

ACCOUNT SETTINGS

How to update your email address *in the EWAD portal*

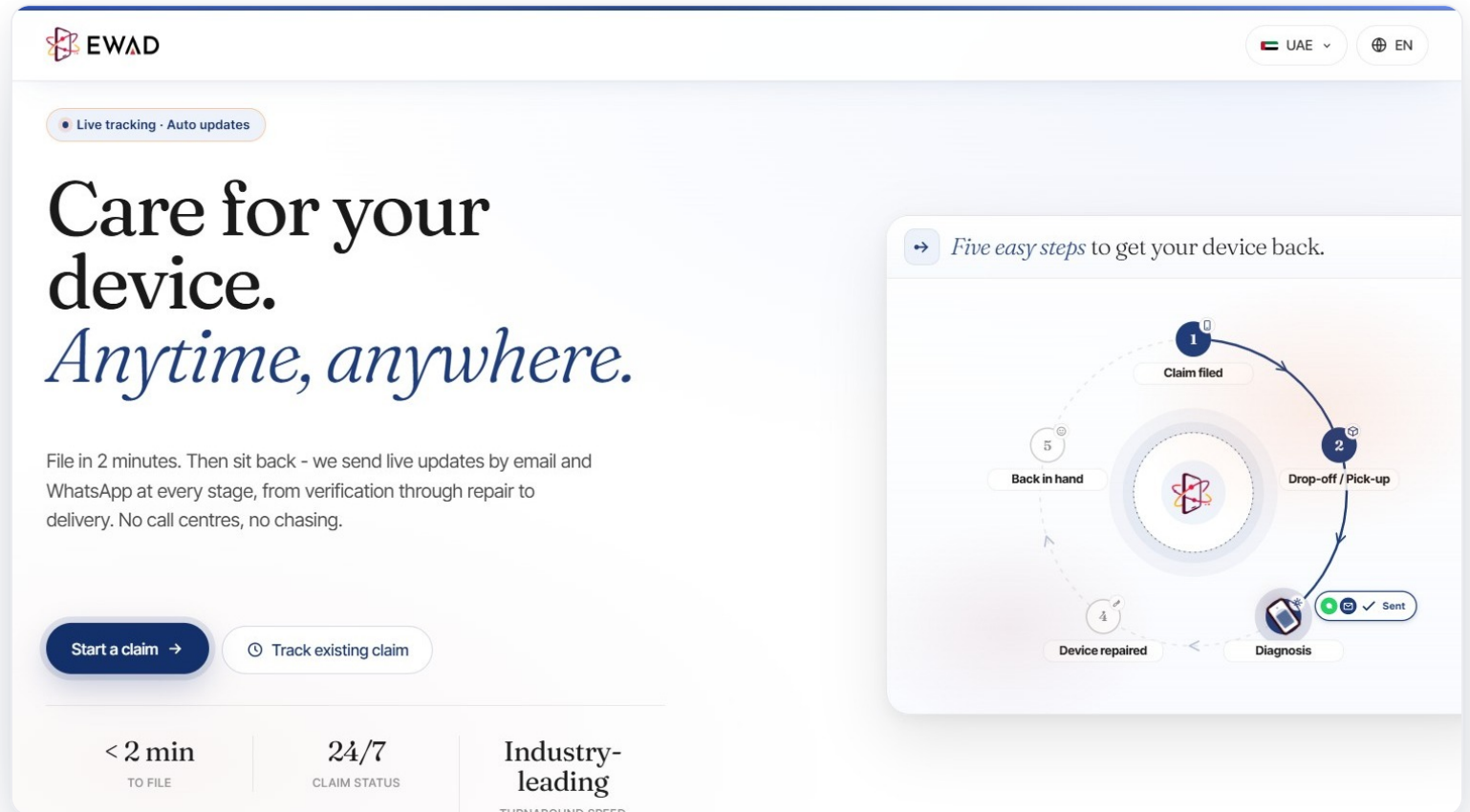
Learn how to successfully update your account email address by navigating through the profile settings. This guide provides a straightforward walkthrough for verifying your credentials and confirming your new contact information.

