TC PLUS User Reference Guide

External Security Administrator

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Introduction

TC PLUS is an interactive customer activities transactional system utilizing advanced technologies to provide automated functionalities and increased flexibility to enable TC PLUS customer's access to information they need to conduct their business.

1. The External Security Administrator (ESA) is a role which allows the person(s) assigned to manage their companies TC PLUS security information for all valid users
2. All TC PLUS customers must assign this function to at least one login ID

After submitting the initial access request form, the ESA will receive a login ID and a company default password from the TransCanada Internal Security Administrator (ISA)

1. To log in, go to www.tcplus.com

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TC PLUS Customer Login

Username: |

Password:

Login

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Logging in to TC PLUS

2. After the initial login, and every login after a password reset, the system will prompt the user to change their password:

PASSWORD CHANGE REQUEST

Please change your current password before proceeding

Old Password *

New Password *

Confirm New Password *

| Clear Form | Change Password |

Password Rules:
Minimum 6 characters
Must include an Uppercase letter, a Lowercase letter and a Number
May include a special Character (i,e,!,#,%)

   a. Notice the Password Rules:
      i. Minimum of six characters
      ii. Uppercase/lowercase combination required
      iii. Special characters are **optional**
      iv. Cannot be a previous password

3. After changing the default password, users should "Continue" into TC PLUS:

jdoe2 your new password has been set.
Use this new password the next time you log into your account.

CONTINUE

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Home Screen

1. The ESA will manage users under the Administrator tab menu items:
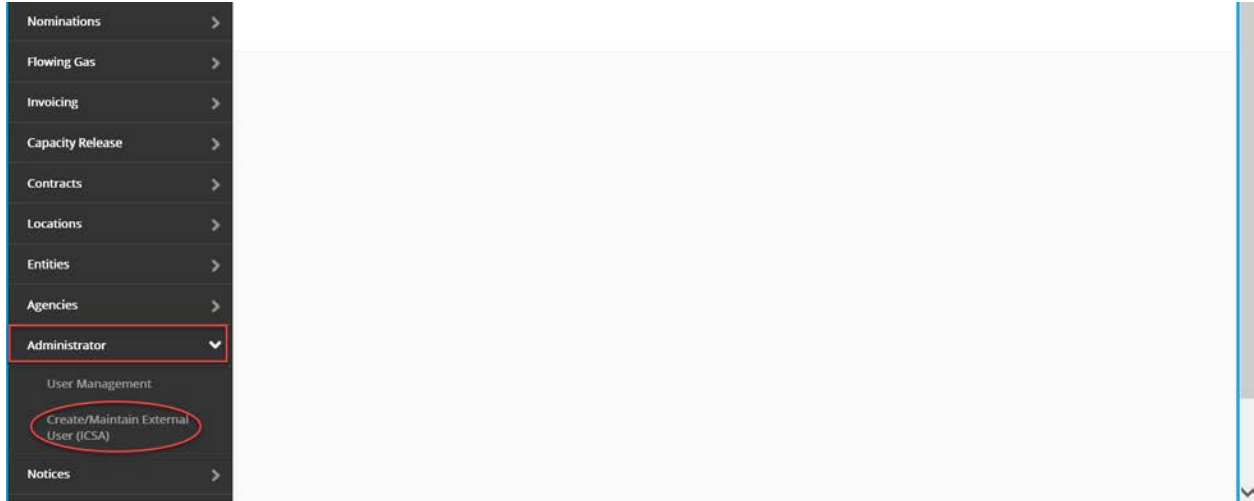
2. "Create/Maintain External User (ICSA)" is where:
    a. Users are created
    b. User credentials can be maintained:
        i. User Name (Cannot be changed once user is created)
        ii. First Name
        iii. Last Name
        iv. Email Address
        v. Phone Number
        vi. Users can be inactivated/reactivated
3. "User Management" is where:
    a. User roles, which allow for certain access to specific parts of TC PLUS, are maintained:
        i. Read Only—all users must be given this role, automatically enabled when any update role is assigned
        ii. Contract Analyst
        iii. Scheduler
        iv. Contract Execution
        v. Operator
        vi. Security Admin

Create/Maintain External User (ICSA)

Create/Maintain External User (ICSA), accessible from a menu item in TC PLUS, is where new users are created and their names, email addresses, and phone numbers, are maintained. A user must first be created in ICSA (Integrated Customer Security Administration) before it can be maintained in User Management.

