User manual for access to Gasport

1. Introduction

In this user manual is explained how you can log on to the GTS web-based application Gasport via Multi-Factor Authentication (MFA).

Before you can log on, the organization you are working for shall enter into a contract for Online services with GTS and you need to fill in the "Application form Online Services", both signed by an authorized representative of your organization. Thereafter GTS will provide you with the necessary information for the log on procedure (user name and temporary password).

2. What is Multi-Factor Authentication

Multi-Factor Authentication means that more than one factor is necessary for identification. In order to access Gasport you need 2 factors, namely:

1. a username provided to you by GTS and a personal password set up by you; and

2. a second factor which will be provided in 3 different ways:

    a. Mobile application = (OATH)token
    With this method you install a mobile application (app) on your smartphone called "Microsoft Authenticator". You can download this app for free for iPhone, Android and Windows Phone (see chapter 4). After the initial set up of the connection between the app and your Gasport account, the app will generate a new code every 30 seconds. You have to enter this code during the log on procedure to Gasport. You don't need a mobile or data connection on your smartphone for this.
    The use of the app is strongly recommended by GTS because this is currently the safest way to log on to Gasport.
    b. SMS
    When you use MFA for the first time, you fill in a mobile number.

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    When logging on to Gasport the system will send an SMS message with a 6-digit code to the given mobile number after the username and password have been entered. You need to fill in this code on the login screen in order to access Gasport.
    c. Phone call
    When you use MFA for the first time, you fill in a telephone number. When logging on to Gasport the system will set up a call to the given telephone number after the username and password have been entered. After you pick up the phone and enter the # button (pound key), the connection to Gasport will be established.

3. Arranging your account

Initially GTS will make available to you a username and (temporary) password.

In your browser address bar, type (or copy/paste) the following:

> https://gasport.gasunietransportservices.nl

N.B.   When you want to make a favorite in your browser, you have to use this URL (and <u>not</u> the URL that appears after entering the URL above ((https://nss.gasunie.nl/adfs/ls/); a favorite to this URL will not work).

You then enter the provided username and temporary password.

The system will then ask you to set up a new password. This password has to meet the following rules:
- it should be at least 12 characters in length;
- it should contain at least 1 of each of the following: capital letter, small letter, digit and special character;
- your first or last name should not be part of it.

After you have set up your new password correctly, you have to log on with your new password.

Next you have to select your preferred second factor authentication method (see chapter 2). As a reminder, we highly suggest selecting the default, the mobile application (= token). To install the mobile application on your smartphone, see chapter 4.

Once you have set up the chosen second factor authentication method and it has been validated by the system, you will be logged on to Gasport. Subsequently, your account is now ready for logging on to Gasport for future sessions (see chapter 5).

4. Using the mobile application

The mobile application "Microsoft Authenticator" is available for iPhone, Android and Windows Phone. Below you will find instructions on where to find the app for every type of smartphone and how you can connect the app to your MFA account.

a. Installing the mobile application for iPhone

Go to the Apple App Store and search for "Microsoft Authenticator" or go to the next link:

https://itunes.apple.com/nl/app/microsoft-authenticator/id983156458

Check it is a "Microsoft Corporation" app and, when so, install the app on your mobile. Any questions concerning push messages and use of camera may be answered with 'yes'.
IOS 6.0.1 or higher is required.

b. Installing the mobile application for Android

Go to the Google Play Store and search for "Microsoft Authenticator" or go to the next link:

https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=nl

Check it is a "Microsoft Corporation" app and, when so, install the app on your mobile. Android 4.4.2 or higher is required.

c. Installing the mobile application for Windows Phone

Go to the Windows Store and search for "Microsoft Authenticator" or go to the next link:

https://www.microsoft.com/nl-nl/store/p/authenticator/9wzdncrfj3rj

Check it is a "Microsoft Corporation" app and, when so, install the app on your mobile. Windows Phone 8.1 or higher is required.

After the installation of the mobile application at your smartphone, this application needs to be connected to your MFA account. In your MFA account you can generate an activation code (at first login you come along this generation page, in a later stage you can generate the activation code as described in paragraph 6.a and 6.d). In the app at your smartphone you create a new account ('new account' or '+'; if necessary choose work/school account). The connection between the new account at your smartphone and your MFA account can be made by entering the activation code in the app or by simply scan the QR code with the camera of your smartphone.

5. Using your account

After you have arranged your account in the way described in chapter 3, the account is ready to be used.

To log on to Gasport (https://gasport.gasunietransportservices.nl) you enter your username and password. Thereafter the second factor will be validated according to your selection. After the correct input of both factors you will be logged on to Gasport.

