

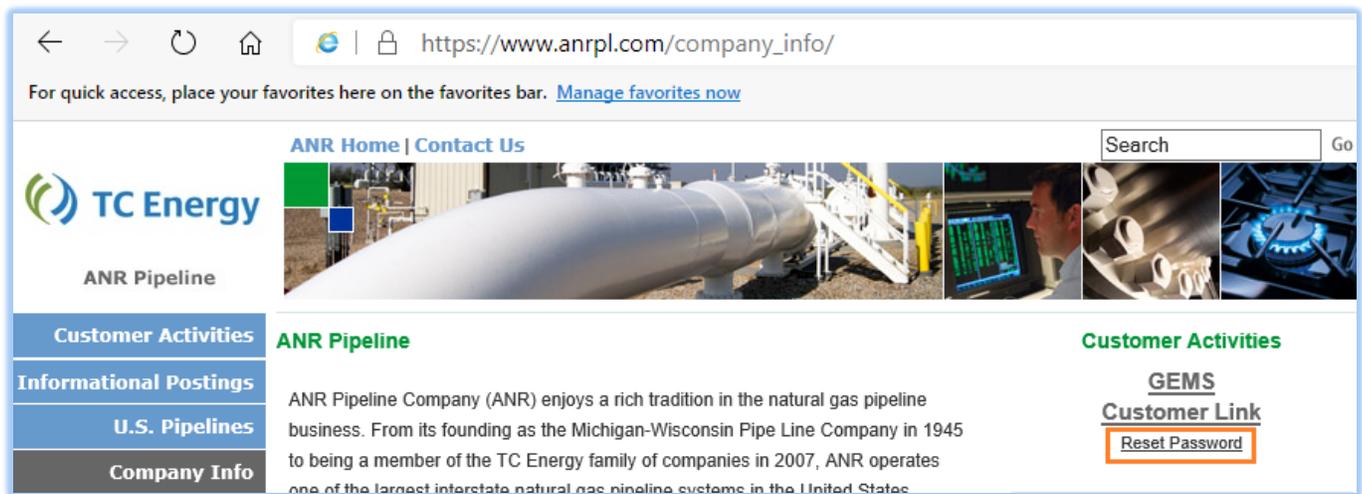
Self Service Enrollment | Password Reset | Unlocking Account

How to enroll for the self-service password reset portal

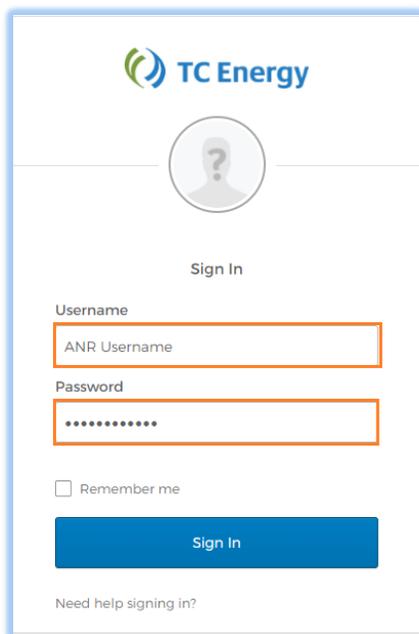
Purpose: To use self-service password reset, you first need to enroll in the new portal. This is a one-time process. When you login for the first time you will be able to select a security question/answer and image.

Steps for self-service portal enrollment

1. Go to <https://www.anrpl.com> → **Reset Password**



2. Enter login details: **Enter ANR User Name** → **Enter ANR Password** → **Click Sign In**

A screenshot of the sign-in form on the ANR Pipeline website. The form is titled 'Sign In' and features the TC Energy logo at the top. Below the logo is a circular icon with a question mark. The form contains two input fields: 'Username' with the placeholder text 'ANR Username' and 'Password' with a masked password '*****'. There is a checkbox labeled 'Remember me' and a blue 'Sign In' button. At the bottom of the form, there is a link that says 'Need help signing in?'.

