My EY user guide

April 2025

Shape the future with confidence

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About My EY

My EY provides a compelling digital experience for 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

This guide serves as a reference for functionality in My EY.

Clients and external users may reach out to their engagement team members for additional assistance with product access or queries.

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Best practices

- You may access My EY through any standard web browser.
- Be sure that your pop-up blocker is disabled in your web browser.
- If you need assistance at any time, you may contact the My EY support team or use the Frequently Asked Questions (FAQ) chat bot.

Accessing the My EY User Site

Users will access the My EY site to perform several actions:

- Access products that have been assigned as part of an engagement or service delivery project
- Edit, manage products assigned to them, and search for more products
- View top insights, articles of interest and thought leadership
- Access shared sites, if applicable
- Edit their user profile
- View FAQs and help information

My EY is available in English, Chinese, Japanese and Korean.

To access the User Site, go to https://login.ey.com.

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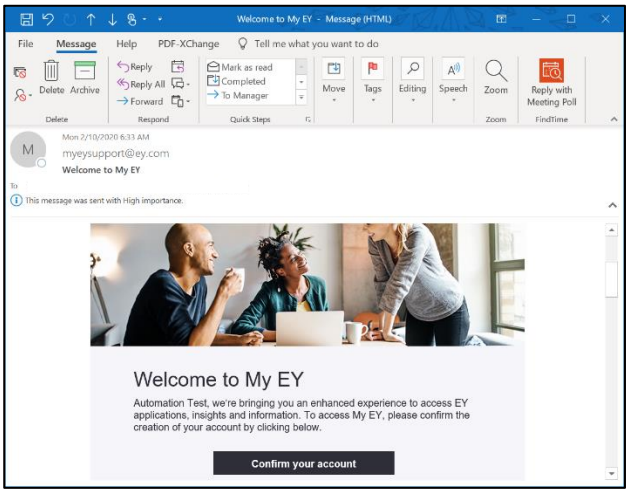
Accepting invitation

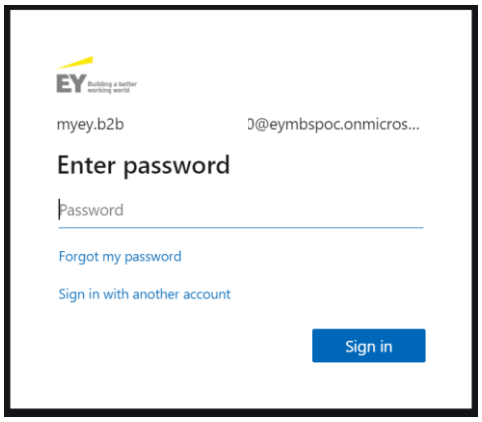
Before accessing My EY, you will first need to accept the invitation that is emailed to you from your EY engagement team member.

You will receive a system-generated email with instructions to confirm your account and will have a series of steps depending on how your organization is federated with the EY organization.

The majority of users will see an invitation like the one shown below for a **Single sign-on (SSO) experience**:



Click on the button enabled in the email labeled "Confirm account." You will be prompted for your organizational password; this is the same password that you use to log in to your own company's resources.



This will direct you to review permissions and either accept or cancel. Choosing "Accept" will complete the user registration process. Clicking "Cancel" will not allow you to access My EY or EY products that have been assigned to you. Users must accept the permissions statement to move forward.

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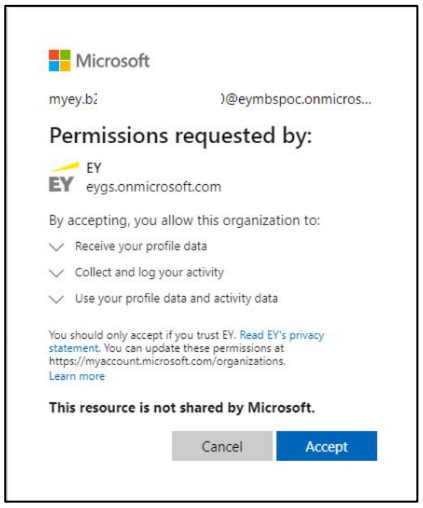
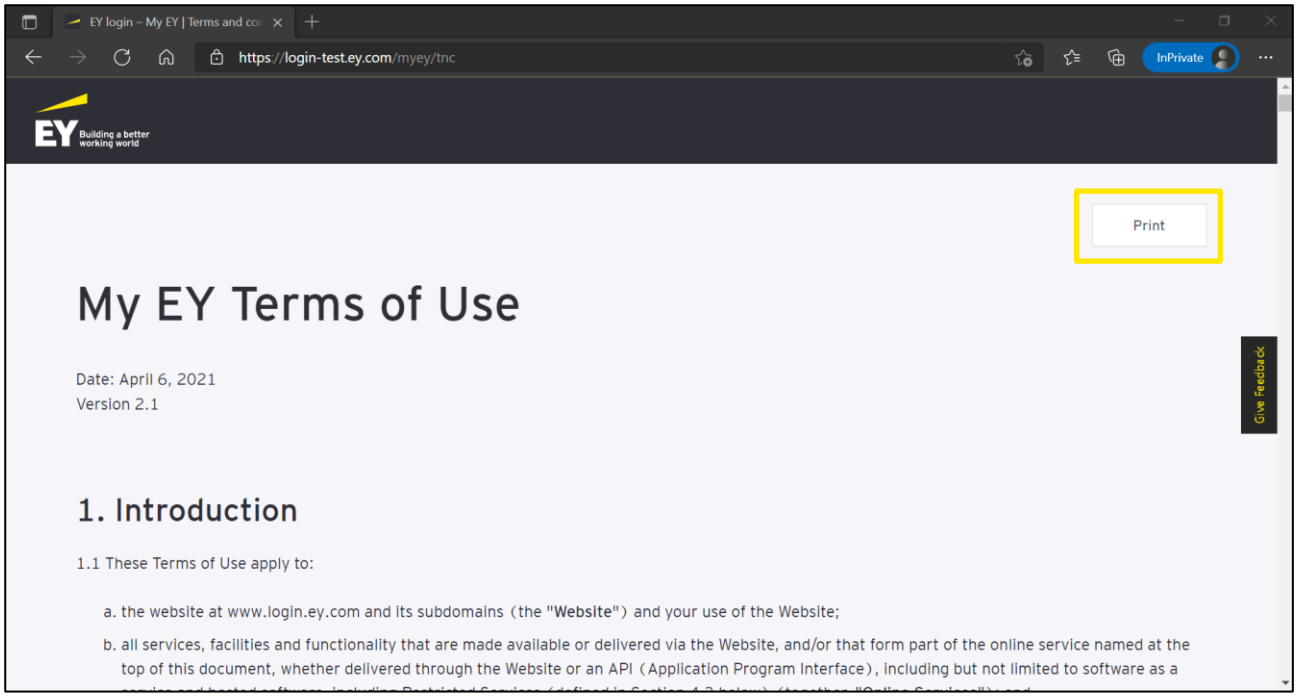


If you are prompted to "stay signed in" as shown below, you may choose "yes" or "no" to move forward. This is optional, but clicking "yes" may reduce the number of times you are prompted to sign in.

Next, please review the My EY Terms of use. You may print the Terms of use from the button at the top right of the screen. You can always review the Terms of use again from within My EY by accessing the Legal & Privacy link.



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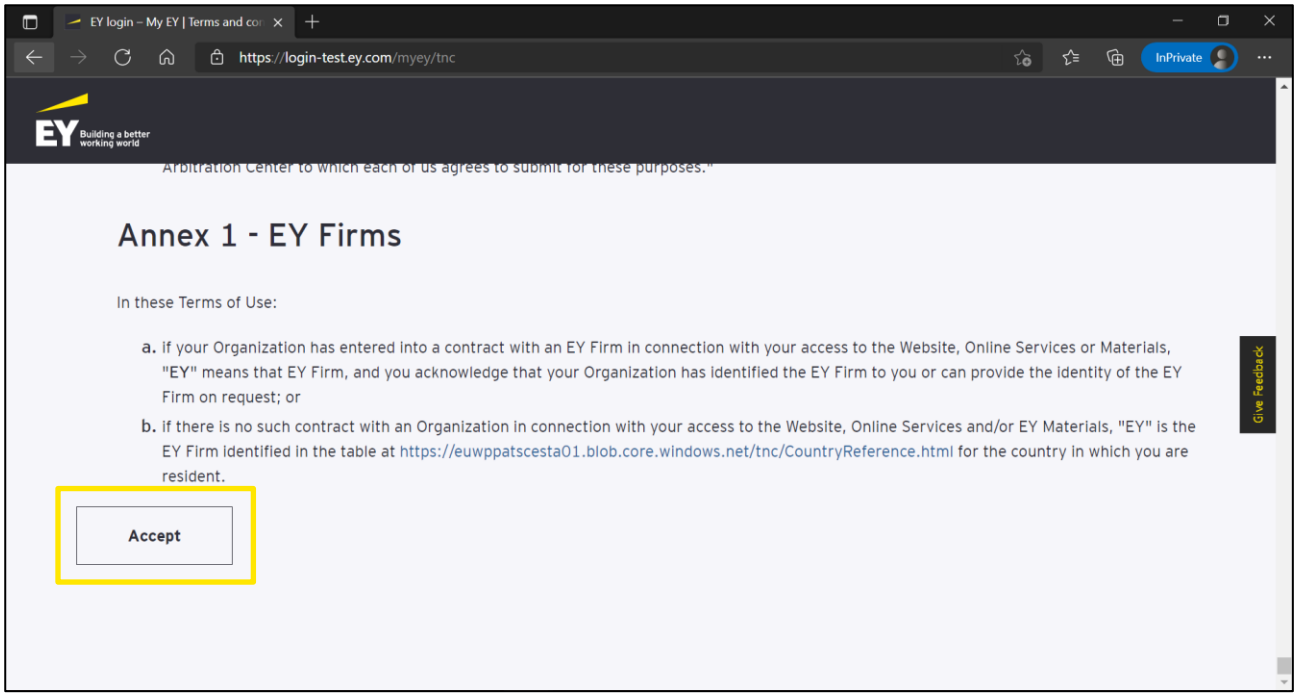
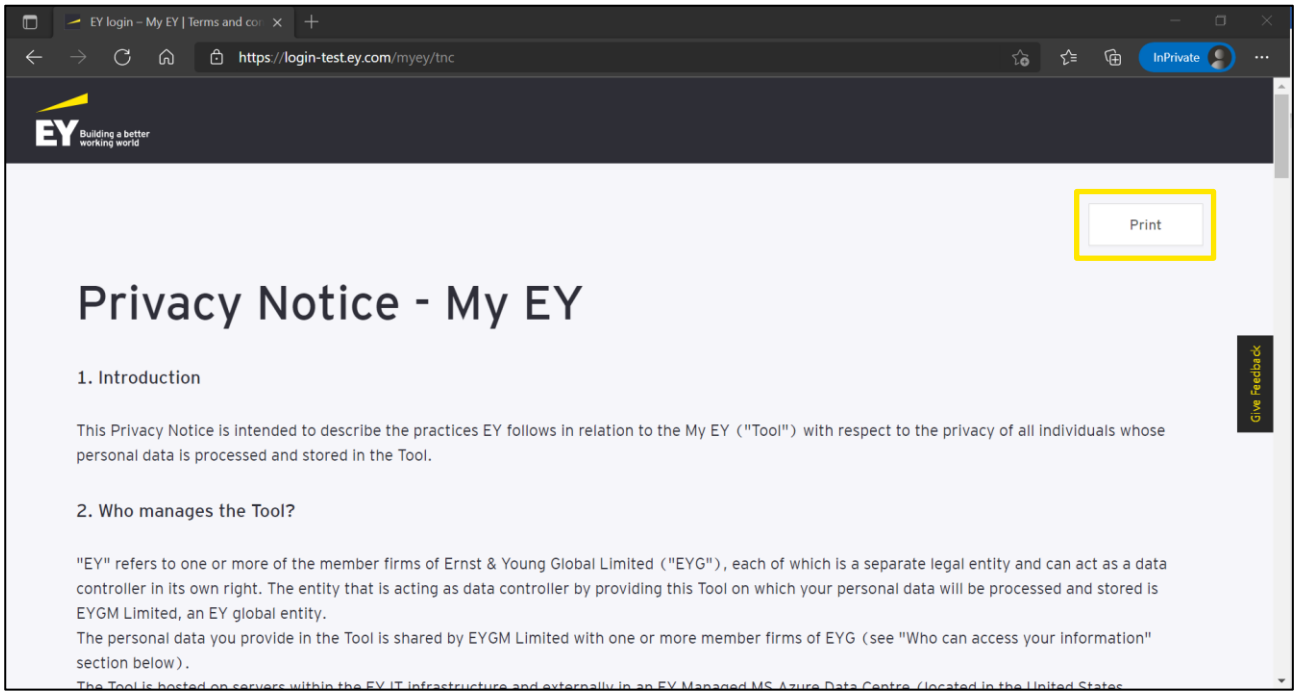
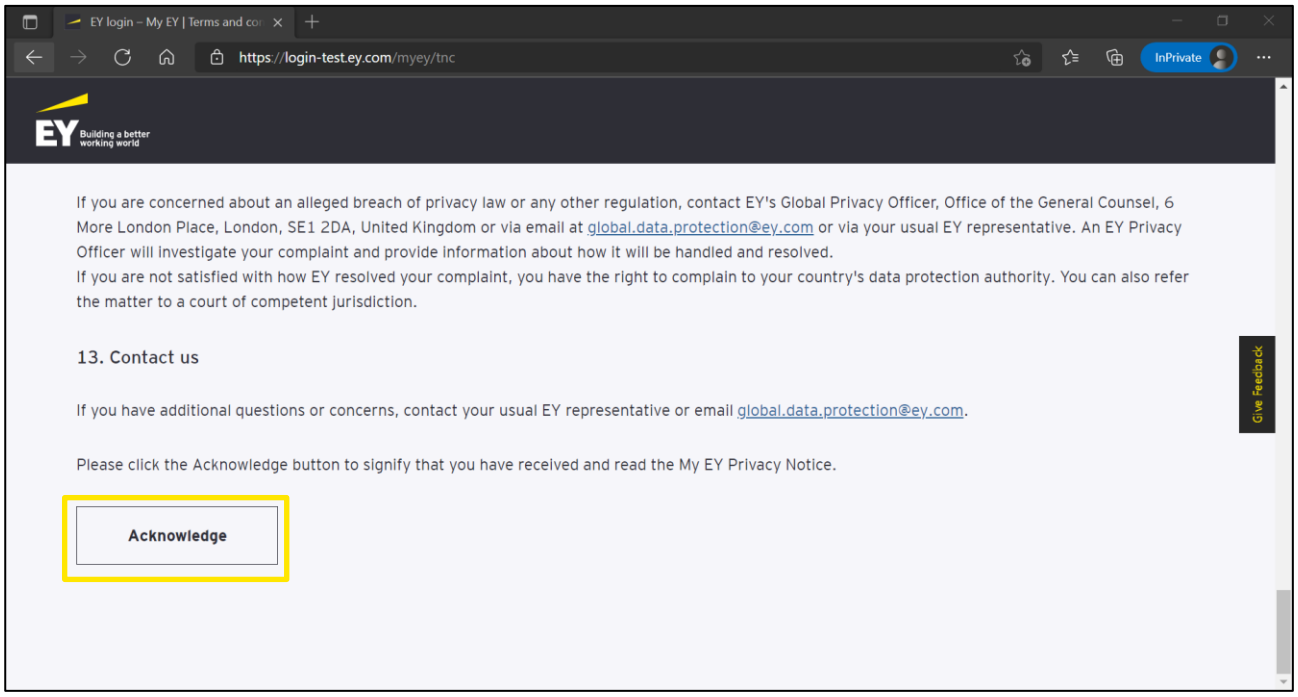
Scroll to review and click "Accept" to move forward.



