

Elo RMA Portal Registration Instructions

- 1) Browse to <https://rma.elotouch.com>.
- 2) Click “Sign up/Sign In”.



Welcome to the Elo RMA Portal

Security Update - 7/7/2025

Please note that we have updated our security and authentication for the RMA portal. We have partnered with Microsoft to provide a safer and more user-friendly authentication experience.

You'll notice several updates:

- Our portal URL is now **rma.elotouch.com** rather than **portal.elotouch.com**. Please update your bookmarks accordingly.
- You will be required to **re-register** your account as a new user.
- It is highly recommended that you re-register with the **same email address** used previously to match your existing RMAs.
- If you attempt to log in with your usual credentials, **it will not allow you access until you register as a new user.**
- We have provided [Registration Instructions](#) for your convenience.



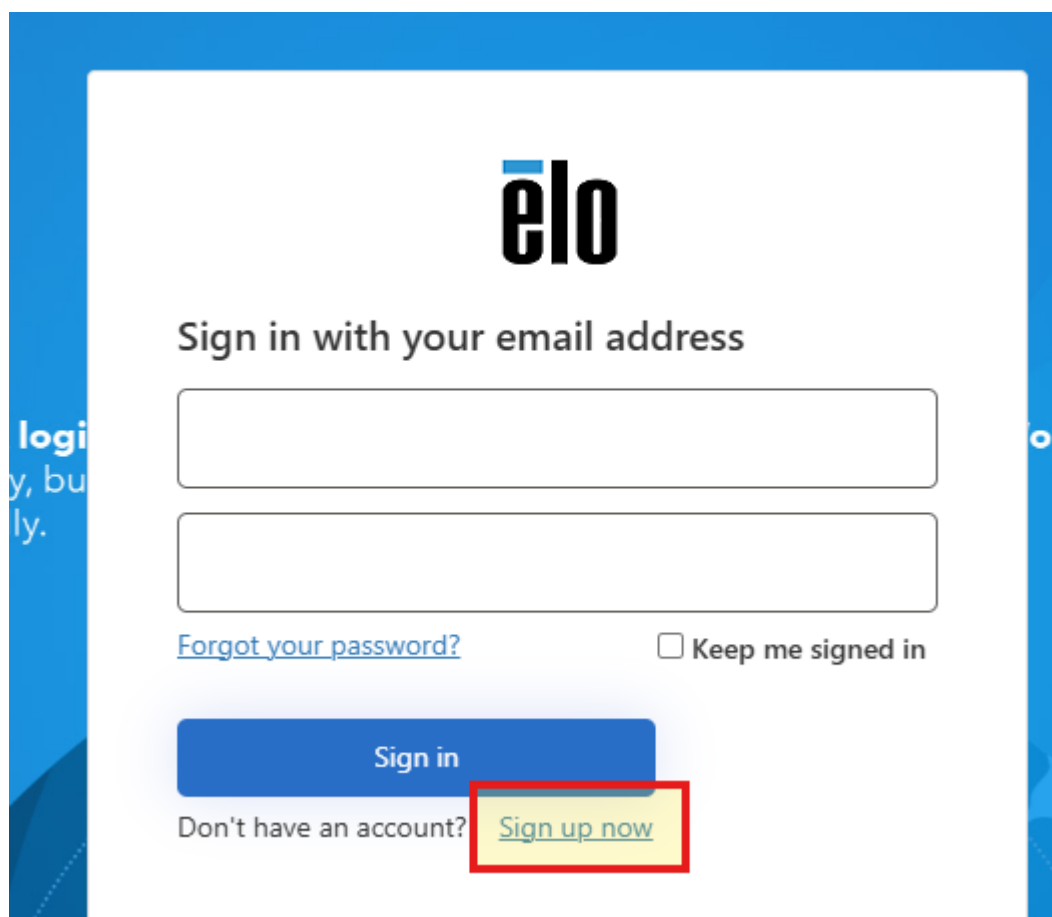
Services Portal

Register new or sign in to submit a new RMA request or check on the status of an existing RMA

[Sign up / Sign in »](#)

[Serial Number Lookup »](#)

3) Click “Sign up now” for new registration.



