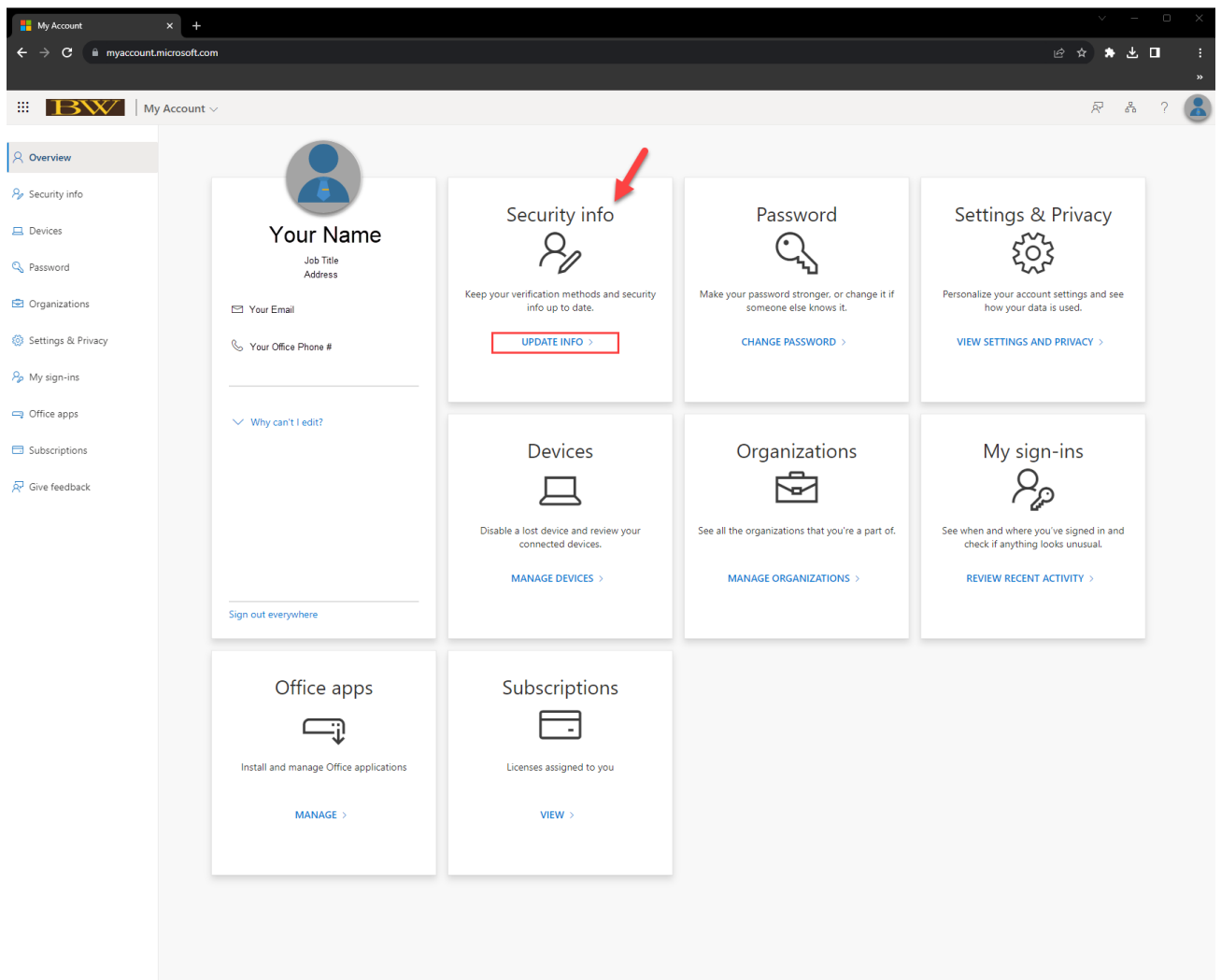


# How do I change my multi-factor authentication methods?

If you ever run into problems with how you're logging in using your current multi-factor authentication, don't worry! You can easily change, add, remove, or edit your current authentication methods.