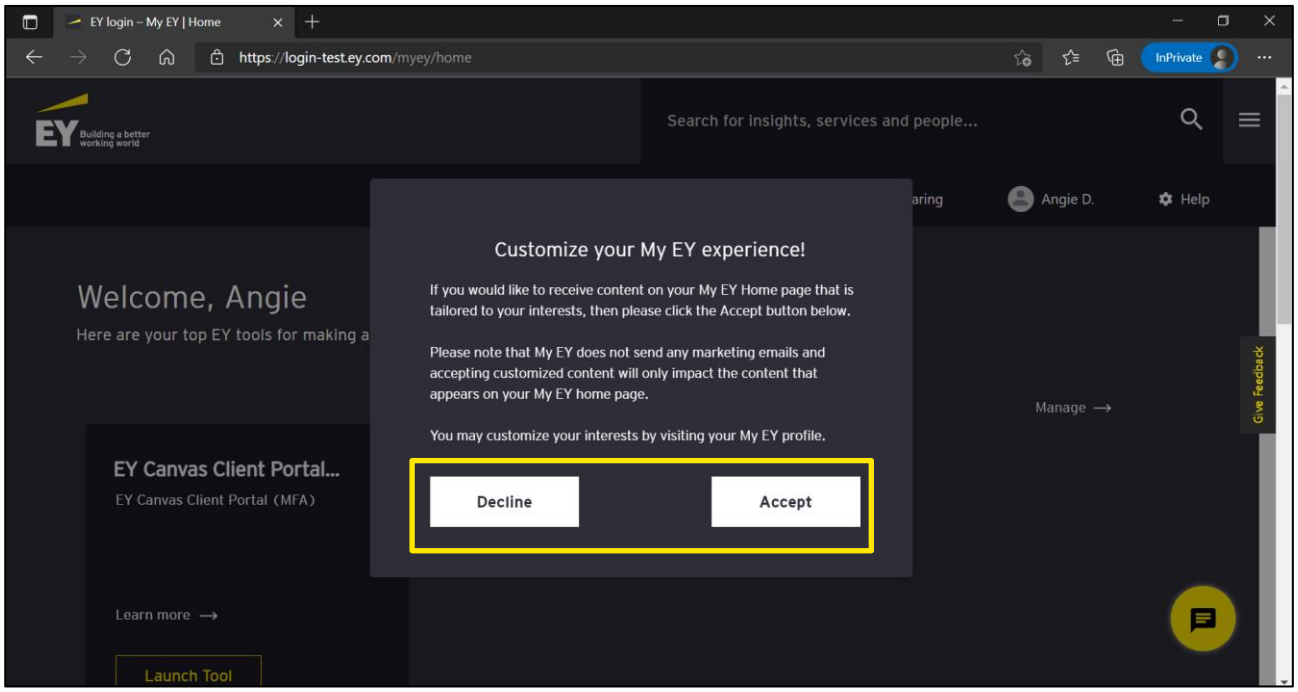
Next, review the Privacy Notice. You may print the Privacy notice from the button at the top right of the screen. You can always review them again from within My EY by accessing the Legal & Privacy link.



Scroll to review and click "Acknowledge" to move forward.



You will be shown a message about customizing your My EY experience. If you would like to be shown articles of interest, topics about your industry, and relevant thought leadership, click the "Accept" button to move forward. If you choose not to see this type of information on the My EY landing page, you may click the "Decline" button. You may update this option at any time from the user profile tab in My EY.



You are now shown the My EY landing page.

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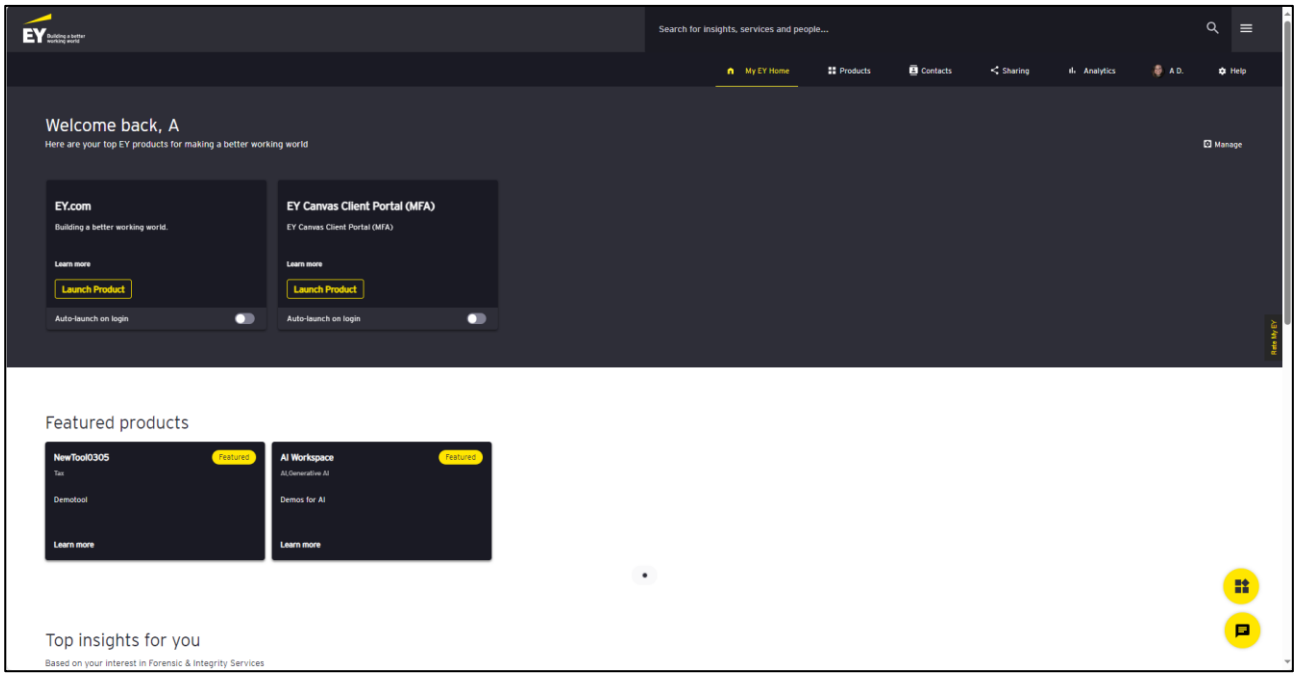

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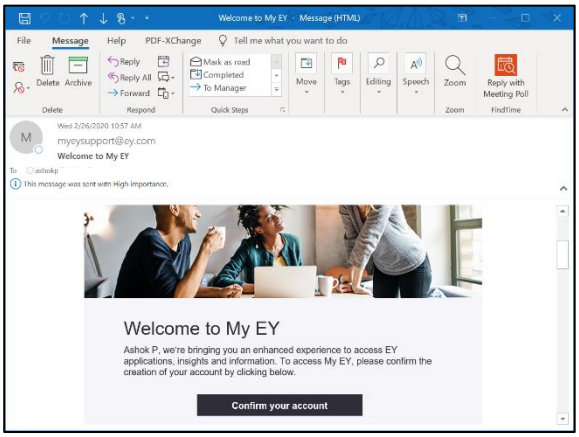
Accepting invitation – additional authentication methods

A user may receive a **one-time password** if the invitation is being sent to an organization that is not federated or hosted by EY. This type of invitation also applies to most social email addresses (personal email addresses). The invitation will look similar to the screenshot below:



You will be sent a one-time use only passcode to your email address to use while logging in.

Some users may be set up with an **Auth0** identity to access EY products. You may be prompted to choose your own password, but likely will use your own organizational password. Please ask your EY engagement team member for the **My EY Auth0 User Journey Guide** for additional steps to log in via this method.

You will receive an email that looks similar to this:

You can redeem the invitation either through clicking on the URL in the email, or by going directly to the login screen for My EY.

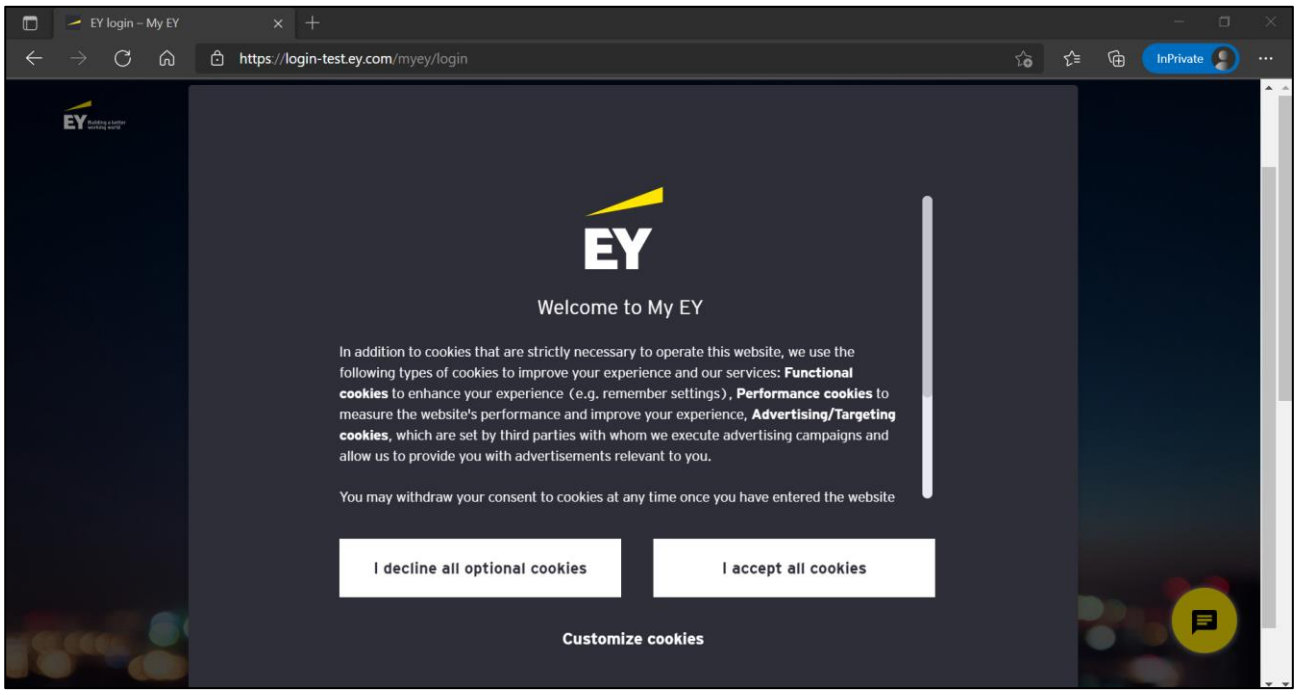
Note: System-generated emails will be sent from **myeysupport@ey.com**. If you are expecting an invitation from an EY engagement team member, please be sure to check your junk or spam folder. You may also ask your IT department on how to prevent future communication from this email address from moving to a junk or spam folder.

Accessing My EY

Users may access My EY from the URL: https://login.ey.com

You must first be invited to access My EY. Details are provided in the previous section about redeeming your invitation through email.

The following browsers are supported for accessing My EY: Chrome, MS Edge, and Safari. You may also access through mobile browsers. (Please note that some individual products may not render in mobile browsers.)



You will be presented with a statement about cookies. Choose any of the 3 options shown in the screenshot above to move forward. You will always be able to view and customize your cookie consent from within My EY under the "Legal and Privacy" link.

Click "Sign in" to proceed:

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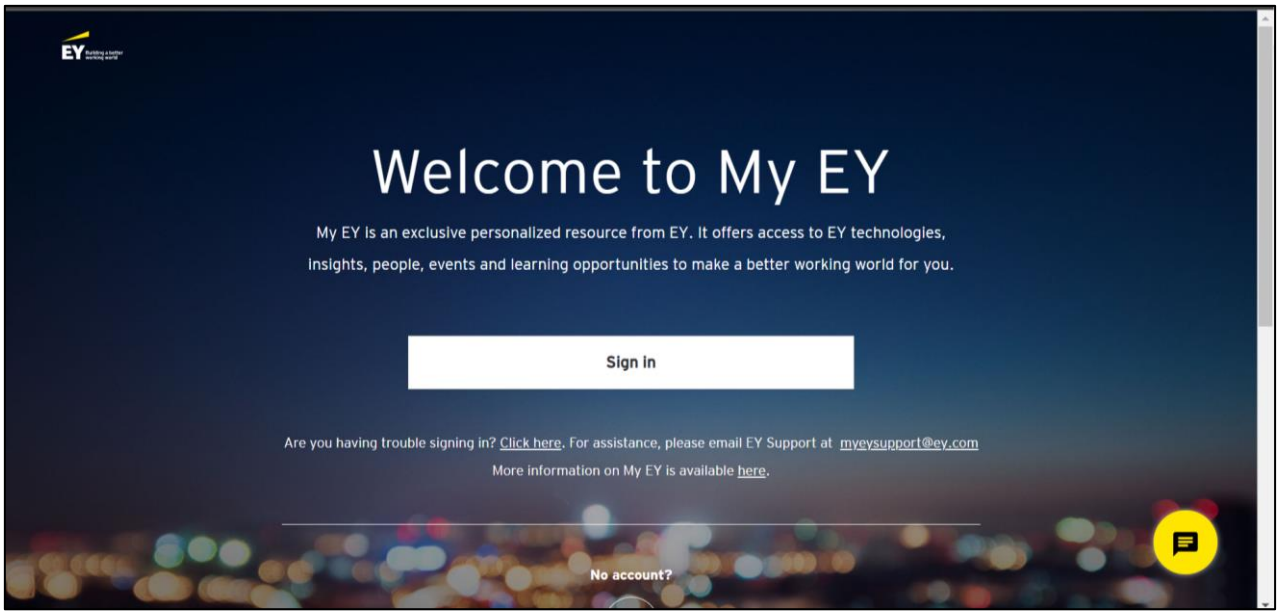

If prompted, enter your login credentials starting with your email address. The login experience varies depending on your organization's federation with EY, and whether or not you have already accepted your invitation to join My EY.

