

Multifactor Authentication Setup

Step-by-step instruction for setting up LINK® Multifactor Authentication

Background Information



- All LINK® users are required to setup multifactor authentication prior to accessing the LINK® system
- LINK® uses Okta Verification services for MFA
- Okta offers the following MFA options:
 - Okta Verify
 - Google Authenticator
 - SMS Authentication

MFA Setup Process

Step-by-step instruction on setting up Okta Multifactor Authentication

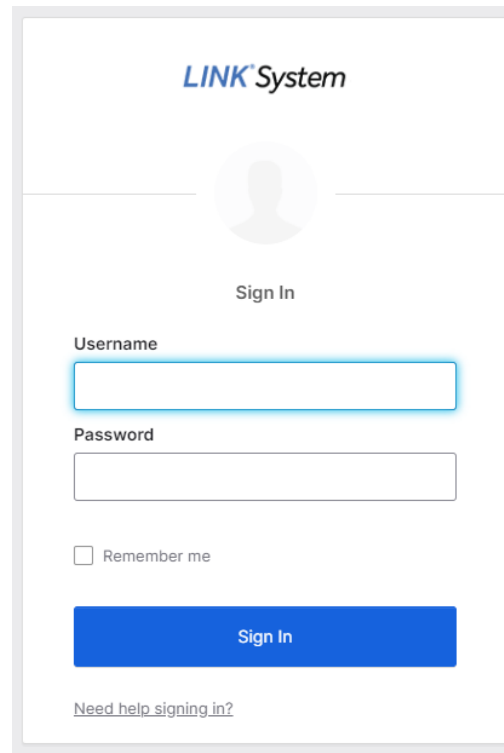
MFA Setup Process

Step 1

Visit <https://linklogin.okta.com>

Step 2

Login using your LINK[®] user ID and password




The screenshot shows the LINK System login interface. At the top, it says "LINK System" in blue. Below that is a grey circular placeholder for a user profile picture. Underneath the placeholder is the text "Sign In". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom of the form is a blue "Sign In" button. Below the button is a link that says "Need help signing in?".

MFA Setup Process

Step 3




Select your authentication preference

LINK[®] System



Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account

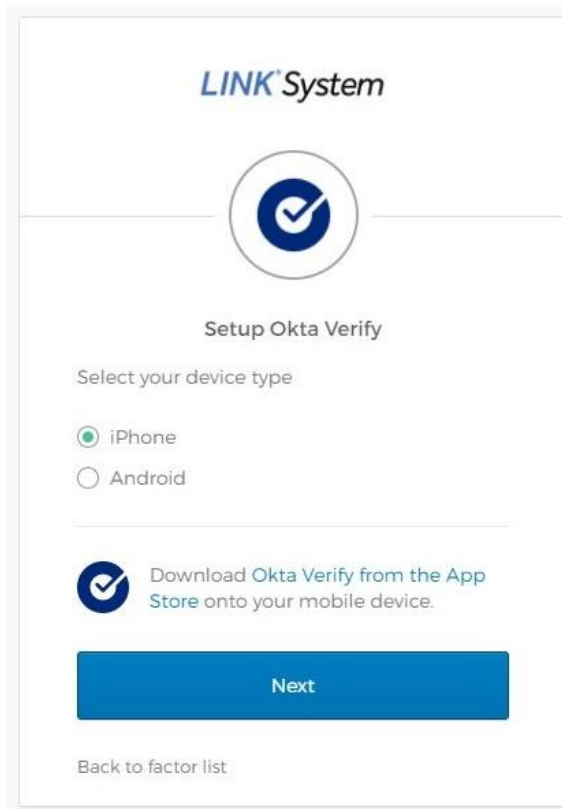
-  **Okta Verify**
Use a push notification sent to the mobile app.
[Setup](#)
-  **Google Authenticator**
Enter single-use code from the mobile app.
[Setup](#)
-  **SMS Authentication**
Enter a single-use code sent to your mobile phone.
[Setup](#)

