

My EY new joiner guide

2020 platform launch



Building a better
working world



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About My EY

My EY is a new “client portal” that provides a compelling digital experience for EY clients to easily and securely access EY technologies, insights, data sets and people.

To provide 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., Azure B2B) with added security capabilities, such as 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 service providing teams

My EY will replace the current EY Client Portal help enabling external access to EY applications and technology.

The intent of this guide is to provide an overview on how to move from EY Client Portal to My EY.

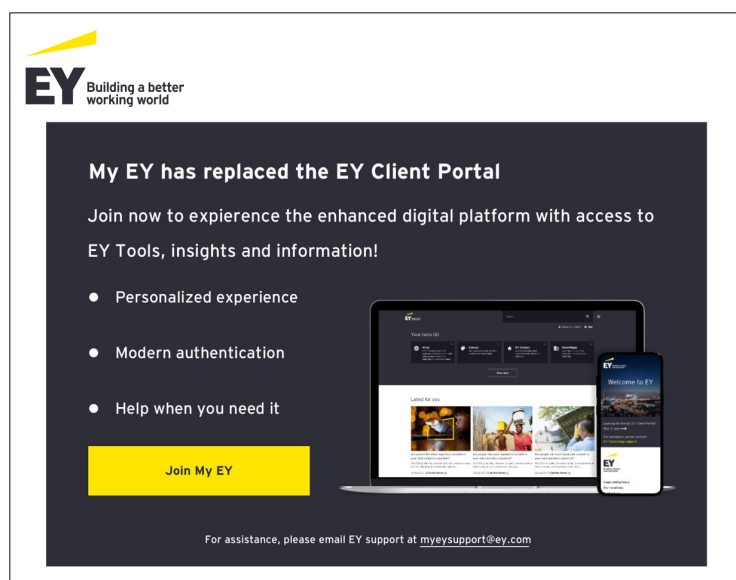
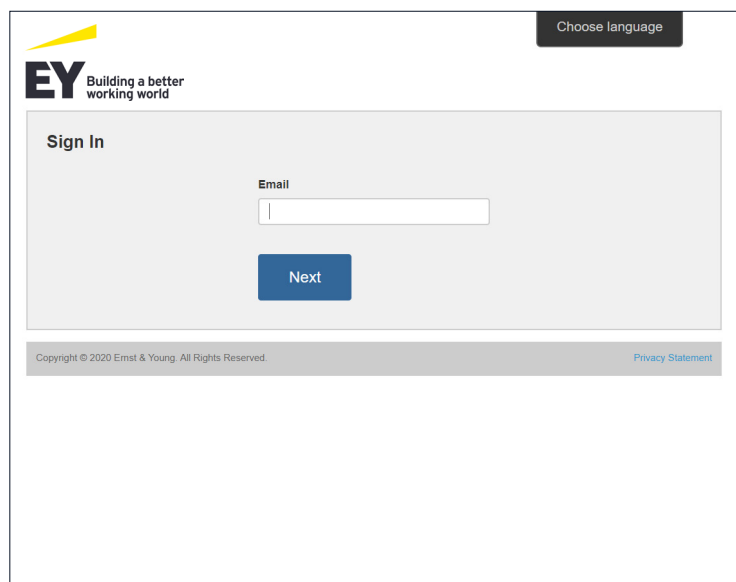
For additional information about My EY contact your EY representative or reach out to the My EY Help Desk email.

Join My EY

Currently external access to EY applications and tools is provided through the EY Client Portal. External users will need to join My EY before Nov 2020 in order to continue to access their existing EY tools.

Upon first accessing EY Client Portal, you will be presented with the sign-in screen that you typically see. Enter your email address and click "Next"

You will now see a join My EY screen. Click on the yellow button labeled "Join My EY"



Type in your username and password that you use in EY Client Portal, then click "Sign in"

Choose Language

EY Building a better working world

Thank you for joining My EY! To complete your sign-in process, please provide the information below

Username
i44@eymbpoc.onmicrosoft.com

Password
●●●●●●●●

Sign In

[Change Password](#) | [Forgot Password](#)

Copyright © 2020 Ernst & Young. All Rights Reserved. [Privacy Statement](#)

If presented**, read through the Global Legal Agreement, then click "I Accept" to proceed.

**Note: users may not see this if they have previously accepted the EY Client Portal agreement prior to the last 30 days.

EY Global Legal Agreement EY

Welcome to EY Client Portal!

We are glad you have joined EY's global e-connection between our clients and their EY professional services teams. EY Client Portal provides a one-stop portal for you to access selected electronic content and services, as well as a place to work together electronically.

In becoming a part of the EY Client Portal community, you are joining a select group of professionals who value knowledge sharing, continuous learning, teamwork, and overall professional courtesy. Our aim is to enable the creativity, productivity and effectiveness of our respective teams, and to promote partnership in meeting our mutual business goals. In order to create an environment where this is possible, some basic requirements must be met. These requirements are outlined in the **Master Agreement** and other Additional Terms applicable to your situation as well as the **Community Conduct Policy** for the site. We strongly recommend that you review these documents carefully before accepting below and entering the site. Once you click on the "I ACCEPT" button below, you agree to be bound to the Master Agreement (including all Additional Terms) and the Community Conduct Policy.

Once you enter EY Client Portal, please feel free to [Contact E&Y](#) to let us know any suggestions or comments you have about the site.

