



# Sign-On and Security

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# Sign-on and Security

The naming convention of customer ID is first name\_last name.

Example: Sheldon\_Cooper

Example: Amy\_Farrak-Fowler

Two types of personas are available:

- Shipper
- Operator

Password Mask

- minimum 7 characters
- one upper case
- one lower case and
- one number

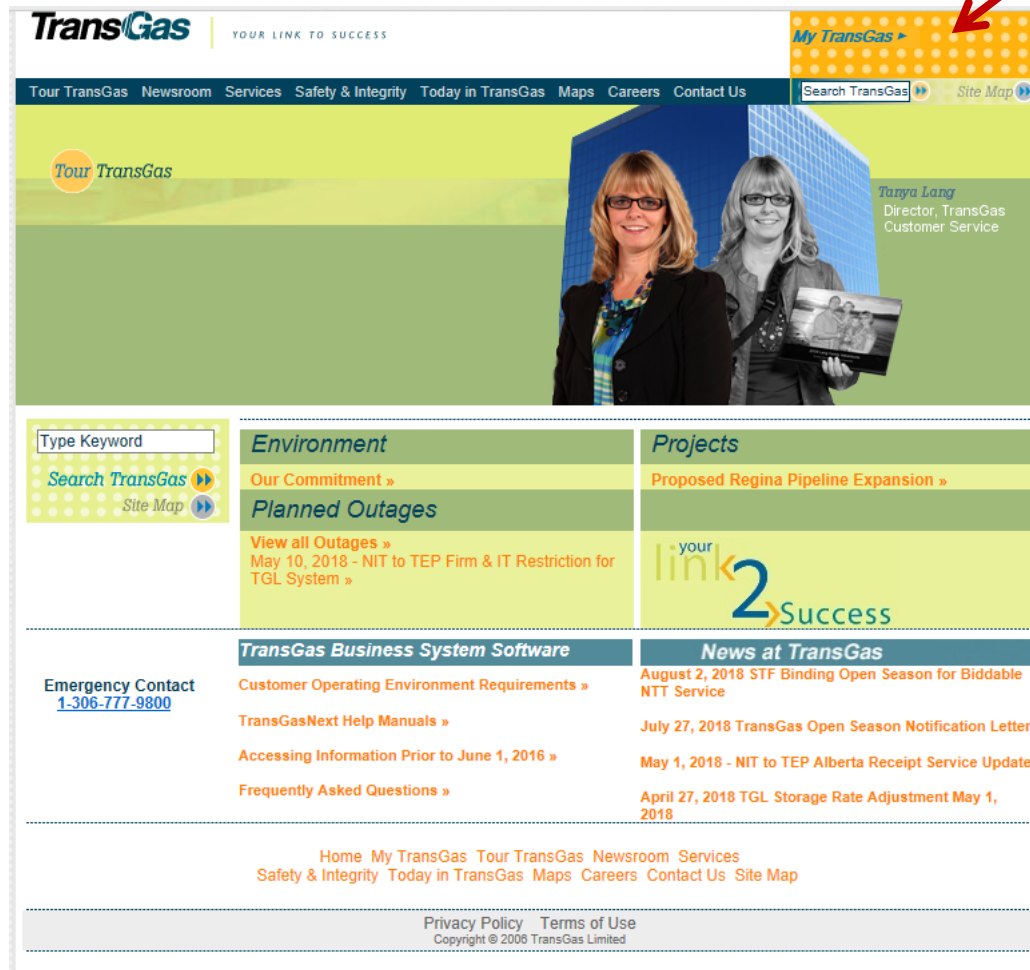
# Signing On

## STEP 1

Go to [www.transgas.com](http://www.transgas.com)


## STEP 2

Select My TransGas



The screenshot shows the TransGas website homepage. At the top left is the TransGas logo with the tagline "YOUR LINK TO SUCCESS". To the right of the logo is a navigation menu with links for "Tour TransGas", "Newsroom", "Services", "Safety & Integrity", "Today in TransGas", "Maps", "Careers", and "Contact Us". In the top right corner, there is a "My TransGas" link with a red arrow pointing to it. Below the navigation menu is a search bar and a "Site Map" link. The main content area features a large image of two women, with the text "Tour TransGas" on the left and "Tanya Lang, Director, TransGas Customer Service" on the right. Below the main image is a search bar with the text "Type Keyword" and "Search TransGas" and "Site Map" links. The page is divided into several sections: "Environment" with links for "Our Commitment", "Planned Outages", and "View all Outages"; "Projects" with a link for "Proposed Regina Pipeline Expansion"; "TransGas Business System Software" with links for "Customer Operating Environment Requirements", "TransGasNext Help Manuals", "Accessing Information Prior to June 1, 2016", and "Frequently Asked Questions"; and "News at TransGas" with links for "August 2, 2018 STF Binding Open Season for Biddable NTT Service", "July 27, 2018 TransGas Open Season Notification Letter", "May 1, 2018 - NIT to TEP Alberta Receipt Service Update", and "April 27, 2018 TGL Storage Rate Adjustment May 1, 2018". At the bottom of the page, there is an "Emergency Contact" section with the number "1-306-777-9800" and a footer with links for "Home", "My TransGas", "Tour TransGas", "Newsroom", "Services", "Safety & Integrity", "Today in TransGas", "Maps", "Careers", "Contact Us", and "Site Map". The footer also includes "Privacy Policy", "Terms of Use", and "Copyright © 2008 TransGas Limited".

# Signing On for The First Time



\* Username

\* Password

**LOGIN**


[FORGOT PASSWORD](#)

TGL\_UAT

**STEP 3**

Click on Forgot Password

# Signing On for the First Time



Enter your user name to request a password reset  
If you have forgotten your user name, enter your email address.  
You will be sent an email with a link that will allow you to enter a new password.

