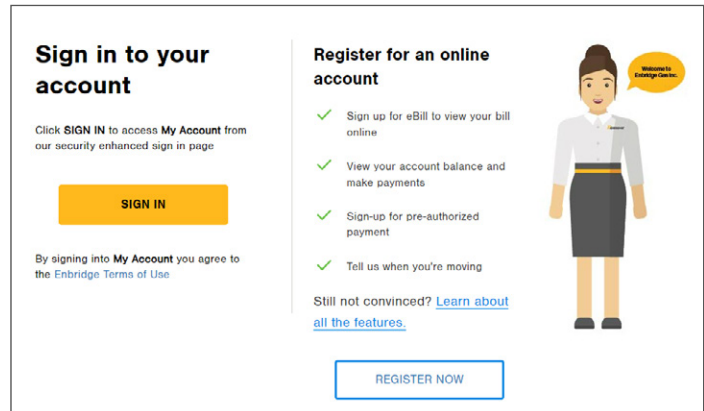


# My Account Multi-factor Authentication (MFA)

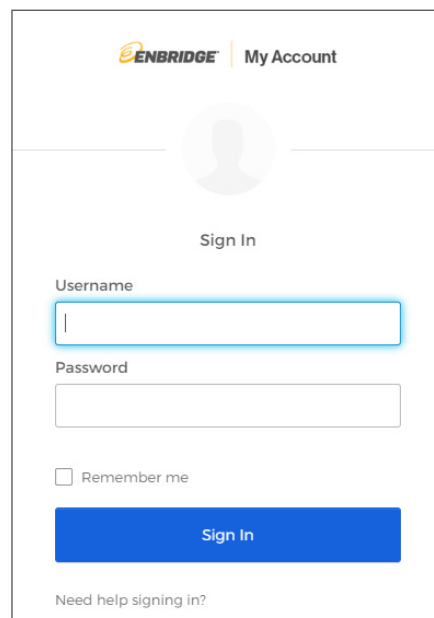
## Initial setup

1. Access the My Account log in page from [enbridgegas.com](http://enbridgegas.com) and click **SIGN IN**.



The screenshot shows the 'Sign in to your account' and 'Register for an online account' options. 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 a woman is on the right.

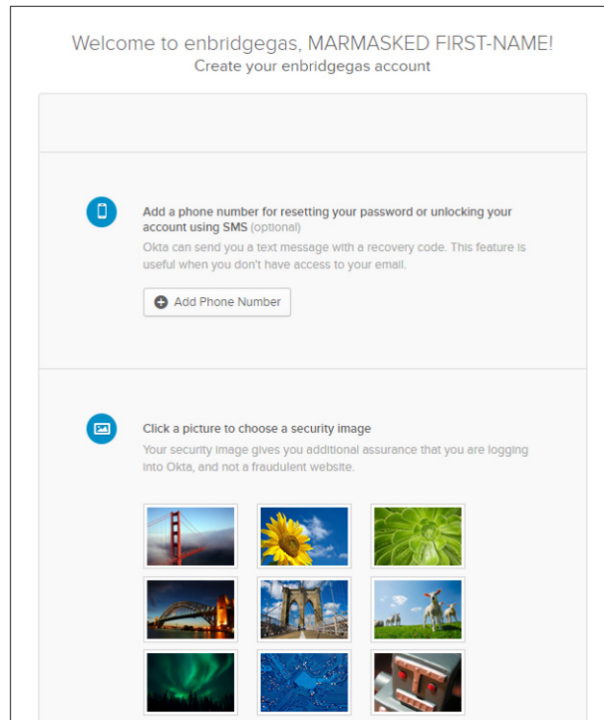
2. Sign in with your My Account username and password.



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

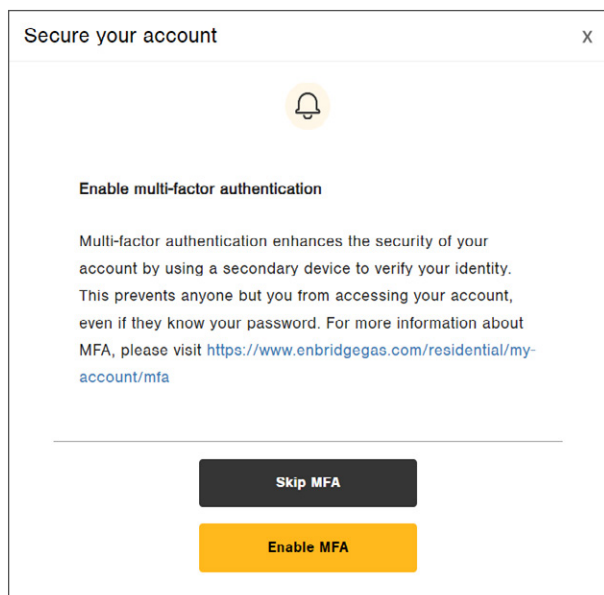
3. Add a phone number to allow you to unlock your account using SMS – this is optional – you can still unlock your account using your email address.