Master Agreement

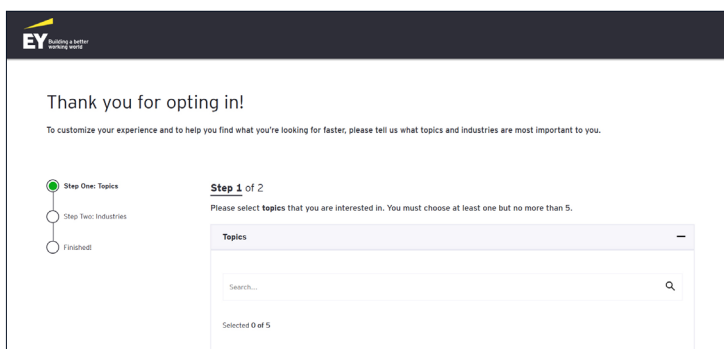
This agreement governs your access to and use of this site ("EY Client Portal®"), as well as the information and services that are provided through EY Client Portal or are otherwise named in this agreement. It includes both the terms set forth below and all additional terms specific to the services that you may purchase through EY

I Accept I Do Not Accept

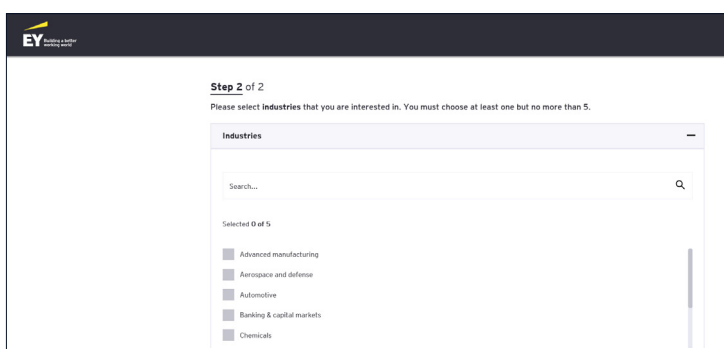
Join My EY

You will now go through the new joiner process.

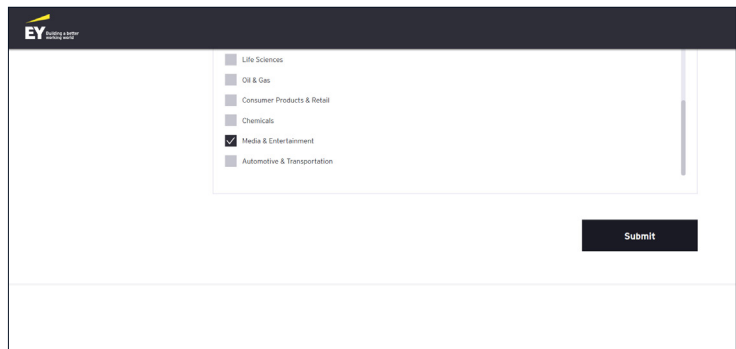
On the first screen that is shown, Step 1 allows you to select topics that you are interested in. Scroll through the list or search for topics in the “Search” field that may be of interest to you. This step allows My EY to personalize content that is shown to you when you log in. You must choose at least 1 topic to proceed.



Step 2 is selecting industries that you are interested in or that your organization belongs to. Scroll through the list or search for industries in the “Search” field that may be of interest to you. This step further allows My EY to personalize content that is shown to you when you log in. You must choose at least 1 industry to proceed.

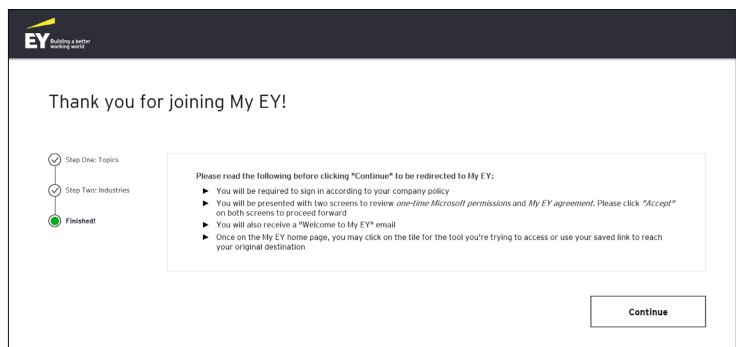


To complete the Opt-in process, scroll to the bottom of the screen and click "Submit".



You will be presented with a "Thank you" message. Click "Continue" after reviewing the notices on the screen.

You will now be redirected to the My EY login page to redeem your invitation.



Redeem invitation

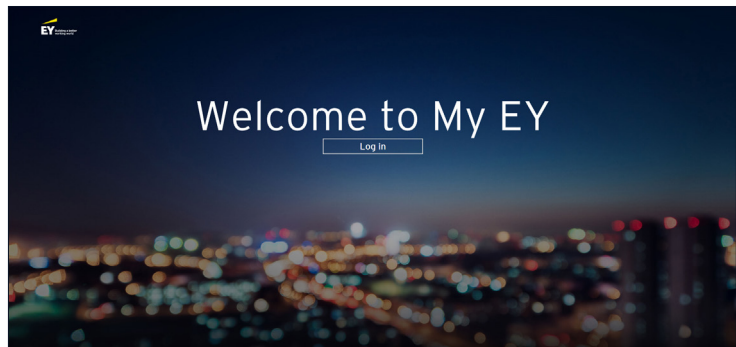
Before being able to log in to My EY, you must first redeem your invitation. The prompts that are displayed will depend on your organization's Microsoft Azure capabilities. You should ideally redeem your invitation through the log-in screen that is shown on Page 8, which will walk you through the prompts below.

The sections below describe the different scenarios, for your information.

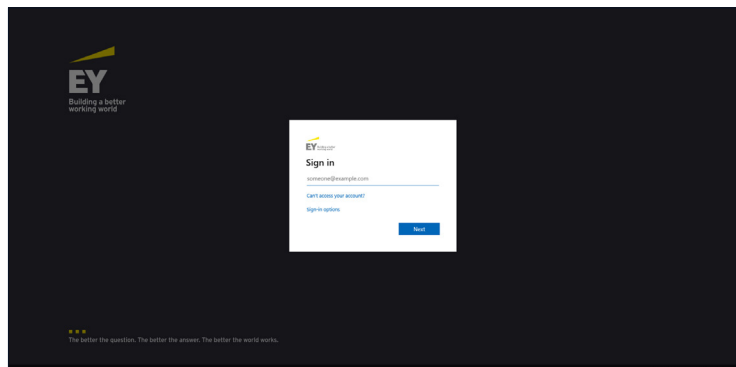
Single sign-on

The majority of users will go through the following process.

