

Entertainment Partners Casting Portal: EP Account Creation and Multi-factor Authentication Set Up Guide

Entertainment Partners' (EP's) pioneering Casting Portal technology (including SmartVoucher) powers heading casting companies and casting directors across the globe.

Existing Users

EP is implementing a Multi-factor Authentication (MFA) requirement for the Casting Portal (including SmartVoucher) on the following dates:

- **US and Canada — 14 December 2024**
- **UK and Europe — 12 January 2025**

If you already have an account on the relevant date above, you will need to reset your password and set up MFA to access your account. MFA further enhances security and reduces the risk of unauthorised access by providing an extra layer of protection.

New Users

To register as a Background Performer or user with casting companies powered by the Casting Portal (including SmartVoucher), or to join EP's community of Background Performers in the UK or other territories, you must first create an EP Account and set up MFA. Your EP Account is the username (email) and password you will use to access EP products like the Casting Portal. MFA then further enhances security and reduces the risk of unauthorised access by providing an extra layer of protection.

Click a link below to go to your next steps:

1. [I have a Background Performer profile with a casting company and need to reset my password and set up MFA](#)
2. [I have a Background Performer profile with EP and need to reset my password and set up MFA](#)
3. [I need to create a Background Performer profile and set up MFA](#)
4. [I have had a Background Performer profile created for me and need to set up MFA so I can add my payroll data](#)
5. [I am an existing casting company or production company user and need to reset my password and set up MFA](#)
6. [I am a new casting company or production company user and need to set up MFA](#)

I have a Background Performer profile with a casting company and need to reset my password and set up MFA

Follow the steps below or watch the video guide.



Video guide:
(1 min 41 sec)

Step 1 On the welcome screen, click **Reset Password**.

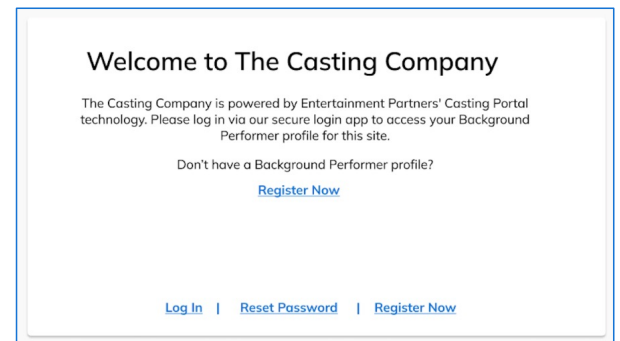


Figure 1: Welcome screen

Step 2 Enter the email address associated with your Background Performer profile and click **Continue**.

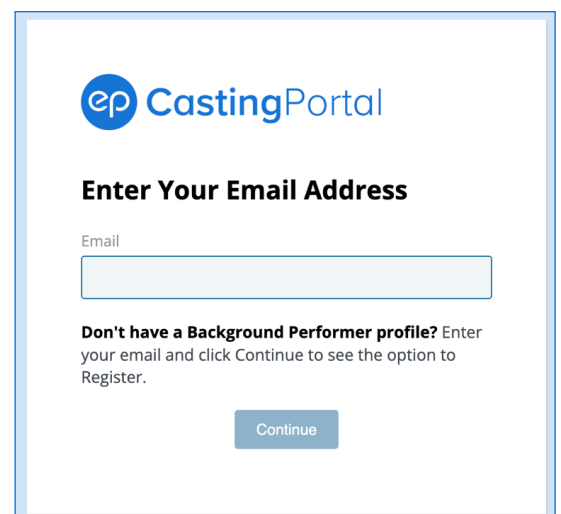


Figure 2: Enter Your Email Address screen

I have a Background Performer profile with a casting company and need to reset my password and set up MFA (Continued)

Step 3 On the Log In screen, click **Reset Password**.

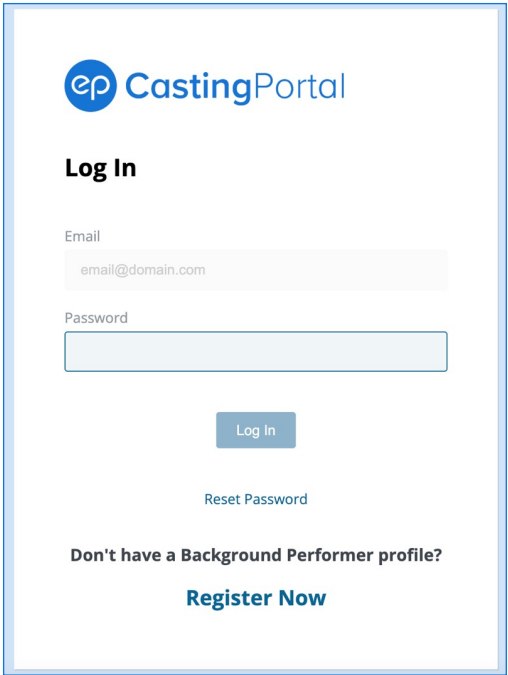


Figure 3: Log In screen

Step 4 On the Reset Password screen, your email will auto-populate (if not, enter your email). Click **Submit**.

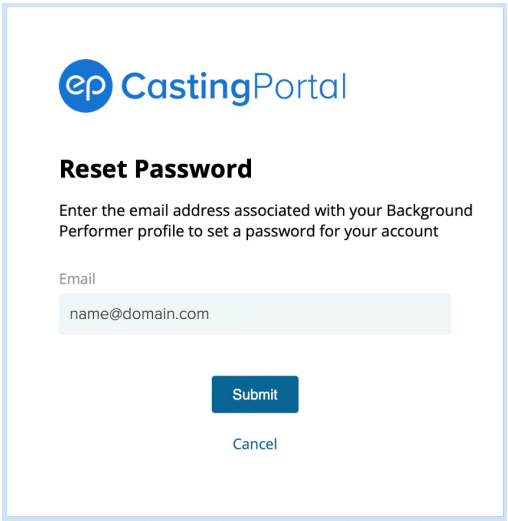


Figure 4: Reset Password screen

I have a Background Performer profile with a casting company and need to reset my password and set up MFA (Continued)

- Step 5** You will receive a password reset email from EP (this may go to your junk folder). Click the link in the email to reset your password.

