

# Quick Reference Guide

## Multi-Factor Authentication Enrollment – External User Complete Guide

**Purpose:** TC Energy has implemented Okta to provide Multi-Factor Authentication (MFA) for all commercial applications. MFA is a method of confirming your identity in which you are granted access only after successfully presenting two or more pieces of evidence (or factors) to an authentication mechanism.

Your application has been configured to use Okta Verify, Email Authentication and Google Authenticator as factors, with **Okta Verify being the preferred method as directed by TC Energy’s Cybersecurity Office**. This guide will help you setup Okta Verify, Email Authentication, and/or Google Authenticator for the first time, setup MFA if you only setup a single option when you first enrolled and setting up Okta Verify if you have a new device.

From time to time, you may receive emails from “[noreply@okta.com](mailto:noreply@okta.com)”, these are trusted emails that may require a time sensitive action on your part so please add to your trusted contacts.

If you have issues with any of the steps below, please contact your application support contact or Delegated Administrator.



**Current as of September 8, 2022**

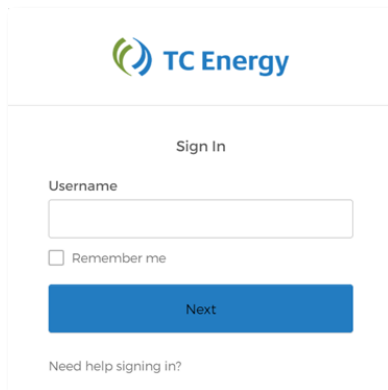
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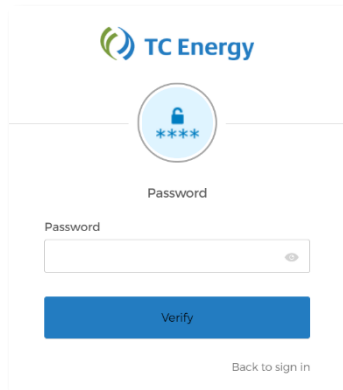
# Enrolling in Multi-Factor Authentication for the First Time

1. Open your web browser (i.e., Edge  or Chrome .
2. Go to **tcplus.com**



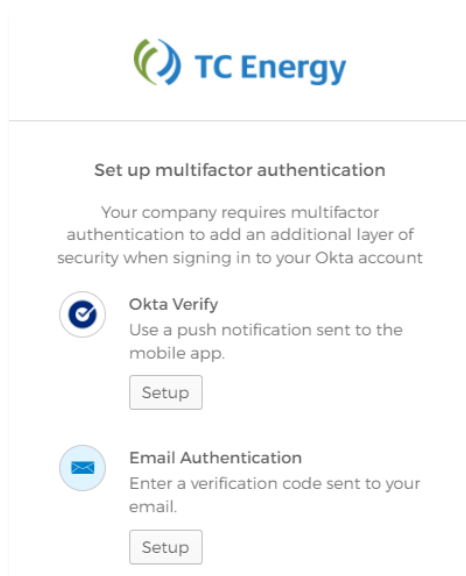
The image shows the TC Energy Sign In page. At the top is the TC Energy logo. Below it is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Remember me". At the bottom of the form is a blue button labeled "Next". Below the button is a link that says "Need help signing in?".

3. Enter your Username: **<<login ID>>** and click Next.
4. Enter your **<<Password>>** and click Verify



The image shows the TC Energy Password screen. At the top is the TC Energy logo. Below it is a circular icon with a lock and four asterisks. Below the icon is the text "Password". There is a "Password" label above a text input field with an eye icon on the right. At the bottom of the form is a blue button labeled "Verify". Below the button is a link that says "Back to sign in".

