

Remote Access to Exelon Connect

Whether you are using your smart phone or tablet to access [Exelon Connect](#), you need to set up a few apps that protect Exelon's information while giving you access to the information you need. This guide covers what to install and provides step-by-step instructions to get you remotely connected to Exelon Connect! If you already have the apps installed and set up with your account information, no further action is needed.

- Section 1 - [Install Microsoft \(MS\) Multi-Factor Authenticator](#)
- Section 2 - [Install MS Intune Company Portal](#)
- Section 3 - [Install MS Edge](#) (from within Company Portal)

1 Install MS Multi-Factor Authenticator (MFA) app



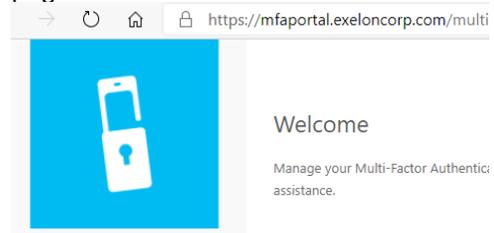
MFA is required to remotely access Exelon Connect. This section will require both your mobile device and a computer. Follow the steps in order as you switch between mobile device and computer-based steps.

On your mobile device...

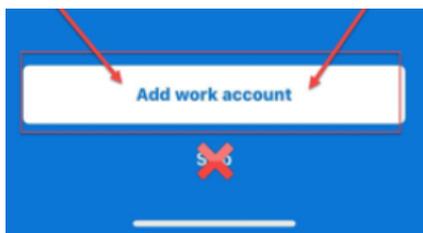
1. In the Apple App Store or Google Play Store, search for "MFA Authenticator". Download the app and open.

On your computer...

2. While you open the app on your mobile device, on your computer go to this [MFA](#) page.



3. In the mobile app, tap the "Skip" button at the bottom of the screens a couple times until you see "Add work account" and stop there.



4. Enter your Exelon network user ID and your network password and log in. Under Method, select "Mobile App" from the drop down then select "Generate Activation Code."

5. You'll see a pop-up message on your screen. Tap OK to allow "Authenticator" access to your camera so you can scan the QR code that will be on your computer.

6. See a rotating activation code and a square QR scan code on the page.

On your mobile device...

On your computer...

7. You'll be prompted to scan the QR code using your smart phone's camera. Select "Finish" to activate your MFA profile. You will now see your Exelon account added.

→ 8. Create a numeric 8-digit PIN code to be used to verify authentication request.

Note: The PIN cannot include 3 consecutive number like 123 or 3 repeating numbers.

9. The first time you use MFA, you will validate the PIN you created in Step 8 on your mobile device. After this, the MFA app will automatically leverage Apple's / Android's biometric options for authenticating approvals.

2 Install MS Intune Company Portal app 

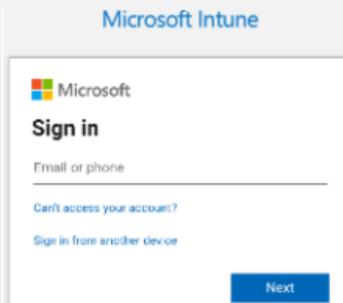
Exelon uses Microsoft's Intune Company Portal to manage access to certain company apps, data and resources more securely. This is a great opportunity to check it out and use it to install Edge on your mobile device. Follow the steps below based on which device you use.

Note: If you are an Android user and currently access Office 365 apps, such as Outlook, you should already have the Intune Company Portal app installed. However, Intune is newly available for iOS users.

Android devices

Prerequisites: Microsoft Authenticator is installed and configured (see Section 1 above) and your Android device is running version 5.0 or later

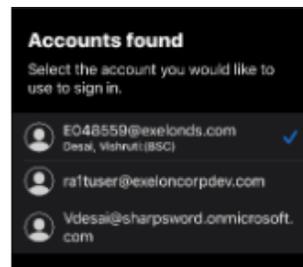
1. In the Google Play Store, search for "Intune Company Portal." Download the app and open.
2. Tap the Sign In button, enter your network user ID in the format userID@exelonds.com and press Next.



iOS devices

Prerequisites: Microsoft Authenticator is installed and configured (see Section 1 above) and your iPhone / iPad device is running iOS version 12.0 or later

1. In the Apple App Store, search for "Intune Company Portal." Download the app and open.
2. You will see an Accounts found page. Select your Exelon network ID listed in the format userID@exelonds.com.