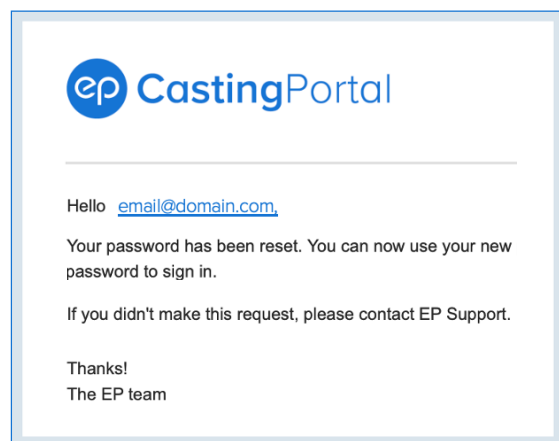


Figure 5: Reset password email

- Step 6** On the Set Password screen, enter a new password and click **Submit**.

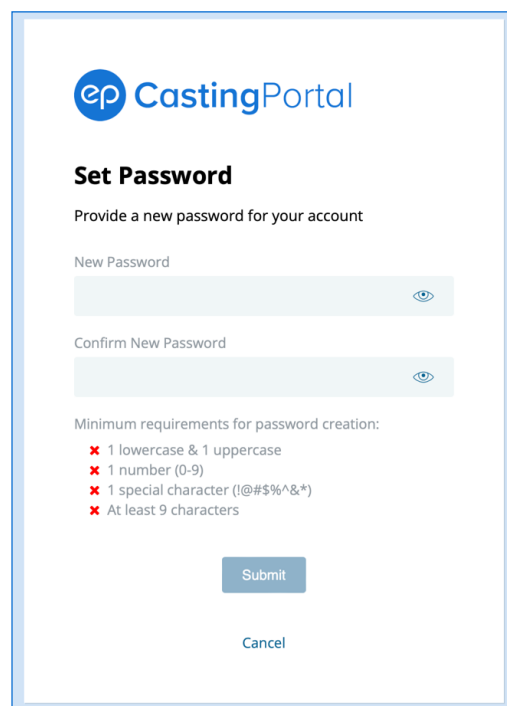


Figure 6: Set Password screen

I have a Background Performer profile with a casting company and need to reset my password and set up MFA (Continued)

- Step 7** Messaging will be displayed to confirm that you have successfully reset your password. To continue and set up MFA, click **Log in**.

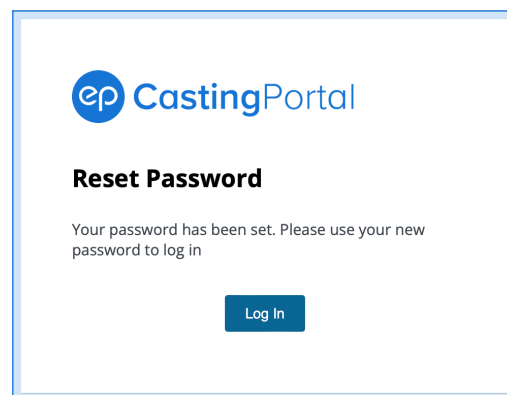


Figure 7: Reset password confirmation

- Step 8** The Welcome screen will be displayed. Click **START** to begin your MFA setup.

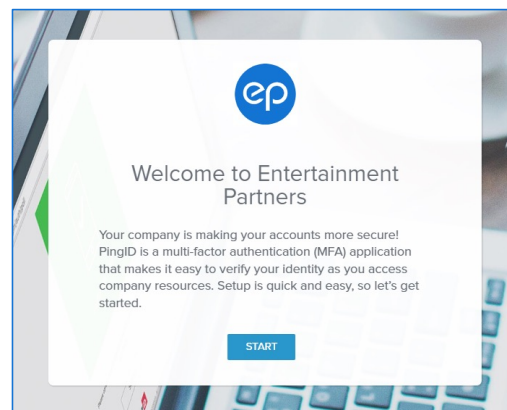


Figure 8: Welcome screen

I have a Background Performer profile with a casting company and need to reset my password and set up MFA (Continued)

- Step 9** On the Add a New Device screen, select your method for generating an MFA passcode. Scan the QR code to install the PingID Mobile app (default) or choose another option under Other Authentication Methods.

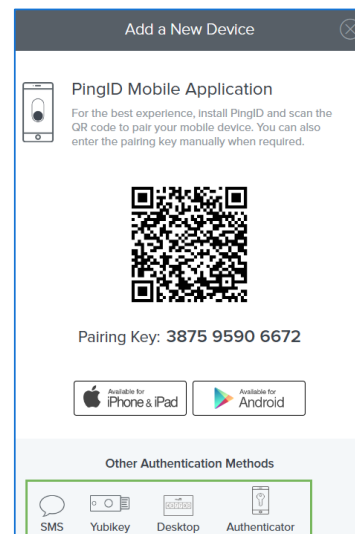


Figure 9: Add a New Device screen

- Step 10** Follow the on-screen prompts to complete your MFA setup. For detailed setup instructions for each option, go to ep.com/mfa/general.

I have a Background Performer profile with EP and need to reset my password and set up MFA

Follow the steps below or watch the video guide.



Video guide:
(1 min 49 sec)

Step 1 Go to login.epcastingportal.com and select your location.

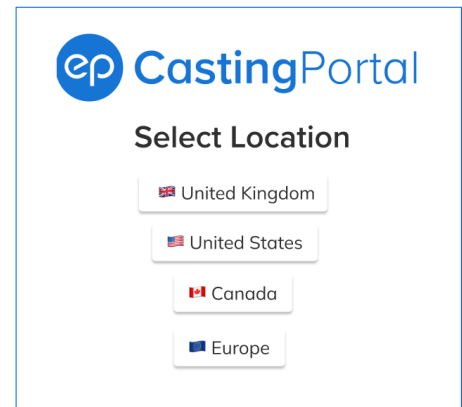


Figure 1: Select your location

Step 2 On the welcome screen, click **Reset Password**.

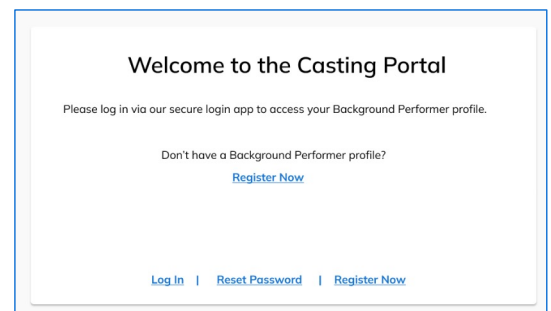


Figure 2: Welcome screen

I have a Background Performer profile with EP and need to reset my password and set up MFA (Continued)

- Step 3** Enter the email address associated with your Background Performer profile and click **Continue**.

