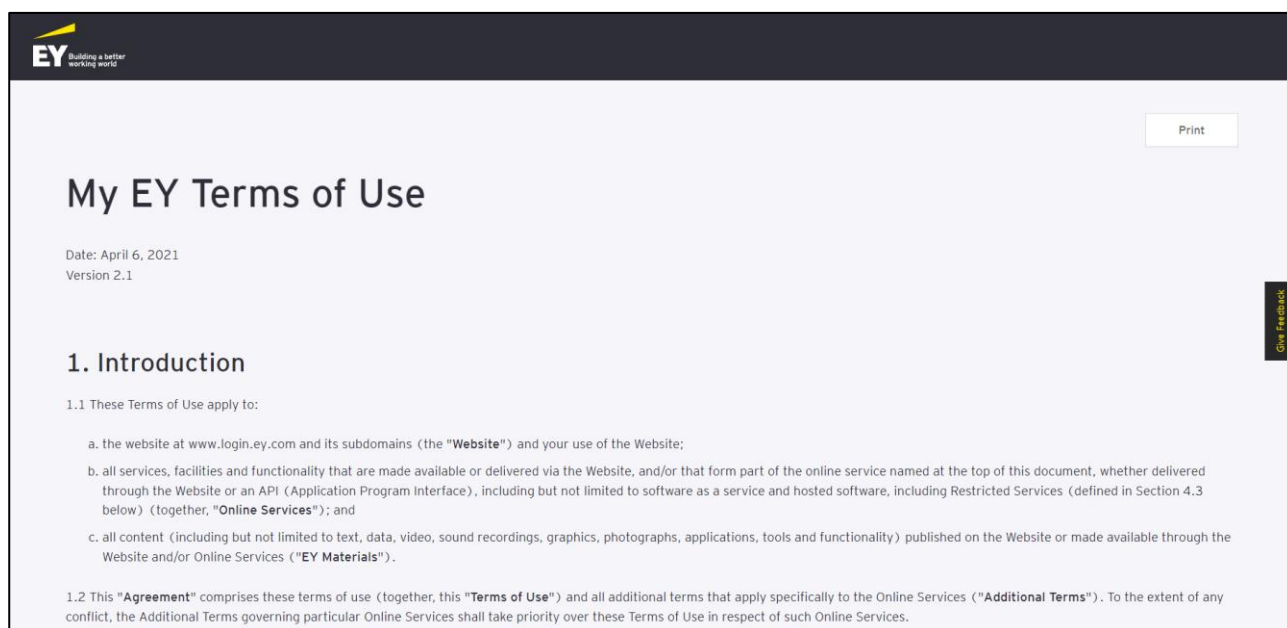
Review the permissions and click either “Accept” or “Cancel”. Please note that if you click “Cancel” you will not be able to move forward to log in to My EY or access EY products.



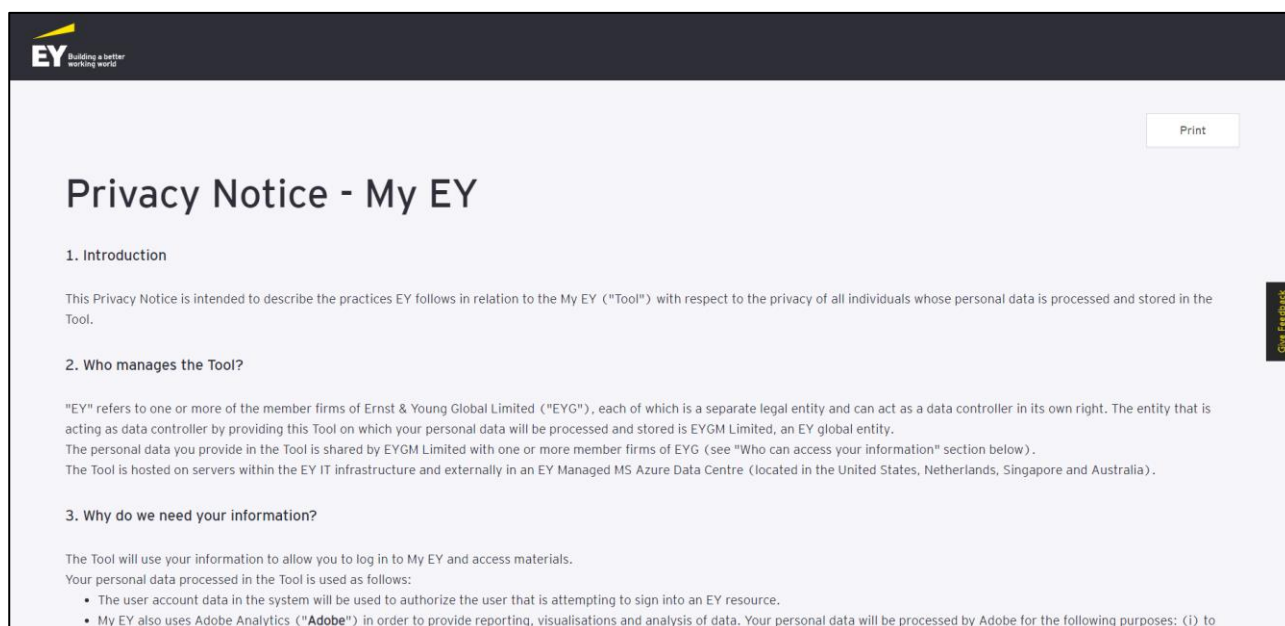
You may be prompted with a dialog box to select whether to remain signed in or not. You may choose “No”, “Yes” and/or check the box that is labeled “Don’t show this again”.



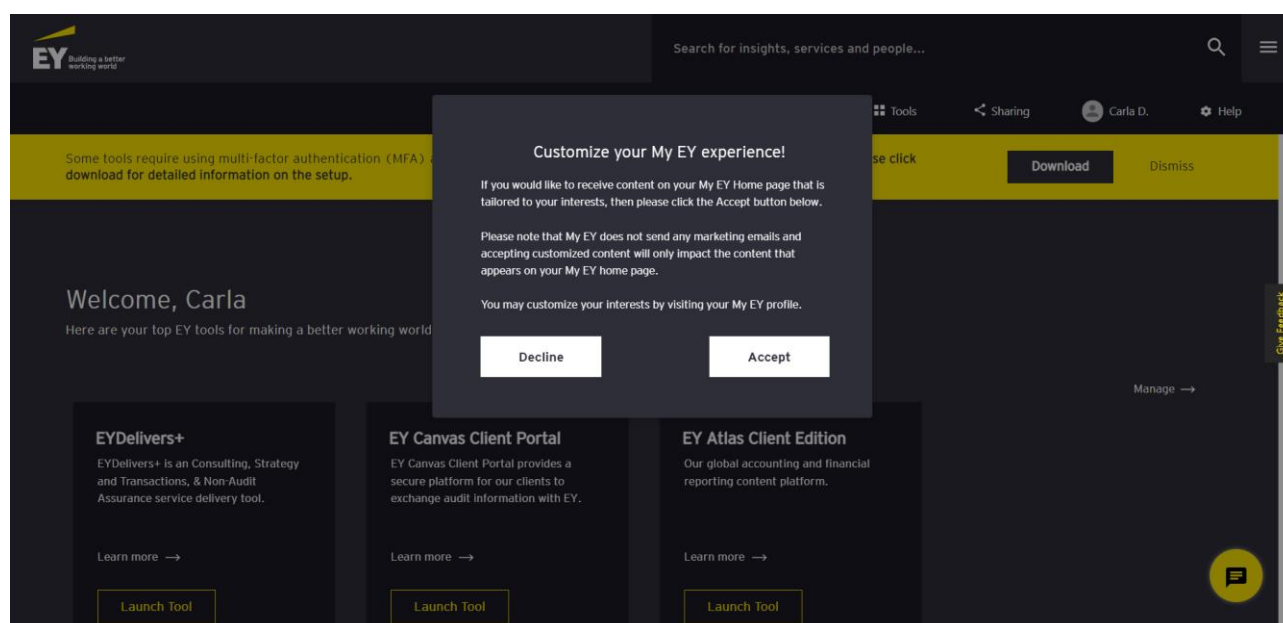
You will now be directed to the My EY Terms of Use page. Please review the Terms of Use and scroll to the bottom to click “Accept”. You may also print the Terms of Use by using the “Print” button on the top right of the screen. Please note that if you do not accept the My EY Terms of Use, you will not be able to access the EY product you are trying to reach.



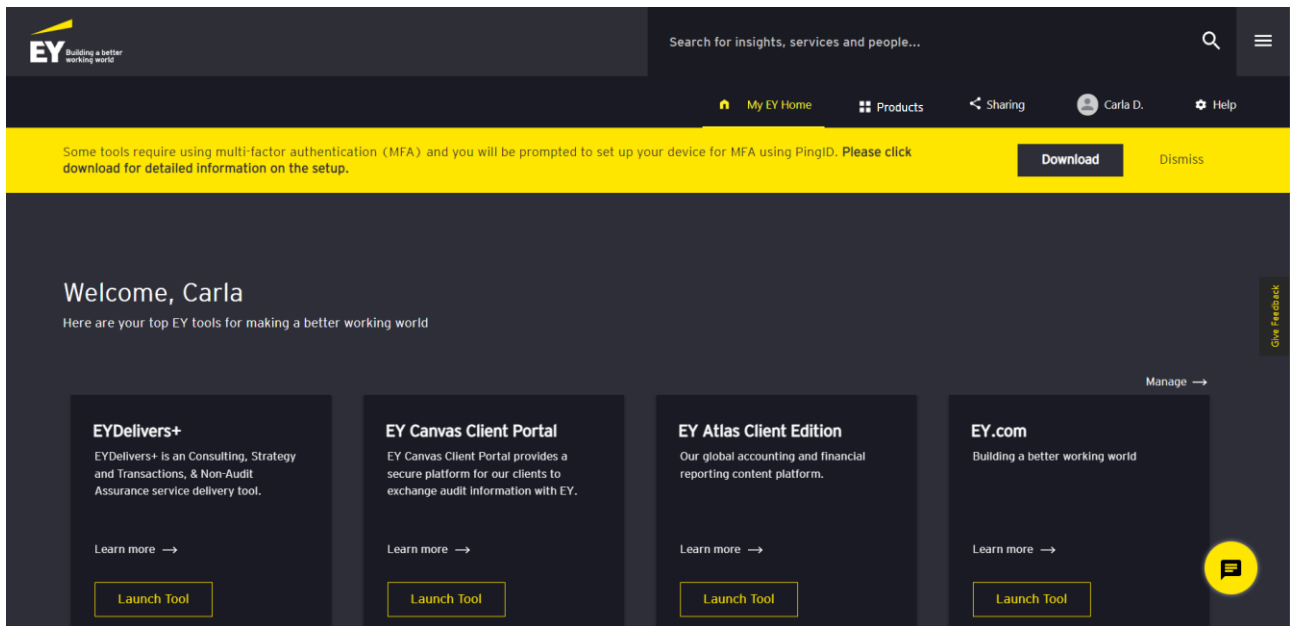
You will be shown a Privacy Notice to review. Please review and scroll to the bottom and click “Acknowledge”. You may also print the Privacy Notice by using the “Print” button on the top right of the screen.



You will be shown a dialog box asking if you would like to customize your My EY experience. By accepting, the landing page will show you "Top insights for you" with various articles of interest, thought leadership, industry relevant articles, etc. If you choose to decline, you can always change your preference under your user profile.



You will now be redirected to the My EY login page where you can click on the tile for the product you are trying to access. You may also use a direct URL to access the EY product if you are provided with one, as your email address is now authenticated.

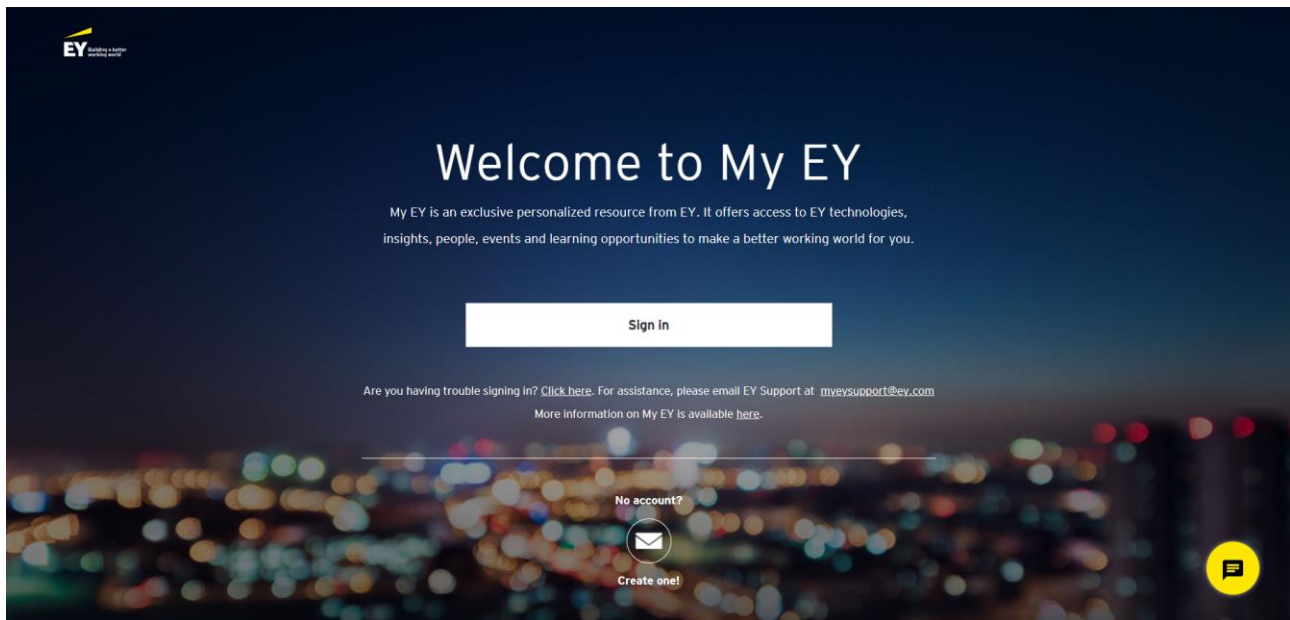


If you do not see the previous screens to log in, you may be logging in via another method, which are described below.

