

Self-Service Password Management User Manual

Description

The self-service portal enables secure password changes and login assistance. This manual provides guidance for customers to navigate the self-service password management portal.

Process

Once a customer has received their Welcome Letter with an activation link for their profile, the customer will need to set up a new password.

Example of Welcome Letter

Recently, you requested access to one or more of Northern Natural Gas's business applications. Your request has been processed and a unique User ID has been assigned.

Assigned User ID: tbbbd2

Access this link to begin account activation: [Activate](#)

Northern strives to maintain secure proprietary system applications and data. With the ongoing threats that our industry faces regarding cybersecurity, it is essential that we, as business partners, work together to help ensure the appropriate individuals have access to Northern's system applications. Northern requests customers maintain the User ID and password in the utmost confidence and not use Northern's applications except as authorized herein (per the terms and conditions within the Customer Activities Sign Up form.)

Access has been granted for the following business applications and associated permission levels:

Capacity Release System
Update and View Access

Contract Management System
Update and View Access

Daily Gas Quality Web Report, Operational Data Interchange Access(ODI), Flowing Gas/Invoicing Access
View Access Only

Imbalance Resolution
Update and View Access


Throughput Management System
Update and View Access as a Nominating Shipper and / or Agent

Throughput Management System
Update and View Access for Operator Confirmations

Access to the above business applications can be found here:

<https://www.northernnaturalgas.com/CustomerActivities/Pages/CustomerActivities.aspx>

Click the [Activate](#) link to continue with the new password setup through the self-service portal.

The password should follow specific criteria, which is noted when the customer clicks the 'information' button . If a password is entered and meets the criteria but the customer still receives an error, it is listed as a potentially compromised password, and the customer should enter a different password to continue.

Password Requirements

Your new password must meet the following criteria:

- Contain at least 8 characters
- Contain 3 of the following character types:
 - upper case
 - lower case
 - numeric
 - non-alphanumeric

Note: If your selected password is on a [list of known compromised passwords](#) you will be prompted to select a different password.

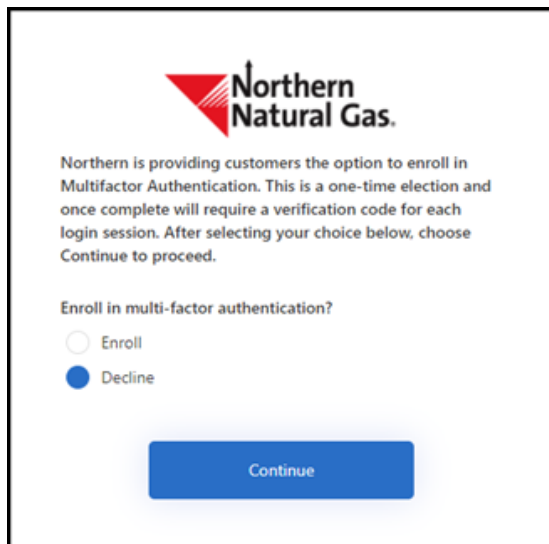
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The customer can check their new password by selecting the [list of known compromised passwords](#). The database will return with a message that the new password is either compromised or not.

If the user has not activated the account and needs to initiate resending the welcome email

- The customer can contact their Customer Service Representative (CSR) to request a new welcome letter email.
- The CSR will send a new welcome letter email to the customer and notify them to look for an email from NNGCustAcctSecurity@nngco.com.
- The customer can continue with the account activation.

Once the password is created, the customer will be requested to select the Multifactor Authentication (MFA) enrollment option. The customer is not required to enroll in MFA but will need to select enroll or decline to access business applications. If the customer declines MFA, they will be routed to the business applications page. If the customer chooses to enroll in MFA, the activation process will be initiated. For more information on MFA enrollment refer to the MFA document under [FAQs](#).



The screenshot shows a web page with the Northern Natural Gas logo at the top. Below the logo, there is a paragraph of text: "Northern is providing customers the option to enroll in Multifactor Authentication. This is a one-time election and once complete will require a verification code for each login session. After selecting your choice below, choose Continue to proceed." Below this text, there is a question: "Enroll in multi-factor authentication?" followed by two radio button options: "Enroll" (which is unselected) and "Decline" (which is selected). At the bottom of the form, there is a blue button labeled "Continue".

