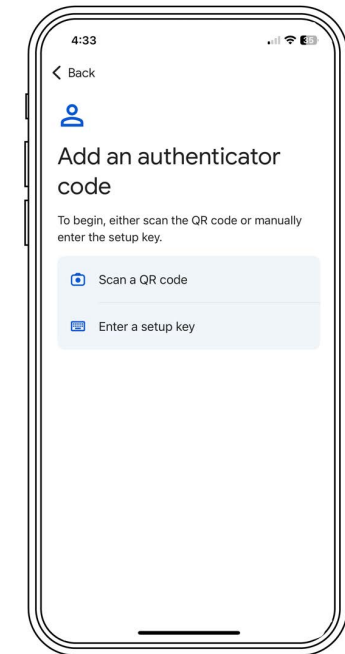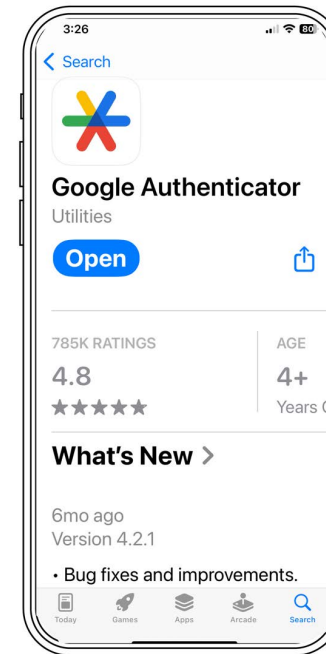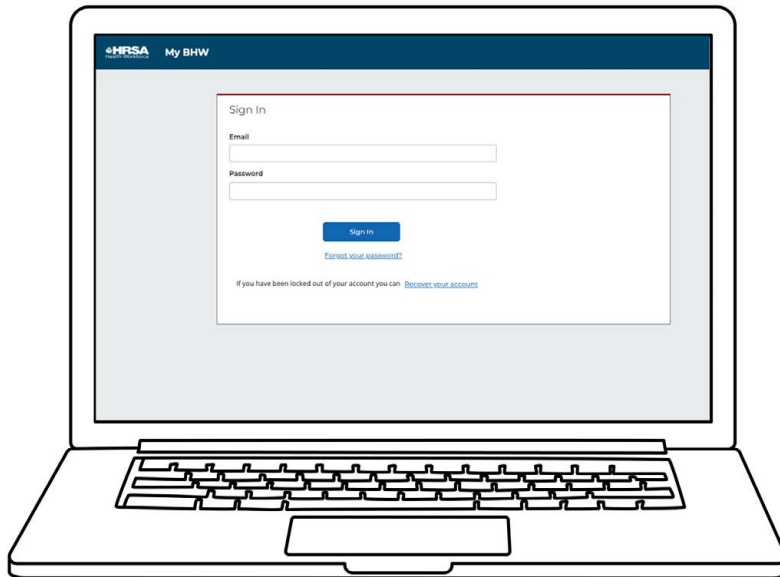# MY BHW QUICK START GUIDE

WHAT IS MULTIFACTOR AUTHENTICATION (MFA)?

Multifactor authentication is a two-step process that confirms your identity using your username, password and a variable factor – such as a verification code sent to your device. A device can include your mobile phone or tablet.

SETTING UP MFA (DO THIS ONCE)

1. Download and install the Google Authenticator app from the App Store on your iPhone or Google Play on your Android phone.

2. Log in to your My BHW account using your email and password.

3. The Secure Your Account window provides instructions to set up MFA for your My BHW account and mobile device.

Secure Your Account: Set Up MFA

MFA is multi-factor authentication. This required security feature adds an extra layer of protection to your My BHW account and reduces the risk of fraud.

