



Self-Service Password Reset

This document provides the instructions to access Self-Service Password Reset. This Microsoft self-service tool will allow you to create and update your Equitrans password as well as manage your authentication information without needing to contact our CAW Support line. If you need to add a form of authentication such as the Authenticator App, please go page 7.

Before you begin, please ensure:

- You have your Equitrans User ID
- Your device is charged and you are able to download from the App Store (if you do not already have the Microsoft Authenticator app)

Password Reset

Please open a private browser.

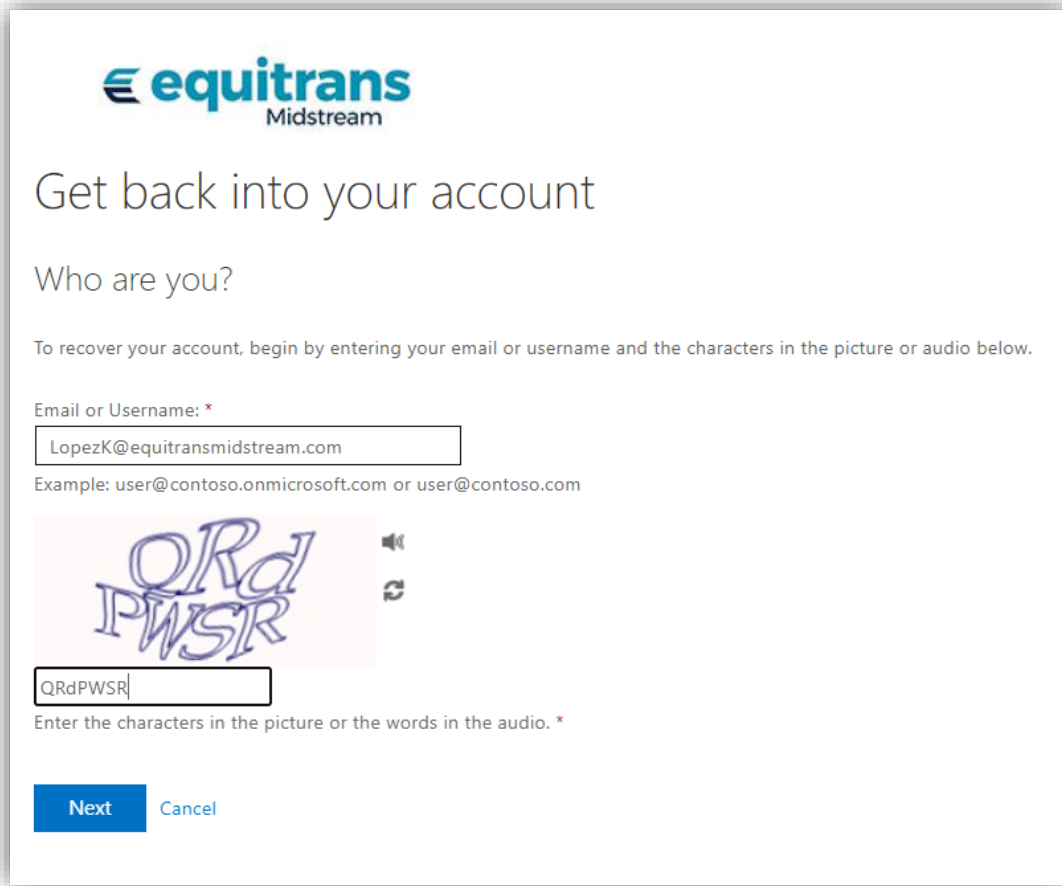
Choose one of the following:

- ❖ Chrome Incognito browsing mode
(Windows: Ctrl -Shift-N; macOS: Command-Shift-N)
- ❖ Edge InPrivate browsing mode
(Windows: Ctrl -Shift-N; macOS: Command-Shift-N)
- ❖ Mozilla Firefox Private browsing mode
(Windows: Ctrl -Shift-P; macOS: Command-Shift-P)
- ❖ Safari Private Window browsing mode
(macOS: Command-Shift-N)

Copy and paste the following URL into a private browser:

<https://passwordreset.microsoftonline.com/>

Enter your User ID and the characters in the picture or the words in the audio. Click "Next".



