



Access to the SL-  
ATR  
User guide

November 2022



# Authentication process

**Two-factor authentication (2FA)** allows **access to the SL-ATR system** from a PC workstation and mobile devices.

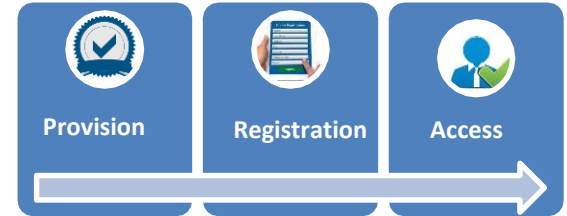
Authentication is carried out by means of:

- **Corporate email and password**
- **Mobile phone**

**NOTE:** Any corporate email or mobile phone updates should be communicated to the Authorisation and Access team ([GTS.HABILITACIONYACCESO@enagas.es](mailto:GTS.HABILITACIONYACCESO@enagas.es)) for management and configuration to take effect.

**There are three distinct phases in the 2FA authentication process:**

- **Provision**
  - Formalisation of new access contracts
  - Annex with the list of active users per company
  - Sending of two e-mails:
    1. 2FA welcome with instructions
    2. Access password
- **Registration**
  - Linking corporate email to the mobile device
  - If the device changes, you will have to register again
- **Access to the SL-ATR**
  - Corporate email and password
  - Confirmation of request sent to mobile phone



# Registration. Steps to follow



## 1. Installing the NetIQ Advanced Authentication app on the mobile phone

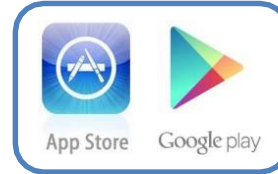


1. Access to the **marketplace** of the operating system.
2. Download and install the **NetIQ Advanced Authentication** app.

From mobile



1. Open the app
2. Accept the licensing agreement
3. Set a **6-digit PIN number**



## 1. Mobile phone registration from PC or tablet

Links the SL-ATR user with the mobile phone on which the NetIQ Advanced Authentication app has been installed



From browser

1. To start the linking process, **open a browser window** and access the following URL: <https://doblefactor.atrgas.com>
2. Enter your **e-mail address and password**.
  - ❖ **Enagás User:** The password matches the network password.
  - ❖ **Other users:** The password will have been previously received via the second email in addition to the "2FA Welcome" email.
3. Click on the **"Validate"** button.

Acceso con doble factor

enagás OTS

Usuario:

Contraseña:

Validar

¿Has olvidado tu contraseña?  
Cambiar contraseña?

Corporate email

# Registration. Steps to follow



## 2. Mobile phone registration from PC or Tablet (continued)



From browser

4. Accept the **licensing agreement**, and click **“Accept”** (this step is only necessary for the initial registration)



From mobile

After the licensing agreement:

An **SMS** is sent to the mobile phone with an **OTP (One Time Password)**.



From browser

5. Enter the OTP code received in the **SMS**, and click **“Validate”**.



From browser

6. A new window with a system-generated **QR code** is displayed.



# Registration. Steps to follow



## 2. Mobile phone registration from PC or Tablet (continued)



From mobile

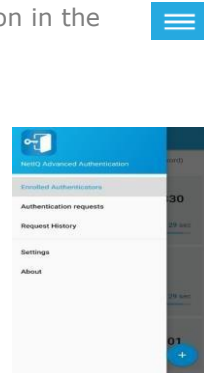
7. From the **NetIQ Advanced Authentication app**, scan the QR code  
Follow these steps:

**I. Unlock the app** using the 6-digit PIN number.

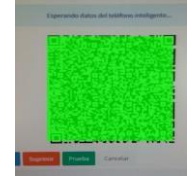


**II. Display the side menu** by tapping on the icon in the top left corner.

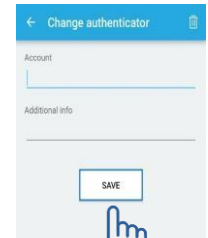
**III. In the "Enrolled Authenticators" tab, tap the "+" icon** in the bottom right corner to open the phone camera.



