



Multifactor Authentication (MFA) Frequently Asked Questions

What is Multifactor Authentication (MFA)?

Multifactor Authentication (MFA) refers to an additional layer of security that is added to a login process. It increases security by authenticating through a mobile device in addition to using a username and password. This added authentication decreases the likelihood of unauthorized access.

Why is Northern implementing MFA?

MFA gives customers an option to add an additional layer of security to their account login.

Will I be required to use MFA?

Currently, Northern Natural Gas will not require MFA to be used. This is subject to change due to regulatory or business environment changes. Once this enhancement is implemented, users will be required to either enroll in or decline MFA. After initial selection, users will have the option to change their selection at a later time.

What will be needed if I enroll in MFA?

Users will need a smart device such as a cell phone or tablet. The smart device will need the Microsoft Authenticator app. The Microsoft Authenticator app is available for download on the Apple App Store and Android Play Store.

What applications will be impacted by MFA?

All Northern business applications that require a login (e.g., CMS, TMS, ODI, Flowing Gas).

Note: To ensure a successful login, please check that existing bookmarked login links are pointing to <http://comapps.northernnaturalgas.com/businessapps>

What if my organization currently uses automated processes to access Flowing Gas reports, Invoices, or ODI Services?

A User ID that is being used for automated processes will need to login manually and decline MFA to continue to run these processes. If the choice is made to enroll the User ID in MFA, the automated processes may require additional programming to accommodate.

Note: if the User ID used for automation belongs to an actual user, consider requesting a new User ID to be used for automation only.

Will I be required to change my password when MFA is implemented?

Existing passwords will likely still be valid, providing that it is not known to be potentially compromised. A user can check their password now at www.haveibeenpwned.com/passwords. If a current password is known to be potentially compromised, it can be changed on Northern's website ahead of the implementation: <https://apps.northernnaturalgas.com/changePassword>

Once MFA is implemented, if a password is, or becomes, potentially compromised, the user will be prompted to set a new password.



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What if I have forgotten my password?

When the MFA enhancement is installed, Northern is also adding features that allow a user to manage their account details and perform a password reset. Usage of some of the features will require verification of a code that will be sent via email. Initially, the account support email address will match the user's notification email address. A user can update their account support email address in the [Notification and Security application](#), or by notifying a customer service representative.

Note: Prior to implementation of the MFA enhancement, contact your customer service representative to assist you with password reset.

Who do I contact if I experience issues with MFA?

Please contact your customer service representative with any additional questions concerning MFA.