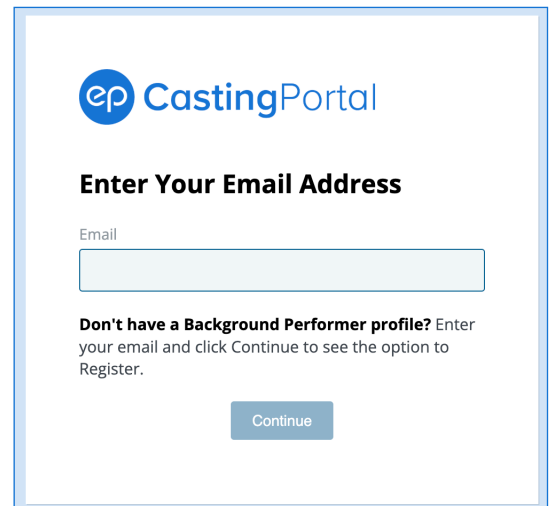


Figure 3: Enter Your Email Address screen

- Step 4** On the Log In screen, select **Reset Password**.

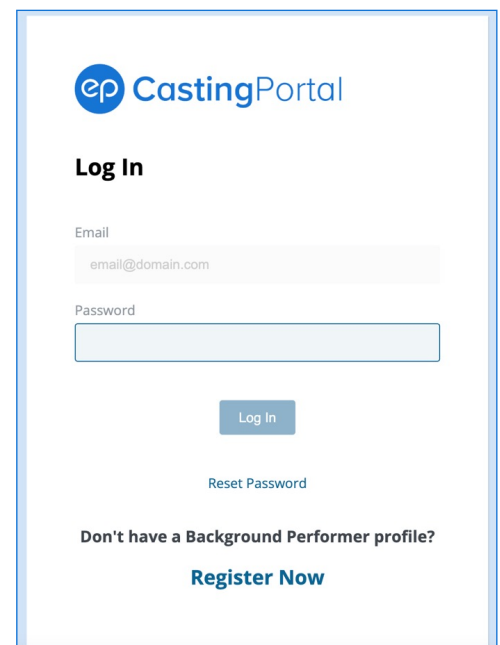
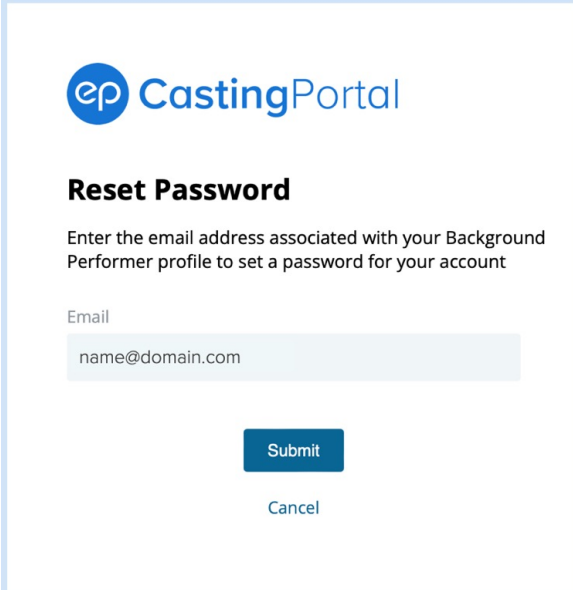


Figure 4: Log In screen

I have a Background Performer profile with EP and need to reset my password and set up MFA (Continued)

- Step 5** On the Reset Password screen, your email will auto-populate (if not, enter your email). Click **Submit**.



The screenshot shows the EP CastingPortal interface for resetting a password. At the top is the EP CastingPortal logo. Below it is the heading "Reset Password". A message states: "Enter the email address associated with your Background Performer profile to set a password for your account". There is an "Email" label above a text input field containing "name@domain.com". Below the input field are two buttons: a blue "Submit" button and a blue "Cancel" link.

Figure 5: Reset Password screen

- Step 6** You will receive a password reset email from EP (this may go to your junk folder). Click the link in the email to reset your password.

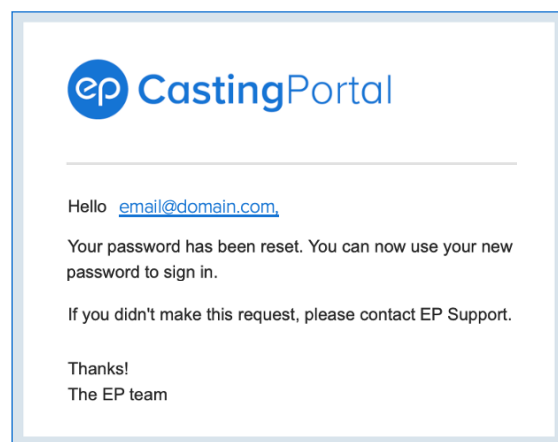


Figure 6: Reset password email

I have a Background Performer profile with EP and need to reset my password and set up MFA (Continued)

Step 7 On the Set Password screen, enter a new password and click **Submit**.

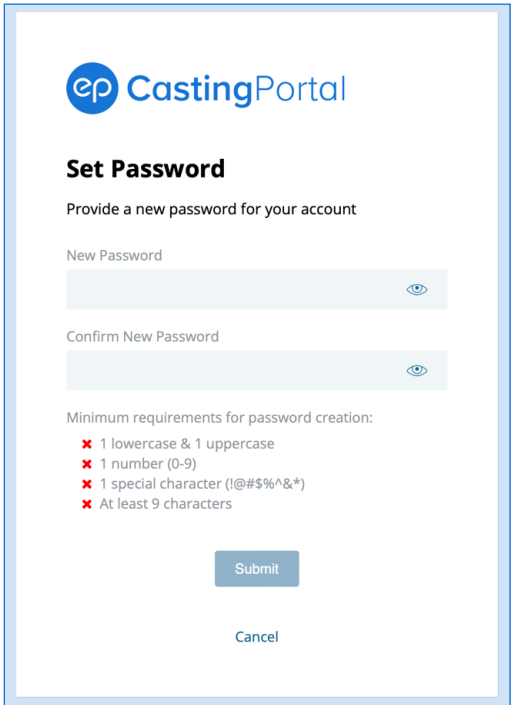


Figure 7: Set password screen

Step 8 Messaging will be displayed to confirm that you have successfully reset your password. To continue and set up MFA, click **Log in**.