> ⓘ You set up MFA once, using the Google Authenticator app on your mobile phone. Then, each time you sign in to My BHW, you use Google Authenticator to generate a verification code, which you enter on the **Enter Your Verification Code screen.**

To set up MFA:

1. Download and install the Google Authenticator app from the App Store on your iPhone or Google Play on your Android phone.
2. Open the app and tap the plus (+) icon to start the set-up process.
3. Tap **Scan a QR code** and scan this code:

If you cannot scan the QR code in Google Authenticator, use a setup key:

1. Open the app and tap the plus (+) icon to start the set-up process and follow the instructions.
2. In the Your key field, enter this number and tap Add.

ABCDEFGHI1234567GHIJKLMN890

Do not share this code with other users.
3. Google Authenticator will generate a six-digit verification code.

To complete the set-up:

Enter the six-digit verification code from Google Authenticator:

Verification code

[ ]

[Submit] [Cancel]

Save backup codes:

> ⚠ Backup Codes - these codes can be used in the future to reset two-factor authentication when you don't have access to the authenticator app.

Keep these codes in a safe place. It will not be shown to you again.

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Option 1: Scan a QR Code – Open Google Authenticator on your mobile phone and tap the plus (+) icon. Tap Scan a QR code and use your phone's camera to scan the QR code displayed on the Secure Your Account window. Google Authenticator will display a six-digit verification code for your My BHW account. On the Secure Your Account window, type the code in the Verification Code field and select Submit.

Option 2: Use a Setup Key – Open Google Authenticator on your mobile phone and tap the plus (+) icon. Tap Enter a Setup key. In the Account name field, enter My BHW. Enter the setup key displayed on the Secure Your Account window in the Your Key field. Select Time Based for the Type of Key and select Add. Google Authenticator will display a six-digit verification code for your My BHW account. On the Secure Your Account window, type the code in the Verification Code field and select Submit.
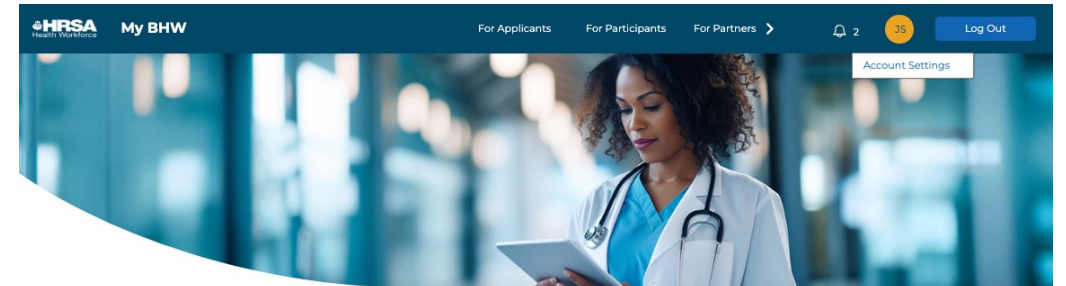
⚠ **BACKUP CODES**

Write down the backup codes displayed during the MFA set up process and keep them in a secure place. These codes are displayed only once. You can use these backup codes instead of a verification code to login to My BHW if you don't have access to your device.

UPDATE DEVICES USING THE ACCOUNT SETTINGS

AUTHENTICATED SIGN-IN (MFA)

You can update your device information on the Account Settings window.

Update Device for Multifactor Authentication

You are authenticated through your mobile device. If you wish to authenticate using a different device, it will unregister you from the device where you are currently authenticated from.

☐ Authenticate from a different device.

Confirm

Change Email Address
Enter your new email address

New Email Address
Input Here

Confirm New Email Address
Input Here

Create New Password
Input Here

Change Password
Enter your new password

Create New Password
Input Here

Confirm New Password
Input Here

Enter Current Password
Input Here

1. Log in to your My BHW account using your email and password.

2. When QR code or setup key is processed, Google Authenticator will generate a six-digit verification code and display it within the app.

3. Type the verification code on the Enter Your Verification Code window and select Submit.

CONTACT THE CALL CENTER IF YOU NEED ASSISTANCE AT 1-800-221-3393