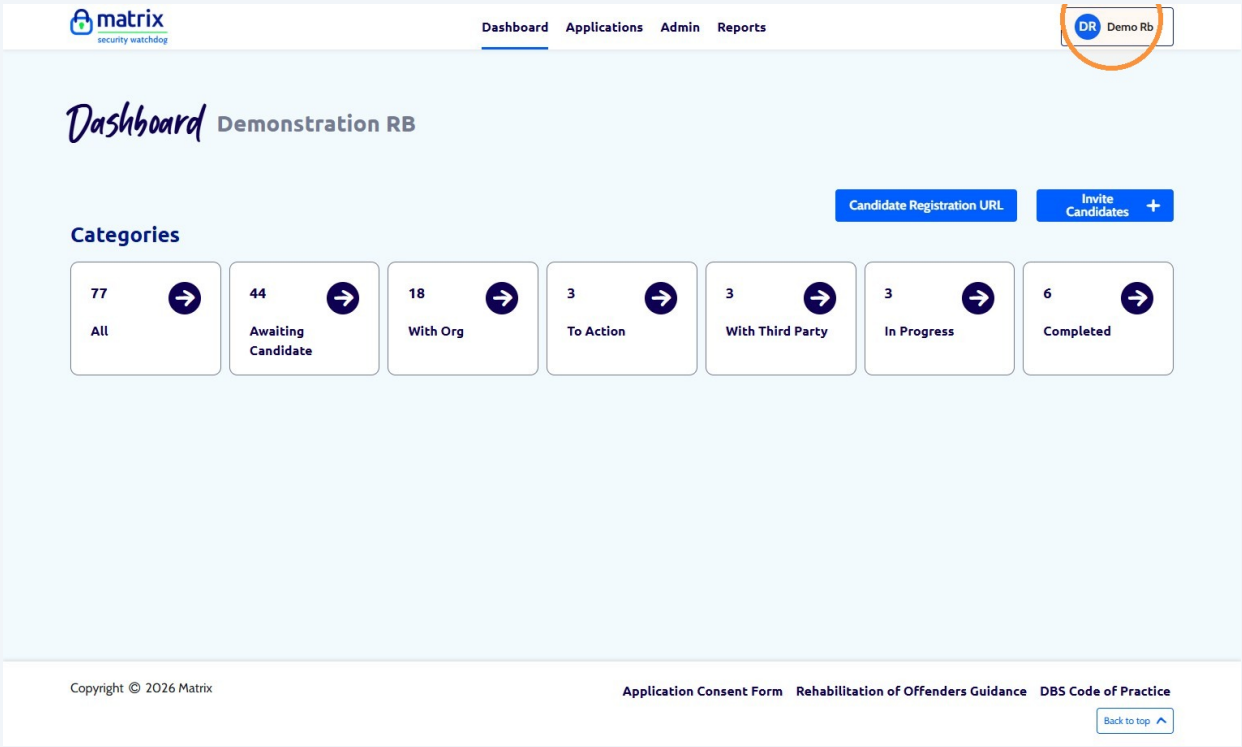
How to Update Your Email Address as a User in Matrix Screening

