

Quick Reference Guide

Multi-Factor Authentication Early Enrollment – External User Complete Guide

Purpose: TC Energy is implementing 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 will be configured to use Okta Verify, Google Authenticator or Email Authentication 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, Google Authenticator and Email Authentication, in preparation for the migration of your application to Okta. Always have two methods registered, with email being the recommended backup one. If you wish to add or remove an MFA option, the directions are included in this document.

Your current application login credentials will be required to start this registration process. If you have multiple accounts, you will have to register each account individually.

From time to time, you may receive emails from “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.

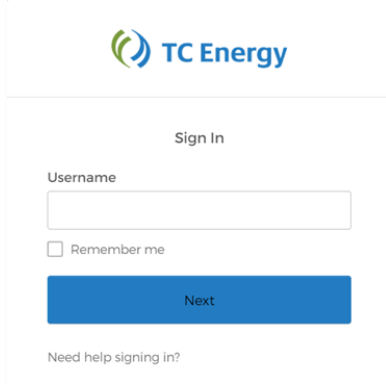
Current as of 18-April-2023

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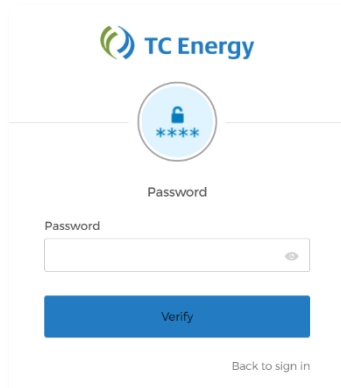
Enrolling in Multi-Factor Authentication for the First Time

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 GCTS/AGA/EMC applications use: <https://tcenergy3.okta.com>
 - b. For the TCPLUS application use: <https://tcenergy4.okta.com>
 - c. For the ANR application use: <https://uswest-customerid.tcenergy.com>
 - d. For all other applications use: <https://tcenergy1.okta.com>
3. Enter your Username: <<login ID>>



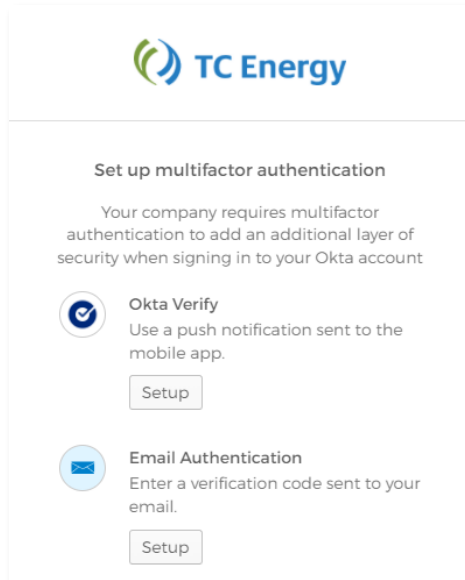
The screenshot shows the TC Energy Sign In page. At the top is the TC Energy logo. Below it is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Remember me". A blue "Next" button is positioned below the checkbox. At the bottom left,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

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



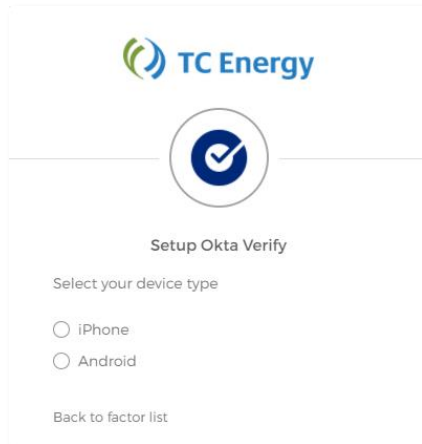
The screenshot shows the TC Energy Password page. At the top is the TC Energy logo. Below it is a circular icon containing a padlock and four asterisks. Below the icon is the text "Password". There is a "Password" label above a text input field with a visibility toggle icon on the right. A blue "Verify"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

5. On the “Set up multifactor identification” screen, you are given all available MFA options. Start by choosing Okta Verify:



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.

