



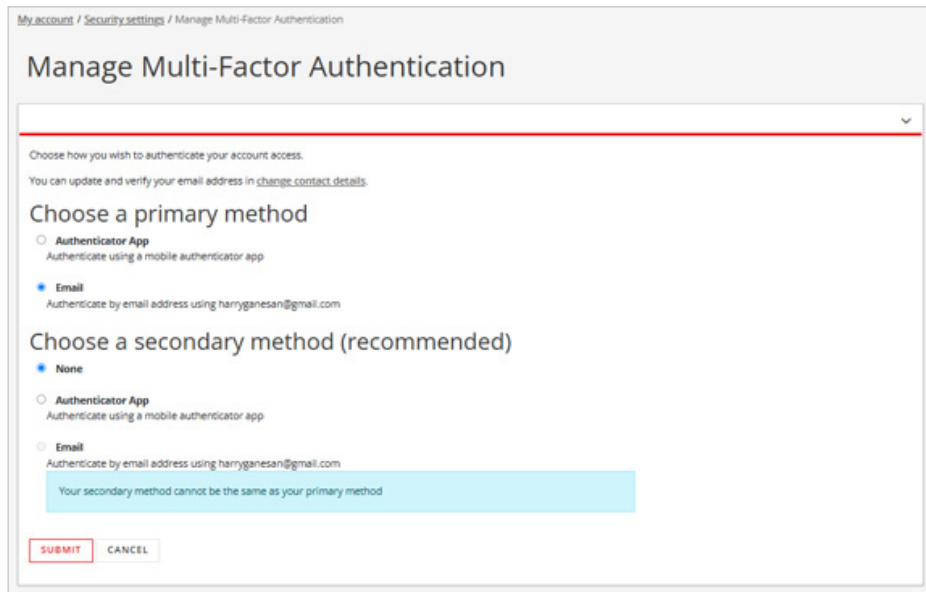
How to change your email address for an existing Member Self-Service (MSS) Portal user

Please use your personal email address and not a work one.

Log in to MSS and select the option “Security Settings” from the left-hand menu which opens the page:



Select the option “Manage Multi-Factor Authentication”.



Click the link “change contact details”.

My account / My details / Change contact details

Change contact details

Change contact details

Manage the details that we use to contact you. Any details set as 'Default' will be used according to your communication preferences, and to send you password reset instructions.

You can verify your email addresses. This will automatically send a message to you which will verify that these details are correct.

Your account access is authenticated using email. [Change your authentication method](#)

Phone numbers

Please include 00 and your country code with no spaces

[ADD PHONE NUMBER](#)

Email addresses

This is your default email address

Type

Personal

Email

harryganesan@gmail.com

Email address verified.

[DELETE EMAIL](#)

[ADD EMAIL](#)

Please note that for each email or telephone contact type (Personal, Work) you can only have one of each. For example you cannot have two email addresses categorised as personal. Any duplicate will be overwritten.

[SUBMIT](#) [CANCEL](#)

Click on Add Email and enter the new email address. Check it is correct and then click the option "Verify".

Set as default

Type

Personal

Email

Email

[VERIFY](#)

[DELETE EMAIL](#)

You will receive an email to that email address. Once it is received, select the "Email received" confirmation checkbox. You can make this new email as your Default email.

My account / My details / Change contact details

Change contact details

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Email address verified.

[DELETE EMAIL](#)

[ADD EMAIL](#)

Please note that for each email or telephone contact type (Personal, Work) you can only have one of each. For example you cannot have two email addresses categorised as personal. Any duplicate will be overwritten.

[SUBMIT](#) [CANCEL](#)

From next log in, you will receive the code in the new email added and marked as default.

Note: If you wish to delete an old email address, select the option 'DELETE EMAIL' - Please ensure that at least one email is available and it is the default.

The information provided in this document does not constitute advice to clients or any third party and no responsibility will be accepted for any loss occasioned directly or indirectly as a result of persons acting, or refraining from acting, wholly or partially in reliance upon it other than for its intended purpose.

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