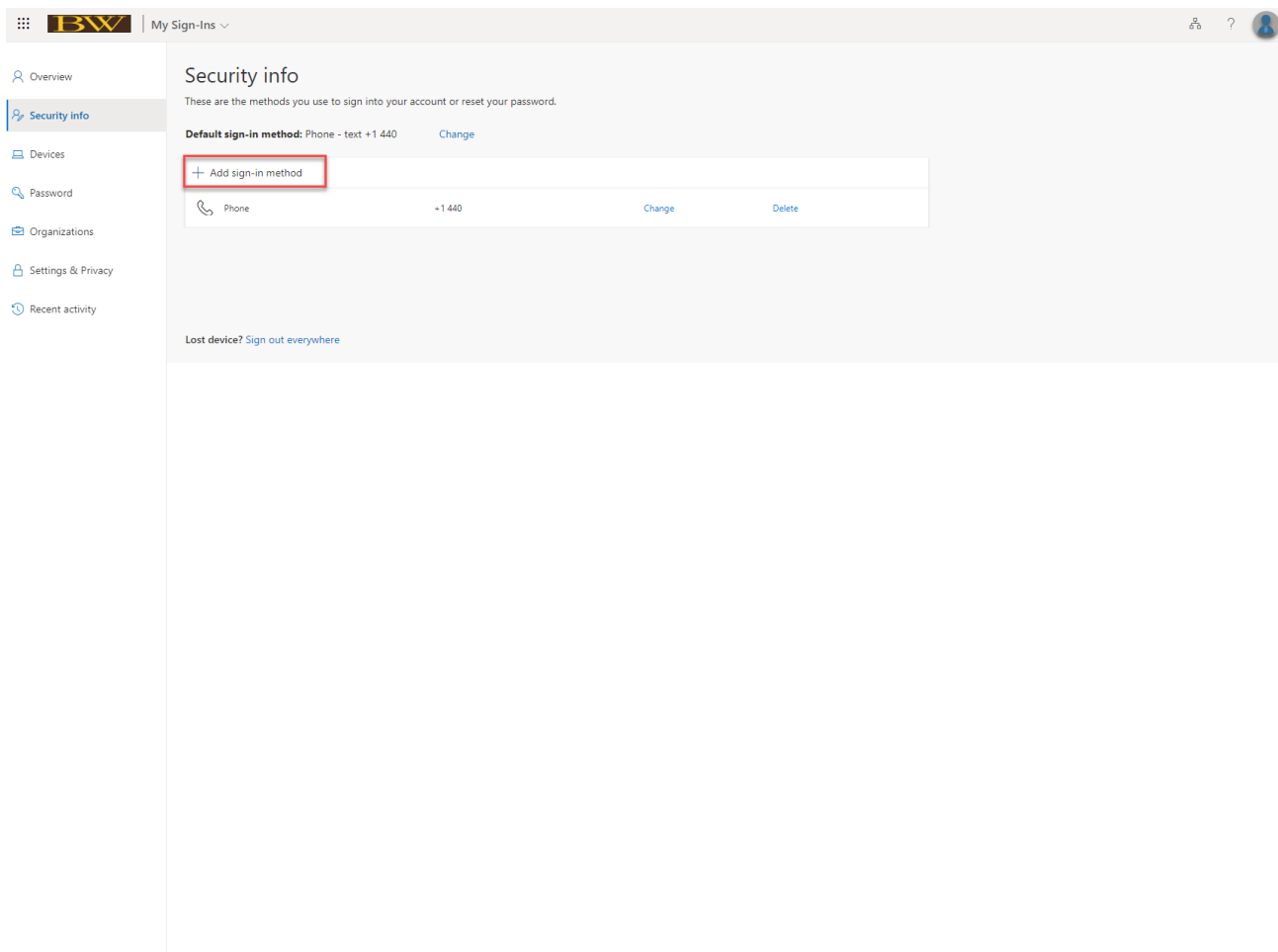
We **HIGHLY** recommend having at **LEAST TWO** methods linked to your BW account.