You may utilize the chat feature using the yellow icon on the bottom right of the screen.

Note: if you are having trouble signing in, click on the link in the above screen shot labeled "Click here". This will clear your browsing history and cache to assist you with a clean log in experience.

You may change your language preference in the top right corner of the screen to any that are available in the drop-down menu:

The language will default to what is provided for you in your user profile, but can be changed/updated at any time.

Landing page

The main landing page of My EY has many useful sections that are described below. You may or may not see all these features, depending on your settings, preferences, and what has been shared with you.

- Products
- Top insights for you
- Products manager
- Contacts
- Sharing (if applicable)
- User profile

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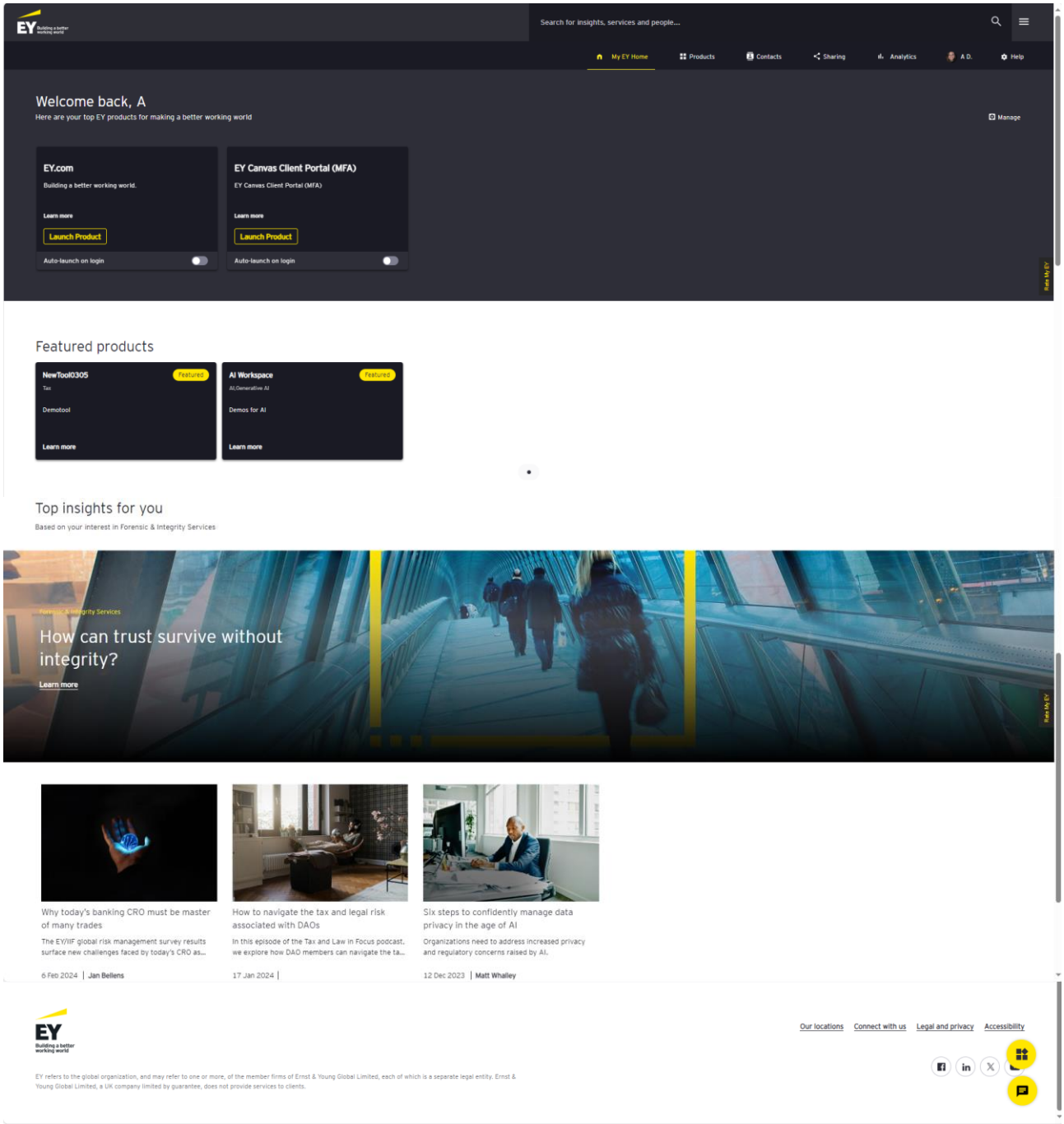
- Help
- Search
- Give Feedback
- Chat



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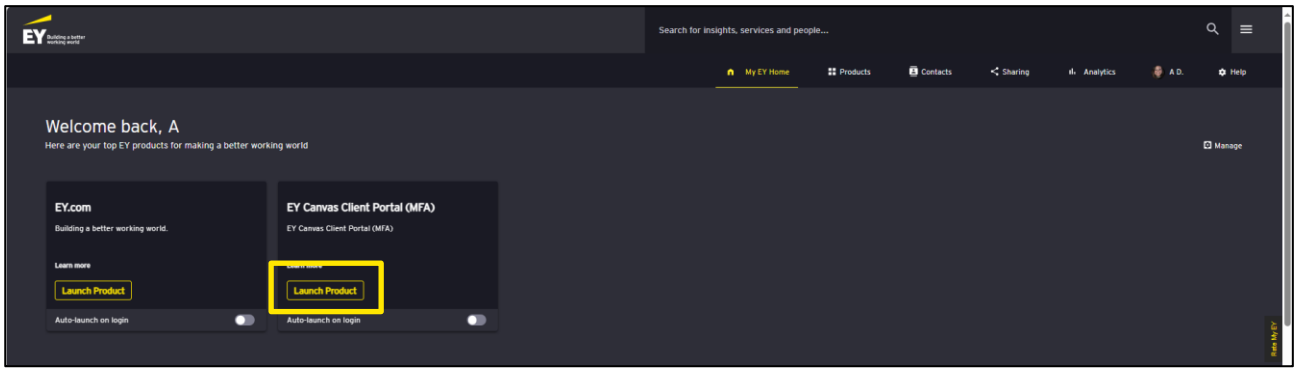
Your products

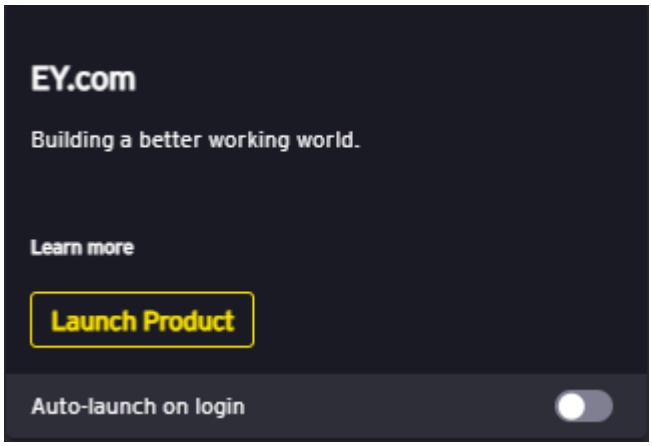
Products that the user has access to will appear as individual tiles in the first section. Users will be granted access to products separately from the My EY registration process by their EY engagement team. To access any of the products, click on the "Launch Product" button on the tile.



By clicking "Launch Product" the product will open in a new browser tab or window.

Note: If you do not see a product that you feel you should have access to, please reach out to your EY engagement team member to grant access to the product in My EY.

If you have been assigned more than 3-4 products, click on the "Manage" link to the far right of the tiles to view all your products.



Each tile has the name of the product, a description of the product, a "launch" button, a "Learn more" link, and a toggle switch to automatically launch the product at next login. By enabling the auto-launch switch, it turns yellow to indicate that this product will be the default product to open automatically in a new tab or window upon next login.

You may change the default product at any time by simply disabling the switch on the current product and enabling it on another product.

Note: you may need to disable pop-up blockers in your web browsers to enable a product to be automatically launched in a new tab/window. If you are unsure how to do this, please contact your IT department for assistance. This is typically found in the "settings" of your web browser.

Featured products

Products that are featured are listed below products you are assigned. This section changes often so you may not see any products listed. Click on the "Learn more" link to see more about the product and if desired, you may request access to it.

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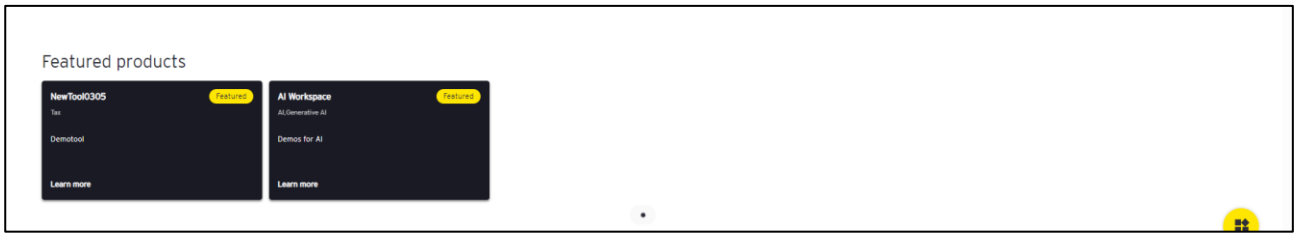
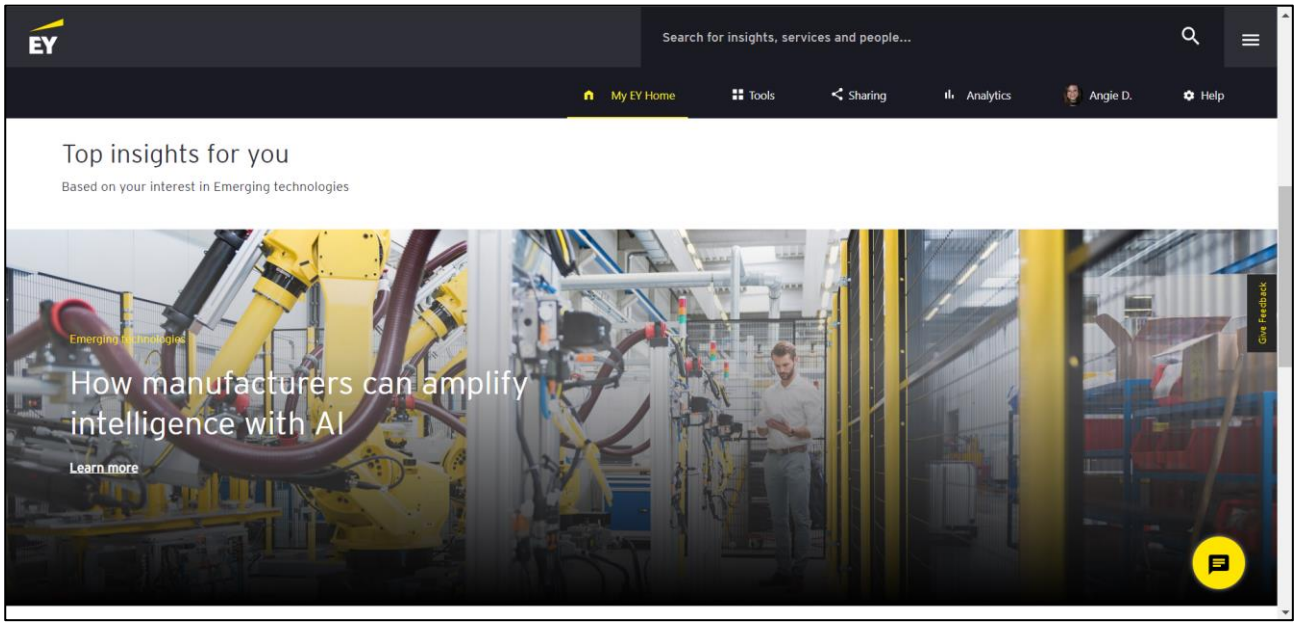


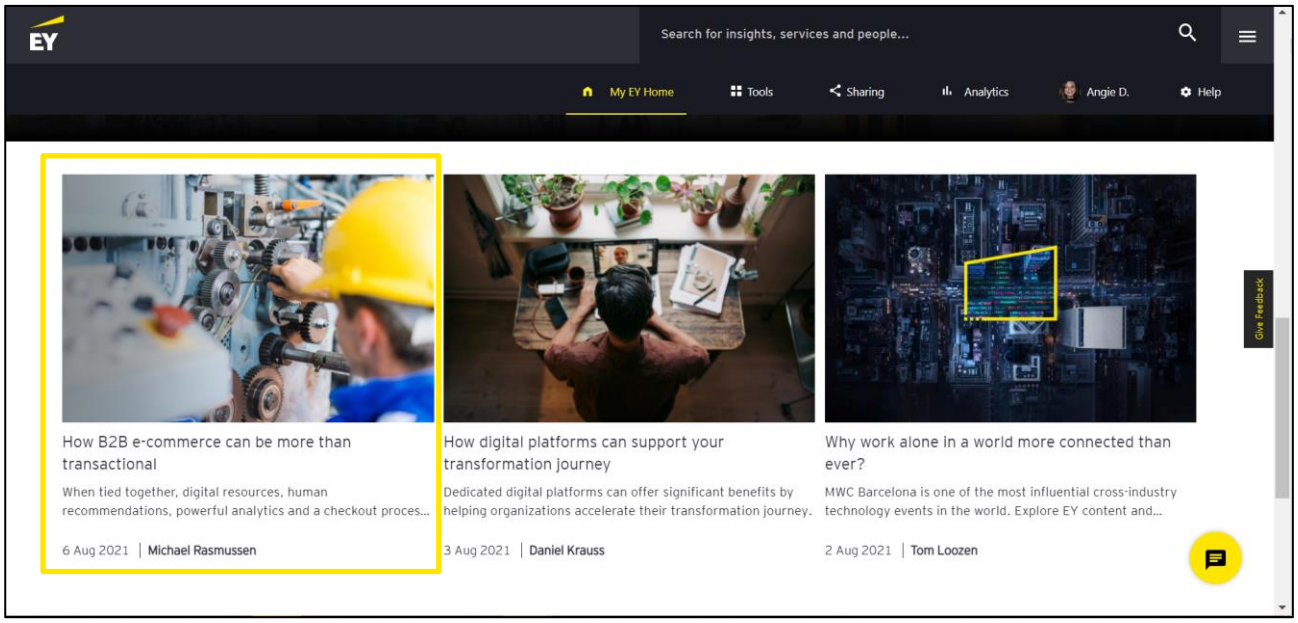
Top insights for you

On the main landing page, beneath the product tiles, Top insights for you will show a variety of articles or stories that may be of interest to you. These are only shown if you have selected the option to customize your landing page the first time you logged in, or by selecting the option to view them under your user profile.

