

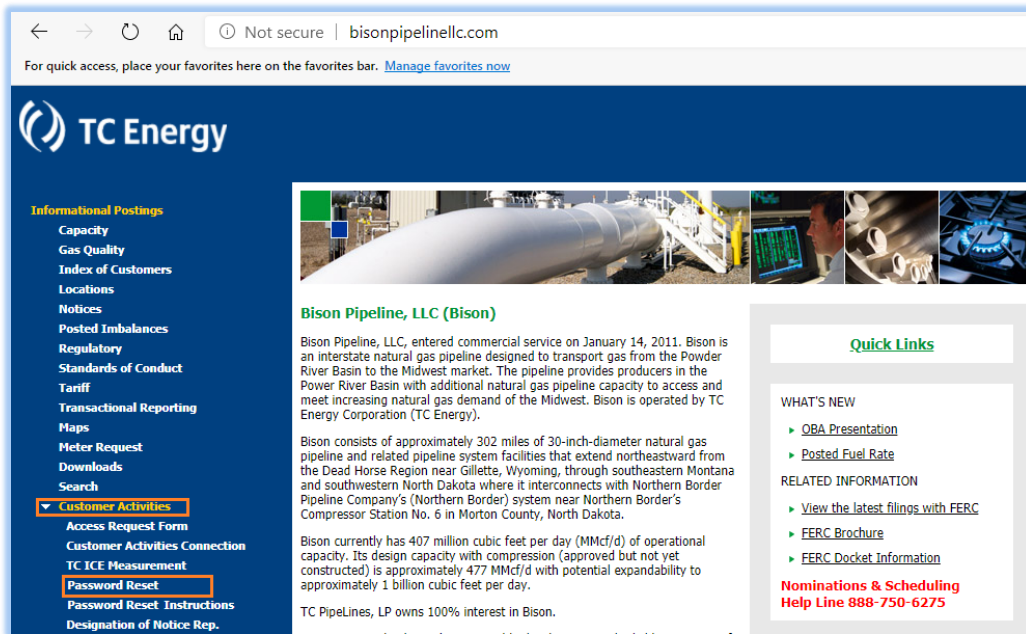
# Self Service Enrollment | Password Reset | Unlocking Account

## How to enroll for the self-service password reset portal

**Purpose:** To use self-service password reset, you first need to enroll in the new portal. This is a one-time process. When you login for the first time you will be able to select a security question/answer and image.

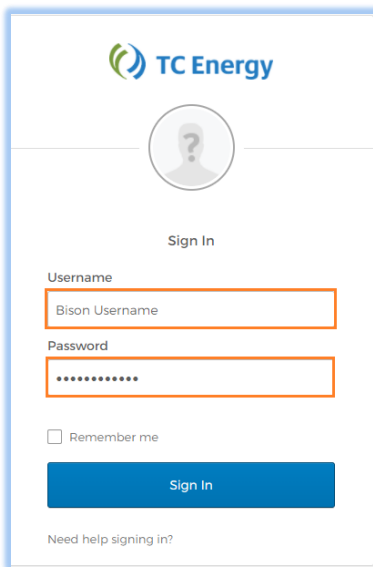
### Steps for self-service portal enrollment

1. Go to <http://bisonpipelinellc.com/> → **Customer Activities** → **Password Reset**



The screenshot shows the website for TC Energy's Bison Pipeline, LLC. The browser address bar displays "Not secure | bisonpipelinellc.com". The left-hand navigation menu includes categories like "Informational Postings", "Regulatory", and "Customer Activities". Under "Customer Activities", the "Password Reset" option is highlighted with an orange box. The main content area features a large image of a pipeline and a "Quick Links" section with various informational links.


2. Enter login details: **Enter Bison User Name** → **Enter Bison Password** → **Click Sign In**



The screenshot shows the login page for TC Energy. It features the TC Energy logo at the top, a "Sign In" button, and a form with two input fields: "Username" (containing "Bison Username") and "Password" (containing "\*\*\*\*\*"). There is also a "Remember me" checkbox and a "Sign In" button at the bottom of the form.


