

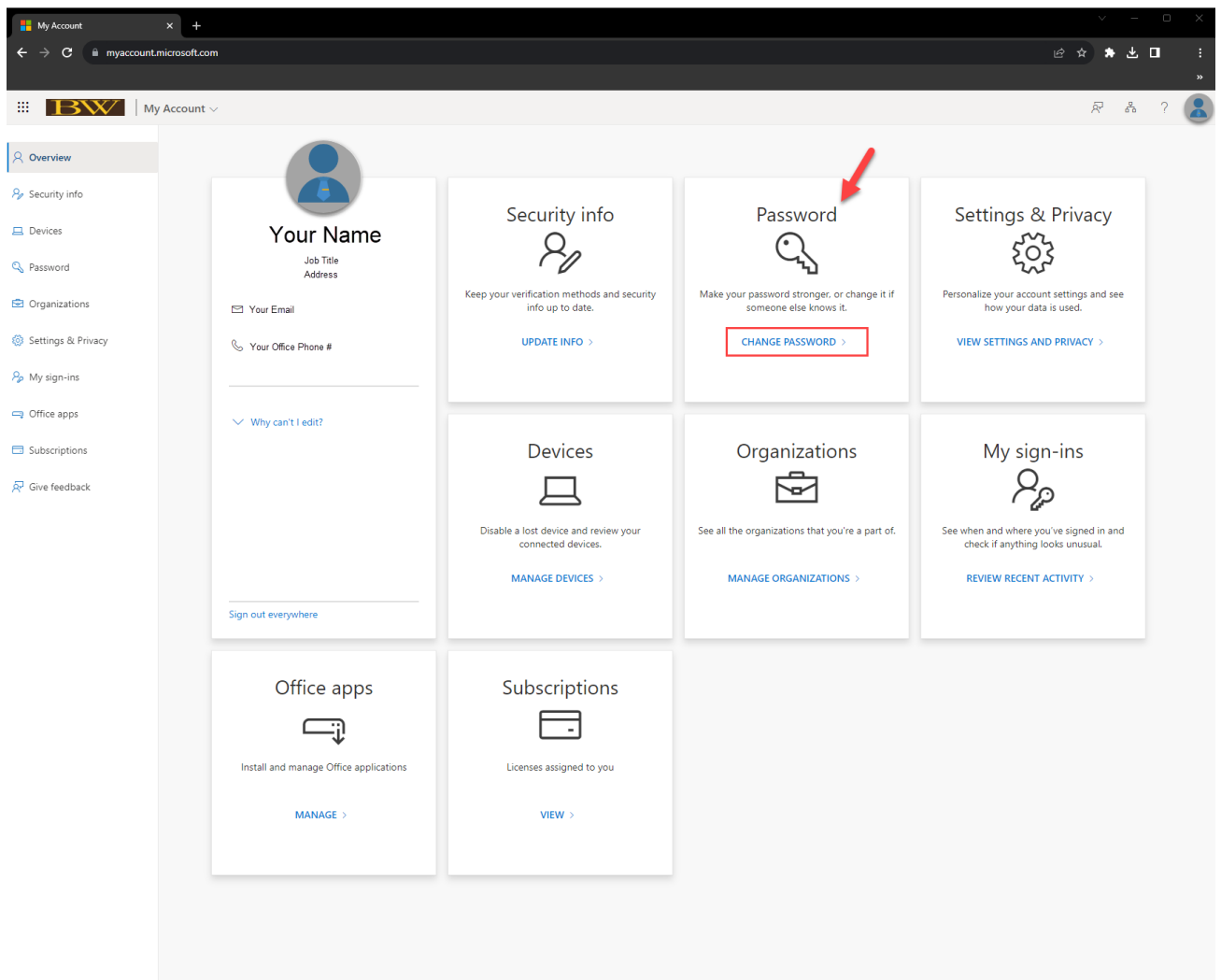
How do I reset my BW password?

1) Navigate to myaccount.bw.edu

NOTE You may be asked to sign in and complete MFA (multi-factor authentication). If so, enter your BW email address and password.

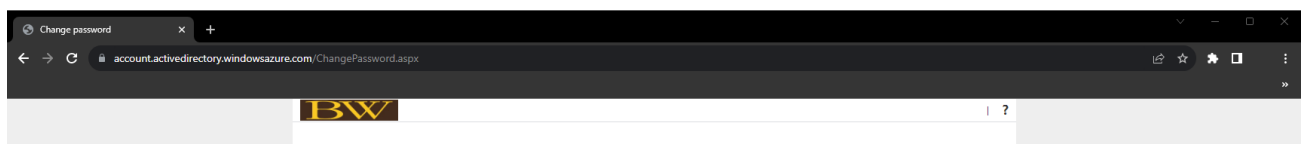
If you cannot sign into myaccount.bw.edu, please see **Troubleshooting** at the end of this page.

2) Once logged in, find the password widget and select **Change Password**



3) Enter your current password, then enter a strong password and confirm it.

4) Press **Next**.



Change password

User ID

Old password

Create new password

Confirm new password

Submit Cancel

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5) You're done!

Troubleshooting:

1) I forgot my password and can't sign in to change it

- Please navigate to mypassword.bw.edu.
- Enter your BW email address and the characters displayed on the screen.
- Select **I forgot my password** and follow the on-screen instructions.

2) I know my password is correct, but still can't sign in.

Your account may be locked, follow the below steps to unlock your account.

- Please navigate to mypassword.bw.edu.
- Enter your BW email address and the characters displayed on the screen.
- Select **I know my password but can't sign in**.
- Follow the on-screen instructions to unlock your account.

3) I tried both of these steps, but I still can't sign in.

- Please call the IT Support Center at 440-826-7000 so we can investigate.