



Eastwing Connect

Account set-up guide



Welcome to Eastwing Connect

Eastwing Connect is your central hub for managing projects, documents, and important dates. Everything you need to stay organized and informed — all in one place. Through this portal, you can view important dates, deadlines, and appointments, stay updated on project progress and statuses and access and share your personal documents safely and easily.

Recently, we have made an update to the portal. To keep your information secure, you will need to reactivate your account. This means you need to create a new password and set up two-factor authentication (2FA). This takes about 5 to 10 minutes.

Before you start

Have these ready before you begin:

- The welcome email from us 'You're invited to Eastwing Connect', which contains your activation link.
- Access to the email address registered with us.
- A smartphone with an authenticator app installed (for example Microsoft Authenticator or Google Authenticator).
- A computer or device with an up-to-date web browser (Chrome, Edge, Safari or Firefox).

Steps to take

Step 1: Set up a new password

1. Open the welcome email and click on **Activate your account** at the bottom of the email. You will be redirected to our portal page where you should click on **Activate my account**.

Activate your account

Welcome to Eastwing Connect. Next you'll set a password and set up two-factor authentication with an authenticator app. It takes a couple of minutes.

Activate my account

2. Enter your (new) password and click on **Activate account**. Please note that your password should have at least 12 characters and no Eastwing-specific words.

Tip: a short phrase of three or four unrelated words, with a number and symbol added, is easy to remember and hard to guess.

Welcome to the Eastwing Portal

Set a password to activate your account.

After saving, you'll set up two-factor authentication to secure your account.

New password

☐ At least 12 characters
☐ No Eastwing-specific words

Confirm password

Activate account

[Back to sign in](#)

Welcome to the Eastwing Portal

Set a password to activate your account.

After saving, you'll set up two-factor authentication to secure your account.

New password

☒ At least 12 characters
☒ No Eastwing-specific words

Confirm password

Activate account

[Back to sign in](#)

3. Your password has been set. You will receive an email notification about this. Please **Sign in** with your new password.

Important note regarding expired link:

The activation link expires after 24 hours. If it is expired, you will need to request a new link. This can be done by clicking on the link in the original email you received. You will be redirected to our portal page. There you should click on **Activate my account**. You can then enter your email address to obtain a new link in your mailbox. Please use the same email address on which you originally received the link.

Alternatively, you can also request a new link through the button **Get a new activation link** on the sign-in page of our portal (<https://connect.eastwing.nl/>).

Get a new activation link

This activation link has expired or has already been used. Enter your email address and we'll send you a new one.

Email

Send new activation link

Already activated your account? [Reset your password](#)

[Back to sign in](#)

Step 2: Set up two-factor authentication (2FA)

Two-factor authentication adds a second check when you log in, so your account stays safe even if someone learns your password.

1. Open the authenticator app on your phone.

You can use for instance **Microsoft Authenticator** or **Google Authenticator** — available in the App Store (iPhone) or Play Store (Android).

2. If you already had set up two-factor authentication for the Eastwing Connect portal in the past, please **delete** this account first before adding the new one.