1. To get to TC PLUS User Administration (shown below), users will click on the menu item "Create/Maintain External User (ICSA)" (shown below):

4. The new screen will open in a new tab with the user's entity as the "tab title"
   a. e.g. B&B Company
5. Notice the "TC PLUS Home Page" link (circled below) that will take you back to the home screen
   a. Users may also open menu items in a new window
   b. Right click on the menu item and choose "Open in New Window"
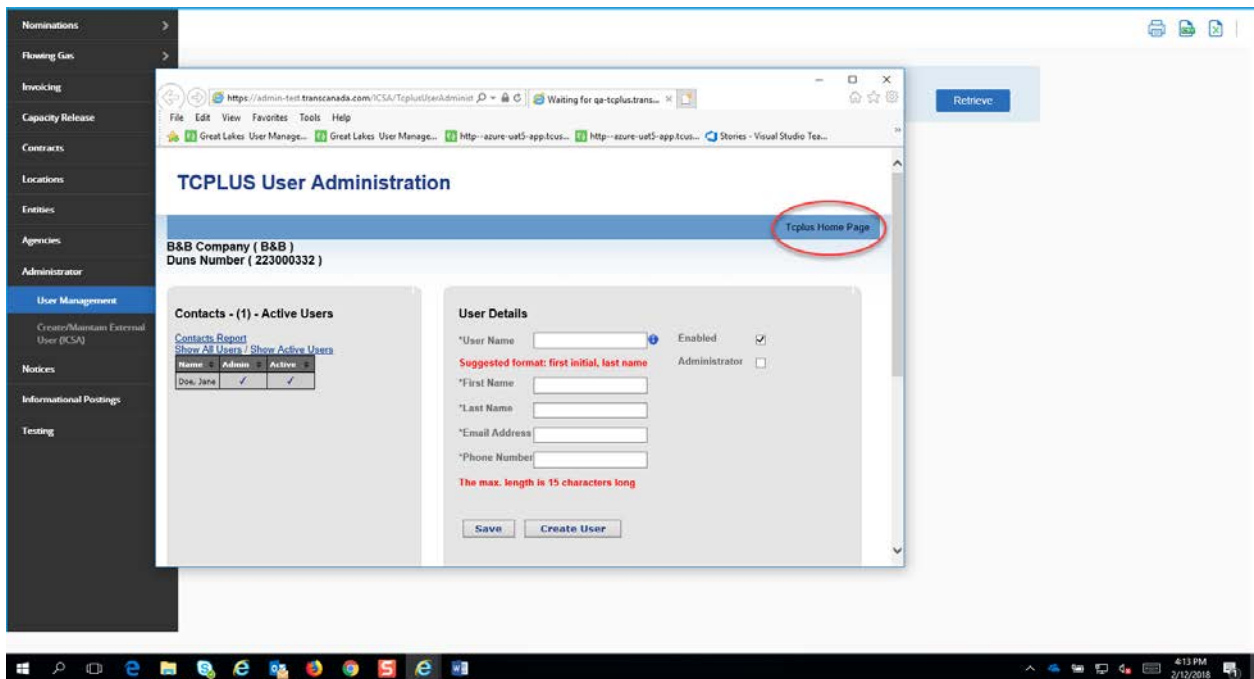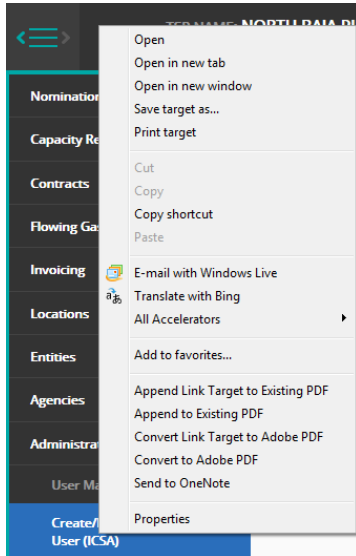
Create A User