01

STEP 1

Click "Start a claim"

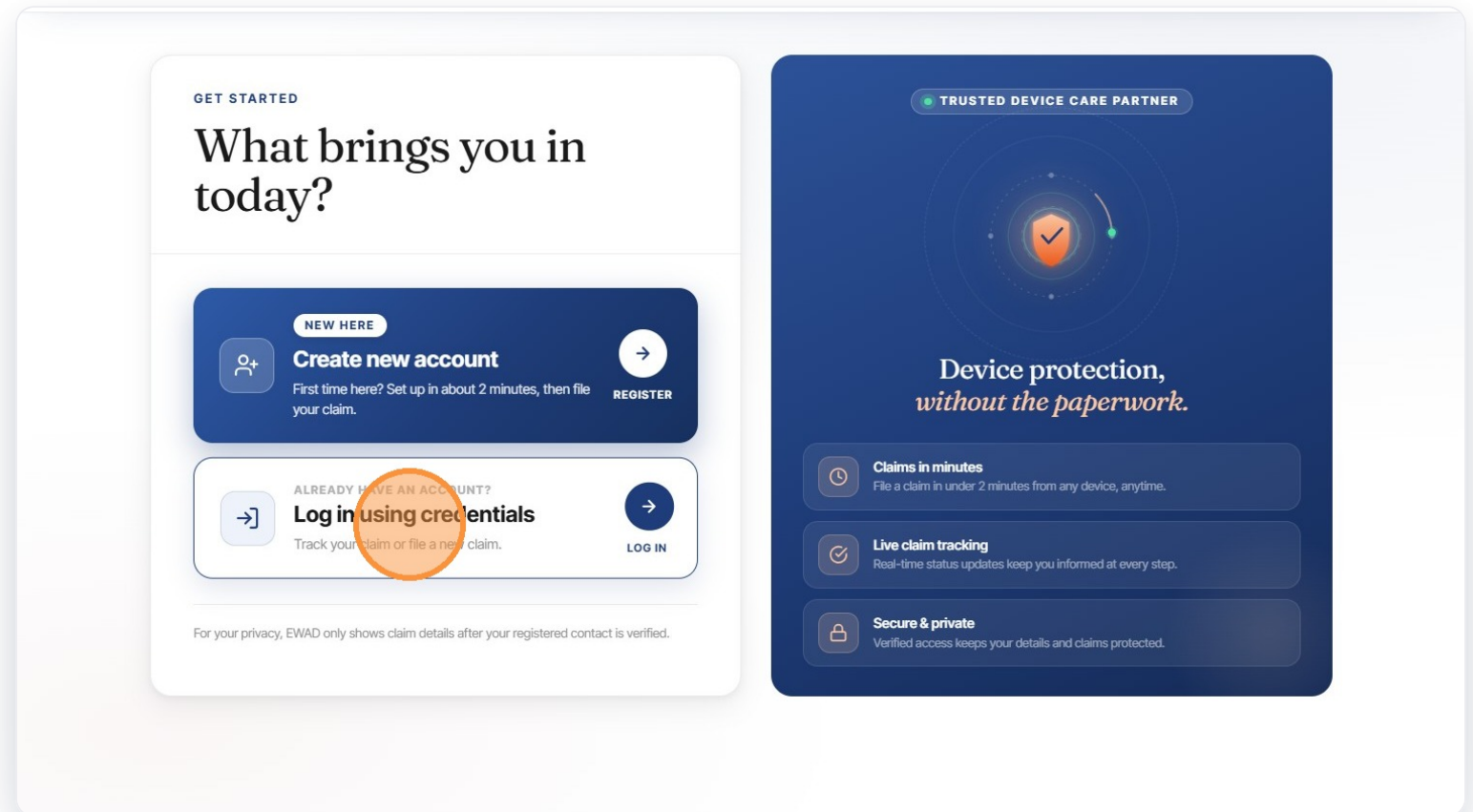
From the EWAD homepage, click the "Start a claim" button to begin signing in and accessing your profile settings.