As long as you are active in a Gasport session (i.e. entering data) the Gasport session has no limitation related to the length of the session. However, a session will be terminated after an inactive period of 8 hours.
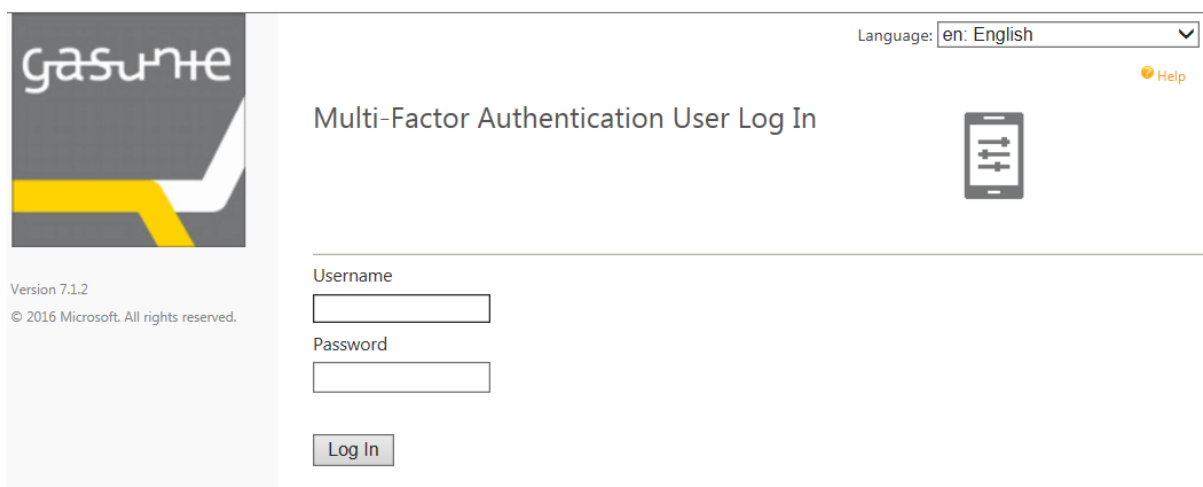
Gasport offers you the possibility to terminate a session yourself. In the upper right-hand corner of the Gasport website you will find a "Log out" button to terminate your session.

The password of an account will expire year automatically (see chapter 6 for more information).

When an account has not been used for a period of at least 500 days, the account will be made inactive and logging on to Gasport using this account is not possible anymore. If necessary, you will have to register with GTS again using the "Application form Online Services".

6. Managing your account

After you have arranged your account as described in chapter 3, you can manage it in various ways in the MFA Self Service Portal (https://nss.gasunie.nl/MultiFactorAuth).

You can change the language for this site by the menu item in the right-upper corner of this screen.

The procedure to log on to this portal is the same as logging on to Gasport, so by entering your username, password and second factor.

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My Account
Change Method
Change Phone
Change Language
Activate Mobile App

Version 7.1.2
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Welcome

Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.
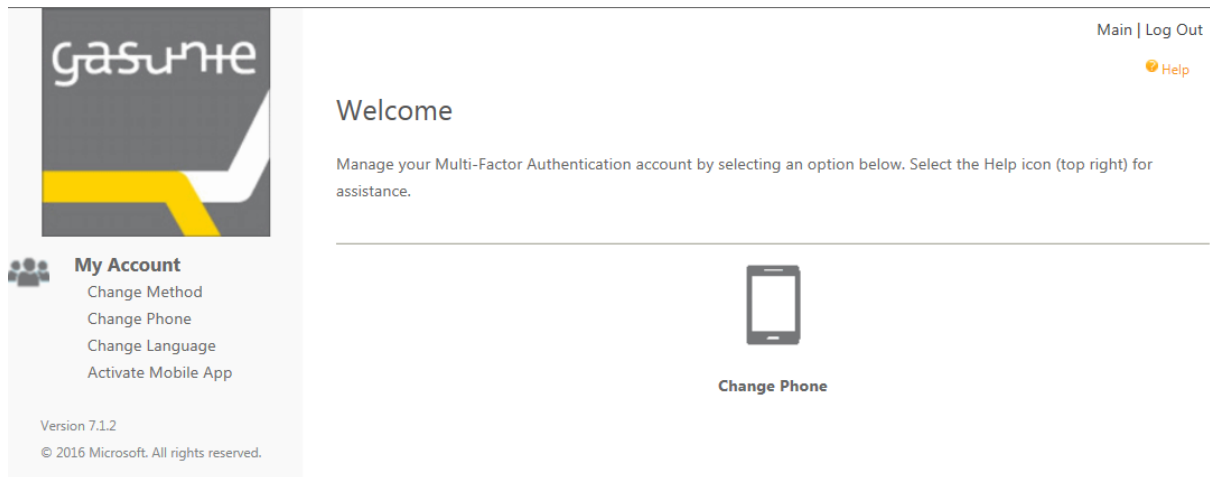
Change Phone

By the menu on the left side of the screen you can change the settings below:
a. Change Method
b. Change Phone
c. Change Language
d. Activate Mobile App

These menu items will be explained in short below.

a. Change Method
You can change the method to receive your second factor. You can choose for the use of the mobile application = (OATH)token, receiving an SMS message or a phone call.

b. You can change the phone number of your MFA account used for validating your second factor. When you are using the mobile application , you have to connect this application to your MFA account again (see chapter 4 and d. below here).

It is advisable to save your telephone number here even if you use the mobile application for the second fator: at logging in you can select another method for the second factor when the mobile application is not available.

When you do not have access anymore to the telephone number used for MFA (e.g. in case of loss or theft), you have to contact the GTS Customerdesk (tel +31 50 521 3333 or email Customerdesk@gastransport.nl).

c. Change Language
The language used in the communication of the second factor can be changed here.

d. Activate Mobile App
Using this menu item you either directly have generated a new Activation Code, or (when you already have an Activation Code) you have to press the button 'Generate Activation Code'. The connection between your smartphone and your MFA account can be made by entering the displayed activation code in the app or by simply scan the QR code with the camera of your smartphone (see chapter 4).

Other changes

- Modify your password
  The password of an account will expire every year. After the expiration date you can log on one more time, but during the log on procedure you have to change your password.

  Via the url: https://nss.gasunie.nl/adfs/portal/updatepassword/ you can modify your password any time before the expiration date.

- Forgotten password
  When you have forgotten your password, you cannot log on anymore (not even to modify your password). You have to contact the GTS Customerdesk (tel +31 50 521 3333 or email Customerdesk@gastransport.nl).