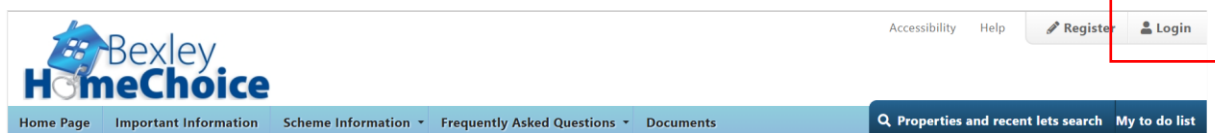


BEXLEY HOMECHOICE MULTI FACTOR AUTHENTICATION (MFA) GUIDE

Households accessing their account via Bexley Homechoice are required to complete multi factor authentication to log in.

Households will need to complete the following steps:

1. Navigate to Bexley Homechoice - <https://www.bexleyhomechoice.org.uk/>
2. Click 'Login' .



3. Type Login Reference into box then click 'Continue'.

Login

★ All fields marked with an asterisk (*) are required.

Your login reference *

[I have forgotten my login reference](#)

Continue ▶

4. Enter memorable date and password then click 'Continue'.

Login

★ All fields marked with an asterisk (*) are required.

Your memorable date *

Please enter a date in the format DD/MM/YYYY, for example 30/12/1999

Your password *

[I have forgotten my password](#)

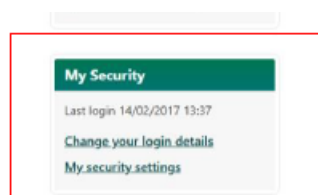
Continue ▶

[Didn't receive the code? Send a new one](#)

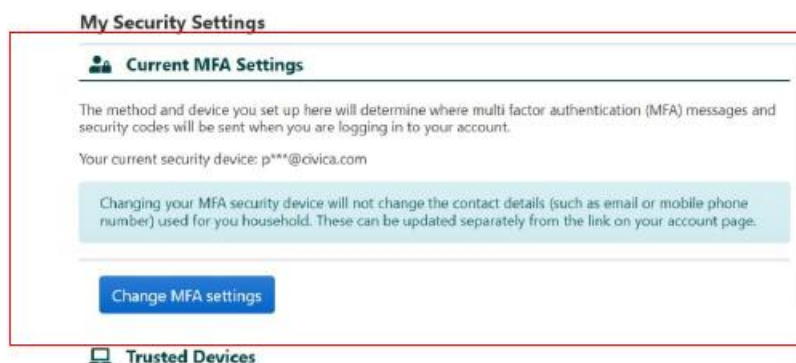
7. If the code has been entered correctly the account will now be logged in.

If the contact details for multi factor authentication need to be updated:

1. Once logged into Homechoice navigate to 'My Security Settings' from the 'My Security' menu on the 'My Account' page.



2. Under 'Current MFA Settings' click 'Change MFA Settings'.



3. Update the contact details that are required.