02 STEP 2

Click "Log in using credentials"

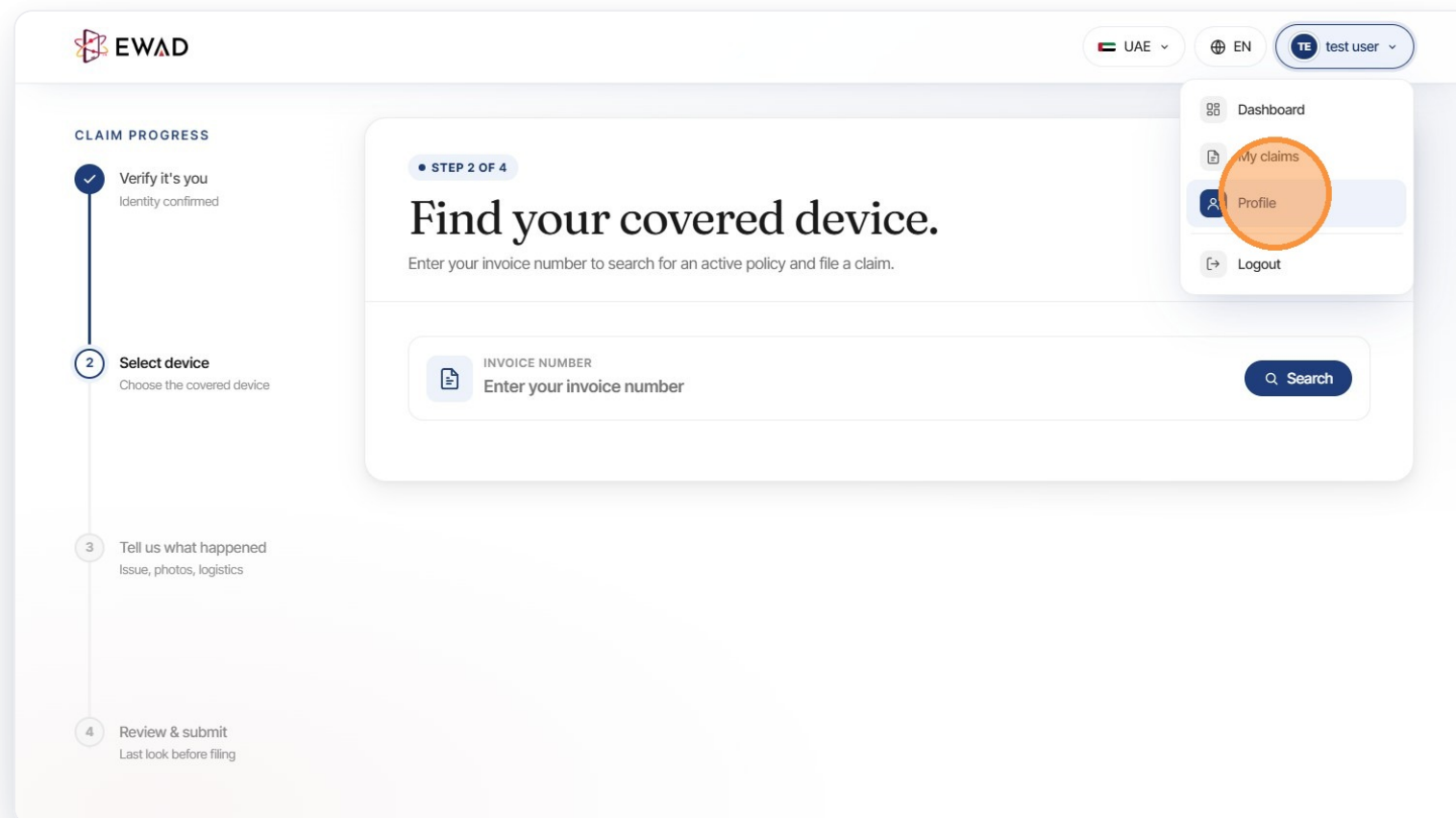
On the "What brings you in today?" screen, select "Log in using credentials" to access your existing account.