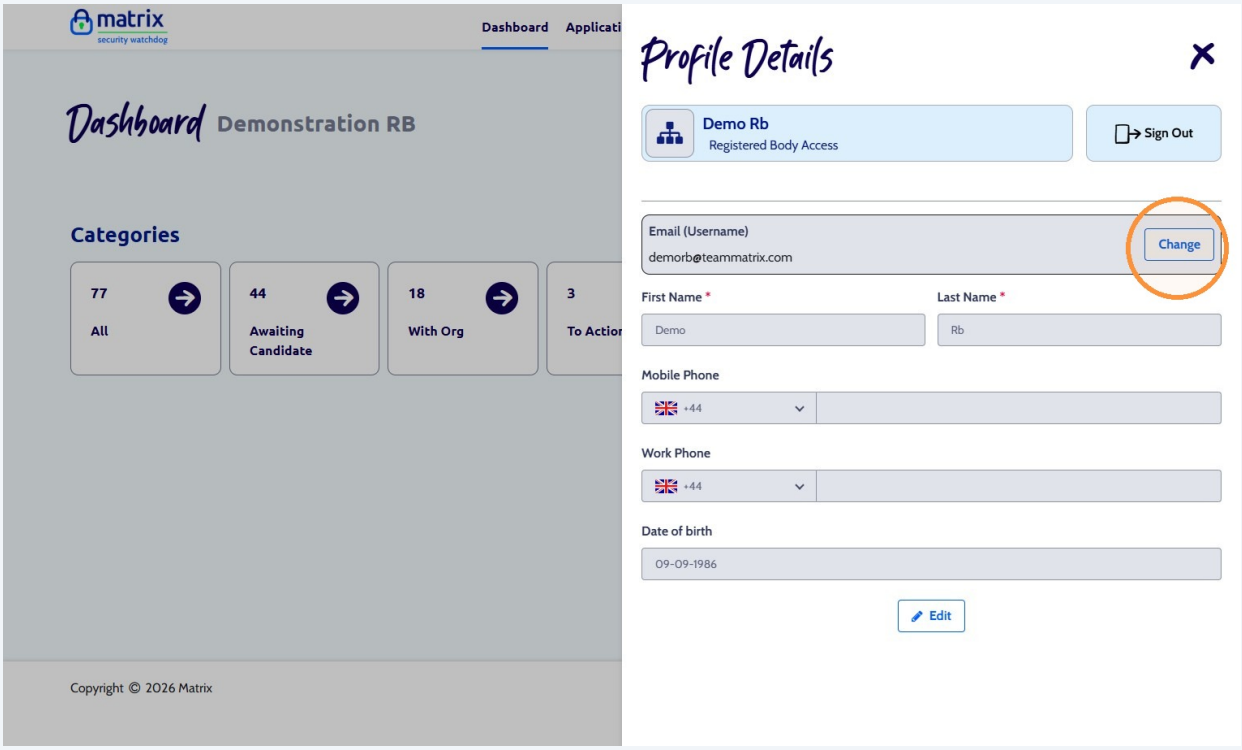
Follow this guide to securely update your account email address within the Matrix Screening platform. This process ensures your contact information remains current for all future system communications.