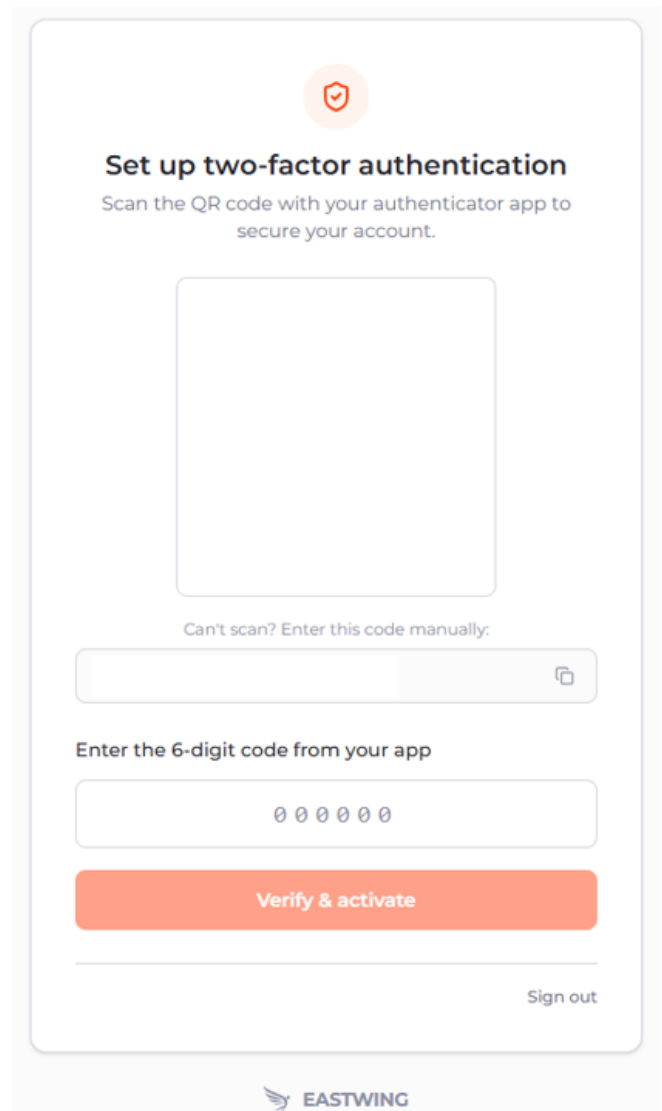
3. Tap **Add account** (often a **+** symbol or small QR code symbol ).

4. Scan the QR code shown on your computer screen by pointing the camera of your phone to the QR code.

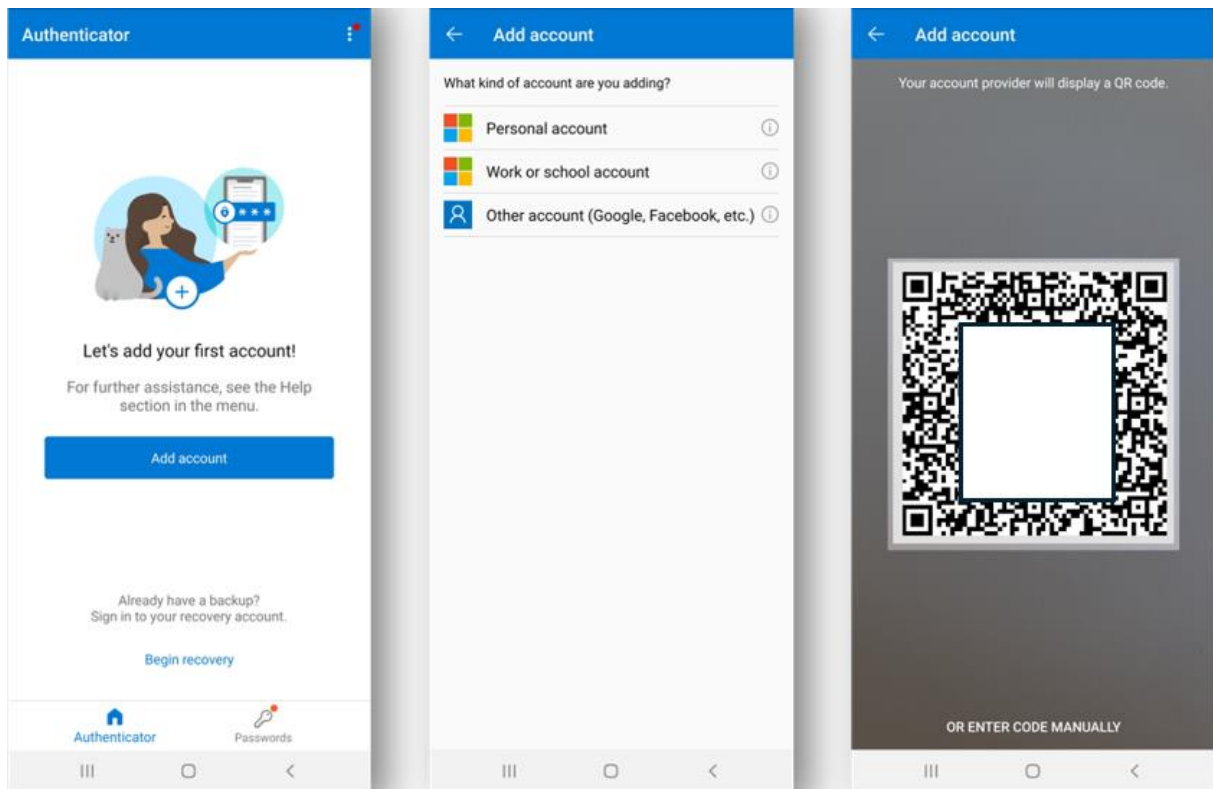
Tip: If you are using your phone to set up the authentication, and you are therefore not able to scan the QR code with your phone camera, you can also use the code mentioned under the QR code and enter it manually.