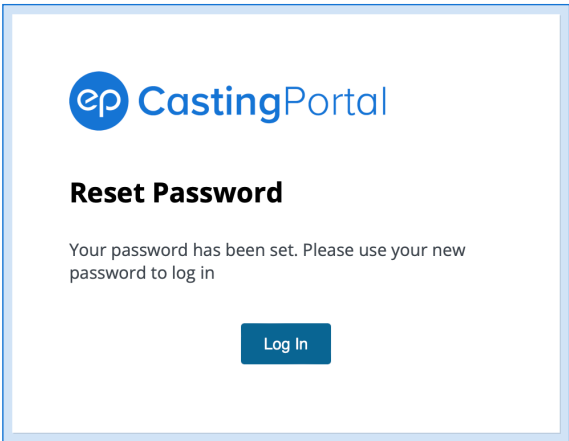


Figure 8: Reset password confirmation

I have a Background Performer profile with EP and need to reset my password and set up MFA (Continued)

- Step 9** The Welcome screen will be displayed. Click **START** to begin your MFA setup.

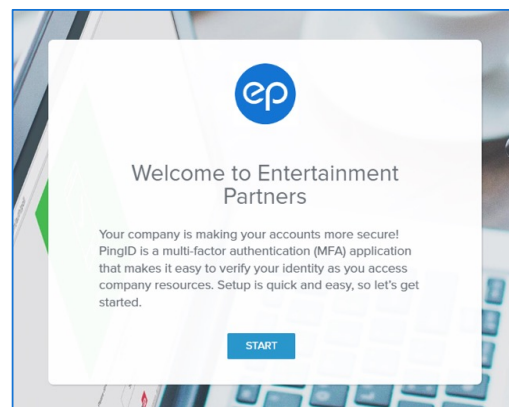


Figure 9: Welcome screen

- Step 10** On the Add a New Device screen, select a method for generating your MFA passcode. Scan the QR code to install the PingID Mobile app (default) or choose another option under Other Authentication Methods.

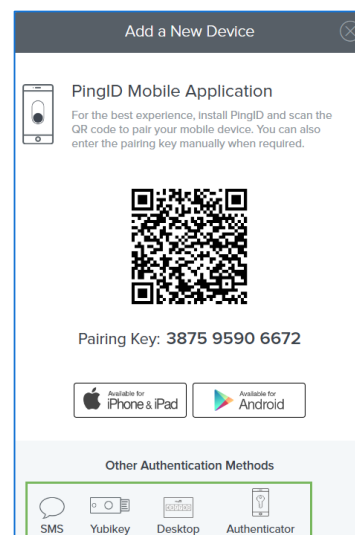


Figure 10: Add a New Device screen

- Step 11** Follow the on-screen prompts to complete your MFA setup. For detailed setup instructions for each option, go to ep.com/mfa/general.

I need to create a Background Performer profile and set up MFA

Follow the steps below or watch the video guide.



Video guide:
(2 min 1 sec)

Step 1 On the welcome screen, click **Register Now**.

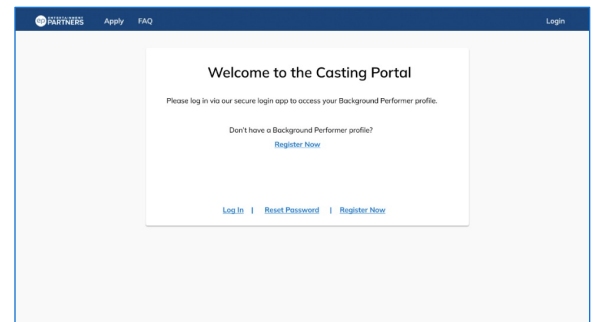


Figure 1: Welcome screen sample; screen may vary depending on the casting company

Step 2 Enter your email address and click **Continue**.

Figure 2: Enter Your Email Address screen

Step 3

On the Log In screen, click **Register Now** to set up your EP Account.

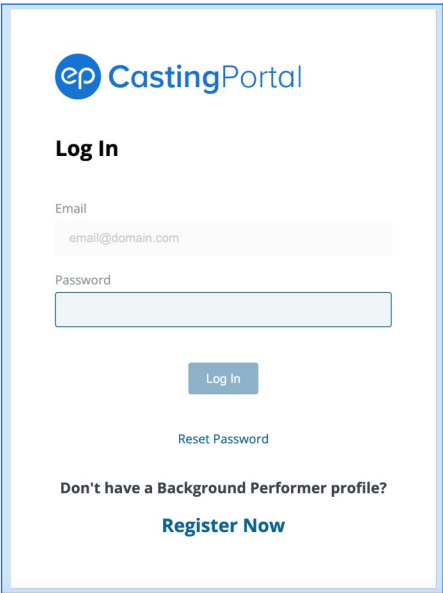


Figure 3: Log In screen, Register Now

Step 4

Enter your information on the Account Creation screen, then click **Finish**.

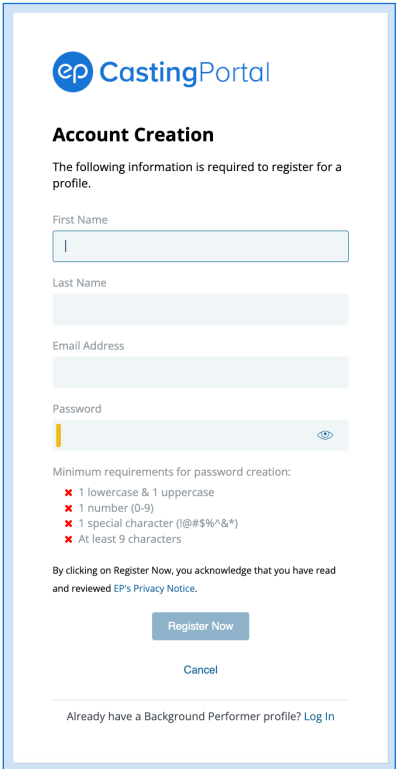


Figure 4: Account Creation screen

- Step 5** You will be routed to the Start Application screen. When ready, check the boxes to agree to the terms and conditions and, if you are in the UK, verify your right to work. Then, click **Start Application** to begin setting up your Background Performer profile.

Figure 5: Start Application screen; screen may vary depending on your location

- Step 6** Complete the required profile fields. Click **Next** to go to the next section.

Figure 6: My Casting Application screen; screen may vary depending on your location

Step 7 When ready, click **Submit application** to complete. You will receive an email confirmation once your application is approved.

Step 8 The next time you log in to access your Background Performer profile, you will be prompted to set up MFA. Click **START** to begin.

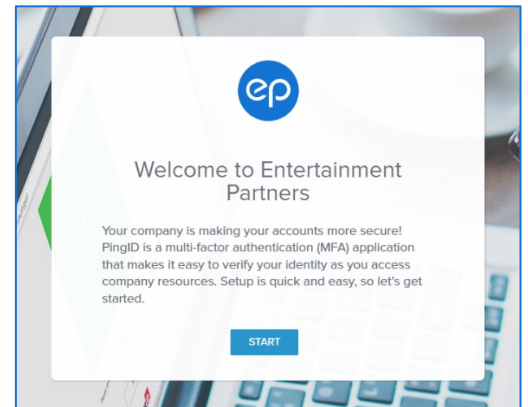


Figure 7: Welcome screen

Step 9 On the Add a New Device screen, choose your method for generating your MFA passcode. Scan the QR code to install the PingID Mobile app (default) or choose another option under **Other Authentication Methods**.