equitrans
Midstream


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com

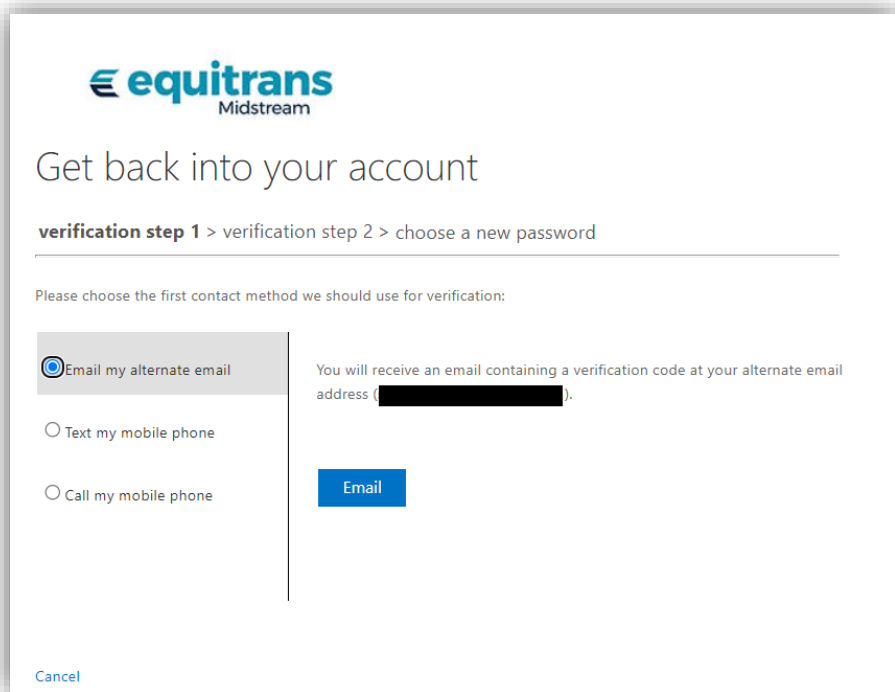


QRdPWSR

Enter the characters in the picture or the words in the audio. *

Next Cancel

You will be given the option to verify your account by entering a code sent via text message to your mobile phone number, phone call to your mobile phone number, or an email to your email address.



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Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Email my alternate email

Text my mobile phone

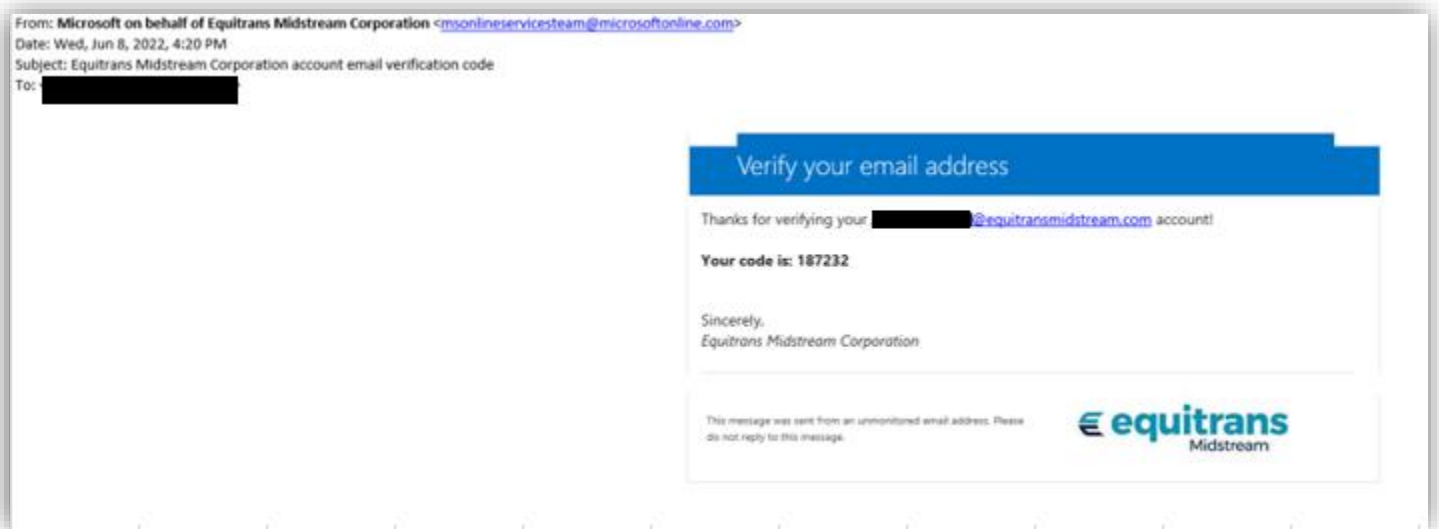
Call my mobile phone

You will receive an email containing a verification code at your alternate email address ([REDACTED]).