03 STEP 3

Click "Profile"

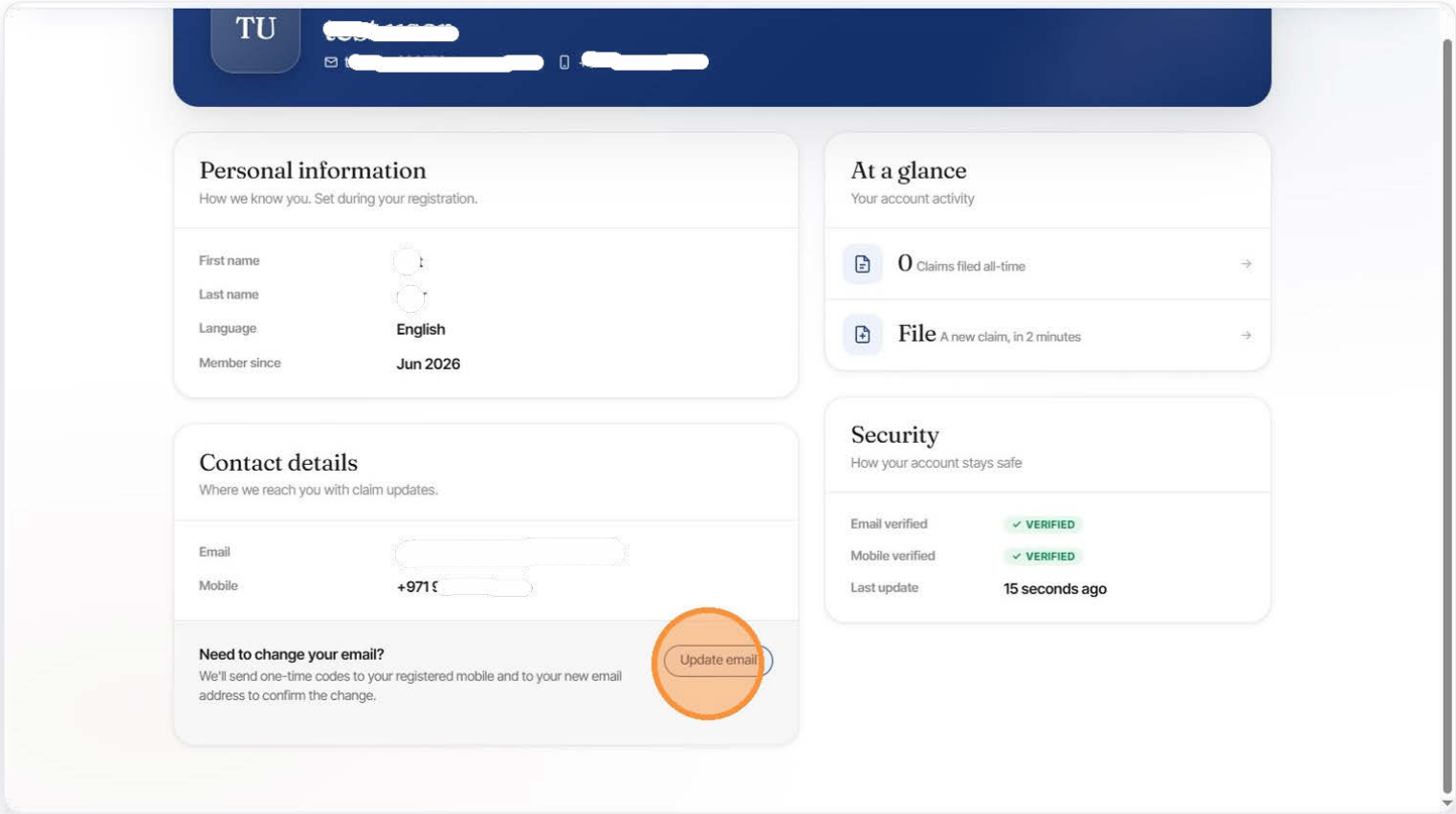
Once signed in, open the account menu in the top right and select "Profile" to view your account settings.



