

OneLogin

Customer Registration Process

Version Control

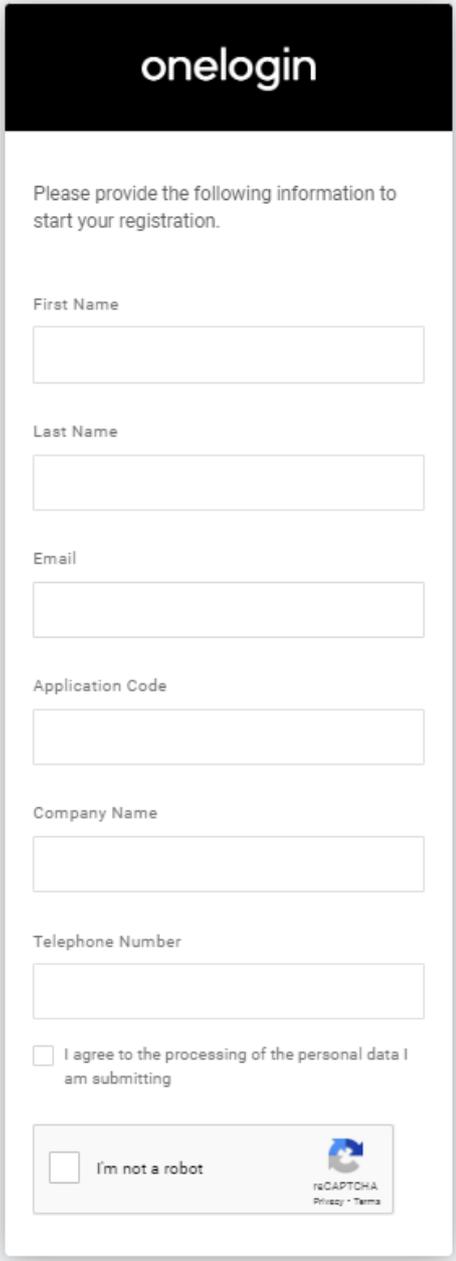
Version:	1.0
Version Date:	05/06/2023
Author:	Andrew Duffy
Classification	Public

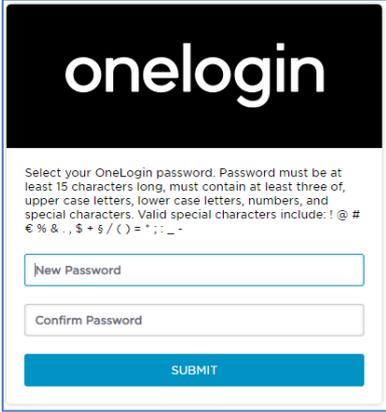
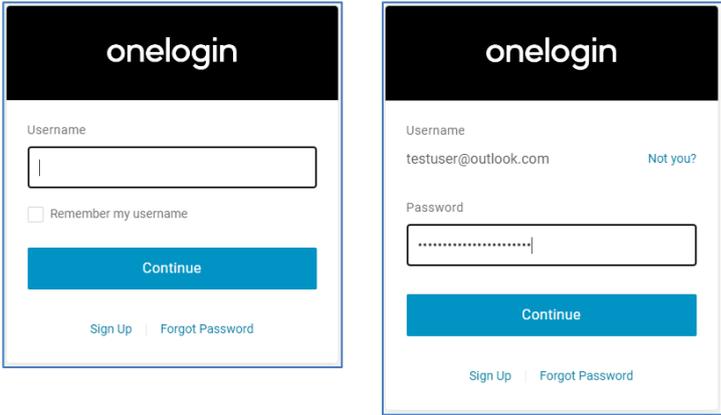
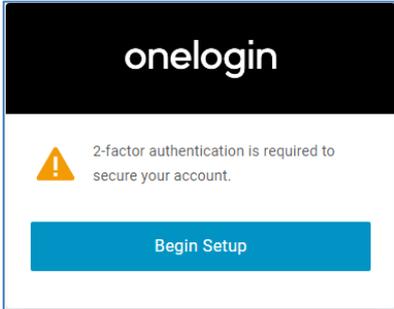
Table of Contents