The insights shown are various articles, thought leadership, and topics based on your industry and other attributes.

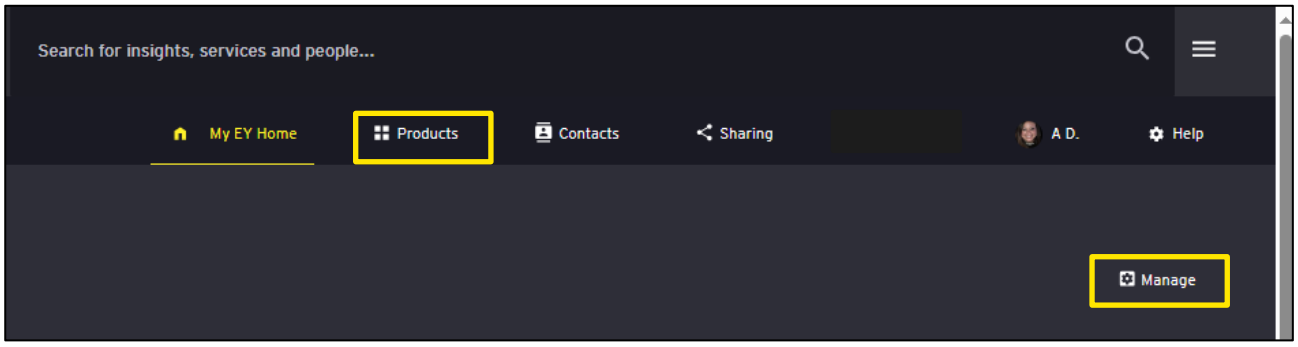


Click on any image or text below it to read the article or story.



Once you've read the article, click the back button on your browser window to return to My EY, or click on the "My EY" icon on EY.com.

Products manager



Click on the "manage" link on the right side of the list of tiles to open the products manager. You can also click on the "Products" tab from the top menu bar.

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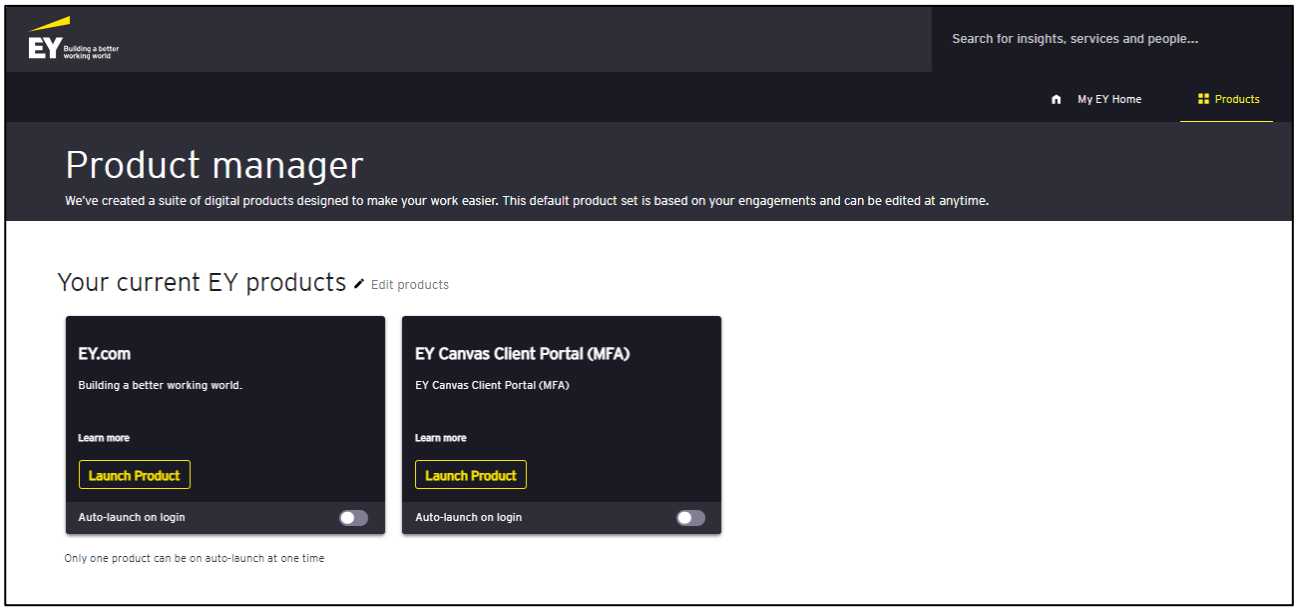
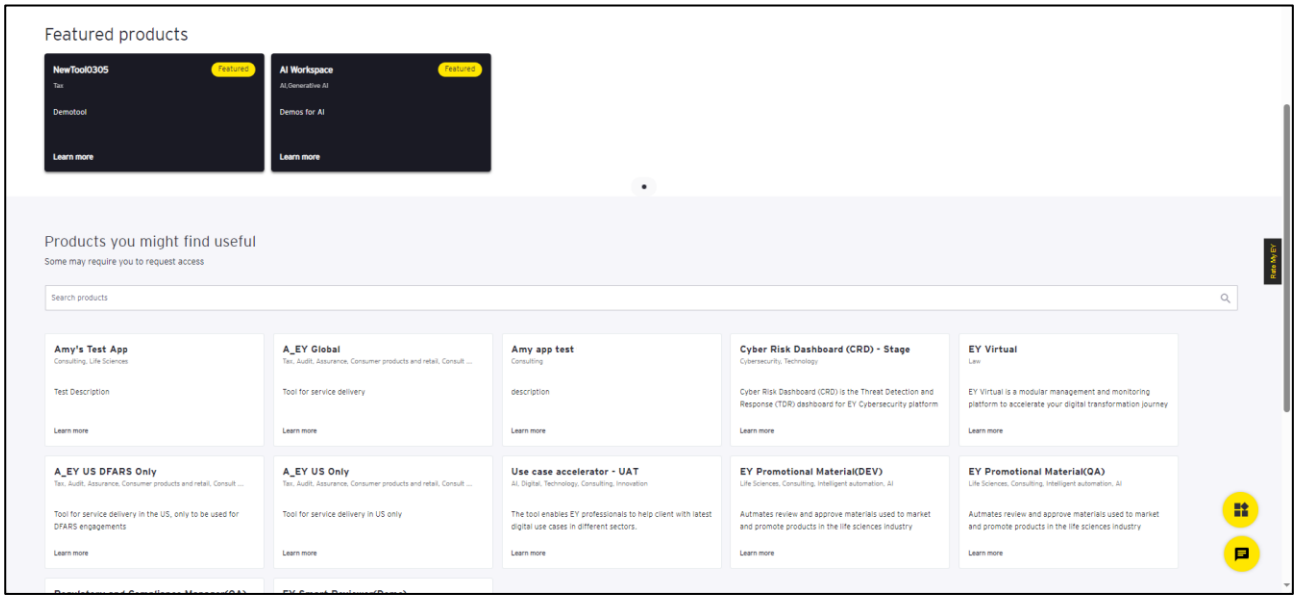


In the Products manager you will see all the products that have been assigned to you.

Scroll down to see featured products and to search for additional products and see recommended products. Please note that only products with public access are shown, and some require you to request access. You may also use the search box to search by keywords for products that may be available. Click on the "Learn more" link to view details about the product and request access if applicable.



To edit the order/placement of products on your landing page, click on the "Edit products" link, shown next to "Your current EY products".

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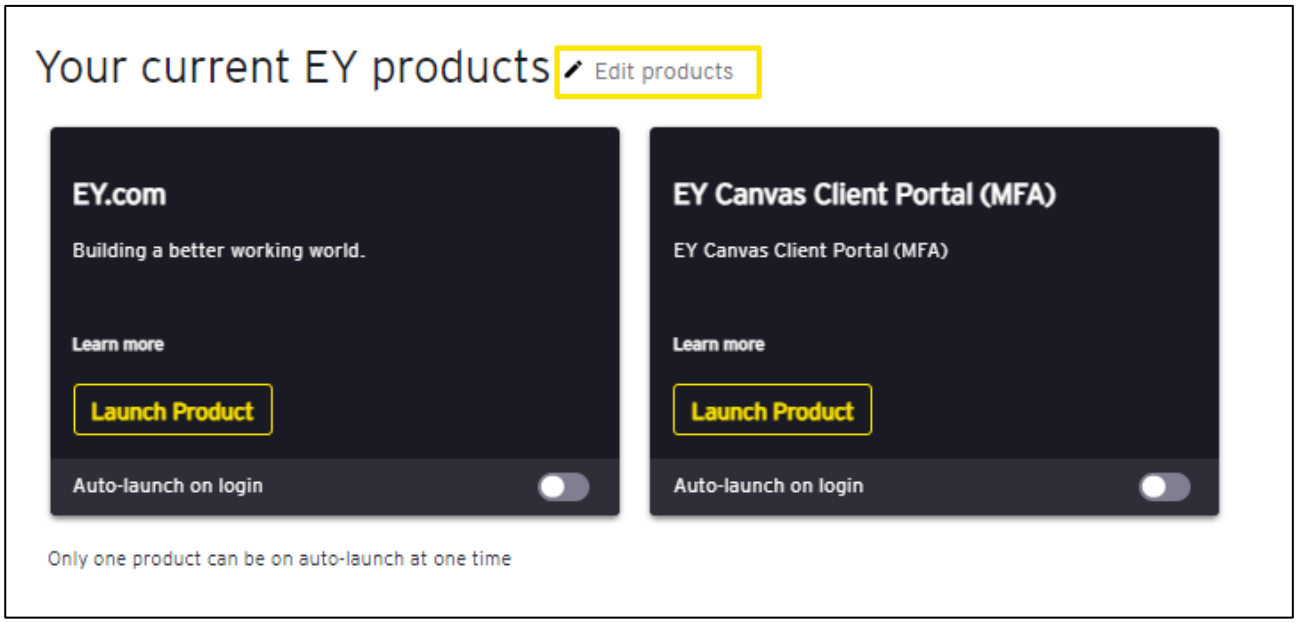
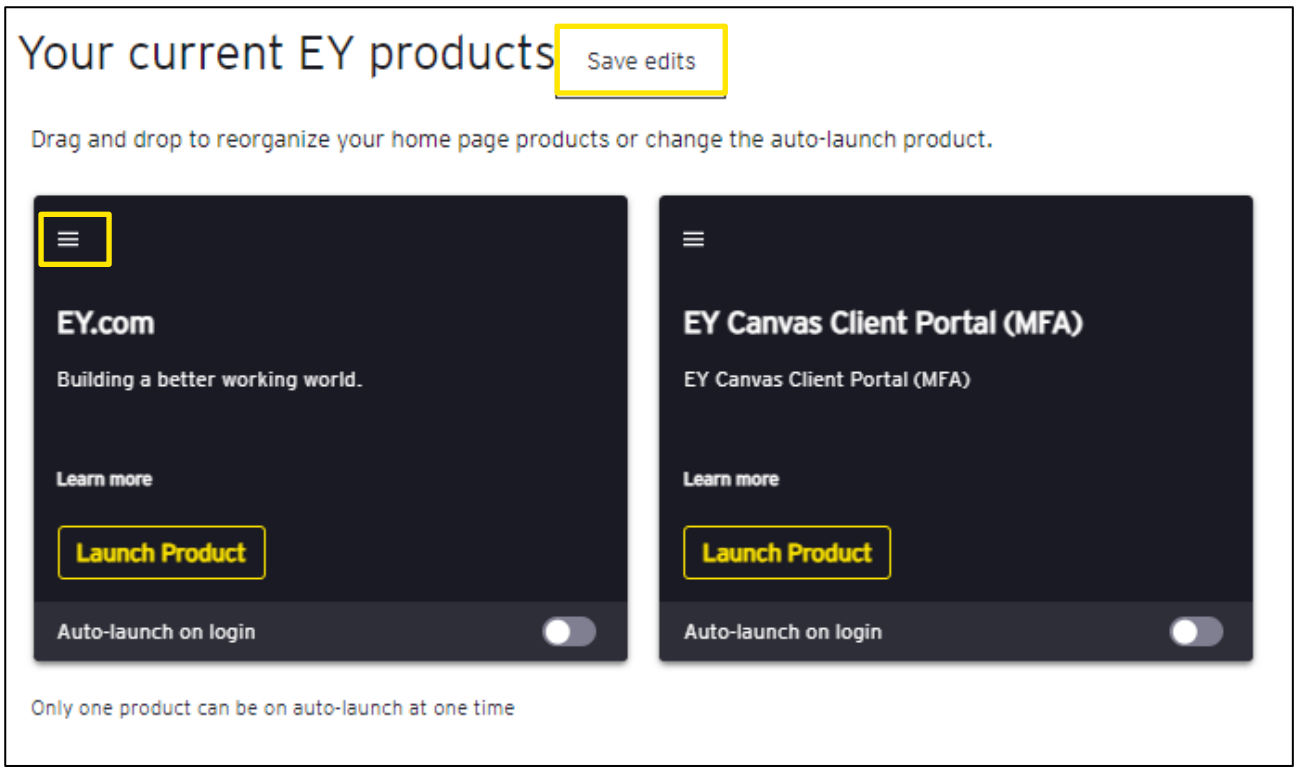


You may now drag and drop the products in the order of your preference by using the 3 horizontal bars in the left corner of each tile. When finished click on the "Save edits" button.