3. Enter Enrolment Details: **Select a security question** → **Enter Answer** → **Select Your Security Image**

 Choose a forgot password question

What is the food you least liked as a child? ▾

Answer

 Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

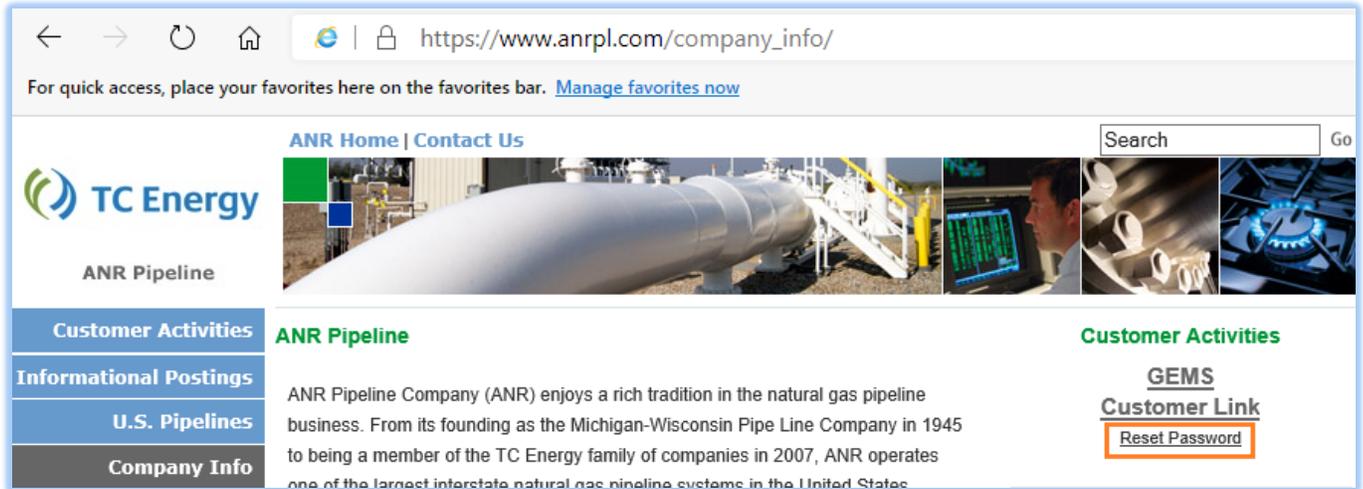
4. Save the information: **Click SAVE**. Your enrollment is complete.

How to self-reset my ANR password

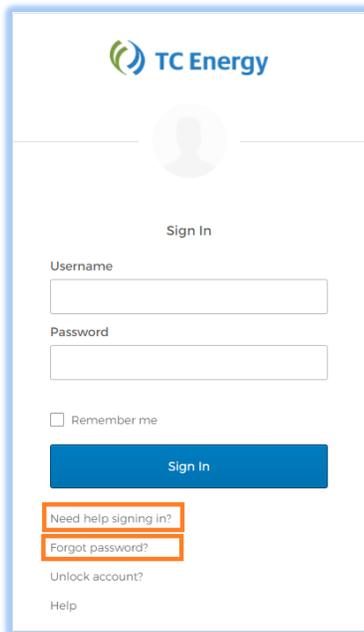
Purpose: Outlining the steps to reset the ANR Password.

Steps for self-password reset

5. Go to <https://www.anrpl.com> → **Reset Password**



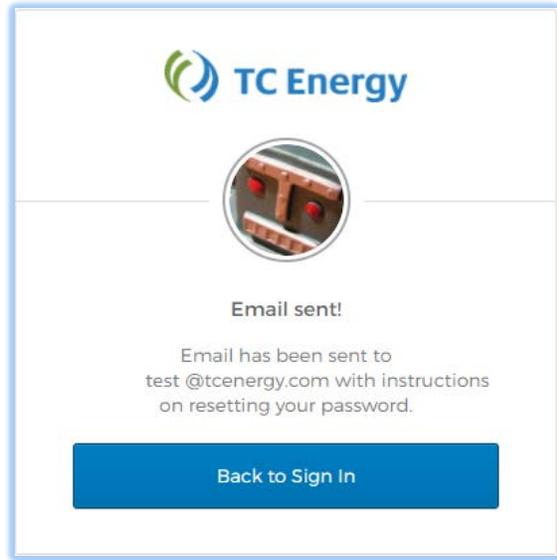
6. Select forgot password option: **Click “Need help signing in” → Click “Forgot password?”**