1. Registering for the First Time	3
Section A – Setting up OneLogin Protect	6
Section B – Setting up OneLogin Voice	8
2. Accessing Your Applications	9

1. Registering for the First Time

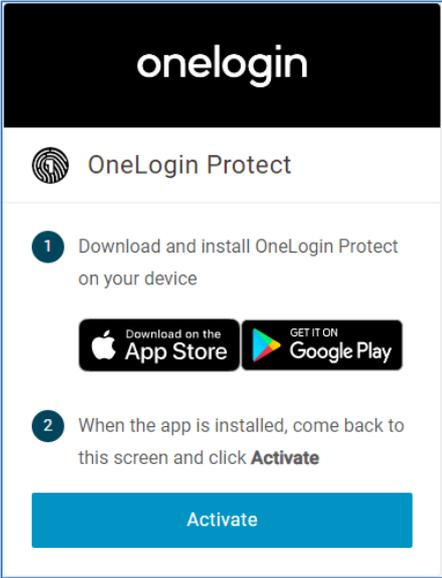
Please follow these steps to set up and register on our OneLogin platform for the first time. Once registered, follow the steps in Section 2 to access the your application(s).

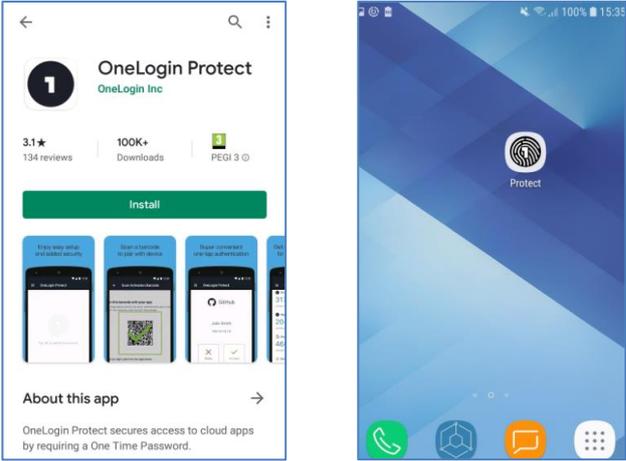
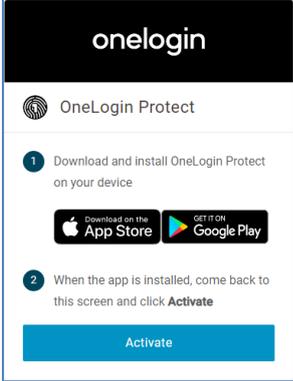
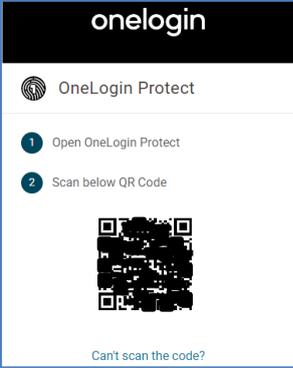
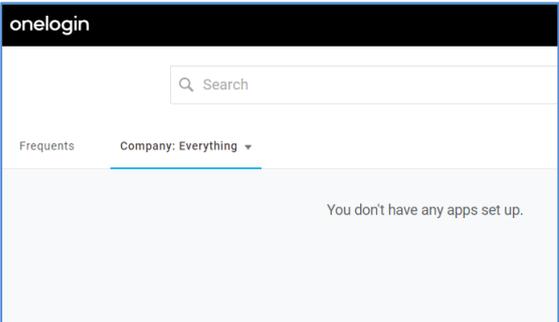
Step	Instructions	Example						
1	<p>OneLogin is our access management platform which will allow you to set up and manage your own access account.</p> <p>Your Northern Powergrid account manager will provide a web page link (URL) to access our OneLogin registration page.</p>							
2	<p>Please complete all fields.</p> <p>Tick '<i>I'm not a robot</i>' and complete the reCaptcha challenge.</p> <p>Then click the blue '<i>Register</i>' button.</p> <p>Notes:</p> <p>a) Application Code – Please email the Competition in Connections mailbox – cinc.connections@northernpowergrid.com to provide you with your application code.</p> <p>b) Email – this will become your account Username.</p> <p>c) Telephone Number - We use multi-factor authentication (MFA) each time you log in. You will set this up later in step 10.</p> <p>If you opt to use your telephone number for authentication (as opposed to installing the OneLogin Protect mobile App), it is important that you provide your telephone number in the correct format with the UK country code. For example:</p> <table border="1"> <thead> <tr> <th>Incorrect Format</th> <th>Correct Format</th> </tr> </thead> <tbody> <tr> <td>07975 12345</td> <td>+44792112345</td> </tr> <tr> <td>0113 123456</td> <td>+44113123456</td> </tr> </tbody> </table>	Incorrect Format	Correct Format	07975 12345	+44792112345	0113 123456	+44113123456	
Incorrect Format	Correct Format							
07975 12345	+44792112345							
0113 123456	+44113123456							