Okta Setup Process

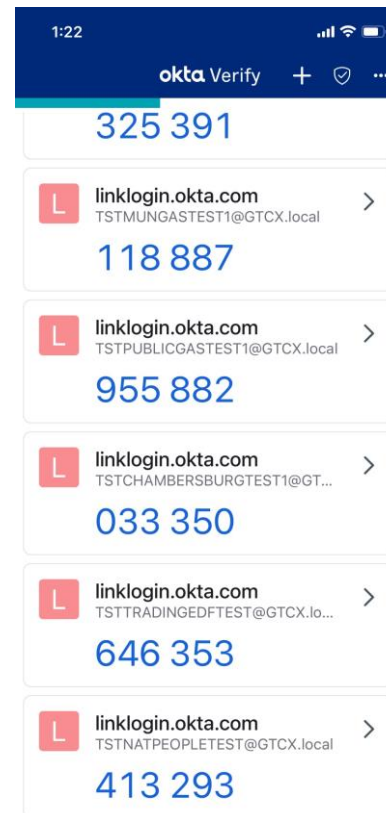


Prior to MFA setup

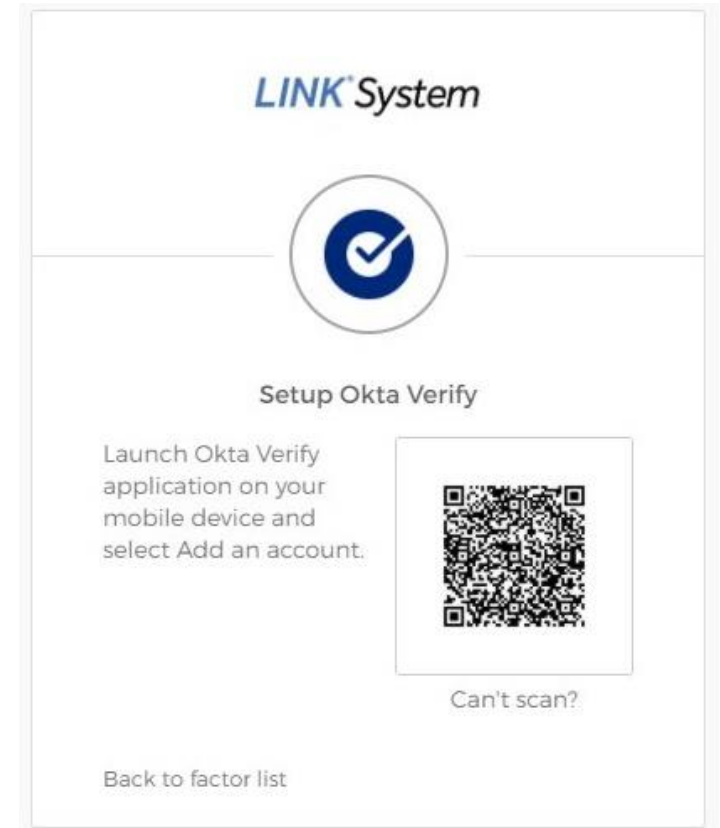
Download the Okta Verify App



1. Select your device type



2. In the app, Select the + icon to add a new device



3. Scan the QR code

Google Authenticator Setup Process



Prior to MFA setup

Download the Google Authenticator App

LINK System

Setup Google Authenticator

Select your device type

iPhone

Android

Download [Google Authenticator from the App Store](#) onto your mobile device.

Next

[Back to factor list](#)

1. Select your device type

LINK System

Setup Google Authenticator

Launch Google Authenticator, tap the "+" icon, then select "Scan a QR code".

Can't scan?

Next

[Back to factor list](#)

