
ACCOUNT RECOVERY

How to recover your forgotten *login email.*

Follow this guide to easily retrieve your account email address if you have forgotten the credentials associated with your claim. These steps walk you through identity verification so you can regain access to your dashboard quickly.

01

STEP 1

Click “Start a Claim”

From the EWAD homepage, click the “Start a claim” button to begin signing in and recovering your login email address.



 UAE
  EN

• Live tracking • Auto updates

Care for your device.

Anytime, anywhere.

File in 2 minutes. Then sit back - we send live updates by email and WhatsApp at every stage, from verification through repair to delivery. No call centres, no chasing.

Start a claim →

⌚ Track existing claim

< 2 min

TO FILE

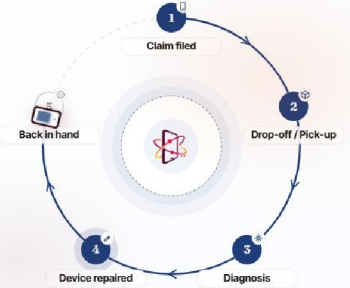
24/7

CLAIM STATUS

Industry-leading

TECHNICAL SUPPORT

→ Five easy steps to get your device back.

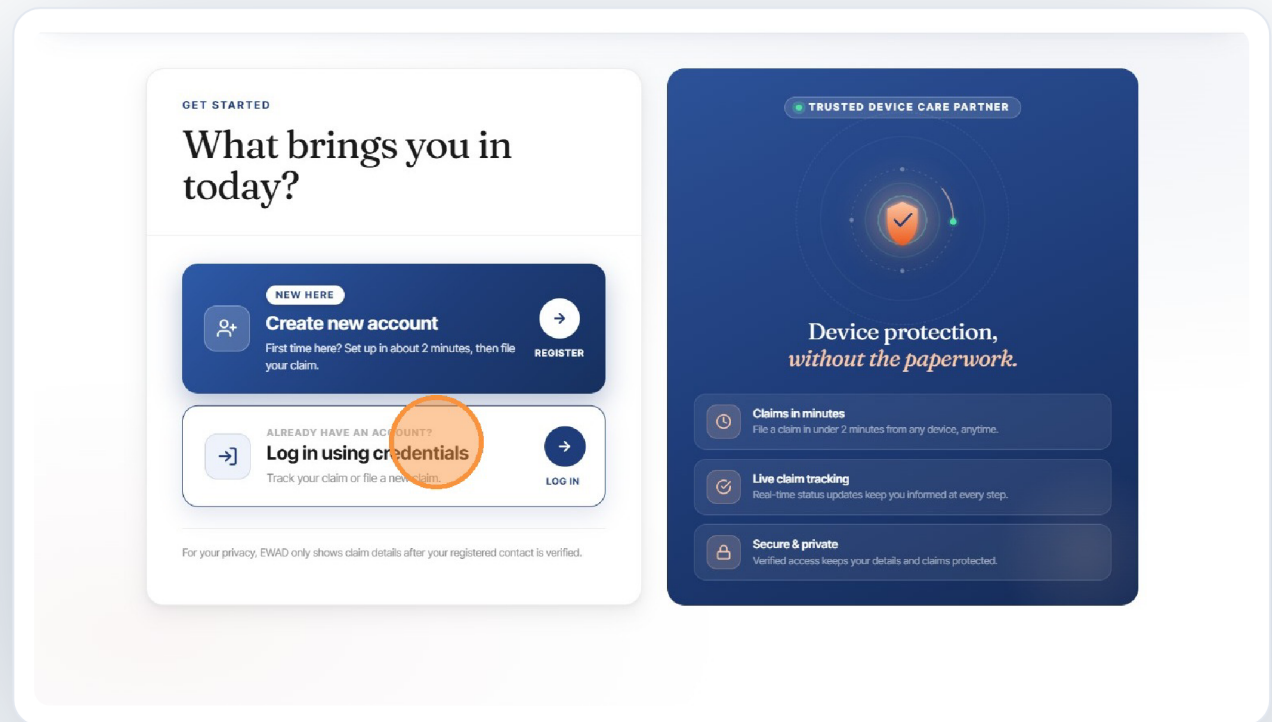


02

STEP 2

Click “Log in using credentials”

On the “What brings you in today?” screen, select “Log in using credentials” to access your existing account.

