

**Introduction:**

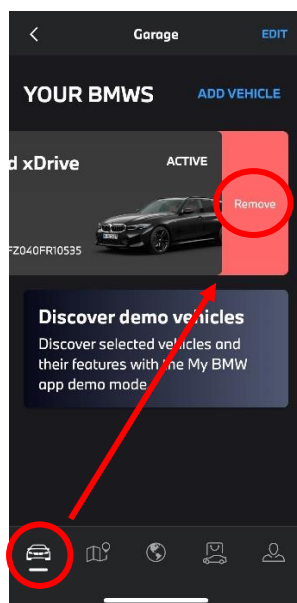
We've noticed a challenge in some markets regarding BMW ID accounts. Occasionally, users create accounts tied to a different market Business Unit (BU), often the UK, due to regional settings on their devices. This can cause issues when attempting to map purchased vehicles or accessing certain services that vary by market.

Furthermore, users with iTunes or Google Play Store accounts in different regions may encounter compatibility issues with the My BMW App.

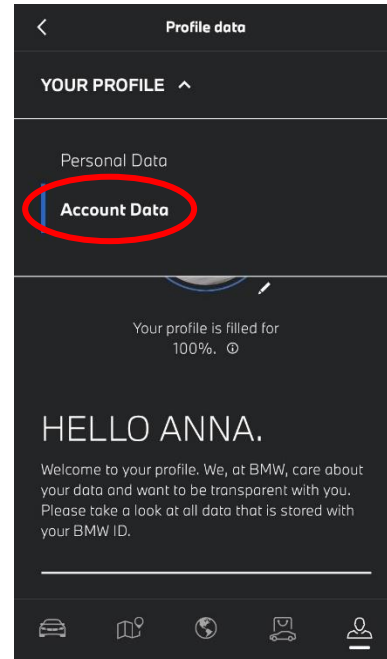
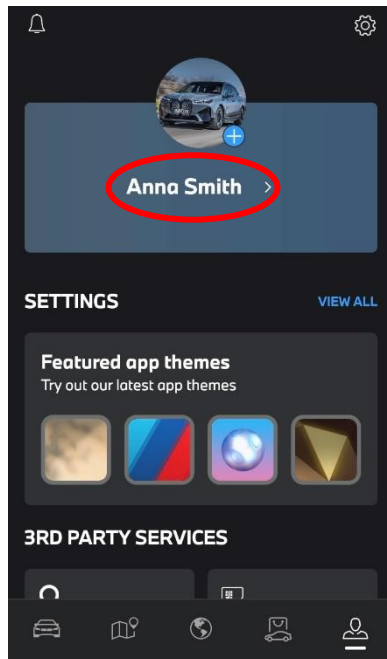
To address this, we've implemented a self-service feature in the My BMW App, allowing users to adjust their BMW ID region settings. While our customer support centers are available to assist, we encourage you to utilize this self-service option for a quicker resolution.

**1. User Journey Flow – Changing the Region of the BMW ID**

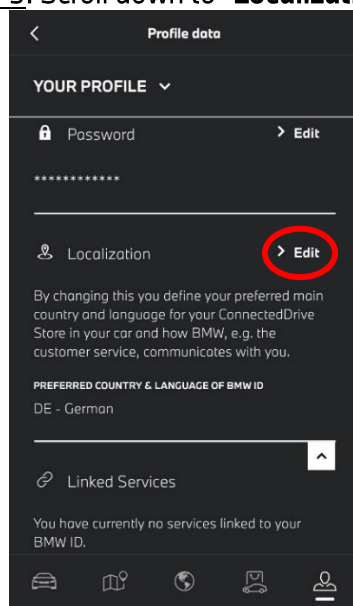
- Step 1: Unmap all vehicles associated with the account from **Garage** in the first tab.  
Note: only one market can be associated with a BMW ID and therefore vehicles from different markets CANNOT be used with the same account.