- 1) Navigate to [myaccount.bw.edu](https://myaccount.bw.edu), and sign in with your BW credentials (you may be asked to complete multi-factor authentication).
- 2) On the **overview page**, select **update info** in the **security info** box.



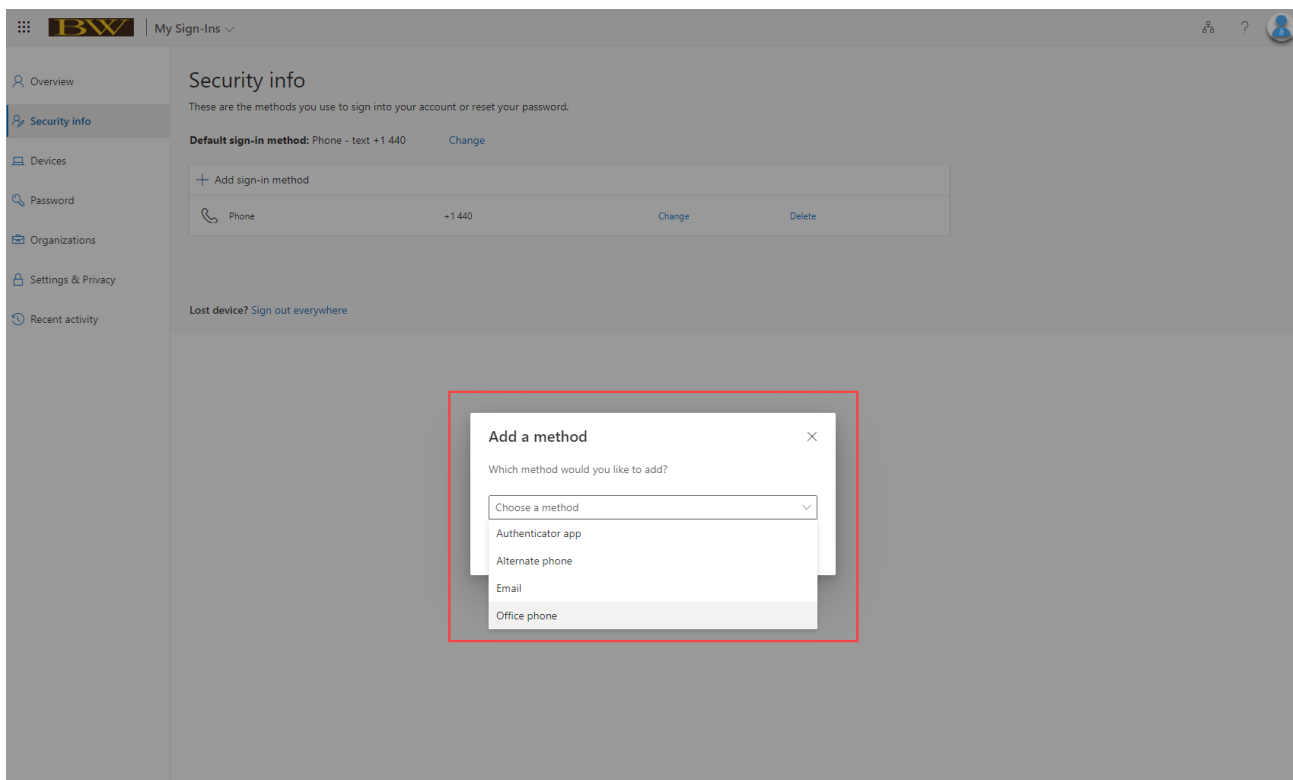
- 3) A new page will appear. To add a new method, press **Add sign-in method** (if you were not asked to complete multi-factor authentication previously, you may be prompted to do so).





