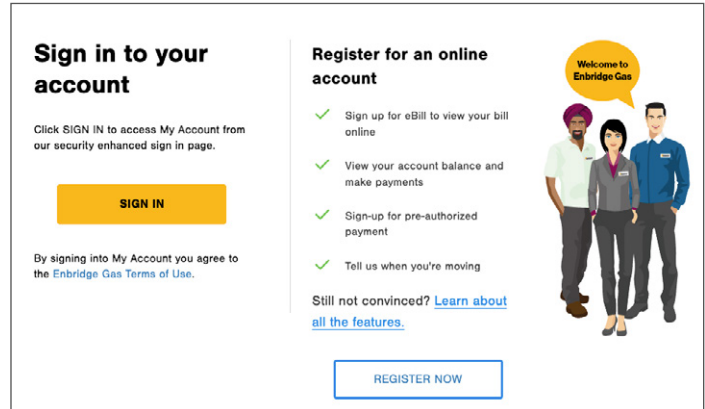


My Account Multi-factor Authentication (MFA)

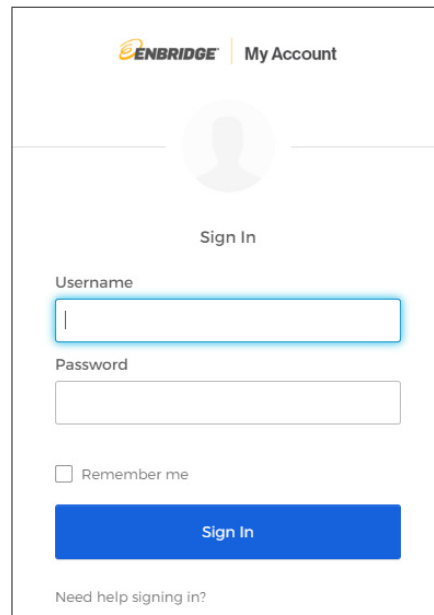
Initial setup

1. Access the My Account log in page from enbridgegas.com and click **SIGN IN**.



The screenshot shows the 'Sign in to your account' and 'Register for an online account' sections. The 'Sign in' section includes a 'SIGN IN' button and a link to the Terms of Use. The 'Register' section lists benefits like eBill, account balance, and pre-authorized payment, with a 'REGISTER NOW' button. An illustration of three people is on the right with a 'Welcome to Enbridge Gas' speech bubble.

2. Sign in with your My Account username and password.





The screenshot shows the 'ENBRIDGE | My Account' sign-in form. It features a 'Sign In' button, a 'Remember me' checkbox, and a 'Need help signing in?' link. The form includes fields for 'Username' and 'Password'.













3. Add a phone number to allow you to unlock your account using SMS – this is optional – you can still unlock your account using your email address.
-

4. Choose a picture as your security image that will appear on the login page next time you login. Click **Create My Account**.

Welcome to Enbridge Gas, user email address
Create your Enbridge Gas account

 Add a phone number for resetting your password or unlocking your account using SMS (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.


 Click a picture to choose a security image
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

5. You will be presented with a pop up to enable MFA or skip MFA set up.
- a. **Click Skip MFA** to continue to My Account without setting up multi-factor authentication.
- i. You can enable MFA anytime in the Manage My Account tab.
- b. **Click Enable MFA** to activate multi-factor authentication for your account.

Note: You can enable MFA anytime in the Manage My Account tab.