2. In the app, Select the + icon to add a new device. Scan the QR code.

LINK System

Setup Google Authenticator

Enter code displayed from the application

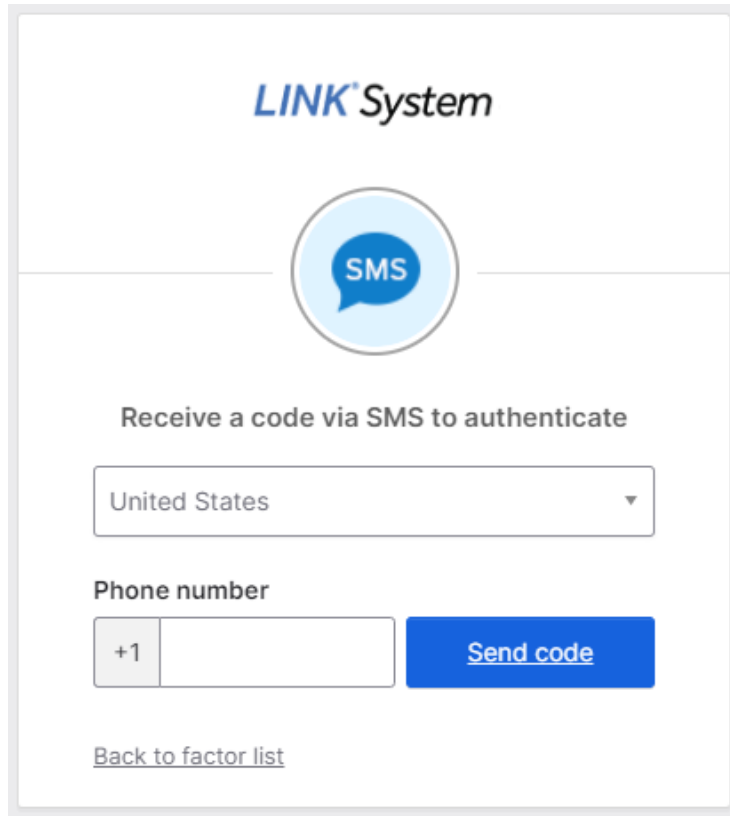
Enter Code

Verify

[Back to factor list](#)

3. Provide the authentication Code displayed on the app

SMS Setup Process



LINK System

SMS

Receive a code via SMS to authenticate

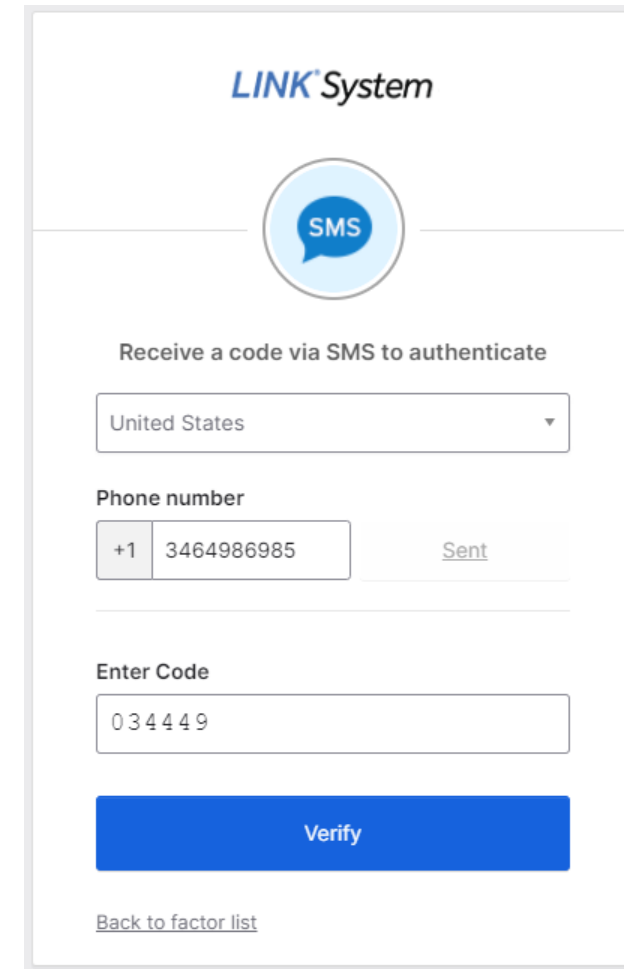
United States

Phone number

+1 [Send code](#)

[Back to factor list](#)

1. Enter your phone number and hit "Send Code"



LINK System

SMS

Receive a code via SMS to authenticate

United States

Phone number

+1 3464986985 [Sent](#)

Enter Code

034449

[Verify](#)