7. Submit Request: **Enter Username** → **Click Reset via Email**

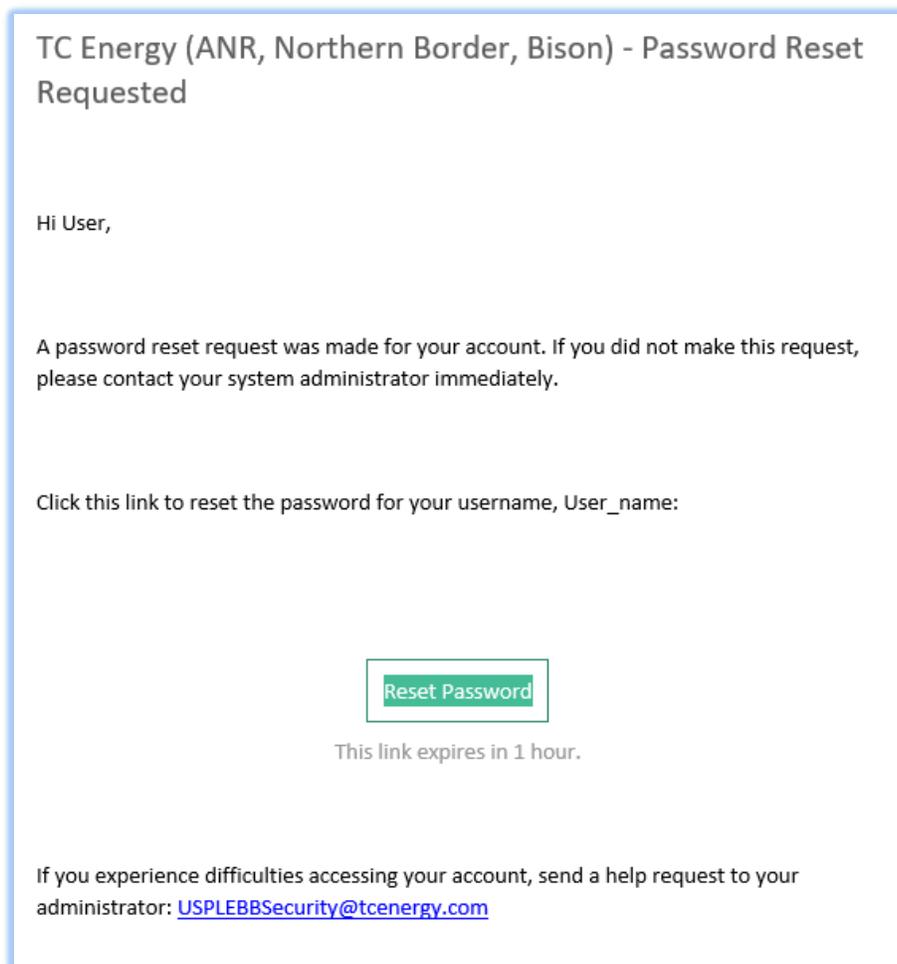


The screenshot shows the TC Energy login page with the 'Reset Password' option selected. Below the logo, the text 'Reset Password' is centered. There is a label 'Email or Username' above a text input field containing the word 'Username'. A blue button labeled 'Reset via Email' is positioned below the input field. At the bottom left, there is a link 'Back to Sign In'.



The screenshot shows the confirmation page after a password reset request. It features the TC Energy logo at the top. Below it is a circular image of a circuit breaker. The text 'Email sent!' is centered, followed by a message: 'Email has been sent to test @tcenergy.com with instructions on resetting your password.' A blue button labeled 'Back to Sign In' is at the bottom.

8. Initiate Reset: **Receive Password Reset Email** → **Click Reset Password**



The screenshot is a simulated email with the following content:

TC Energy (ANR, Northern Border, Bison) - Password Reset Requested

Hi User,

A password reset request was made for your account. If you did not make this request, please contact your system administrator immediately.