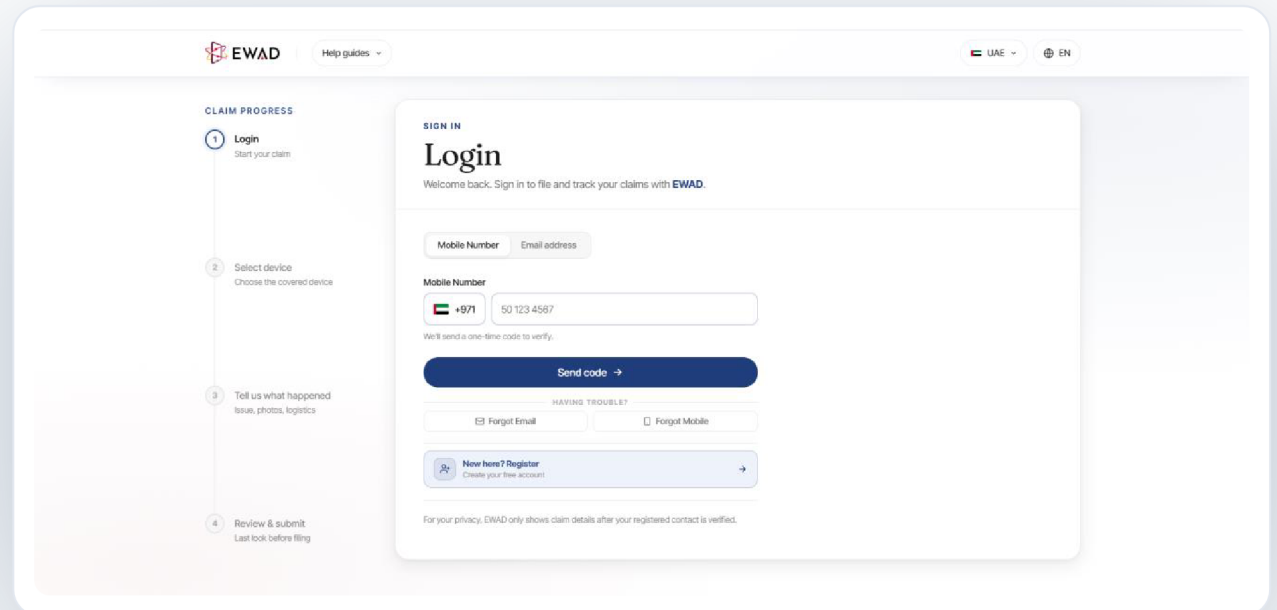


03

STEP 3

Click “Forgot Email”

On the Login screen, under “Having trouble?”, click “Forgot Email” to start the recovery flow.



04 STEP 4

Enter your mobile number & continue

Type in the valid Mobile number registered to your account, then click Next to receive a one-time verification code.

The screenshot displays the EWAD 'Recover Email' interface. At the top, the EWAD logo and 'Help guides' link are visible. The main heading is 'ACCOUNT RECOVERY Recover Email'. Below this, a subheading states: 'Enter your registered mobile number and we will send a verification code to help recover your email address.'

The form includes a 'Mobile Number' field with a dropdown for the country code (currently set to +971) and a text input for the number (currently 50 123 4567). A note below the field says: 'We'll send a one-time code to verify.' A blue 'Next →' button is positioned below the input field. A small circular icon and text below the button state: 'We will verify your identity via OTP before revealing your registered email.'

At the bottom of the form, there is a link: 'Back to Login? [Click Here](#)'. A privacy notice at the very bottom reads: 'For your privacy, EWAD only shows account details after your registered contact is verified.'

To the right of the form is a dark blue confirmation card titled 'SECURE RECOVERY'. It features an illustration of a smartphone with a checkmark. The text on the card says: 'Confirm your mobile to view your email.' At the bottom of the card, a progress bar shows three steps: 'ENTER MOBILE' (active), 'VERIFY MOBILE OTP', and 'VIEW EMAIL'.

05 STEP 5

Enter the OTP & verify

Type the 4-digit code sent to your registered mobile via SMS, then click Verify & continue. The code expires after 60 seconds.