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3. Enter Enrolment Details: **Select a security question** → **Enter Answer** → **Select Your Security Image**













 Choose a forgot password question

What is the food you least liked as a child? ▾

Answer

 Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

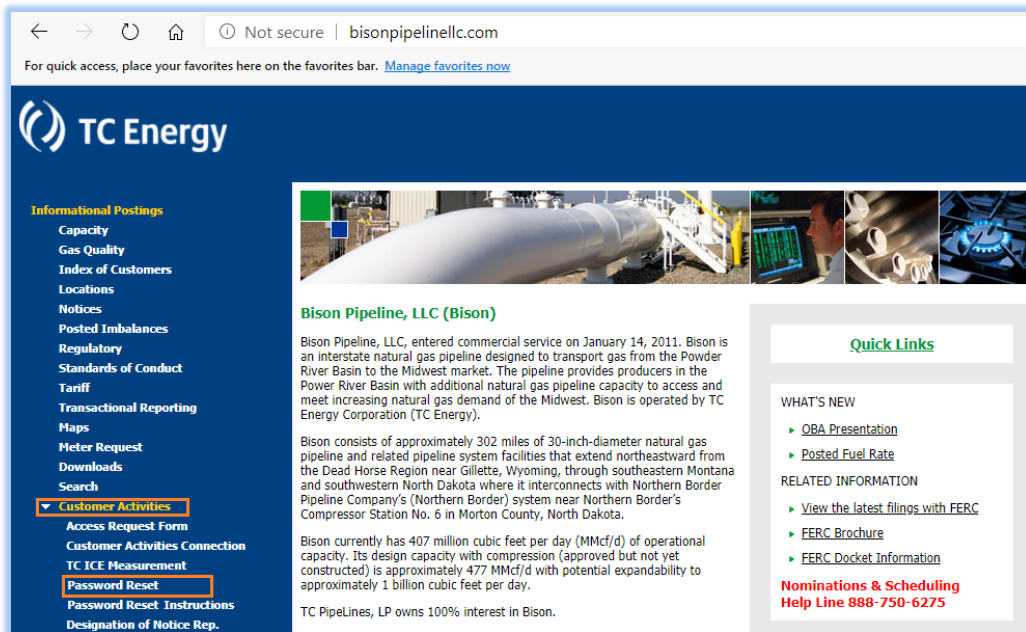
4. Save the information: **Click SAVE**. Your enrollment is complete.