The image shows a login and registration form for 'elo'. The form is centered on a white background with a blue border. At the top is the 'elo' logo. Below it is the text 'Sign in with your email address'. There are two input fields for email and password. Below the password field is a link 'Forgot your password?' and a checkbox 'Keep me signed in'. A blue 'Sign in' button is below the checkbox. At the bottom, the text 'Don't have an account?' is followed by a 'Sign up now' link, which is highlighted with a red box and a yellow background.

elo

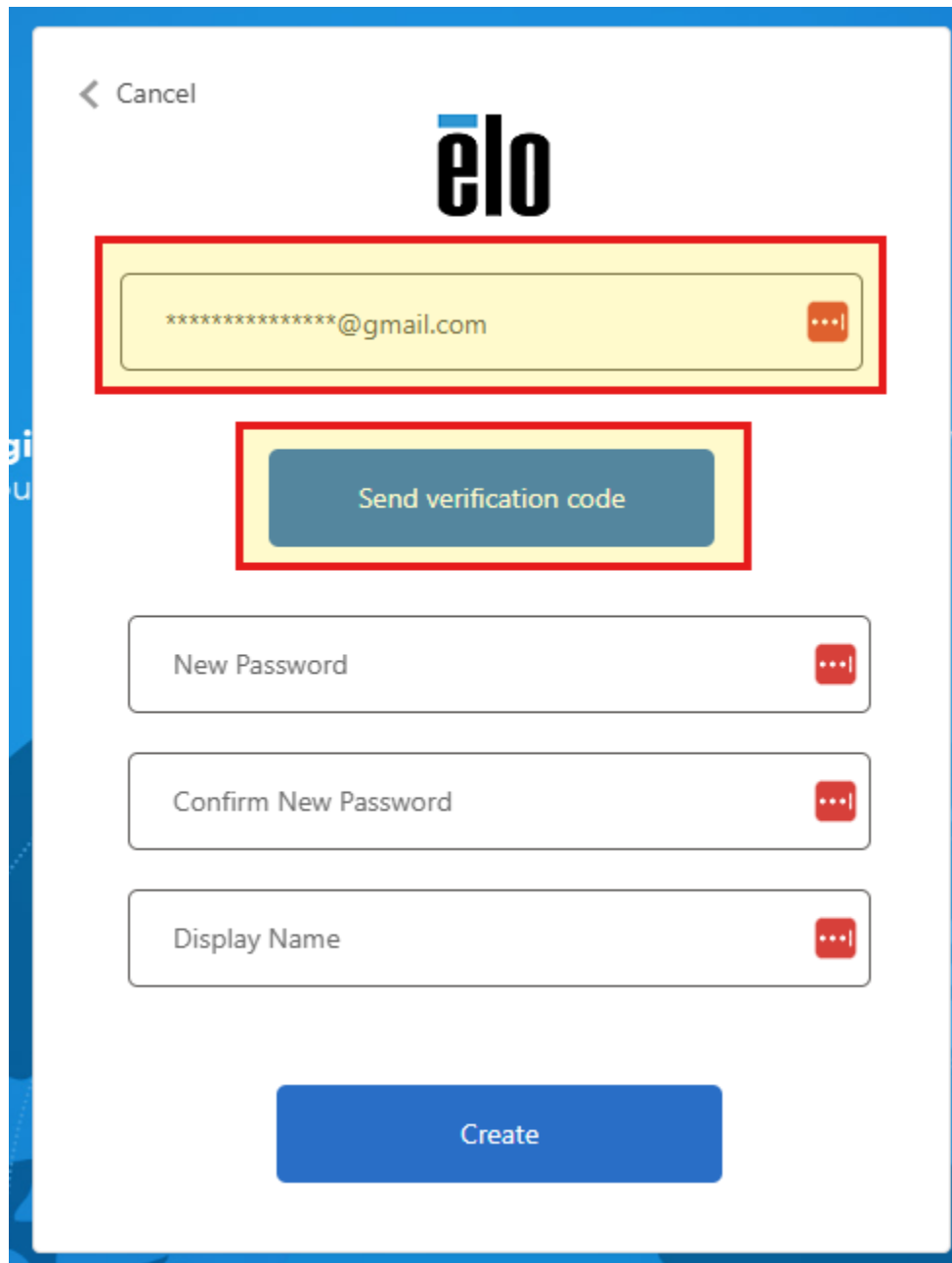
Sign in with your email address

[Forgot your password?](#) ☐ Keep me signed in

Sign in

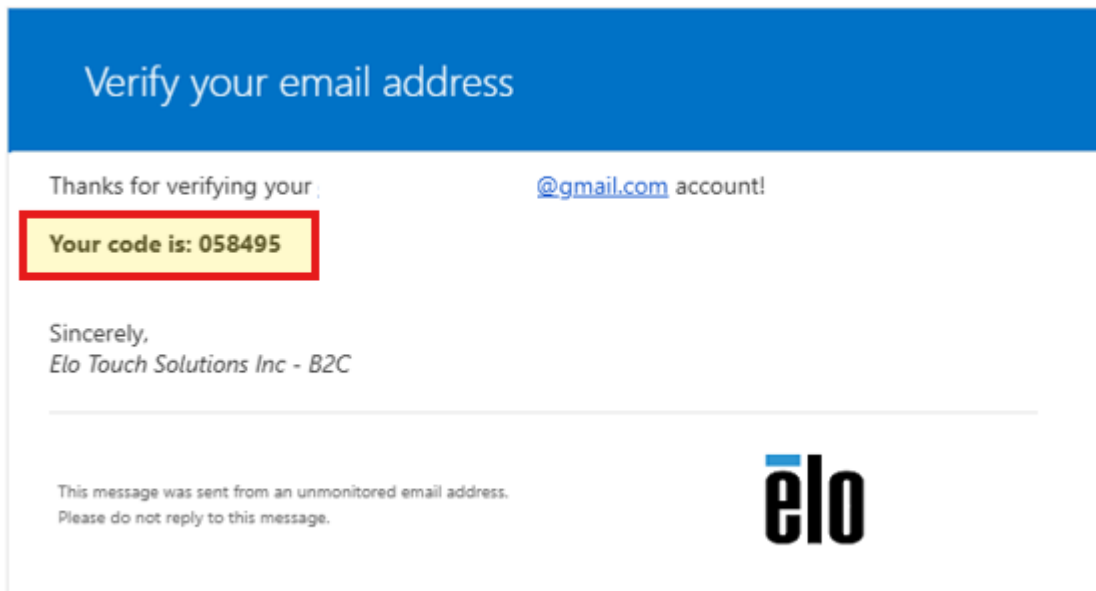
Don't have an account? [Sign up now](#)

- 4) Enter your “Email Address”, and click “Send Verification Code”. At this time, please do not enter your password information until you have verified your authentication code.