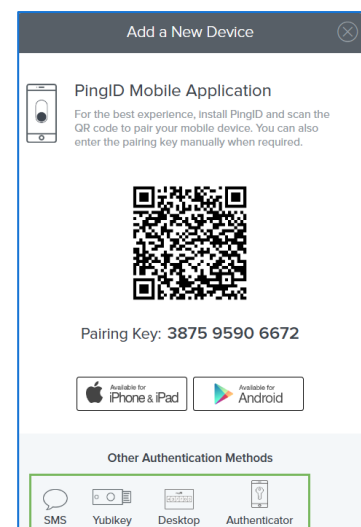


Figure 8: Add a New Device screen

Step 10 Follow the onscreen prompts to complete. For detailed setup instructions for each option, go to ep.com/mfa/general.

I have had a Background Performer profile created for me and need to set up MFA so I can add my payroll data

- Step **1** You will receive a welcome email. **Click on the link in the email.**

Hello,
You have been invited to take part in our production, which is using SmartVoucher, Entertainment Partners' digital payment technology.

A basic SmartVoucher profile has been created for you on behalf of the production. For a smooth work day, you can set up your account and sign in to your profile now.

Figure 1: Welcome email

- Step **2** On the Welcome screen, click **Reset Password.**

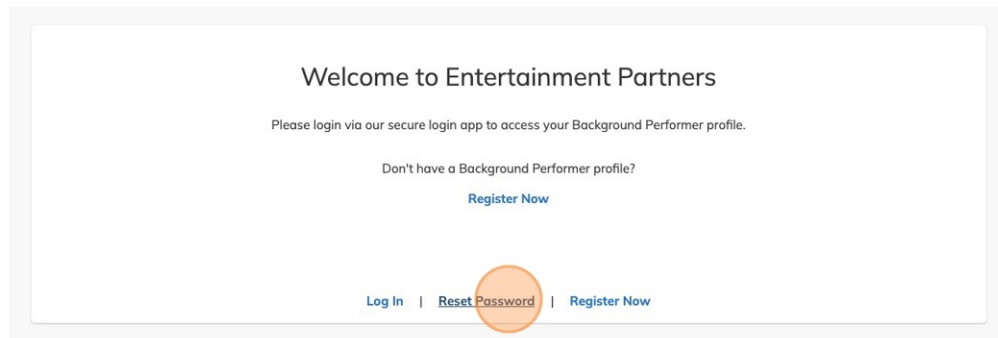


Figure 2: Welcome screen

I have had a Background Performer profile created for me and need to set up MFA so I can add my payroll data (Continued)

- Step 3** Enter your email address (the same email address which received the welcome email) and click **Continue**.

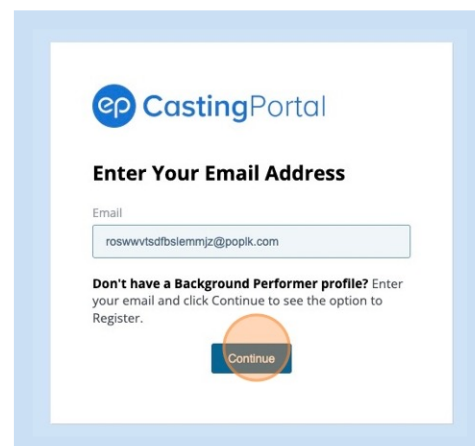
The screenshot shows the 'Enter Your Email Address' screen of the CastingPortal. At the top is the 'ep CastingPortal' logo. Below it is the title 'Enter Your Email Address'. There is an 'Email' label above a text input field containing the email address 'roswwvtsdfbslemjz@popik.com'. Below the input field is a link that says 'Don't have a Background Performer profile? Enter your email and click Continue to see the option to Register.' At the bottom right is a blue 'Continue' button.

Figure 3: Enter Your Email Address screen

- Step 4** On the Log In screen, click **Reset Password**.

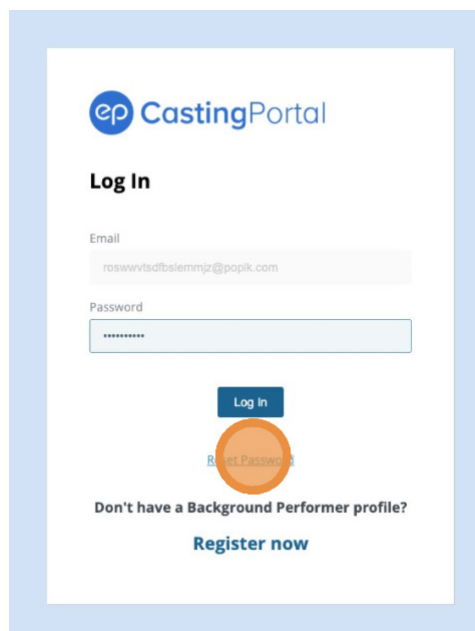
The screenshot shows the 'Log In' screen of the CastingPortal. At the top is the 'ep CastingPortal' logo. Below it is the title 'Log In'. There is an 'Email' label above a text input field containing the email address 'roswwvtsdfbslemjz@popik.com'. Below the email field is a 'Password' label above a password input field with masked characters. Below the password field are two buttons: a blue 'Log In' button and an orange 'Reset Password' button. At the bottom is a link that says 'Don't have a Background Performer profile? Register now'.

Figure 4: Log In Screen

I have had a Background Performer profile created for me and need to set up MFA so I can add my payroll data (Continued)

- Step 5** On the Reset Password screen, your email will auto-populate (if not, enter your email). **Click Submit.**

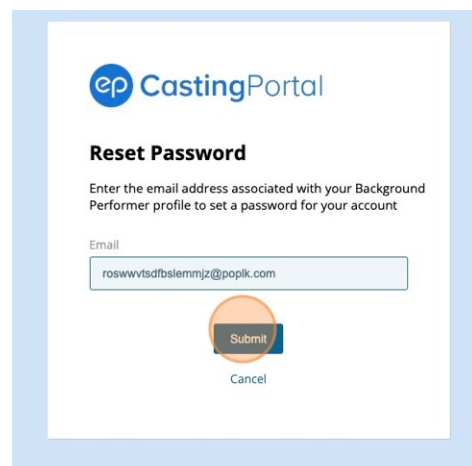


Figure 5: Reset Password screen

- Step 6** You will receive a password reset email from EP (this may go to your junk folder). Click the link in the email.