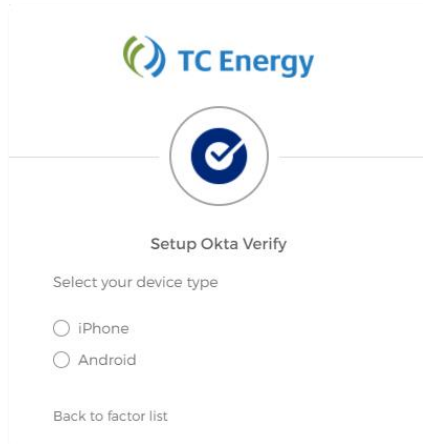
5. On the "Set up multifactor identification" screen, you are given both MFA options start by choosing Okta Verify



The image shows the TC Energy "Set up multifactor authentication" screen. At the top is the TC Energy logo. Below it is the text "Set up multifactor authentication". Below that is a paragraph: "Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account". There are two options listed: "Okta Verify" with a checkmark icon, described as "Use a push notification sent to the mobile app.", and "Email Authentication" with an envelope icon, described as "Enter a verification code sent to your email.". Each option has a "Setup" button below it.

# Enrolling in Okta Verify

1. Click the **[Setup]** button under the **Okta Verify** option.
2. Choose your **phone type**: Apple or Android.



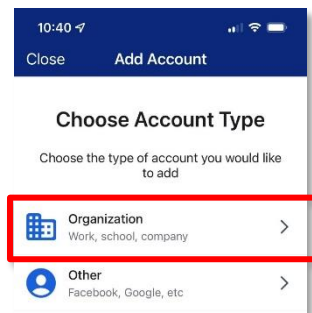
3. Next, install Okta Verify on your mobile device. You can find the app in your device's application store (e.g., Apple App Store for iPhones or Google Play for Android phones).
  - a. You must install the app before you can continue
  - b. **Ensure you are installing Okta Verify (not Okta Mobile).**
4. Once you have installed the app on your mobile device, go back to the Setup Okta Verify page on your computer's browser.
5. Click the **[Next]** button to be taken to the screen with a QR code.



6. Launch the **Okta Verify application** on your phone.
7. In the mobile application, select the **“+”** in the top right of the screen.

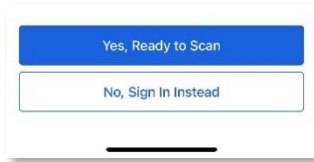


8. Choose **“Organization”** option to add the account.



**Note:** You may be prompted to allow the application access to your phone's camera. Allow the access.

9. Click on the Yes, Ready to Scan button when

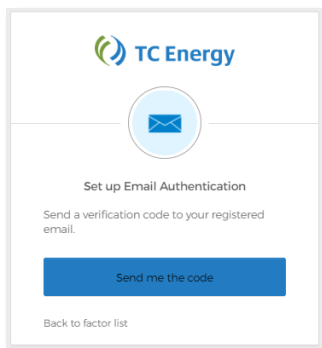


10. Scan the QR code with your phone's camera to complete the Okta Verify setup.  
You can now close the Okta Verify app on your phone.
11. You have successfully registered for Okta Verify!
12. Carry on to enrolling in Email Authentication next.

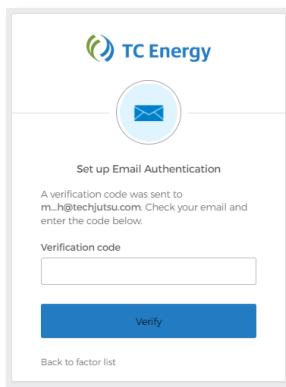
## Enrolling in Email Authentication

You must have access to the email account you have registered with TC Energy to use this application, if you do not then DO NOT continue and contact the TC Energy support person for assistance

1. Click on the Email Authentication setup button to continue to enroll the secondary factor



2. Click "Send me the code"
3. Open the email account you have registered with TC Energy to find an email sent from **Okta** with the subject: **"Confirm your email address"**
4. Copy the six-digit code in the email and go back to the computer browser
5. Paste the code into the Verification Code field (make sure there isn't a trailing space after the numbers)



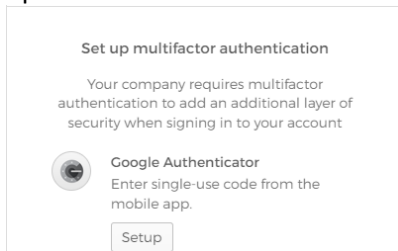
6. Click Verify
7. You should now have two green checkmarks after each MFA option



As per the directive of the TC Energy Cyber Security Office Okta Verify should be the primary MFA option and Email Authentication should only be used when the device is unavailable.