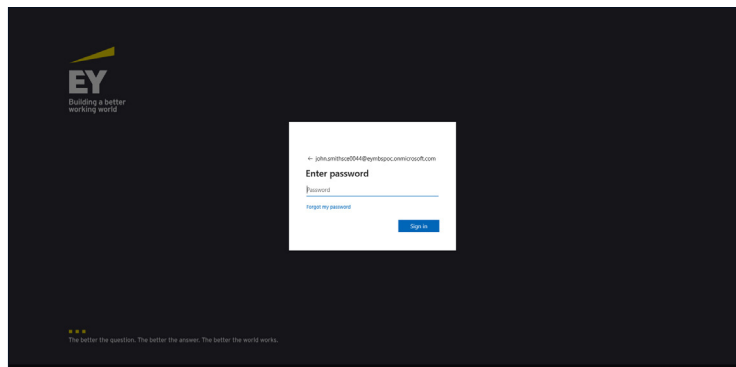
From the login screen of My EY, click "Login".



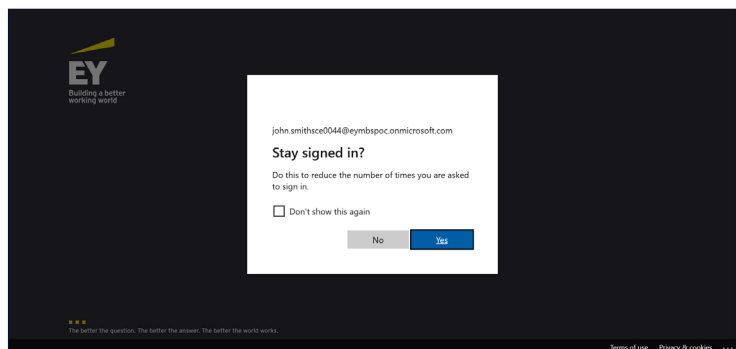
You will be prompted with an EY branded dialog box. Enter your email address and click "Next" to sign in.



You will now be directed to enter your password. Enter your standard organizational password that you would regularly use to log in to your computer, then click the "Sign in" button.

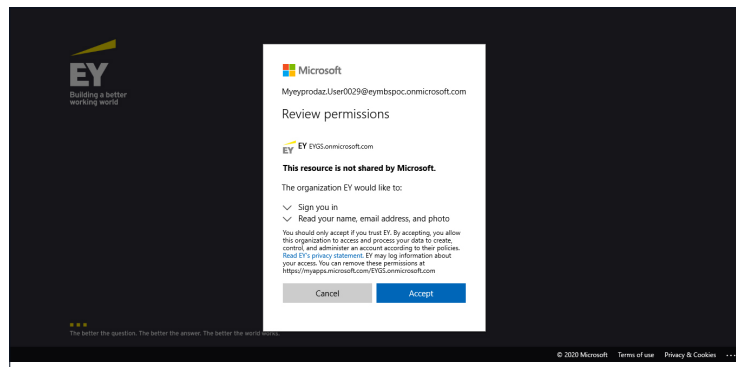


You may be prompted with a dialog box to select whether to remain signed in or not. You may choose "No", "Yes" and/or check the box that is labeled "Don't show this again."

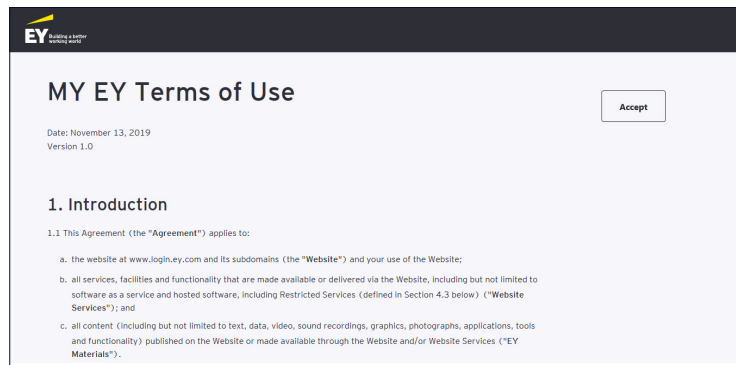


Single sign-on

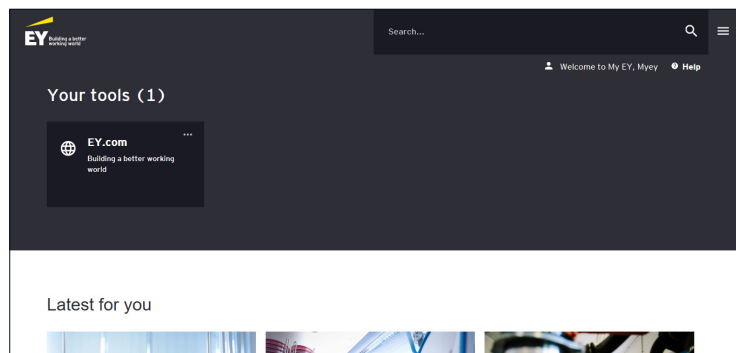
You will be requested to review the permissions message and click the “Accept” or “Cancel” button. Please note that if you choose to “Cancel” out of this permissions box you will not be able to move forward to log in to My EY.



You will now be directed to the My EY Terms of Use page. Please review the Terms of Use and click “Accept”. Please note that if you do not accept the My EY Terms of Use you will not be able to access the EY application you were trying to reach.



You will now be redirected to the My EY login page where you can click on the tile for the tool you were trying to access, or use any saved URLs in your browser to access the EY application.