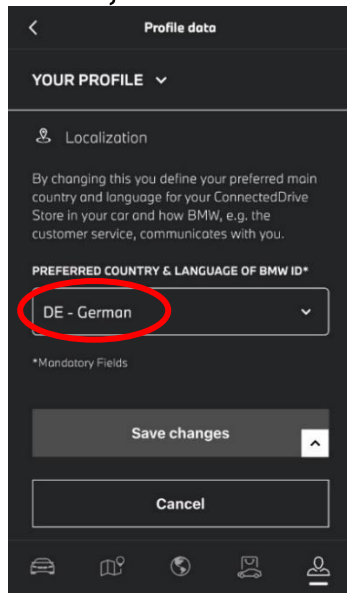
- Step 2: Under the profile tab click on the username below the photo, then hit the carat next to the **"Your Profile"** heading to open the sub-menu and then select **"Account Data"**.



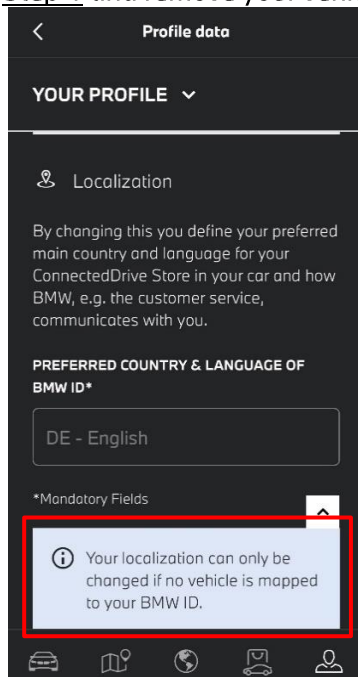
- Step 3: Scroll down to **"Localization"** and select the **"Edit"** button on the right.



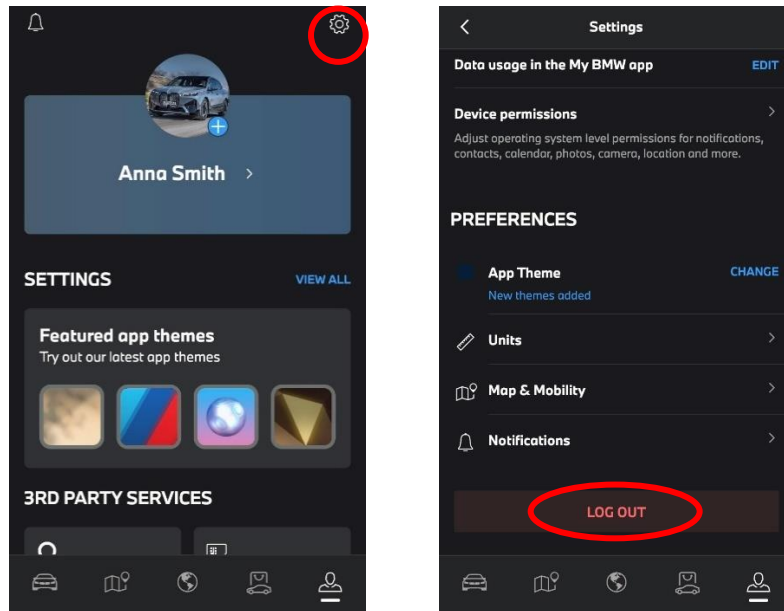
- **Step 4:** Select the relevant market/language setting desired (market should be the same at the target vehicle) and select **save**.