Contacts

The Contacts tab displays a list of contacts to enable networking and communication based on your engagements with EY. You may also use this feature to connect with recommended EY contacts and other users that you may search for.

By hovering over the tab Contacts, you will see a quick view of people that you have added as contacts.

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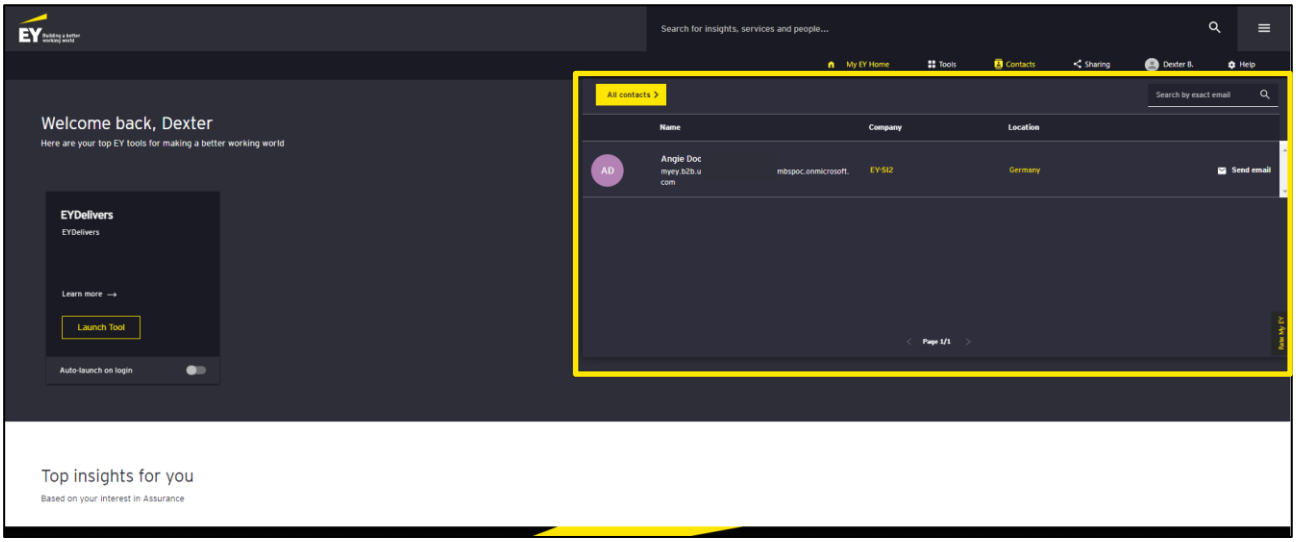
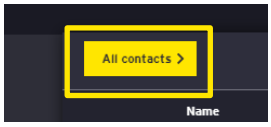
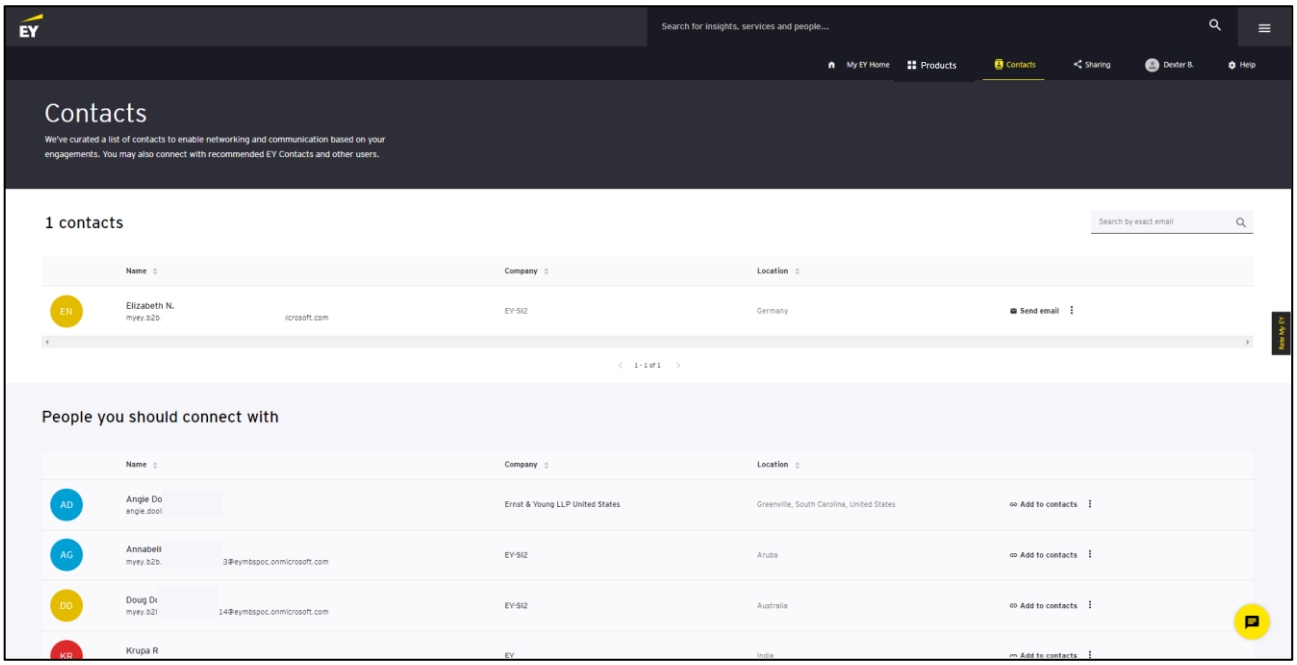


Click on the button "All contacts" to see a full view of the Contacts page.



You will now see your list of contacts on the top half of the page, and a list of recommendations at the bottom of the page.



Contacts that you have chosen to connect with appear at the top of this page. You can view their name, email address, company, and location. You can send an email to this contact by clicking on the "Send email" option on the far right of the screen. This will open an email in your default email application. You can click on the ellipse button next to this option to delete the contact if you no longer wish to be connected with them.

You may search for a contact within EY or within your own organization, but you must search by the full email address. Wild card searches are not permitted. When you search for someone within your organization, they will need to have first communicated with EY at some point in time (i.e., not all users from your organization will be recognized with the search option.)

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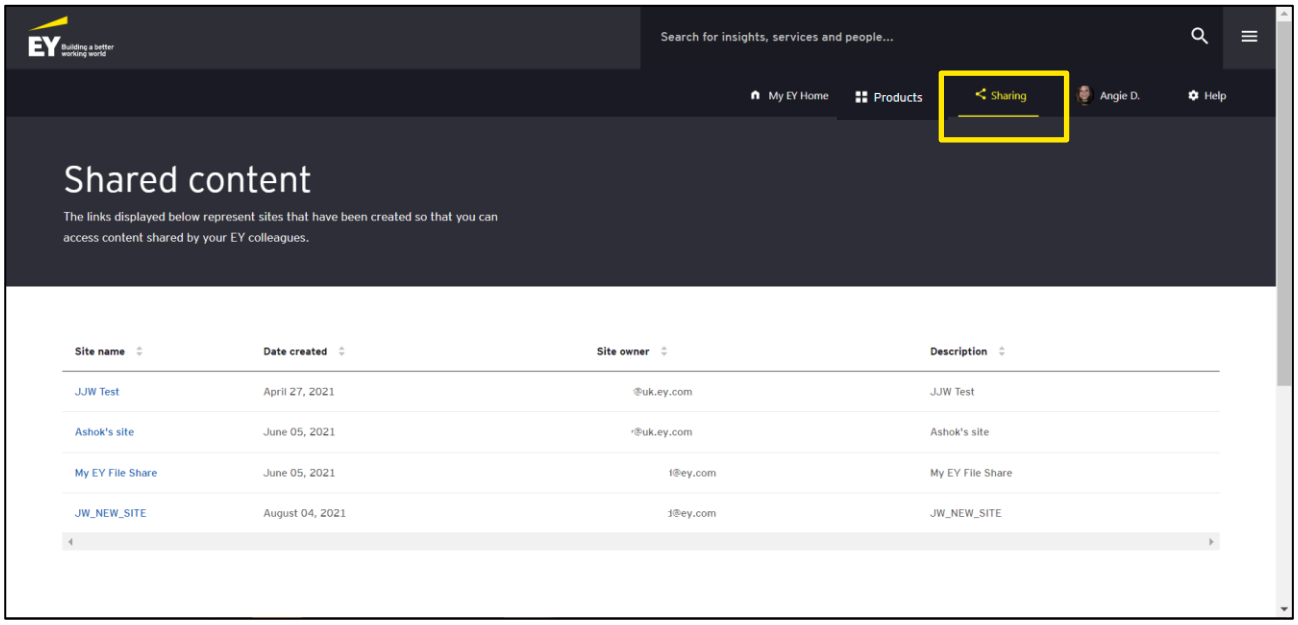
Recommended contacts are listed in the section labeled "People you should connect with." This list is provided to you by the EY person that invited you to join My EY. These may be additional people on your engagement/project, or other EY personnel that the inviter feels may be beneficial for you to connect with. You can add the contact to your list of contacts by clicking on the "Add to contacts" option on the far right. You may also send an email to this recommendation by using the ellipse button next to this option and click "Send email".

Sharing



If your EY engagement team has created an externally accessible content share site, you will see a list of these sites when you click on the "Sharing" tab from the top menu bar. The shared content tab allows EY engagement teams to share items with you that may be relevant to your project or engagement. Simply click on the site name in the first column; a new tab or window will open for you to view what has been shared with you. You can also upload/download items from the shared content site if your EY engagement team member has enabled this.

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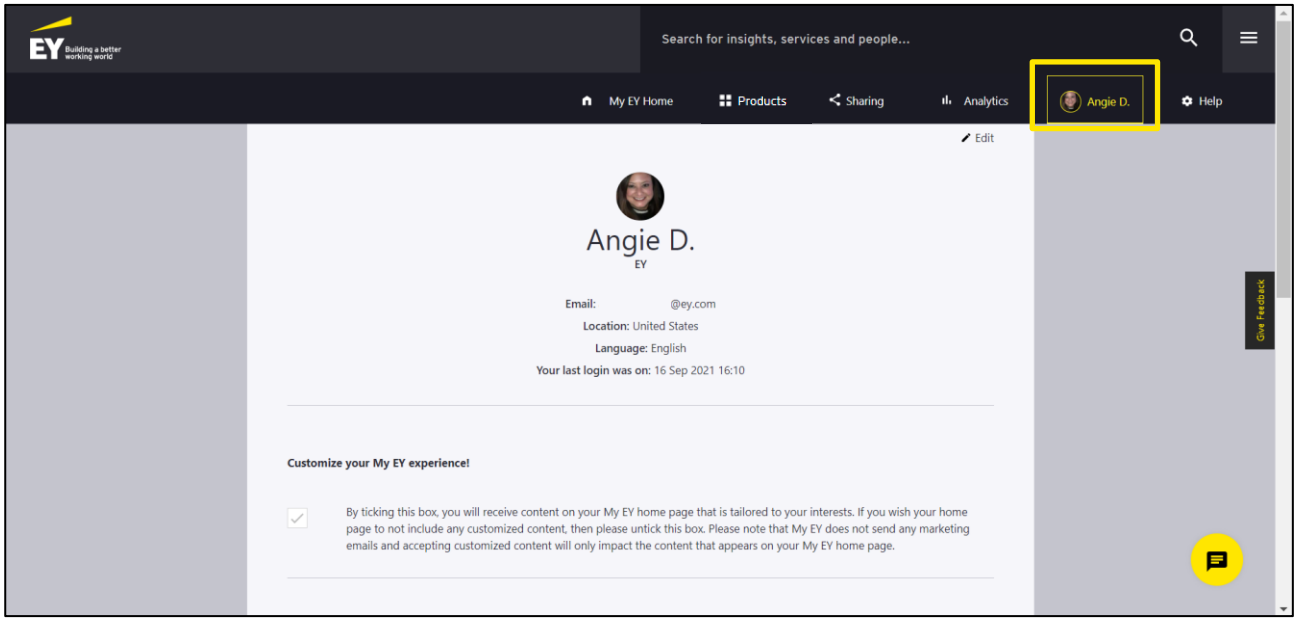
Your profile

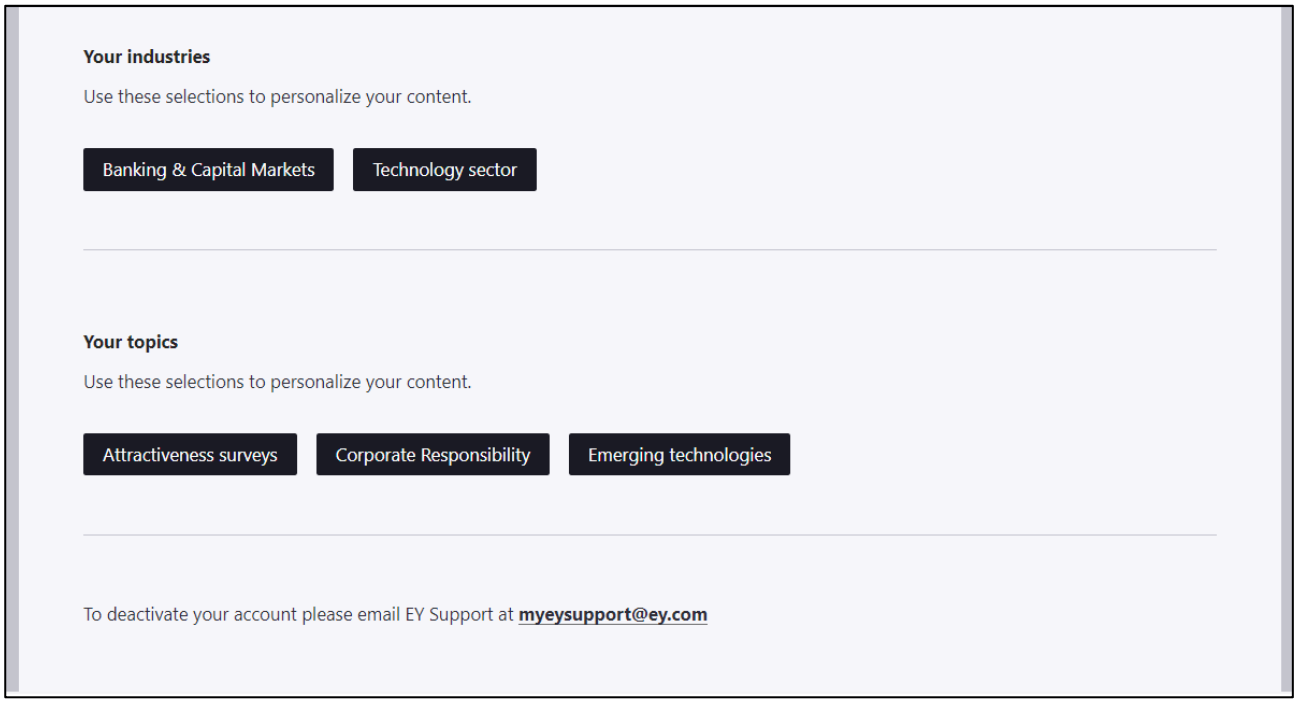


Click on your name in the top menu bar to open your My EY profile.