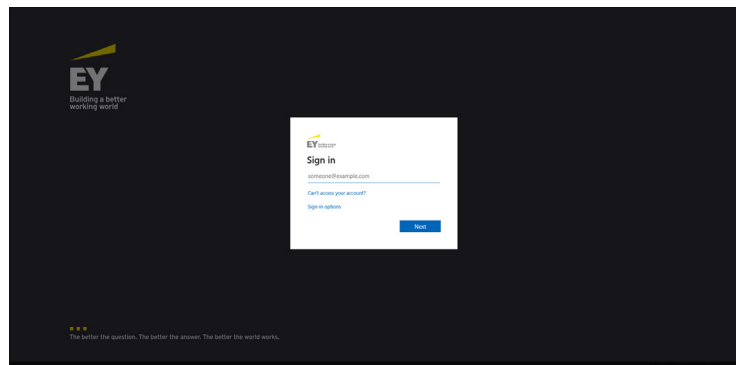


Other options - one-time password

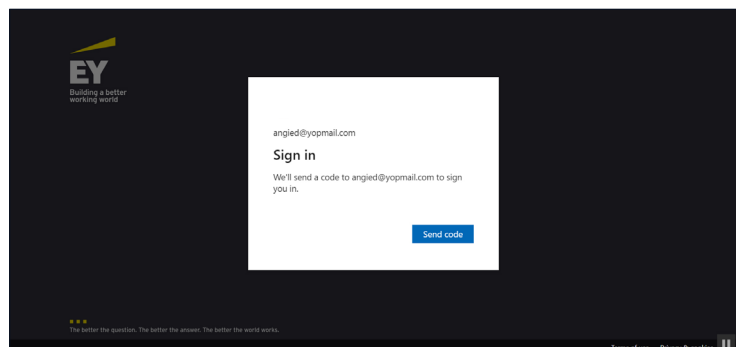
If you do not see the previous screens, you may be prompted for a one-time password to access EY applications. From the login screen of My EY, click "Login".



You will be prompted with an EY branded dialog box. Enter your email address to sign in.

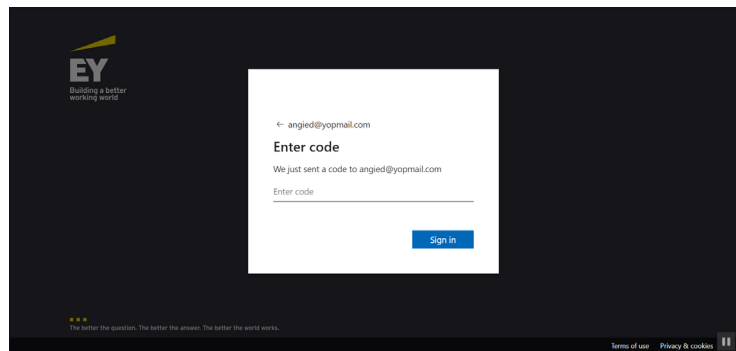


You will be directed to a Microsoft dialog box to request a one-time passcode. Click on "Send code" to receive the passcode in your inbox.

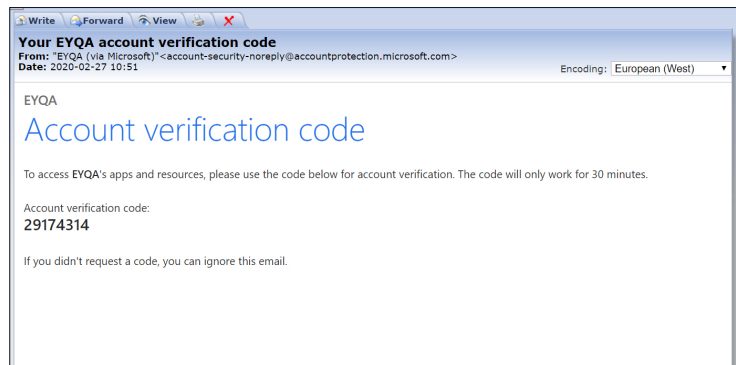


Other options - one-time password

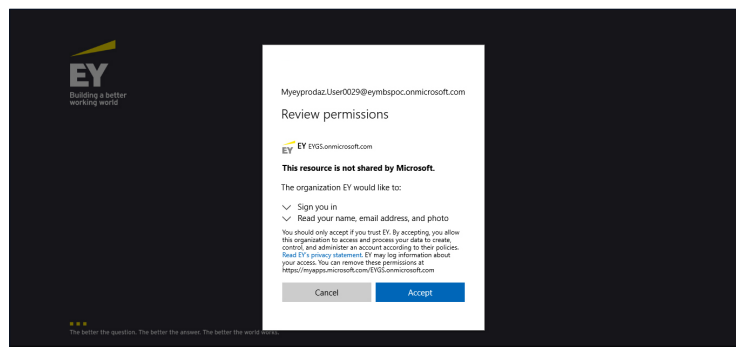
The screen will refresh to show a dialog box to enter a code.



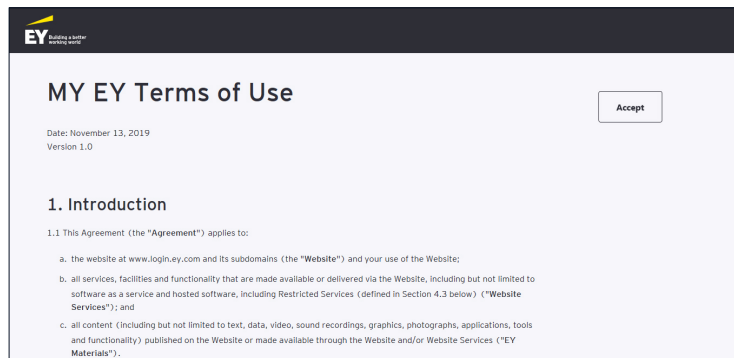
Check your inbox for the code and enter it on the previous screen, then click "Sign in" to proceed.



