

Password Reset

Step-by-step instruction on how to reset your password for the LINK[®] System

Trouble Logging In?

Some troubleshooting options:

1. Close out the browser completely and re-open to reset cache
2. Type in <https://link.enbridge.com> manually rather than using a bookmark
3. Password Reset
 - See instructions in the following slides
4. Multi-Factor Authentication (MFA) Setup or Reset
 - **New to LINK®?** Make sure to set up your MFA prior to logging in
 - See the “Multifactor Authentication Setup” tutorial
 - **Already been using LINK®?** You might need to reset your MFA if you have tried all other troubleshooting options. Contact the LINK® Help Desk at 1-800-827-5465 to reset your MFA.

Password Reset

Step 1

Visit <https://link.enbridge.com>

Step 2

Using the lockbox icon or the LINK® System Security tab, select “Reset or Change your Password”

The screenshot displays the LINK System Customer Interface. At the top, there is a navigation bar with the text "LINK System Customer Interface" on the left and "LINK® Learning Training Tutorials Contact Us" on the right, along with the ENBRIDGE logo. Below the navigation bar is a green header with a lock icon and the text "Customer Activities (Login) Informational Postings". A date indicator "7/25/2024" is visible in the top right corner. The main content area is divided into several sections. On the left, a dropdown menu is open, listing "Existing User Login", "New User (No Link Id)", "Reset or Change your Password" (highlighted with a yellow box), and "LINK® System Security Tutorials". Below this menu is a "Customer Support" section with the text: "For additional support, please call 1-800-827-LINK (5465), 713-989-LINK, or email the support team. Additional online support can be found on the tutorial page. For after hours business support, please contact Volume Management at 713-627-5059." To the right of the support section is a weather map of the United States titled "Current Temperature [F]" with the date "Thu Jul 26/24 07:00". Below the support section is a "LINK® System Security" section with a list of options: "LINK Multifactor Authentication", "Reset or Change your Password" (highlighted with a yellow box), "Existing User", "New User (No LINK® Id)", and "LINK® System Security Tutorials".

Password Reset



Step 3

If you know your current password, select [Change Current Password](#)

If you do not know your current password, select [Reset Password/Unlock Account](#)

(click on the blue links for further instructions)

Link Security

Password Self Service System Test

You have come to the LINK® User Id Password Self Service Page. If you do not have a LINK® User Id and wish to reset your password for Email Notices, go to 'Email Notices' page.

Read the instruction in both the boxes below before clicking on the appropriate link.

If you know your LINK® User Id and Password, but would like to change your current password. Click on 'Change Current Password' below.	If you know your LINK® User Id but have forgotten your password or your account has been locked. Click on 'Reset Password/Unlock Account' below.
Change Current Password	Reset Password/Unlock Account

Reset Password/ Unlock Account

Resetting your password if you do not know your current password

Reset Password/Unlock Account



LINK[®] System Customer Interface

Link Sec

Reset Password/Unlock Account System Test

Please enter your LINK[®] User Id and email address, and click on "Submit". The User Id and Email Address entered must match the User Id and Email address on record with the Enbridge LINK[®] System.

Note: Once you hit "Submit" you will receive an Email which will allow you to reset your password/unlock your LINK[®] User Id account.

User Id:

Email address:

Submit

You may need to close all browser windows before clicking on the URL to reset your password.

Step 1 - Enter your User ID and email address



LINK[®] System Customer Interface

Unlock Password Action Required System Test

You have been sent an email containing a special URL. When you visit this URL, you will be able to set a new password for your LINK[®] System User Account. If you do not reset your password using the URL link within 30 minutes, the URL link will expire and you may have to request Unlock Password again.

You may need to close all browser windows before clicking on the URL to reset your password.

Step 2 - Check your email inbox for a reset link



Reset Password/Unlock Account



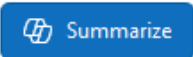
Step 3


Close all browser windows, and click on the link provided

SystemTest LINK Account Unlock

 Link-Help@enbridge.com
To  Elliot Gordon

 InternalInformation.txt
5 KB

 Summarize

  Reply  Reply All  Forward  

Thu 7/25/2024 10:08 AM

You are receiving this email because you or someone on your behalf has requested an ACCOUNT UNLOCK with Enbridge LINK® System. If you have not requested an ACCOUNT UNLOCK with Enbridge LINK® System, please disregard this email and contact your Local Security Administrator. Please click on the URL link below to proceed with ACCOUNT UNLOCK. You may need to close all browser windows before clicking on the URL to reset your password.

[LINK Account Unlock](#)

Reset Password/Unlock Account



Step 4

Change your password

LINK System Customer Interface

Link Security

Password Reset SystemTest

WARNING: You have been redirected to Password Reset page for a User Account with the Enbridge LINK® System. If you have not requested a Password Reset for your User Account with the Enbridge LINK® System, close this page and contact your Local LINK® Administrator.

User ID:

New Password:

Retype New Password:

Password Rules:

1. Passwords are case sensitive; AND
2. Passwords must be at least 12 characters long; AND
3. Passwords CANNOT contain Userid; AND
4. Passwords must contain at least one character from three of the four groups below:
 - Uppercase letters
 - Lowercase letters
 - Numeric digits
 - Special characters (e.g. !\$%.,?_^^)

Reset Password

Reset Password/Unlock Account



Step 5

Close out the browser and login with your new password

LINK[®] System *Customer Interface*

Link Security

Password Reset System Test

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 - o Uppercase letters
 - o Lowercase letters
 - o Numeric digits
 - o Special characters (e.g. ! \$ % . , ? _ ^)

Password Changed: You must close all LINK windows and login again

Change Current Password

Resetting your password if you know your current password

Change Current Password

Step 1 - If not already logged in, you will be required to login

Step 2 - Once logged in, the following screen will be presented:

- Enter your current password and your new password
- The new password must abide by the rules listed below

Change Current Password

LINK User ID tstgordon01

Current Password

New Password

Retype New Password

1. Passwords CAN NOT be reused; AND
2. Passwords CAN NOT contain your LINK User ID; AND
3. Passwords are case sensitive; AND
4. Passwords must be at least 12 characters long; AND
5. Passwords must contain at least one character from three of the four groups below:
 - a. Uppercase letters
 - b. Lowercase letters
 - c. Numeric digits
 - d. Special characters (e.g. !#\$%~.,?_&^)

Change Current Password



- If successful, the following screen will display:
 - Close your browser out all the way
 - Re-login with the new password after a few minutes



Password changed.

Please shutdown all Link browser windows and login with the new password.

**The new password should take effect immediately,
but might require a few minutes to propagate throughout the network.**

Questions?

Email link-help@enbridge.com or call [1-800-827-5465](tel:1-800-827-5465) for LINK® System application support