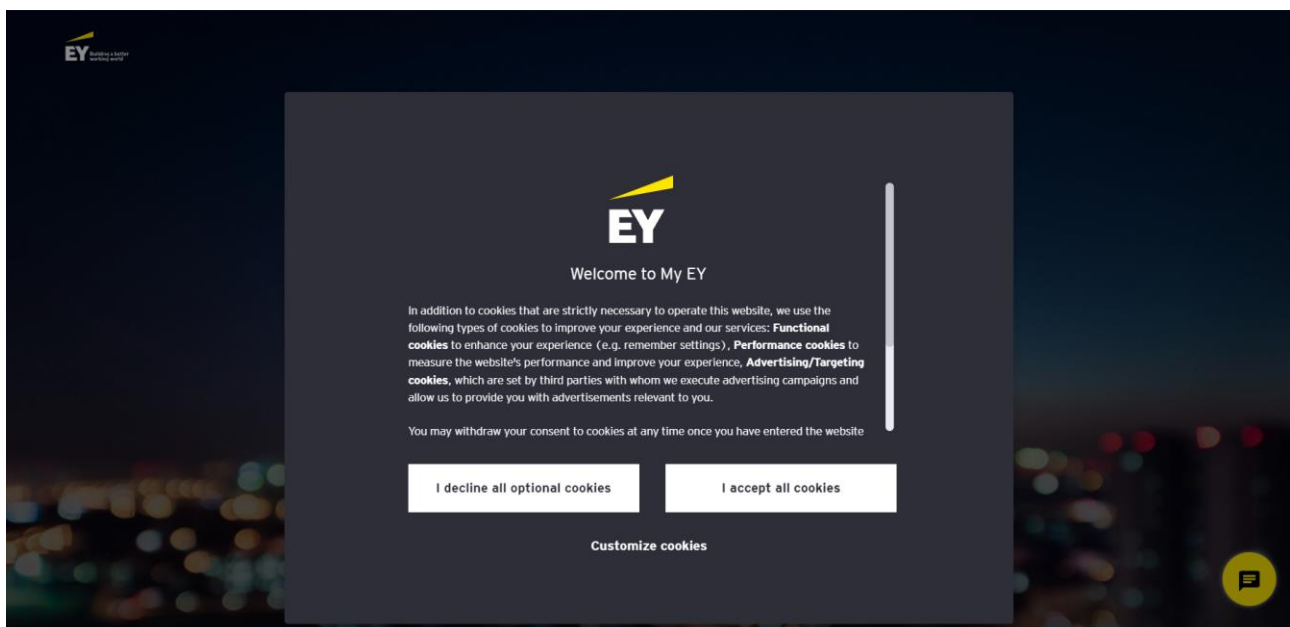
One-time password

Some users will log in with a one-time use password every time they need to access My EY or EY products. This includes social domains like @yahoo.com, @ymail.com, etc.

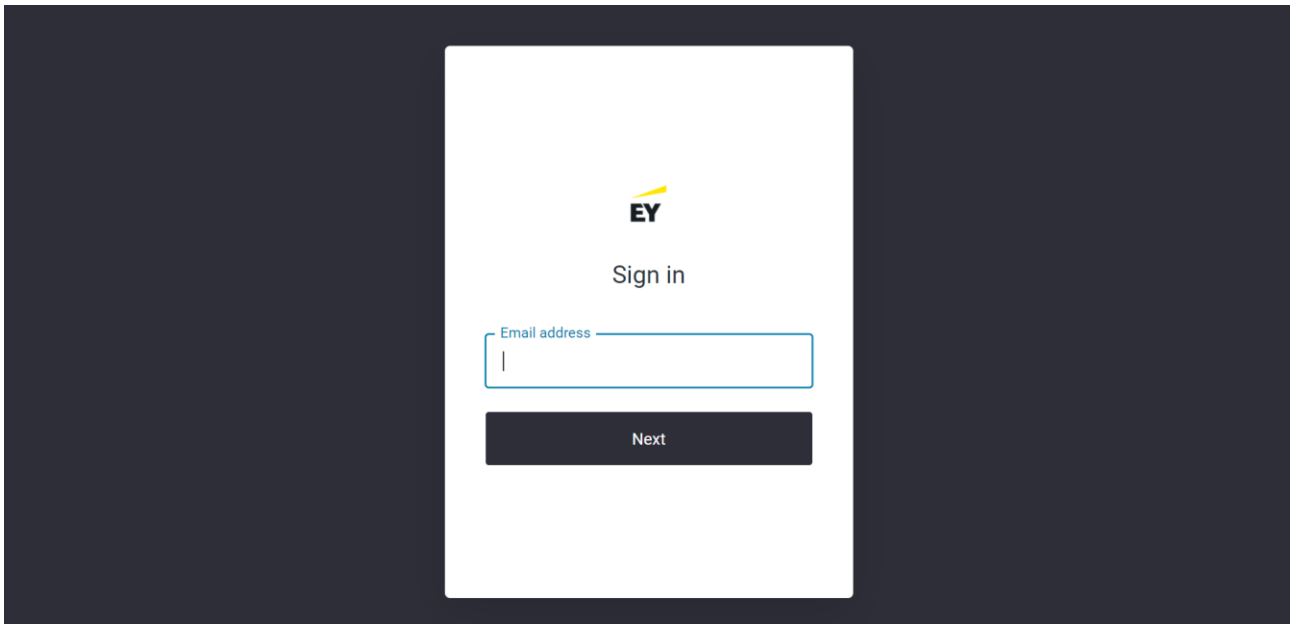
From the login screen of My EY, click on “Sign in”



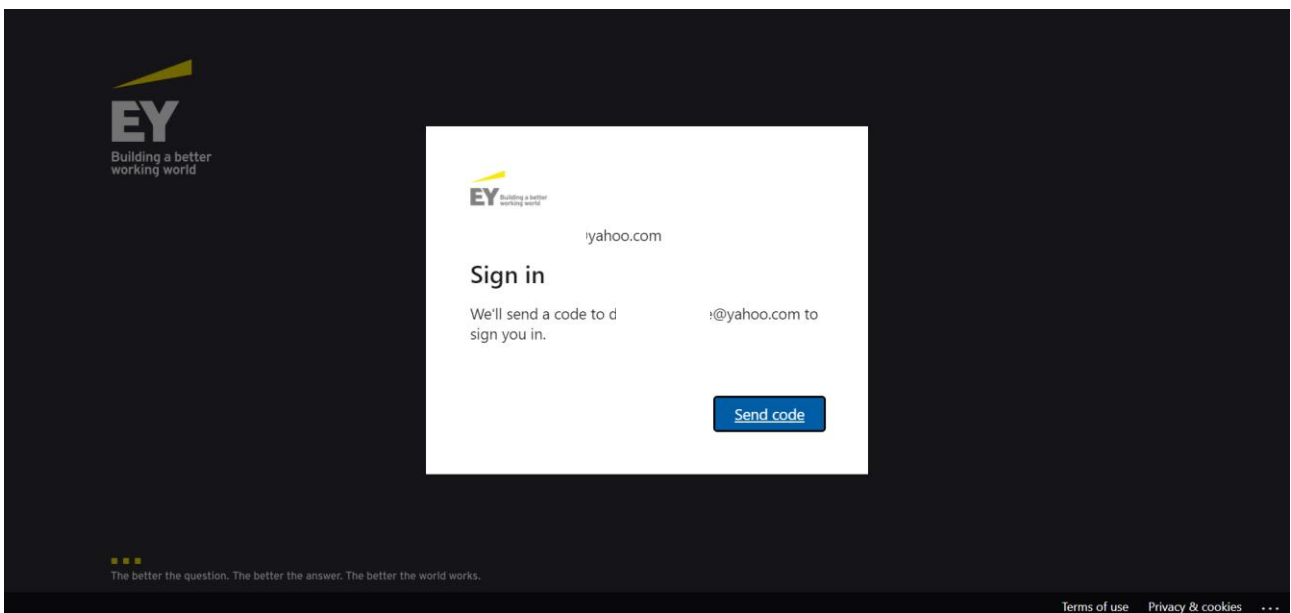
You will be prompted with a cookie statement. Please review and choose to accept, decline, or customize cookies. You can always change the options at any time within the My EY user site.



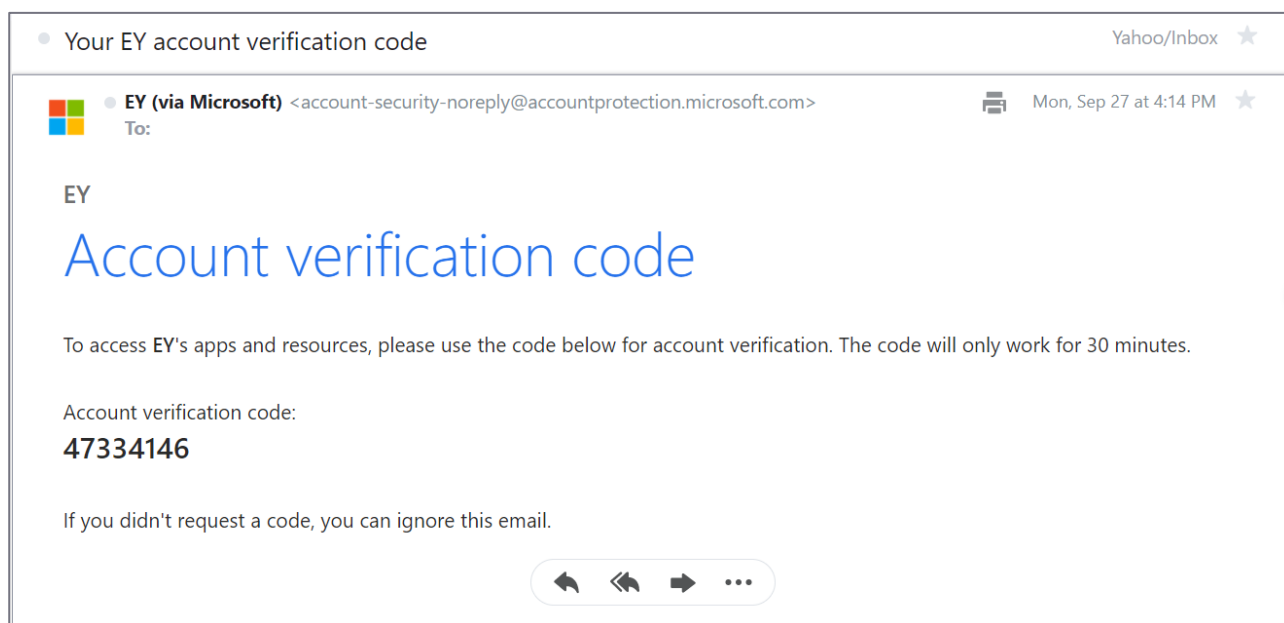
Next enter your email address, then click “Next”.



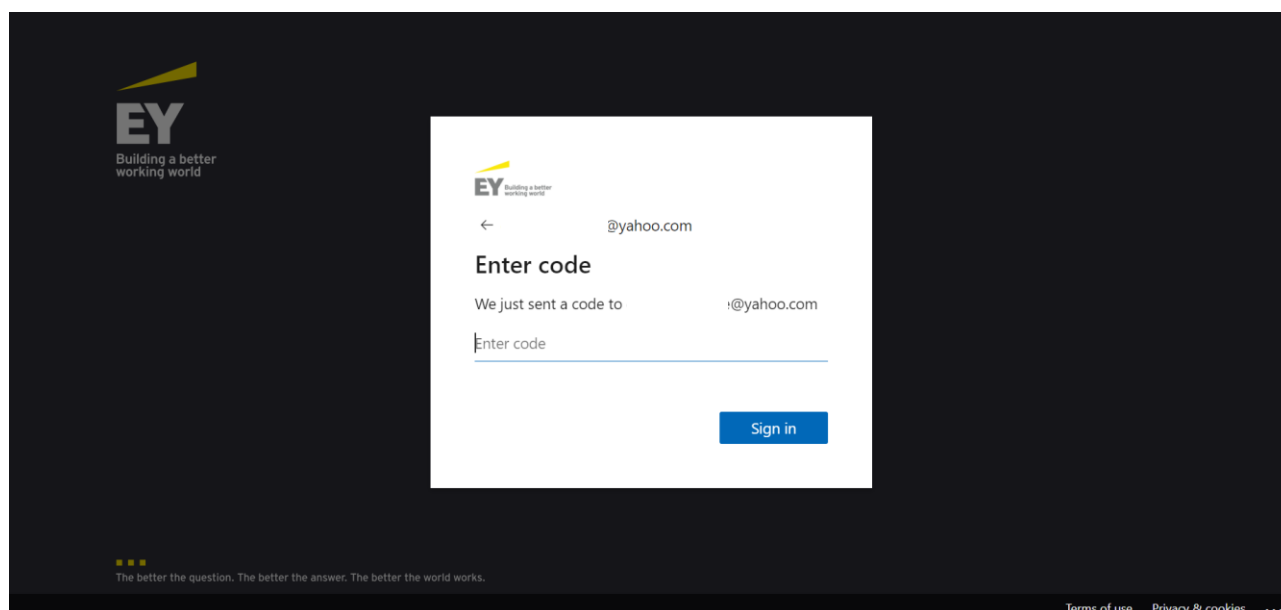
You will see a screen that says you will be sent a code. Click the "Send code" button.



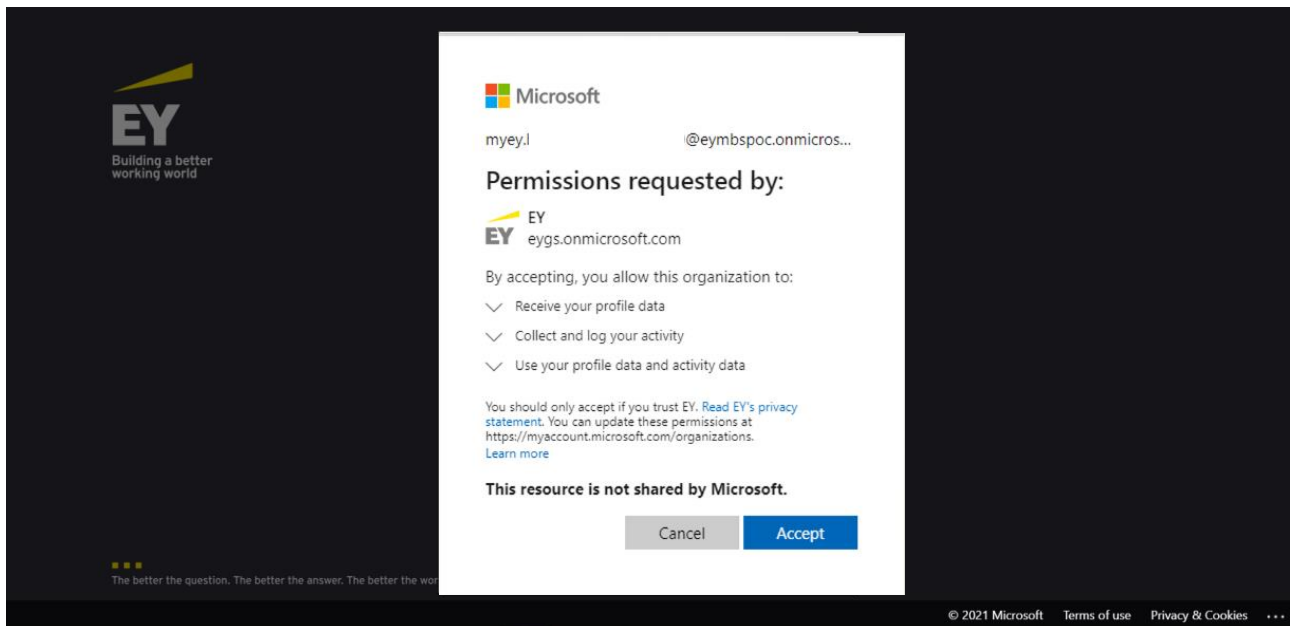
Go to your inbox and retrieve the email with an account verification code.