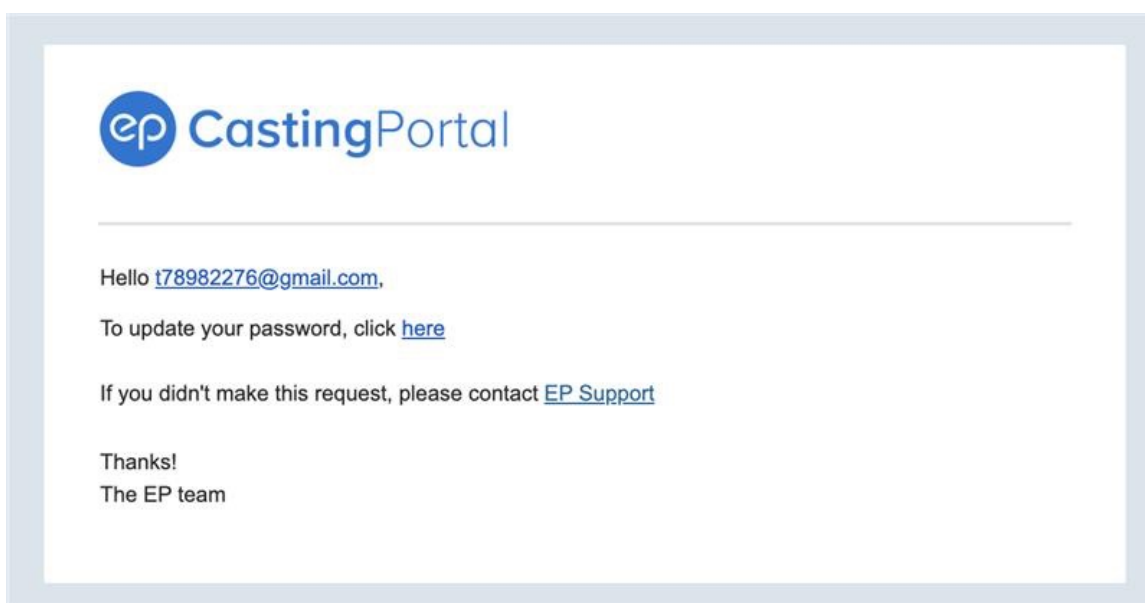


Figure 6: Reset password email

I have had a Background Performer profile created for me and need to set up MFA so I can add my payroll data (Continued)

Step 7 On the Set Password screen, enter a new password and click **Reset Password**.

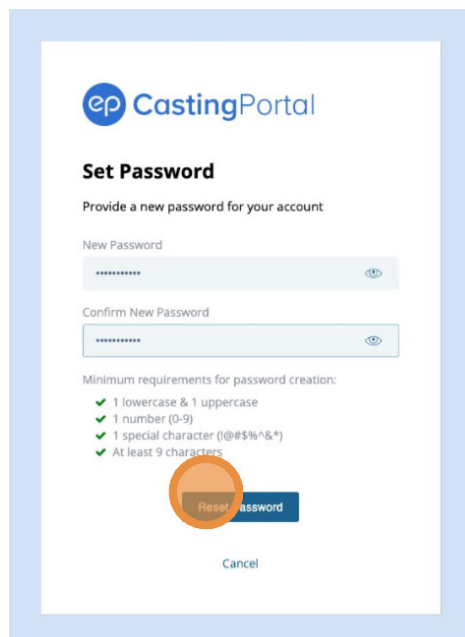


Figure 7: Set Password screen

Step 8 Messaging will be displayed to confirm that you have successfully reset your password. To continue and set up MFA, click **Log In**.

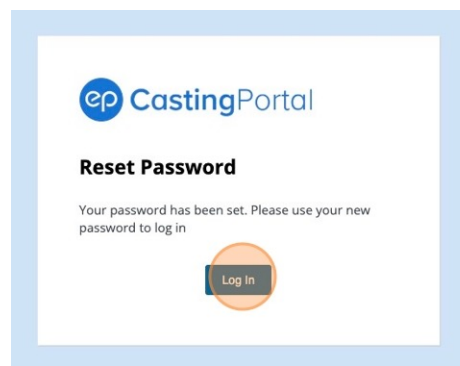


Figure 8: Reset Password confirmation

I have had a Background Performer profile created for me and need to set up MFA so I can add my payroll data (Continued)

- Step 9** The welcome screen will be displayed. Click **START** to begin your MFA setup.

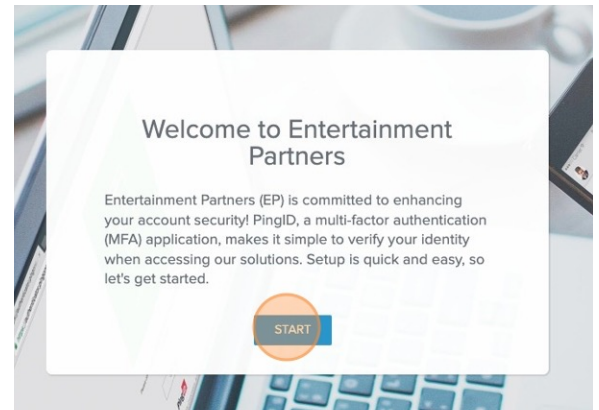


Figure 9: MFA Setup screen

- Step 10** On the Add a New Device screen, select your method for generating an MFA passcode. If you have multiple devices available, scan the QR code to install the PingID Mobile app (default). If you are using a singular mobile device to log in, choose Text/SMS or choose another option under Other Authentication Methods.

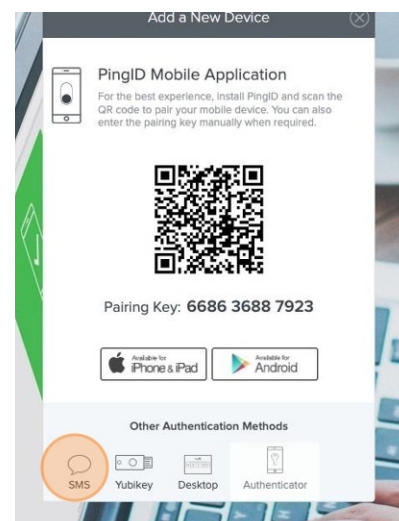
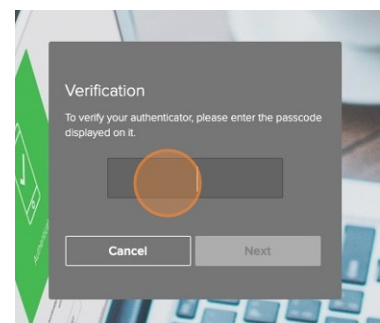


Figure 10: Add a New Device Screen

- Step 11** Follow the onscreen prompts to complete your MFA setup, then enter your MFA passcode on the Verification screen. For detailed setup instructions for each option, go to ep.com/mfa/general.