**IV. Frame the QR code with the camera of your mobile phone** until a green box appears.



**V. Fill in the "Account" field** (for example: "SL-ATR access") and tap on the **"Save"** button.



# Registration. Steps to follow



## 2. Mobile phone registration from PC or Tablet (continued)

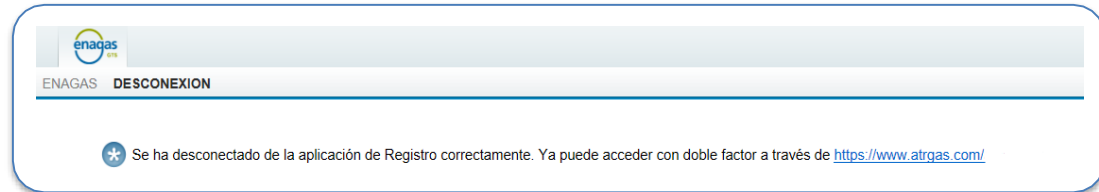


8. Click on "Accept" (this step is necessary to successfully complete the registration).

From browser



The registration process has been **successfully completed** and is confirmed by the following window:



# Access to the SL-ATR



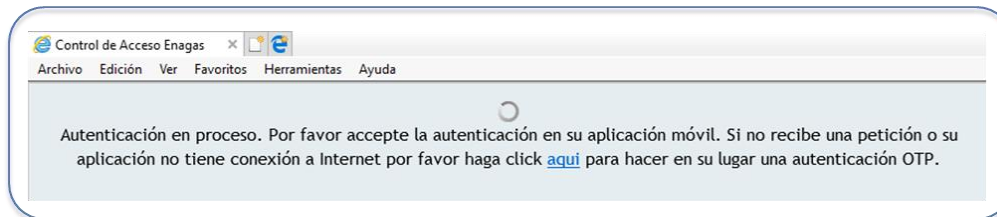
From browser



1. Go to the following URL: <https://www.atrgas.com/>
2. Enter the e-mail address and password provided, and click on the “Login” button



3. The SL-ATR system will report the sending of an authentication request to the registered mobile phone



## 4. Open the "NetIQ Advanced Authentication" app



Display the **side menu** by tapping on the icon:



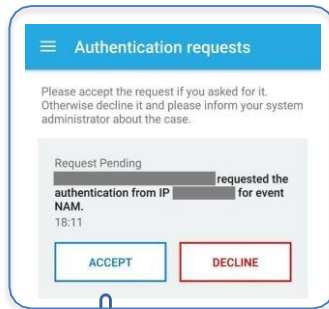
From mobile

For convenience, the app can be opened directly via the notification received at that time.

## 5. Go to the "Authentication requests" section, and tap on the "Accept" button



From mobile



## 6. The browser opens the main page of the SL-ATR portal



From browser





# Frequently asked questions

1

## Error in accessing the SL-ATR

When accessing the SL-ATR (<https://www.atrgas.com>), a login error may be displayed.

The following checks are recommended:

1. To rule out a problem in the web browser's temporary files: clear the browser's cache (Ctrl+F5), close all open browser windows and try again; and/or restart the computer.
2. To rule out a problem with the profile: check that the login details (email and phone number) have not changed since the last login; and/or try different users.
3. To rule out a computer problem: try from another device.
4. To rule out a problem in the configuration of the equipment: read the SL-ATR Configuration Manual available for download at the following link on the GTS website: <https://www.enagas.es/content/dam/enagas/es/ficheros/gestion-tecnica-sistema/atencion-y-soporte-a-usuarios/acceso-y-conexion/Manual de Configuración SL-ATR.pdf>
5. To rule out a problem in the mobile device: uninstall and install the Net IQ app and perform the registration process again.

On the other hand, if you would like to request an update of your access data (e-mail address and/or telephone number), please contact the [GTS Systems and Authorisation Management](mailto:GTS.HABILITACIONYACCESO@enagas.es) ([GTS.HABILITACIONYACCESO@enagas.es](mailto:GTS.HABILITACIONYACCESO@enagas.es)).

# Frequently asked questions

## 2 HTTP 500 error when accessing the SL-ATR

When accessing the SL-ATR (<https://www.atrgas.com>), a “HTTP 500 Error” may be displayed

A **HTTP 500 error** occurs when **the registration has not been completed successfully** and therefore it will be necessary to repeat the entire registration process.

It should be noted that completing the **last step of the registration process** (clicking “Accept” in the browser after scanning the QR code) **is necessary**.

### Snapshots of the HTTP 500 error in different browsers:



# Frequently asked questions

3

## Permission denied when accessing the SL-ATR

When accessing the SL-ATR (<https://www.atrgas.com>), a “**permissions error**” may be displayed, due to access from a poorly saved bookmark/favourite.