You will see your name, organization, email address, location, language preference and date of your last login at the top of the screen.

You will also see the option to customize your landing page. By checking the box, you can view the Top insights for you on the main landing page.

Scrolling down the page you will see the industries and topics that were chosen for you when you were invited to My EY. You may edit these options at any time to see the most relevant articles of interest on the main landing page.



To edit, scroll back to the top of the screen and click on the "Edit" icon.

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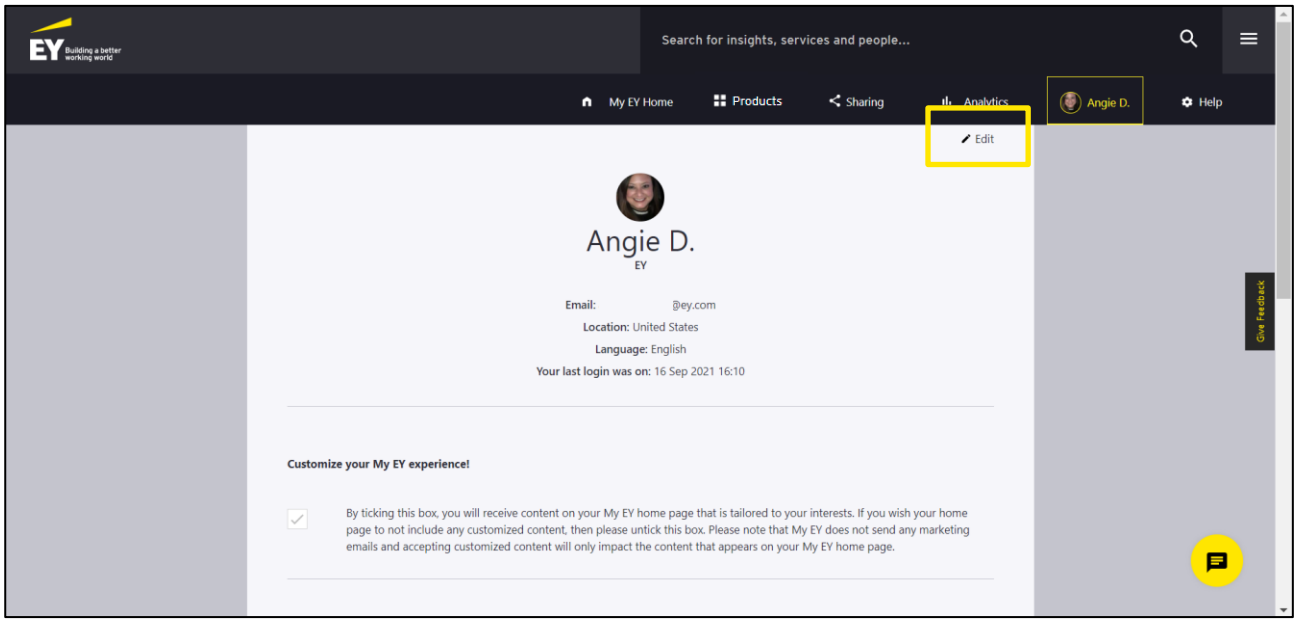
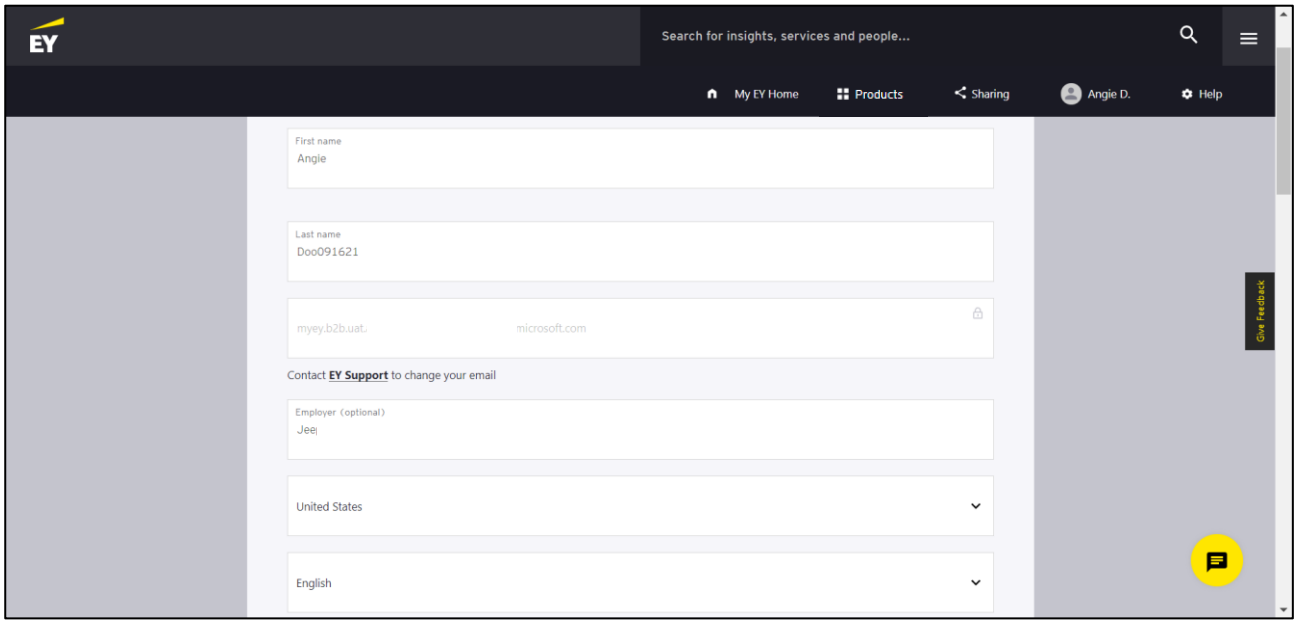


You may now edit certain aspects of your profile:

First name, last name, Employer (if different than Organization name), location and language preferences can be edited. Your email address cannot be edited; if your email address is incorrect or needs to be changed, you must notify the My EY support team.



You can update the industries at any time. Click on the + sign to add the selection. Click on the X to remove a selection. Your chosen industries are highlighted in black. You must have at least 1 selected, but no more than 5.

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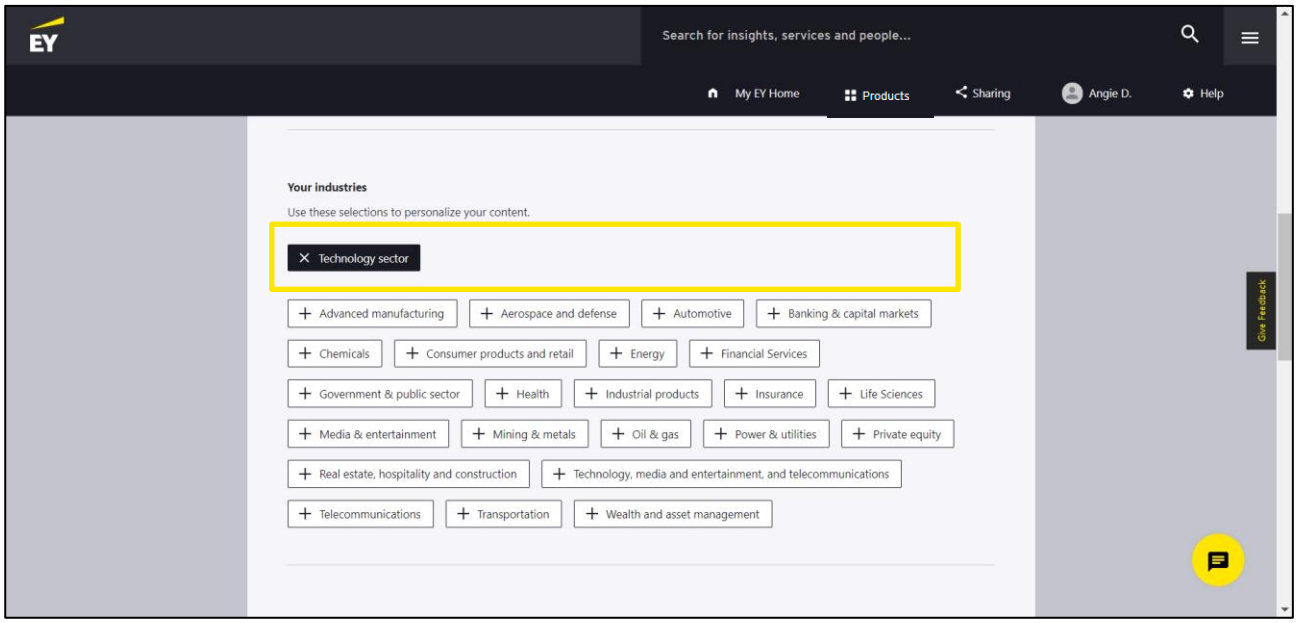
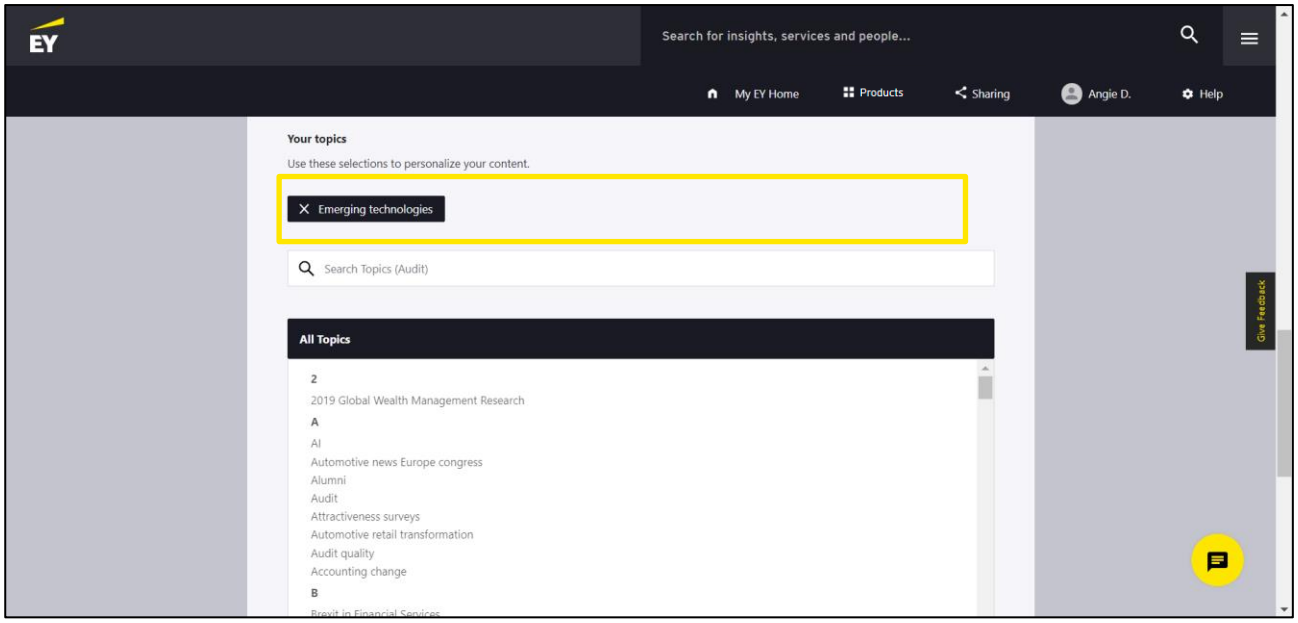


You can update the topics of interest at any time. Scroll through the list and click on a topic of interest to move it to your selected topics. Click on the X to remove a selection. Your chosen topics are highlighted in black. You must have at least 1 selected, but no more than 5.



Scroll to the bottom of the page and click "Save" to save your edits, or "Cancel" to exit without saving any changes.