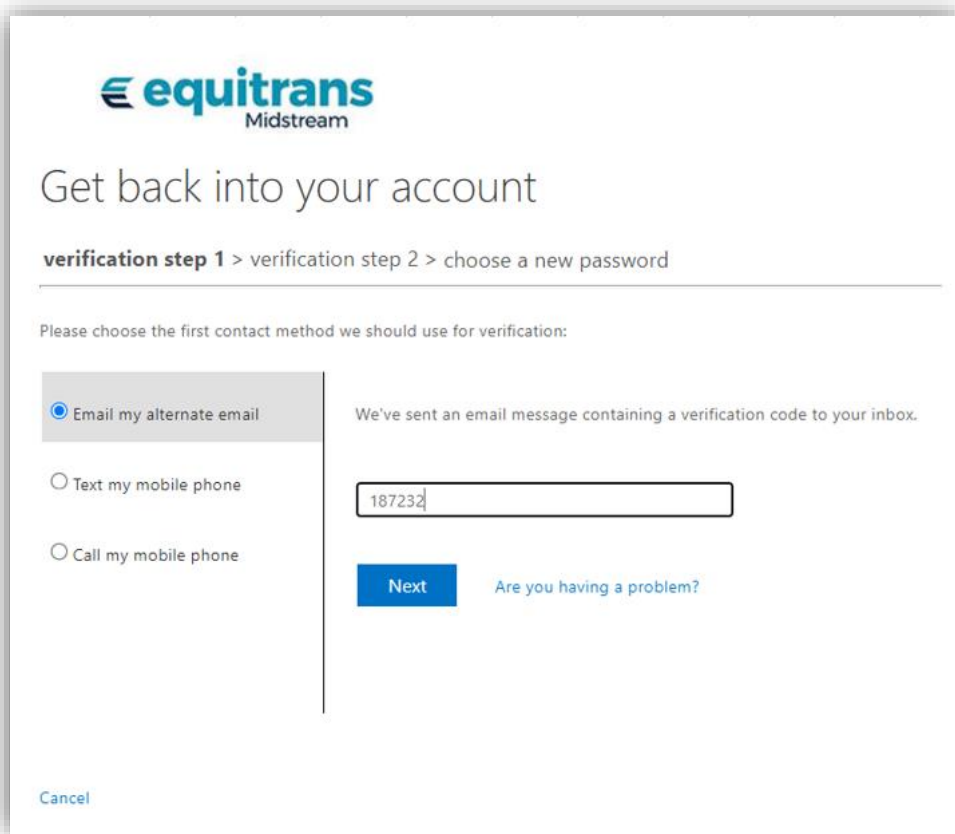
Email

Cancel

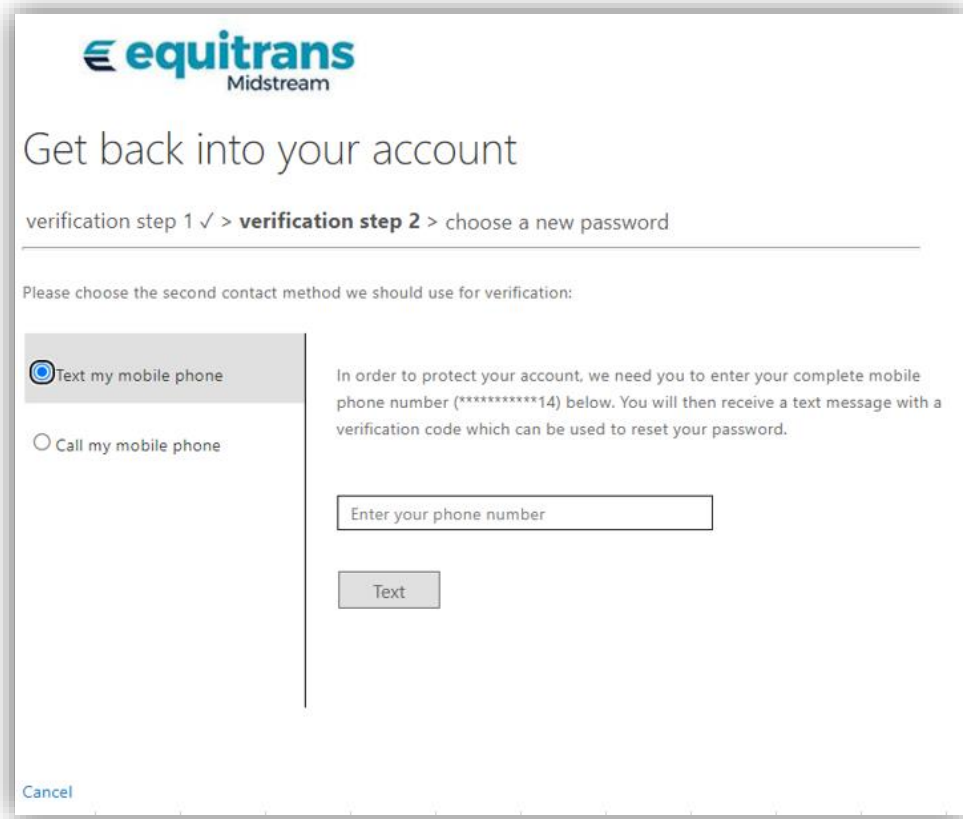
If email notification is selected, an email generated code will be sent to the email address specified.



Enter the code and click “Next”.



You will need to select another method to receive a code. For example, select “Text my mobile phone”. Enter the phone number that was provided to Equitrans and click “Text”.



