

## Multifactor Authentication (MFA) User Manual

### Description

Multifactor Authentication (MFA) is an added security feature to Northern's business applications by verifying users with an added layer of authentication through a separate device. Northern does not require the user to enroll in multifactor authentication, but the user will be prompted to select an option at initial login. Review this user manual for information on the enrollment process.

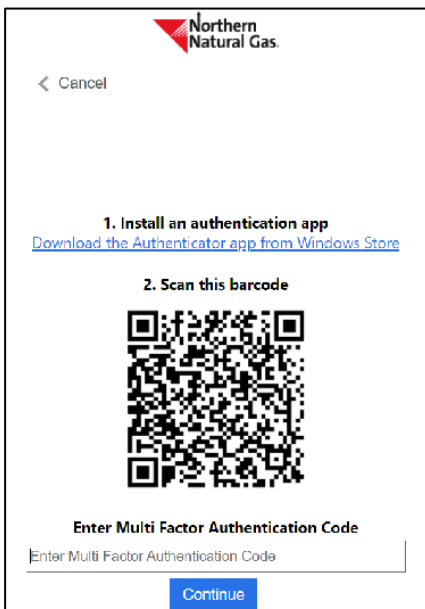
### Process

#### MFA Enrollment

When a user receives access to any business application on Northern's electronic bulletin board (EBB) it will be prompted to enroll or disenroll in Multifactor Authentication. The user must make an election to continue to the application.

#### Enroll in MFA at Initial Login

The user will be required to install the Microsoft Authenticator application on a mobile device (only 1 device per user ID) that will provide a code to be entered into the application for verification. The user will scan the QR barcode, and the application will provide a six-digit code needed to complete MFA activation. Once this has been completed, the user will be able to proceed to the business applications page.



The screenshot shows a mobile application interface for MFA enrollment. At the top left is a back arrow and the text '< Cancel'. At the top center is the Northern Natural Gas logo. Below the logo, the first step is '1. Install an authentication app' with a blue link 'Download the Authenticator app from Windows Store'. The second step is '2. Scan this barcode' with a large QR code in the center. Below the QR code is the text 'Enter Multi Factor Authentication Code' and a text input field containing the same text. At the bottom center is a blue 'Continue' button.

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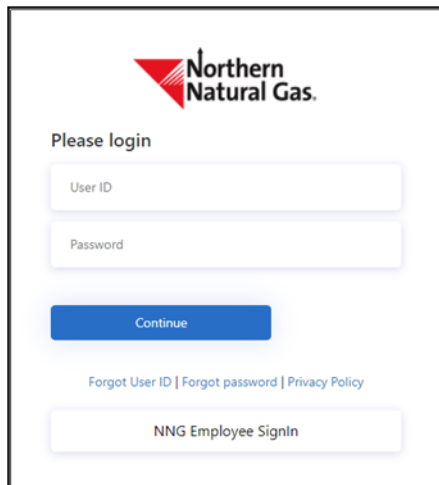
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### User Login

Step 1 - User goes to the Business Applications login and enters their User ID and password.

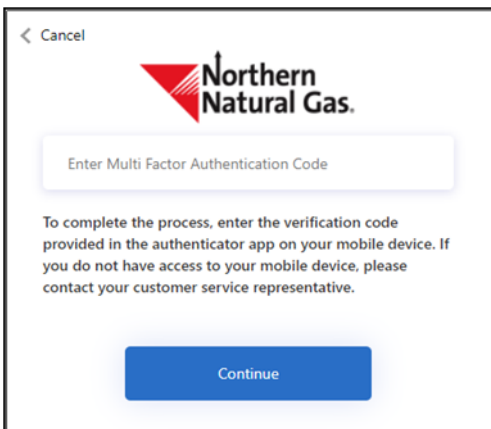
Step 2 - The user will be prompted to enter their MFA code found on their mobile device through the Microsoft Authenticator application.