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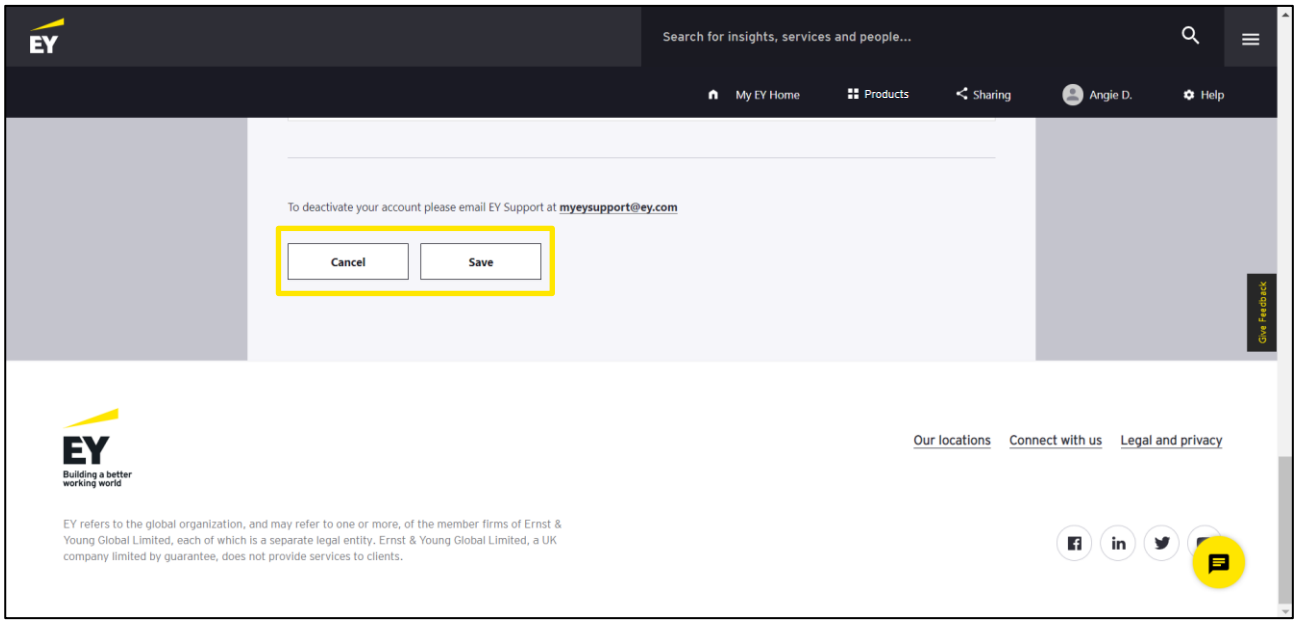
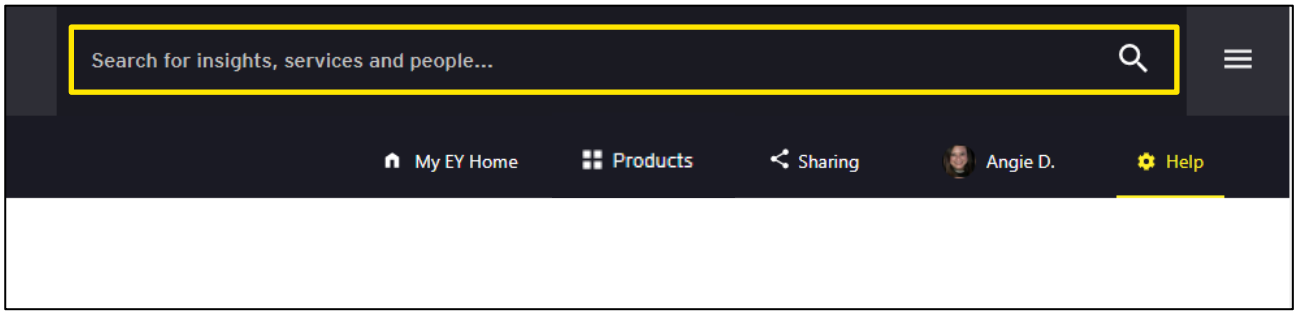


Additional features



At the top right of the screen, you can use the search bar to search by keyword for additional insights, services, and people.

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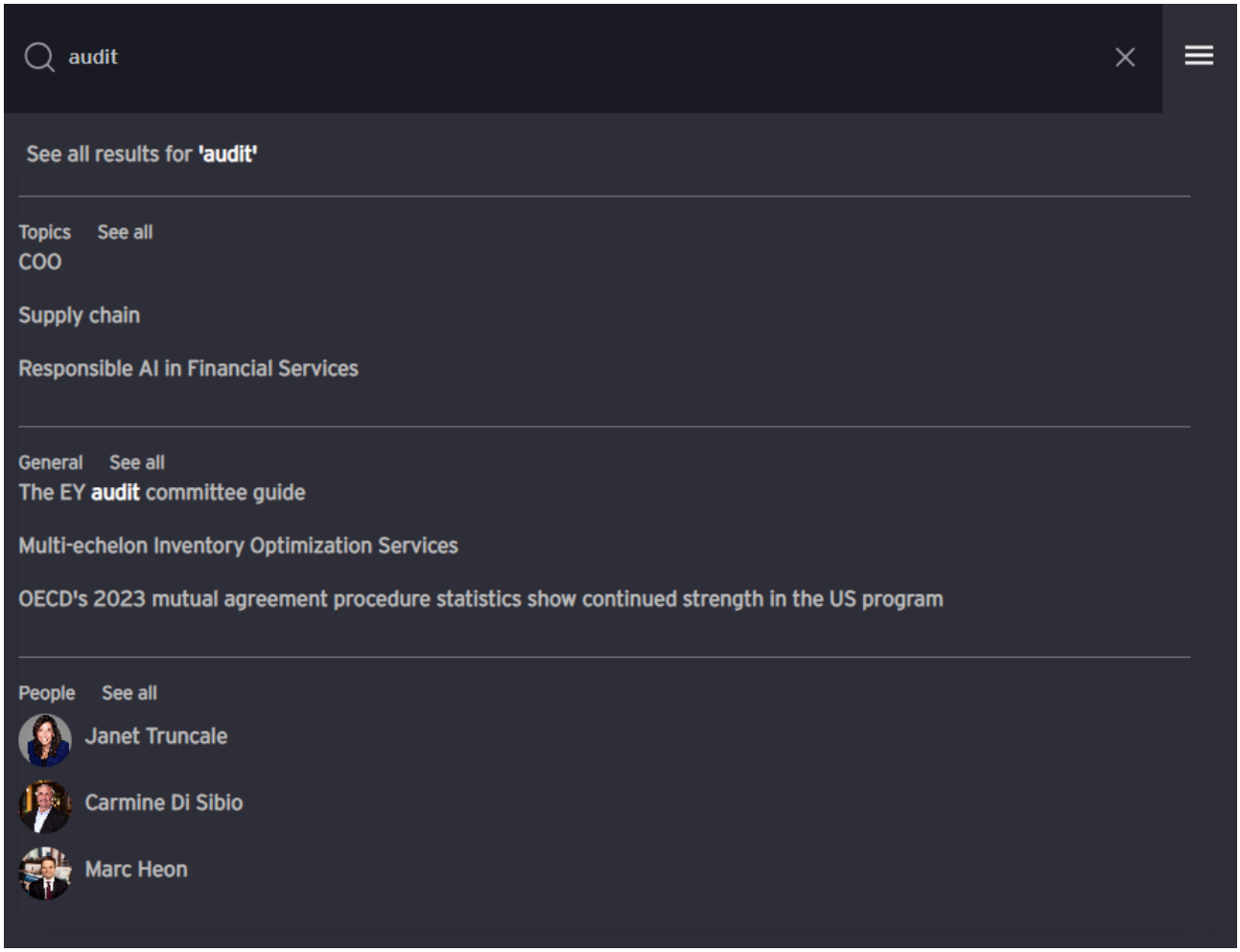
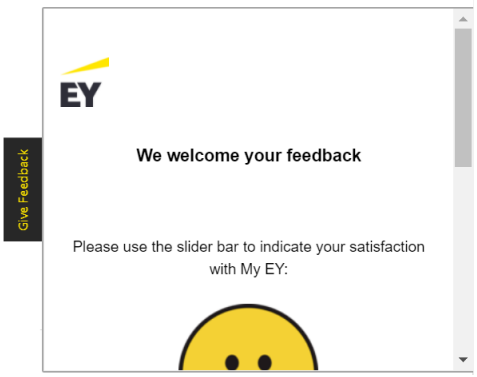


As you begin typing, you will see additional topics of interest, general information available and people that are key leaders at the firm in this area. Clicking on any of these will refresh the page to show you the details.



Clicking on the button on the right side of the screen allows you to provide feedback to the My EY team.

The footer of each page allows you to view EY locations, accessibility, as well as various ways to connect with the firm via social media platforms.

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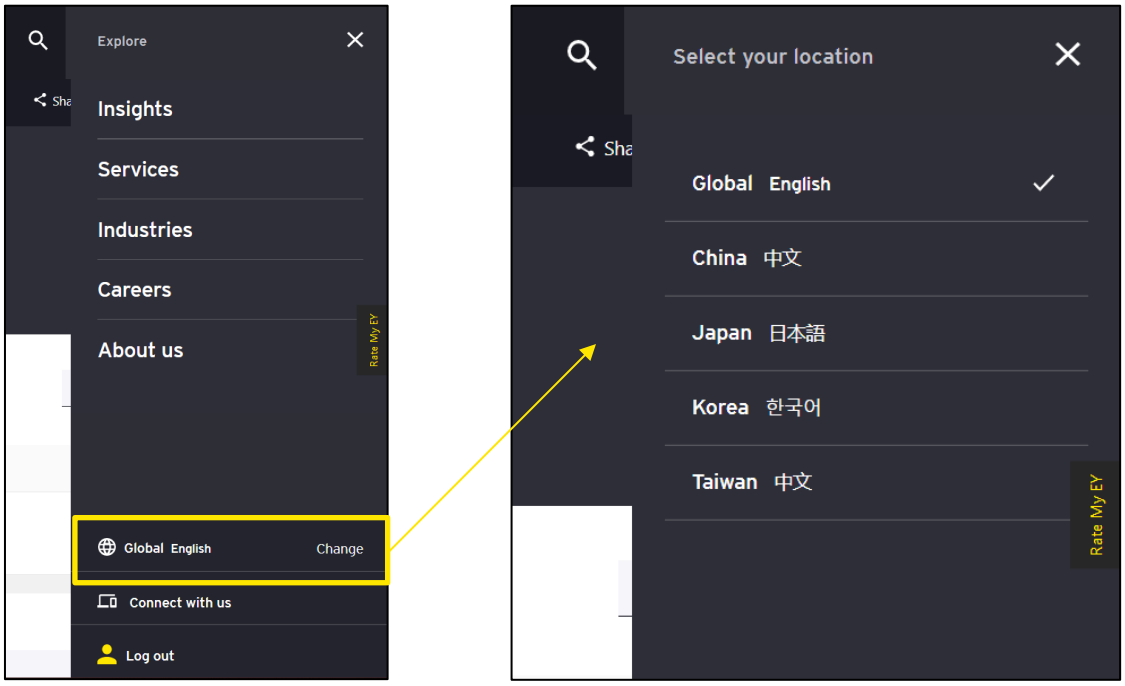
You can also click on the "Legal and privacy" link at any time to view cookie consent, the privacy notice, terms of use, and instructions to customize your screen.

You may change your language preference to any of the 4 available languages at any time. You may edit your language under your profile name, or you can also click on the hamburger menu in the top right corner of the screen.



Multi-factor authentication (MFA)

This section only applies to users that are required to use Multi-factor authentication (MFA). Upon selecting a product, you may be prompted to authenticate using PingID for MFA. The easiest method for using PingID is with your mobile device and the PingID app, which can be downloaded and installed for iOS (iOS Appstore) or Android (Play Store). You will be prompted to set up your device if you have not already done so.

You will be given a choice of MFA methods. Many of them require, at a minimum, a smartphone with service connectivity or mobile device with service connectivity or Wi-Fi.

Recommended: download and install the PingID app for your mobile device.

- Other authentication methods available:
    - SMS text message
    - Email
    - Voice
    - Windows hello
    - Passkey
    - Authenticator
    - Yubikey

To authenticate using the app, download the PingID app from your device's app store.

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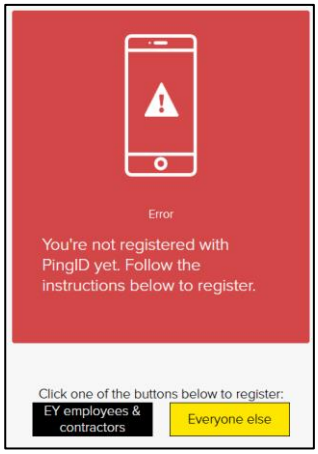
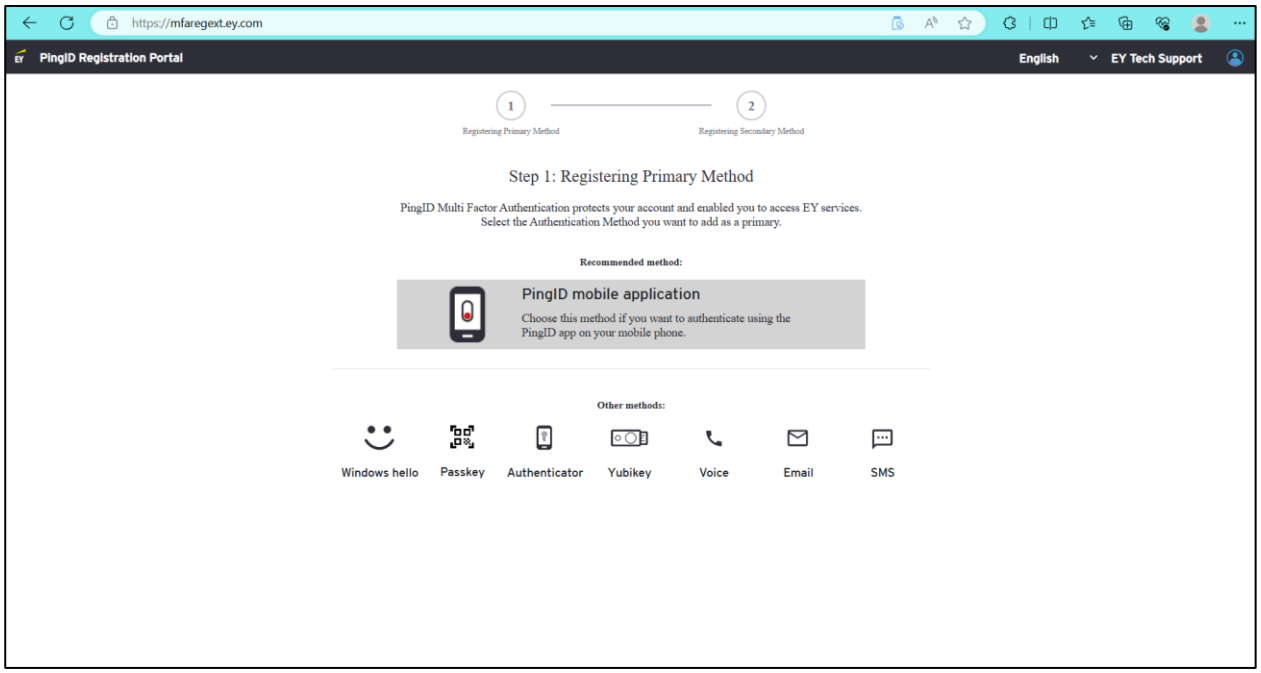
After navigating to My EY or your product, you will be taken to a PingID screen. (Alternately you can browse directly to https://mfaregext.ey.com). If you have not already registered, you will be shown a screen like this:



Click on the button labeled "Everyone else".