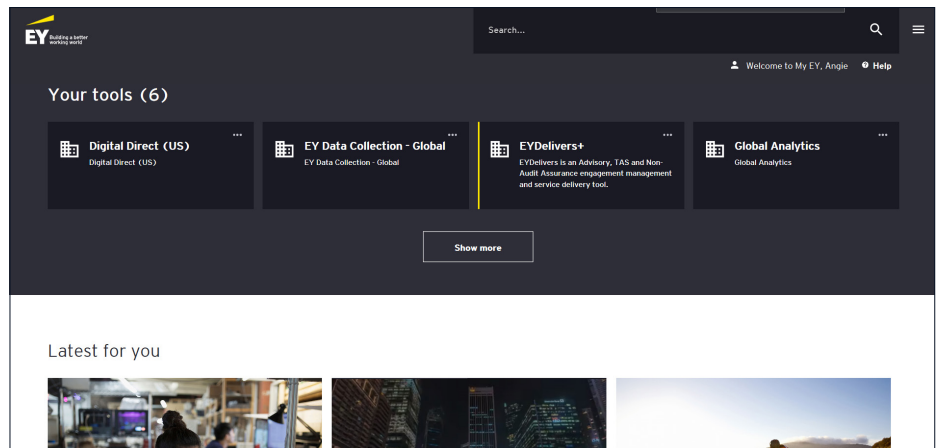
You will be requested to review the permissions message and click the "Accept" or "Cancel" button. Please note that if you choose to "Cancel" out of this permissions box you will not be able to move forward to log in to My EY.



You will now be directed to the My EY Terms of Use page. Please review the Terms of Use and click accept. Please note that if you do not accept the My EY Terms of Use you will not be able to access the EY application you were trying to reach.



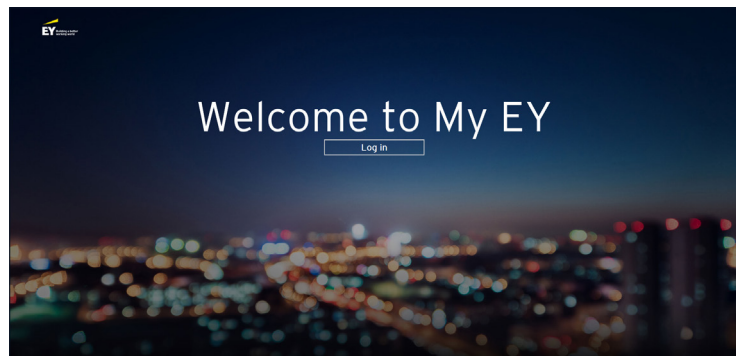
You will now be redirected to the My EY login page where you can click on the tile for the tool you were trying to access or use any saved URL's in your browser to access the EY application.



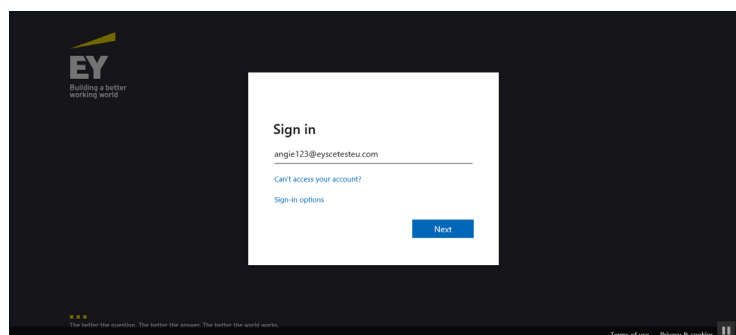
PingOne – EY hosted username and password

A third option that may be presented will require a PingOne password. Most users will use single sign-on or a one-time password as described above to access EY applications, but a small percentage will have PingOne accounts.

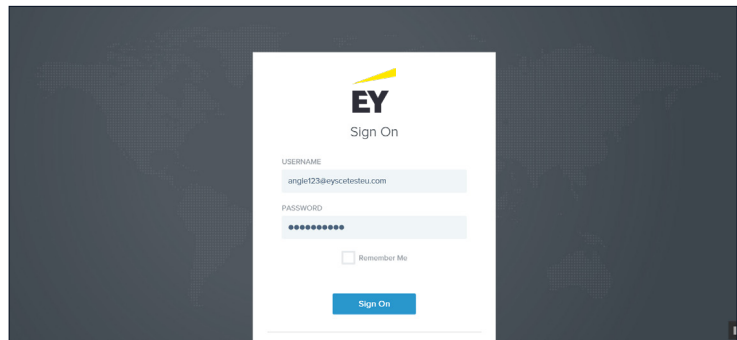
From the login screen of My EY, click “Login”.



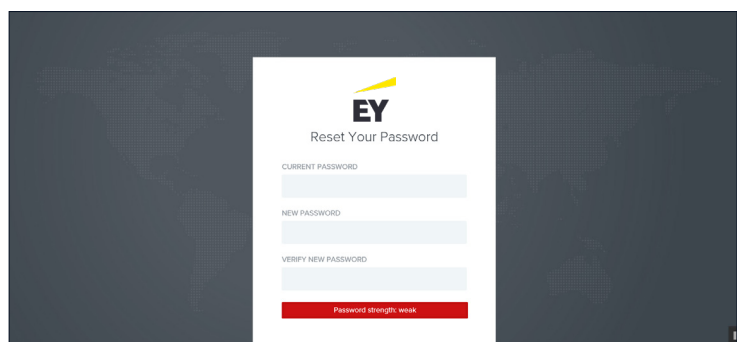
You will be prompted with a dialog box, enter your email address and click “Next” to continue.



If you see the following screen, you should have been sent two emails from My EY. Put your email address and the PingOne password from the second email that you received in your email inbox. Click the “Sign On” button to continue.