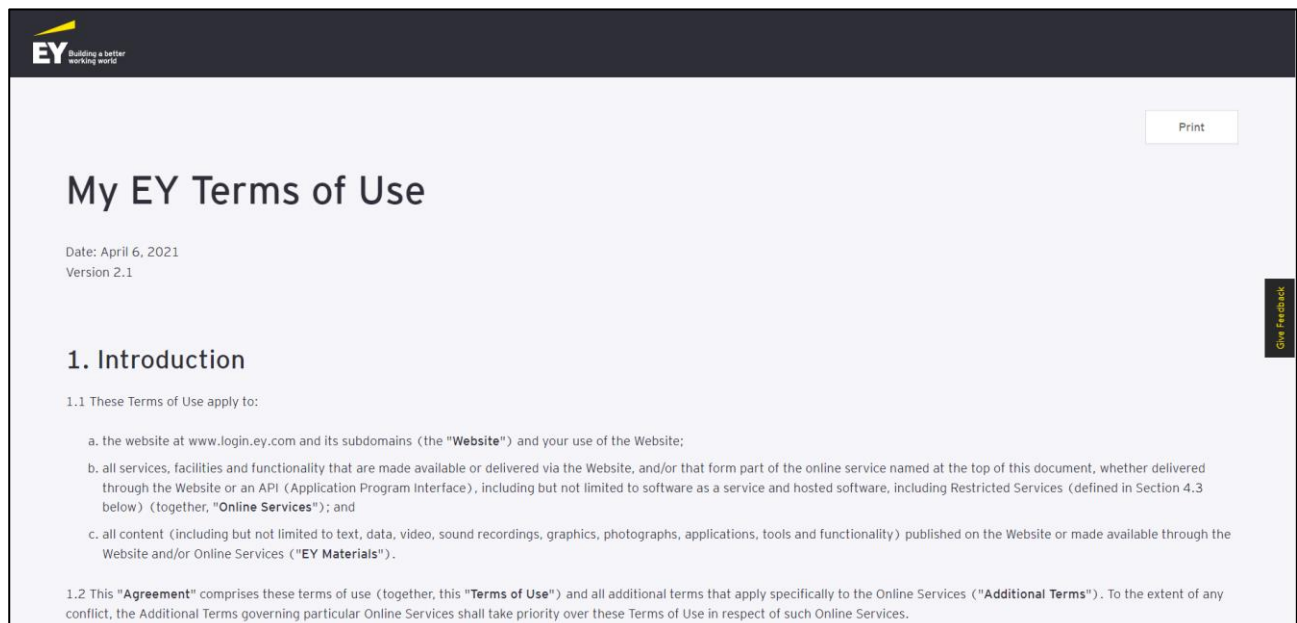
Copy the code and enter it in the screen below, then click "Sign in".



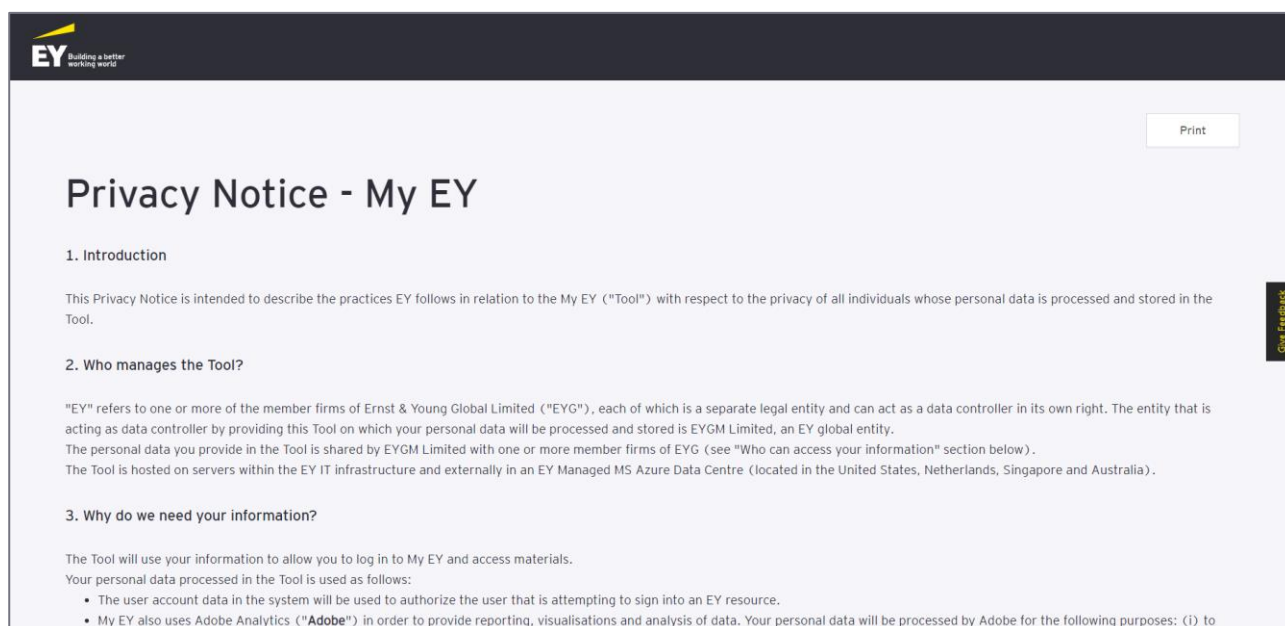
Review the permissions and click either "Accept" or "Cancel". Please note that if you click "Cancel" you will not be able to move forward to log in to My EY or access EY products.



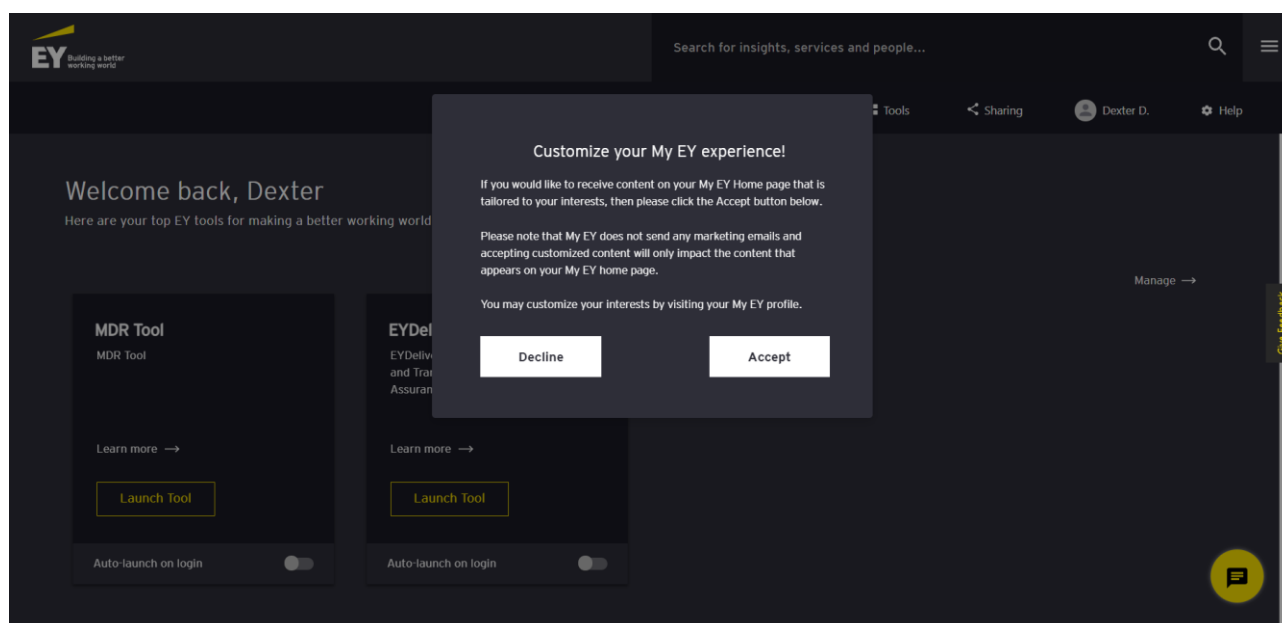
You will now be directed to the My EY Terms of Use page. Please review the Terms of Use and scroll to the bottom to click “Accept”. You may also print the Terms of Use by using the “Print” button on the top right of the screen. Please note that if you do not accept the My EY Terms of Use, you will not be able to access the EY product you are trying to reach.



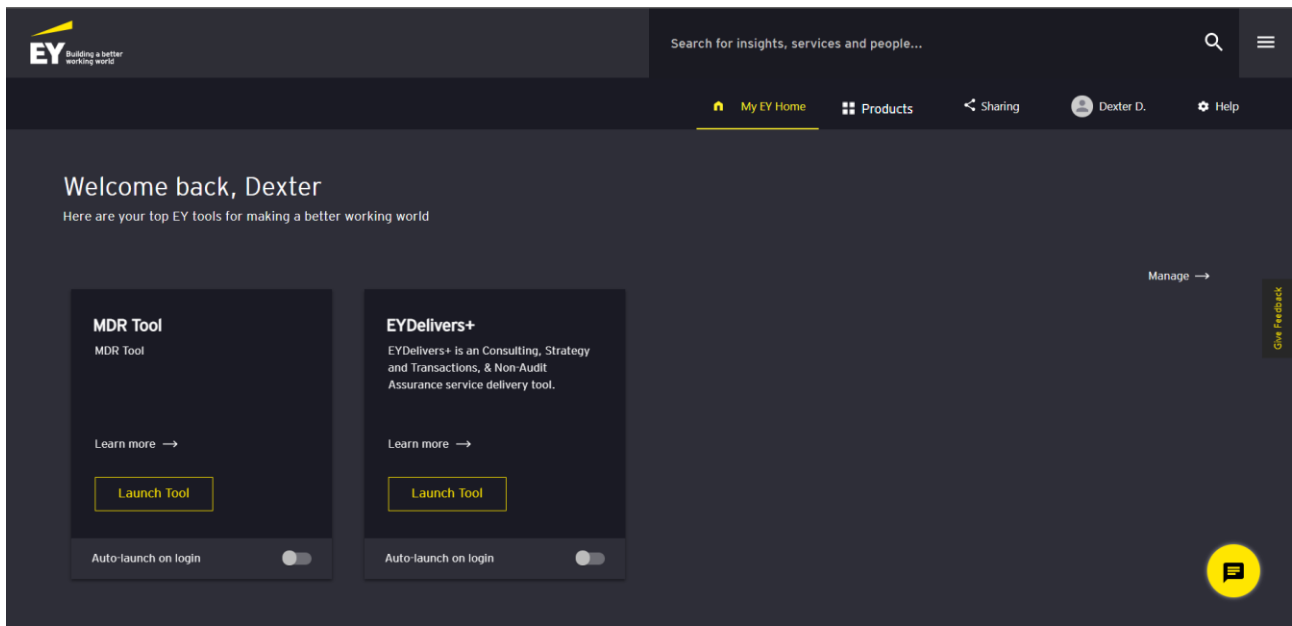
You will be shown a Privacy Notice to review. Please review these and scroll to the bottom and click “Acknowledge”. You may also print the Privacy Notice by using the “Print” button on the top right of the screen.



You will be shown a dialog box asking if you would like to customize your My EY experience. By accepting, the landing page will show you "Top insights for you" with various articles of interest, thought leadership, industry relevant articles, etc. If you choose to decline, you can always change your preference under your user profile.



You will now be redirected to the My EY login page where you can click on the tile for the product you are trying to access. You may also use a direct URL to access the EY product if you are provided with one, as your email address is now authenticated.



You will need to request a new code each time you want to access My EY or EY products.

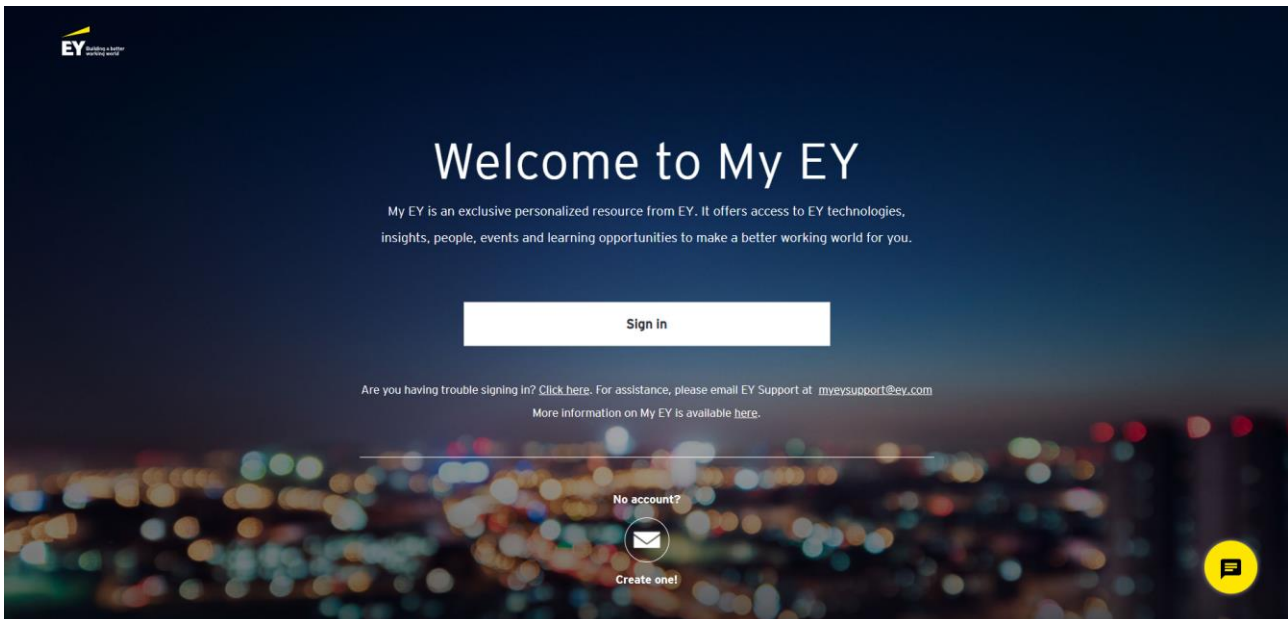
Auth0 hosted username and password

Some users may be using an Auth0 identity, either hosted by EY or your organization is federated with Auth0. Hosted identities will require you to create your own password for use to access My EY and EY products. Federated identities will use your own organizational credentials.

