

Ensuring the security of our customers' data, as well as the integrity of our customer activities website, is of utmost importance to Southern Star. Therefore, we now utilize multifactor authentication to validate access into CSI. Listed below are quick and straightforward steps to complete enrollment.

If you need further assistance, please reach out to [sscontractadministration@southernstar.com](mailto:sscontractadministration@southernstar.com) or call the CSI Help Desk at 270-852-5123.

**Step 1**

**ACCESS TO DUO SECURITY** - You will have the choice of three methods of communication for your multi factor authentication:

- DUO Mobile App
- Security Key
- Phone Number

The recommended method is through the DUO Mobile App.

Download the Duo Mobile app from the app store now for access in the coming steps.




**Duo Mobile**  
Security made simple  
★★★★☆ 935



## Step 2


**RESET YOUR PASSWORD** - Once your account is set for enrollment, you will receive an e-mail from [csisupport@southernstar.com](mailto:csisupport@southernstar.com) with a link directing you to reset your password. Follow the directions in the e-mail.

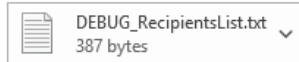


csisupport@southernstar.com  
To Bittel, Drew;  **SSC CSI Support**

Retention Policy Delete Deleted Items after 10 Days (10 days)

Expires 9/24/2022

 This item will expire in 10 days. To keep this item longer apply a different Retention Policy.



The following information will be needed to set your password:

1. To gain access to Southern Star's Electronic Bulletin Board (CSI), you will need to use the time-sensitive link below.

NOTE: This link will be valid for 10 days from today, so you should use the link as soon as possible.

<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcsiqa.southernstar.com%2FAuthorization%2FSetPassword%3Ftok%7CStephanie.Hathaway%40southernstar.com%7C7b3b83d4a86d472fb1c008da965c062e%7C74631d0642884cb7bec5fb5ae2460702%7C0%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAilCjQljoiv2luMzliLjBtIl6ik1haWwiLCjXVCI6Mn0%3D%7C3000%7C%7C%7C&data=vbSN73D&reserved=0>

2. Once the system has validated the link, you will see your user login name `anr_confirmation` displayed. If you are a new user, you will w each time that you log in to the system.

3. Next, set your password.

4. After setting your password, you will receive an email from Duo to enroll into multifactor authentication.

If you (or someone with authorized access to your account) did not initiate access for you, please contact the CSI Help Desk at 270-852-51:

**The minimum requirement for your new password is twelve characters.**

**Step 3**

**ENROLL IN DUO** – Upon completion of your password reset, you will receive an e-mail from Duo Security no-reply@duosecurity.com. Use the link in the e-mail and follow all instructions to complete DUO enrollment.

This is an automated email from Duo Security.

Your organization invites you to set up a user account for Duo. You will find instructions from your Duo administrator below. If you have questions, please reach out to your organization's IT or help desk team.



Hello,

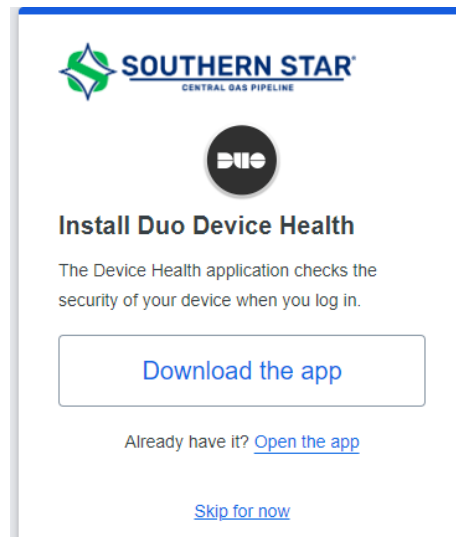
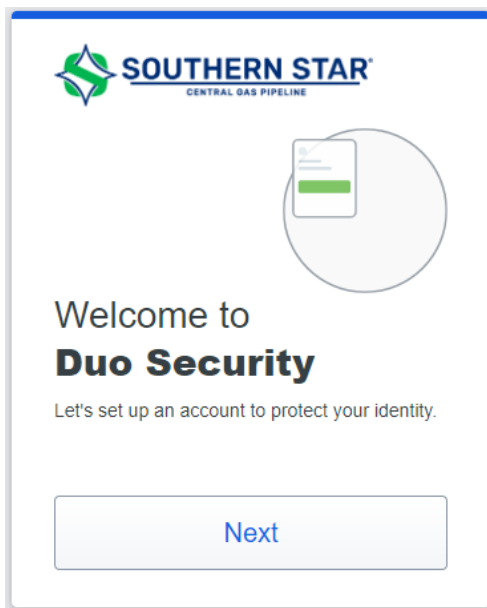
Southern Star is rolling out Duo Security, a friendly and secure way for you to log into your applications. Southern Star invites you to set up a user account for Duo so you can start logging in.