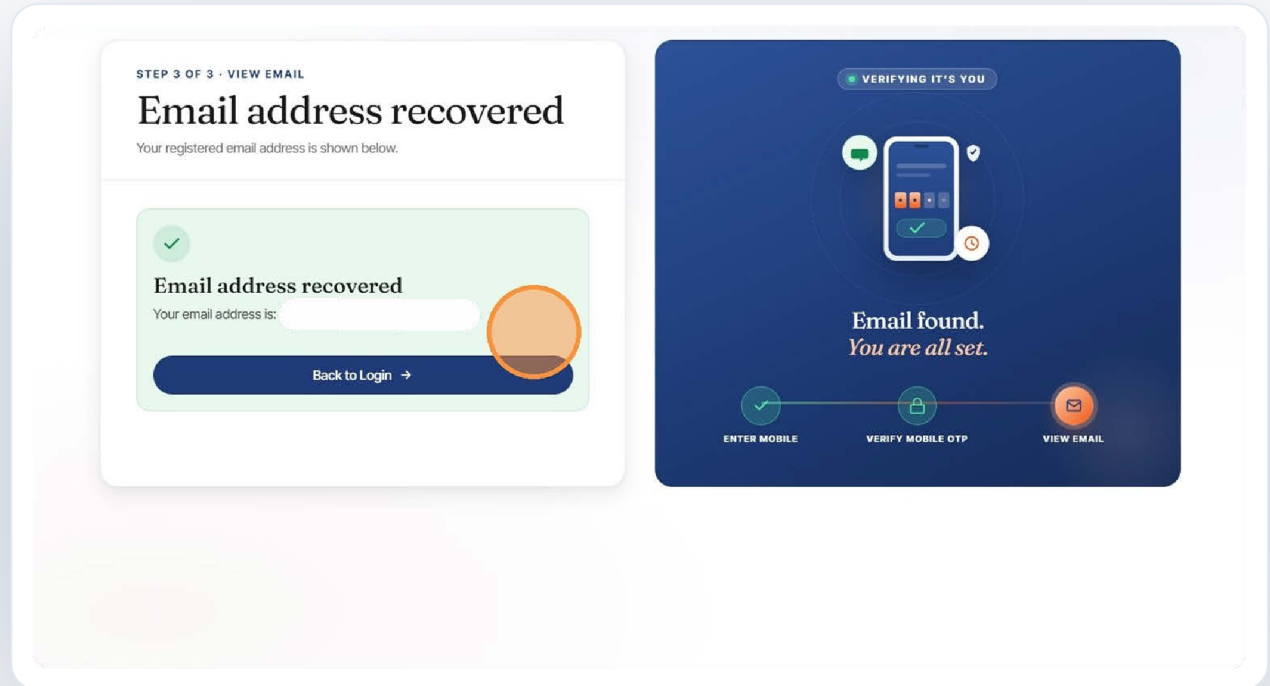
The screenshot displays the EWAD mobile verification interface. At the top, the EWAD logo and a 'Help guides' link are visible. The main content area is titled 'STEP 2 OF 3 - VERIFY MOBILE OTP' and 'Enter the code'. It states, 'We sent a 4-digit verification code to your registered mobile number.' Below this, it says, 'We sent a 4-digit code to +971*****954.' A timer indicates 'Code expires in 0:58'. The 'Verification code' section features four input boxes. A link 'Didn't receive it? Resend code' is provided. A large button labeled 'Verify & continue ->' is at the bottom. A footer link says 'Back to Login? Click Here'.

On the right, a dark blue panel titled 'VERIFYING IT'S YOU' shows a smartphone icon with a checkmark. It says, 'Code on your phone. Drop it in fast.' At the bottom, a progress bar shows three steps: 'ENTER MOBILE' (completed), 'VERIFY MOBILE OTP' (current step), and 'VIEW EMAIL'.

06 STEP 6

Your email address is recovered

Your registered login email address is now displayed on screen. Click Back to Login to sign in and resume tracking your claim.



 GOOD TO KNOW

Before you start

Confidential information — do not redistribute.

Have these ready

Speeds up the recovery process.

- The mobile number registered to your EWAD account
- Access to that phone to receive the OTP via SMS
- Your claim or policy details, if asked

If recovery fails

A few things to check first.

- Check that the mobile number matches your registered account
- The code expires after 60 seconds — request a new one if needed

RECOVERY COMPLETE

You're *back in*.

Your registered login email address has been recovered. Use it to sign in, file new claims, and keep tracking existing submissions — with live updates by email and SMS at every stage. No call centres, no chasing.