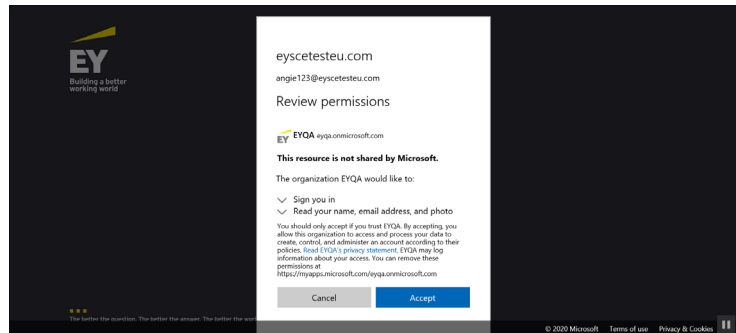


You should be asked to reset your password to something that is unique to you and that only you will know.



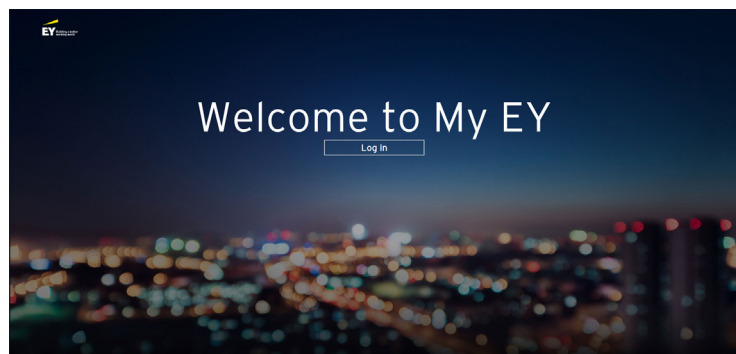
PingOne – EY hosted username and password

You will be requested to review the permissions message and click the “Accept” or “Cancel” button. Please note that if you choose to “Cancel” out of this permissions box you will not be able to move forward to log in to My EY.



You will now be redirected to the My EY login page.

Click the “Log in” button to proceed to the My EY landing page.

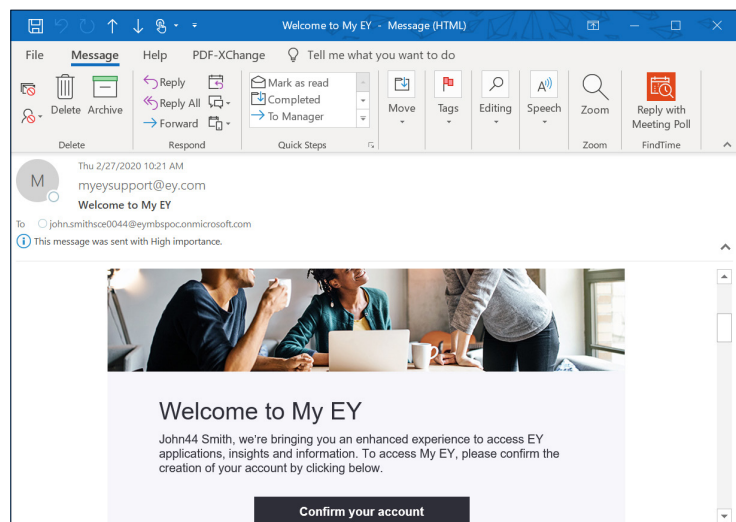


System-generated emails – information only

You will be sent either one or two system-generated emails, depending on your organization's federation with EY. You should ideally redeem your invitation through the log-in screen that is shown on Page 8, however for your reference the following section describes the different types of invitations that you may receive, for your information only.

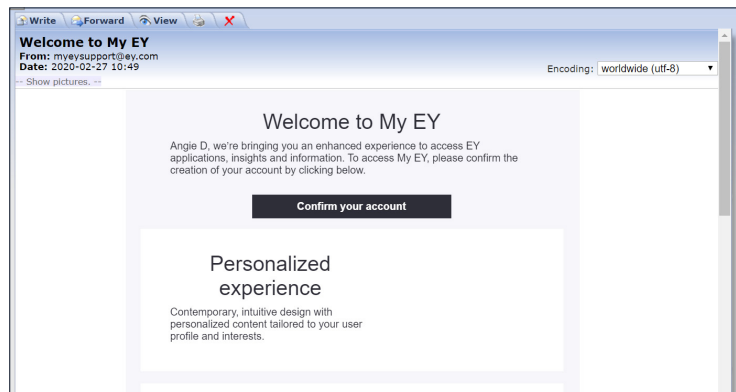
Single sign-on

If you will be using single sign-on, you will receive one invitation via email that may look like the following.



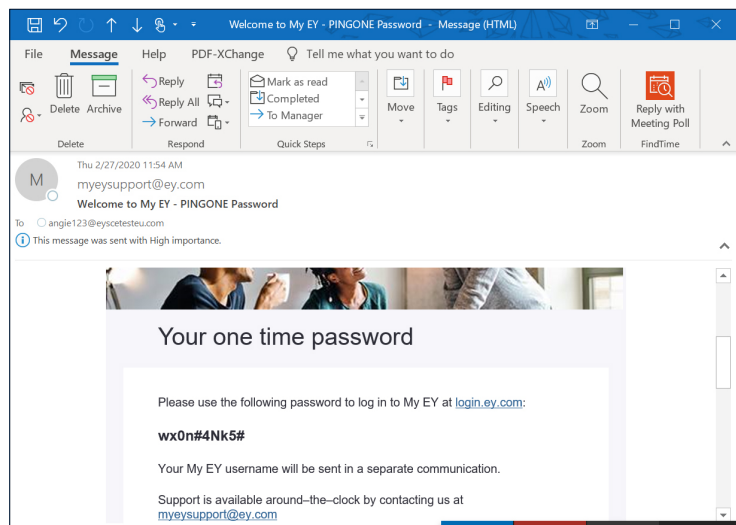
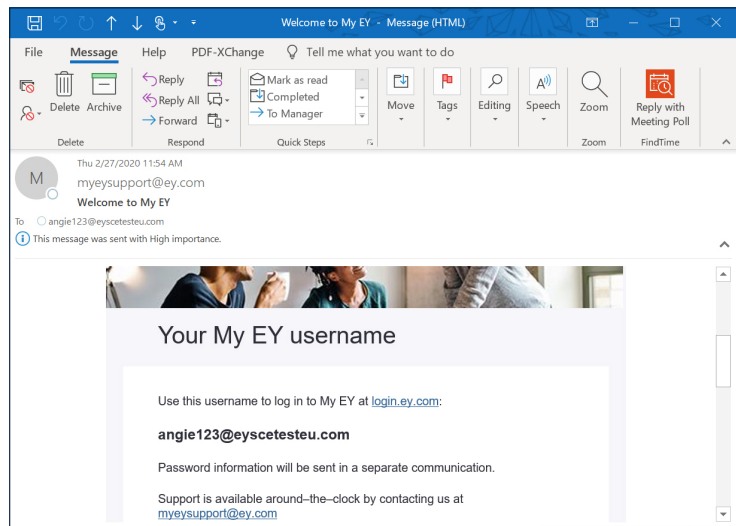
One-time password

