

# Mobile Transition

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## User Toolkit

Get ready for Enbridge Mobile Service



**U.S. Utility Integration (USUI)**

Business Systems

# Device Conversion (Steps 1-5)

*Preparation and steps 1 through 5 will take users approximately 60 minutes.*

1

## Verify mobile applications

Review the apps on your mobile device and confirm none require it to remain a DE device. Check the compatibility table [here](#) (DE Mobile column) for dependencies. If you find a dependency, STOP and email [USUIBusinessSystems@enbridge.com](mailto:USUIBusinessSystems@enbridge.com). Do not proceed to the next step.

2

## Gather credentials

Enbridge login, DE login, iPhone passcode, Apple ID and associated passcode. **You must have working credentials to complete the conversion process.**

*If you have an @dom, @dominionenergy or @scana Apple ID, use these [Apple instructions](#) to change the primary email address assigned to that Apple ID to a different one after you have converted your phone so you can continue to have access to your iCloud. The new primary email cannot be @enbridge.com.*

3

## Connect to Wi-Fi

A stable Wi-Fi connection, such as Gnetwork, is required throughout the process.

4

## Back up device

Follow the steps outlined in the [job aid](#) or [video](#) as all current data on the phone/tablet/device will be deleted during the conversion process.

5

## Unenroll from DE Okta Verify

Follow the instructions [here](#) to unenroll **all device(s)** from Okta Verify. **This must be done before resetting the device.**

# Device Conversion (Steps 6-10)

*Factory reset and steps 6 through 10 will take users approximately 60 minutes.*

6

## Have a second device ready

You'll need a second device to access MFA codes during conversion, since the device that is being converted cannot be used during the conversion process. Use this [job aid](#) to set up **one** of the following MFA methods:

- Microsoft Authenticator on another device (e.g., personal device, DE phone, Enbridge iPad) that is not being converted
- WinAuth on an Enbridge laptop ([video](#))

7

## Factory reset and enroll device

Ensure your device has been backed up (see step 4) and then follow all steps in the [job aid](#) or [video](#) (note: your second device is involved in this process).

8

## Restore your backup on your device

Follow the steps outlined in the job aid [here](#) to restore your backup to your device.

9

## Set up Office365

To access Office 365 from your mobile device, follow the steps outlined in the [job aid](#) or [video](#). This will give you direct access to Microsoft tools like Teams and Outlook, making it easy to join Enbridge meetings and manage your email on the go, and OneDrive to access any company files you have backed up there.

10

## Set up DE Okta Verify

Follow the remaining 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.

# New Device Set-Up

*Preparation and steps 1 through 3 will take users approximately 60 minutes.*

1

## **Gather credentials**

Enbridge login, DE login, iPhone passcode, Apple ID

2

## **Have a second device ready**

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

- WinAuth on an Enbridge laptop (If you have not already set it up the job aid is [here](#))
- Microsoft Authenticator on a DE phone that is not being converted or on a personal device
- Or call the Enbridge Service Desk at 1-844-362-6948 (ext. 5, option 1)—just ensure your leader is available as this option requires their involvement.

3

## **Connect to Wi-Fi or Hotspot, set up new device and access Office 365**

To connect your new device, follow the setup instructions [here](#). Then refer to the Office 365 job aid [here](#) to access Teams and Outlook—making it easy to join Enbridge meetings and manage email on the go.

# Support

## Need help?

Click to join a Technical Support Session

- [Jan 26, 27, 28, 29, 30 - 11:00 AM ET](#)
- [Feb 2, 3, 4, 5, 6 - 11:00 AM ET](#)

- **Self-serve FAQ** visit the USUI Resource Center [here](#)

- **Access Card, Technical Security Issues**

Emergencies? **call 9-1-1** and then contact the [Enbridge Global Security Operations Center \(GSOC\)](#)

Enbridge access card or technical security issues? Please call:

**Enbridge GSOC 1-844-786-8305, ext. 6**

- **Enbridge General Technical Support**

Enbridge technical questions or issues? Please call:

**Enbridge Service Desk 1-844-362-6948 select ext. 5 option 1**

### Device Access & Login Support

Login & MFA  
Enbridge VDI  
New Hires – device or accessory requests

### Hardware

Laptops  
Mobile devices  
Printers  
Telephony  
Device or accessory requests

### Software & Apps

Application issues  
Applications & SailPoint Requests

- **DE General Technical Support**

Please continue to contact **DE Service Desk 1-877-947-4636** for issues with your DE devices, DE applications and DE VDI (DE environment on your Enbridge device).

# Mobility Virtual Support Sessions

Session	Topics
1	<ul style="list-style-type: none"> <li>• Verify mobile apps</li> <li>• Gather credentials</li> <li>• Back up device</li> </ul>
2	<ul style="list-style-type: none"> <li>• Unenroll Okta Verify</li> <li>• Set up Microsoft Authenticator</li> <li>• Set up WinAuth on an Enbridge laptop</li> </ul>
3	<ul style="list-style-type: none"> <li>• Factory Reset</li> <li>• Set up Office 365</li> <li>• Set up DE Okta Verify</li> </ul>

Time	Tue	Wed	Thu	Fri
<a href="#">9am ET/7am MT</a>	1	1	1	1
<a href="#">10am ET/8 am MT</a>	2	2	2	2
<a href="#">11am ET/9am MT</a>	3	3	3	3
<a href="#">1pm ET/11am MT</a>	1	1	1	
<a href="#">2pm ET/12pm MT</a>	2	2	2	
<a href="#">3pm ET/1pm MT</a>	3	3	3	