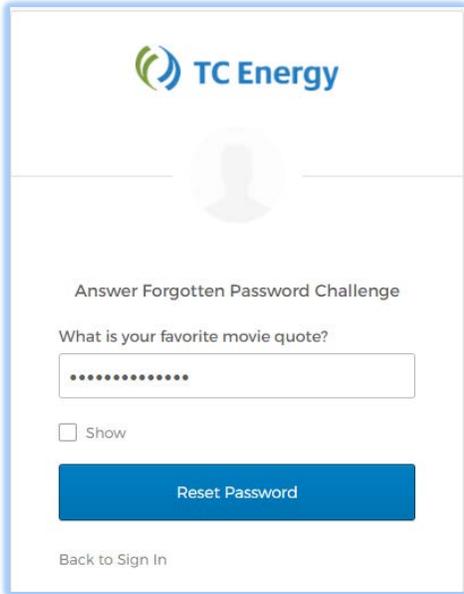
Click this link to reset the password for your username, User_name:

[Reset Password](#)

This link expires in 1 hour.

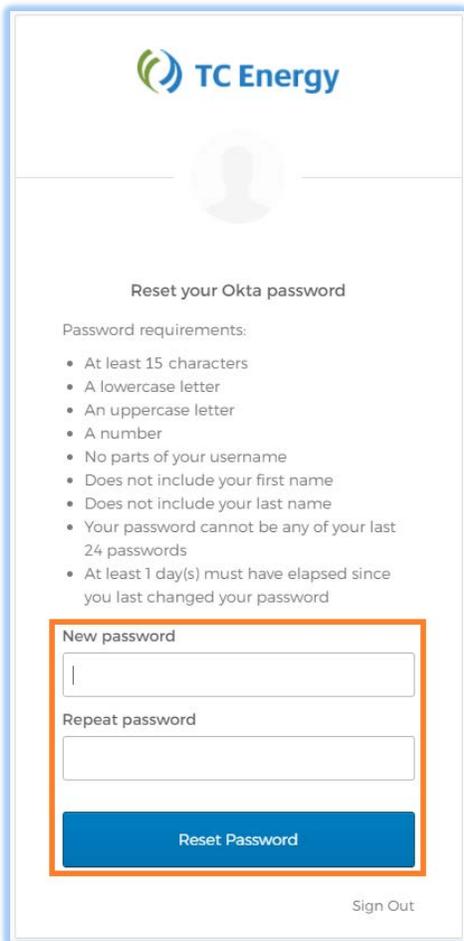
If you experience difficulties accessing your account, send a help request to your administrator: USPLEBBSecurity@tcenergy.com

9. Authenticate: **Enter Answer for the Security Question** → **Click Reset Password**



The screenshot shows the TC Energy logo at the top. Below it is a placeholder for a user profile picture. The main heading is "Answer Forgotten Password Challenge". The question is "What is your favorite movie quote?". There is a text input field containing ten dots. Below the input field is a checkbox labeled "Show". A blue button labeled "Reset Password" is positioned below the checkbox. At the bottom left, there is a link that says "Back to Sign In".

10. Enter New Password: **Enter New Password** → **Confirm Password** → **Click Reset Password**



The screenshot shows the TC Energy logo at the top. Below it is a placeholder for a user profile picture. The main heading is "Reset your Okta password". Underneath, it lists "Password requirements:" followed by a bulleted list: "At least 15 characters", "A lowercase letter", "An uppercase letter", "A number", "No parts of your username", "Does not include your first name", "Does not include your last name", "Your password cannot be any of your last 24 passwords", and "At least 1 day(s) must have elapsed since you last changed your password". Below the list are two text input fields: "New password" and "Repeat password". A blue button labeled "Reset Password" is located below the input fields. At the bottom right, there is a link that says "Sign Out".

