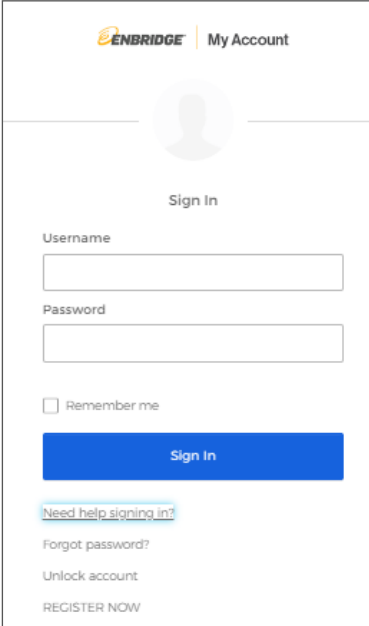


My Account Multi-factor Authentication (MFA)

Unlock account and reset password

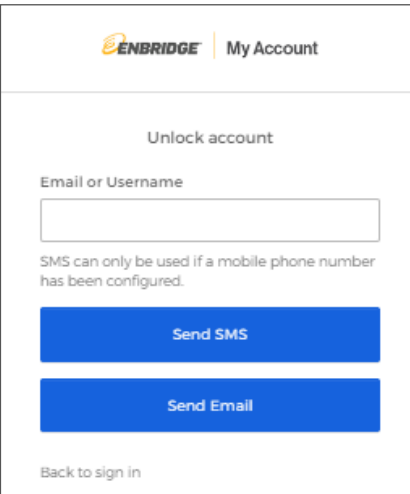
Unlock account

1. You will lock your account if you enter the wrong username/password **three times**.
2. You can also access the Unlock account link from the sign in page under the **Need help signing in?** menu.



The screenshot shows the 'My Account' sign-in page for ENBRIDGE. At the top, there is the ENBRIDGE logo and the text 'My Account'. Below this is a profile icon placeholder and the text 'Sign In'. The form includes fields for 'Username' and 'Password', a 'Remember me' checkbox, and a blue 'Sign In' button. Below the button, there are links for 'Need help signing in?', 'Forgot password?', 'Unlock account', and 'REGISTER NOW'.

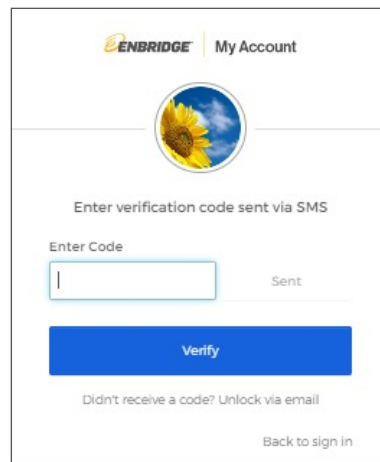
3. You will be presented with an **Unlock Account** window, enter your email address.
4. If you provided a phone number during the initial set up, you can choose **Send SMS**, otherwise you can choose **Send Email**.



The screenshot shows the 'Unlock account' page for ENBRIDGE. At the top, there is the ENBRIDGE logo and the text 'My Account'. Below this is the text 'Unlock account'. The form includes a field for 'Email or Username'. Below the field, there is a note: 'SMS can only be used if a mobile phone number has been configured.' There are two blue buttons: 'Send SMS' and 'Send Email'. At the bottom, there is a link for 'Back to sign in'.

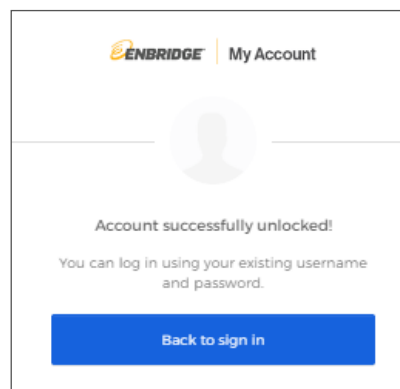
5. If you choose **Send SMS**, a text message will be sent to the phone number you provided.

6. Enter the code you received and click **Verify**.



The screenshot shows the ENBRIDGE My Account verification interface. At the top, the ENBRIDGE logo and 'My Account' are displayed. Below the logo is a circular profile picture placeholder featuring a sunflower. The main heading is 'Enter verification code sent via SMS'. Underneath, there is a text input field labeled 'Enter Code' with a 'Sent' button to its right. A large blue 'Verify' button is positioned below the input field. At the bottom, there is a link that says 'Didn't receive a code? Unlock via email' and another link that says 'Back to sign in'.