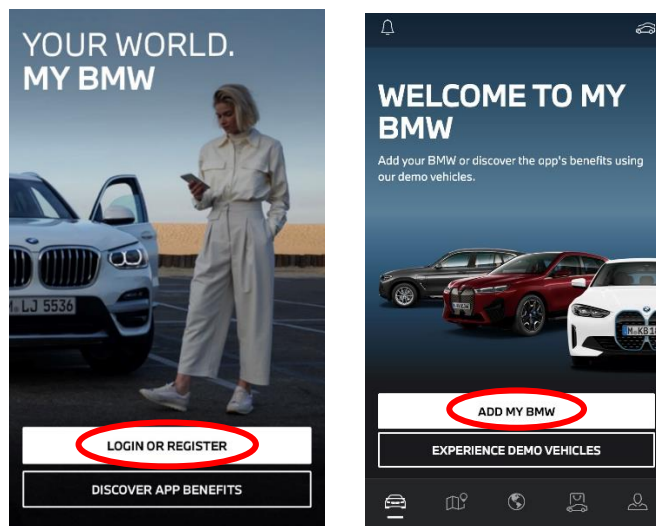
If you have a mapped vehicle on this account, you will receive the below pop-up. Please return to **Step 1** and remove your vehicle first.



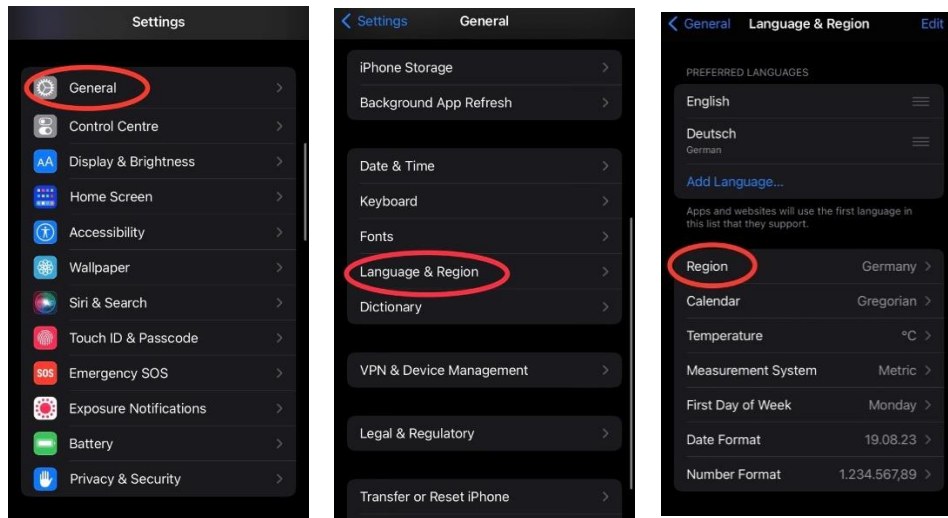
- Step 5: Logout of the app (to erase any remaining market specific data in the cache)



- Step 6: Login to the app and map the vehicle.