The screenshot shows the Equitrans Midstream account recovery interface. At the top left is the Equitrans Midstream logo. The main heading is "Get back into your account". Below this, a progress indicator shows "verification step 1 ✓ > verification step 2 > choose a new password". The instruction reads: "Please choose the second contact method we should use for verification:". There are two radio button options: "Text my mobile phone" (which is selected) and "Call my mobile phone". To the right of these options, a text block explains: "In order to protect your account, we need you to enter your complete mobile phone number (*****14) below. You will then receive a text message with a verification code which can be used to reset your password." Below this text is a text input field with the placeholder "Enter your phone number" and a "Text" button. At the bottom left of the form is a "Cancel" link.

Enter the code when prompted and click “Next”.

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

380311

Next

[Try again](#)

[Contact your administrator](#)

[Cancel](#)

After you have confirmed two methods of verification, you will be able to create your new password

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

[Cancel](#)

Due to increased security requirements, passwords are a minimum of 12 characters including one number, a lower case letter, an upper case letter, and one special character (ie !@#\$%^&*+).



Get back into your account

 Your password has been reset

Setting up another form of Authentication – Including Authenticator App

Soon the Microsoft Authenticator App will be required as a form of authentication to access the Equitrans Gas Management System. This section will assist you on managing your authentication methods and walk you through setting up the Authenticator App.

Please open a private browser.

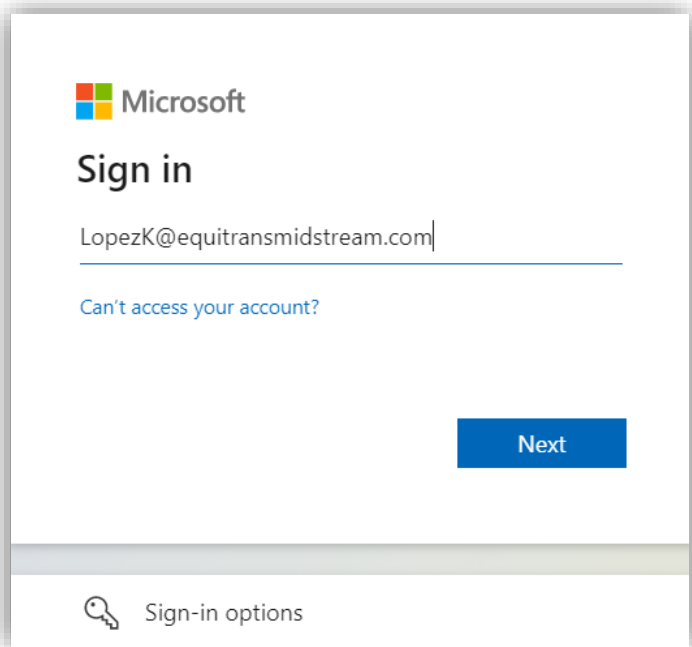
Choose one of the following:

- ❖ Chrome Incognito browsing mode
(Windows: Ctrl -Shift-N; macOS: Command-Shift-N)
- ❖ Edge InPrivate browsing mode
(Windows: Ctrl -Shift-N; macOS: Command-Shift-N)
- ❖ Mozilla Firefox Private browsing mode
(Windows: Ctrl -Shift-P; macOS: Command-Shift-P)
- ❖ Safari Private Window browsing mode
(macOS: Command-Shift-N)

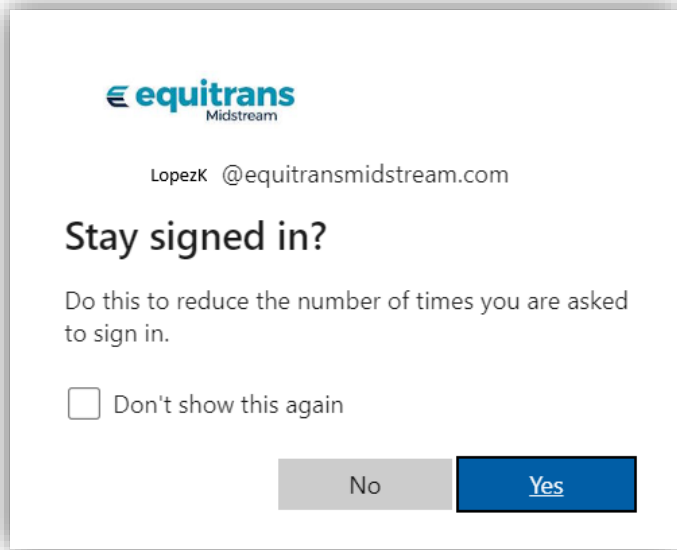
Copy and paste the following URL into a private browser:

<https://myaccount.microsoft.com/>

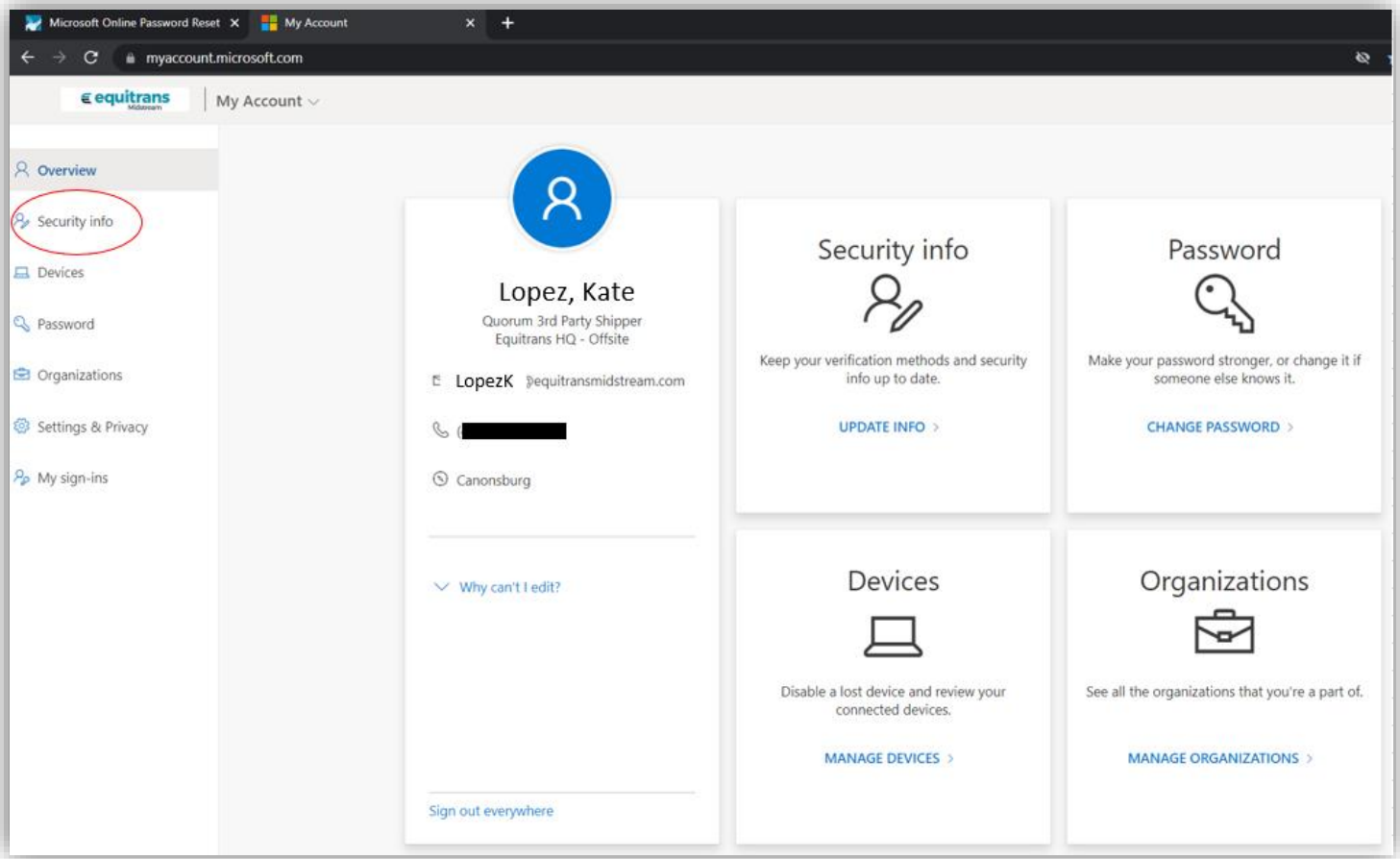
Sign into your account



If you are prompted to Stay Signed In, click on “Yes”.

