



SENT TO | ALL COMMAND USERS

Verification Email Update

What is changing?

We are making a change to the domain that provides account authentication codes and email recovery links for Command, Command MC, and Command Mobile. Starting on Sept. 29, the authentication codes to verify your identity will be sent from authn@verify.kw.com.

Please ensure that this email address is added to your safe sender list or contacts in your email client to ensure the delivery of your authentication code or password recovery instructions.

Why?

This change will allow your KWRI technology team to triage email delivery issues more quickly and ensure that you have consistent access to password recovery email messages when you need them.

When?

Test emails will be sent on a rolling basis between **Friday, Sept. 5, and Sunday, Sept. 28.**

Verification and password recovery emails will be sent using authn@verify.kw.com starting **Monday, Sept. 29.**

Action Items

1. Add authn@verify.kw.com to your safe sender's list or contacts for your email client
2. Open the test email from our new system when you receive it
 - a. Test emails will be sent between Sept. 5-28.
 - b. Users will receive a test email on a rolling basis; not all users in a market center will receive their test email at the same time.

Please reach out to [KWRI Technical Support](#) if you have any questions.

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