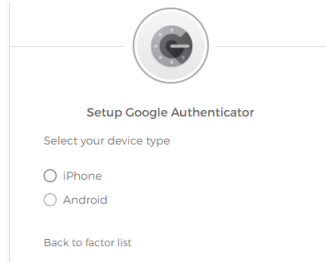
# Enrolling in Google Authenticator

The Google Authenticator MFA is another passcode option that is available. The instructions below explain how to set up the Google Authenticator MFA app.

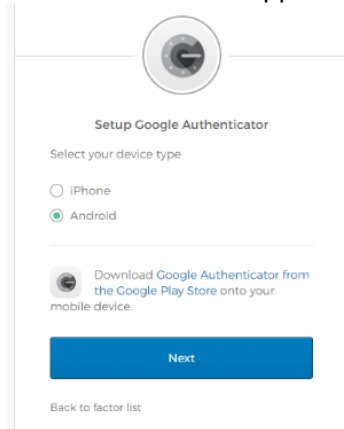
1. On the “Set up multifactor identification” screen, click the [Setup] button under the Google Authenticator option.



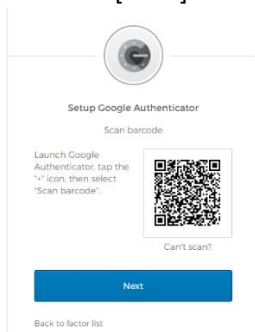
2. Choose your phone type: Apple  or Android .



3. Install Google Authenticator on your device.
4. You can find the app in your device’s application store (e.g., Google Play for Android phones or Apple App Store for iPhones).
5. You must install the app before you can continue.

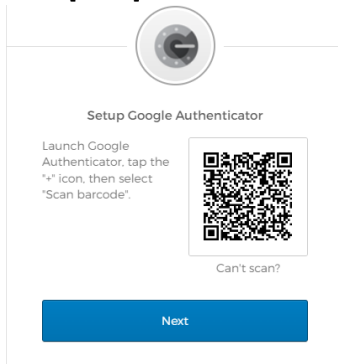


6. Once you have installed the app on your phone, go back to the Setup Google Authenticator page on your computer’s browser.
7. Click the [Next] button to be taken to a screen with a QR code.

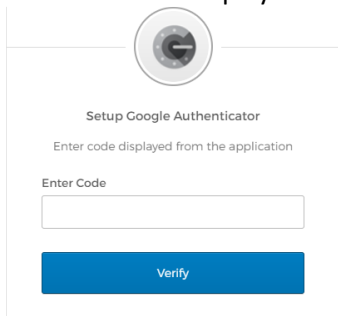


8. Launch the Google Authenticator application on your phone.

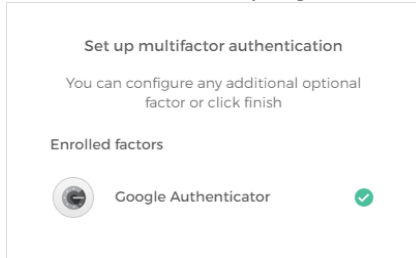
9. Select [Add an account].
10. You may be prompted to allow the application access to your phone's camera. Allow the access.
11. Scan the QR code with your phone's camera to register the new application access in your app.
12. Click [Next] to continue



13. You will be prompted to enter a six-digit code in Okta.
14. Enter the code displayed in the app and click [Verify]





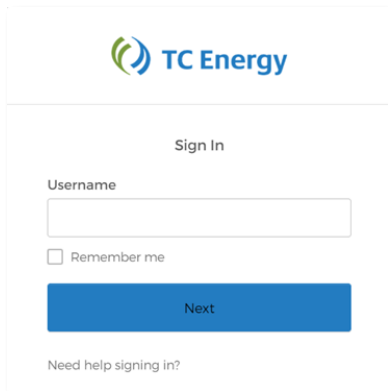
15. You can now close the Google Authenticator app on your phone.
16. You have successfully registered for this MFA



## Enrolling in an Additional MFA Option

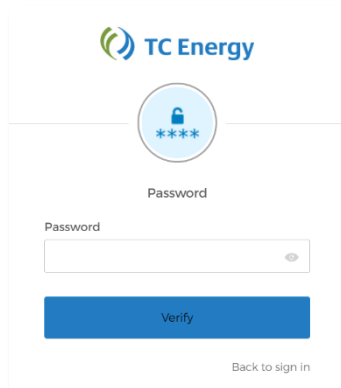
If Okta Verify was not enrolled in during the initial setup, or you wish to enroll in another MFA option, follow these steps to complete the enrollment.

