

Quick Reference Guide

Enrolling in MFA—External Users

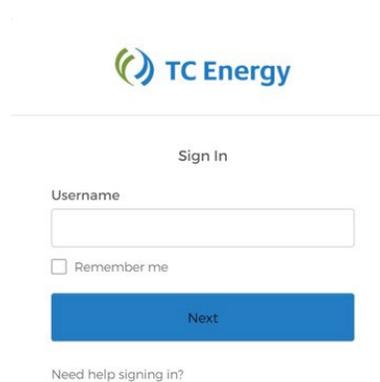
Purpose: TC Energy has implemented Multi-factor Authentication (MFA) for all commercial applications using Okta. MFA is a method of confirming your identity in which you are granted access only after successfully presenting two or more pieces of evidence (or factors) to an authentication mechanism.

Your application has been configured to use MFA so first, you will need to enroll in MFA, then you can decide what type of verification process you will use. This guide will help you with that setup.

If you have issues with any of the steps below, please contact your Delegated Administrator at [link/mailbox >>](#) or the Okta support team at Okta_support@tcenergy.com.

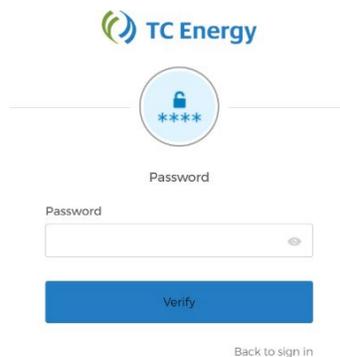
Enrolling in MFA

1. Open your web browser (i.e., Edge  or Chrome .
2. Go to your <https://uswest-customerid.tcenergy.com/>
3. Enter your Username: **<<login ID>>** and click Next.



The screenshot shows the TC Energy login interface. 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 of the form area, there is a link that says "Need help signing in?"

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



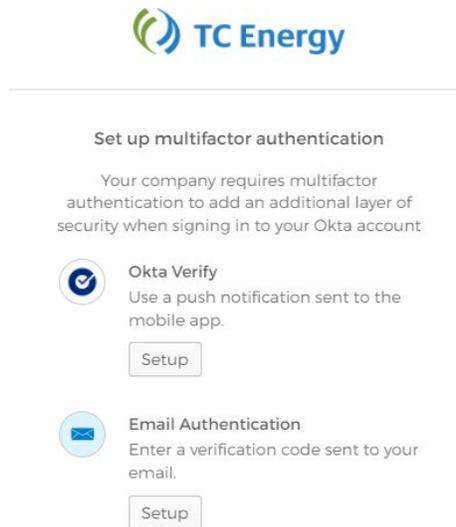
The screenshot shows the TC Energy password entry interface. At the top is the TC Energy logo. Below it is a circular icon containing a lock symbol and four asterisks. Below the icon is the text "Password". There is a "Password" label above a text input field with a toggle eye icon on the right. A blue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

After you have successfully authenticated, you will be directed to the “Set up multifactor identification” screen to setup your Okta MFA.

Setting up MFA

On the “Set up multifactor identification” screen, choose from the following two ways to receive a verification code:

1. Okta Verify
2. Email Authentication



Setting up Okta Verify

On the “Set up multifactor identification” screen, click the [Setup] button under the **Okta Verify** option.

1. Choose your **phonetype**: Apple or Android.

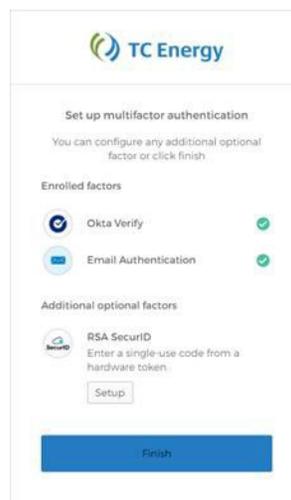


2. Next, install Okta Verify on your mobile device. You can find the app in your device’s application store (e.g., Apple App Store for iPhones or Google Play for Android phones). **You must install the app before you can continue. Ensure you are installing Okta Verify (not Okta Mobile).**
3. Once you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



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

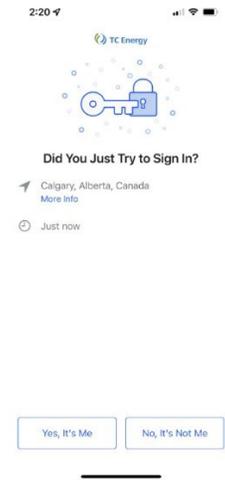


8. Scan the QR code with your phone’s camera to complete the Okta Verify setup.
9. You can now close the Okta Verify app on your phone.
10. You have successfully registered for Okta Verify!

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: **<<your company email or login ID>>**
4. The Okta Verify screen will appear. Choose “Send Push”. The screen will change to “Push sent”
5. Open your mobile device. You will find a “Did You Just Try to Sign In” notification on your phone (image below). Tap “Yes, it’s Me” to complete the login process.