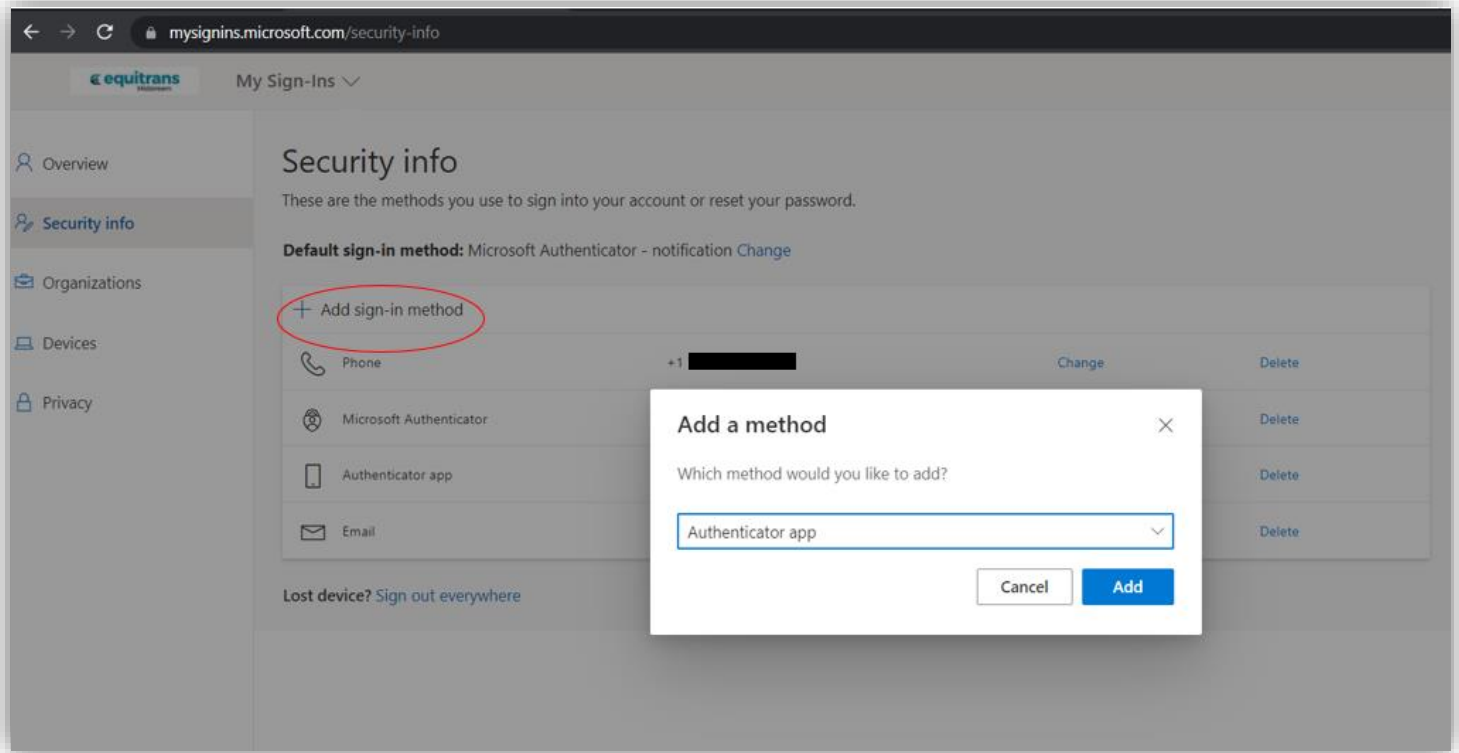


You will see details pertaining to you Equitrans Microsoft account. Please click on "Security info".

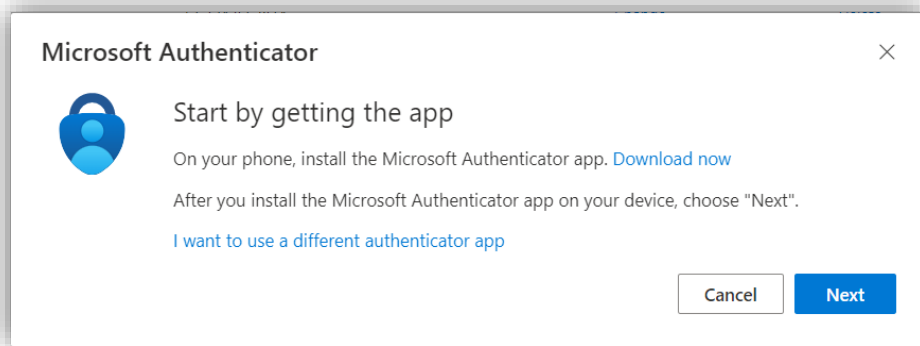


Click on "+ Add sign-in method"

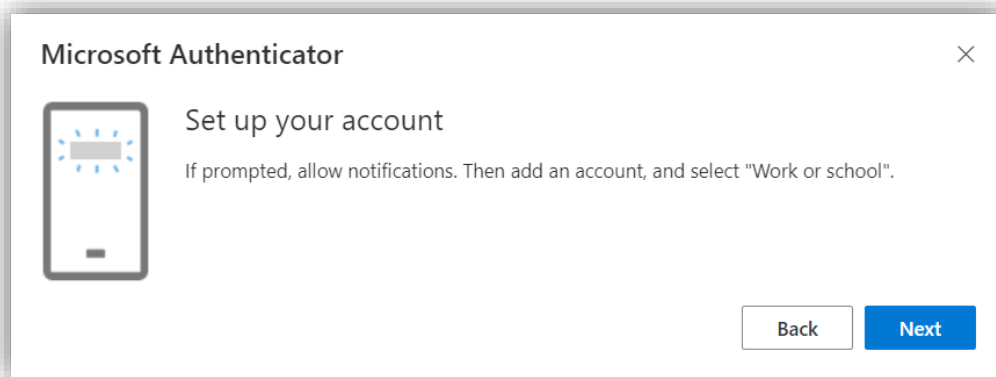
To add "Authenticator app":