I am an existing casting company or production company user and need to reset my password and set up MFA

Follow the steps below or watch the video guide.



Video guide:
(1 min 42 sec)

Step 1 On the login screen, click **Reset Password**.

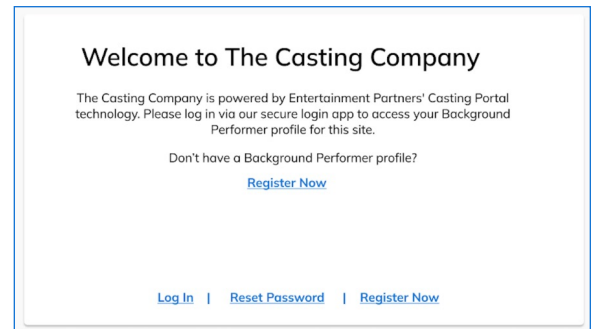


Figure 1: Login screen; screen may vary depending on the casting company

Step 2 You will be taken to EP's secure Reset Password screen. Enter the email address associated with your account and click **Continue**.

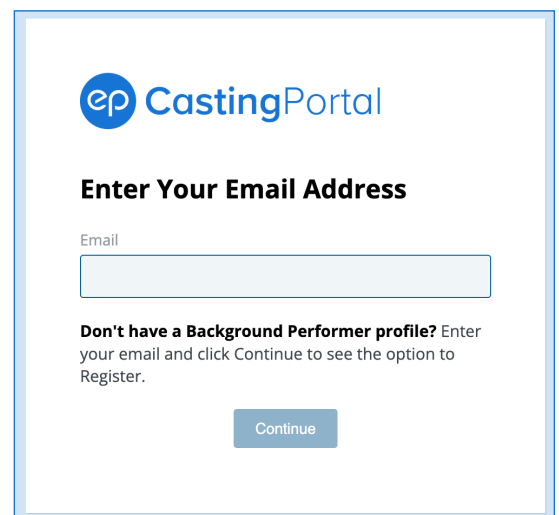


Figure 2: Enter Your Email Address screen

I am an existing casting company or production company user and need to reset my password and set up MFA (Continued)

Step 3 On the Log In screen, click **Reset Password**.

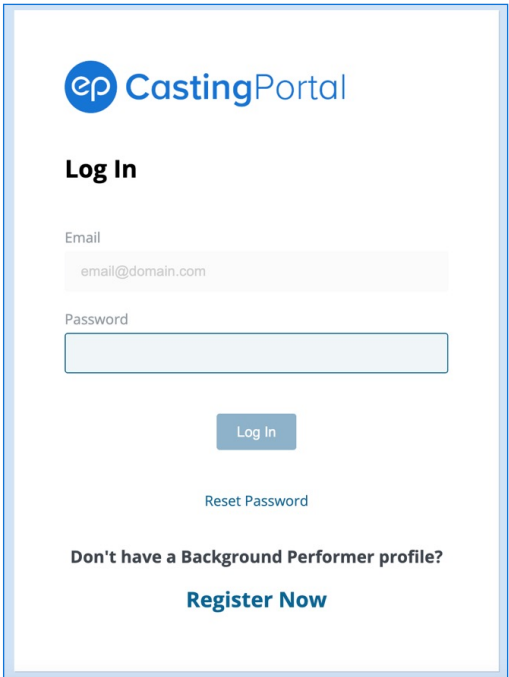
The screenshot shows the 'ep CastingPortal' header. Below it is the 'Log In' section. There are two input fields: 'Email' with the placeholder 'email@domain.com' and 'Password'. Below the password field is a 'Log In' button. Underneath the button is a 'Reset Password' link. At the bottom, there is a question 'Don't have a Background Performer profile?' followed by a 'Register Now' link.

Figure 3: Log In screen

Step 4 On the Reset Password screen, your email will auto-populate (if not, enter your email). Click **Submit**.

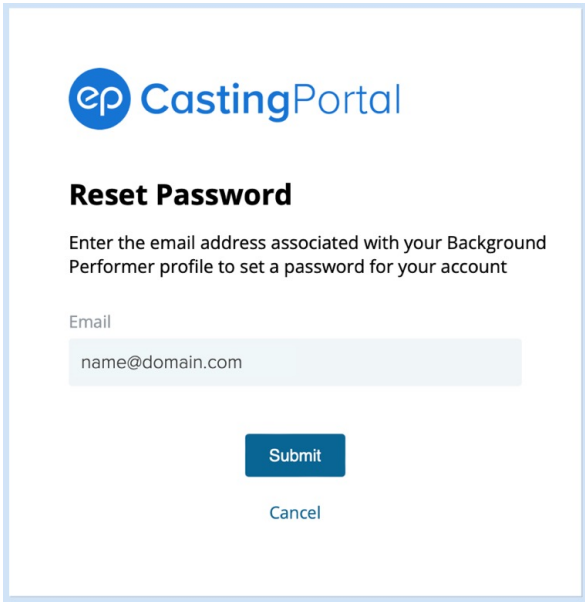
The screenshot shows the 'ep CastingPortal' header. Below it is the 'Reset Password' section. A message says 'Enter the email address associated with your Background Performer profile to set a password for your account'. There is an 'Email' input field with the placeholder 'name@domain.com'. Below the field are two buttons: 'Submit' and 'Cancel'.

Figure 4: Reset Password screen

I am an existing casting company or production company user and need to reset my password and set up MFA (Continued)

Step 5 You will receive a password reset email from EP (this may go to your junk folder). Click the link in the email to reset your password

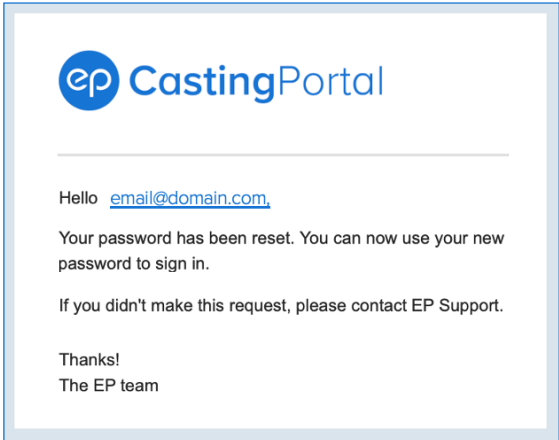


Figure 5: Reset password email

Step 6 On the Set Password screen, enter a new password and click Submit.

