

Change Password

How to change a user's password.

Change Password

- To change the user's password, go to "Local User Maintenance" and LSA will click on the user (LINK ID) needing their password changed.
- LSA clicks "Change Password" button and it will take you to the "Reset Password" screen.

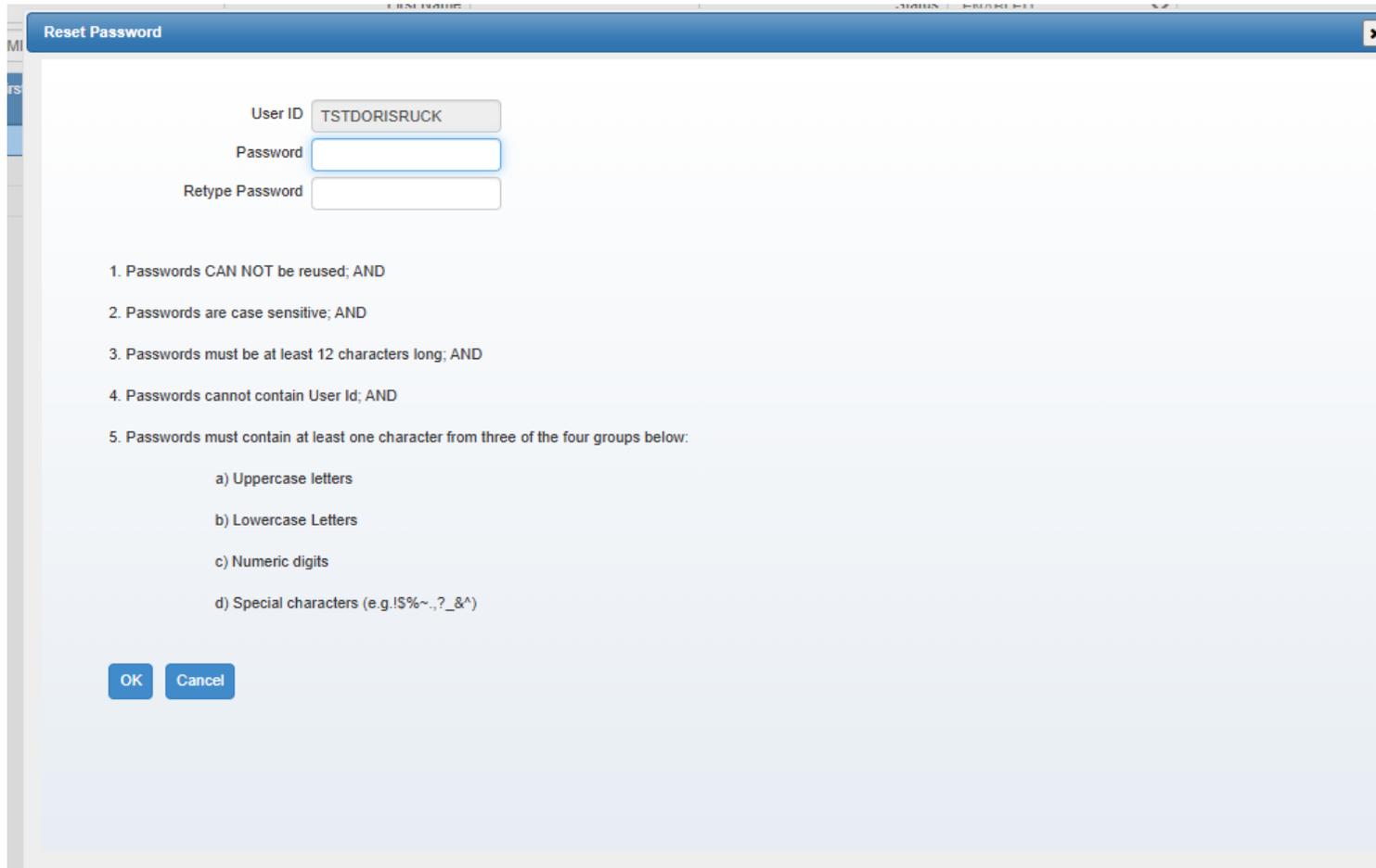
SystemTest Build: 8.84.01 Login: TSTJTSJSPIPELINE User Security Local User Maintenance 2/25/2026 6:41:43 PM CST

Retrieve Clear New User Copy User User Detail User Access Reset MFA **Change Password**

LINK ID First Name Status
Employed By Last Name

User ID	Last Name	First Name	Middle Initial	Employed By	LSA User	Default Gen Use	Eff From Date	Eff To Date	Status	Work Phone Nbr	Work Fax Nbr	Work Email
TSTDORISRUCK	RUCKER	DORIS		JS PIPELINE COMPANY	<input type="checkbox"/>	<input type="checkbox"/>	02/25/2026	01/01/2200	ENABLED	713-627-6162		JOYCE.SCHUBRICK@ENBRIDGE.COM
TSTFCJSPIPE	CARPENTER	FRAN		JS PIPELINE COMPANY	<input type="checkbox"/>	<input type="checkbox"/>	02/25/2026	01/01/2200	ENABLED	713-627-6162		JOYCE.SCHUBRICK@ENBRIDGE.COM
TSTJTSJSPIPELINE	SCHUBRICK	JOYCE		JS PIPELINE COMPANY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	02/19/2026	01/01/2200	ENABLED	713-627-6162	713-989-3085	JOYCE.SCHUBRICK@ENBRIDGE.COM

Change Password



Reset Password

User ID: TSTDORISRUCK

Password:

Retype Password:

1. Passwords CAN NOT be reused; AND
2. Passwords are case sensitive; AND
3. Passwords must be at least 12 characters long; AND
4. Passwords cannot contain User Id; 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. !\$%~.,?_&^)

OK Cancel

- Input the new password.
- New password must abide by the rules listed below.
- LSA will give user the temporary password.
- User logs in and user will be prompted to change the password to something user wishes it to be.