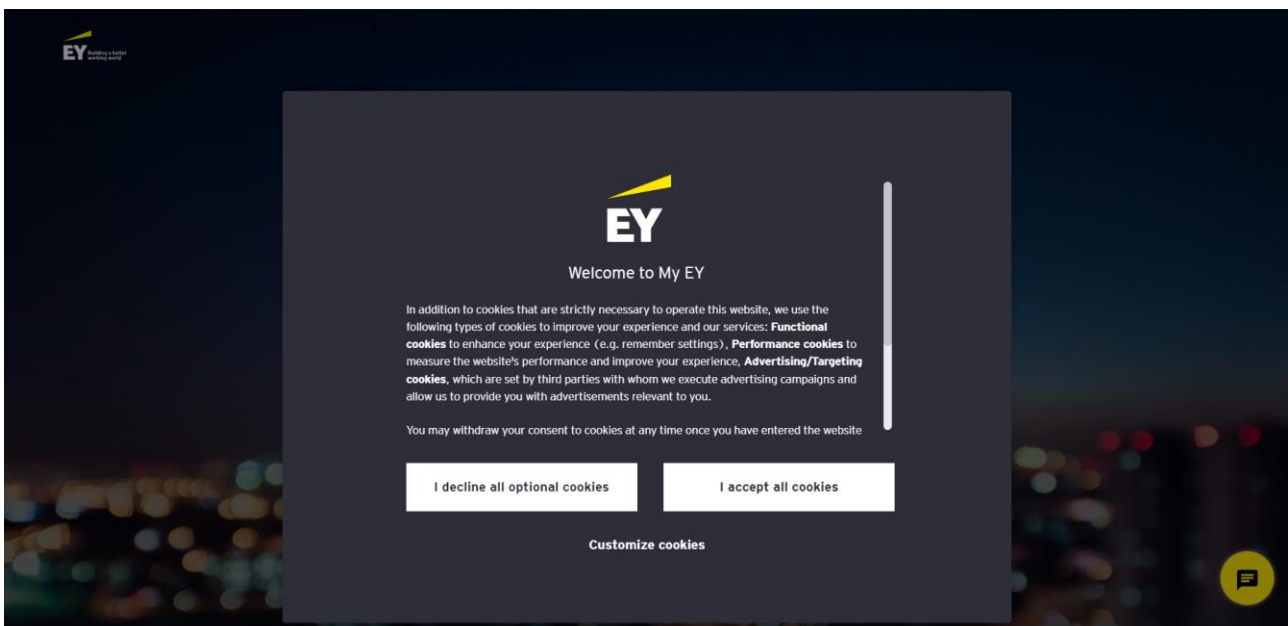
If you have a specific URL provided to you from your organization to access EY products, please use that link to log in.

Otherwise, the following user journey applies.

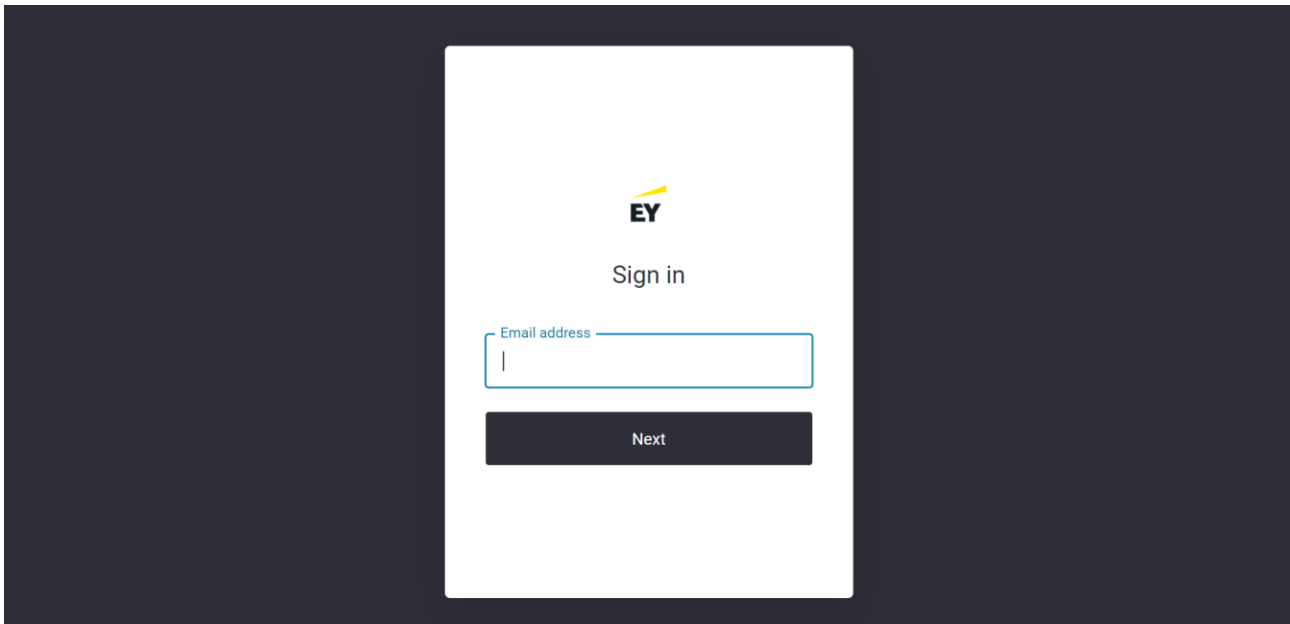
From the login screen of My EY, click on “Sign in”



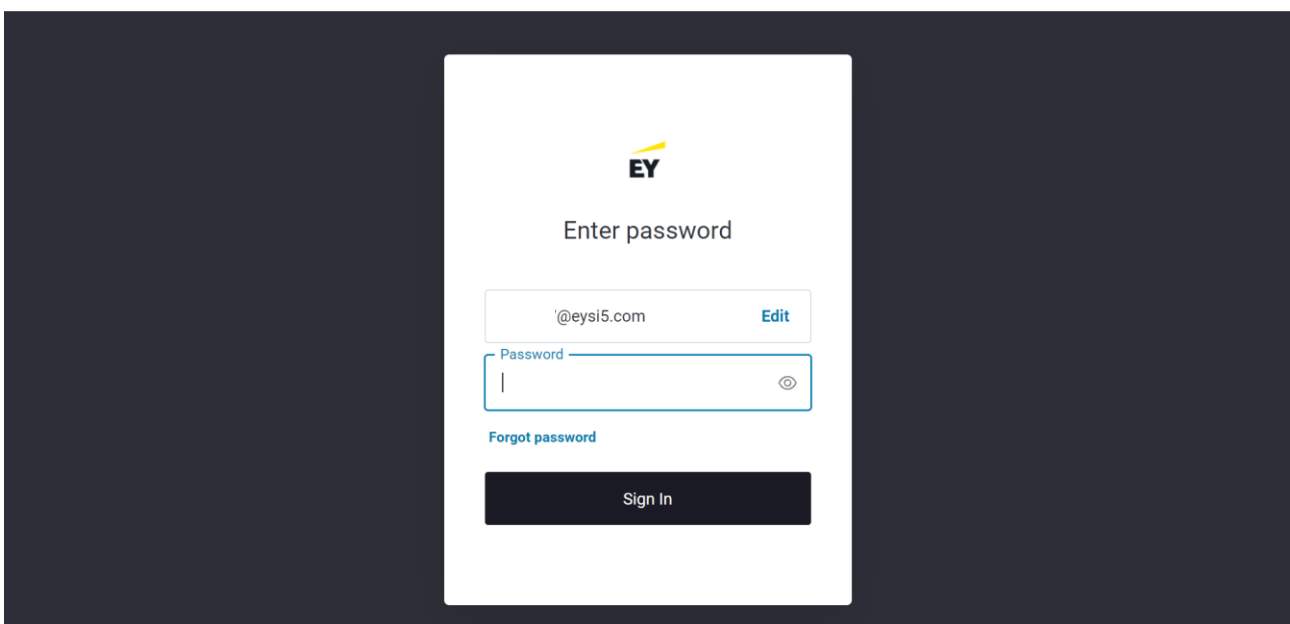
You will be prompted with a cookie statement. Please review and choose to accept, decline, or customize cookies. You can always change the options at any time within the My EY user site.



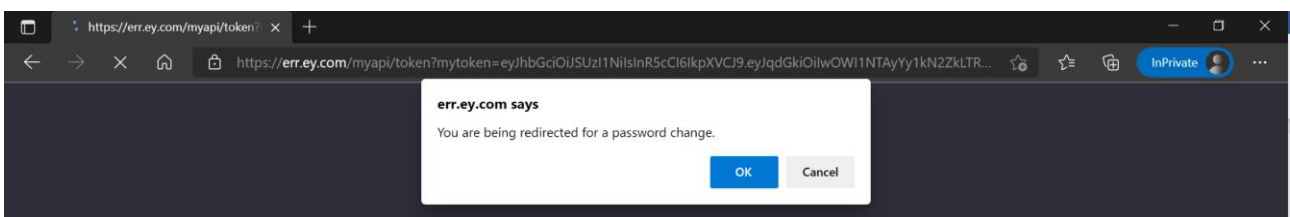
Next enter your email address, then click “Next”.

A screenshot of the EY 'Sign in' page. At the top center is the EY logo. Below it, the text 'Sign in' is displayed. Underneath is a text input field labeled 'Email address' with a cursor inside. At the bottom of the form is a dark blue button with the text 'Next' in white.

If you have a password that you previously used to access EY products, type that in, then click the “Sign In” button. If you have never accessed any EY products before, you will receive two emails, one is a Welcome email and the other contains your password. Enter the password below and click “Sign In”.

A screenshot of the EY 'Enter password' page. At the top center is the EY logo. Below it, the text 'Enter password' is displayed. There are two input fields: the first is for an email address, showing '@eysi5.com' with an 'Edit' link to its right; the second is for a password, with a toggle icon to its right. Below the password field is a link that says 'Forgot password'. At the bottom of the form is a dark blue button with the text 'Sign in' in white.

You will see a message to let you know that you must change your password. Click “OK” to proceed.



Enter a new password, then re-enter the password, then click on the “Reset password” button. Your new password must contain at least 10 characters, and at least 3 of the following: lower case letters, upper case letters, numbers, special characters.

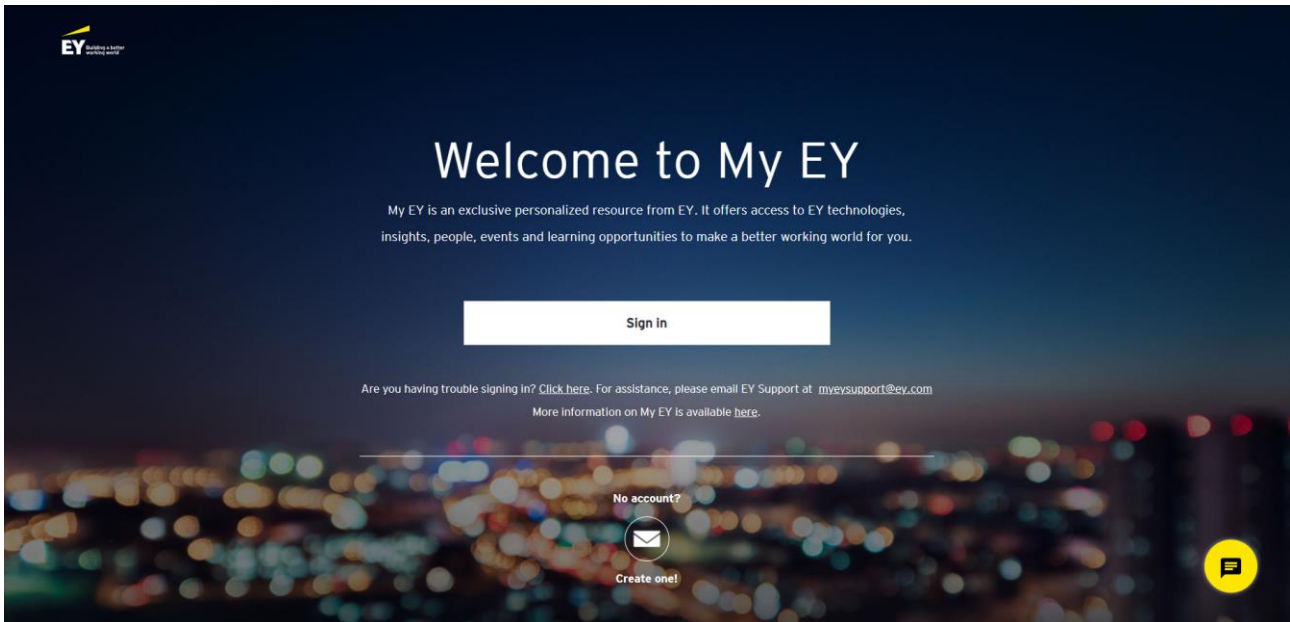


The screenshot shows a white card centered on a black background. At the top of the card is the EY logo. Below the logo is the title 'Change Your Password' in bold. Underneath the title is the instruction 'Enter a new password below to change your password.' There are two input fields: 'New password' and 'Re-enter new password', each with a toggle icon on the right. At the bottom of the card is a dark button labeled 'Reset password'.