Step	Instructions	Example
6	<p>Click or copy the link from the above email into your internet browser.</p> <p>You will now be prompted to create an account password.</p> <p>Your password must:</p> <ol style="list-style-type: none"> Be at least 15 characters long, Contain at least three of the following: upper case letters, lower case letters, numbers or special characters. <p>Create your password and click the 'Submit' button.</p>	
7	<p>You will now be prompted to login using your Username (your email address) and Password:</p>	
8	<p>You will now be prompted to set up 2-factor authentication which will be used at every login.</p> <p>Click the 'Begin Setup' button.</p>	

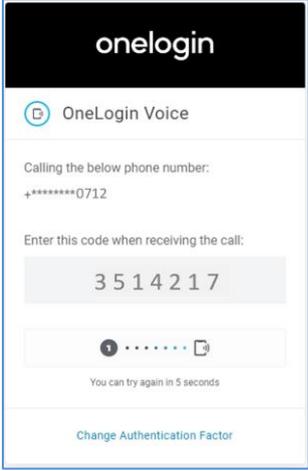
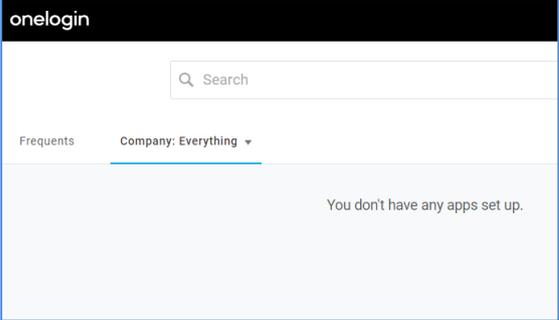
Step	Instructions	Example
9	<p>You will be presented with two authentication options:</p> <p>c) ‘OneLogin Protect’ will require you to install the ‘OneLogin Protect’ App onto your mobile device and will be used to authenticate access at each login session.</p> <p>d) ‘OneLogin Voice’ requires only your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

Section A – Setting up OneLogin Protect

Step	Steps	Example
10	<p>You will now be prompted to install the ‘OneLogin Protect’ App.</p> <p>(Keep this web page open, we will return to this screen on step 12).</p>	