Click on "PingID mobile application" in the middle of the screen.

Note: to authenticate with any of the other methods, please click on the appropriate button and follow the on-screen instructions.

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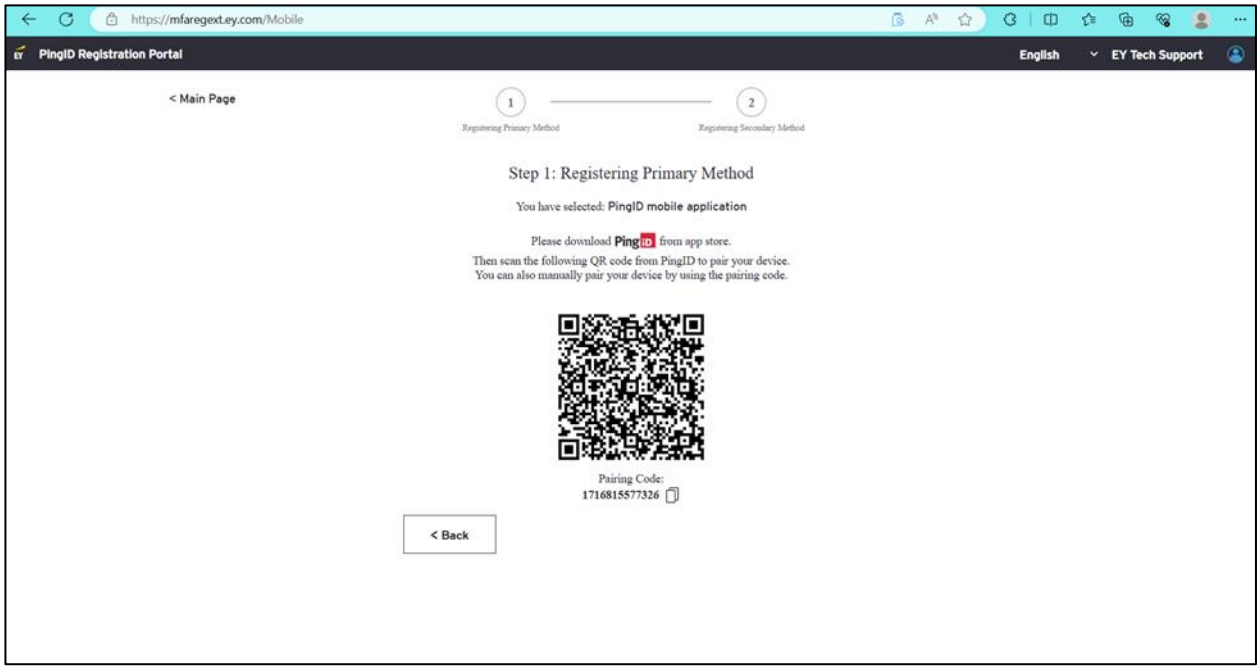
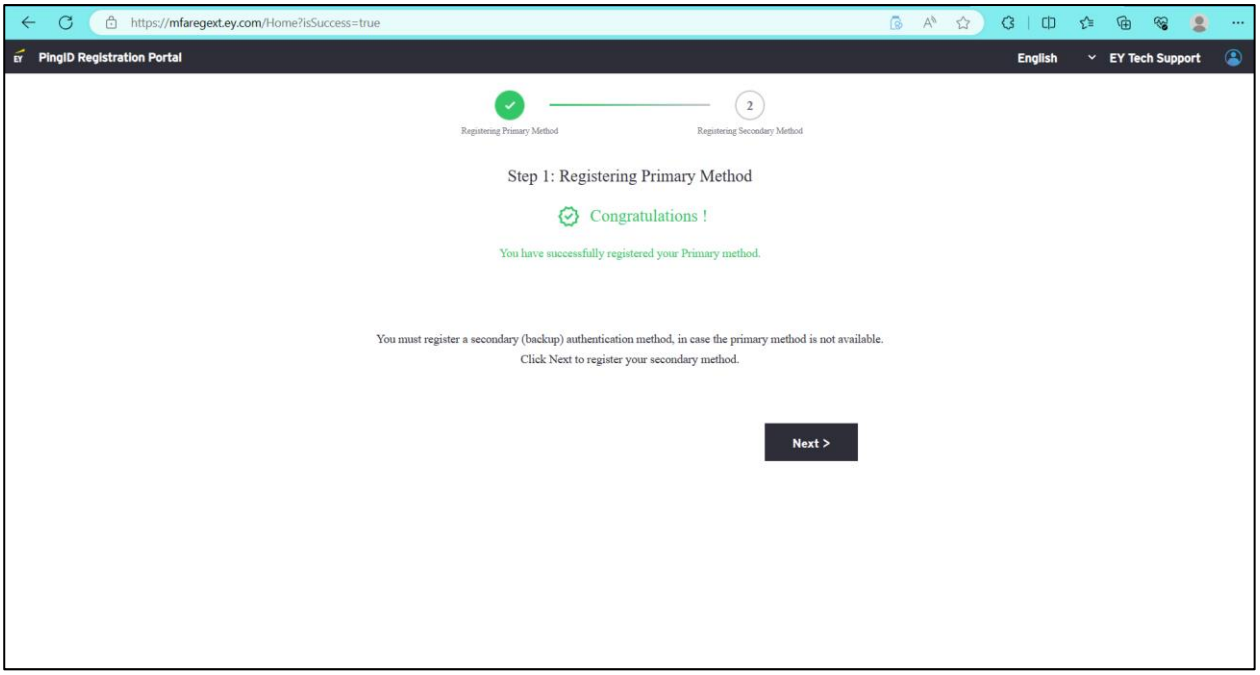


You will be presented with a QR barcode. Open your PingID app and use the on-screen camera to scan the QR code.



Your device should display a green "Congratulations" message after successful pairing.

It is recommended to setup a secondary authentication method as well, like email or text. Click "Next" on the screen above to set up a secondary method.

Once you have completed registering your MFA method(s), for subsequent visits to products, you will only need to open the app on your mobile device when prompted to authenticate, and "swipe up" on the screen if you are using the PingID app. The above steps are a one-time set up process.

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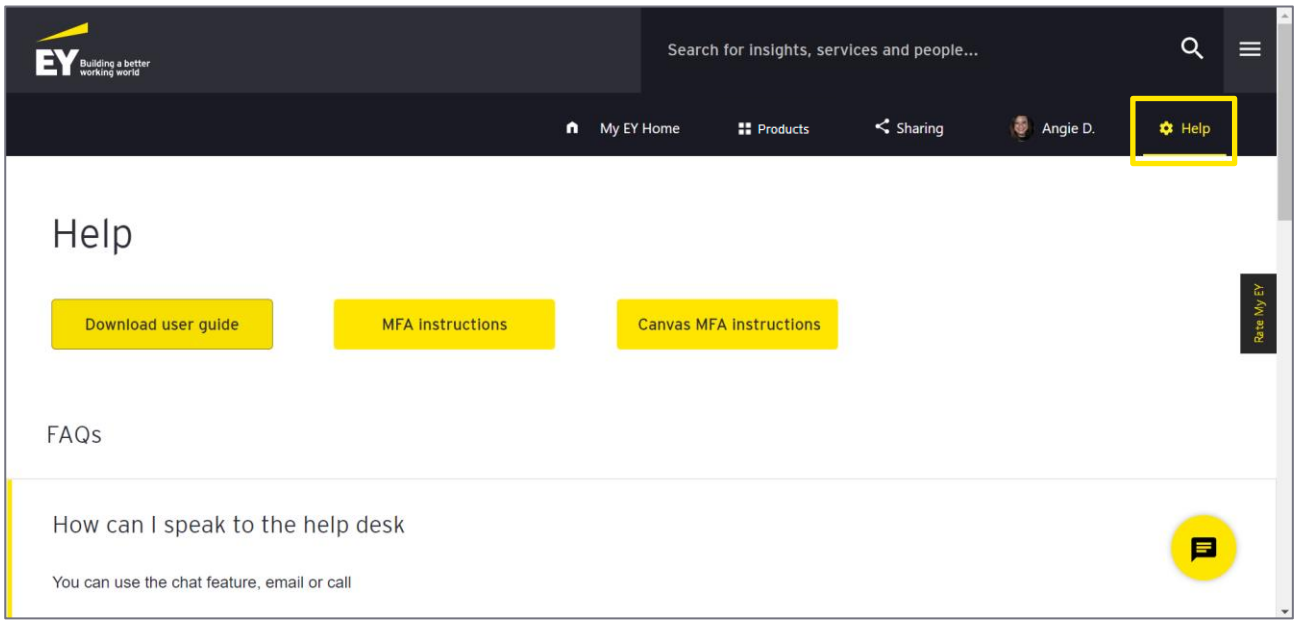
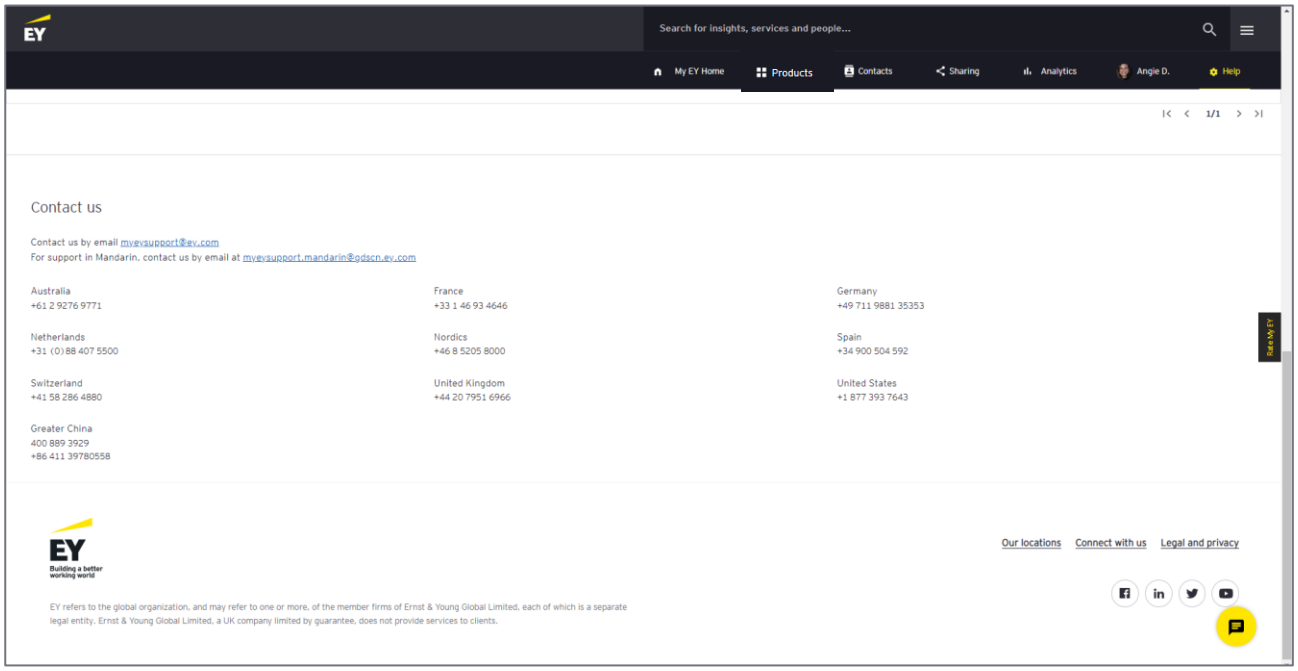
Help

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



You can download this user guide at any time by clicking on the "Download user guide" button. A list of top FAQs is available, simply click on the + or – signs to expand and collapse each question and answer.

Also available for download are MFA instructions for both EY Canvas Client Portal and for use with other products.



Scrolling down the page you will see the support team email address as well as local toll numbers. Currently, My EY support 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 where you can start typing in a question in the chat bot.

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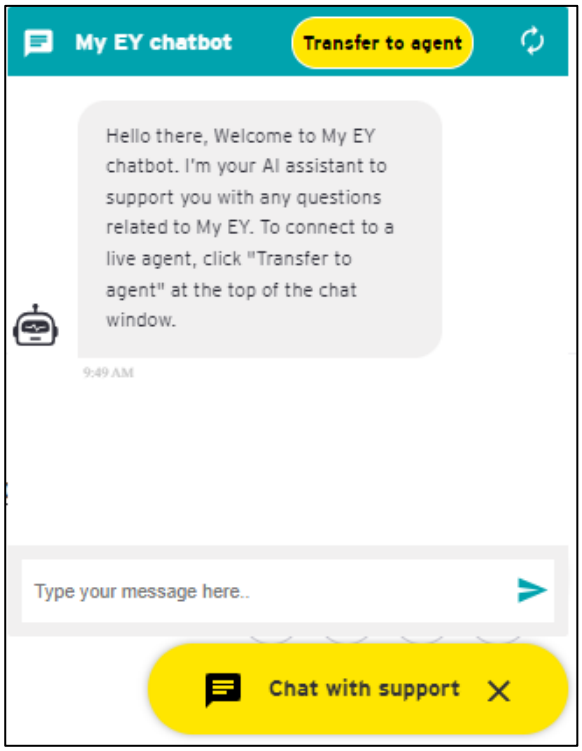

If the bot is not able to assist you, type in "**transfer to agent**" to speak to a live agent, or click the "Transfer to agent" button at the top of the bot.

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 support team:

Email: myeysupport@ey.com

For support in Mandarin, contact us by email at myeysupport.mandarin@cn.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, My EY support is an English-speaking service, except China.

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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 5.0.1	Hotfix	23 Oct 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
Version 8.2	Release	19 Apr 2025	A. Doolittle

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

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BMC Agency GA 1019038
ED None

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