1. To set up a new user:
    a. Enter the required (*) information under User Details
    b. Suggested user name format is first initial last name
        i. e.g. abryant1(Andrews Bryant)
        ii. User names are not case sensitive
        iii. If a user name is already taken, an error will appear after saving
2. The phone number field will allow characters
    a. e.g. (000)-000-000
3. Click "Save" (not Create User) and the user will appear under the Contacts listing as an Active User

a. The new user's information will still populate under User Details
    i. The ESA should click "Create User" to clear the fields to create a new user
b. To add user roles (nominations, contracts, etc.), go to TC PLUS, User Management by clicking on "User Management" under the Administrator tab
c. All new users' passwords will default to the "Default Enterprise Password"
d. This is also the password that is used when resetting an existing users password

e. The ESA may change the "Default Enterprise" password at their discretion:
    i. Enter a new password (within the password rules)
    ii. Choose "Save" under User Details

Maintaining/Inactivating existing users:

1. A user's First Name, Last Name, Email Address and Phone Number may be updated in the User Details Screen.
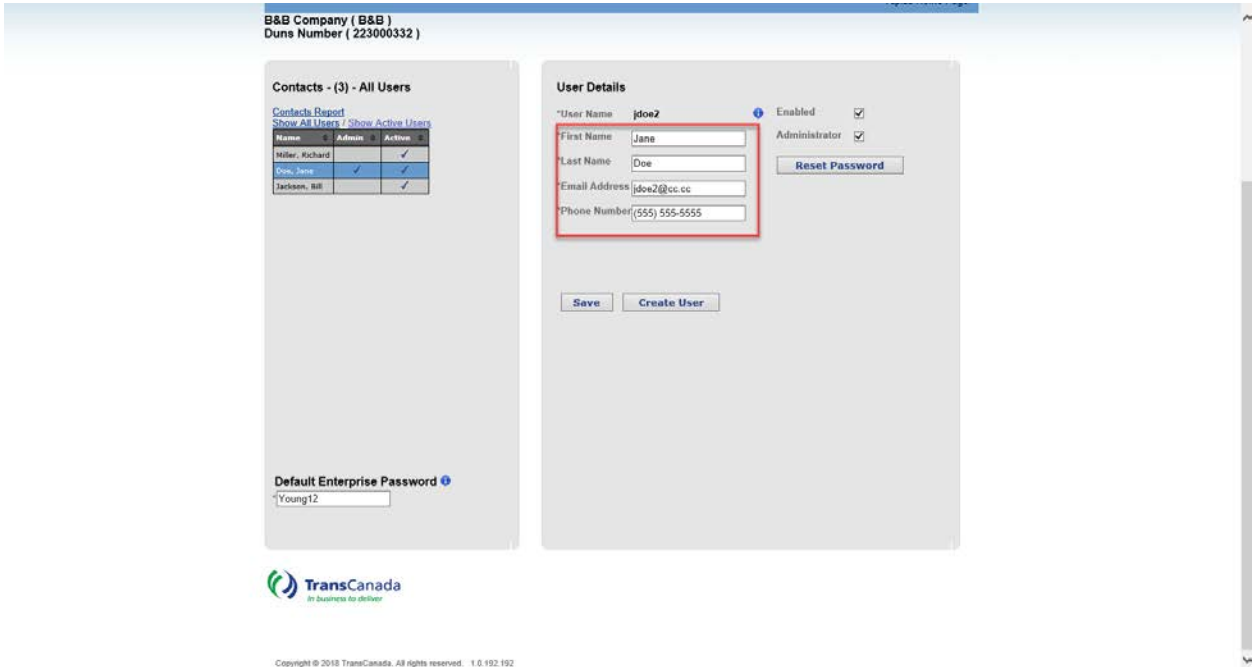
a. Click on the user that is to be changed from Contacts – All Users
b. The user information will populate under User Details
c. Make any necessary user information changes and click "Save"

2. To inactivate a user, uncheck the Enabled box and click "Save"
   a. Select Yes, in the screen box that says, "Are you sure?"
   b. The user status will be updated to "Inactive" after the system job runs and the status change will be viewable in TC PLUS
      i. When a user logon is made inactive, the system will automatically remove all associated role assignments

1. To reactivate a user:
    a. Click on the user that is to be reactivated
    b. Recheck the Enabled box and click "Save"
    c. The user status will be updated to "Active" after the system job runs and the status change will be viewable in TC PLUS
        i. New roles must be associated with the reactivated user logon in TC PLUS

Reset a Password

1. To reset an existing user's password, click "Reset Password".
   a. The Password will be changed to the "Enterprise Default Password".