If you will be required to use a one-time password, you will receive one email that may look like the following.



PingOne – EY hosted username and password

If you are set up with a PingOne identity, you will receive two emails that may look like the following; the second email will contain your PingOne password to be used when redeeming your invitation.



My EY external user journey

- ▶ External user account types
- ▶ Invitation and account setup
- ▶ Single sign-on
- ▶ One-time password
- ▶ EY hosted - PingOne

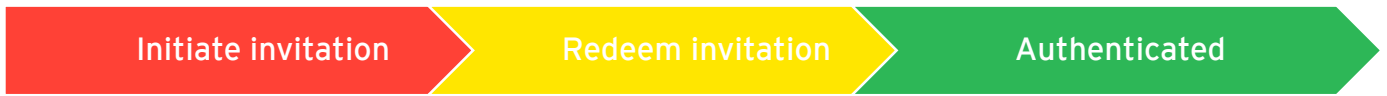
External user account types

My EY modernizes the way that we manage external user identities by employing Microsoft 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 applications (e.g., *EYDelivers+*, EY Canvas Client Portal, and so on).

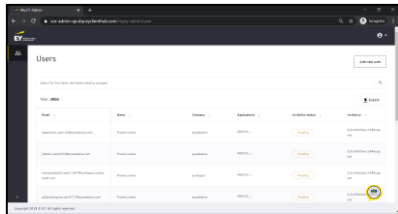
- ▶ Before using My EY, external users are required to complete a one-time registration process. To begin this process, an EY practitioner will invite them to join My EY or they will join during the opt-in period that began 20 April.
- ▶ Some external users may also be required to use Multi-factor Authentication (MFA) when accessing specific line of business applications.
- ▶ Depending on the external organization's Azure capabilities, the external users will be given one of the identity types in the following table.

Account type	Sign in experience	Description
Azure managed tenant	Single sign-on	External users will be directed to their 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.
Azure unmanaged tenant	Email one-time password (EOTP)	For external organizations that have an unmanaged Azure tenant or do not have an 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.
EY hosted - PingOne	Username and password	For external users who do not like the EOTP experience, we can continue to host their identities on their behalf. An exception is required to pursue this type of account.

Invitation and account setup (one-time process)



EY Practitioner



My EY registration - add user

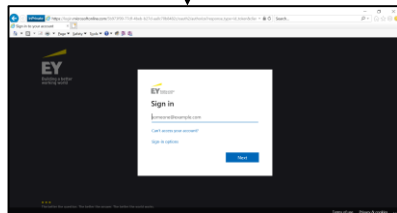
Client User



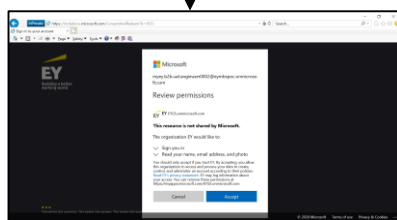
Email invitation - click accept button



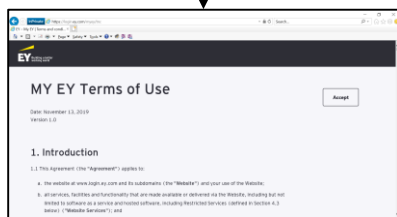
My EY welcome page - click log in



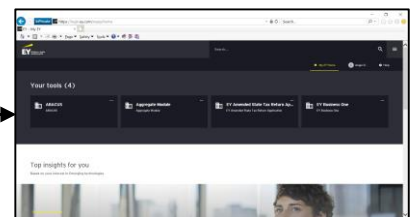
Microsoft login page with EY branding - enter email address



Permissions page - accept



My EY terms and conditions page - accept



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 Azure federation, EY hosted identities, and multi-factor authentication
- ▶ Landing page that features "Your tools" which provides quick access to EY tools
- ▶ "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

Azure tenant
client user
80% of clients

Route 1

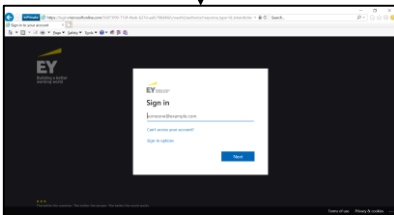
Using link to My EY or using
link to application