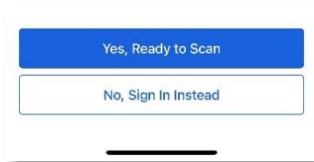


8. Choose “**Organization**” option to add the account.



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

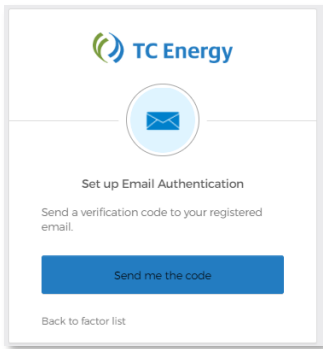


10. Scan the QR code with your phone’s camera to complete the Okta Verify setup.
You can now close the Okta Verify app on your phone.
11. You have successfully registered for Okta Verify!
12. Carry on to enrolling in Email Authentication next.

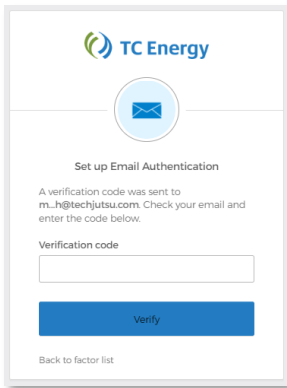
Enrolling in Email Authentication

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)



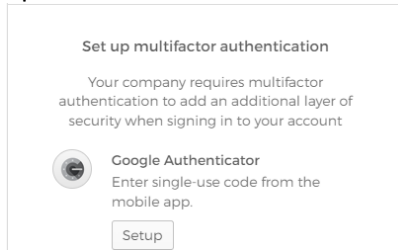
6. Click Verify
7. You should now have two green checkmarks after each MFA option


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.

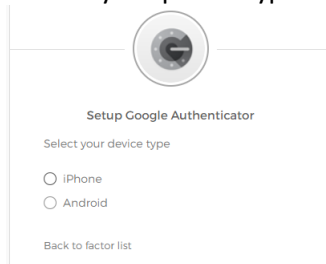
Enrolling in Google Authenticator

The Google Authenticator MFA is another passcode option that is available. The instructions below explain how to set up the Google Authenticator MFA app. This can be used in place of Okta Verify, however Okta Verify is the more user friendly option and recommended by **TC Energy's Cybersecurity Office**.

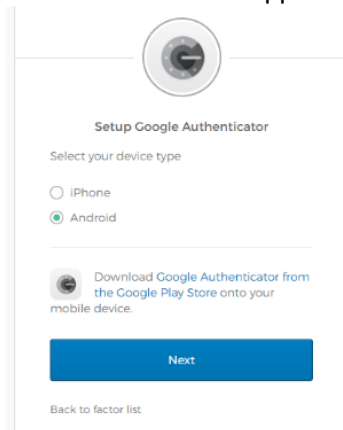
1. On the "Set up multifactor identification" screen, click the [Setup] button under the Google Authenticator option.



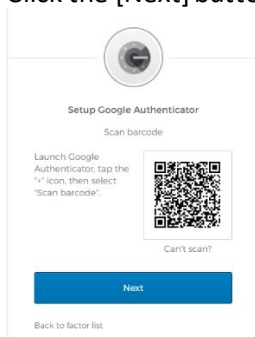
2. Choose your phone type: Apple  or Android .



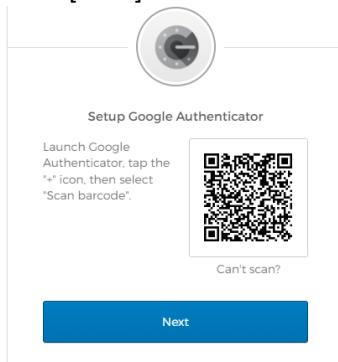
3. Install Google Authenticator on your device.
4. You can find the app in your device's application store (e.g., Google Play for Android phones or Apple App Store for iPhones).
5. You must install the app before you can continue.