Profile Settings

1 Click your Username from the Profile Selector in the toolbar

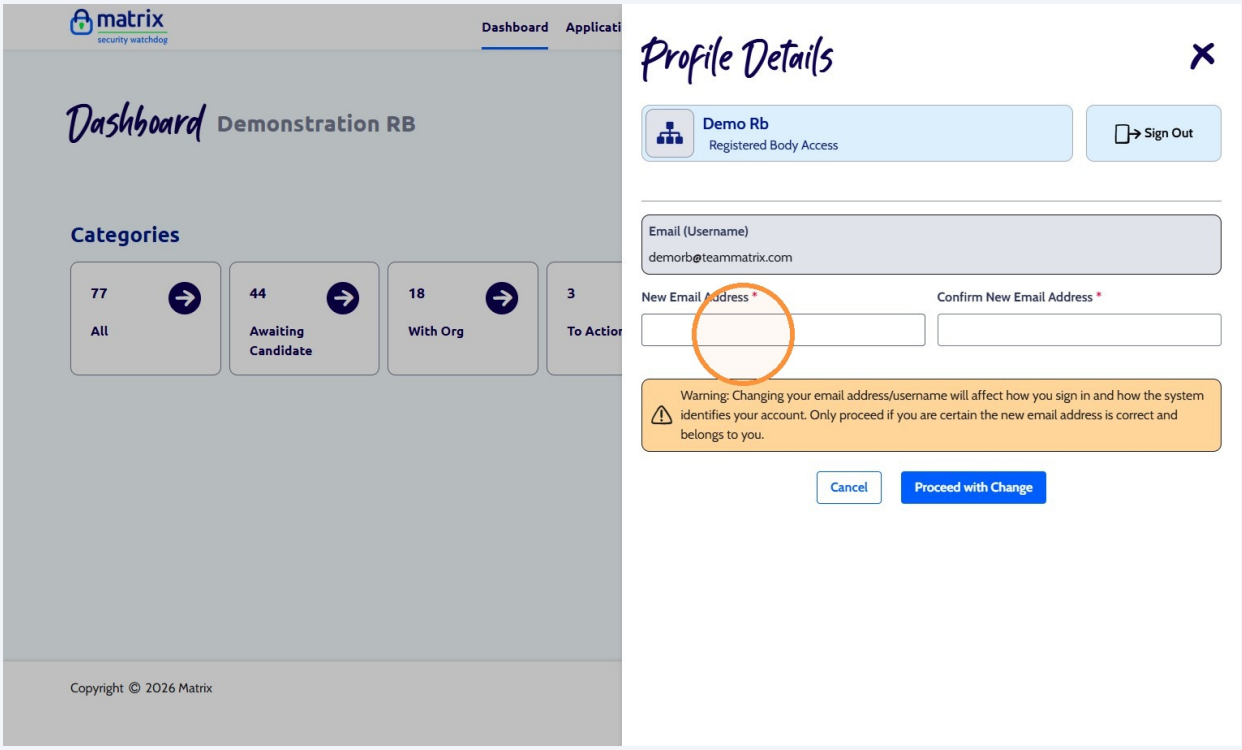


2 Click **Change** against your email address