1. Open your web browser (i.e., Edge  or Chrome .
2. You will need to login to the Okta portal associated with your account.
  - a. For the ANR application use: <https://uswest-customerid.tcenergy.com>
  - b. For all other Canadian, US and Mexico users, use: <https://tcenergy1.okta.com>
3. Enter your Username: <<login ID>> and click Next.



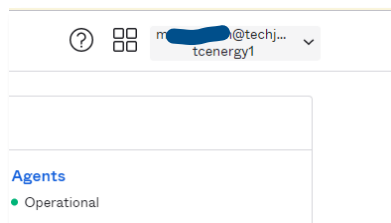
The screenshot shows the TC Energy Sign In page. At the top is the TC Energy logo. Below it is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Remember me". A blue button labeled "Next" is positioned below the checkbox. At the bottom left, there is a link that says "Need help signing in?"

4. Enter your <<Password>> and click Verify



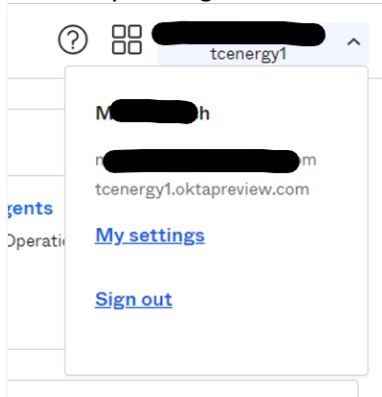
The screenshot shows the TC Energy Password page. At the top is the TC Energy logo. Below it is a circular icon containing a lock and four asterisks. Below the icon is the text "Password". There is a "Password" label above a text input field with an eye icon on the right. A blue button labeled "Verify" is positioned below the input field. At the bottom right, there is a link that says "Back to sign in".

5. Enter the code that was emailed to you to
6. Once logged in to the Okta portal click your account name in the top right corner of the window

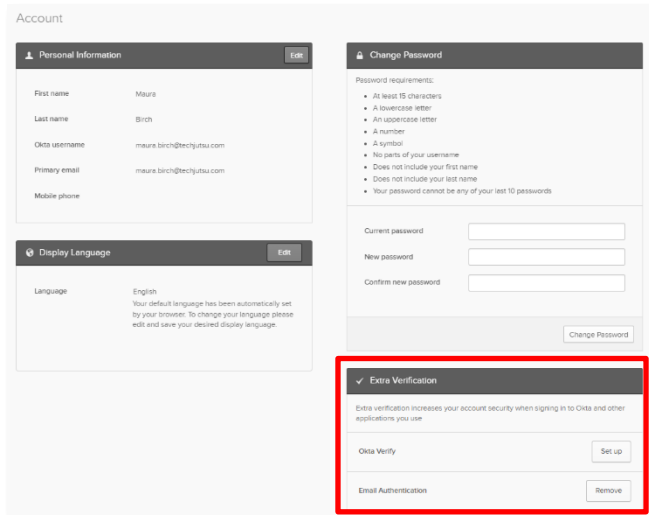


The screenshot shows the Okta portal user interface. At the top right, there is a user profile dropdown menu showing the email address "m...@techj..." and the domain "tcenergy1". Below the profile menu, there is a section titled "Agents" with a sub-section "Operational" indicated by a green dot.

7. Select My Settings



8. Scroll to the Extra Verification Section at the bottom of the window



9. Click Set up for the appropriate MFA option

- a. Enter Password
- b. Click "Send me the code" button
- c. Enter Code in field
  - i. This puts you back into the My Settings window



10. Click Set up for the appropriate MFA option again

11. The steps to set up an additional MFA is the same as the first-time enrollment. Follow the directions for the appropriate MFA option from the Enrollment section above.