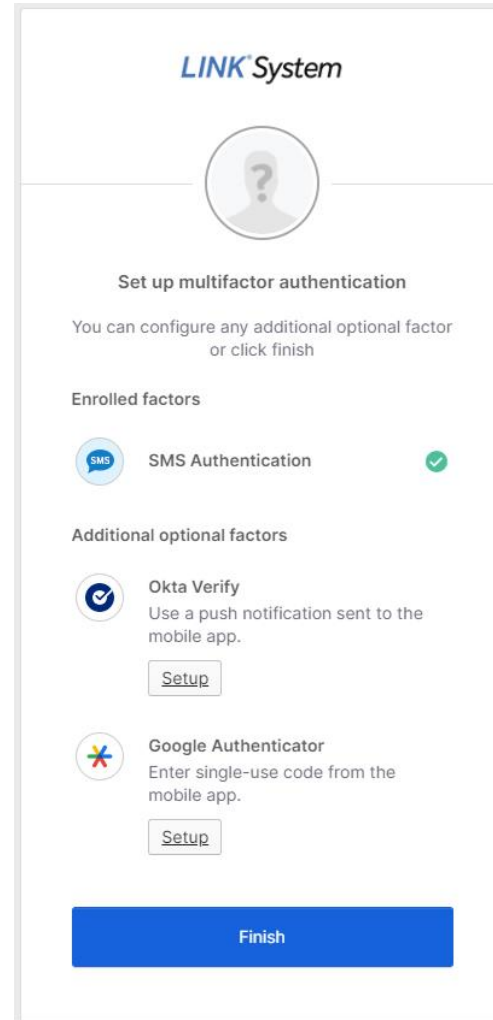
[Back to factor list](#)

2. Enter the code sent to your phone and hit "Verify"

MFA Setup Process

Step 5

Hit “Finish” or select a second MFA option




The screenshot shows the 'LINK System' MFA setup interface. At the top, it says 'LINK System' and has a placeholder for a user profile picture. Below that, the heading is 'Set up multifactor authentication' with the instruction 'You can configure any additional optional factor or click finish'. Under 'Enrolled factors', 'SMS Authentication' is listed with a green checkmark. Under 'Additional optional factors', 'Okta Verify' and 'Google Authenticator' are listed, each with a 'Setup' button. At the bottom, there is a large blue 'Finish' button.

MFA Setup Process

Step 6


Select a security question and a profile image.













Welcome to Enbridge, JACOB!
Create your Enbridge account

 Choose a forgot password question

What is the food you least liked as a child? ▾

Answer

 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.