# How to self-reset my Bison password

**Purpose:** Outlining the steps to reset the Bison Password.

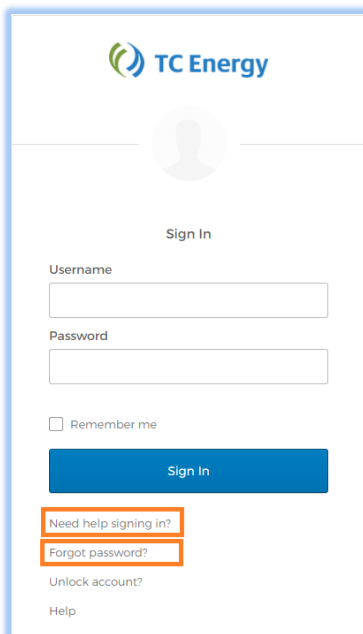
## Steps for self-password reset

1. Go to <http://bisonpipelinellc.com/> → **Customer Activities** → **Password Reset**



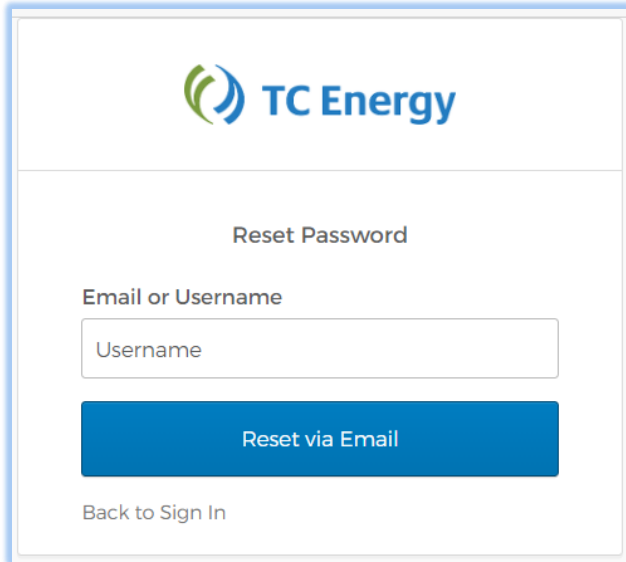
The screenshot shows the TC Energy website interface. On the left, a navigation menu lists various categories, with 'Customer Activities' and 'Password Reset' highlighted in orange. The main content area features a header for 'Bison Pipeline, LLC (Bison)' and several paragraphs of text describing the pipeline's service and capacity. A 'Quick Links' section on the right lists 'WHAT'S NEW' and 'RELATED INFORMATION' with links to 'OBA Presentation', 'Posted Fuel Rate', 'View the latest filings with FERC', 'FERC Brochure', and 'FERC Docket Information'. A red box highlights the 'Nominations & Scheduling Help Line 888-750-6275'.

2. Select forgot password option: **Click “Need help signing in”** → **Click “Forgot password?”**

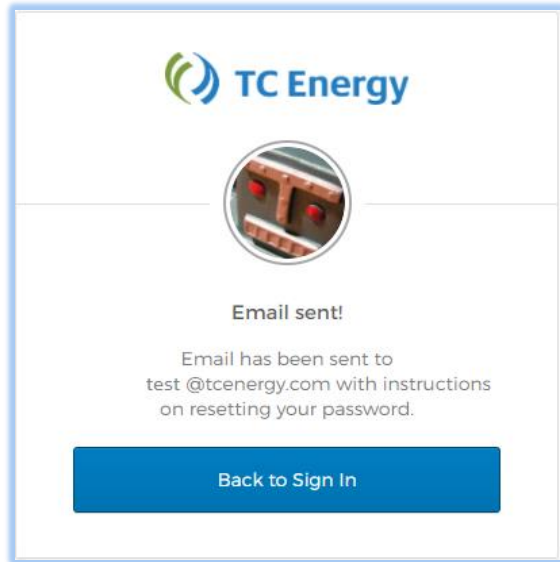


The screenshot shows the TC Energy sign-in page. It features a 'Sign In' button and a 'Remember me' checkbox. Below the sign-in button, there are two links: 'Need help signing in?' and 'Forgot password?'. The 'Forgot password?' link is highlighted with an orange box.