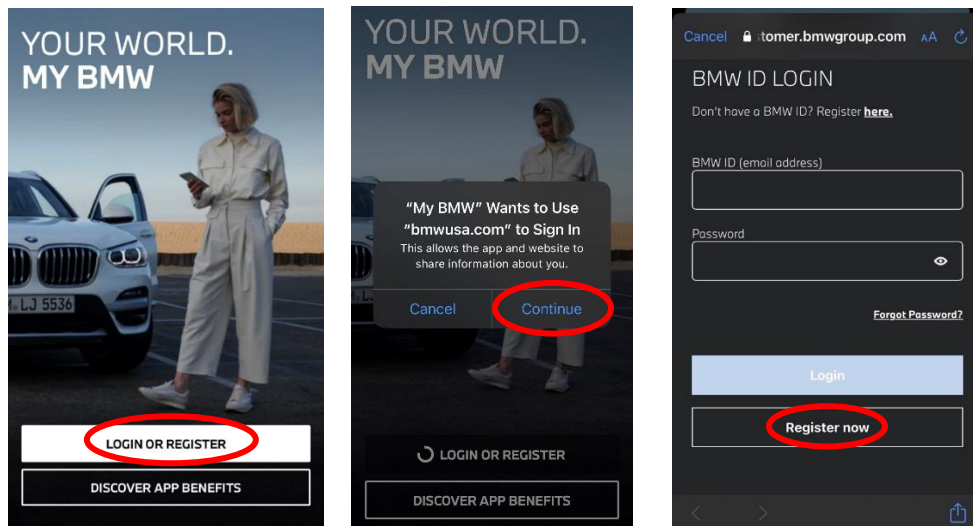


- **Alternative:** The user can **create a new BMW ID** using proper device settings to establish the correct market.
  - Step 1: Change the device setting regarding the region of your Apple ID or Google Play ID:
  - For **Apple users:** follow the guidance to change your region: Settings -> General -> Language & Region -> Region;

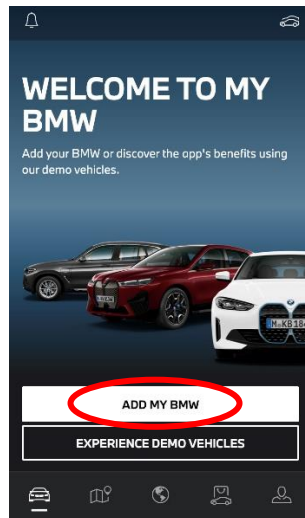


(More details please follow: <https://support.apple.com/en-us/HT201389>)

- **For Android users:** follow the guidance to change your region:  
Settings -> General -> Account and device preferences -> Country and profiles.  
(More details please follow:  
<https://support.google.com/googleplay/answer/7431675?hl=en> )
- **Step 2:** Open My BMW App and click the "LOGIN OR REGISTER" button -> click "Continue" from the pop-up  
-> click "Register now" and give your personal data



- **Step 3:** After confirming the E-mail in your postbox, go back to My BMW App and add your vehicle.



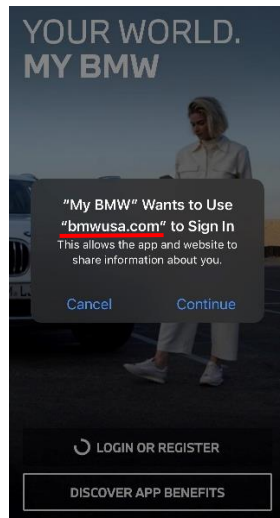
## 2. User Journey Flow – Changing the Region of the Apple/Google Account

In the case where the user has the wrong client, this process will allow them to change their Apple/Google account settings to the correct region

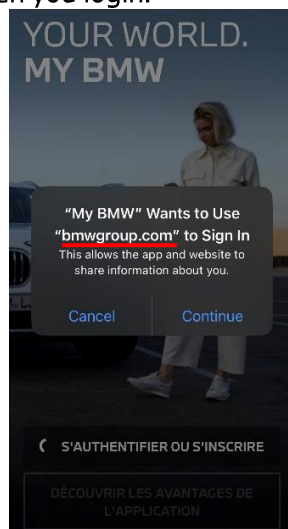
- **Step 1 (Optional): Test which client is installed**
  - Open My BMW App.
  - Click the **"LOGIN OR REGISTER"** button on the welcome page.



- A pop-up leads you to an external page which will ask you to sign in.
- If you see the screen below which asks: **My BMW" Wants to Use "bmwusa.com" to Sign in,** then you can only use this with CA or US accounts.