Self-Service Portal

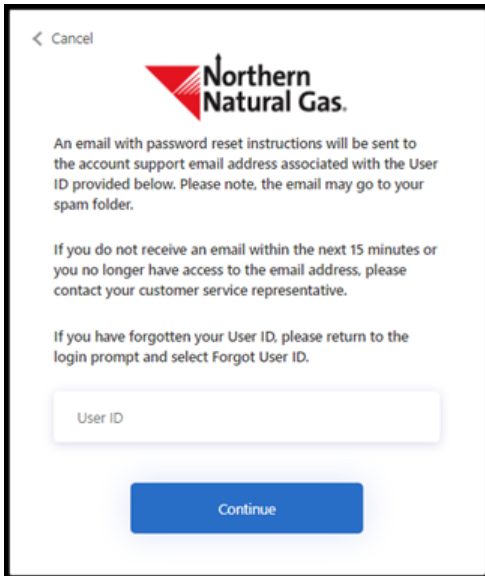
Customer Login

The customer should enter their *User ID* and password to log into the business applications page. If the customer has forgotten their *User ID* or password, they can select one of the options located on the self-service portal.

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Forgot Password

The customer is prompted to enter their *User ID*. They will receive a six-digit code sent to their associated account support email.



Enter the six-digit code to continue with the password reset.

A password reset request was received for a User ID associated to this email address. To proceed, return to the Login page and enter the reset code below when prompted.

008246

If you did not make this request, we recommend immediately contacting your customer service representative.

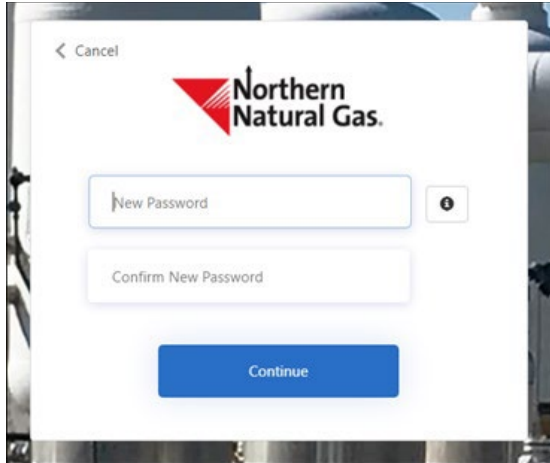
Sincerely,
Northern Customer Service

PLEASE DO NOT REPLY TO THIS EMAIL

Please send any questions or concerns to DL-NorthernCSRGroup@nngco.com. This email is generated automatically from a mailbox that is not monitored for responses.

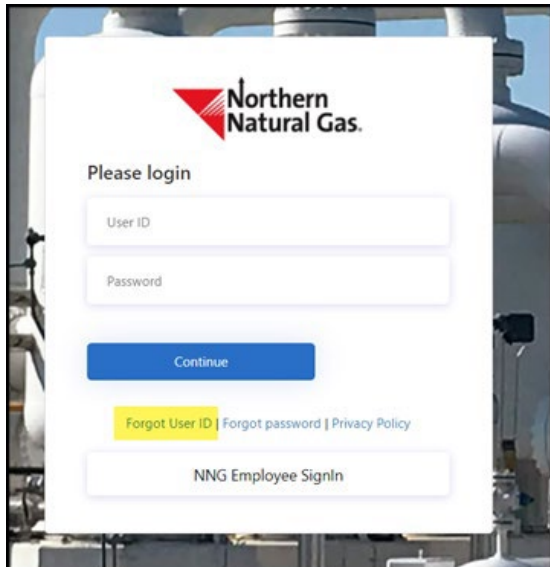
Once the password is reset, the customer will receive an email notifying them that the password has changed. The customer can login with their new password.

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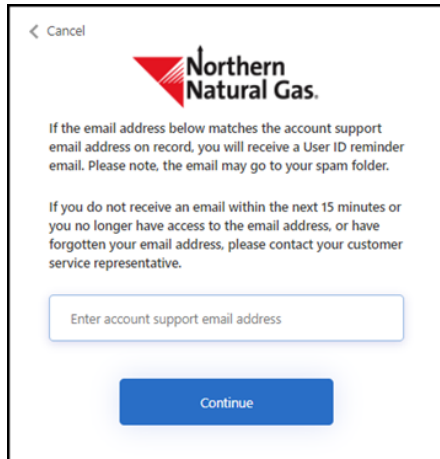
Forgot *User ID*

To recover a *User ID*, the customer should select 'Forgot *User ID*' to enter the associated account support email address.