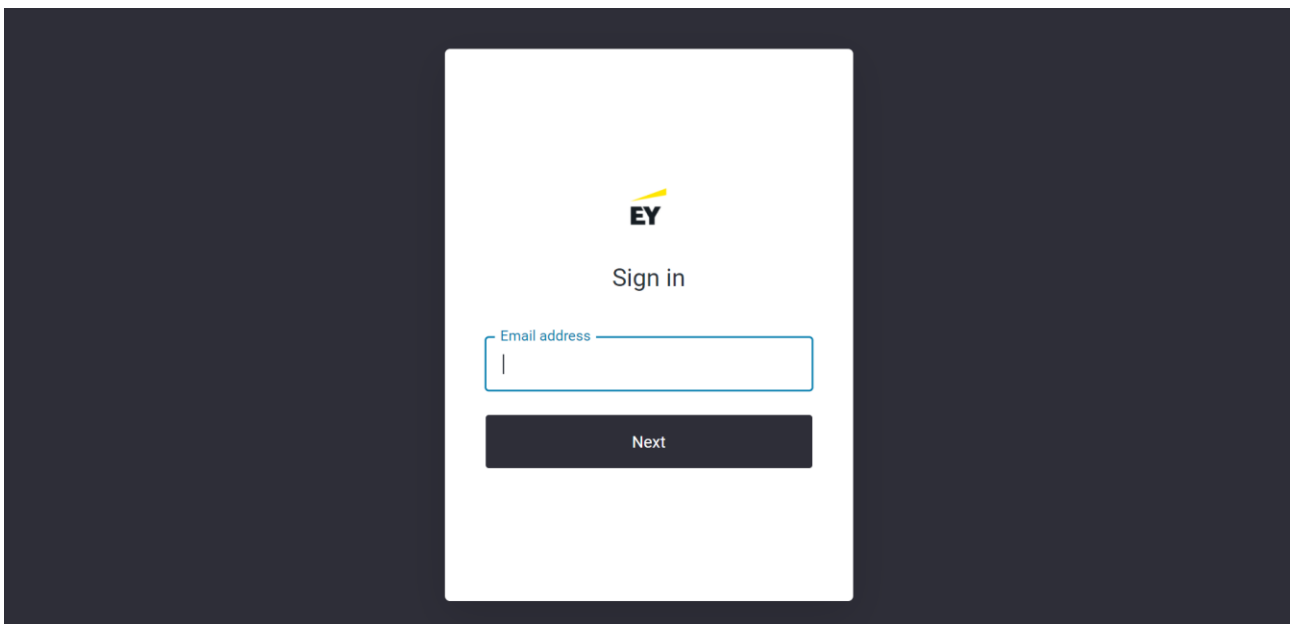
You will receive a password change confirmation. Click “Back to login”

The screenshot shows a white card centered on a black background. At the top of the card is a green circular icon with a checkmark. Below the icon is the title 'Password Changed!' in bold. Underneath the title is the message 'Your password has been changed successfully.' At the bottom of the card is a dark button labeled 'Back to login'.


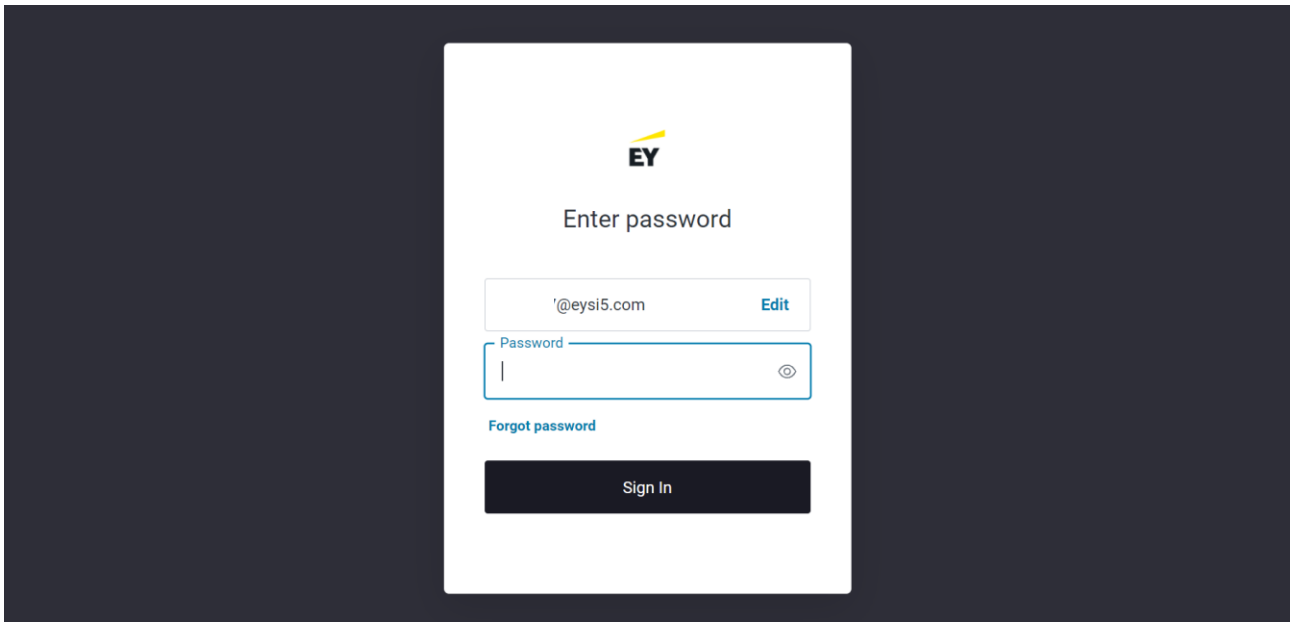
From the login screen of My EY, click on “Sign in”



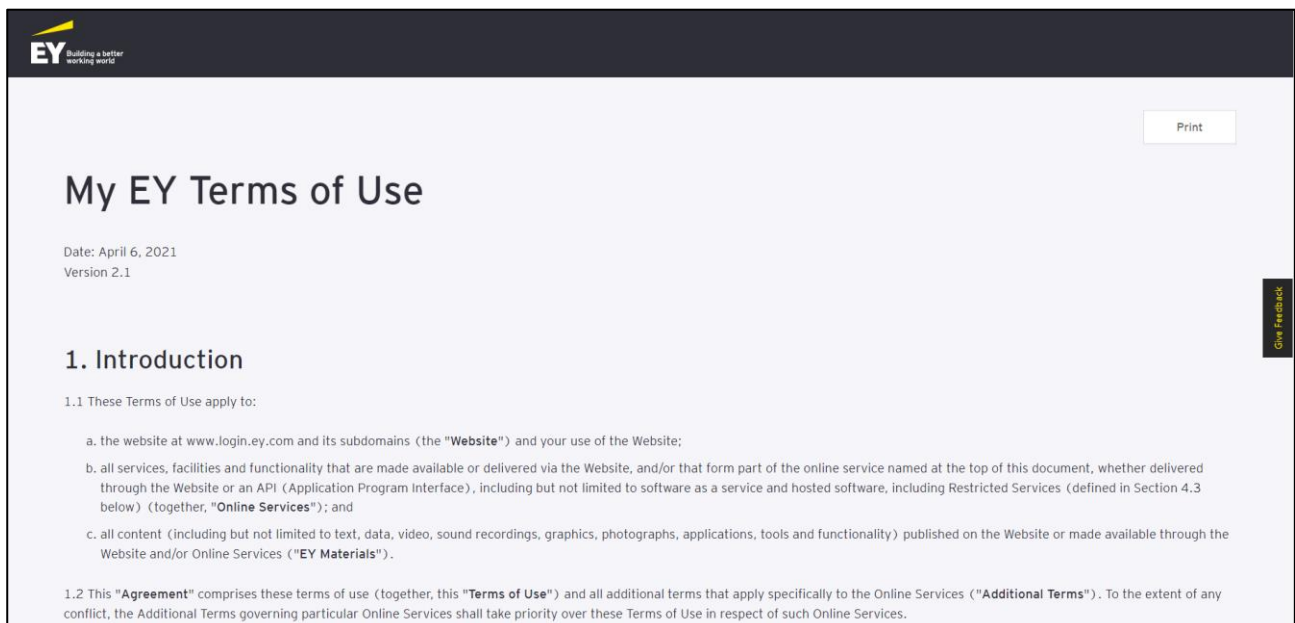
Next enter your email address, then click “Next”.



Enter the password you just created, then click “Sign In”

You will now be directed to the My EY Terms of Use page. Please review the Terms of Use and scroll to the bottom to click “Accept”. You may also print the Terms of Use by using the “Print” button on the top right of the screen. Please note that if you do not accept the My EY Terms of Use, you will not be able to access the EY product you are trying to reach.



My EY Terms of Use

Date: April 6, 2021
Version 2.1

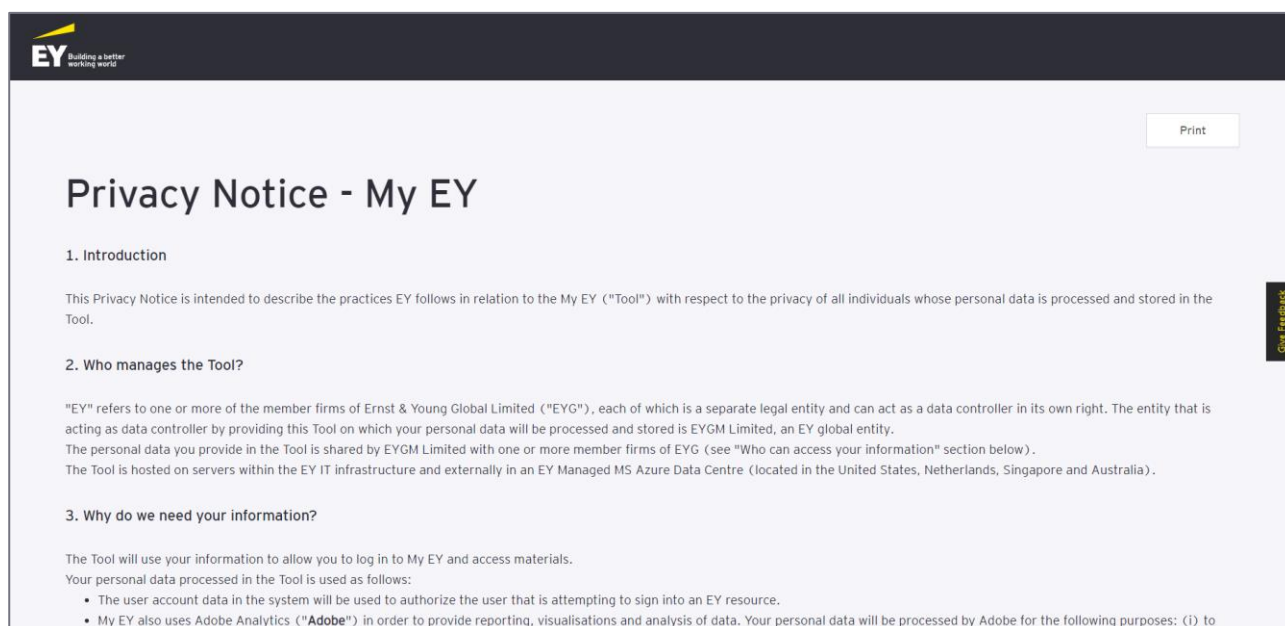
1. Introduction

1.1 These Terms of Use apply to:

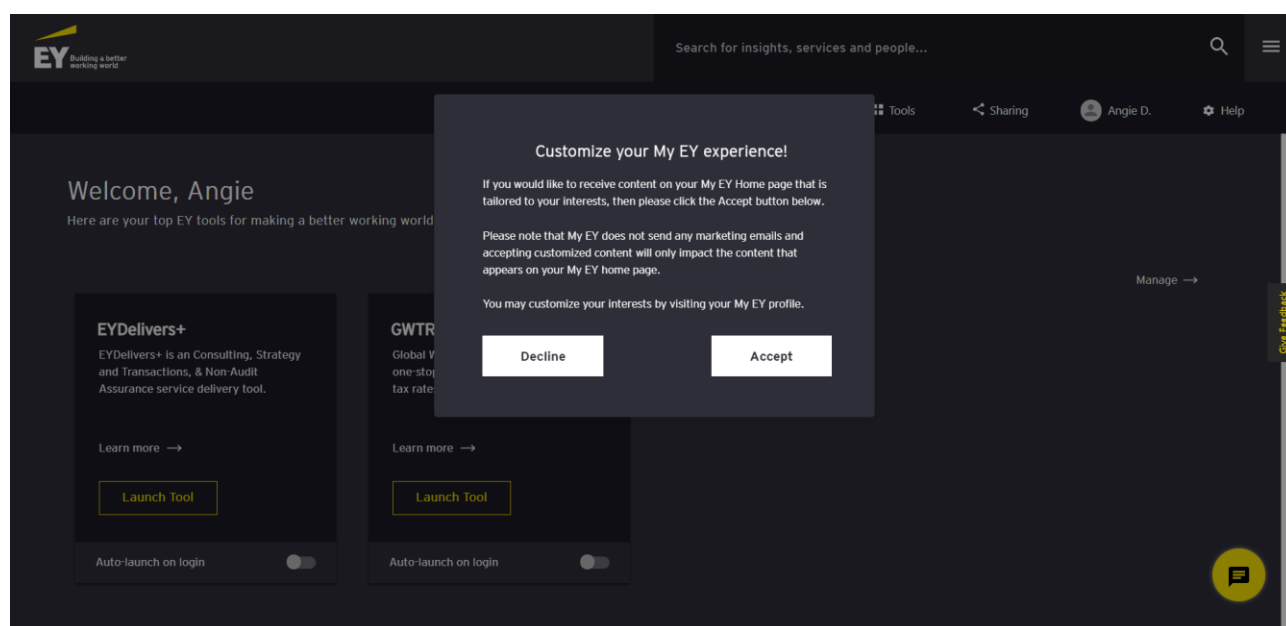
- a. the website at www.login.ey.com and its subdomains (the “Website”) and your use of the Website;
- b. all services, facilities and functionality that are made available or delivered via the Website, and/or that form part of the online service named at the top of this document, whether delivered through the Website or an API (Application Program Interface), including but not limited to software as a service and hosted software, including Restricted Services (defined in Section 4.3 below) (together, “Online Services”); and
- c. all content (including but not limited to text, data, video, sound recordings, graphics, photographs, applications, tools and functionality) published on the Website or made available through the Website and/or Online Services (“EY Materials”).

1.2 This “Agreement” comprises these terms of use (together, this “Terms of Use”) and all additional terms that apply specifically to the Online Services (“Additional Terms”). To the extent of any conflict, the Additional Terms governing particular Online Services shall take priority over these Terms of Use in respect of such Online Services.