- If you want to use in the My BMW app for all other markets (excluding KR and CN), you will need to use our "rest of world client". If you are using the correct app, you should see the follow screen when you login:

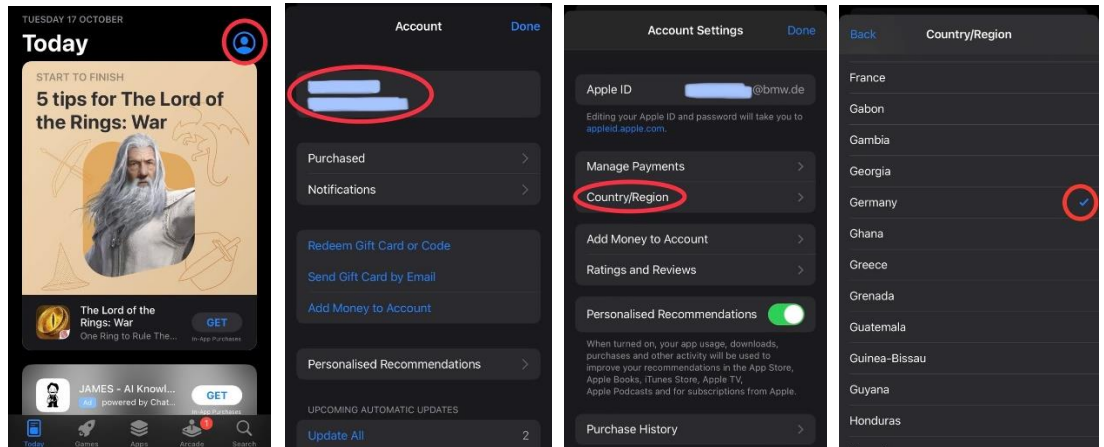


If you are in the USA or Canada and see the above message, you will need to follow the below steps to download the proper client from your regional app store.

- **Step 2: How to get the correct client.**

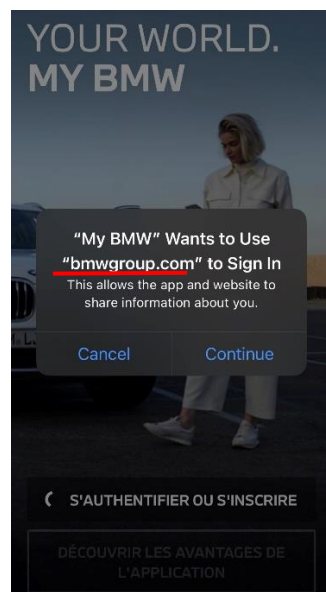
If you need to change to a different client, please follow the following steps:

- Delete your current My BMW App.
- Change the region in your App Store or Google Play Store (users can also create a new account)
  - **For Apple users:** follow the guidance to change your region:  
 Open App Store -> Click icon on top right -> Click your account information -> Country/Region  
 -> Change Country or Region -> Select your Country/Region;



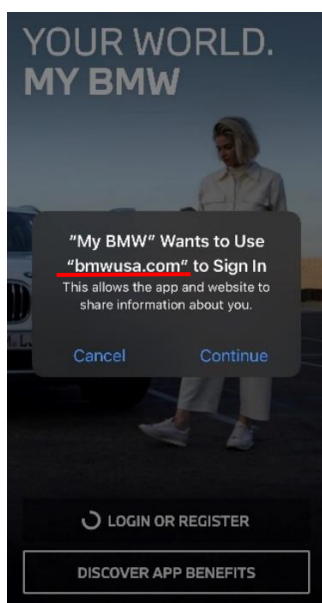
if you are not able to change the region in your App Store, you could create a new account with the region that you wish to switch. For more details please follow: <https://support.apple.com/en-us/HT201389>)

- For **Android** users: follow the guidance to change your region: Settings -> General -> Account and device preferences -> Country and profiles. (For more details please follow: <https://support.google.com/googleplay/answer/7431675?hl=en> )
  - Download My BMW App again after changing the regions in settings.
  - Open My BMW App and click the **"LOGIN OR REGISTER"** button.
- If the realm name shows the same with **"bmwgroup.com"** as following screenshot, you are using our "rest of world client".





- If the realm name shows the same with "**bmwusa.com**" as following screenshot, you are using our client for the North American region.



- Click "**Continue**" from this pop-up and enter your information. Now, you should be able to **login**.