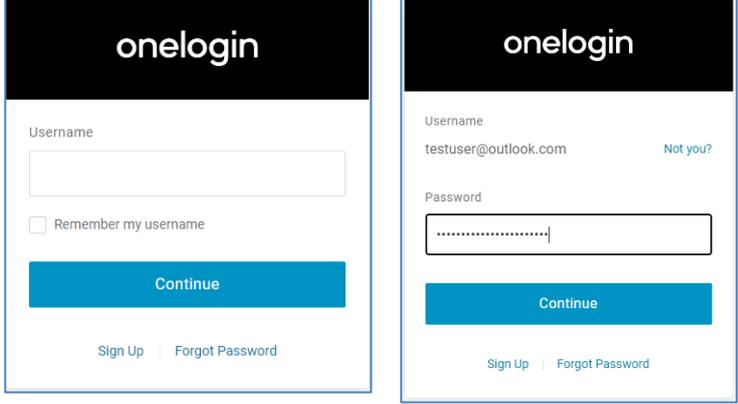
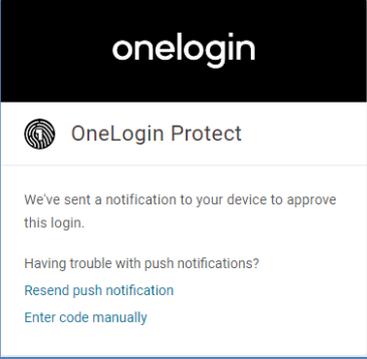
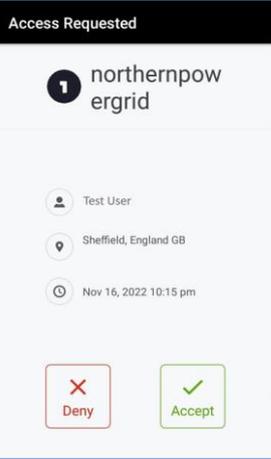
Step	Steps	Example
11	<p>On your mobile device, install the 'OneLogin Protect' App from you Google Play or Apple App Store.</p> <p>(This is different to the 'OneLogin Portal' App)</p> <p>These examples are from the Play Store on an Android mobile device:</p>	
12	<p>Once installed, open the 'OneLogin Protect' App on your mobile device.</p> <p>From the web browser on your laptop/PC click the 'Activate' button:</p>	
13	<p>On your PC/Laptop web browser, you will be presented with a QR Code.</p> <p>On your mobile device, open the 'OneLogin Protect' App and tap the + icon to open the QR Code scanner.</p> <p>Scan the QR Code presented on your PC/Laptop screen.</p>	
14	<p>Your Registration is now complete and you will be presented with the OneLogin dashboard.</p> <p>At this stage you may not see or have access to any application icons.</p> <p>Your request will be pending internal approval by Northern Powergrid. You will be notified when this is complete.</p>	

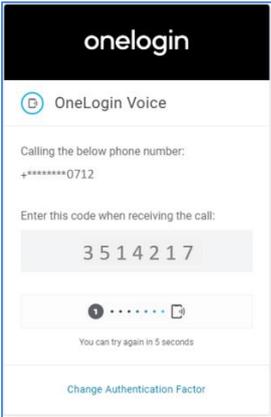
Section B – Setting up OneLogin Voice

Step	Steps	Example
15	<p>On screen you will be presented with the following message.</p> <p>You will also receive an automated telephone call (to the telephone number provided in step 2).</p> <p>The automated call will prompt you to enter the code displayed on screen into your telephone keypad, followed by the '#' symbol.</p>	
16	<p>Your Registration is now complete and you will be presented with the OneLogin dashboard.</p> <p>At this stage you may not see or have access to any application icons.</p> <p>Your request will be pending internal approval by Northern Powergrid. You will be notified when this is complete.</p>	

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	<p>You'll be presented with the following login prompt.</p> <p>Enter your Username (email address) and Password.</p>	
3	<p>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.</p> <p>For OneLogin Protect, go to Step 4.</p> <p>For OneLogin Voice, go to Step 6.</p>	
4	If you installed the OneLogin Protect mobile App, you will see the following prompt on your PC/laptop screen.	
5	<p>Open the 'OneLogin Protect' App on your mobile device and you will be prompted to 'Accept' the 'Access Request' notification:</p> <p>If you do not receive this Access Request notification, you can either:</p> <p>a) Click the 'Resend push notification' option on your PC/laptop screen to generate another Access Request notification, or</p>	

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