Create LINK® ID for New User

How to create a new LINK® ID (LSA Only)

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Step 1

Visit https://link.enbridge.com and login via "Existing User Login"

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Step 2

Under the menu tree: User Security > Local User Maintenance

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Step 3

- Screen will populate all active users for the LSA "employed by".

- If LSA is shared LSA for multiple companies, then LSA can use the "Employed By" dropdown.
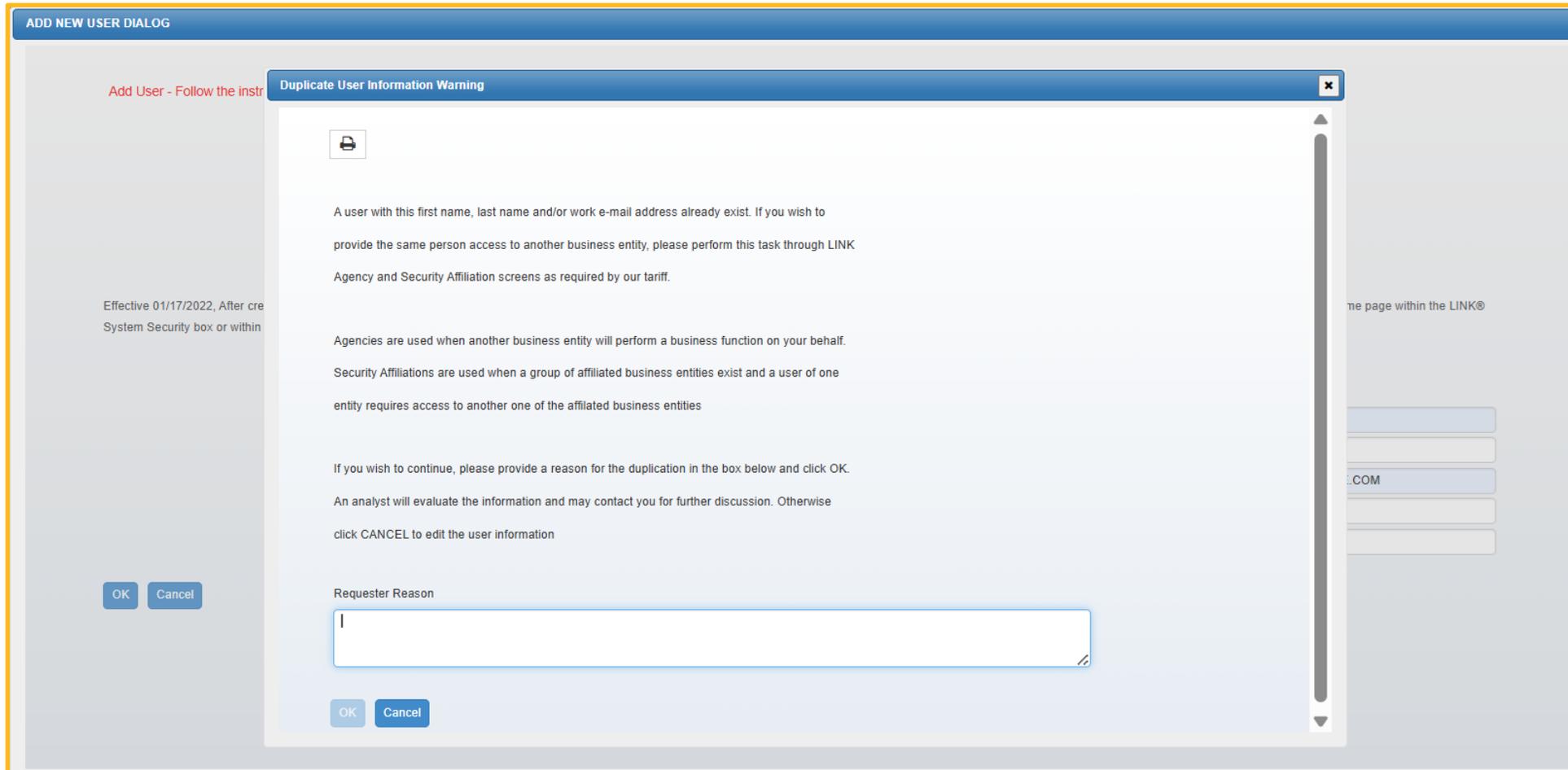
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Step 4

- A "Add New User Dialog" popup where LSA will create the LINK® ID, password, and provide contact information for the new user and click "OK".
  - Existing Contacts can be filled into the form via the "Select Contact Button".

- Note: If LSA is shared LSA for other companies than the LSA can select from a drop down for "Employed by Svc Req Name" if the new user is employed with one of the other companies.

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If an existing user with the first/last name and/or work email address of the user being created, then LSA will get a popup "Duplicate User Information Warning. LSA will have to enter a reason for the duplicate and click out of the box and click the "OK" button if LSA wants to proceed.

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Step 5

- LSA will receive message the "New User (LINK ID) has been created. Please click User Access to Assign Roles".

- Click on the "User Access" button, and this will take the LSA to the "Local User Access List".

Assigning Roles to the LINK ID

Step 6

- The Local User Access List will display what access the user has. For new user it will show "No Matches Found". LSA will click the "Modify User Access" button and it will take the LSA to the "Local User Modify Access" screen.

Assigning Roles to the LINK ID

Step 6

- On the "Local User Modify Access" screen, LSA can click the "Retrieve" button, and it will retrieve all roles for all business units.

- Note: LSA can assign roles to any business unit, but user may not be able to access LINK® unless a LINK® System Agreement is in place for that business unit.

- Note: For companies that have agencies in place, the roles in the agencies will only be available to assign.

- Or LSA can filter by using the Service Provider, Company Name, Role ID filters to narrow what access is needed for what business unit or company(s).

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Assigning Roles to the LINK ID

- For example: If LSA wants to only add "Nomination" and "View Invoice" role for Texas Eastern and AGT for two companies which are affiliated or tied to an agency. LSA can use the filters by checking the boxes and then click the "Retrieve" button.

Assigning Roles to the LINK ID

- Once retrieved, the LSA can click on the box in the column heading which will check all rows which will open the "Deny", "Inquiry Only", and "Update and Inquiry" buttons.

Assigning Roles to the LINK ID

- LSA can either choose "Inquiry Only" or "Update and Inquiry" button and it will put allow in the appropriate columns for each role or the LSA can choose to give access via the drop down on each item in the "Inquiry Only" or "Update and Inquiry" columns.

- All roles that are "Allowed" are set in blue.

- LSA clicks the "Submit" button and it will submit the changes and LSA will receive message "Accepted".

Assigning Roles to the LINK ID

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- LSA can click on the "<<Back" button and it will take you back to the "Local User Access List".

Assigning Roles to the LINK ID

- LSA can see that the roles were added for the new user.

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- The LSA provides the LINK Id and password to the new user.
  - The new user will be prompted to change the password at log in.

- New User should wait an hour for their ID to get into Okta.

- New User must set up MFA (Multifactor Authentication) or new user will not be able to access LINK without this step.
  - For instructions on how to set up MFA, please see the "Multifactor Authentication Setup" tutorial.