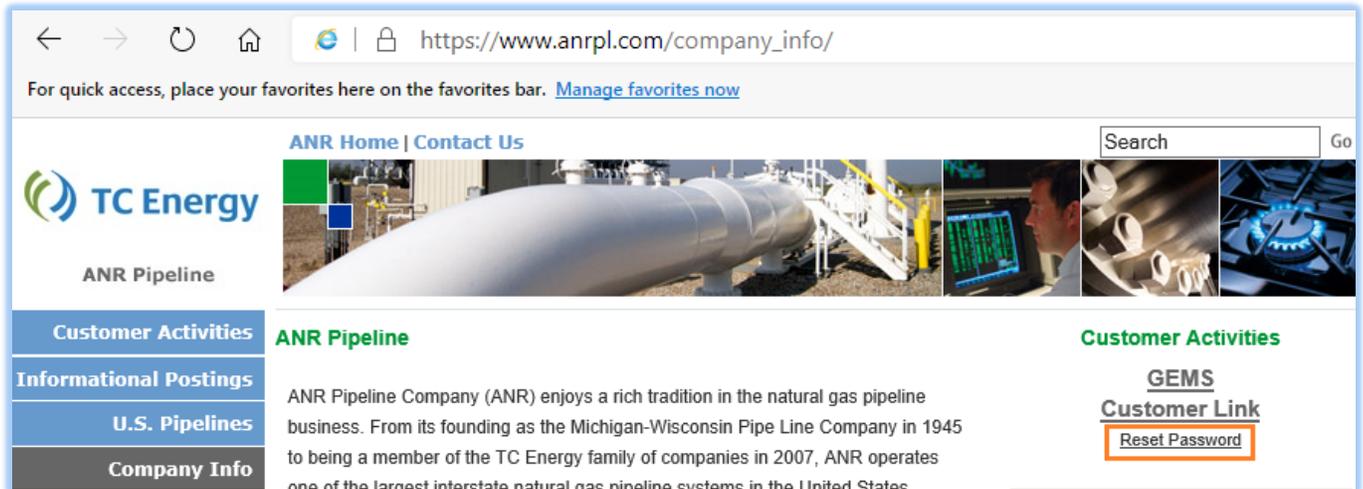
11. **Your password is reset now**

How to self-unlock my account

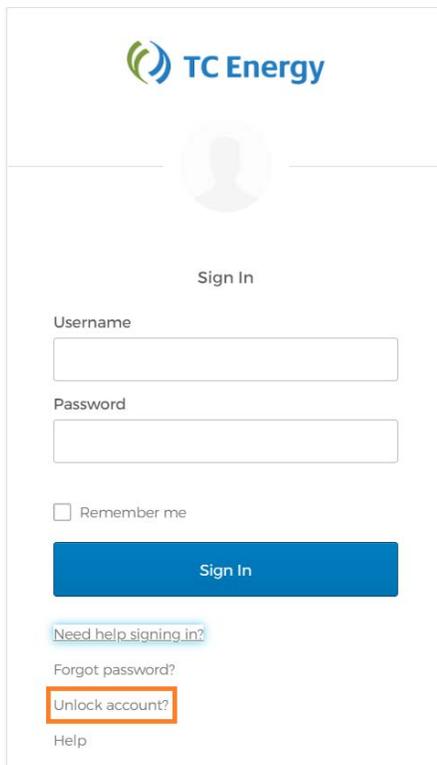
Purpose: Outlining the steps to unlocking the ANR Account.

Steps for self-account unlock

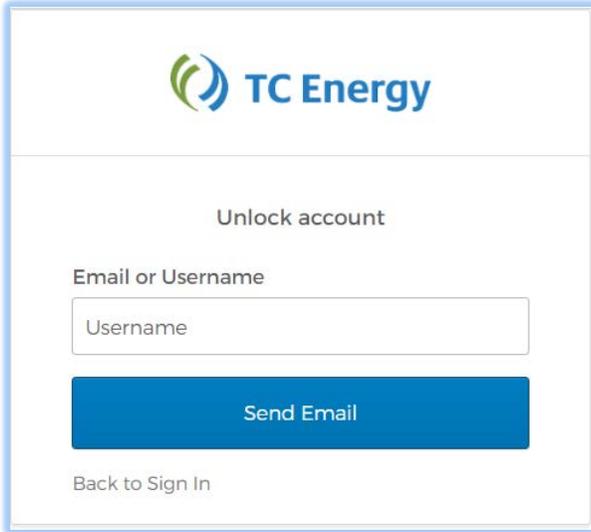
1. Go to <https://www.anrpl.com> → **Reset Password**



