How Do I Edit My ERT Global Account Information?

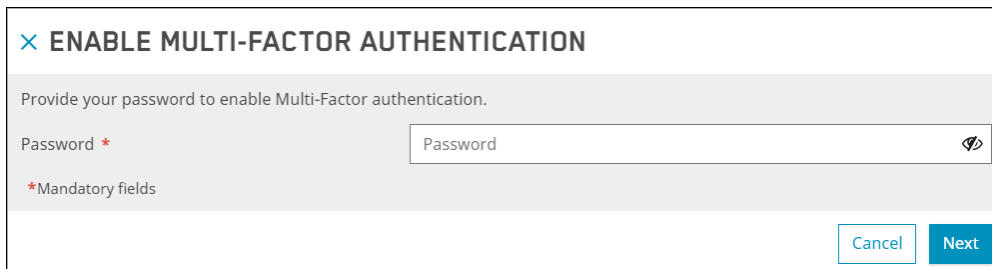To edit your ERT Global Account information:

1. On the ERT Global Dashboard, click the **arrow** next to your user profile (user name and ERT email address), and click the **Profile** link to open the EDIT PERSONAL INFORMATION screen.
2. Edit the required fields, which are indicated by a red asterisk (*****), for your personal information, as needed. Changes to your email address require confirmation.
3. Click the **Update** button when you are done. A confirmation message indicates that the action was successful.
4. Click the **Okay** button in the confirmation message to return to the ERT Global Dashboard. Your updated personal information will display in the ERT Global Dashboard navigation header and on the EDIT PERSONAL INFORMATION screen the next time you access it.

Enabling Multi-Factor Authentication

Multi-factor authentication (MFA) provides an extra level of security to your ERT Global Account by adding additional factors of authentication that allows you to verify your identity to prevent unauthorized access and use. ERT partners with Ping Identity Corporation to offer a multi-factor authentication solution that you can setup through your mobile device to require "strong authentication" when logging into your ERT Global Account.

To setup MFA for your ERT Global Account:

1. Click the **Enable MFA** button on the EDIT PERSONAL INFORMATION screen. The ENABLE MULTI-FACTOR AUTHENTICATION screen displays.

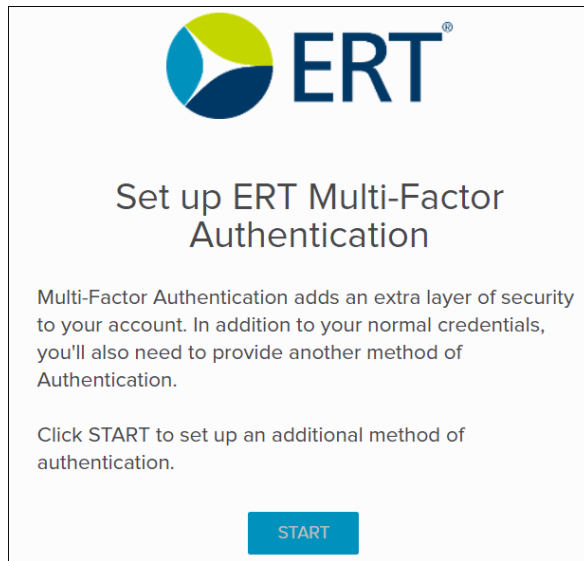2. On the ENABLE MULTI-FACTOR AUTHENTICATION screen， enter your ERT Global Account password, and click the **Next** button. The Setup ERT Multi-Factor Authentication screen displays.

3. On the Set up ERT Multi-Factor Authentication screen, click the **START** button and follow the on-screen setup instructions to add an additional method of authentication for you ERT Global Account. Several methods are available for authentication, with each method having its own set-up procedure.

    - Yubikey
    - Security Key
    - Desktop
    - Authenticator
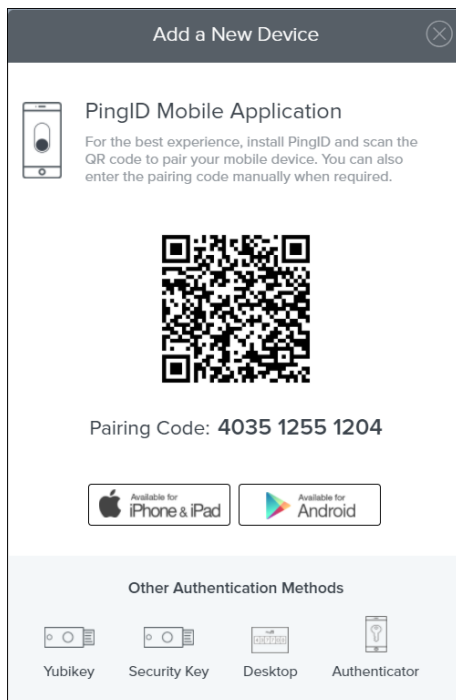
4. Click an authentication method at the bottom of the Add a New Device screen to begin the set-up process. If you choose the **Authenticator** method, you will have to download an Authentication App, such as PingID or Google Authenticator, to your mobile phone.
5. When the authentication setup is complete, the MFA status on the EDIT PERSONAL INFORMATION screen changes to 'Enabled' and the MFA authentication factors you set up are listed underneath.

Questions and Support

Email Us

For questions that are not urgent (for example, changing an email address or phone number), contact ERT Customer Care by email using this email address: customercare@ert.com.

Call Us

For urgent or technical issues, including anything that requires troubleshooting (for example, transmission, device, or portal issues can only be done over the phone), call ERT Customer Care using the numbers available by clicking the **Customer Care** link at the bottom of the ERT Global Account login page.

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Tip: For a faster response, you might want to call ERT Customer Care.