To store the URL to access **SL-ATR in your browser’s “Favourites”**, it is important **NOT to save the URL that is displayed when the screen loads** after clicking on the link. Instead, a **bookmark** must be **created manually** by entering the original URL:

<https://www.atrgas.com/>

### Snapshots of different permission denied errors:



# Frequently asked questions

4

## Change of mobile device

The **change of mobile device will require the completion of the registration process** again, as the previous authenticator will have been invalidated.

This also applies to uninstallations of the “NetIQ Advanced Authentication” app or resettings of the device’s operating system. In any case, the registered authenticator will be invalidated and the registration process will need to be repeated.

5

## Change of e-mail address or telephone number

The **e-mail address and telephone number are contractual data** in the two-factor access, therefore **any update of this information must be communicated to the Authorisation and Access team** ([GTS.HABILITACIONYACCESO@enagas.es](mailto:GTS.HABILITACIONYACCESO@enagas.es)) in order to proceed with its processing.

Until this information is updated in the current contract, access with the new e-mail and/or telephone number will not be possible.

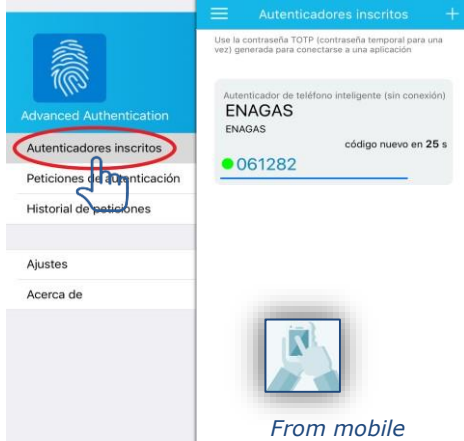
# Frequently asked questions

6

## Access via OTP code

There are many possible reasons why a mobile device may not receive the push notification (network problems, device configuration, disabled notifications, etc.). If this is not received, the standard flow cannot be completed.

As a contingency measure, there is a **mechanism to access the SL-ATR based on the generation of automatically generated codes (OTP)**.

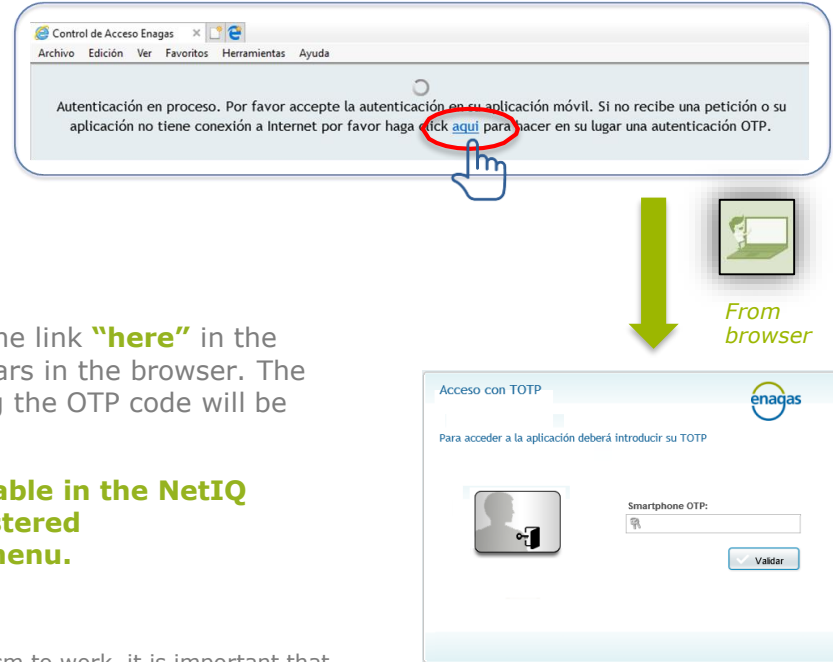


From mobile

To use it, click on the link **"here"** in the message that appears in the browser. The window for entering the OTP code will be displayed.

**This code is available in the NetIQ app, in the "Registered authenticators" menu.**

NOTE: For this mechanism to work, it is important that the time on the clock of the mobile device be set automatically.



From browser

# Frequently asked questions

7

## Access to the SL-ATR from iPad

Depending on the **SAFARI browser settings, pop-up windows may not open** to display Excel documents.

To ensure that this does not happen, check that **the following option in the operating system configuration has been disabled:**

“Settings / Safari / General / Block windows”



Thank you  
very much

