Multi-Factor Authentication

Multi-Factor Authentication (MFA) enhances security by requiring two or more authentication methods during login, providing additional layers of protection during the mobile device set up or conversion process.

You'll need a second device to access MFA codes during conversion, since your mobile will be unavailable. Choose the option that works best for you:

1. Microsoft Authenticator on another device (e.g., personal device, DE phone, Enbridge iPad) that is not being converted (If you choose to use a personal device, Microsoft Authenticator can be deleted immediately after setting up the phone.)

2. WinAuth on an Enbridge laptop
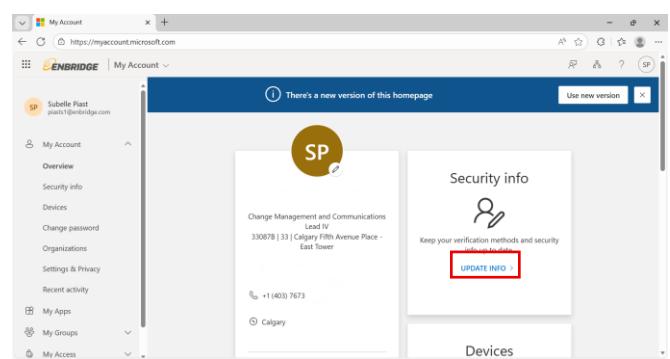
Contact the Enbridge Service Desk at 1-844-362-6948 (ext. 5, option 1) at any time for help during this process.

Microsoft Authenticator

Microsoft Authenticator cannot be installed on the device that is being set up on Enbridge mobile service. A personal device, DE phone or Enbridge iPad can be used. If you choose to use a personal device, Microsoft Authenticator can be uninstalled immediately after you complete the conversion or set up process.

Set up Microsoft Authenticator

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| --- |
| 1. Open Microsoft Edge on your computer and go to myaccount.microsoft.com. Enter your Enbridge email address and password if prompted. |
| 2. Click **UPDATE INFO** under Security info. Authenticate if needed. |
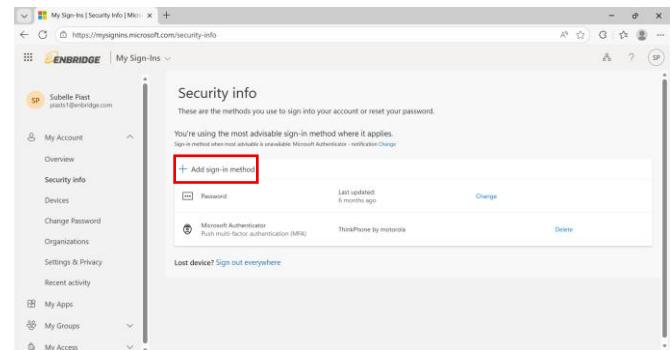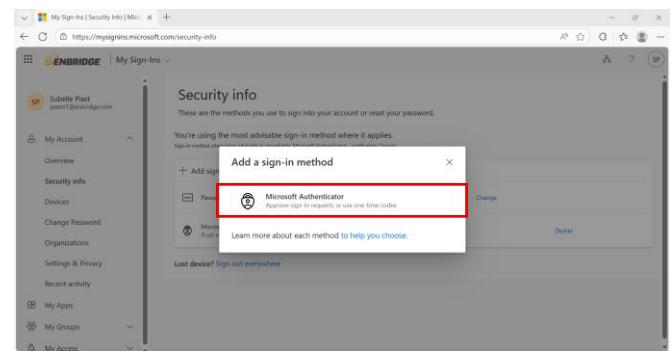
Set up Microsoft Authenticator

