

My Account Multi-factor Authentication (MFA)

Initial setup


1. Access the My Account log in page from enbridgegas.com and sign in with your My Account email address and password.


Sign in to My Account	Register for My Account
Email address: <input type="text"/>	✓ Easy access to view your bill.
Password: <input type="password"/>	✓ View your account balance and make payments.
<input type="checkbox"/> Remember me	✓ Sign up for pro. authorized payment.
<input type="button" value="Sign in"/>	✓ Tell us when you're moving.
Forgot password?	Still not convinced? Learn about all the features.
By signing in to My Account you agree to the Enbridge Gas Terms of Use .	<input type="button" value="Register now"/>













2. 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.
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3. 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.

4. 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.

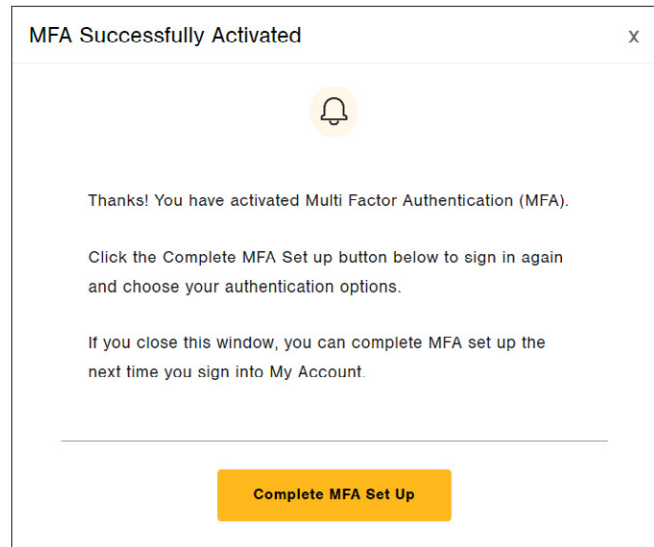
Secure your account X



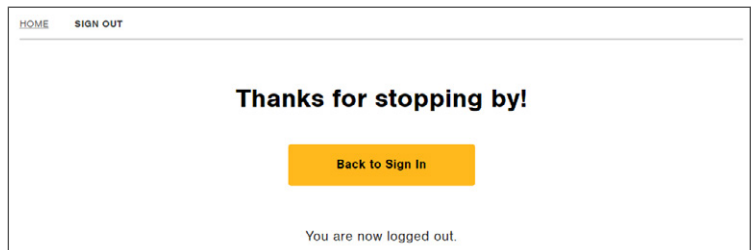
Enable multi-factor authentication

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>

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



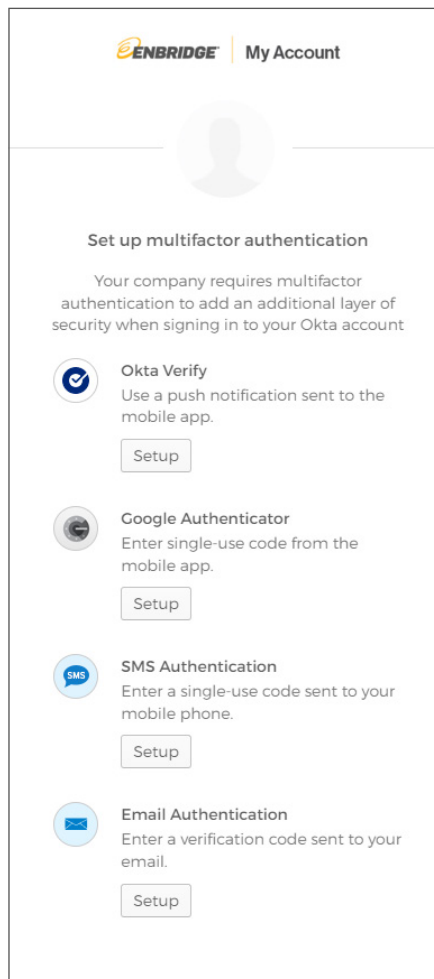
6. **Click Back to Sign In** to log back in.



7. Sign in with your My Account email address and password.

<p>Sign in to My Account</p> <p>Email address: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="checkbox"/> Remember me</p> <p>Sign in</p> <p>Forgot password?</p> <p>By signing in to My Account you agree to the Enbridge Gas Terms of Use.</p>	<p>Register for My Account</p> <ul style="list-style-type: none">✓ Easy access to view your bill.✓ View your account balance and make payments.✓ Sign up for pro authorized payment.✓ Tell us when you're moving. <p>Still not convinced? Learn about all the features.</p> <p>Register now</p>
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8. You will be presented with a list of multi-factor authentication options.



9. 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](#)