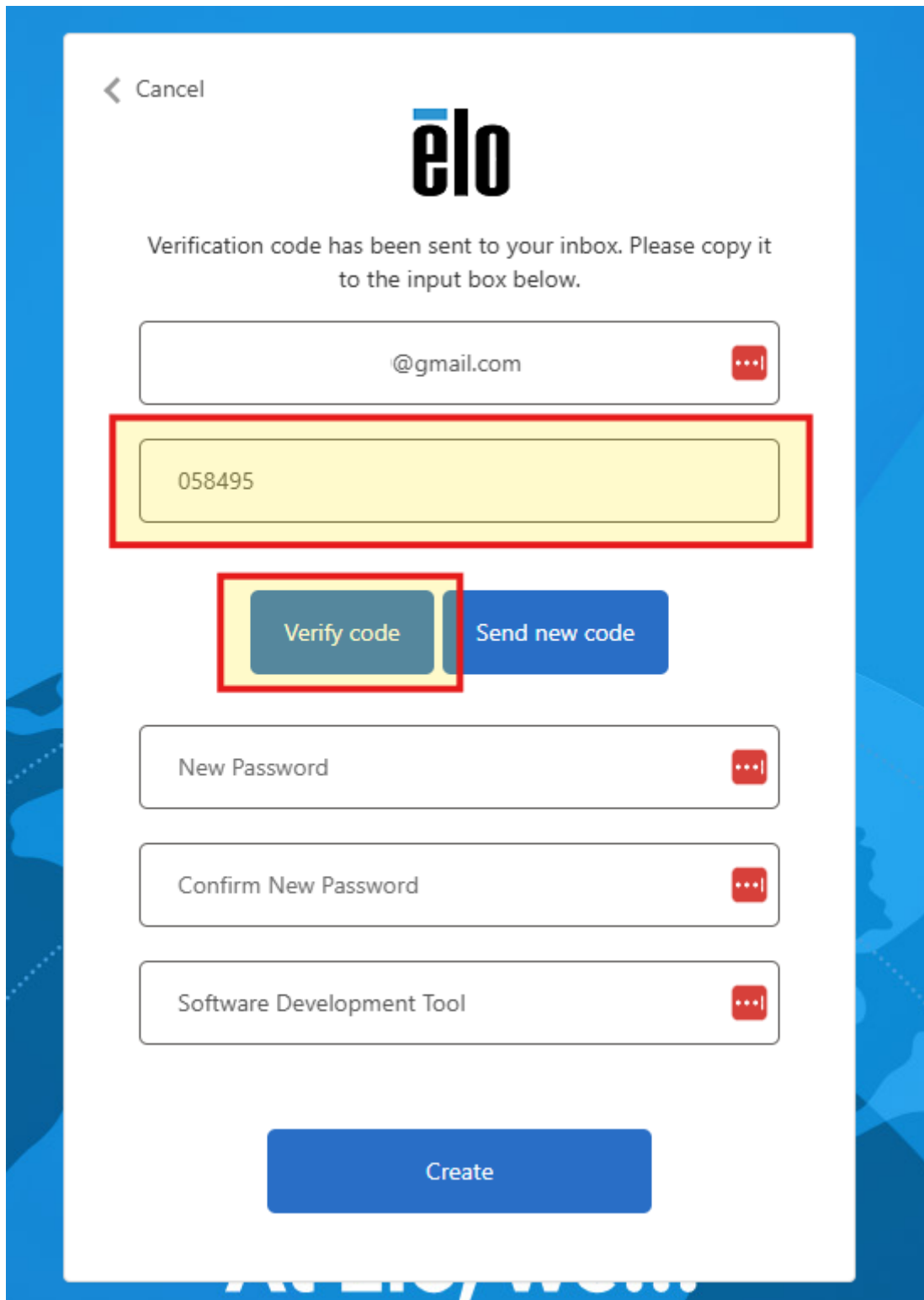


The image shows a mobile app registration screen for 'elo'. At the top left is a back arrow and the text 'Cancel'. The 'elo' logo is centered at the top. Below the logo is a yellow rectangular box containing an email address field with the text '*****@gmail.com' and a red eye icon to toggle visibility. Below this is a blue button with the text 'Send verification code'. Further down are three white input fields: 'New Password', 'Confirm New Password', and 'Display Name', each with a red eye icon. At the bottom is a large blue button with the text 'Create'.

5) You will receive an email titled “Elo Touch Solutions Inc - B2C account email verification code”. This email will contain your verification code.



- 6) Enter your “Verification Code” and click “Verify code”. At this time, please do not enter your password information until you have verified your authentication code.