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3. On the Security Info page, click **Add Sign in method**.	
4. **Click Microsoft Authenticator.**	
5. Click **Next.**	
6. Follow the on screen instructions.	
7. Install Microsoft Authenticator from the Apple App Store if you do not already have the app installed on your phone.	
8. Open Microsoft Authenticator.	
9. Tap the plus (**+**) button, choose **Work or School Account,** and select **Scan a QR Code**.	
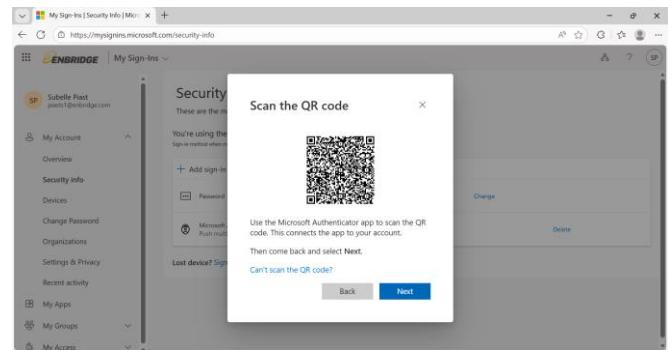
U.S. Utility Integration (USUI)
Business Systems

Set up Microsoft Authenticator

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10. Scan the QR code displayed on your computer screen and click **Next**.	
11. Enter the number displayed on your computer screen into the Microsoft Authenticator app and confirm with **Yes**. You should receive a confirmation message that Microsoft Authenticator has been set up.	
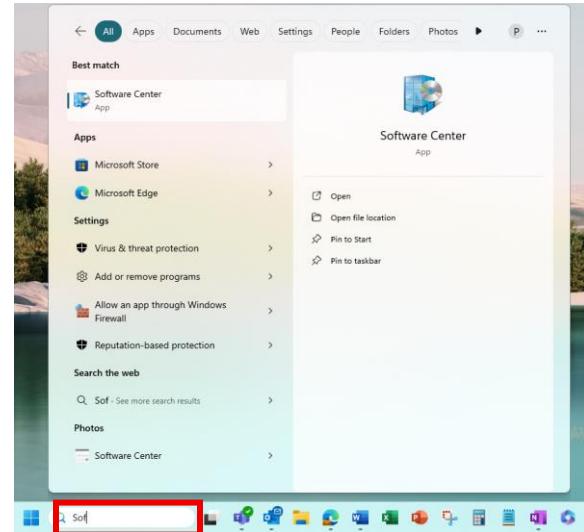
U.S. Utility Integration (USUI)
Business Systems

WinAuth on an Enbridge Laptop
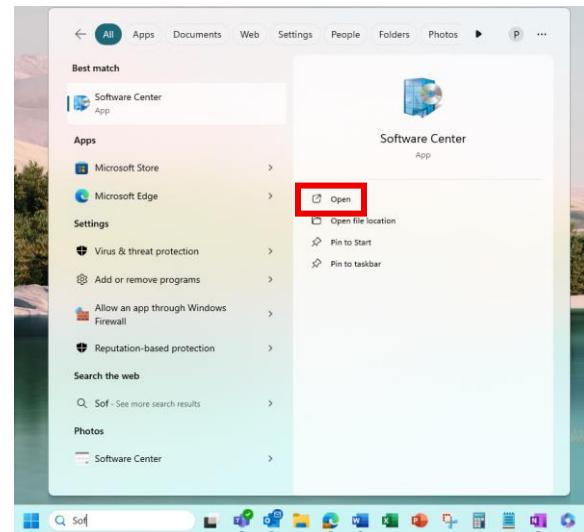
WinAuth on an Enbridge laptop can be used for MFA during device conversion or set up. Follow the instructions below or watch this video to set up WinAuth on your Enbridge laptop. If you use WinAuth for another application (e.g., SCADA), you will need to create another instance of WinAuth.

