



Updating Your Security Question & Answer

*Security Questions have been replaced by **Two-Step Verification***

Here is an overview of Two-Step Verification:

Two-Step Verification is a layer of security that allows us to better protect Walgreens and our team members from risk, and to better align your user experience accessing applications from anywhere, whether you are in the office or working remotely. Two-Step Verification also enables you to use the Forgot Password option in MyPassport when needed.

Since Two-Step Verification has become part of our daily routine, you should think of Two-Step Verification Methods like smoke alarm batteries. You want to check them on a regular cadence to ensure they are still working and able to protect you.

Here are some best practices for ensuring you have an optimal Two-Step Verification setup, allowing you to conveniently access what you need to, while protecting you in the process:

- **Ensure you have at least (2) Two-Step Verification methods to avoid access disruption.** Let's say you only have text messages to your cell phone set up for Two-Step Verification. What happens if you lose your cell phone or forget to charge it? Having another method associated with another device or phone number will allow you to still access what you need.
- **The Mobile Push method is the most convenient option.** After protection, convenience is our primary goal for Two-Step Verification. The most convenient option is the mobile push method, which utilized the Ping app to securely verify your identity.
- **Check your Two-Step Verification methods regularly.** It might not be your first thought to check your Two-Step Verification methods when you get a new phone or change your phone number, but these things can affect your Two-Step Verification methods. Checking your methods every few months will ensure you can continue to access what you need.

For step-by-step instructions on enrolling in Two-Step Verification, return to the [MyPassport](#) Help Page.