#### *Step 1 – Log In*



The screenshot shows the Northern Natural Gas login interface. At the top left is the company logo. Below it, the text 'Please login' is displayed. There are two input fields: 'User ID' and 'Password'. A blue 'Continue' button is positioned below the fields. At the bottom, there are links for 'Forgot User ID | Forgot password | Privacy Policy' and a button labeled 'NNG Employee SignIn'.

#### *Step 2 – Enter MFA Code*



The screenshot shows the MFA code entry screen. At the top left is a back arrow and the word 'Cancel'. Below that is the Northern Natural Gas logo. A text input field is labeled 'Enter Multi Factor Authentication Code'. Below the field, there is a paragraph of text: 'To complete the process, enter the verification code provided in the authenticator app on your mobile device. If you do not have access to your mobile device, please contact your customer service representative.' A blue 'Continue' button is at the bottom.

### Disenroll from MFA at Initial Login

The user will select 'disenroll' and continue to the business applications page.

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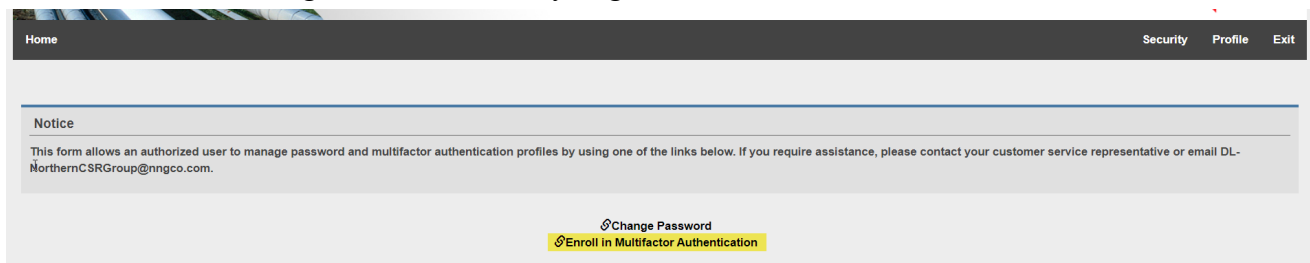
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### **If a user is enrolled in MFA but cannot login because they do not have access to their mobile device:**

Contact a Northern customer service representative to disenroll in MFA.

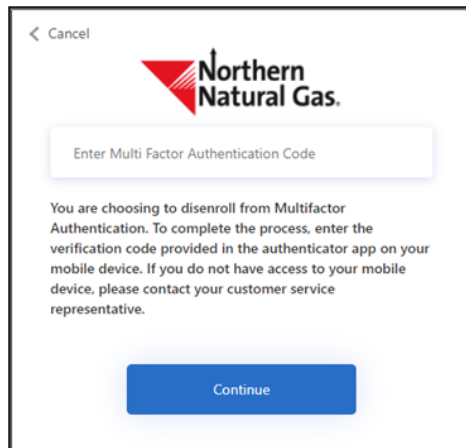
- Once the request is submitted, the system sends a disenrollment notification email to the user's account support email.
- The user will not be prompted to input a six-digit code at the next login.
- Once the user has access to a mobile device, they can re-enroll through the Security page in the Notification and Security Administration (NAS) application by selecting 'Enroll in Multifactor Authentication.' The user can enroll with the current device or a new device.

### User Enrollment Through the NAS Security Page



### **If a user wants to disenroll from MFA through the NAS security page:**

- The user logs into NAS and selects "Disenroll from Multifactor Authentication."
- The user is prompted to enter the six-digit code to disenroll successfully.



### **User Login**

- User goes to the Business Applications login and enters their User ID and password.
- The customer will be prompted to enter their MFA code found on their mobile device through the Microsoft Authenticator application.



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For more information on the Multifactor Authentication application see the [Multifactor Authentication FAQ](#).