3. Submit Request: **Enter Username** → **Click Reset via Email**

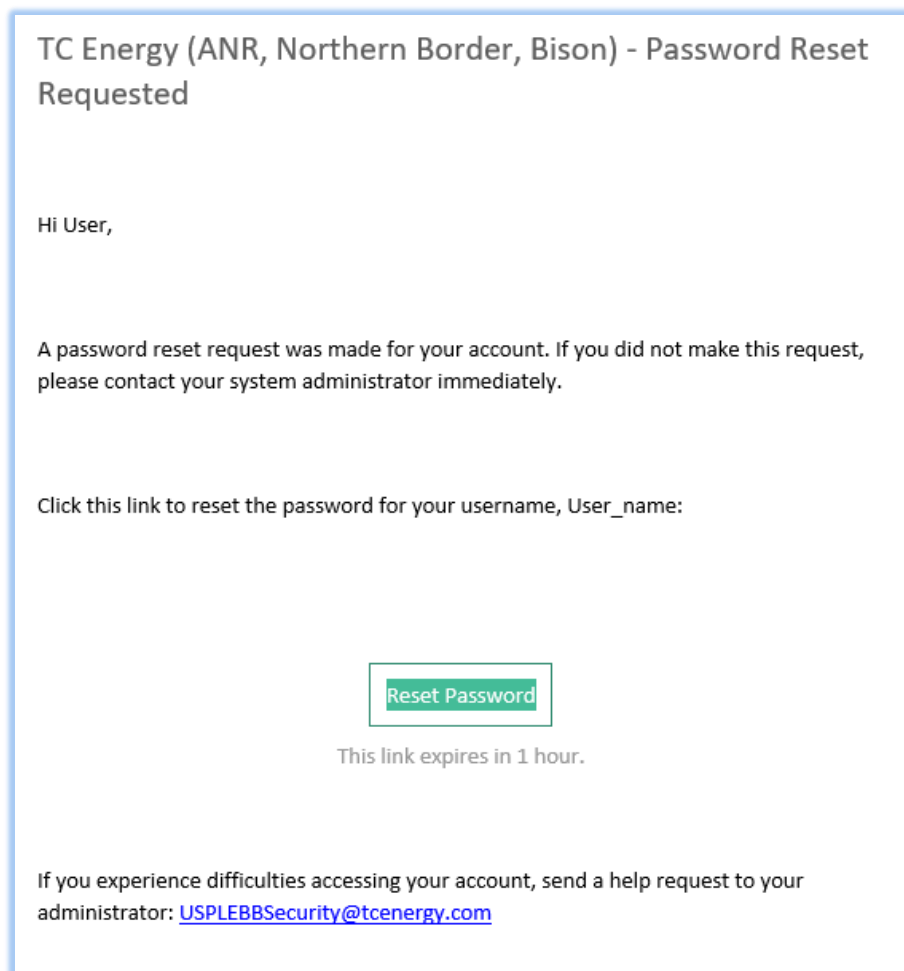


The screenshot shows the TC Energy logo at the top. Below it, the text "Reset Password" is centered. Underneath, there is a label "Email or Username" above a text input field containing the word "Username". A blue button labeled "Reset via Email" is positioned below the input field. At the bottom left, there is a link that says "Back to Sign In".



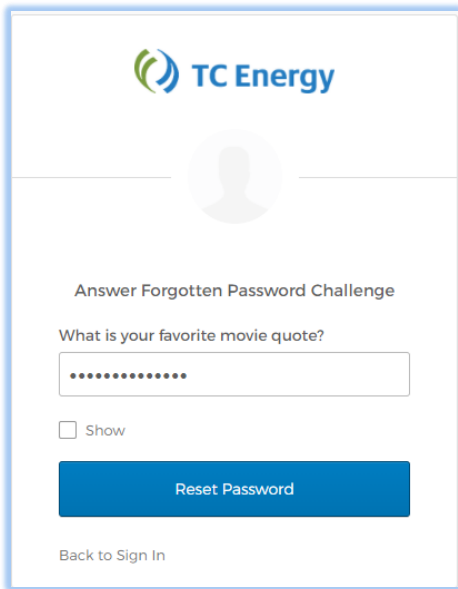
The screenshot shows the TC Energy logo at the top. Below it is a circular image of a circuit breaker. The text "Email sent!" is centered. Below that, it says "Email has been sent to test @tcenergy.com with instructions on resetting your password." A blue button labeled "Back to Sign In" is at the bottom.