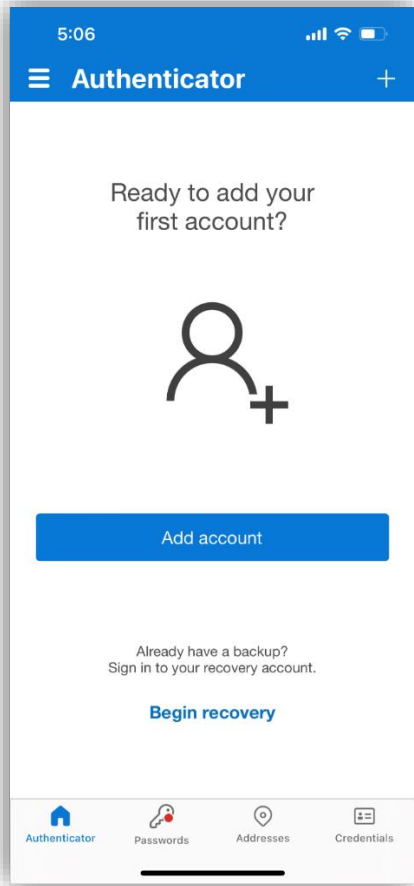
If you don't already have the Microsoft Authenticator app on your device, download it from the App Store



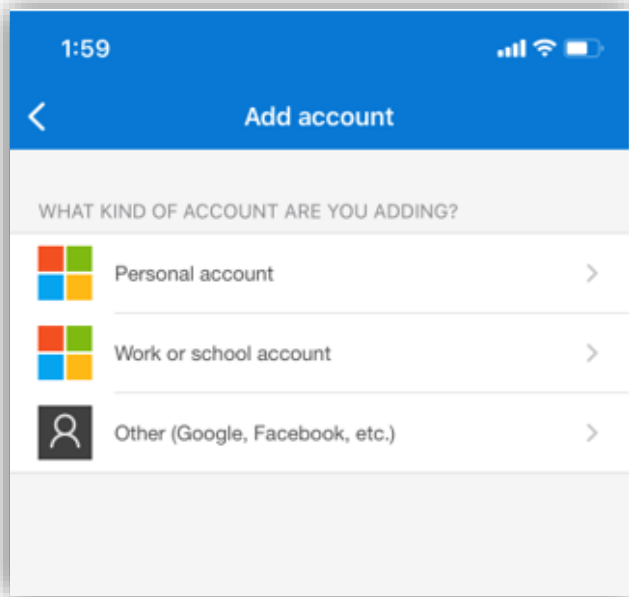
Click "Next" once you are ready to proceed with setting up the Authenticator app.



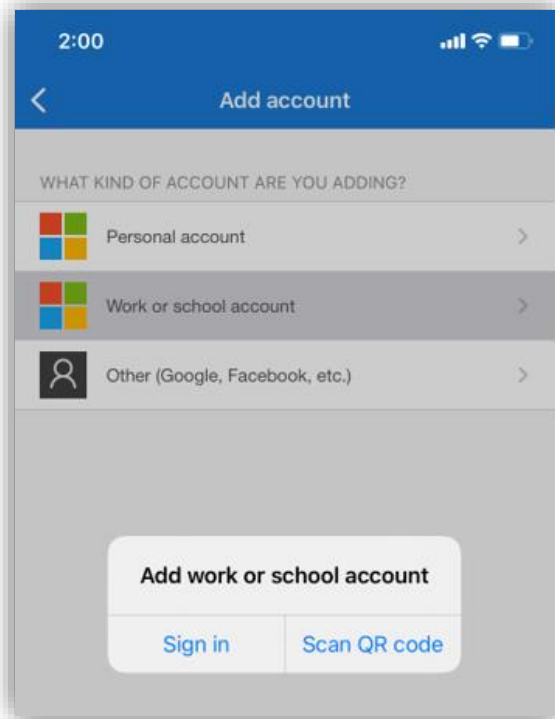
On the Authenticator App on your device, tap on "Add account".



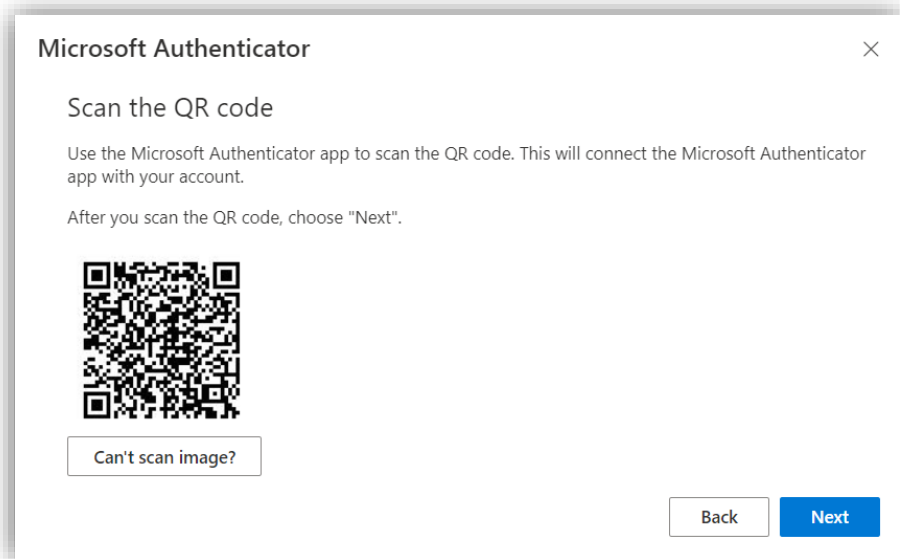
You will be prompted to Add Account, tap on "Work or school account".



