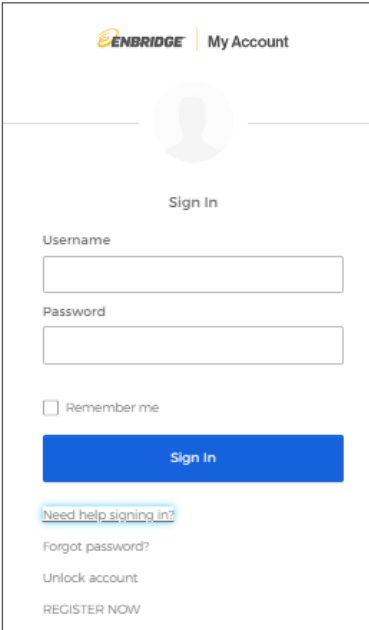


My Account Multi-factor Authentication (MFA)

Unlock account and reset password

Unlock account

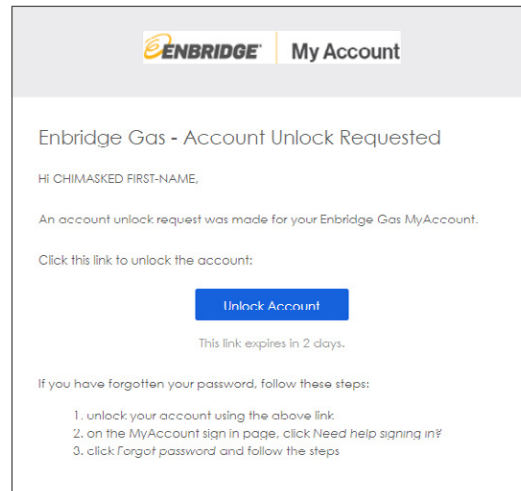
1. You will lock your account if you enter the wrong username/password **three times**.
2. You can also access the Unlock account link from the sign in page under the **Need help signing in?** menu.



The screenshot shows the ENBRIDGE My Account sign-in page. At the top, the ENBRIDGE logo and "My Account" are displayed. Below 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. At the bottom, 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 and click **Send Email**.
4. An email will be sent to the email you provided and you will be presented with an **Email Sent!** window.

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



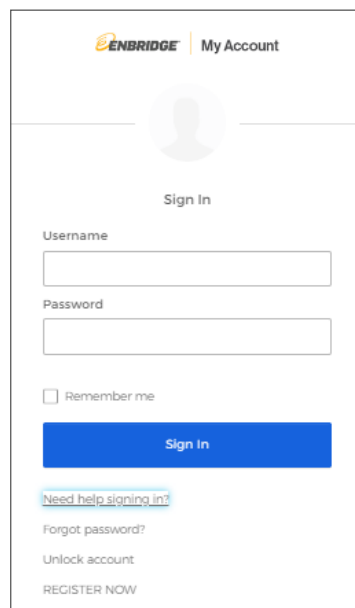
6. Return to your web browser and click **Back to sign in.**

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

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

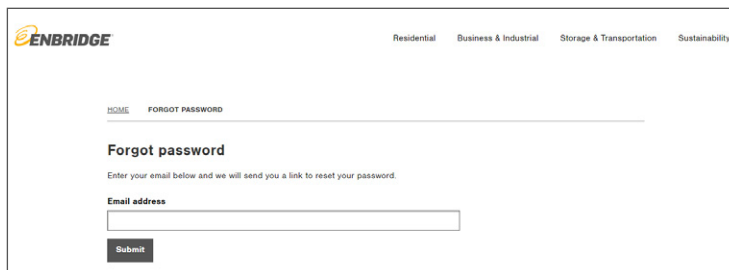
Forgot password

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).