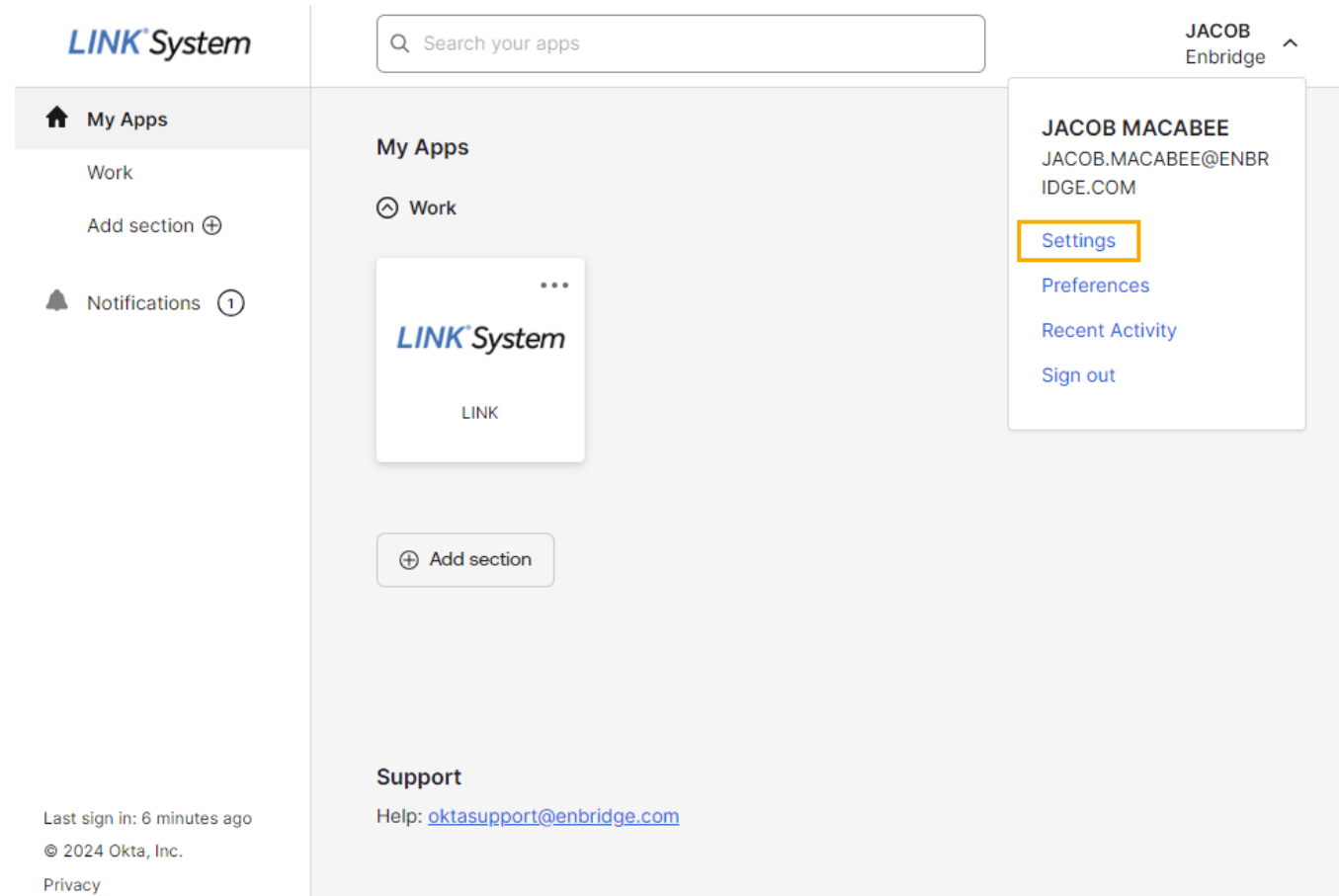
		
		
		
		

Create My Account

MFA Setup Process

Setup Is Complete

The home page features a weblink to the LINK® System homepage. Any profile changes can be made by going to “Settings” under the profile dropdown.



Logging Into LINK[®]

Logging into LINK[®] with Multifactor Authentication

MFA Setup Process

Step 1

Go to <https://link.enbridge.com> and click on “Customer Activities (Login)”

The screenshot shows the LINK System Customer Interface website. The top navigation bar includes the LINK System logo, the text "Customer Interface", and links for "LINK® Learning", "Training", "Tutorials", and "Contact Us". The ENBRIDGE logo is also present. A dark blue navigation bar contains a lock icon, a dropdown menu, and two main menu items: "Customer Activities (Login)" (which is highlighted with a yellow box) and "Informational Postings". A date indicator shows "7/22/2024".

The main content area is divided into several sections:

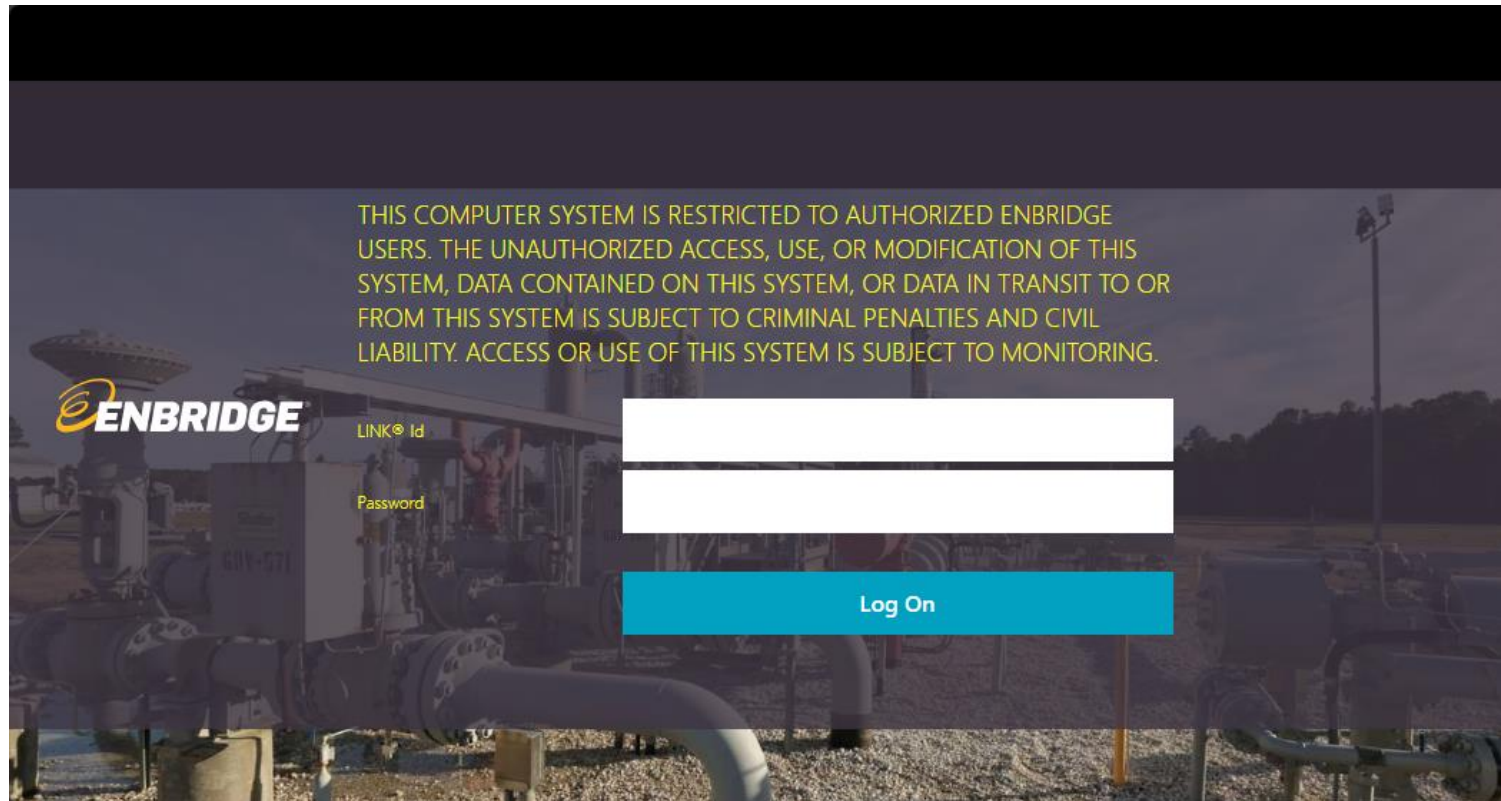
- Customer Support:** For LINK® application support, please call 1-800-827-LINK (5465), 713-989-LINK, or email the LINK® Help Desk. Additional online support can be found on the tutorial page. For after hours business support, please contact Volume Management at 713-627-5059.
- LINK® System Security:**
 - LINK Multifactor Authentication
 - Reset or Change your Password
 - Existing User
 - New User (No LINK® Id)
 - LINK® System Security Tutorials
- Critical Notices:**
 - Algonquin Gas Transmission, LLC**
 - [07/21/2024- AGT Pipeline Conditions for 7/22/2024](#)
 - [07/20/2024- AGT Pipeline Conditions for 7/21/2024](#)
 - [07/19/2024- AGT Pipeline Conditions for 7/20/2024](#)
 - [07/18/2024- AGT Pipeline Conditions for 7/19/2024](#)
 - Bobcat Gas Storage**
 - [07/21/2024- Bobcat Storage Conditions for 7/22/2024](#)
- Weather:** A weather map of the United States with a "Weather" label below it.
- Training:** Enbridge offers group training at different locations throughout the year as well as periodic webinars. Explore our [LINK® Training](#) site.
- Public Information:** A section header for public information.