Download WinAuth from the Enbridge Software Center

1. Type **Software Center** in the Windows Start Menu search bar.

2. Click to launch the Software Center app.
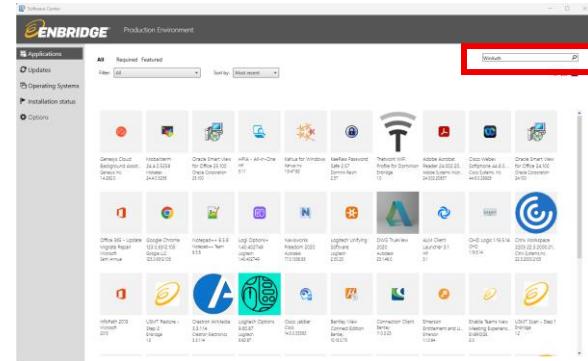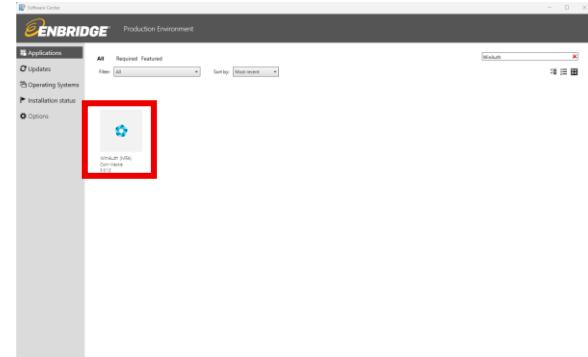
Download WinAuth from the Enbridge Software Center

3. Type **WinAuth** in the search bar in the upper-right corner.

   You should see WinAuth (MFA) appear in the results.
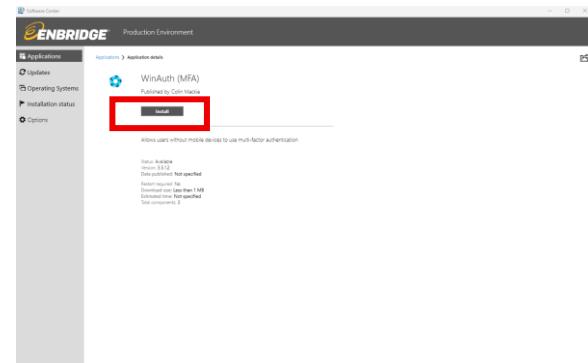
4. Click the **WinAuth** icon.

5. Click **Install** button.

   Installation may take up to 15-30 minutes. A WinAuth shortcut icon will automatically appear on your desktop.

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Multi-Factor Authentication
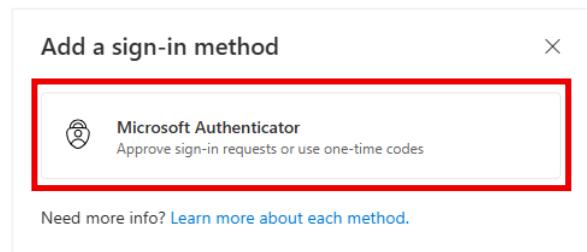
Set up WinAuth	
1. Go to https://mysignins.microsoft.com/security-info	
2. **Add a sign in method.** Authenticate, if asked.	
3. Click Microsoft Authenticator.	
4. Click I want to use a different authenticator app.	
5. Click Next.	
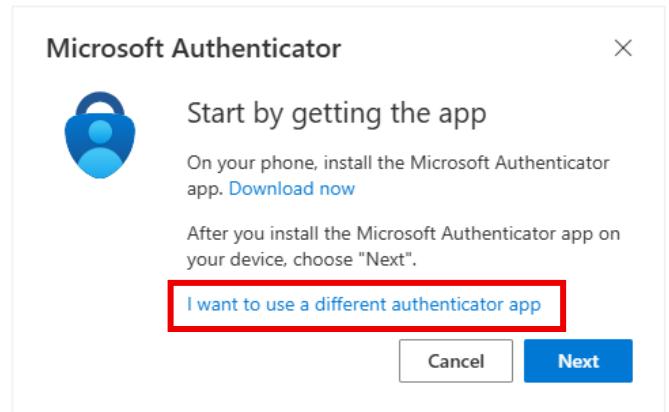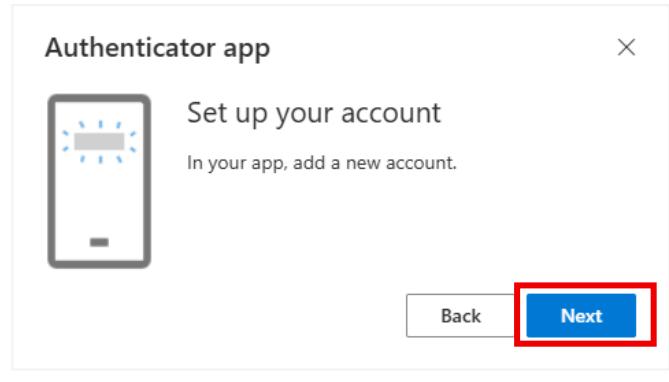
U.S. Utility Integration (USUI)
Business Systems