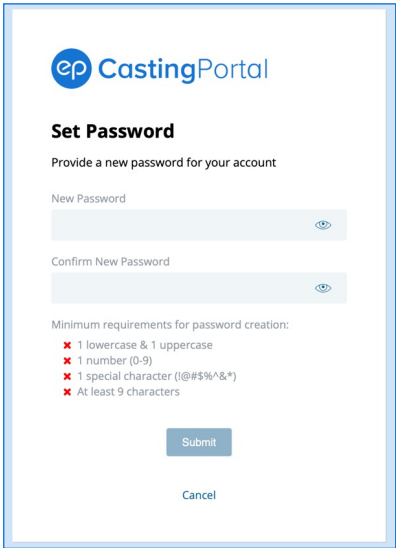


Figure 6: Set Password screen

I am an existing casting company or production company user and need to reset my password and set up MFA (Continued)

- Step 7** Messaging will be displayed to confirm that you have successfully reset your password. To continue and set up MFA, click **Log in**.

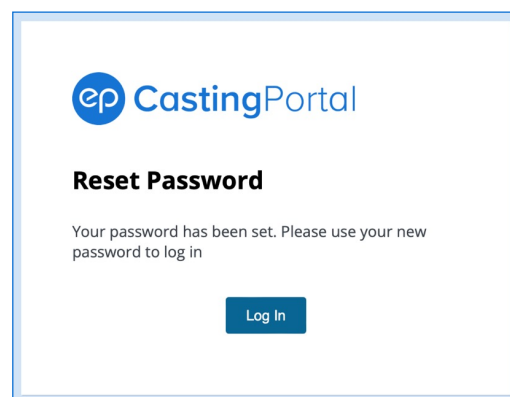


Figure 7: Reset password confirmation

- Step 8** The Welcome screen will be displayed. Click **START** to begin your MFA setup.

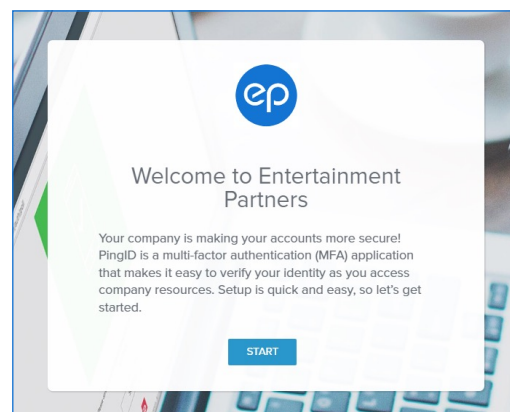


Figure 8: Welcome screen

I am an existing casting company or production company user and need to reset my password and set up MFA (Continued)

- Step 9** On the Add a New Device screen, select your method for generating an MFA passcode. Scan the QR code to install the PingID Mobile app (default) or choose another option under Other Authentication Methods.

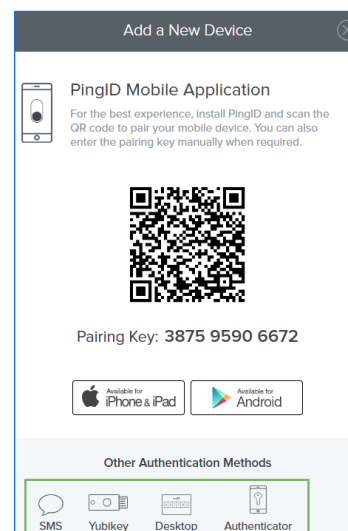


Figure 9: Add a New Device screen

- Step 10** Follow the on-screen prompts to complete your MFA setup. For detailed setup instructions for each option, go to ep.com/mfa/general.

- Step 11** If you logged in via login.epcastingportal.com and you have multiple user profiles, you will see a list of available casting sites. Select the site you would like to work from.

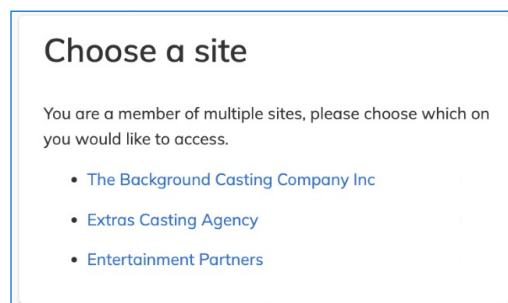


Figure 10: Choose a site screen; screen will only display for users with multiple profiles

I am a new casting company or production company user and need to set up MFA

Follow the steps below or watch the video guide.



Video guide:
(1 min 26 sec)

- Step 1** Once you have activated your account, you will be prompted to set up MFA. On the Welcome screen, click **START** to begin your MFA setup.

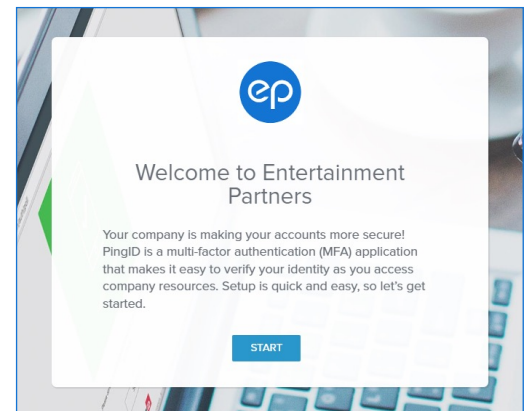


Figure 1: Welcome screen

- Step 2** On the Add a New Device screen, select your method for generating an MFA passcode. Scan the QR code to install the PingID Mobile app (default) or choose another option under Other Authentication Methods.

Follow the on-screen prompts to complete your MFA setup. For detailed setup instructions for each option, go to ep.com/mfa/general.

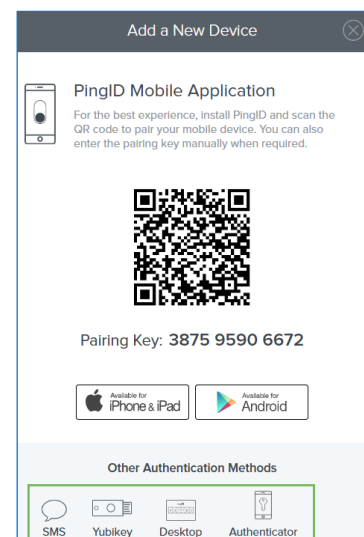


Figure 2: Add a New Device screen