04 STEP 4

Click "Update email"

Under Contact details, find "Need to change your email?" and click "Update email" to start the change.



05 STEP 5

Enter your new email & send code

Type your new email address in the field provided, then click "Send code" to receive your verification codes.

Personal information

How we know you. Set during your registration.

First name

Last name

Language

Member since

English

Jun 2026

At a glance

Your account activity

0 Claims filed all-time

File A new claim, in 2 minutes

Contact details

Where we reach you with claim updates.

Email

Mobile

+971

Need to change your email?

We'll send one-time codes to your registered mobile and to your new email address to confirm the change.

Update email

New email address

Send code →

Cancel

Security

How your account stays safe

Email verified

Mobile verified

Last update

✓ VERIFIED

✓ VERIFIED

15 seconds ago

06

STEP 6

Verify your mobile OTP

Enter the 4-digit code sent to your registered mobile number, then click "Verify mobile" to confirm it's you.

The screenshot displays the EWAD account management interface. At the top, it shows 'Member since Jun 2026'. The main content area is divided into two sections: 'Contact details' and 'Security'. The 'Contact details' section includes fields for 'Email' and 'Mobile', with a note 'Where we reach you with claim updates.' Below this, there's a section titled 'Need to change your email?' with a sub-note 'We'll send one-time codes to your registered mobile and to your new email address to confirm the change.' and an 'Update email' button. Underneath is a 'New email address' input field. The 'Mobile verification code' section features a 4-digit code input area, a countdown timer 'Code expires in 00:09 seconds', a 'Resend code' link, and a 'Verify mobile' button (highlighted with an orange circle) and a 'Cancel' button. A green message bar at the bottom states 'OTP has been sent to your mobile for verification.' The 'Security' section on the right shows 'Email verified' and 'Mobile verified' both as '✓ VERIFIED', and 'Last update' as '15 seconds ago'.

07

STEP 7

Confirm the email code

Enter the verification code sent to your new email address, then click "Confirm change" to finish.

Member sinceJun 2026

Contact details

Where we reach you with claim updates.

Email

Mobile

+971

Need to change your email?

We'll send one-time codes to your registered mobile and to your new email address to confirm the change.

New email address

Email verification code

Code expires in 00:27 seconds

Resend code

Confirm change

Cancel

A new verification code has been sent to your new email address.

