My Account Multi-factor Authentication (MFA) Reset and Activate within My Account

Reset MFA within My Account

If you have changed the email address or phone number being used for one of your MFA options, you will need to Reset MFA and start over again.

NOTE: If you can no longer access the email or phone, you will not be able to login to My Account, please contact us at 1-877-362-7434 Monday to Friday 8:00 a.m. to 6:00 p.m. EST (closed holidays).

- 1. Login to My Account and click the **Manage My Account** tab.
- 2. Scroll down to the **Multi-Factor Authentication** section.
- 3. Click Reset MFA.

Multi-Factor Authentication	MFA Activated	Reset MFA
(MFA)	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 My	
	Account MFA	

- 4. Click the **Yes** button to confirm you would like to reset your MFA settings.
- 5. Click Reset MFA.

Reset Multi-Factor Authentication (MFA)	Х
This action will REMOVE Multi Factor Authentication for My Account.	
Do you want to continue?	
🗆 Yes	
Reset MFA	
Cancel	



6. A confirmation message will appear.

Reset Multi-Factor Authentication (MFA)

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Your MFA settings have been successfully reset.

You will no longer be required to enter a security code to access My Account.

To set up new MFA options, close this window and click Activate MFA.

7. To set up MFA again, click the **Activate MFA** button.



Activate MFA within My Account

- 1. Login to My Account and click the **Manage My Account** tab.
- 2. Scroll down to the **Multi-Factor Authentication** section.
- 3. Click Activate MFA.

 Multi-Factor Authentication (MFA)
 Multi factor authentication onhances the security of your account by using a accondary 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 My, Account MFA

- 4. Click the **Yes** button to confirm you would like to reset your MFA settings.
- 5. Click Activate MFA.

Activate Multi-Factor Authentication (MFA)	х
This action will ACTIVATE Multi Factor Authentication for My Account.	
Do you want to continue?	
Yes	
Activate MFA	
Cancel	



- 6. Click the **Complete MFA Set Up** link within the confirmation message to logout and set up your MFA options.
- 7. Click the **X** to return to My Account. You will be required to set up your MFA options the next time you log in.



8. Click Back to Sign In.

9. Login again.



10. You will be prompted to set up at least one	e
of the four MFA options.	

	ENBRIDGE My Account
Set	up multifactor authentication
Yo auther security	ur company requires multifactor tication to add an additional layer of when signing in to your Okta account
۲	Okta Verify Use a push notification sent to the mobile app. Setup
e	Coogle Authenticator Enter single-use code from the mobile app. Setup
9	SMS Authentication Enter a single-use code sent to your mobile phone. Setup
	Email Authentication Enter a verification code sent to your email.