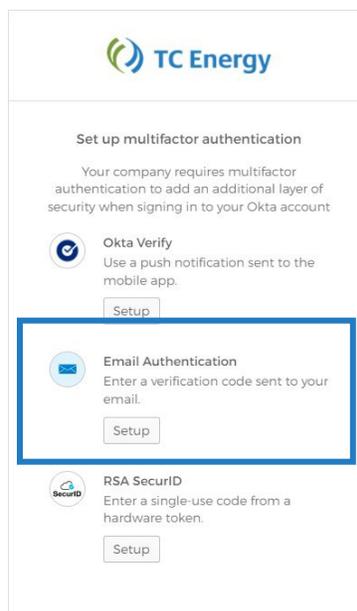


- a. Remember, this login process does not require a code!

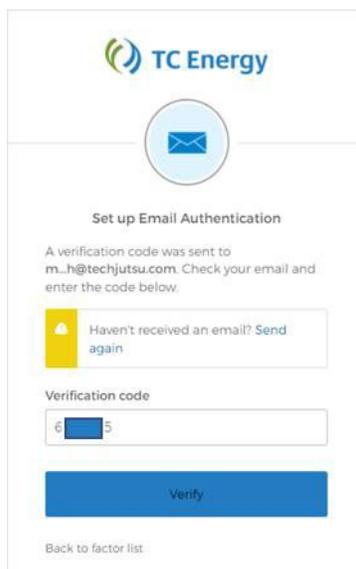
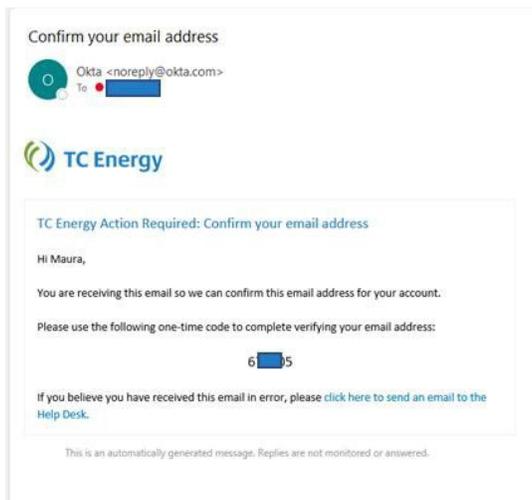
Email Authentication

Email Authentication uses the Email address associated with your profile to authenticate your identity. Before setting up this factor, please ensure you have access to your email. You will be getting an email with a one-time authentication code.

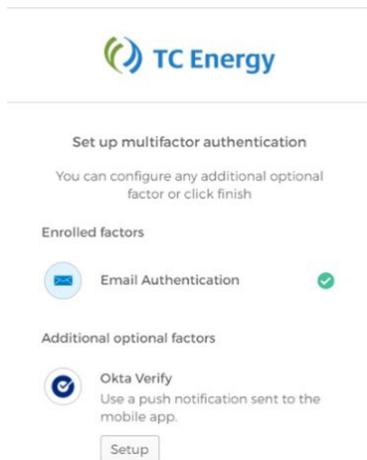
1. On the “Set up multifactor identification” screen, click the **[Setup]** button under the Email Authentication option.



2. Click the Blue “**Send me the Code**” button.
3. Open your email inbox and open the **Okta email that** has the subject: **Confirm your email address**. Make note or copy the **six (6) digit code** within the email.



4. Enter that code into the Verification field on the Sign in page.
5. Click **Verify**.
6. When the Email Authentication has been successfully completed, a **Green checkmark** will appear beside the Factor.



Quick Reference Guide

Enrolling in Additional MFA—External Users

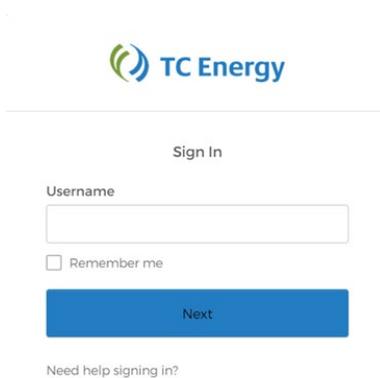
Purpose: TC Energy has implemented Multi-Factor Authentication (MFA) for all commercial applications using Okta. MFA is a method of confirming your identity in which you are granted access only after successfully presenting two or more pieces of evidence (or factors) to an authentication mechanism.

Your application has been configured to use both Okta Verify and Email Authentication as factors, with **Okta Verify being the preferred method**. This guide will help you set up Okta Verify if you have not already done so.

If you have issues with any of the steps below, please contact your application support contact or the Okta support team at Okta_support@tcenergy.com.