Security

How your account stays safe

Email verified

Mobile verified

Last update

✓ VERIFIED

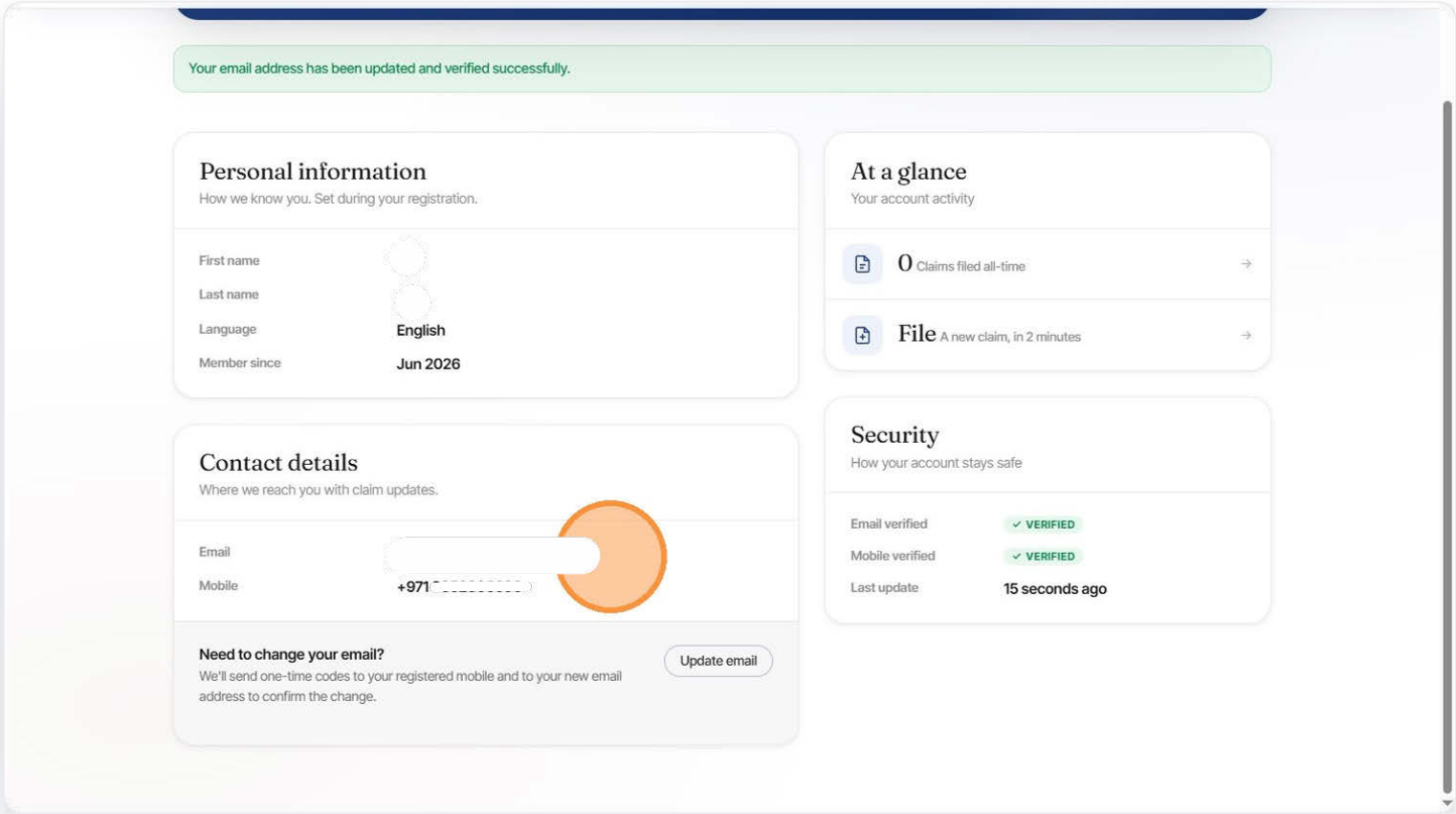
✓ VERIFIED

15 seconds ago

08 STEP 8

Your new email is updated

Your email address has been updated and verified successfully. Your new address is now shown under Contact details.



09

GOOD TO KNOW

Before you start

Confidential information — do not redistribute.

Have these ready

Speeds up the update process.

- Access to your registered mobile number to receive the OTP
- Access to your new email inbox to receive a verification code
- Both codes are needed to confirm the change

If the update fails

A few things to check first.

- Check your new inbox's spam or junk folder for the code
- Make sure the new email address is typed correctly
- Codes expire quickly — use "Resend code" if needed

UPDATE COMPLETE

All *set.*

Your email address has been updated and verified successfully. Claim updates will now be sent to your new address, with live tracking by email and WhatsApp at every stage. No call centres, no chasing.