4. Initiate Reset: **Receive Password Reset Email** → **Click Reset Password**



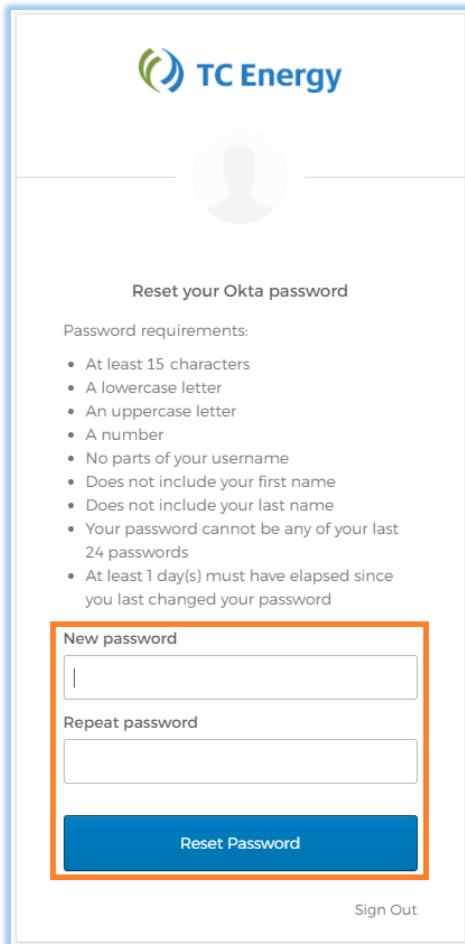
The screenshot shows an email with the subject "TC Energy (ANR, Northern Border, Bison) - Password Reset Requested". The body of the email starts with "Hi User," followed by a paragraph: "A password reset request was made for your account. If you did not make this request, please contact your system administrator immediately." Below this is the instruction: "Click this link to reset the password for your username, User\_name:". A green button labeled "Reset Password" is centered. Underneath the button, it says "This link expires in 1 hour." At the bottom, there is a note: "If you experience difficulties accessing your account, send a help request to your administrator: [USPLEBBSecurity@tcenergy.com](mailto:USPLEBBSecurity@tcenergy.com)".

5. Authenticate: **Enter Answer for the Security Question** → **Click Reset Password**



The screenshot shows the TC Energy logo at the top. Below it is a placeholder for a user profile picture. The main heading is "Answer Forgotten Password Challenge". The question is "What is your favorite movie quote?". There is a text input field containing ten dots. Below the field is a "Show" checkbox. A blue "Reset Password" button is centered below the form. At the bottom left, there is a link "Back to Sign In".

6. Enter New Password: **Enter New Password** → **Confirm Password** → **Click Reset Password**



The screenshot shows the TC Energy logo at the top. Below it is a placeholder for a user profile picture. The main heading is "Reset your Okta password". Underneath, it lists "Password requirements:" followed by a bulleted list: "At least 15 characters", "A lowercase letter", "An uppercase letter", "A number", "No parts of your username", "Does not include your first name", "Does not include your last name", "Your password cannot be any of your last 24 passwords", and "At least 1 day(s) must have elapsed since you last changed your password". Below the list are two text input fields: "New password" and "Repeat password". A blue "Reset Password" button is centered below the fields. At the bottom right, there is a link "Sign Out".