The image shows a mobile application interface for Elo. At the top left is a back arrow and the word "Cancel". In the center is the "elo" logo. Below the logo, a message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are three input fields: the first contains "@gmail.com" with a red eye icon; the second contains "058495" and is highlighted with a red border; the third is empty. Below the input fields are two buttons: "Verify code" (highlighted with a red border) and "Send new code". Below these are three more input fields: "New Password", "Confirm New Password", and "Software Development Tool", each with a red eye icon. At the bottom is a large blue "Create" button.

< Cancel

elo

Verification code has been sent to your inbox. Please copy it to the input box below.

@gmail.com

058495

Verify code Send new code

New Password

Confirm New Password

Software Development Tool

Create

7) You will see a verification notification at the top of the screen “E-mail address verified. You can continue now.” Once you see this message, enter your New “Password” and “Confirm New Password”. Also, enter a “Display Name” for yourself and click “Create”.

The screenshot shows the 'elo' app registration interface. At the top left is a back arrow and the text 'Cancel'. The 'elo' logo is centered at the top. Below it, a yellow banner displays the message: 'E-mail address verified. You can continue now.' Underneath the banner is a text input field containing the email 'elotouchwebdev+20@gmail.com' with a red eye icon on the right. Below the email field is a blue button labeled 'Change e-mail'. A red rectangular box highlights the registration form, which contains three input fields: a password field with a red eye icon, a confirm password field with a red eye icon, and a display name field containing the text 'Software Development' with a red eye icon. At the bottom of the highlighted form is a blue button labeled 'Create'.

8) Once you have successfully created your account, you should automatically be logged into the RMA Portal as shown below. If you do not see this page, or continue receiving error messages, please continue to section two of this guide for troubleshooting information.

[Portal Home](#) [RMA Portal](#)  [Hello EloTouch WebDev!](#) [Sign out](#)

Request a Repair or Return

Have you visited our [Elo Support page](#)? Many issues can be solved by working directly with the Technical Support Team.

Elo Support Website: <https://elosupport.elotouch.com/hc/en-us>
Technical Support Form: <https://contactus.elotouch.com/technicalsupport>
Technical Support Phone: +1-844-435-6832

1

Select Region and Country (required)

North America

North America - United States of America (US)

2

Check Warranty Status (by Serial Number)

Please enter valid serial numbers in the box below to view the status of your warranty. Most serial numbers are located on the rear side of your monitor.

To submit a **component**, please send a request using the [Contact Us](#) form.

0 serial numbers listed. (limited to 50)

example:
K122223333
L777888999
G11A222333

Quick Links

- [Find Part and Serial Number](#)
- [Elo Serial Number Breakdown](#)
- [Return and Repair Policy](#)
- [Warranty Information](#)
- [Advance Unit Replacement](#)
- [Extended Warranty](#)
- [On-Site Exchange Program](#)
- [Elo Touch Services Portal User Guide](#)

Tax Exempt?