Note: If you don't see your account, skip to step 4 below.

Android devices

3. Enter your network password

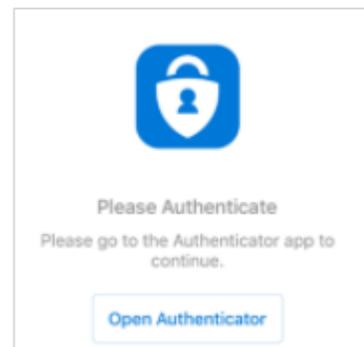
4. Select the preferred authentication method to "Send notification to my mobile app."

5. You'll see an approval pop up. Approve the sign in using your MFA PIN / your device's biometrics option.
6. You have successfully configured Company Portal app.

iOS devices

3. You have configured the company portal app and are ready to install Edge. Skip to Section 3 for instructions to install MS Edge.

4. Open the authenticator (MFA) app.



5. Enter your Exelon user ID, in the following format: userID@exelonds.com. You will be prompted to enter your Exelon network password. Tap "Sign in."
6. Select the preferred authentication method to "Send notification to my mobile app."
7. Once you verify the account information, you have successfully configured the Company Portal app.

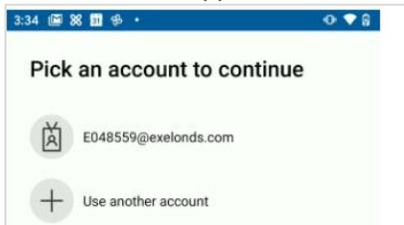
3 Install MS Edge  *Exelon’s preferred browser; install from within Intune Company Portal*

Android devices

1. Open the Company Portal app. View the available apps and select MS Edge. You’ll be taken to Google Play. Install the app.

2. Open Edge. Sign in using your network ID in this format:
EXXXXXX@exelonds.com or
CXXXXXX@exelonds.com

3. Select your account. Click “Continue” at the screen that notes your organization protects data in the app.



4. Next you’ll see screens about sharing data about websites you visit. Select “Not now” or “Share data” as per your preference.

5. You’ll see a message about always use browser with Microsoft Edge. Select “**No Thanks,**” if you do not wish to make Edge the default browser for your personal apps.

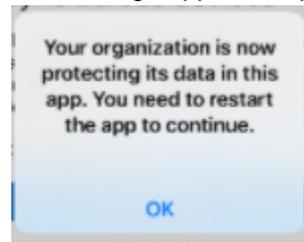
6. You’ve successfully configured MS Edge on your mobile device.

iOS devices

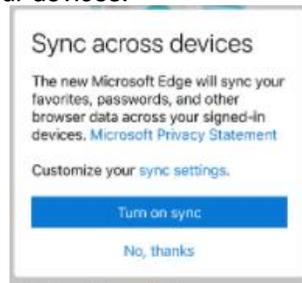
Open the Company Portal app. View the available apps and select MS Edge. You’ll be taken to Apple App store. Install the app.

2. Open Edge. Sign in using your network ID in this format:
EXXXXXX@exelonds.com or
CXXXXXX@exelonds.com

3. Click “OK” at the pop-up that notes your organization is protecting its data. Relaunch the Edge app to complete sign in.



4. You can opt to “Turn on sync” to sync your favorites and other browser data across all your devices.



5. You’ll see a message about always use browser with Microsoft Edge. Select “**No Thanks,**” if you do not wish to make Edge the default browser for your personal apps

6. You’ve successfully configured MS Edge on your mobile device.

IT Service Knowledge Base Sources:

- [Install MFA](#) • [Install Company Portal – Android](#) • [Install Company Portal – iOS](#)