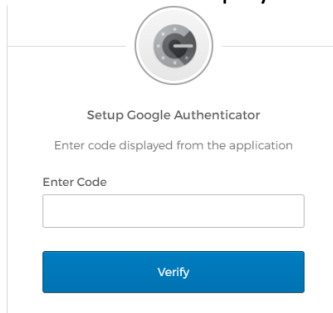
6. Once you have installed the app on your phone, go back to the Setup Google Authenticator page on your computer's browser.
7. Click the [Next] button to be taken to a screen with a QR code.



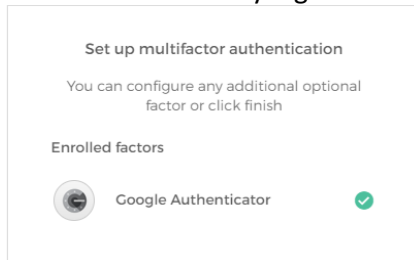
8. Launch the Google Authenticator application on your phone.
9. Select [Add an account].
10. You may be prompted to allow the application access to your phone's camera. Allow the access.
11. Scan the QR code with your phone's camera to register the new application access in your app.
12. Click [Next]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





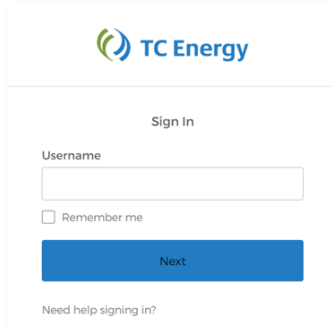
15. You can now close the Google Authenticator app on your phone.
16. You have successfully registered for this MFA



Selecting Okta Verify for Log In

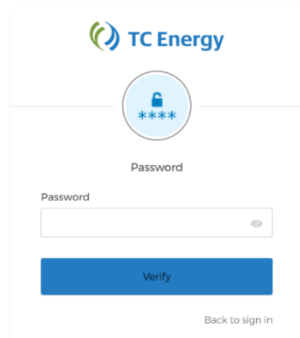
There will be occasions where your preferred MFA method is not initially selected. The last method used or registered will appear first. This can be changed very easily.

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



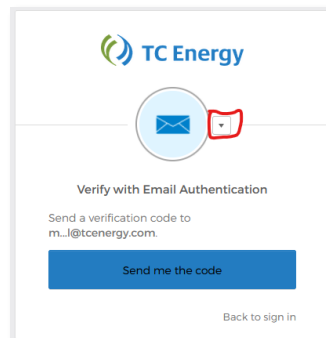
The image shows the TC Energy Sign In page. At the top is the TC Energy logo. Below it is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Remember me". At the bottom of the form is a blue button labeled "Next". Below the button is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

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



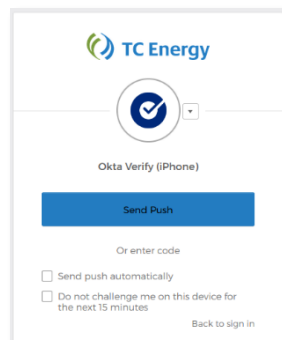
The image shows the TC Energy Password page. At the top is the TC Energy logo. Below it is a circular icon containing a padlock and four asterisks. Below the icon is the text "Password". There is a "Password" label above a text input field with a toggle eye icon. At the bottom of the form is a blue button labeled "Verify". Below the button is the text "Back to sign in".

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



The image shows the TC Energy Verify with Email Authentication page. At the top is the TC Energy logo. Below it is a circular icon containing an envelope and a red checkmark. Below the icon is the text "Verify with Email Authentication". Below that is the text "Send a verification code to m...l@tcenergy.com.". At the bottom of the form is a blue button labeled "Send me the code". Below the button is the text "Back to sign in".



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

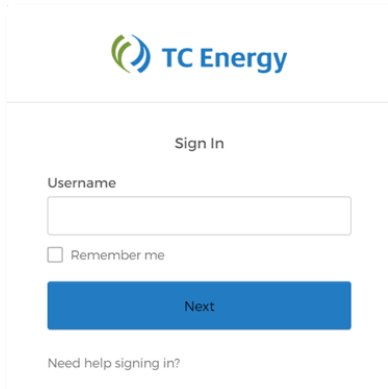


The image shows the TC Energy Okta Verify (Phone) page. At the top is the TC Energy logo. Below it is a circular icon containing a checkmark. Below the icon is the text "Okta Verify (Phone)". At the bottom of the form is a blue button labeled "Send Push". Below the button is the text "Or enter code". Below that are two checkboxes: "Send push automatically" and "Do not challenge me on this device for the next 15 minutes". At the bottom right is the text "Back to sign in".