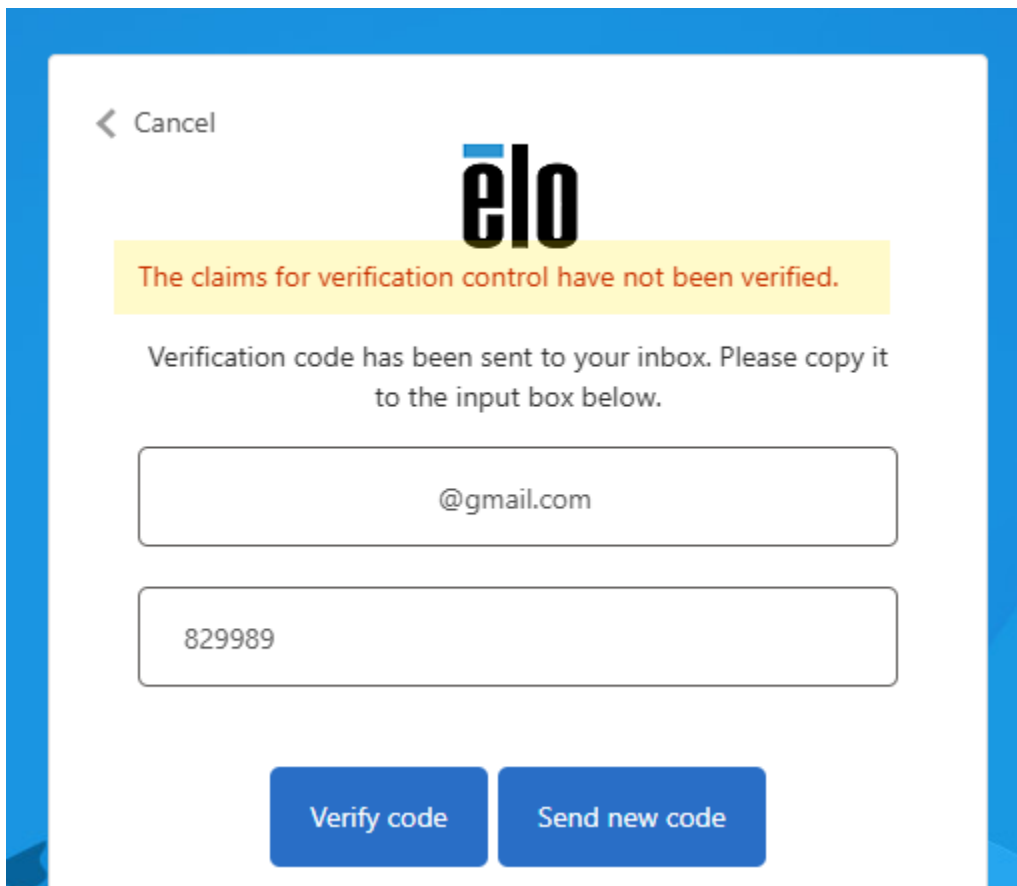
- [Submit Your Documentation](#)

Serial Number Registration



RMA Portal Registration Issues or Errors

- 1) If you receive the following message “The claims for verification control have not been verified”, this indicates that the above registration process was performed out of order, likely not clicking “Verify Code” before creating your account. Please try the registration process once more.



The screenshot shows a mobile application interface for ELO. At the top left is a back arrow and the word "Cancel". In the center is the ELO logo. Below the logo is a yellow banner with the text "The claims for verification control have not been verified." in red. Underneath the banner, a message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: the first contains "@gmail.com" and the second contains "829989". At the bottom are two blue buttons: "Verify code" and "Send new code".

< Cancel

elo

The claims for verification control have not been verified.

Verification code has been sent to your inbox. Please copy it to the input box below.

@gmail.com

829989

Verify code Send new code

2) Password Acceptance. If you see the errors below, please strengthen your password following the rules below.

The password must be between 8 and 64 characters.

Your password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a number
- a symbol

