

## Terms and conditions for digital access

### Single user, single device access

The access code is valid for one user and is restricted to one device only. The code cannot be used simultaneously on multiple devices or by multiple users or transferred to another user.

### One-Time Password (OTP)

Upon your first login, a one-time password (OTP) will be sent to the email associated with your account. The OTP is valid for a limited time and must be entered to confirm your identity. Failure to complete OTP verification may result in denied access.

### Device limitation

Once the access code is activated, it becomes permanently linked to the registered device. If you need to change or replace your device, you must contact customer support for assistance. Unauthorized attempts to access content from a different device may result in suspension or termination of access.

### Support and assistance

If you experience any difficulties, including issues with activation, login, or access, please contact our support team at: [.....@elpmauritius.com](mailto:.....@elpmauritius.com)

Our support team will provide assistance during normal business hours.

### Account security

You are responsible for maintaining the confidentiality of your account and access code and login credentials. Sharing your access code or account information with others is strictly prohibited

### Expiration of access

Your access code provides two years of digital access from the date of activation. After this period, your access to the digital resources will automatically expire, and a new access code will be required.

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