BRIWEB Multi-factor Authentication (MFA) Overview

Multi-factor authentication (MFA) is an additional security layer to confirm an accountholder's identity that protects accounts from unauthorized access attempts by cybercriminals. After an individual logs in to their account, they will need to enter a one-time passcode sent to them via a text message or phone call.

HOW TO ENROLL IN MFA

When logging in to BRIWEB, you will be prompted to enroll in two-step account verification.

1. Enter a phone number for at least one of the verification methods listed on the screen – **text message (SMS)** or **voice (phone call)**. Then, select the default method by which you prefer to be contacted and click "**Enroll**" to continue.
2. On the next screen, review the information you entered. Select "**Confirm Enrollment**" if the information is correct or select "**Back**" to modify it.

HOW TO LOGIN TO BRIWEB AFTER ENROLLING IN MFA

After entering your Login ID and Password at the BRIWEB Portal, you will be required to verify your identity by providing a one-time passcode sent to one of the contact methods you provided when signing up. If you provided a phone number for both text message (SMS) and voice (phone call), your preferred method will be selected by default, but you can switch methods if desired.

1. Select which method you would like to use to verify your identity. Then, click "**Send Code**."
2. Enter the 6-digit code received into the textbox to verify your account. Then, select "**Verify Code**."
3. You can now access your BRIWEB account.
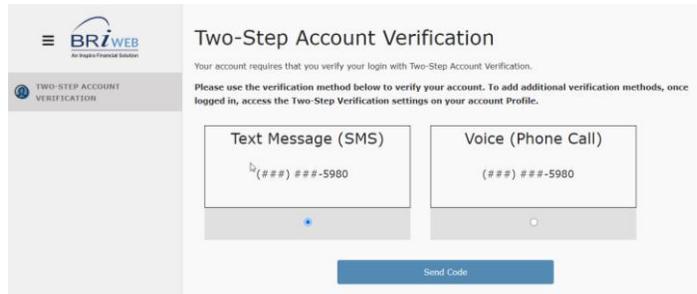
HAVE ADDITIONAL BRIWEB QUESTIONS?

Visit the BRIWEB Participant Portal Page to learn how to effectively manage your benefits with BRI. For additional support, please contact Participant Services.

- (800) 473-9595 (Monday - Friday, 8am - 8pm (ET))
- ParticipantServices@BenefitResource.com
- Live chat is available through the BRIWEB Participant Portal