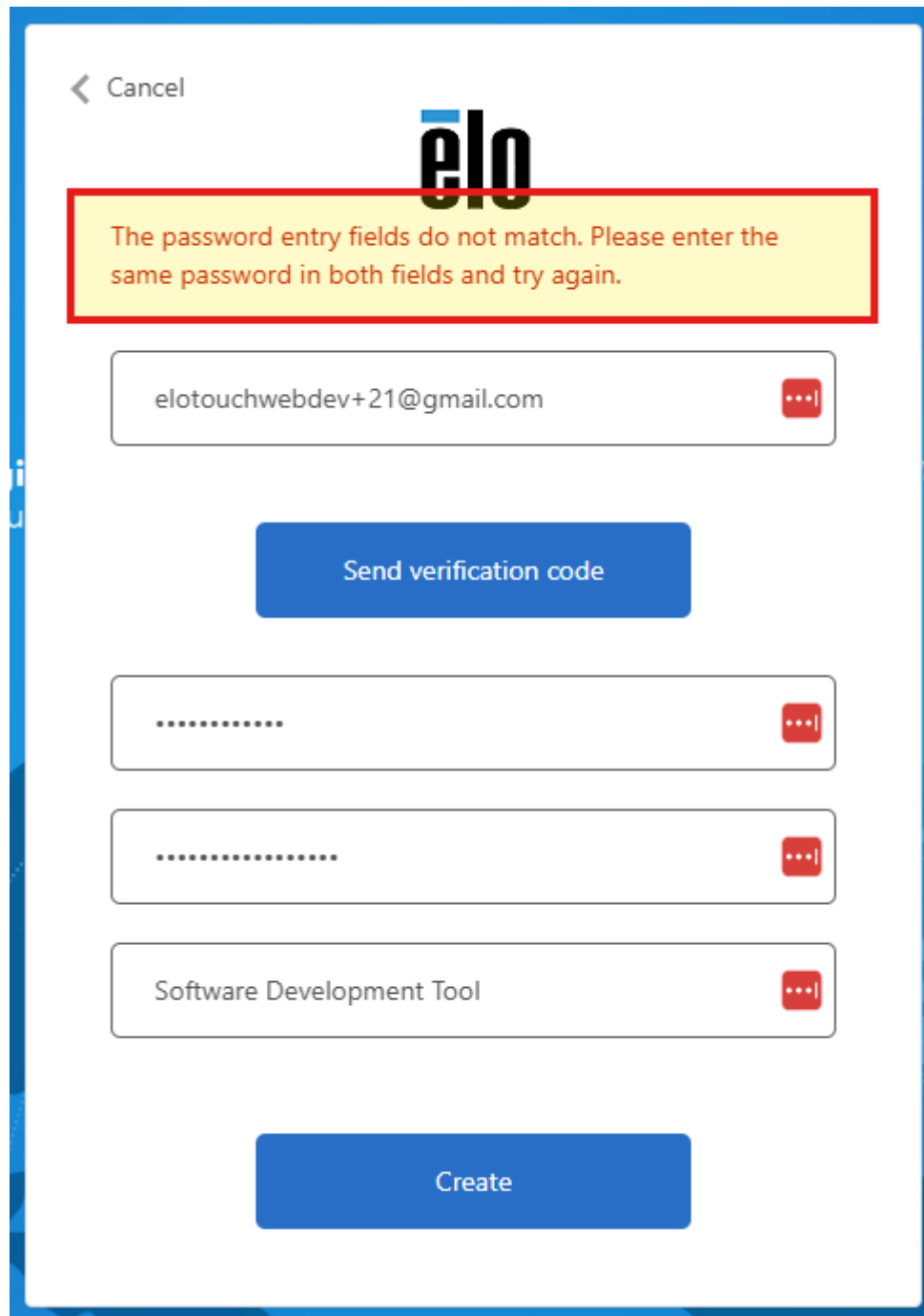
The password must be between 8 and 64 characters.

Your password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a number
- a symbol

3) Password Matching. If you see the error below, please ensure that your “Password” and “Confirmation Password” match exactly.



The screenshot shows a mobile app registration screen for 'elo'. At the top left is a back arrow and the text 'Cancel'. The 'elo' logo is centered at the top. A yellow error box with a red border contains the message: 'The password entry fields do not match. Please enter the same password in both fields and try again.' Below this is a text input field containing 'elotouchwebdev+21@gmail.com' with a red eye icon on the right. A blue button labeled 'Send verification code' is centered below the email field. There are two password input fields, each with a red eye icon on the right. The first password field contains a series of dots. The second password field also contains a series of dots. Below the password fields is a text input field containing 'Software Development Tool' with a red eye icon on the right. At the bottom is a blue button labeled 'Create'.

< Cancel

elo

The password entry fields do not match. Please enter the same password in both fields and try again.

elotouchwebdev+21@gmail.com

Send verification code

.....

.....

Software Development Tool

Create