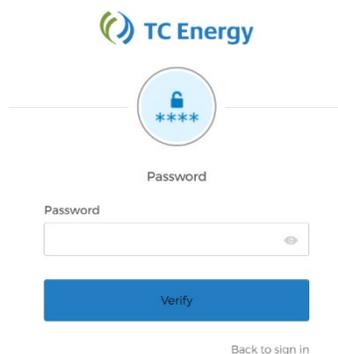
Enrolling in Okta Verify after Enrolling in Email Authentication

1. Open your web browser (i.e., Edge  or Chrome .
2. Navigate to <https://uswest-customerid.tcenergy.com/>
3. Enter your Username: <<**your 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 "Next" button is positioned below the checkbox. At the bottom of the form, 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 toggle icon on the right. A blue "Verify" button is positioned below the input field. At the bottom of the form, there is a link that says "Back to sign in"

5. Enter the code that was emailed to you
-

6. Proceed to the next section “Setting up Okta Verify”

Setting up Okta Verify

If you have only completed the setup of the Email Authentication you can complete the Okta Verify Setup using these instructions:

1. Once logged in to the Okta portal click your account name in the top right corner of the window



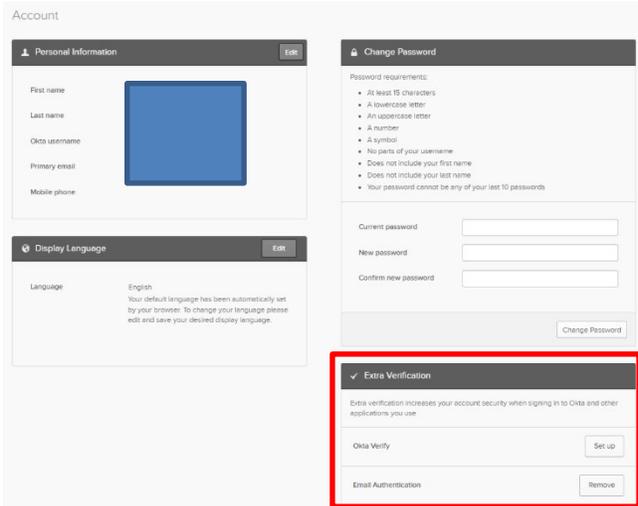
2. Select My Settings

tcenergy1.oktapreview.com

[My settings](#)

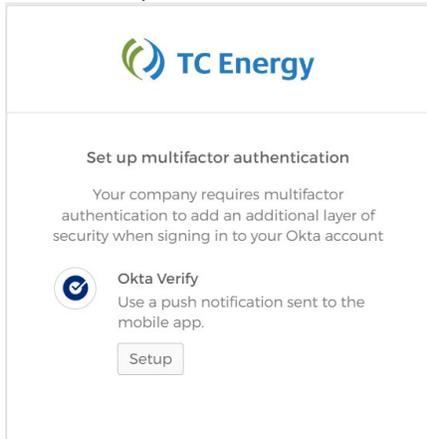
[Sign out](#)

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

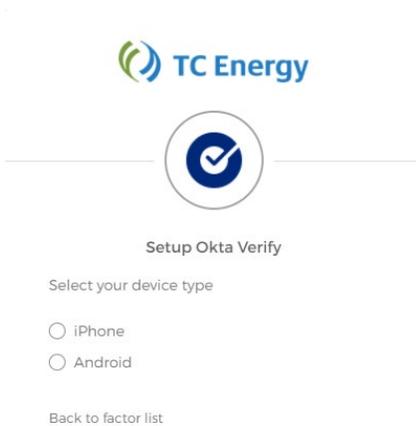


4. Click Set up for the Okta Verify option
 - Enter Password
 - Click “Send me the code” button
 - Enter Code in field
 - i. This puts you back into the My Settings window
5. Click Setup for the Okta Verify option again

6. In the Set up multifactor authentication window click Setup



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



8. 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).

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

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

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

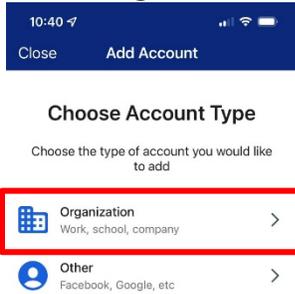


11. Launch the **Okta Verify application** on mobile device.

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



13. 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.

14. Click on the Yes, Ready to Scan button



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

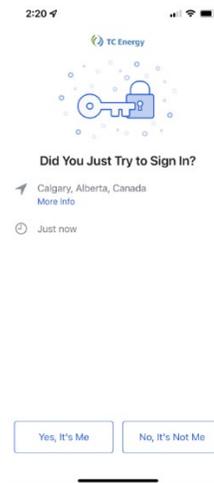
16. You can now close the Okta Verify app on your mobile device.

17. You have successfully 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: <<**your company email or login ID**>>
4. The Okta Verify screen will appear. Choose “Send Push”. The screen will change to “Push sent”
5. Open your mobile device. You will find a “Did You Just Try to Sign In” notification on your mobile device (image below). Tap “Yes, it’s Me” to complete the login process.



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