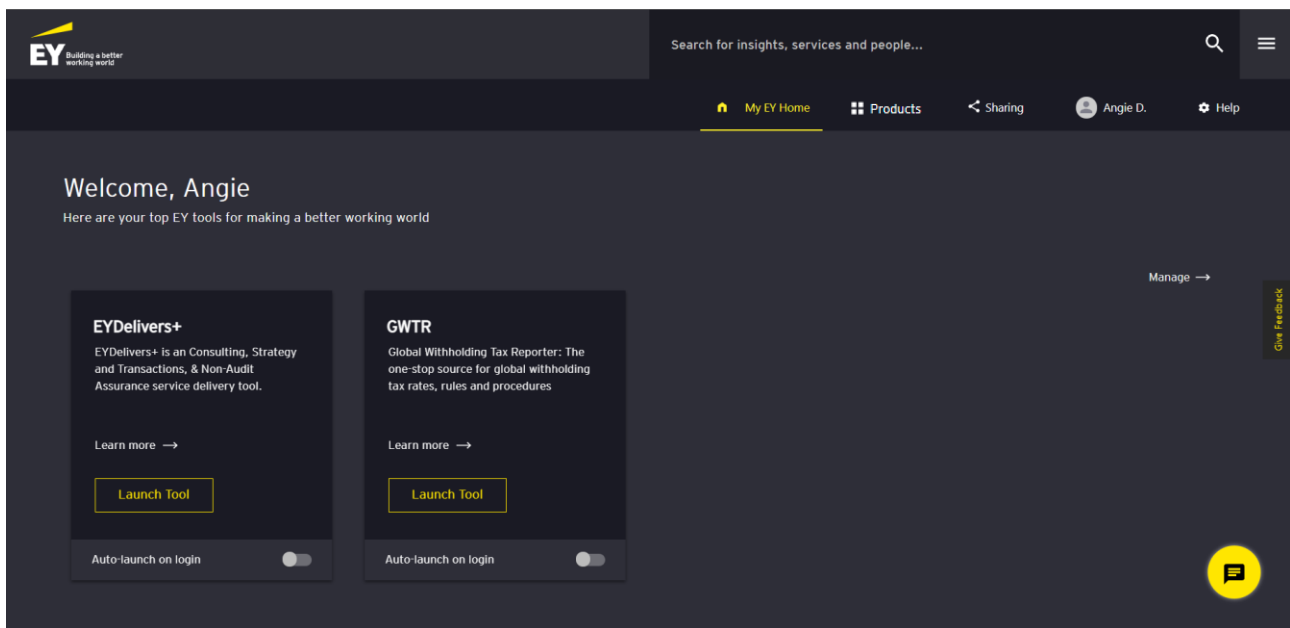
You will be shown a Privacy Notice to review. Please review these and scroll to the bottom and click “Acknowledge”. You may also print the Privacy Notice by using the “Print” button on the top right of the screen.



You will be shown a dialog box asking if you would like to customize your My EY experience. By accepting, the landing page will show you "Top insights for you" with various articles of interest, thought leadership, industry relevant articles, etc. If you choose to decline, you can always change your preference under your user profile.

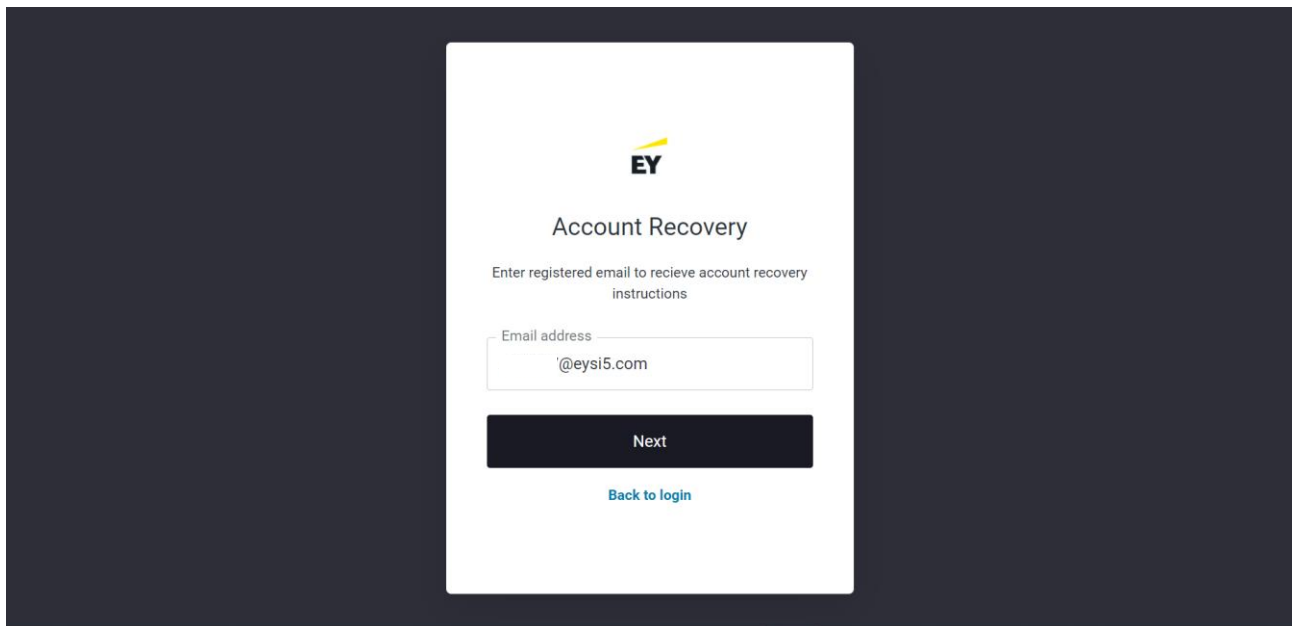


You will now be redirected to the My EY login page where you can click on the tile for the product you are trying to access. You may also use a direct URL to access the EY product if you are provided with one, as your identity is now authenticated.

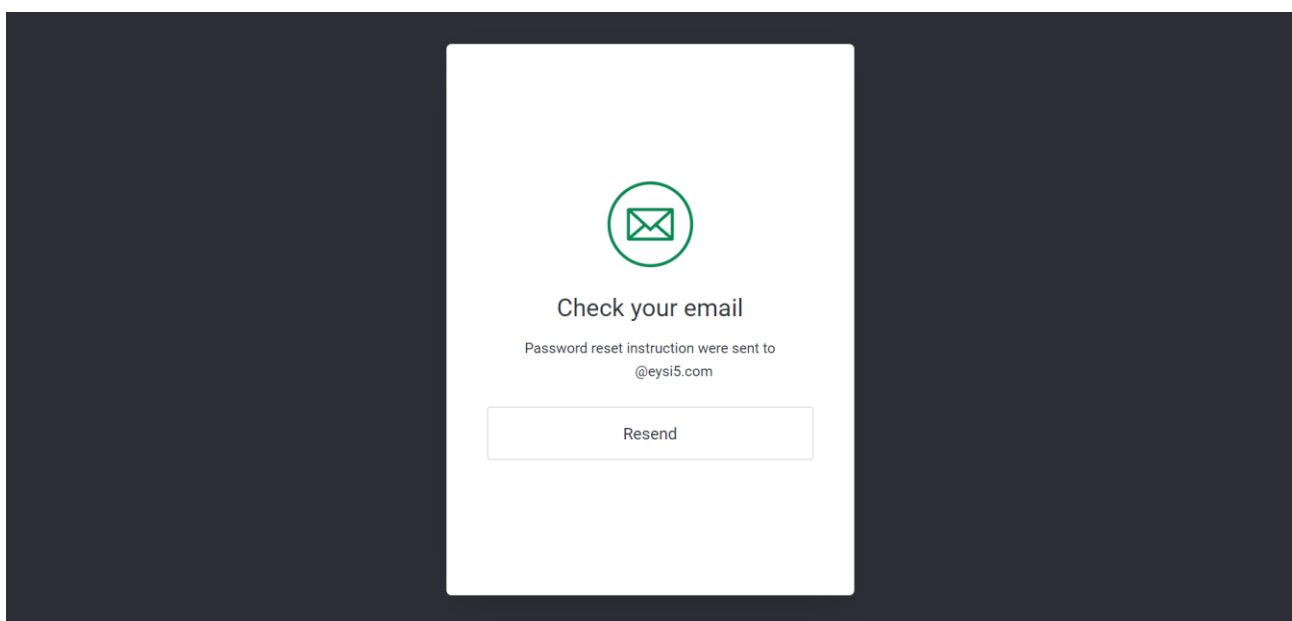


If you did not receive the 2nd email with a password, click on “Forgot password” from the “Enter password” screen.

The screen will refresh; ensure that your email address is correct, then click “Next” to receive an email with password instructions.



You will see a notice to check your email for reset instructions.



Click on the “Back” button in your browser window, then click on the “Back to login” link on the following screen. (If you cannot get back to the screen below, type in login.ey.com to sign in again.)



EY

Account Recovery

Enter registered email to receive account recovery instructions

Email address

@eysi5.com

Next

[Back to login](#)

Click on “Next” below your email address.

EY

Sign in

Email address

@eysi5.com

Next

You will follow prompts on the screen to reset your password.



My EY external user journey

- ▶ External user account types
- ▶ Invitation and account setup
- ▶ Single sign-on
- ▶ One-time password
- ▶ Auth0
- ▶ Social email addresses
- ▶ Client self-registration

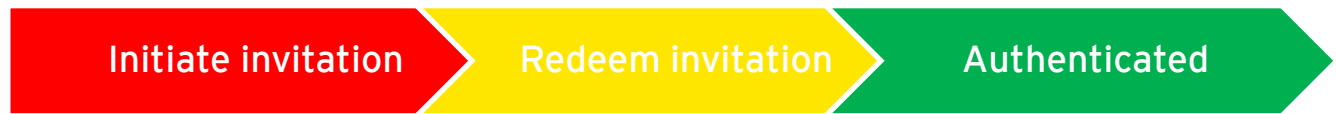
External user account types

My EY modernizes the way that we manage external user identities by employing Microsoft Entra (Azure) B2B federation to connect EY with their organization. When these users join My EY, they will use their own organization's credentials to access our line of business products (e.g., EY Canvas Client Portal, EY Interact, and so on).

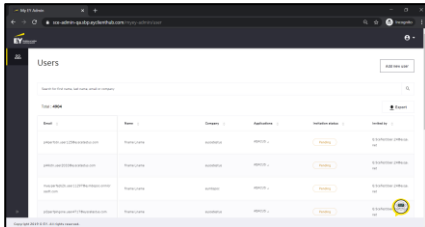
- ▶ Before using My EY, external users are required to complete a one-time registration process. To begin this process, an EY practitioner will invite them to join My EY.
- ▶ Some external users may also be required to use Multi-factor Authentication (MFA) when accessing specific line of business products.
- ▶ Depending on the external organization's MS Entra (Azure) capabilities, the external users will be given one of the identity types in the following table.

Account type	Sign in experience	Description
MS Entra (Azure) managed tenant	Single sign-on	External users will be directed to their MS Entra (Azure) tenant to sign in. Their organization's security and password complexity rules are applied, which means that their organization controls how often their password expires and how complex the password should be.
MS Entra (Azure) unmanaged tenant	Email one-time password (EOTP)	For external organizations that have an unmanaged MS Entra (Azure) tenant or do not have an MS Entra (Azure) tenant at all. These external users will log in with a six-digit code that is sent to their email address. They will receive a new code each time they begin a new session.
Auth0 - hosted or federated	Username and password	For external users who cannot use their MS Entra (Azure) tenant (tenant restrictions, National/Sovereign Cloud clients are a few), we can establish the client's domain as an Auth0 authenticated domain. Auth0 federated users will use their organization's email address and password to authenticate. Hosted users would create their own passwords and maintain that password. Some products are not available for Auth0 authentication.

Invitation and account setup (one-time process)



EY Practitioner



My EY registration - add user

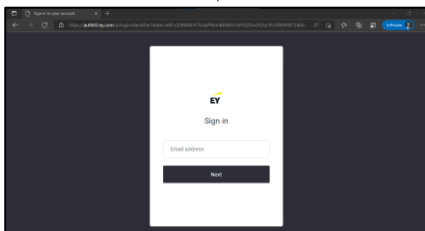
Client User



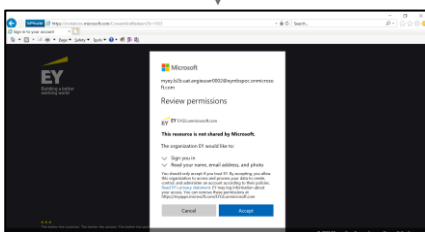
Welcome email - click "Confirm account"



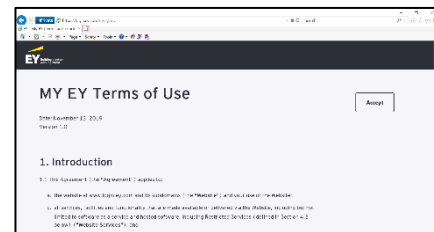
My EY welcome page - click "Sign In"



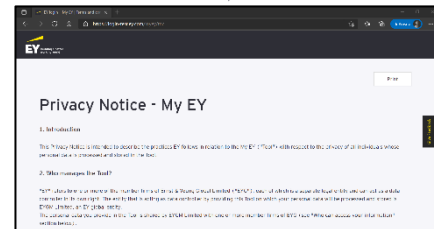
EY branded login page - enter email address
Click "Next"



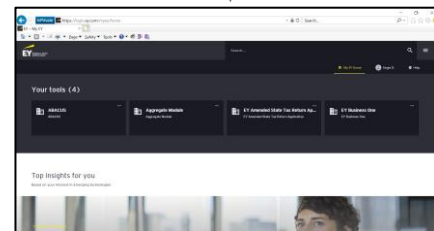
Microsoft permissions page - click "Accept"



My EY Terms of Use - click "Accept"



My EY Privacy Notice - click "Acknowledge"



My EY home page

Key features:

- ▶ Intuitive and consistent digital experience available across all devices
- ▶ Faster user registration and provisioning
- ▶ Enhanced authentication process that supports MS Entra (Azure) federation, EY hosted identities, and multi-factor authentication
- ▶ Landing page that features "Your products" which provides quick access to EY products
- ▶ "Top insights for you" which brings curated insights and thought leadership based on user profile data
- ▶ Improved support experience for when users need it most.