5. Your app now shows a 6-digit code that changes every 30 seconds. The new entry in the authenticator app shows **Eastwing Connect (New)**. Enter the code in the field on the Eastwing Connect screen and click on **Verify & activate**. The 2FA has been set up. You will receive an email confirming this.

Tip: Enter the code quickly — each code is only valid for 30 seconds. If it changes while you are typing, use the new code instead.

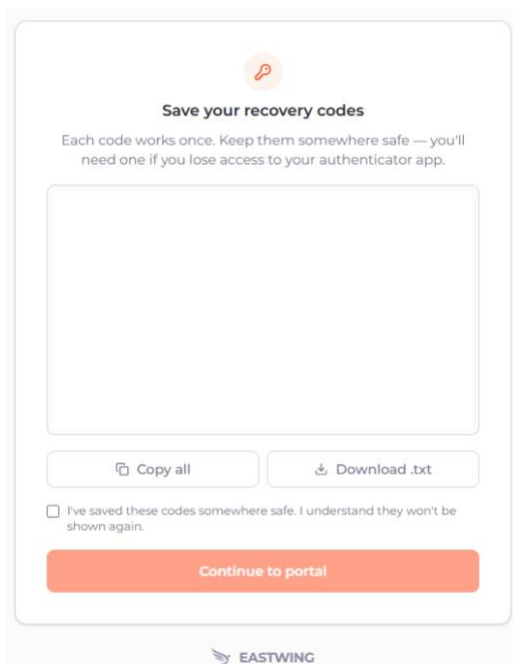


Example of process with **Microsoft Authenticator**:



If you are unsure about which account to add, please consult the information icons displayed at each option.

Tip: Make sure your phone's date and time are set to automatic. Incorrect time settings will cause codes to fail.



Step 3: Save your recovery codes

Once 2FA is set up, the portal shows a set of recovery codes. Download or copy them and keep them somewhere safe. You will need one if you lose or replace your phone.

Confirm that you have saved the codes and click on **Continue to portal**.

Step 4: Client consent statement for portal access (optional)

If you haven't given your consent before, you'll be asked to do so to ensure transparency and compliance with data protection regulations.

Step 5: You are in!

After providing your consent, you land on your portal home page. Please check that your name and data appear as expected.

From now on, each login requires your new password plus a code from your authenticator app.

Troubleshooting and FAQs

Issue	What to do?
I didn't receive the welcome email	Check your spam or junk folder. Still missing? Please request a new activation link, see under paragraph Step 1.
My activation link has expired	You can request a new activation link, see under paragraph Step 1.
My 2FA code is rejected	Codes change every 30 seconds. Enter the newest code, and check whether your phone's date and time are set automatically: • iPhone: Open Settings → General → Date & Time → turn on "Set Automatically". • Android: Open Settings → System → Date & Time → turn on "Automatic date & time".
I lost or replaced my phone	Log in with your password and one of the recovery codes you saved. After using the recovery code, the authenticator needs to be set up again by scanning a new QR code. If you do not have the recovery codes anymore, please contact us to reset your 2FA. We will need to verify your identity first before we can do so.
I forgot my password	Click Forgot password? on the login page and follow the email instructions.
Can I still use my old login or recovery codes?	No. You need to set up a new password and 2FA and obtain new recovery codes.

Questions and personal support

In case you have any questions, please contact us via service@eastwing.nl or contact your designated contact person by phone. For your security, we will never ask for your password or 2FA codes by phone or email.