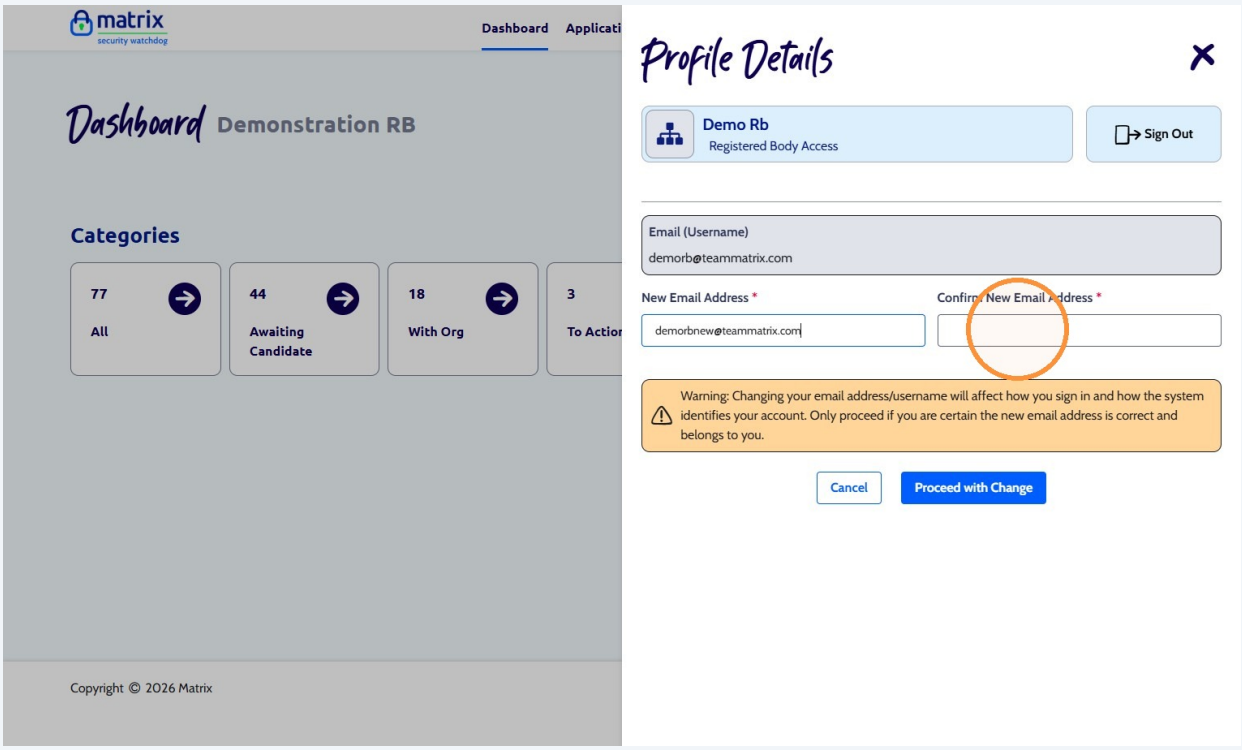


Email Address Change

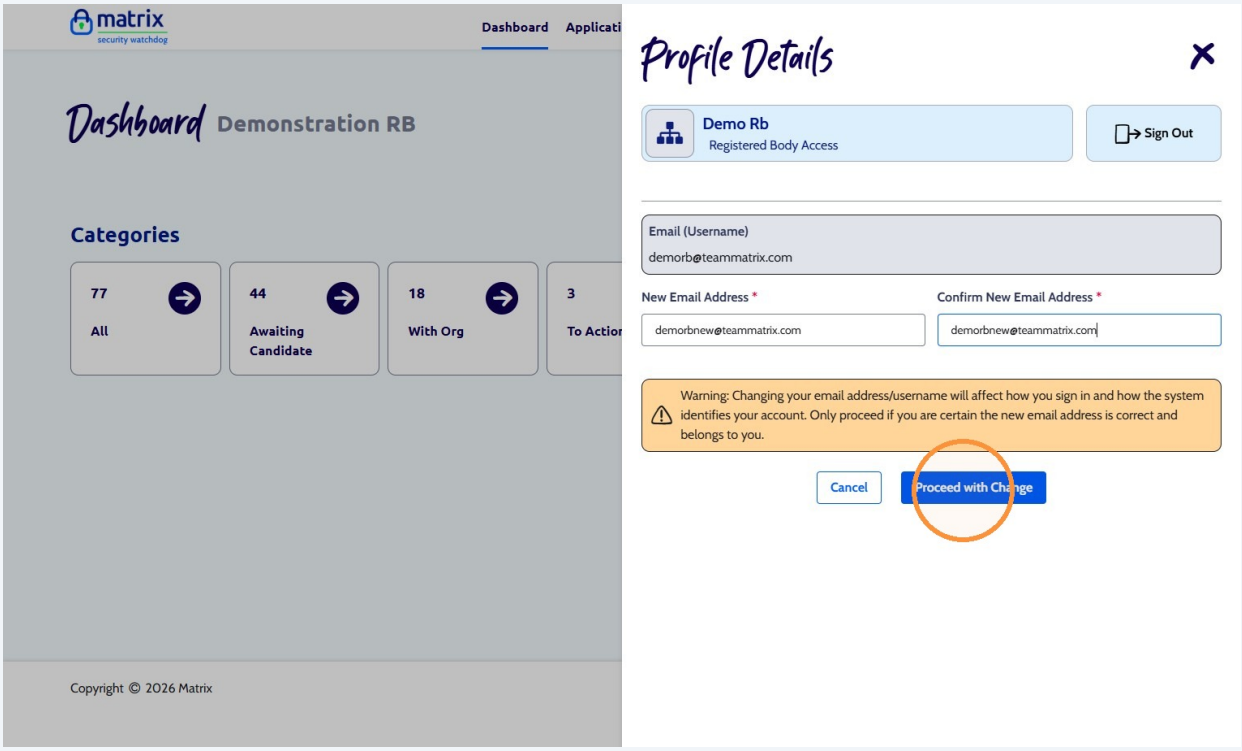
3 Enter your new email address in the 'New Email Address' field