\* Username

\* Email

**SUBMIT**

## STEP 4

Enter either your Username (first name \_ last name) or your Email. Only one is required. Click SUBMIT

# Signing On

Your password reset request has been received. Check your email for a message informing you how to enter your new password.

## STEP 5

This indicates a password has been sent.

# Signing on for the First Time

## STEP 6

An email will be sent to you with a link



A password reset has been initiated for user (Glen Grant). If you did not request a password reset, contact the system administrator at [custserv@transgas.com](mailto:custserv@transgas.com)

If you requested that your password be reset, click [here](#). You will be directed to a web page to enter your new password.



## STEP 7

Click on 'here'



# Signing on for the First Time

The image shows a login form with the following fields and a submit button:

- Username:** GLEN\_GRANT
- \* New Password:** (empty)
- \* Confirm Password:** (empty)
- SUBMIT:** (button)

Annotations with arrows point to the following elements:

- STEP 8:** Points to the Username field.
- STEP 9:** Points to the New Password field.
- STEP 10:** Points to the Confirm Password field.
- STEP 11:** Points to the SUBMIT button.

## STEP 8

Your name will be populated

## STEP 9

Enter new password

## STEP 10

Reenter new password

## STEP 11

Submit

## Password Requirements:

- minimum 7 characters
- one upper case
- one lower case and
- one number

# Signing On

The image shows a login form with the following elements:

- \*Username**: A text input field with a red arrow pointing to it from a box labeled **STEP 12** with the instruction "Enter User Name".
- \*Password**: A text input field with a red arrow pointing to it from a box labeled **STEP 13** with the instruction "Enter new password".
- LOGIN**: A blue button with a red arrow pointing to it from a box labeled **STEP 14** with the instruction "Click Login".
- FORGOT PASSWORD**: A text link below the password field.
- TGL\_DEV**: A small grey button at the bottom of the form.

# Reset Password with web app

The screenshot shows the QPTM Dashboard interface. At the top, there is a navigation bar with the QPTM Dashboard logo, the user name 'TransGas User', and other navigation elements like 'Scheduler' and '0 Alerts'. Below the navigation bar, there is a blue header with 'TRANSGAS LIMITED' and a search icon. The main content area is divided into several sections: 'Nominations' (with Cuts: 0 and Errors: 2), 'Title Transfers' (with Quantity Mismatch: 0), 'Contracts' (with Active Contracts: 88), and 'RFS Activity' (with Denied RFS: 0 and Awarded RFS: 0). A 'My Profile - Settings' dropdown menu is open, showing options: 'Change Password', 'Open Screens (0)', and 'Sign Out'. A red arrow points from the 'TransGas User' dropdown to the 'Change Password' option. Another red arrow points from the 'Change Password' option to a callout box.

**Step 1**  
Click on down arrow to bring up Settings

**Step 2**  
Click on Change Password



# Introduction to System – Reset Password

myquorum

Username  
TRANSGAS\_USER

\* Current Password

\* New Password

\* Confirm Password

SUBMIT CANCEL

## STEP 3

Enter Current Password

## STEP 4

Enter New Password

## STEP 5

Reenter Enter New Password

## STEP 6

Click Submit

Password Requirements:

- minimum 7 characters
- one upper case
- one lower case and
- one number

# QPTM– Log Off

The screenshot shows the QPTM Dashboard interface. At the top, the user is logged in as 'TransGas User'. A dropdown menu is open, showing options: 'My Profile - Settings', 'Change Password', 'Open Screens (7)', and 'Sign Out'. A red arrow points to the 'Sign Out' option. The dashboard includes sections for 'Nominations' (Cuts, Title Transfers), 'Contracts' (Active Contracts: 88), and 'RFS Activity' (Denied RFS, Awarded RFS). There is also a table for 'Nomination Deadlines' and a list of 'OPEN SCREENS'.

Nomination Deadlines	
08/30/2018	ID1: 08:00AM CST
08/30/2018	ID2: 12:30PM CST
08/30/2018	ID3: 04:00PM CST
08/31/2018	TIM: 11:30AM CST
08/31/2018	EVE: 04:00PM CST

OPEN SCREENS	
PDA Submission	X
Reports	X
Reports	X
Bids	X
Reports	X
View All* (7)	

- Important to always Log Off.
- Click on TransGas User. Menu will pop up, choose 'Sign Out'
- You may have navigated to other screens and websites so remember to return to main page
- System does not log you off automatically even if you shut down the browser.

# Key Points to Remember

- System will sign you off after 30 minutes of no activity
- If you've entered a wrong user name you will get an error indicating the system is unavailable
- After 3 failed tries, the sign-on will be locked and you will need to contact TransGas ([custserv@transgas.com](mailto:custserv@transgas.com) or 306-777-9900) to have your password reset
- Password will expire after 60 days

# Support

- Customer Service Administrators
  - Email: [Transport@transgas.com](mailto:Transport@transgas.com) (nominations , invoices, allocations)
  - Email: [Custserv@transgas.com](mailto:Custserv@transgas.com) (contracts)
  - Phone: 306-777-9900
- Manager, Customer Services
  - Email: [ssparvier@transgas.com](mailto:ssparvier@transgas.com)
  - Phone: 306-777-9805
- Manager, Ebusiness
  - Email: [ebusiness@transgas.com](mailto:ebusiness@transgas.com)
  - Phone: 306-777-9579
- Key Account Managers
  - Email: [nsali@transgas.com](mailto:nsali@transgas.com) or [wuytterhagen@transgas.com](mailto:wuytterhagen@transgas.com)
  - Phone: 306-777-9501 or 306-777-9687
- Online Help documents