Route 2

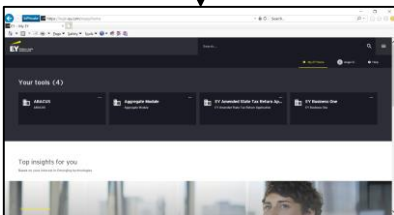
Navigate to <https://login.ey.com>



My EY welcome page - click log in

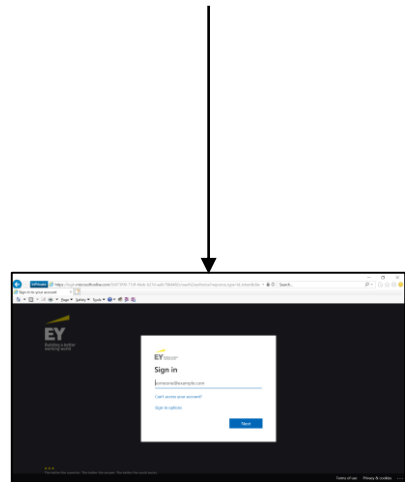


Microsoft login page with EY branding - select account for single sign-on



My EY home page - requested application is accessible by clicking on the tool tile name

Deep link directly to application URL



Microsoft login page with EY branding - select account for single sign-on



Requested application

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

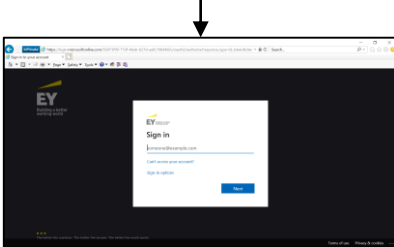
EOTP client user

Route 1

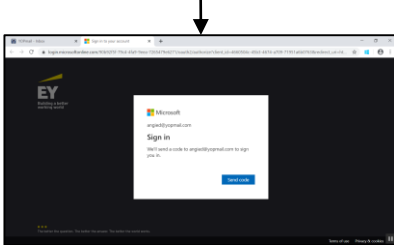
Navigate to <https://login.ey.com>



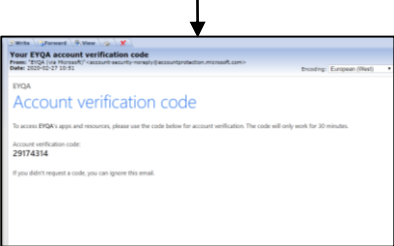
My EY welcome page - click log in



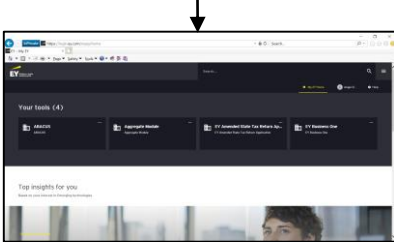
Microsoft login page with EY branding - select account



Microsoft EOTP page



View email - retrieve and enter code

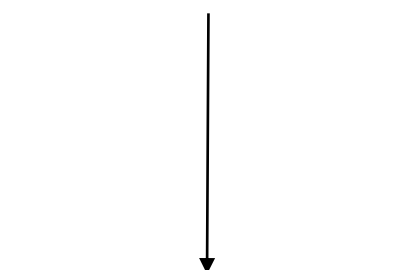


My EY home page - requested application is accessible by clicking on the tool tile name

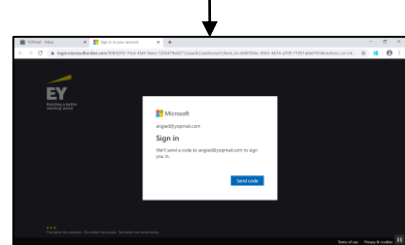
Using link to My EY or using link to application

Route 2

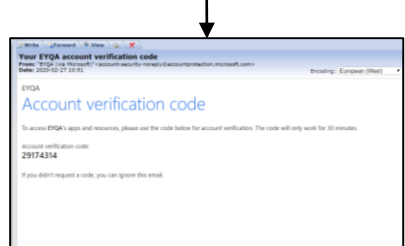
Deep link directly to application URL



Microsoft login page with EY branding - select account



Microsoft EOTP page



View email - retrieve and enter code



Requested application

My EY login process - PingOne

PingOne client user

Route 1

Using link to My EY or using link to application

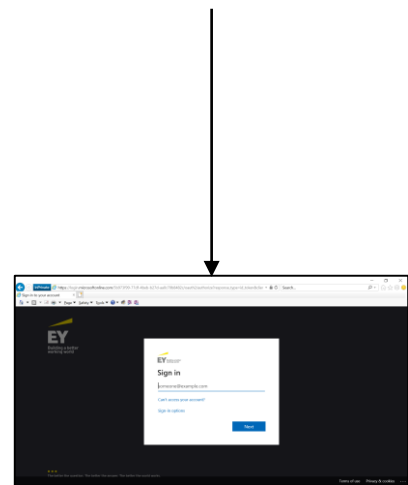
Route 2

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

Deep link directly to application URL

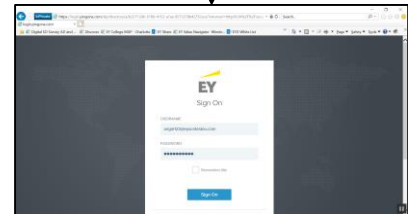
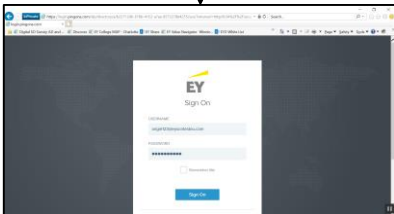


My EY welcome page - click log in



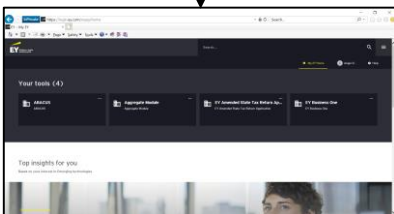
Microsoft login page with EY branding - select account

Microsoft login page with EY branding - select account



My EY - PingOne login screen - enter username and password

My EY - PingOne login screen - enter username and password



My EY home page - requested application is accessible by clicking on the tool tile name

Requested application

Help

My EY Help desk is available to assist 24x7 with any questions or concerns that you may have about My EY.

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

Email: myeysupport@ey.com.

Country	Telephone
Australia	+61 2 9276 9771
France	+33 1 46 93 4646
Germany	+49 711 9881 35353
Netherlands	+31 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

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