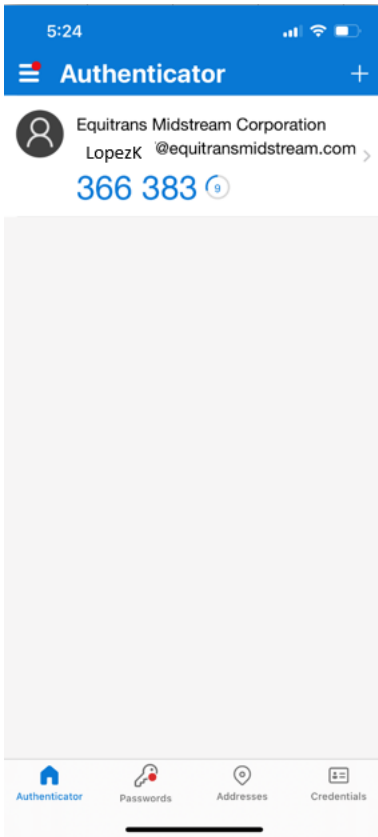
You will be prompted to “Sign in or Scan QR code”; tap on “Scan QR code”.



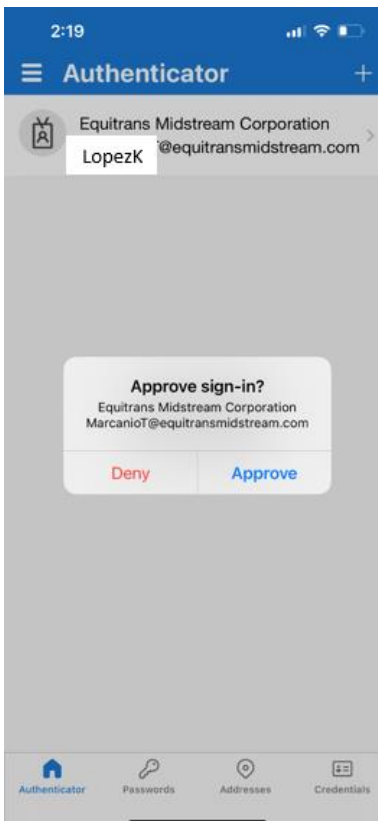
Use your device to scan the QR code on your computer when prompted and then click on “Next”.



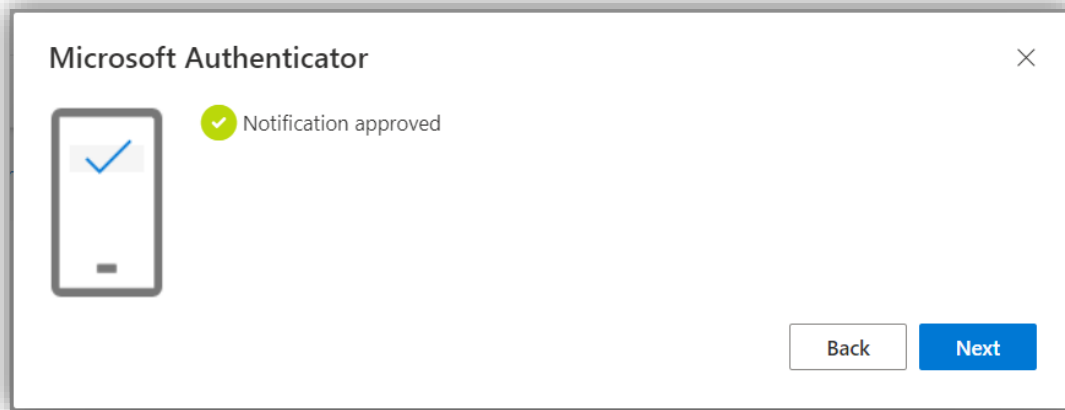
Enter the code that is sent to the authenticator app.



Or, approve the sign in on your device:



You will be prompted by the Authenticator App on your device to approve. After approving the notification on the Authenticator app, you should receive confirmation that the notification is approved. Click on “Next”.



You will see confirmation you have successfully added the Authenticator App to your authentication methods.