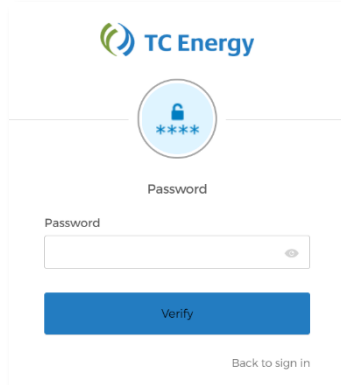
Enrolling in an Additional MFA Option

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.

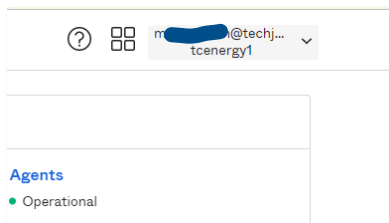
1. Open your web browser (i.e., Edge  or Chrome .
2. You will need to login to the Okta portal associated with your account.
 - a. For the GCTS/AGA/EMC applications use: <https://tcenergy3.okta.com>
 - b. For the TCPLUS application use: <https://tcenergy4.okta.com>
 - c. For the ANR application use: <https://uswest-customerid.tcenergy.com>
 - d. For all other Canadian, US and Mexico users, use: <https://tcenergy1.okta.com>
3. Enter your Username: **<<login ID>>** and click Next.



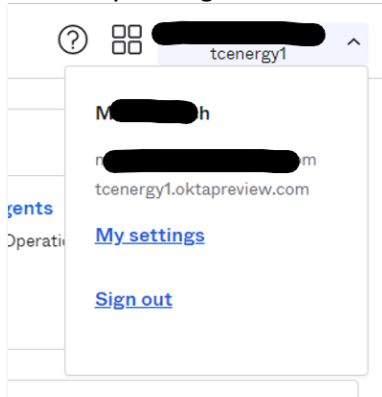
4. Enter your **<<Password>>** and click Verify



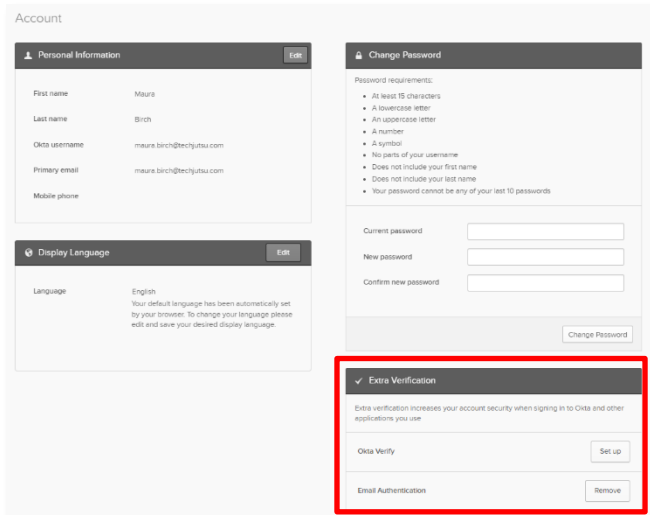
5. Enter the code that was emailed to you to
6. Once logged in to the Okta portal click your account name in the top right corner of the window



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

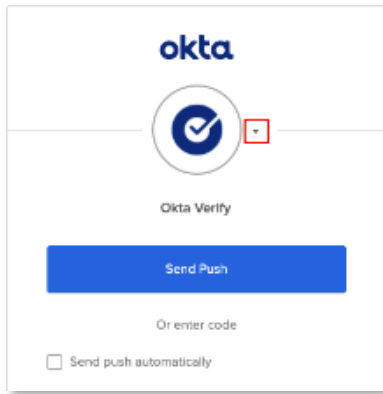
11. The steps to set up an additional MFA is the same as the first-time enrollment. Follow the directions for the appropriate MFA option from the Enrollment section above.