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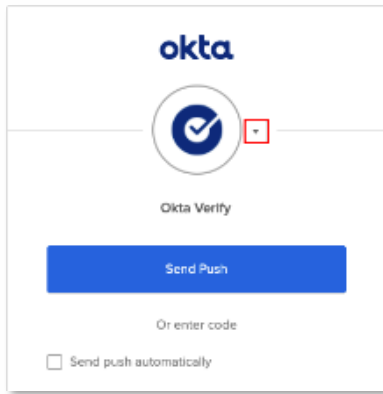
## Re-enrolling Okta Verify on a New Device

If you have changed the device you formally had Okta Verify on then you need to re-enroll it on the new device. In this case you will login using your Email Authentication, provided you have access to the email address linked to your TC Energy account. If you do not have access to that email account, then you need to contact your TC Energy support person for assistance.

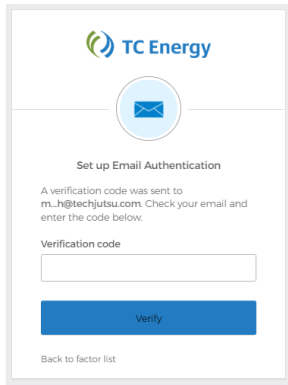
1. Open your web browser (i.e., Edge  or Chrome .
2. You will need to login to the Okta portal associated with your account.
  - a. For the ANR application use: <https://uswest-customerid.tcenergy.com>
  - b. For all other Canadian, US and Mexico users, use: <https://tcenergy1.okta.com>
3. Enter your Username: <<login ID>>



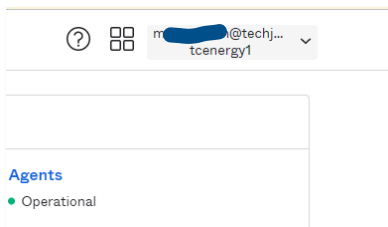
4. To select Email Authentication, click on the drop-down arrow next to the Okta Verify Logo



5. Click "Send me the code"
6. Open the email account you have registered with TC Energy to find an email sent from **Okta** with the subject: **"One-time verification code"**
7. Copy the six-digit code in the email and go back to the computer browser
8. Paste the code into the Verification Code field (make sure there isn't a trailing space after the numbers)

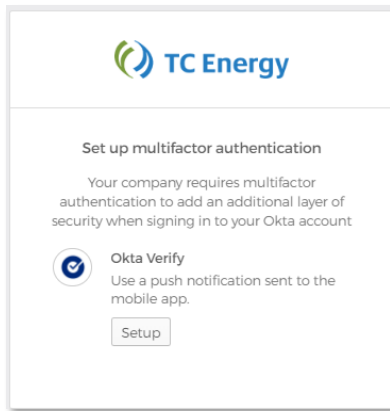


9. Click Verify
10. Once logged in click your account name in the top right corner of the window

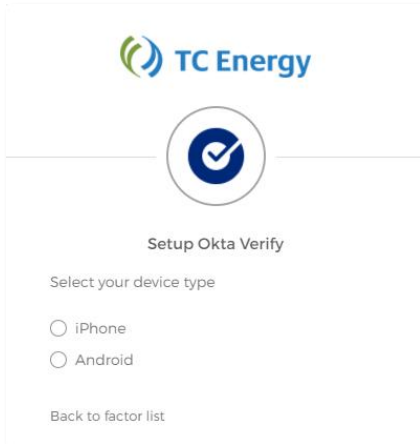


11. Select My Settings
12. Click Edit Profile (this may prompt credential reauthentication)
  - a. Reenter your Password
  - b. Choose Email Authentication
  - c. Add emailed verification code
13. In the Extra Verification section (you may have to scroll down)
14. Click Remove next to the Okta Verify option
  - a. This removes the current connection between Okta and your old device
15. Say Yes to the confirmation
16. Click Set up for the Okta Verify option

17. Click Setup again in the Set up multifactor authentication window



18. Choose your **phone type**: Apple or Android.



19. Next, install Okta Verify on your new device. You can find the app in your device's application store (e.g., Apple App Store for iPhones or Google Play for Android phones).