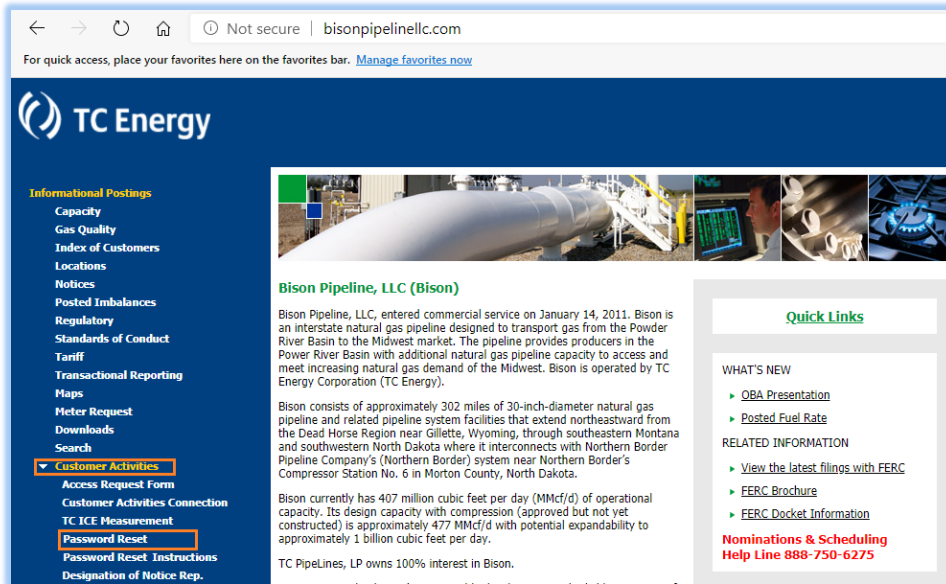
7. **Your password is reset now**

# How to self-unlock my account

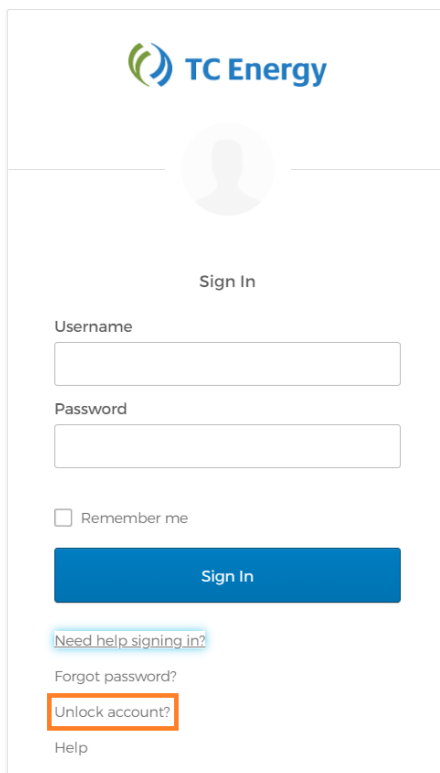
**Purpose:** Outlining the steps to unlocking the Bison Account.

## Steps for self-account unlock

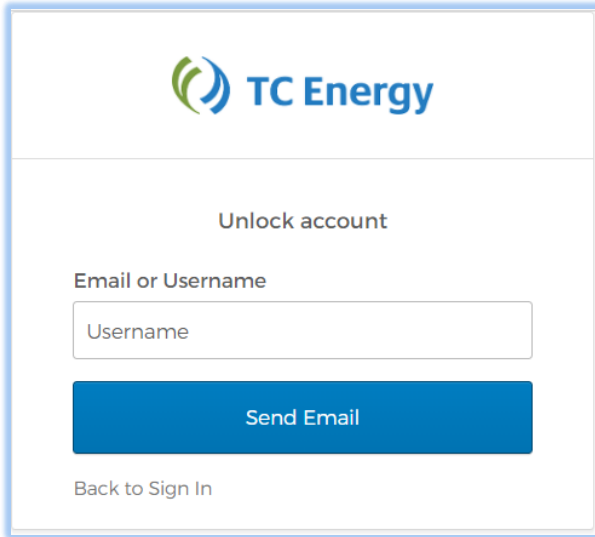
1. Go to <http://bisonpipelinellc.com/> → **Customer Activities** → **Password Reset**



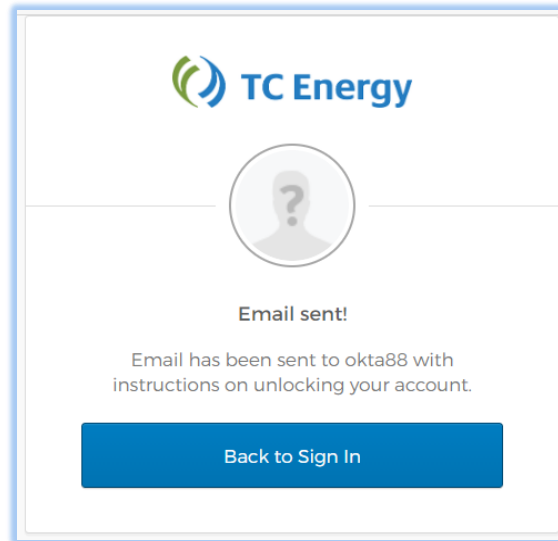
2. Select forgot password option: Click **“Need help signing in”** → Click **“Unlock Account?”**

A screenshot of the TC Energy sign-in page. The page features the TC Energy logo at the top. Below the logo is a placeholder for a user profile picture and the text 'Sign In'. There are two input fields for 'Username' and 'Password'. Below these fields is a checkbox labeled 'Remember me'. A blue 'Sign In' button is positioned below the checkbox. At the bottom of the page, there are three links: 'Need help signing in?' (highlighted in blue), 'Forgot password?' (highlighted in blue), and 'Unlock account?' (highlighted in orange). A 'Help' link is located at the very bottom.