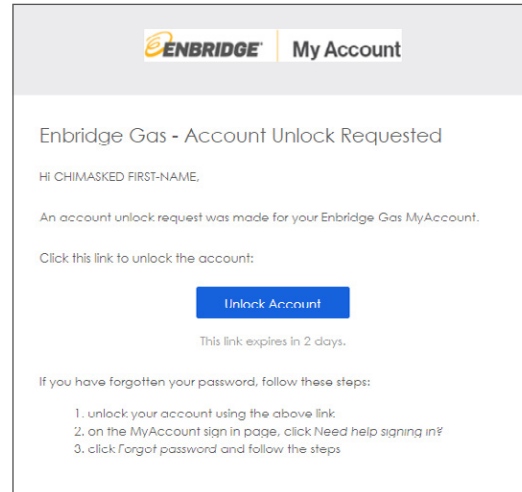
7. You will receive a confirmation message that your account has been unlocked, click the **Back to sign in** button.



The screenshot shows the ENBRIDGE My Account confirmation page. At the top, the ENBRIDGE logo and 'My Account' are displayed. Below the logo is a circular profile picture placeholder showing a grey silhouette. The main heading is 'Account successfully unlocked!'. Below this, it says 'You can log in using your existing username and password.' A large blue 'Back to sign in' button is positioned at the bottom of the page.

8. If you choose Send Email, an email will be sent to the email you provided and you will be presented with an Email Sent! window.

9. Access your email and click the **Unlock** button.



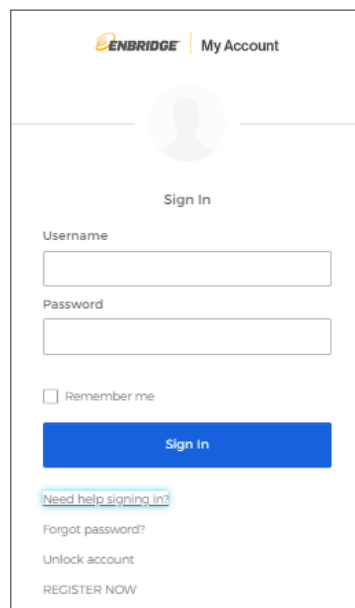
10. Return to your web browser and click **Back to sign in.**

11. If you don't receive the email – return to the sign in page and click **Unlock account** to try again.

12. If you have also forgotten your password, continue with the below instructions.

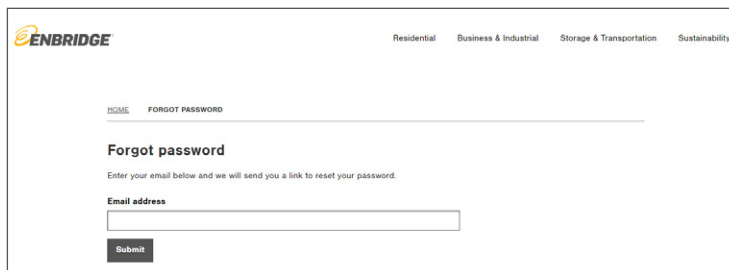
Forgot password

1. If you have forgotten your password, click the **Need help signing in?** menu on the login page, choose **Forgot password?**



The screenshot shows the ENBRIDGE My Account login page. At the top right, it says "ENBRIDGE | My Account". Below this is a profile icon placeholder and the text "Sign In". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there are links: "Need help signing in?" (highlighted with a blue box), "Forgot password?", "Unlock account", and "REGISTER NOW".

2. You will be sent to the **Forgot password** page, enter your email address, click **Submit**.



The screenshot shows the ENBRIDGE "Forgot password" page. At the top left is the ENBRIDGE logo. At the top right are navigation links: "Residential", "Business & Industrial", "Storage & Transportation", and "Sustainability". Below the navigation is a breadcrumb trail: "HOME FORGOT PASSWORD". The main heading is "Forgot password". Below the heading is the instruction: "Enter your email below and we will send you a link to reset your password." There is an "Email address" input field and a "Submit" button.

3. An email will be sent to you with a link to reset your password.
4. Click the link in the email.
5. You will be directed to the **Reset Password** page, enter a new password and security question.
6. Click **Submit**.
7. Your password has now been reset and you can log in to **My Account** with the new password.
8. If you do not receive the email, please contact us at 1-877-362-7434 Monday to Friday 8:00 a.m. to 6:00 p.m. EST (closed holidays).