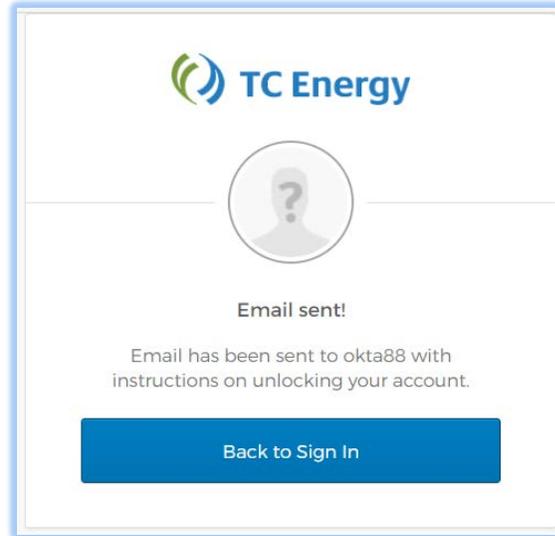
2. Select forgot password option: **Click “Need help signing in” → Click “Unlock Account?”**



3. Submit Request: **Enter Username** → **Click Send Email**

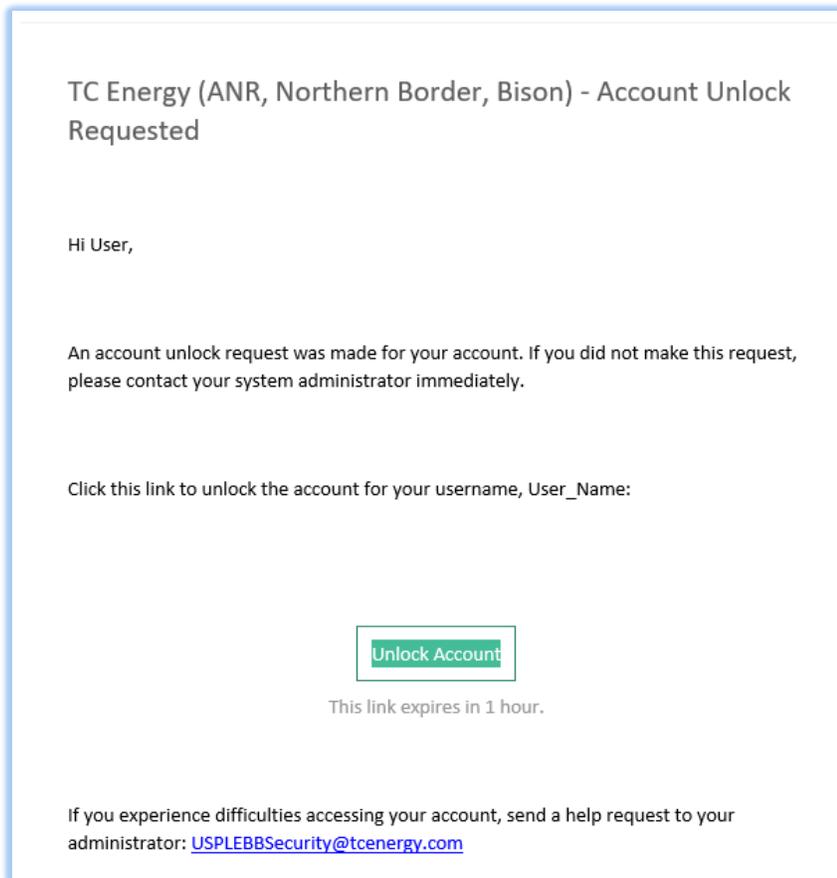


The screenshot shows the TC Energy logo at the top. Below it, the text "Unlock account" is centered. Underneath, there is a label "Email or Username" above a text input field containing the word "Username". A blue button labeled "Send Email" is positioned below the input field. At the bottom left, there is a link "Back to Sign In".



