

OneLogin

Customer Registration Process

Version Control

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1. Registering for the First Time

Please follow these steps to set up and register on our OneLogin platform for the first time. Once registered, follow the steps in Section 2 to access the your application(s).

Step	Instructions		Example
1	OneLogin is our access platform which will allow	s management w you to set up and	
	manage your own acce	ess account.	
	Your Northern Powergr	id account manager	
	our OneLogin registrati	on page.	
2	Please complete all fiel	ds.	
	Tick ' <i>I'm not a robot</i> ' an reCaptcha challenge.	nd complete the	onelogin
	Then click the blue 'Re	<i>gister</i> ' button.	
			Please provide the following information to start your registration.
	Notes:		
	a) Application Code – Competition in Conn cinc.connections@n	Please email the ections mailbox – orthernpowergrid.co	First Name
	<u>m</u> to provide you wit code.	h your application	Last Name
	b) Email – this will beco Username.	ome your account	Email
	c) Telephone Number authentication (MFA in You will set this i	- We use multi-factor) each time you log up later in step 10	
			Application Code
	If you opt to use you for authentication (as installing the OneLog	r telephone number s opposed to ain Protect mobile	
	App), it is important telephone number in with the UK country	that you provide your the correct format code. For example:	Company Name
	Incorrect Format	Correct Format	Telephone Number
	07975 12345	+44792112345	
	0113 123456	+44113123456	
			am submitting
			l'm not a robot

Step	Instructions	Example
3	On screen you'll receive the following	
	message:	
	You will also receive an email containing a new link to verify your email address:	Image: Constraint of the second se
4	Click or copy the URL link from the above	
	verification email into your internet browser.	
	You will see the following confirmation message that your email address has been verified.	O Your amil address has been varified
	The 'Continue' button will take you to the	Thankyou for Registering.
	login page but at this stage you will not be	You will shortly receive a further email to complete your account setup.
		CONTINUE
	Please check your email Inbox and follow the next step.	
5	You will receive another email with a link to	
	set up an account password:	From: OneLogin <noreply@onelogin.com> Sent: 18 December 2023 12:24 To: Test, User Subject: Invitation to OneLogin from Northern Powergrid Hello Test User, You have been invited to join Northern Powergrid's Single Sign-On Portal Choose a password by going to the following URL: https://northernpowergrid.onelogin.com/password © \$019 OneLogin, Inc.</noreply@onelogin.com>

Step	Instructions	Example
6	 Click or copy the link from the above email into your internet browser. You will now be prompted to create an account password. Your password must: a) Be at least 15 characters long, b) Contain at least three of the following: upper case letters, lower case letters, numbers or special characters. Create your password and click the 'Submit' button. 	$\begin{tabular}{lllllllllllllllllllllllllllllllllll$
7	You will now be prompted to login using your Username (your email address) and Password:	Username
8	You will now be prompted to set up 2-factor authentication which will be used at every login. Click the ' <i>Begin Setup</i> ' button.	Onelogin 2-factor authentication is required to secure your account. Begin Setup

Step	Instructions	Example
9	You will be presented with two authentication options:	opelogin
	c) 'OneLogin Protect' will require you to install the 'OneLogin Protect' App onto your mobile device and will be used to authenticate access at each login	Select Authentication Factor
		OneLogin Protect +
	 d) 'OneLogin Voice' requires only your desk landline or mobile phone number to receive an automated call and authentication code at each login session. 	C OneLogin Voice +
Please sele	Please select your preferred option.	
	For OneLogin Protect , please go to Section A - step 10	
	For OneLogin Voice , please go to Section B - step 15	

Section A – Setting up OneLogin Protect

Step	Steps	Example
Step 10	Steps You will now be prompted to install the 'OneLogin Protect' App. (Keep this web page open, we will return to this screen on step 12).	Example Onelogin OneLogin Protect Download and install OneLogin Protect on your device Download on the App Store Google Play When the app is installed, come back to this screen and click Activate
		Activate

Step	Steps	Example
Step 11	Steps On your mobile device, install the 'OneLogin Protect' App from you Google Play or Apple App Store. (This is different to the 'OneLogin Portal' App) These examples are from the Play Store on an Android mobile device:	<complex-block></complex-block>
12	Once installed, open the 'OneLogin Protect' App on your mobile device. From the web browser on your laptop/PC click the ' <i>Activate</i> ' button:	Image: Second state of the second s
13	On your PC/Laptop web browser, you will be presented with a QR Code. On your mobile device, open the 'OneLogin Protect' App and tap the + icon to open the QR Code scanner. Scan the QR Code presented on your PC/Laptop screen.	OneLogin Protect ① Open OneLogin Protect ② Scan below QR Code Example Can't scan the code?
14	Your Registration is now complete and you will be presented with the OneLogin dashboard. At this stage you may not see or have access to any application icons. Your request will be pending internal approval by Northern Powergrid. You will be notified when this is complete.	Onelogin Q. Search Frequents Company: Everything + You don't have any apps set up.

Section B – Setting up OneLogin Voice

Step	Steps	Example
15	On screen you will be presented with the following message.	onelogin
	You will also receive an automated telephone call (to the telephone number	D OneLogin Voice
	provided in step 2).	Calling the below phone number: +*******0712
	The automated call will prompt you to enter the code displayed on screen into your	Enter this code when receiving the call:
	telephone keypad, followed by the '#'	3514217
		Vici can try analin in 5 seconds
		Change Authentication Factor
16	Your Registration is now complete and you will be presented with the OneLogin dashboard.	onelogin
	At this stage you may not see or have	Q Search
	access to any application icons.	Frequents Company: Everything 👻
	Your request will be pending internal approval by Northern Powergrid. You will be notified when this is complete.	You don't have any apps set up.

2. Accessing Your Applications

Follow these instructions to log in once you've successfully completed the registration process in Section 1.

Step	Steps	Screen Shot
1	Open the following page from your internet browser:	https://northernpowergrid.onelogin.com
2	You'll be presented with the following login prompt. Enter your Username (email address) and Password.	Onelogin Username Remember my username Continue Sign Up Forgot Password Sign Up Forgot Password
3	Depending on the method of authentication set up when you created your account ('OneLogin Protect' or 'OneLogin Voice') you will now be prompted to complete authentication. For OneLogin Protect , go to Step 4. For OneLogin Voice , go to Step 6.	
4	If you installed the OneLogin Protect mobile App, you will see the following prompt on your PC/laptop screen.	OneLogin Protect We've sent a notification to your device to approve this login. Having trouble with push notifications? Resend push notification Enter code manually
5	 Open the 'OneLogin Protect' App on your mobile device and you will be prompted to 'Accept' the 'Access Request' notification: If you do not receive this Access Request notification, you can either: a) Click the 'Resend push notification' option on your PC/laptop screen to generate another Access Request notification, or 	Access Requested

Step	Steps	Screen Shot
	 b) Click the 'Enter code manually' option on PC/laptop screen which will prompt you to enter the code manually. Manually enter the code displayed on your 'OneLogin Protect' mobile App and click the '<i>Continue</i>' button. Please go to Step 7. 	OneLogin Protect Enter your code I Show
6	For OneLogin Voice , you will see the following prompt on your PC/laptop screen: You will also receive an automated call (to the telephone number registered when you set your account up). You will be prompted to type the code displayed on your PC/laptop screen, into your telephone keypad, followed by the '#' symbol.	Image: Second System
7	You will now be presented with the OneLogin home page and application icons. Click the application icon to open that application within your browser.	onelogin Q Search Frequents Company: Everything Image: Company Provide the second secon