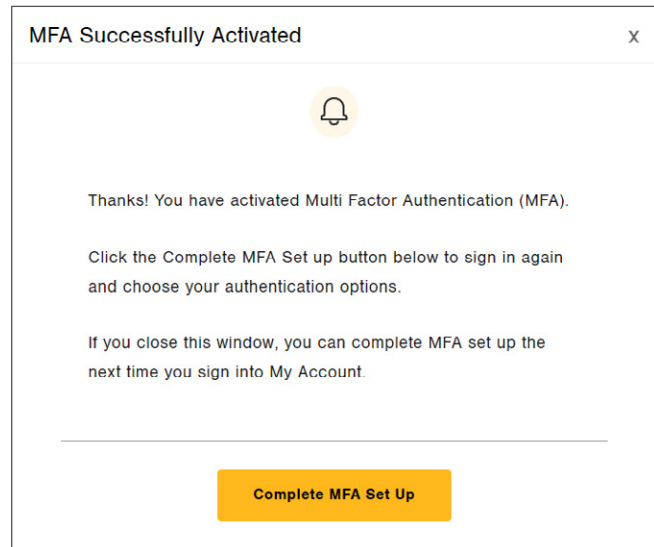
Secure your account X



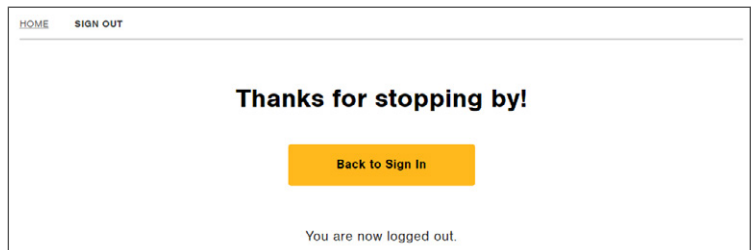
Enable multi-factor authentication

Multi-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password. For more information about MFA, please visit <https://www.enbridgegas.com/residential/my-account/mfa>

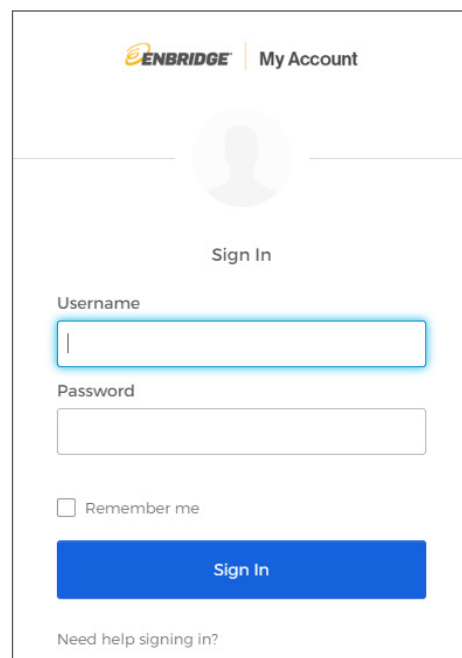
6. A window will display confirming that you have activated MFA.
 - a. **Click Complete MFA Set Up** to complete the setup of your MFA options, you will be logged out.
 - b. **Click the X** to continue to My Account and complete MFA setup the next time you login.



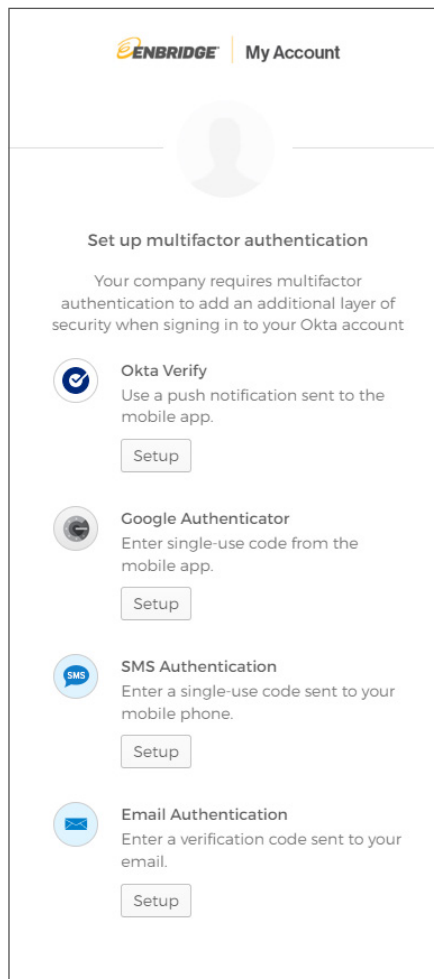
7. **Click Back to Sign In** to log back in.



8. Sign in with your My Account username and password.



9. You will be presented with a list of multi-factor authentication options.



10. Click the links below to view step by step instructions for each authentication type.

[Setting up email authentication](#)

[Setting up SMS Authentication \(text\)](#)

[Setting up Google Authenticator](#)

[Setting up Okta Verify](#)