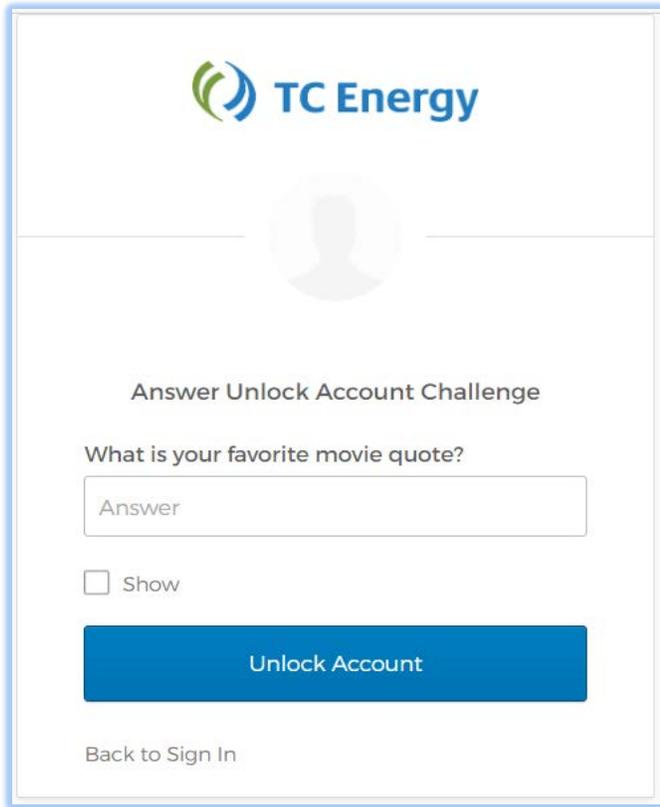
The screenshot shows the TC Energy logo at the top. Below it is a circular icon containing a question mark. The text "Email sent!" is centered below the icon. Underneath, a message states: "Email has been sent to okta88 with instructions on unlocking your account." A blue button labeled "Back to Sign In" is located at the bottom.

4. Initiate Account Unlock: **Receive Unlock Account Email** → **Click Unlock Account**



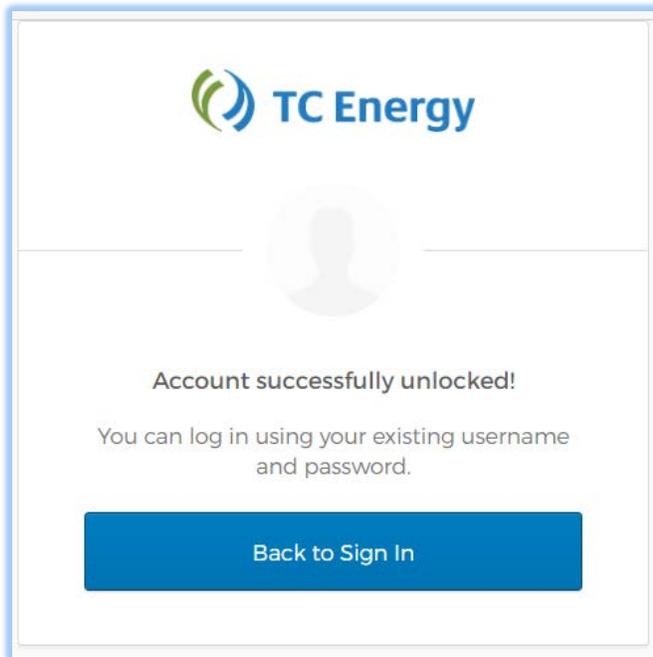
The screenshot shows an email from TC Energy (ANR, Northern Border, Bison) with the subject "Account Unlock Requested". The body of the email includes a greeting "Hi User," followed by a message: "An account unlock request was made for your account. If you did not make this request, please contact your system administrator immediately." Below this, it says "Click this link to unlock the account for your username, User_Name:" and features a green button labeled "Unlock Account". A note below the button states "This link expires in 1 hour." At the bottom, there is a footer: "If you experience difficulties accessing your account, send a help request to your administrator: USPLEBBSecurity@tcenergy.com".

5. Authenticate: **Enter Answer for the Security Question** → **Click Unlock Account**



The screenshot shows the TC Energy login interface during an account unlock challenge. At the top is the TC Energy logo. Below it is a placeholder for a user profile picture. The main heading is "Answer Unlock Account Challenge". The challenge question is "What is your favorite movie quote?". There is a text input field with the placeholder text "Answer". Below the input field is a checkbox labeled "Show". At the bottom of the challenge area is a large blue button labeled "Unlock Account". Below the button is a link that says "Back to Sign In".

6. **Your account is now unlocked**



The screenshot shows the TC Energy login interface after the account has been successfully unlocked. At the top is the TC Energy logo. Below it is a placeholder for a user profile picture. The main heading is "Account successfully unlocked!". Below the heading is the text "You can log in using your existing username and password.". At the bottom of the confirmation area is a large blue button labeled "Back to Sign In".