Set up WinAuth

6. Click Can't scan the image.

7. Copy the Secret key.

8. Click Next.

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Business Systems

Set up WinAuth

9. Open WinAuth and click **Add** then **Authenticator**.

10. Paste the secret key into the secret code spot.

Set up WinAuth

11. Click **Verify Authenticator**.

    A code will appear.
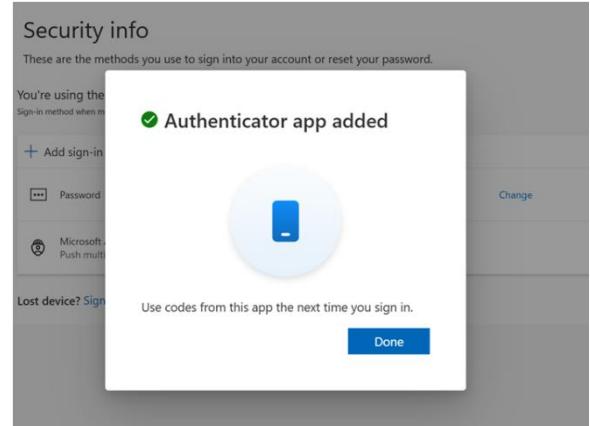
12. Enter the code on the Authenticator app in the mysignins page and click **Next**.


13. Look for message that the Authenticator app was successfully registered. Click **Done**.
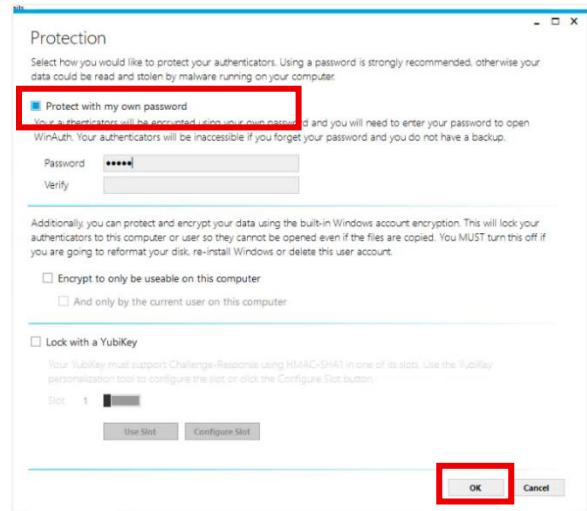
    Authenticator app should display on the Security info page.
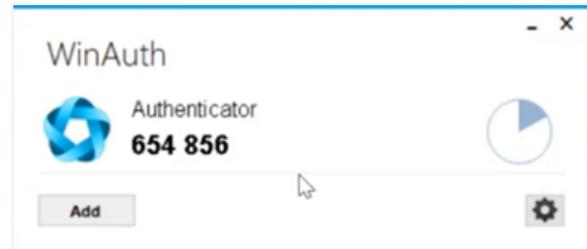
14. Click **OK** on the Add Authenticator page.

U.S. Utility Integration (USUI)
Business Systems

Set up WinAuth

15. Uncheck the **Protect with my own password** on the Protection window. Click **OK**.	
16. The WinAuth pop-up indicates WinAuth has been set up correctly.	
17. Sign out of https://mysignins.microsoft.com/security-info by clicking your initials in the upper right corner.	