4 Enter it again in the 'Confirm New Email Address' field

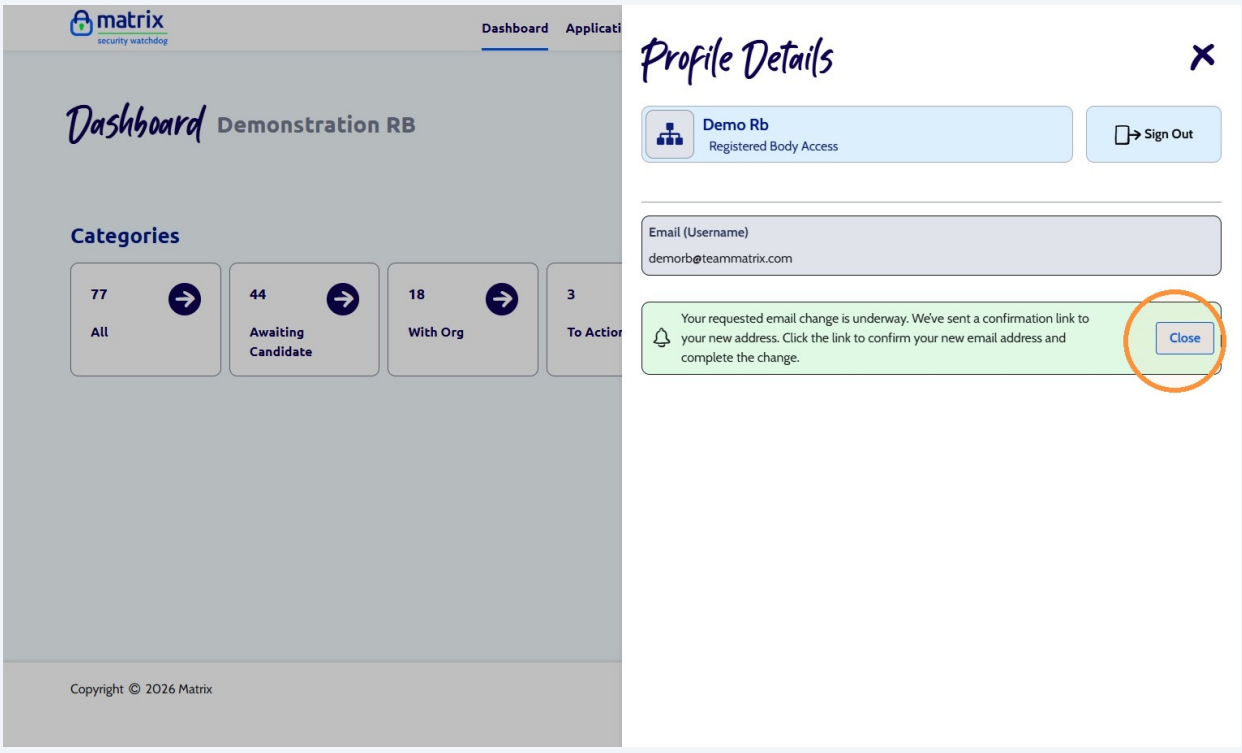


5 Click **Proceed with Change**

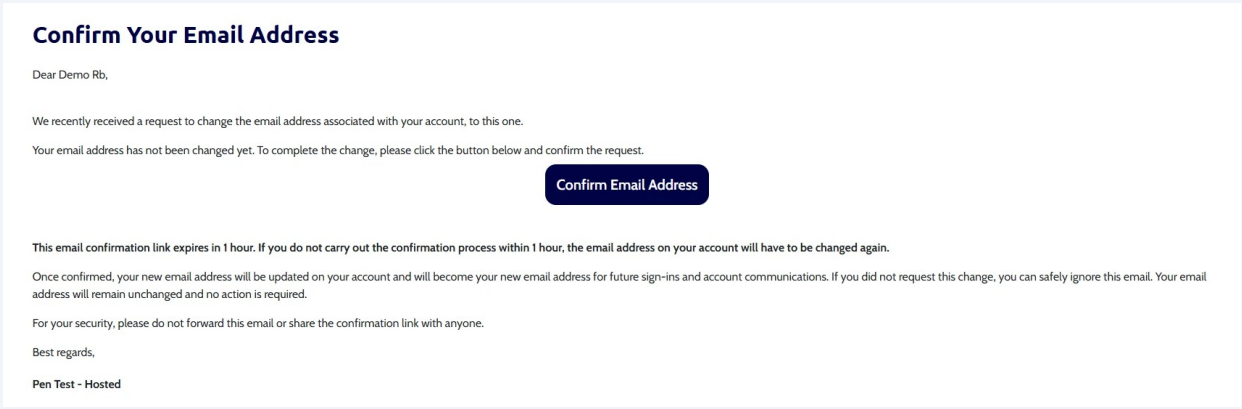


6 You will now receive an email to your new email address asking you to confirm your new email address and complete the change.

Without clicking the link in the email, your email address will not be changed



7 Click the 'Confirm Email Address' button in the email received



Confirm Your Email Address

Dear Demo Rb,

We recently received a request to change the email address associated with your account, to this one.

Your email address has not been changed yet. To complete the change, please click the button below and confirm the request.

Confirm Email Address

This email confirmation link expires in 1 hour. If you do not carry out the confirmation process within 1 hour, the email address on your account will have to be changed again.

Once confirmed, your new email address will be updated on your account and will become your new email address for future sign-ins and account communications. If you did not request this change, you can safely ignore this email. Your email address will remain unchanged and no action is required.

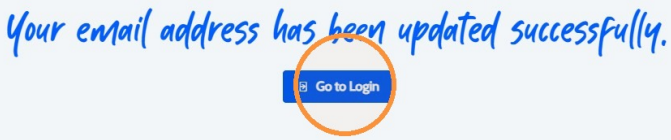
For your security, please do not forward this email or share the confirmation link with anyone.

Best regards,

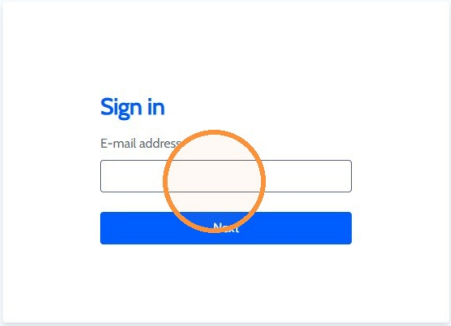
Pen Test - Hosted

8 A successful message will be displayed, confirming the email address for your account has been updated successfully.

Click **Go to Login**



9 Enter your new email address in the 'E-mail address' field



10 You can now login using your new email address.

Your password will remain unchanged as part of this process