My EY login process - Single sign-on (SSO)

MS Entra (Azure) tenant client user
94% of clients

Route 1

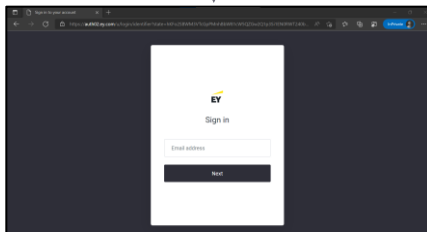
Using link to My EY or using
link to product directly

Route 2

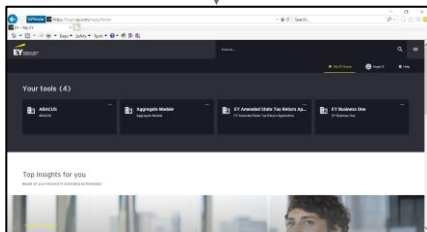
Navigate to <https://login.ey.com>



My EY welcome page - click "Sign in"

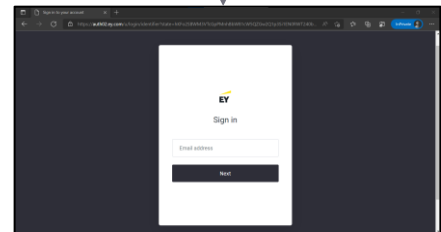


EY branded login page - select account for
single sign-on



My EY home page - requested product is
accessible by clicking on "Launch product"
from the product tile

Deep link directly to product URL



EY branded login page - select account for
single sign-on



Requested product

My EY login process - Email one-time password (EOTP)

EOTP client user
3% of clients

Route 1

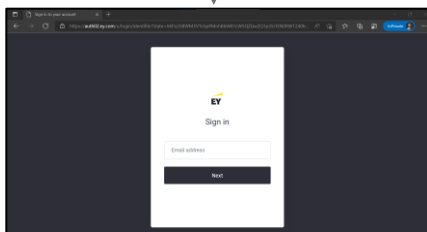
Using link to My EY or using
link to product directly

Route 2

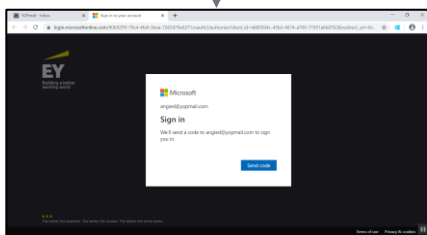
Navigate to <https://login.ey.com>



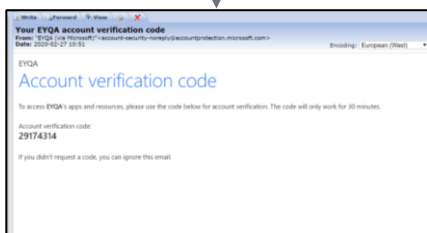
My EY welcome page - click "Sign in"



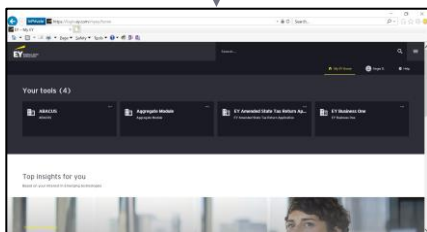
EY branded login page - select account for
single sign-on



Microsoft ETOP page

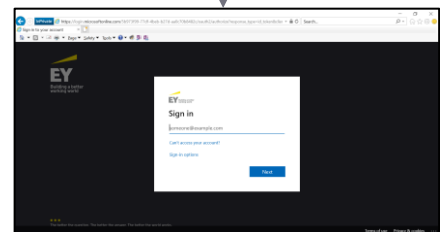


View email - retrieve and enter code

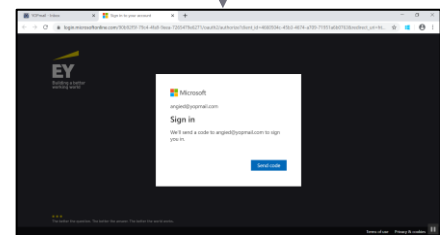


My EY home page - requested product is
accessible by clicking on "Launch product"
from the product tile

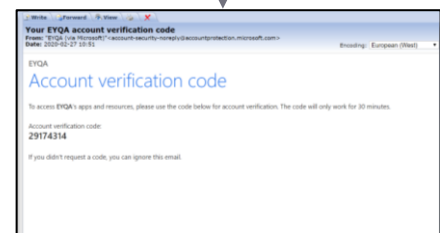
Deep link directly to product URL



EY branded login page - select account for
single sign-on



Microsoft EOTP page



View email - retrieve and enter code



Requested product

My EY login process - Auth0 Federated

Auth0 client user - Federated
3% of clients

Route 1

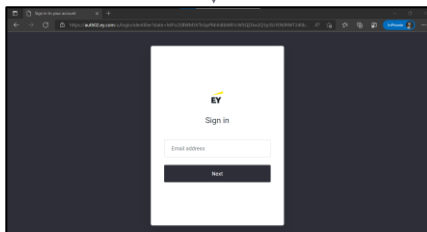
Using link to My EY or using
link to product directly

Route 2

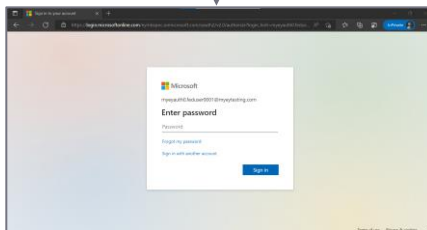
Navigate to <https://login.ey.com>



My EY welcome page - click "Sign in"

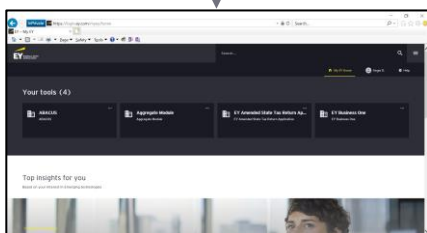


EY branded login page - select account for
single sign-on



Client's organizational password

**This step may be unnecessary
with single sign-on (SSO)



My EY home page - requested product is
accessible by clicking on "Launch product"
from the product tile

Users cannot go directly to a product; they
must authenticate through My EY first.

My EY login process - Auth0 Hosted

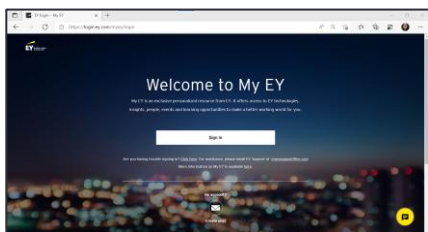
Auth0 client user - Hosted
<1% of clients

Route 1

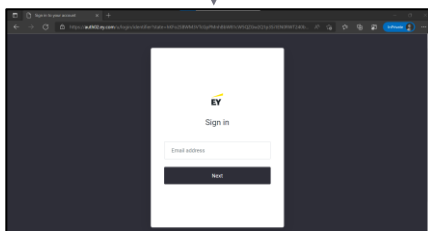
Using link to My EY or using
link to product directly

Route 2

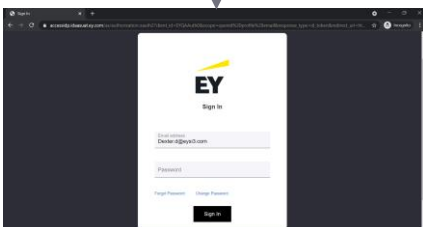
Navigate to <https://login.ey.com>



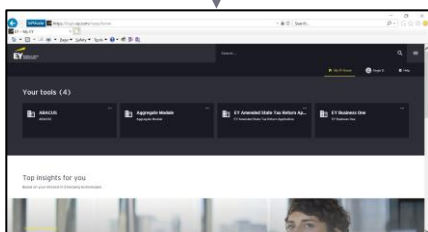
My EY welcome page - click "Sign in"



EY branded login page - select account for
single sign-on



Auth0 password



My EY home page - requested product is
accessible by clicking on "Launch product"
from the product tile

Users cannot go directly to a product; they
must authenticate through My EY first.

My EY login process - Social email address (Single sign-on)

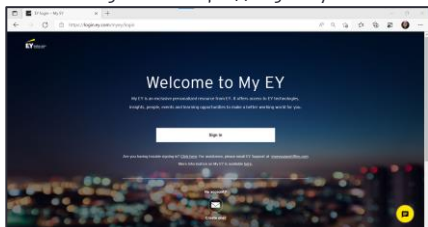
Federated: gmail.com, outlook.com, live.com, Hotmail.com

Route 1

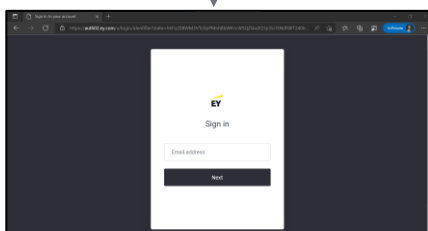
Using link to My EY or using link to product directly

Route 2

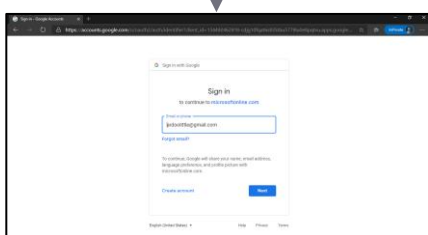
Navigate to <https://login.ey.com>



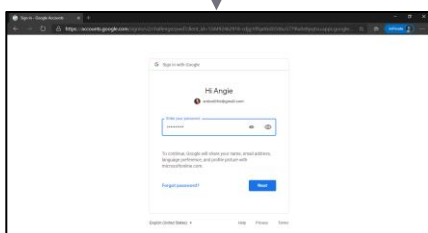
My EY welcome page - click "Sign in"



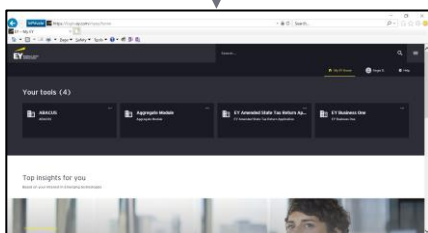
EY branded login page - select account for single sign-on



Enter personal email address again if prompted

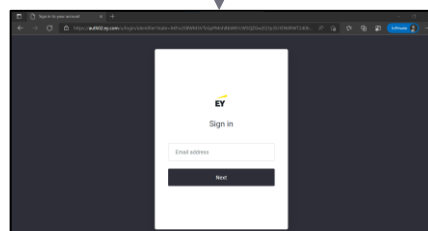


Enter personal password

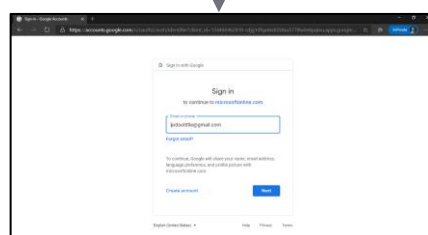


My EY home page - requested product is accessible by clicking on "Launch product" from the product tile

Deep link directly to product URL



EY branded login page - select account for single sign-on



Enter personal email address again if prompted



Enter personal password



Requested product

My EY login process - Social email address (EOTP)

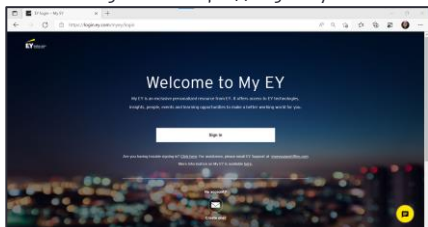
Examples: yahoo.com, gmail.com, aol.com, mail.com, etc.

Route 1

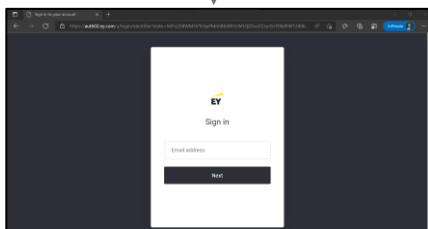
Using link to My EY or using
link to product directly

Route 2

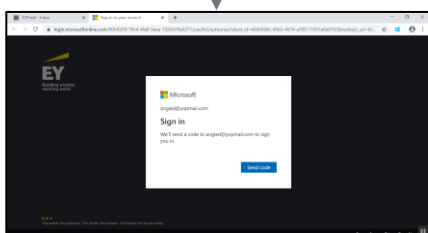
Navigate to <https://login.ey.com>



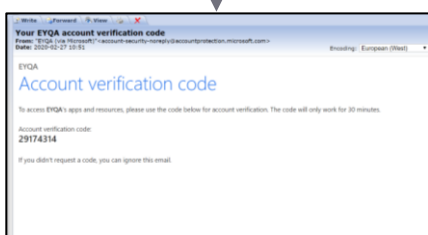
My EY welcome page - click "Sign in"



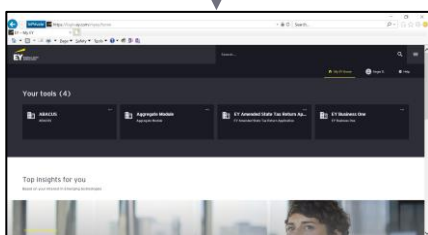
EY branded login page - select account for
single sign-on



Microsoft EOTP page

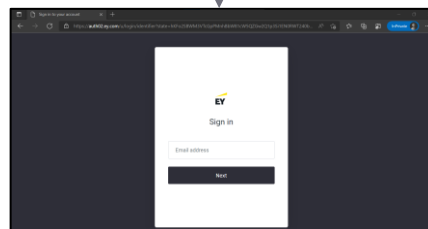


View email - retrieve and enter code

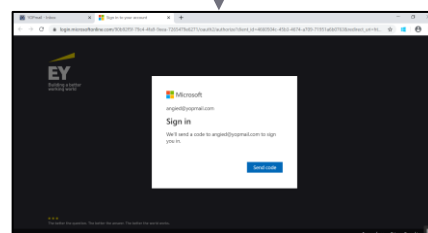


My EY home page - requested product is
accessible by clicking on "Launch product"
from the product tile

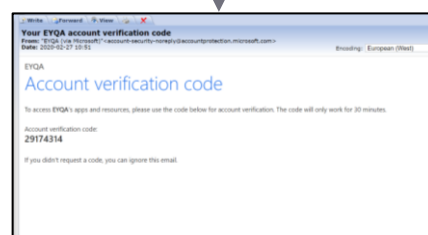
Deep link directly to product URL



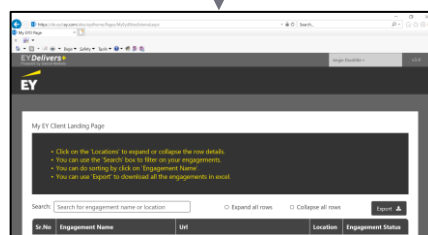
EY branded login page - select account for
single sign-on



Microsoft EOTP page



View email - retrieve and enter code



Requested product

Client self-registration

Initiate invitation

Redeem invitation

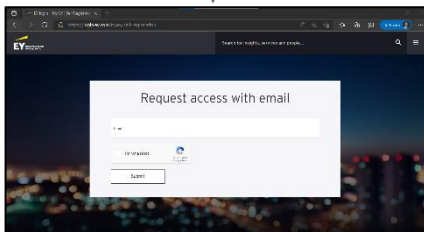
Authenticated

Client/External User

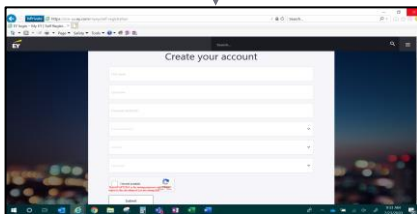
Navigate to <https://login.ey.com>



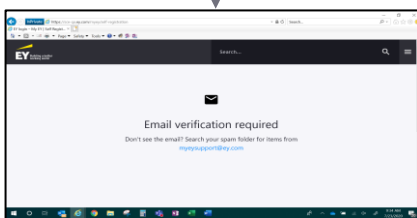
My EY welcome page - click icon "No account? Create one!"