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Enter the associated account support email to recover *User ID*



The screenshot shows a mobile application interface for recovering a User ID. At the top left is a back arrow and the word "Cancel". Below that is the Northern Natural Gas logo. The main text reads: "If the email address below matches the account support email address on record, you will receive a User ID reminder email. Please note, the email may go to your spam folder." Below this is another paragraph: "If you do not receive an email within the next 15 minutes or you no longer have access to the email address, or have forgotten your email address, please contact your customer service representative." There is a text input field with the placeholder "Enter account support email address" and a blue "Continue" button at the bottom.

The customer should look for an email from NNGCustAcctSecurity@nngco.com that provides the *User ID* associated with the account support email.

A User ID reminder request was received for this email account. The User ID(s) below are associated with this email address.
userid:

To proceed with login, access <https://comapps.northernnaturalgas.com/businessapps>. If you did not make this request, we recommend immediately contacting your customer service representative.

Sincerely,
Northern Customer Service

PLEASE DO NOT REPLY TO THIS EMAIL

Please send any questions or concerns to DL-NorthernCSRGroup@nngco.com. This email is generated automatically from a mailbox that is not monitored for responses.

Once the *User ID* is recovered, the customer can proceed to login.

Unsuccessful Login Attempts

The self-service portal allows for 10 unsuccessful login attempts. After the 10th attempt, the customer will have locked their account and therefore must utilize the 'Forgot Password' function to reset their password.

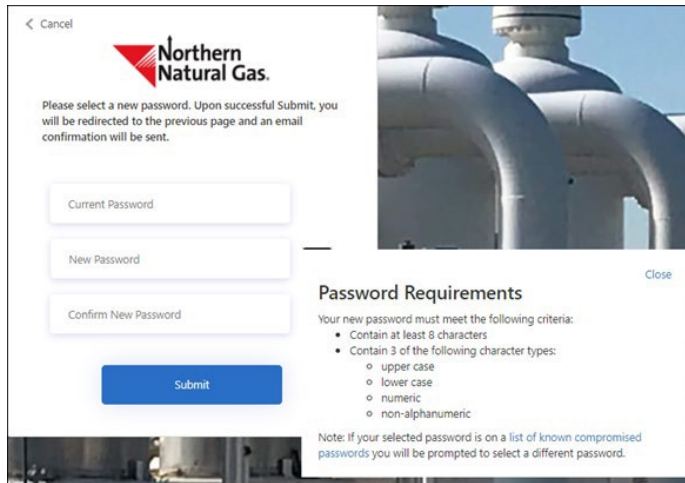
Notification and Security System – Security Form

If the customer knows their current password, but wants to change it for security purposes

- The customer can log into the Notification and Security System (NAS).
- Go to the NAS Security form and select 'Change Password'.
- If the customer is enrolled in MFA, they will need to enter their six-digit authentication code (See MFA user manual for additional details.)
- Next, the customer should follow the steps to verify their current password and create a new one.

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- There is an information button to view password requirements.



If the password change is successful, the user will receive an email from NNGCustAcctSecurity@nngco.com confirming there was a change to their account. The customer can now log into their account with the new password.

As requested, the password on your account has been changed.

If you did not make this change, please immediately contact your customer service representative.

Sincerely,
Northern Customer Service

PLEASE DO NOT REPLY TO THIS EMAIL

Please send any questions or concerns to DL-NorthernCSRGroup@nngco.com. This email is generated automatically from a mailbox that is not monitored for responses.

If the customer does not know their account support email address or no longer has access to the account support email address to recover their *User ID*

The customer must contact their CSR to either recover their *User ID* or email address. The CSR must verify account information before providing the *User ID* or email address. If the customer cannot provide the information, the CSR will have to contact the CSA for verification.

- Option 1:
 - After the verification process is complete the CSR will provide the *User ID* to the customer so they can continue to the self-service portal login.
- Option 2:
 - The CSR can update the account support email for the customer to receive reset instructions to their current email. The customer will receive an email to the previous and new email address to notify the customer of the change to the account support email address.