3. Submit Request: **Enter Username** → **Click Send Email**

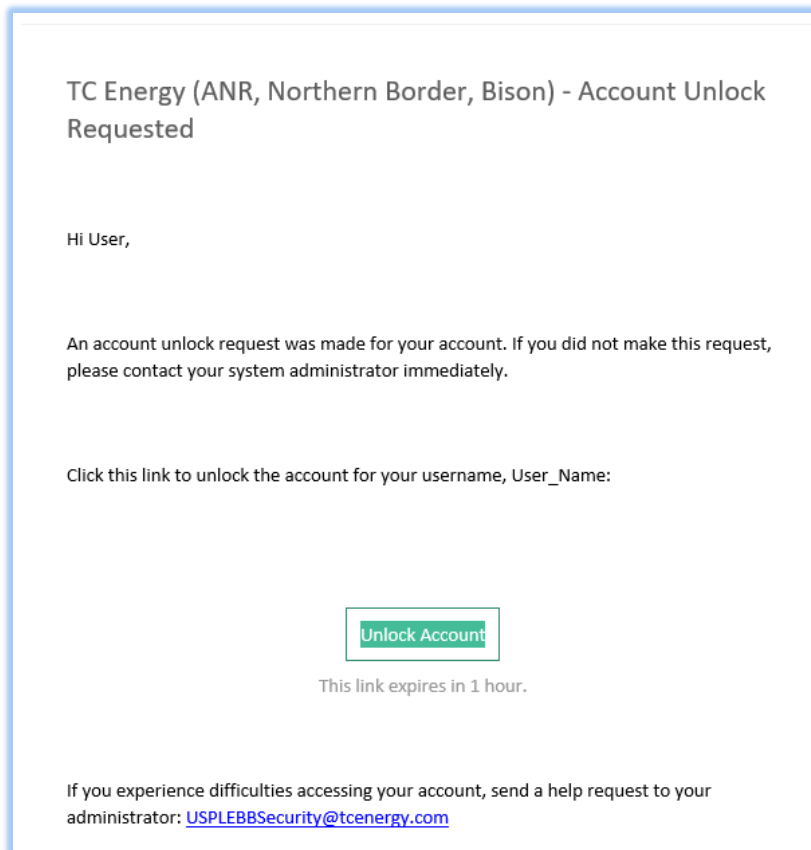


The screenshot shows the TC Energy logo at the top. Below it is the heading "Unlock account". There is a label "Email or Username" above a text input field containing the word "Username". Below the input field is a blue button labeled "Send Email". At the bottom left, there is a link "Back to Sign In".



The screenshot shows the TC Energy logo at the top. Below it is a circular icon containing a question mark. Below the icon is the heading "Email sent!". Underneath, there is a message: "Email has been sent to okta88 with instructions on unlocking your account." At the bottom, there is a blue button labeled "Back to Sign In".

4. Initiate Account Unlock: **Receive Unlock Account Email** → **Click Unlock Account**



The screenshot shows an email with the following content:

TC Energy (ANR, Northern Border, Bison) - Account Unlock Requested

Hi User,

An account unlock request was made for your account. If you did not make this request, please contact your system administrator immediately.