Re-enrolling Okta Verify on a New Device

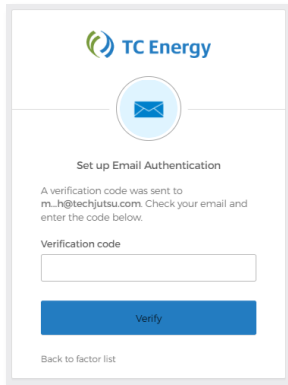
If you have changed the device you formally had Okta Verify on then you need to re-enroll it on the new device. In this case you will login using your Email Authentication, provided you access to the email address linked to your TC Energy account. If you do not have access to that email account, then 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 GCTS/AGA/EMC applications use: <https://tcenergy3.okta.com>
 - b. For the TCPLUS application use: <https://tcenergy4.okta.com>
 - c. For the ANR application use: <https://uswest-customerid.tcenergy.com>
 - d. For all other Canadian, US and Mexico users, use: <https://tcenergy1.okta.com>
3. Enter your Username: <<login ID>>

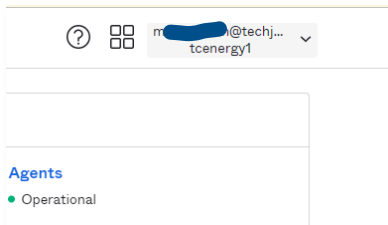
4. To select Email Authentication, click on the drop-down arrow next to the Okta Verify Logo



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)

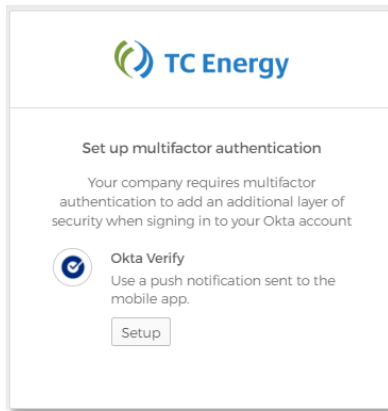


9. Click Verify
10. Once logged in click your account name in the top right corner of the window

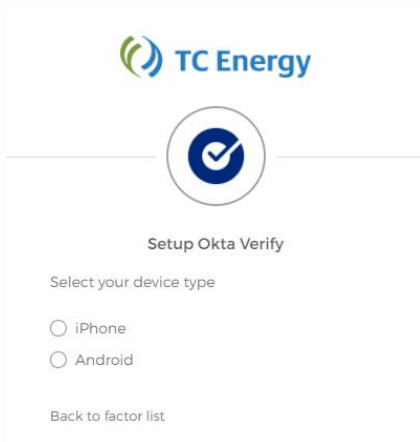


11. Select My Settings
12. Click Edit Profile (this may prompt credential reauthentication)
 - a. Reenter your Password
 - b. Choose Email Authentication
 - c. Add emailed verification code
13. In the Extra Verification section (you may have to scroll down)
14. Click Remove next to the Okta Verify option
 - 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.

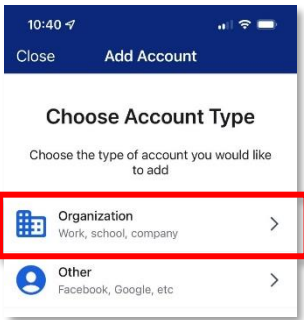


22. Launch the **Okta Verify application** on your phone.

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

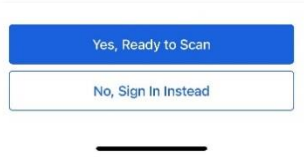


24. Choose “**Organization**” option to add the account.



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.

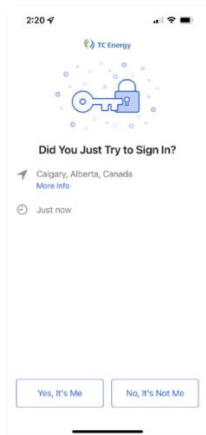
You can now close the Okta Verify app on your phone.

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

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!