To begin, click this link to enroll a phone, tablet, or other device:

<https://api-863355cb.duosecurity.com/frame/portal/v4/enroll?code=ec4b500b1b9ef7c7&akey=DALCC1N1EW6HLLOREUKE>

Duo Security is a two-factor authentication service that strives to be easy to use and secure. To learn more about Duo authentication, visit the guide here:

<https://guide.duo.com/enrollment>



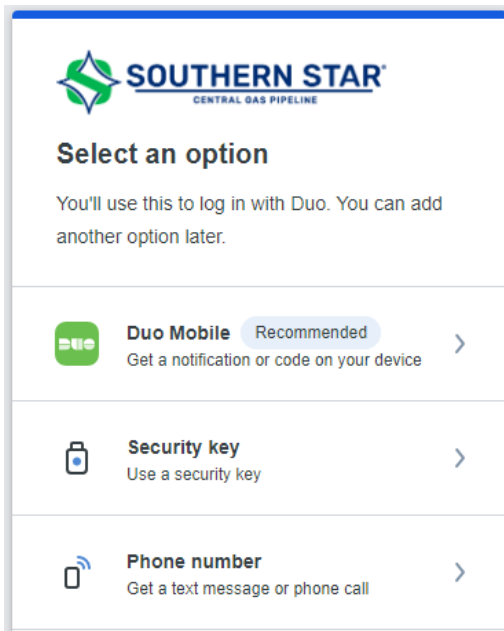
**TIP: You can "skip for now" the Install Duo Device Health**

## CHOOSE ONE METHOD OF COMMUNICATION (THE RECOMMENDED METHOD IS THE DUO MOBILE APP)

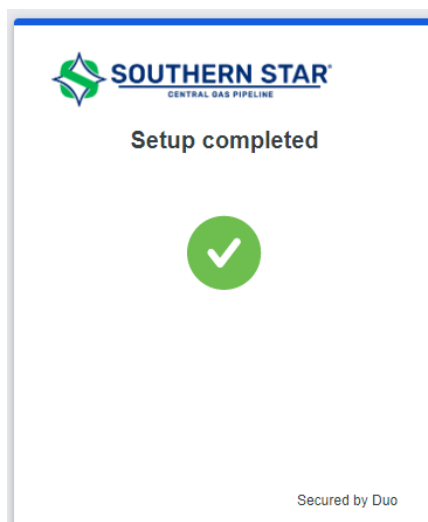
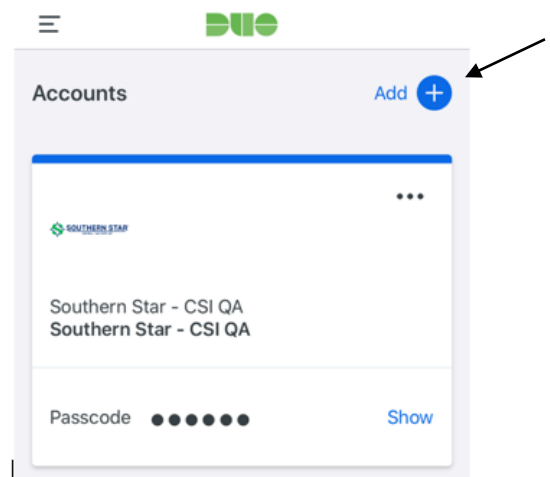
Duo Mobile – Follow the prompts to complete enrollment. You will use the DUO app on your device to accept or reject authentication.

Security Key – You must have a key for your device to communicate with DUO.

Phone Number – Follow the prompts to complete enrollment . You will use your phone’s keypad to accept or reject authentication.

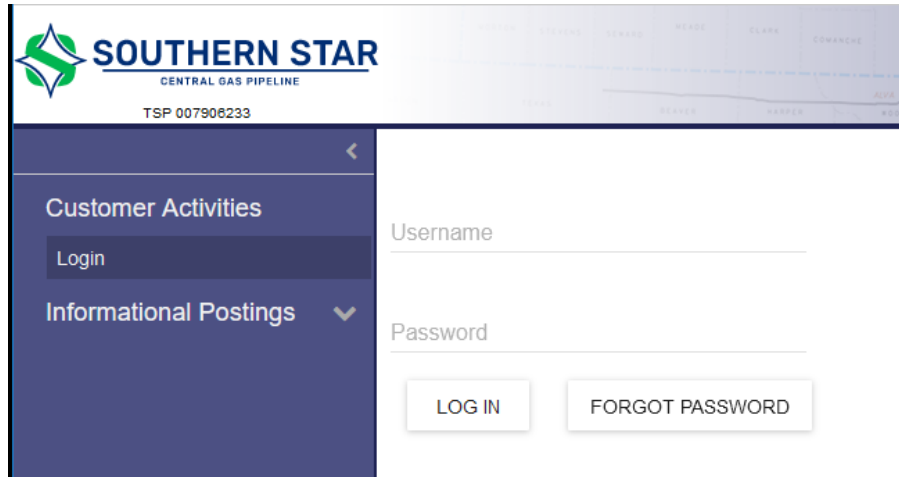


**TIP: If this is not your first DUO account, select Add (+) to reach the screen to scan the QR code.**



## Step 4

**LOG IN TO CSI** – Return to the CSI homepage and use your new password, log in to CSI and accept the DUO authentication on the app.



The screenshot shows the Southern Star login interface. At the top left is the Southern Star logo and the text 'SOUTHERN STAR CENTRAL GAS PIPELINE' with the TSP number 'TSP 007906233'. A navigation menu on the left includes 'Customer Activities' (with a sub-item 'Login') and 'Informational Postings'. The main content area contains a 'Username' input field, a 'Password' input field, and two buttons: 'LOG IN' and 'FORGOT PASSWORD'.



Deny



Approve