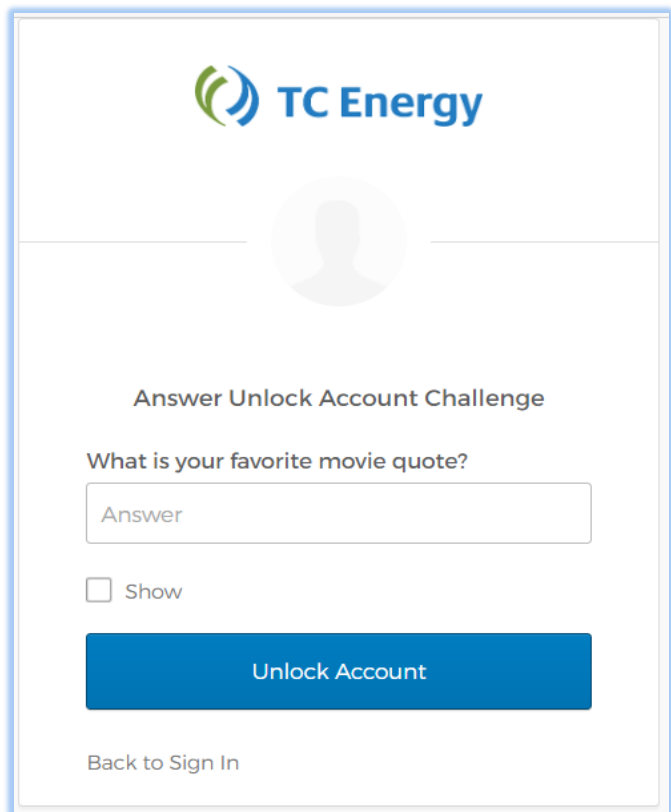
Click this link to unlock the account for your username, User\_Name:

[Unlock Account](#)

This link expires in 1 hour.

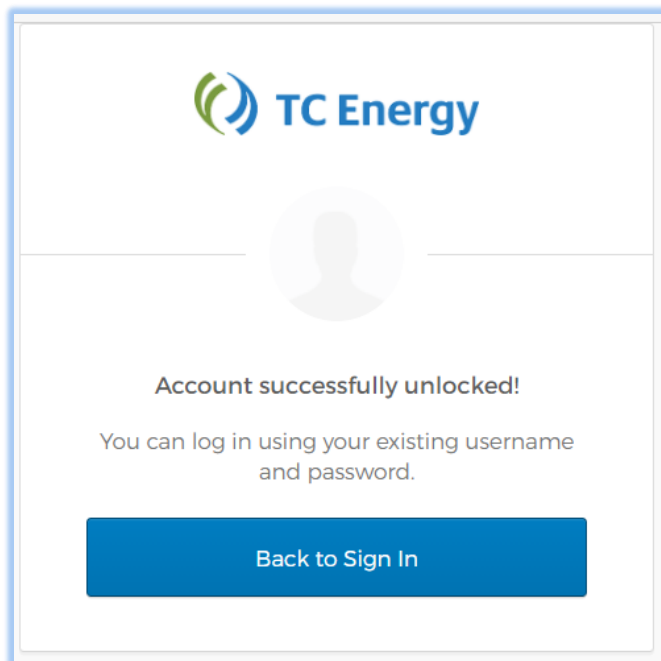
If you experience difficulties accessing your account, send a help request to your administrator: [USPLEBBSecurity@tcenergy.com](mailto:USPLEBBSecurity@tcenergy.com)

5. Authenticate: **Enter Answer for the Security Question** → **Click Unlock Account**



The screenshot shows the TC Energy account unlock challenge page. At the top is the TC Energy logo. Below it is a placeholder for a user profile picture. The main heading is "Answer Unlock Account Challenge". The question is "What is your favorite movie quote?". There is a text input field with the placeholder text "Answer". Below the input field is a checkbox labeled "Show". At the bottom of the form is a blue button labeled "Unlock Account". Below the button is a link labeled "Back to Sign In".

6. **Your account is now unlocked**



The screenshot shows the TC Energy account successfully unlocked confirmation page. At the top is the TC Energy logo. Below it is a placeholder for a user profile picture. The main heading is "Account successfully unlocked!". Below the heading is the text "You can log in using your existing username and password.". At the bottom of the form is a blue button labeled "Back to Sign In".