MFA Setup Process



Step 2

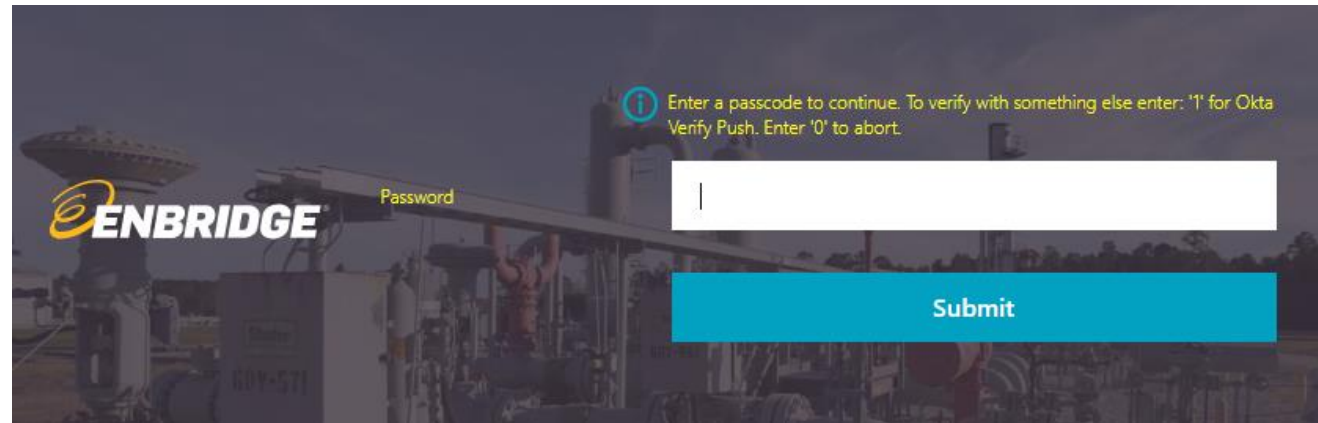
Login with your username and password



MFA Setup Process

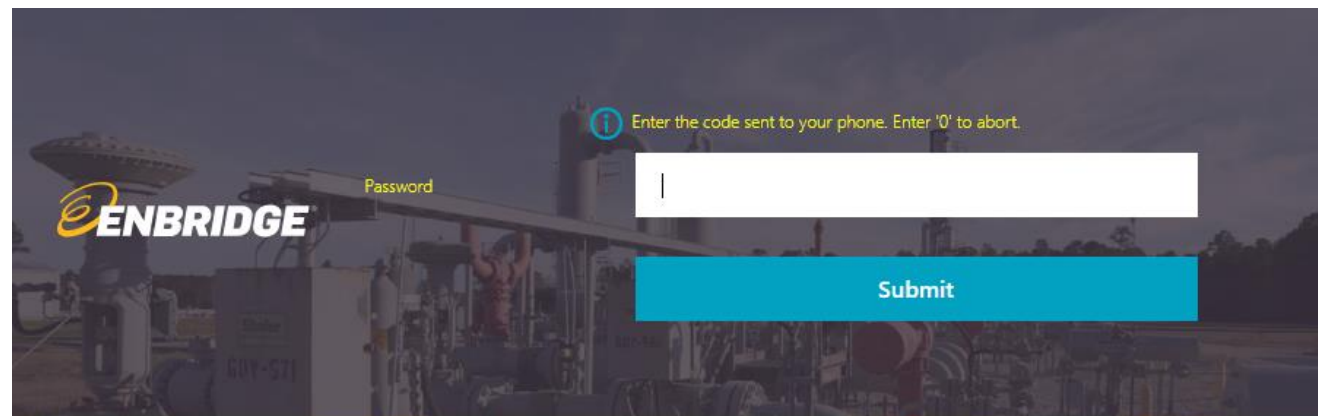
Step 3

If using Okta Verify or Google Authenticator, input “1” to get a push notification



The screenshot shows the ENBRIDGE login interface. On the left is the ENBRIDGE logo. In the center, there is a white input field labeled "Password" with a vertical cursor. Below the input field is a blue "Submit" button. An information icon (i) is positioned above the input field, with a yellow text message: "Enter a passcode to continue. To verify with something else enter: '1' for Okta Verify Push. Enter '0' to abort."

If using SMS, enter the code sent to your phone



The screenshot shows the ENBRIDGE login interface. On the left is the ENBRIDGE logo. In the center, there is a white input field labeled "Password" with a vertical cursor. Below the input field is a blue "Submit" button. An information icon (i) is positioned above the input field, with a yellow text message: "Enter the code sent to your phone. Enter '0' to abort."

Questions?

Email link-help@enbridge.com or call [1-800-827-5465](tel:1-800-827-5465) for LINK® System application support