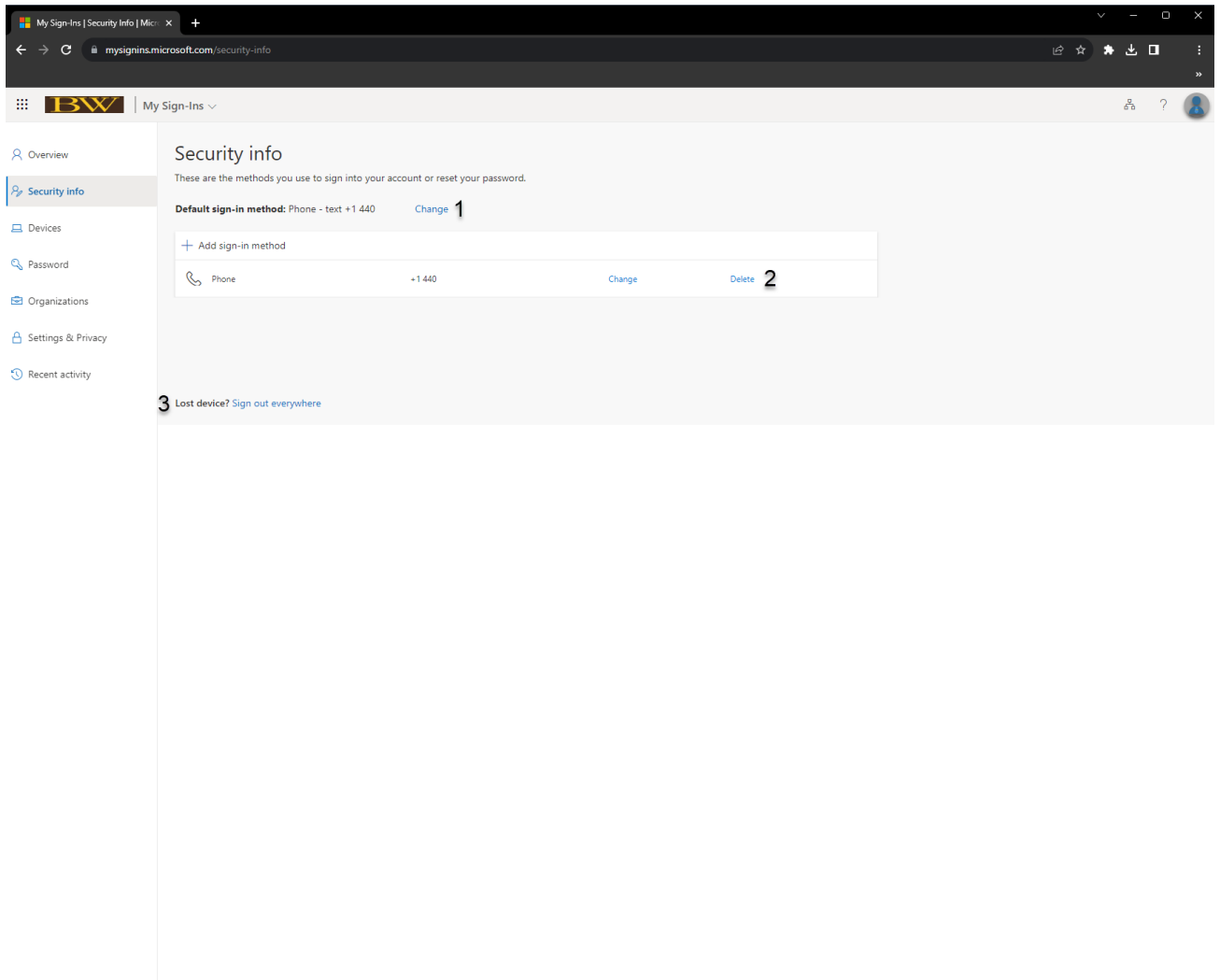
4) Select a method from the list.

**\*NOTE\* Email can ONLY be used for password resets. It CANNOT be used as a method to sign in. Please choose one of the other options.**



5) Follow the on-screen instructions to add the selected method to your account.

## Other options on the Security info page:



1) **Changes your default method:** You can change what method you'll use when signing in with your BW credentials.

2) **Delete method:** This option removes methods from your account. Use this if your phone number changes or you can no longer sign in with the Microsoft Authenticator app.

3) **Sign out everywhere:** If you lost a device that you use for sign-in, we recommend this option to sign out from all your devices.