Enter email address, click "Submit"



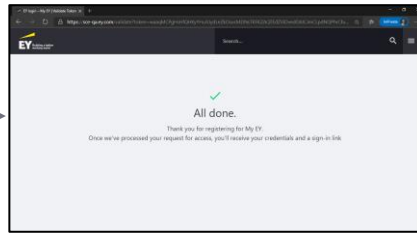
Create account, click "Submit"



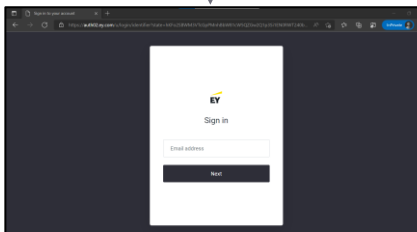
Email notification set to Client/External user



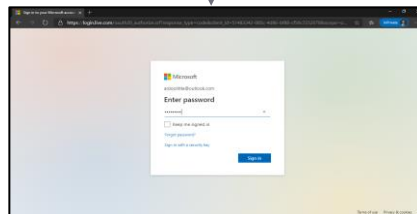
Email confirmation - click "Verify"



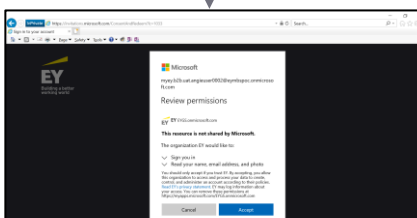
Verification notice



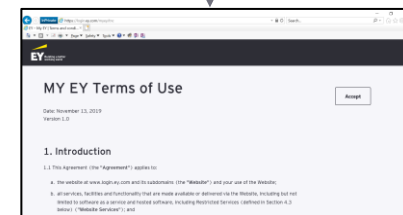
From Welcome email or from <https://login.ey.com>, sign in with email address



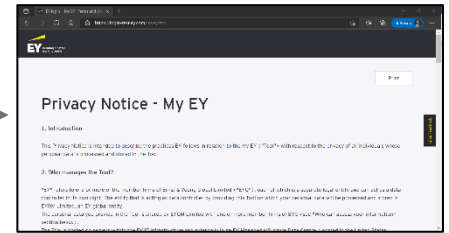
Enter password - screen may vary depending on login type



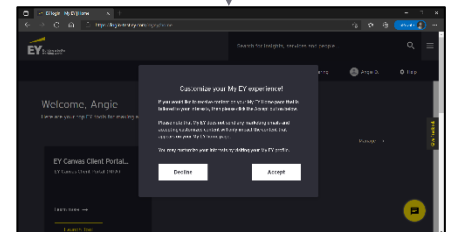
Microsoft permissions page - click "Accept"



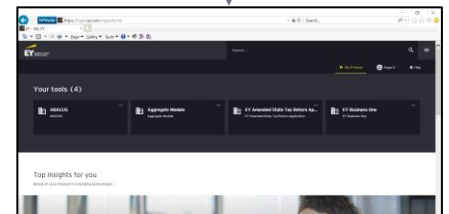
My EY Terms of Use - click "Accept"



My EY Privacy Notice - click "Acknowledge"



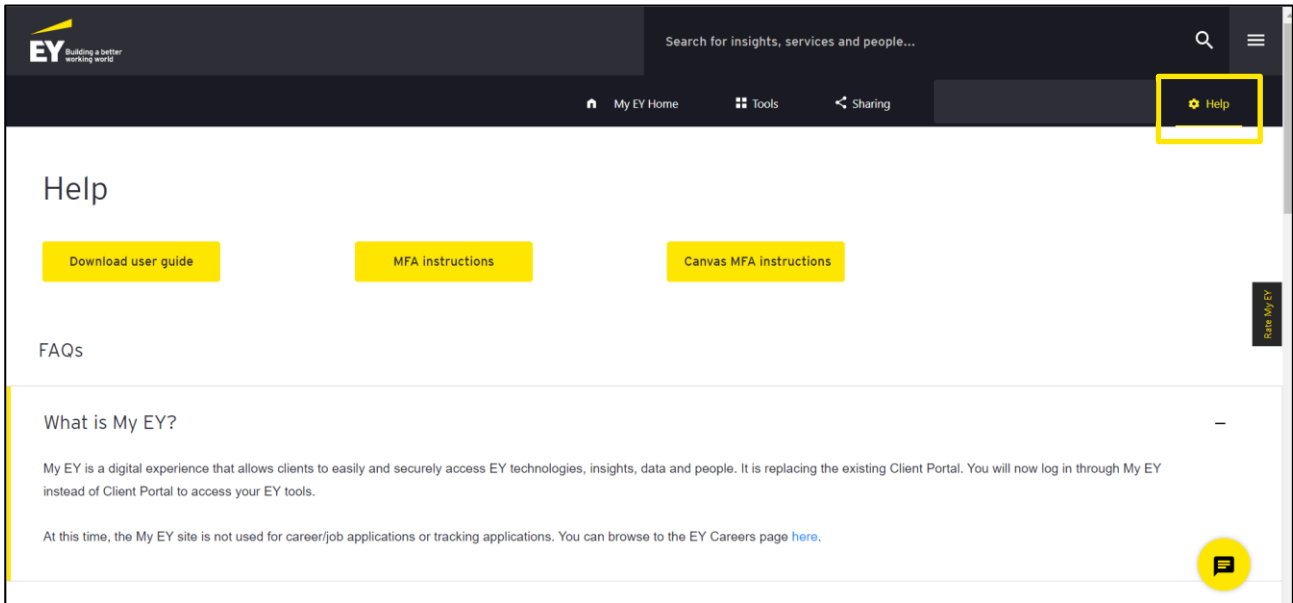
Customize profile



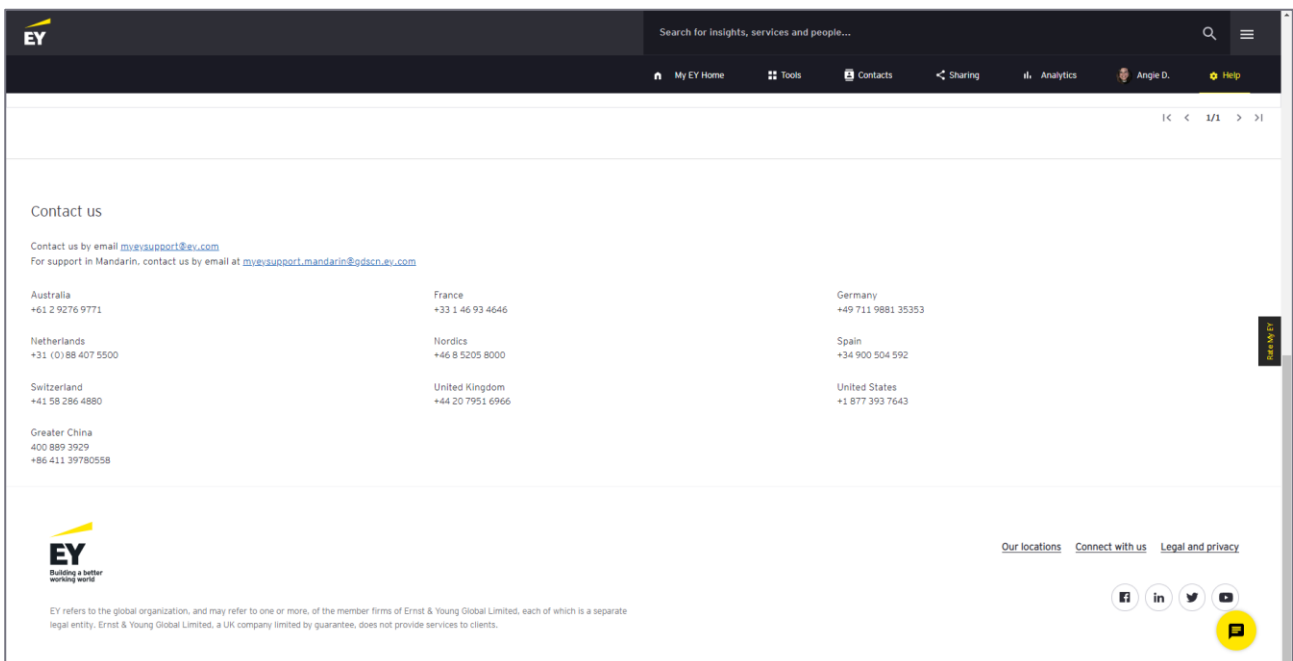
My EY home page

Help

Technical support is available for users 24x7. Click on the “Help” tab from the top menu bar.



You can download the user guide by clicking on the “Download user guide” button. If you are required to use MFA, there are instructions to download here as well. A list of top FAQs is available, simply click on the + or - signs to expand and collapse each Q/A.

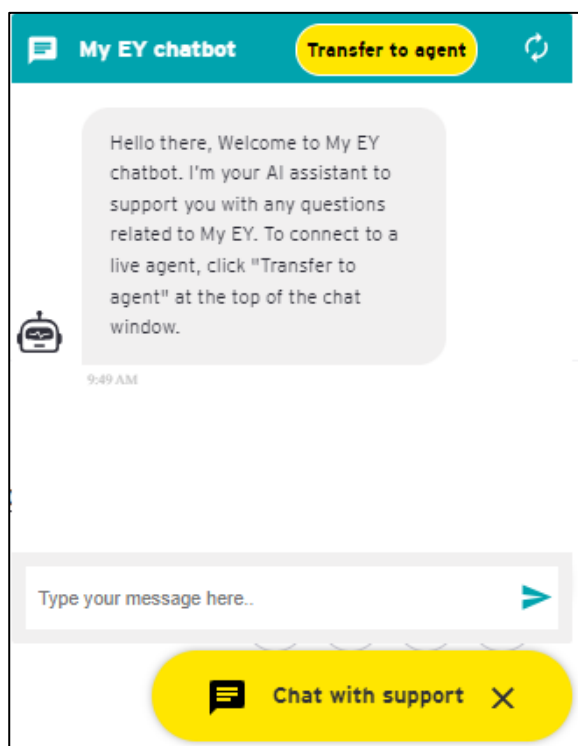


Scrolling down the page you will see the help desk email address as well as local toll numbers. Currently, the help desk is an English-speaking service, except for the Greater China phone number and email address.

You may also chat with our support team by clicking on the chat icon:



This will open a chat bot that you can start typing in a question.



If the bot is not able to assist you, type in “transfer to agent” to speak to a live agent, or click the “Transfer to agent” button at the top of the bot.

When you are finished with the chat bot simply click on the “X” at the bottom right of the bot window to close it.

Listed below are contact details for reaching out to My EY Help desk:

Email: myeysupport@ey.com

For support in Mandarin, contact us by email at myeysupport.mandarin@gdscn.ey.com

Telephone:

Country	Telephone
Australia	+61 2 9276 9771
France	+33 1 46 93 4646
Germany	+49 711 9881 35353
Greater China	400 889 3929 +86 411 39780558
Netherlands	+31 (0) 88 407 5500
Nordics	+46 8 5205 8000
Spain	+34 900 504 592
Switzerland	+41 58 286 4880
United Kingdom	+44 20 7951 6966
United States	+1 877 393 7643

Country phone numbers are local toll numbers; currently the help desk is an English-speaking help desk.

Additional Information

Version	Release type *	Date	Updated by
MVP	Initial	27 Sept 2019	A. Doolittle
Pilot launch	Pilot	15 Nov 2019	A. Doolittle
Early access	Incremental	29 Feb 2020	A. Doolittle
Version 2.4	Incremental	15 May 2020	A. Doolittle
Version 3.0	Release	1 Aug 2020	A. Doolittle
Version 3.1	Hotfix	17 Oct 2020	A. Doolittle
Version 3.2	Release	7 Nov 2020	A. Doolittle
Version 4.0	Release	16 Jan 2021	A. Doolittle
Version 4.1	Release (included in V4.2 release)	5 Jun 2021	A. Doolittle
Version 4.2	Release	5 Jun 2021	A. Doolittle
Version 4.3	Release	8 Aug 2021	A. Doolittle
Version 5.0	Release	25 Sept 2021	A. Doolittle
Version 5.1	Incremental	13 Nov 2021	A. Doolittle
Version 5.2	Release	8 Jan 2022	A. Doolittle
Version 5.3	Release	23 Apr 2022	A. Doolittle
Version 5.4	Release	25 Jun 2022	A. Doolittle
Version 5.4.2	Hotfix	6 Aug 2022	A. Doolittle
Version 6.0	Release	24 Sept 2022	A. Doolittle
Version 6.0.1	Hotfix	1 Oct 2022	A. Doolittle
Version 6.1	Release	17 Dec 2022	A. Doolittle
Version 6.2	Release	22 Apr 2023	A. Doolittle
Version 6.2.1	Incremental	27 May 2023	A. Doolittle
Version 6.3	Release	24 Jun 2023	A. Doolittle
Version 6.3.1	Hotfix	11 Aug 2023	A. Doolittle
Version 7.0	Release	23 Sept 2023	A. Doolittle
Version 7.1	Release	16 Dec 2023	A. Doolittle
Version 7.2	Release	20 Apr 2024	A. Doolittle
Version 7.3	Release	15 Jun 2024	A. Doolittle
Version 8.0	Release	14 Sept 2024	A. Doolittle
Version 8.1	Release	14 Dec 2024	A. Doolittle

* Release type: Release (full version release), Incremental (minor version release), Hotfix (defects and/or immediate changes necessary)

EY | Building a better working world

EY is building a better working world by creating new value for clients, people, society and the planet, while building trust in capital markets.

Enabled by data, AI and advanced technology, EY teams help clients shape the future with confidence and develop answers for the most pressing issues of today and tomorrow.

EY teams work across a full spectrum of services in assurance, consulting, tax, strategy and transactions. Fueled by sector insights, a globally connected, multi-disciplinary network and diverse ecosystem partners, EY teams can provide services in more than 150 countries and territories.

All in to shape the future with confidence.

EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. Information about how EY collects and uses personal data and a description of the rights individuals have under data protection legislation are available via ey.com/privacy. EY member firms do not practice law where prohibited by local laws. For more information about our organization, please visit ey.com.

© 2025 EYGM Limited.
All Rights Reserved.

EYG no.002330-20Gbl

BMC Agency GA 1015227
ED None

This material has been prepared for general informational purposes only and is not intended to be relied upon as accounting, tax, legal or other professional advice. Please refer to your advisors for specific advice.

ey.com