Maintain User Credentials

1. A user's First Name, Last Name, Email Address and Phone Number may be updated in the User Details Screen.
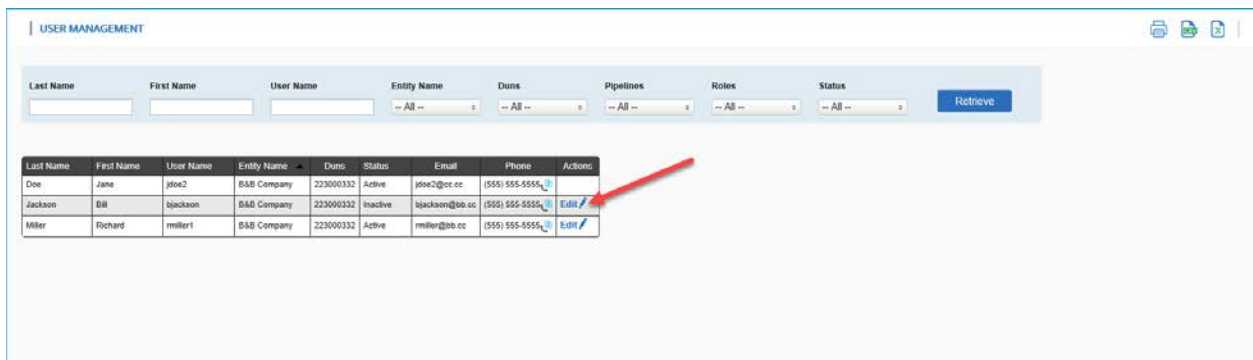   a. All edits must be saved.

Adding/Removing Roles for a User Logon

Once a new user is created or the associated credentials are modified on an existing user, after 15 minutes (and the system job runs), the new user or any changes will appear in the TC PLUS User Management Screen.

The External Security Administrator must log into TC PLUS to add roles to a new logon user in the Administrator/User Management Screen. ***Note: A user will not be able to successfully log into TC PLUS until user roles are associated to their user logon.***
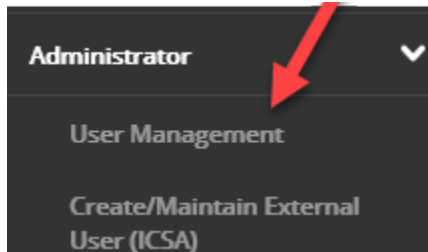
1. Click on the menu item "User Management"
2. From the User Management screen, ESA's will see all users for their entity
3. Users are searchable by:
   a. Last Name
   b. First Name
   c. User Name
   d. Roles
   e. Status

   f. Remember that users are not created here, but are created in ICSA
4. To edit a user's roles, choose "Edit" under the "Actions" column
5. External users may have the following roles:
   a. Read only – all users must be given this role, will default when given any other update role first

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      b. Contract Analyst
      c. Scheduler
      d. Contract Execution
      e. Operator
      f. Security Admin

6. Only pipelines that the entity is associated with are enabled for changes
    a. e.g. North Baja, GTN and Tuscarora are greyed out, thus indicating that this users' entity does not have access to these pipelines
7. To make changes:
    a. Check the appropriate boxes next to the roles that are to be added
        i. e.g. Bill Jackson is being given only "Read Only", "Contract Analyst" and "Contract Execution" roles
8. Click the "Submit" button

9. After changes are submitted successfully, the screen displays a success message and will default back to the View User.

Add a New ESA

1. ESA's cannot edit their own information
2. To add an ESA:
   a. Changes must be made in both User Management and ICSA
   b. The current ESA will need to first follow the instructions in ICSA
   c. Select the Administrator button in ICSA
   d. "Edit" the new ESA user in TC PLUS
   e. Choose "Security Admin" as a user role and click "Submit"
   f. Entities may have an unlimited amount of ESA's

Logging Out

1. To log out:
   a. Click on the arrow next to your name and company and select "Logout"