

Follow these steps to un-enroll your current devices from Okta Verify multifactor authentication **before you reset your device**. This will allow you to enroll your device once it has been converted to Enbridge mobile service.

If you have issues with Okta Verify, please contact the DE Service Desk at 1-877-947-4636.

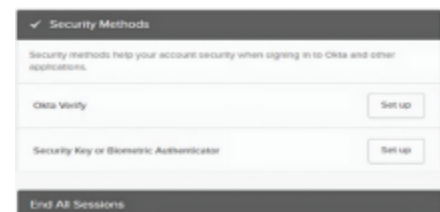
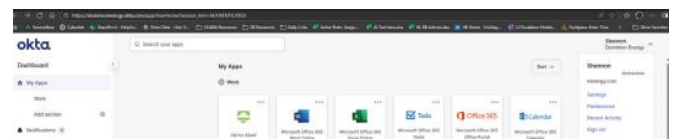
## Okta: Un-Enroll Your Device(s)

1. Open an Edge browser on your laptop and go to <https://dominionenergy.okta.com>. Sign in if necessary.
2. **Go to Settings:** Click your name in the top-right corner, then select Settings.
3. **Edit Profile:** Click the green Edit Profile button and provide MFA if prompted.
4. **Remove Old Device(s):** Under Security Methods, click Remove next to all devices (phone, iPad, laptop, etc.) that are listed. Click Yes to confirm when asked to remove Okta Verify enrollment. Provide MFA if prompted.

Once your device has been converted to Enbridge mobile service, follow the next sets of steps to install Okta Verify on your device. This will allow you to use Okta Verify to authenticate your DE apps from your Enbridge device.

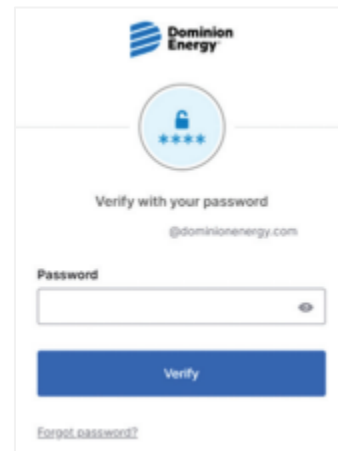
## Set up Okta Verify

1. Open an Edge browser on your laptop and go to [dominionenergy.okta.com](https://dominionenergy.okta.com). Sign in if necessary.
2. Left click on your name in the top right-hand corner and select **Settings**.
3. Under **Security Methods** on the right, click **Set up** for Okta Verify.

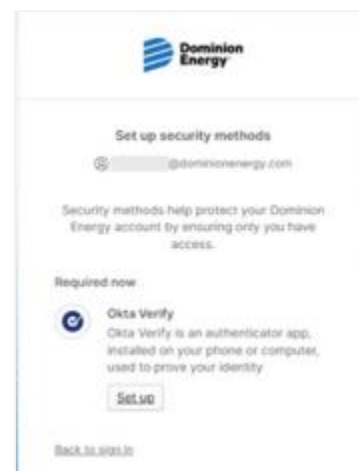


## Set up Okta Verify

4. Type in your password and click **Verify**.



5. On the Set up security methods Dominion Energy screen, click **Set up** to begin the Okta setup process.



## Set up Okta Verify on your Enbridge device

1. Install Okta Verify from the Apple App Store.
2. Launch Okta.
3. Tap **Get Started**.
4. Tap **Next**.

## Set up Okta Verify on your Enbridge device

5. Tap **Add Account**.
6. Select **Organization** on the Choose Account Type screen.
7. Select **Skip** on Add Account from Another Device screen.
8. Select **Yes, Ready to Scan** to Do You Have Your QR Code.
9. Scan the QR code on the Set up Okta Verify Dominion Energy screen on your computer.



10. On the Okta Verify app on your phone, allow Push notifications and enable Face ID.
11. Click **Done**.