4. Choose a picture as your security image that will appear on the login page next time you login.

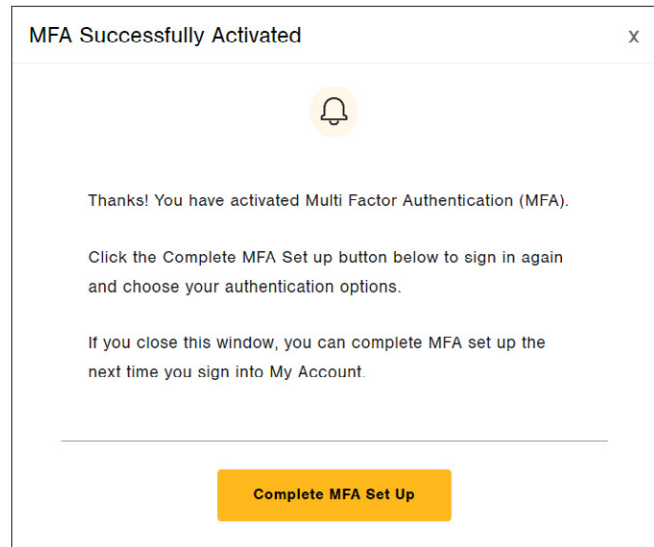


5. You will be presented with a pop up to enable MFA or skip MFA set up.
  - a. **Click Skip MFA** to continue to My Account without setting up multi-factor authentication.
    - i. You can enable MFA anytime in the Manage My Account tab.
  - b. **Click Enable MFA** to activate multi-factor authentication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

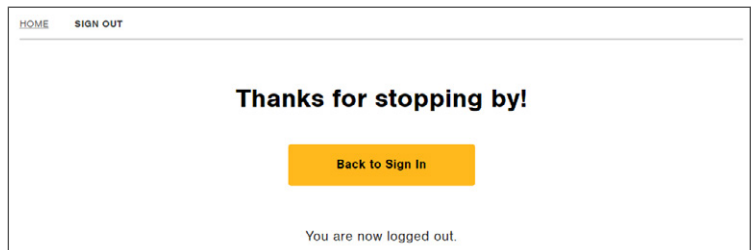
**Note:** You can enable MFA anytime in the Manage My Account tab.



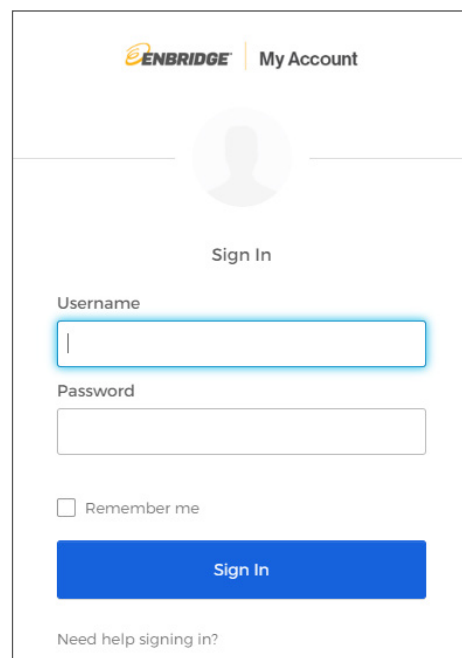
6. A window will display confirming that you have activated MFA.
  - a. **Click Complete MFA Set Up** to complete the setup of your MFA options, you will be logged out.
  - b. **Click the X** to continue to My Account and complete MFA setup the next time you login.



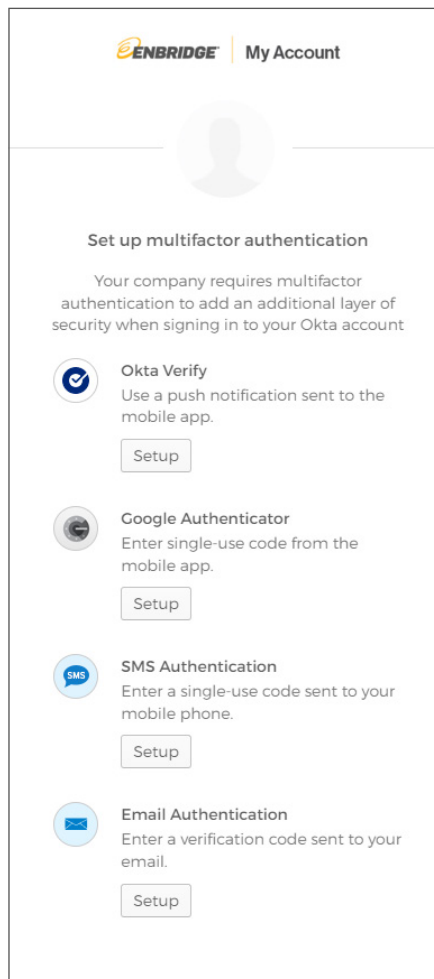
7. **Click Back to Sign In** to log back in.



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](#)**