- a. You must install the app before you can continue
- b. **Ensure you are installing Okta Verify (not Okta Mobile).**

20. Once you have installed the app on your mobile device, go back to the Setup Okta Verify page on your computer's browser.

21. Click the **[Next]** button to be taken to the screen with a QR code.

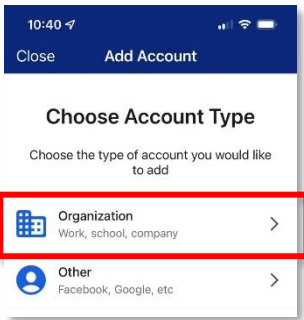


22. Launch the **Okta Verify application** on your phone.

23. In the mobile application, select the "+" in the top right of the screen.



24. Choose “**Organization**” option to add the account.



**Note:** You may be prompted to allow the application access to your phone’s camera. Allow the access.

25. Click on the Yes, Ready to Scan button when



26. Scan the QR code with your phone’s camera to complete the Okta Verify setup.



You can now close the Okta Verify app on your phone.

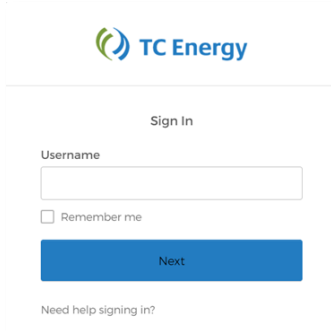
27. You have successfully re-registered for Okta Verify!

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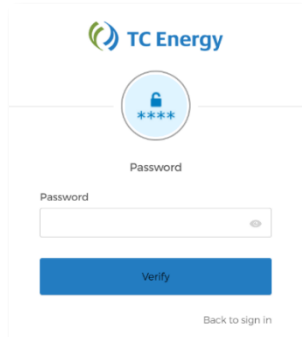
## Selecting Okta Verify for Log In

There will be occasions where Okta Verify is not the selected MFA method. This can be changed very easily.

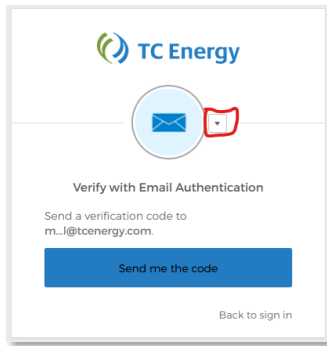
1. Open your web browser (i.e., Edge  or Chrome .
2. Go to your **<<application URL>>**



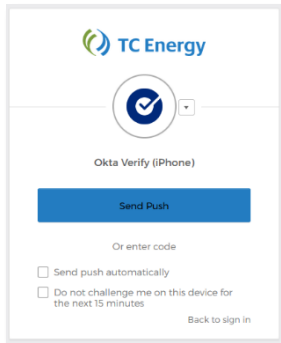
3. Enter your Username: **<<login ID>>** and click Next.
4. Enter your **<<Password>>** and click Verify



5. If the verify option does not show Okta Verify, click the arrow beside the middle icon:





6. In the listed options, select Okta Verify
7. There should now be a button to Send Push

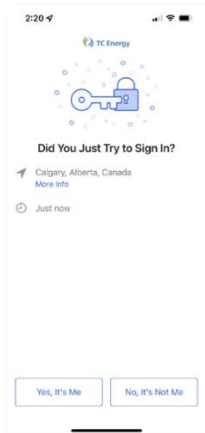


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## Using Okta Verify

Using Okta Verify to login to your application is very easy. This login process does not require a code!

1. Open your web browser (i.e., Edge  or Chrome .
2. Go to your **<<application URL>>**
3. Enter your Username: **<<login ID>>**
4. Enter your **<<Password>>** and click Verify
5. The Okta Verify screen will appear. If another method appears, change to the Okta Verify by using the arrow beside the method icon (steps are shown in the “Select Okta Verify for Log In” section of this document.) Click the “Send Push” button. The screen will change to “Push sent”
6. Open your mobile device. You will find a “Did You Just Try to Sign In” notification on your phone (image example below, different devices may show a slightly different response). Tap “Yes, it’s Me” to complete the login process.



- a. Remember, this login process does not require a code!