

How to Claim Your SmartVoucher Profile

The production you are booked on is using SmartVoucher, a digital voucher from Entertainment Partners.

Your casting director has created a SmartVoucher profile for you using the email address you provided. This email address is now linked to your profile, which you must claim in order to complete production forms. You cannot use a different email address than the one you provided to the casting director.

Step 1

Click the link in your Welcome Email or scan the QR code at check-in. Bookmark this URL for future access.

Didn't receive a Welcome Email? Check your spam or junk folder for a message from **noreply-smartvoucher@ep.com**.

Step 2

Enter the email address you provided to the casting director. This is the same email address where you received your Welcome Email. If you do not use this same email address, you will not be able to claim your profile.

If you did not receive a Welcome Email or do not know which email you provided to casting, you must contact your casting director.

If you entered an email and were prompted to complete an application, then the email you used was not the same email connected to your SmartVoucher profile. Contact your casting director to ask which email they used to create your profile.

Welcome to the Casting Portal

Sign in with your EP Account

Email address

name@company.com

☒ Remember Me

Continue

Don't have a Background Performer profile? Enter your email and click Continue to create one.

Need help signing in?

Go to sign-in support

Step 3

Verify your email by entering the code sent to your email address.

Create your EP Account

Check your email for your verification code and enter it below.

Sent To: [The email you just entered]

Verification code

Verification code

Continue

Please wait 34s before requesting another code

Back

Step 4

Create a password.

Create your new password

Create a password

New password

Re-enter your new password

Verify new password

Password policy:

- At least 9 characters
- One upper-case letter
- One lower-case letter
- One number
- One symbol
- No more than three sequential characters (1234, abcd, QWER)

Continue

Cancel

Step 5

Add your phone number. This helps verify your identity and sets up multi-factor authentication (MFA). Click Verify.

Add a phone number

Enter your phone number to verify your identity and make EP Account recovery and support easier.

Enter your phone number

+1

Verify

Step 6

Review the SMS Messaging Terms and Conditions. Click Continue to accept.

Terms and Conditions

Please read through our terms and conditions carefully

SMS and Voice Messaging Terms and Conditions

1. SMS Communication Consent. By providing your mobile phone number, you consent to receive text messages (SMS) and/or automated or prerecorded voice calls from EP regarding your account, services, updates, and other service-related communications. Message frequency may vary. You understand that message and data rates may apply depending on your mobile carrier.

2. Opt-Out and Support Instructions. You can opt-out at any time by replying STOP to any message. For voice calls, you may contact us at support@ep.com to request removal from call communications.

3. Participating Carriers. Message delivery is supported by most major carriers including, but not limited to, AT&T, Verizon Wireless, T-Mobile, Sprint, MetroPCS, U.S. Cellular, and others. Note: Carriers are not liable for delayed or undelivered messages.

By clicking "Continue," you acknowledge that you have read, understood, and agree to EP's SMS and Voice Messaging Terms and Conditions and Privacy Notice.

Your acceptance is required to proceed.

Continue

Step 7

Enter the code sent to the phone number you provided and click Verify to complete MFA setup.

Verification

Code sent to:

Please enter the passcode you received.

Please wait 37s before requesting another code

Verify

Use a different phone number

Step 8

Your EP Account is now created. Click Continue to sign in.

Congrats!

Your EP Account is set up and ready.

Go to sign-in support

Continue

Step 9

Enter your email and password.

Welcome to the Casting Portal

Sign in with your EP Account

Email address

name@company.com

☒ Remember Me

Continue

Don't have a Background Performer profile? Enter your email and click Continue to create one.

Need help signing in?

Go to sign-in support

Step 10

Enter the verification code sent as a text message to the number you provided.

Verification

Code sent to:

Please enter the passcode you received.

Please wait 37s before requesting another code

Verify

Use a different phone number

Step 11

You have now signed in and successfully claimed your SmartVoucher profile. Click Continue to proceed to your SmartVoucher dashboard.

Welcome back!

You successfully signed in to your EP Account.

Continue

EP recommends setting up at least two authentication methods, so you always have a backup.

Manage authentication methods

Need help with logging in and claiming your profile?

To contact the Support team, call **855-458-9404**.

For additional support, visit ep.com/support/smartvoucher-background/

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