Reset MFA (Multi Factor Authentication)

How to reset MFA for a user.

Reset MFA (Multi Factor Authentication)

- Click on user needing MFA reset and click the “Reset MFA” button.

LINK System Customer Interface

SystemTest Build: 8.84.01 Login: TSTJTSPIPELINE User Security Local User Maintenance

2/26/2026 9:44:48 AM CST

Retrieve Clear New User Copy User User Detail User Access **Reset MFA** Change Password

LINK ID: [] First Name: [] Status: ENABLED
Employed By: JS PIPELINE COMPANY Last Name: []

User ID	Last Name	First Name	Middle Initial	Employed By	LSA User	Default Gen Use	Eff From Date	Eff To Date	Status	Work Phone Nbr	Work Fax Nbr	Work Email
TSTDORISRUCK	RUCKER	DORIS		JS PIPELINE COMPANY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	02/25/2026	01/01/2200	ENABLED	713-627-6162		JOYCE.SCHUBRICK@ENBRIDGE.COM
TSTFCJSPIPE	CARPENTER	FRAN		JS PIPELINE COMPANY	<input type="checkbox"/>	<input type="checkbox"/>	02/25/2026	01/01/2200	ENABLED	713-627-6162		JOYCE.SCHUBRICK@ENBRIDGE.COM
TSTJTSPIPELINE	SCHUBRICK	JOYCE		JS PIPELINE COMPANY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	02/19/2026	01/01/2200	ENABLED	713-627-6162	713-989-3085	JOYCE.SCHUBRICK@ENBRIDGE.COM

- An “Attention” popup will display to let LSA know they are about to reset MFA for a user. LSA will click “OK” if LSA want to proceed with the MFA change.

LINK System Customer Interface

SystemTest Build: 8.84.01 Login: TSTJTSPIPELINE User Security

2/26/2026 9:49:29 AM CST

Retrieve Clear New User Copy User User Detail User Access **Reset MFA** Change Password

LINK ID: [] First Name: [] Status: ENABLED
Employed By: JS PIPELINE COMPANY Last Name: []

ATTENTION

You are about to reset Multi Factor Authentication Enrollment for the User TSTDORISRUCK. The User will need to re-enroll in MFA upon next Login. OK to continue?

Cancel OK

User ID	Last Name	First Name	Middle Initial	Employed By	LSA User	Default Gen Use	Eff From Date	Eff To Date	Status	Work Phone Nbr	Work Fax Nbr	Work Email
TSTDORISRUCK	RUCKER	DORIS		JS PIPELINE COMPANY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	02/25/2026	01/01/2200	ENABLED	713-627-6162		JOYCE.SCHUBRICK@ENBRIDGE.COM
TSTFCJSPIPE	CARPENTER	FRAN		JS PIPELINE COMPANY	<input type="checkbox"/>	<input type="checkbox"/>	02/25/2026	01/01/2200	ENABLED	713-627-6162		JOYCE.SCHUBRICK@ENBRIDGE.COM

Reset MFA (Multi Factor Authentication)

- LSA will receive message “MFA is reset for the user (LINK ID), user will be prompted to re-enroll upon next login”

The screenshot shows the 'Local User Maintenance' interface. At the top, a message states: 'MFA IS RESET FOR THE USER TSTDORISRUCK. USER WILL BE PROMPTED TO RE-ENROLL UPON NEXT LOGIN'. Below the message are search and filter options, including a 'LINK ID' field, 'First Name', 'Last Name', and 'Status' dropdown (set to 'ENABLED'). A table of users is displayed below the search fields.

User ID	Last Name	First Name	Middle Initial	Employed By	LSA User	Default Gen Use	Eff From Date	Eff To Date	Status	Work Phone Nbr	Work Fax Nbr	Work Email
TSTDORISRUCK	RUCKER	DORIS		JS PIPELINE COMPANY	<input type="checkbox"/>	<input type="checkbox"/>	02/25/2026	01/01/2200	ENABLED	713-627-6162		JOYCE.SCHUBRICK@ENBRIDGE.COM
TSTFCJSPIPE	CARPENTER	FRAN		JS PIPELINE COMPANY	<input type="checkbox"/>	<input type="checkbox"/>	02/25/2026	01/01/2200	ENABLED	713-627-6162		JOYCE.SCHUBRICK@ENBRIDGE.COM
TSTJTSJSPIPELINE	SCHUBRICK	JOYCE		JS PIPELINE COMPANY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	02/19/2026	01/01/2200	ENABLED	713-627-6162	713-989-3085	JOYCE.SCHUBRICK@ENBRIDGE.COM

- LSA will notify the user that LSA reset up their MFA.
- User will be prompted to enroll at log in.