External Administrators Users Guide

Help Documentation

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Introduction

Westcoast's *Customer Interface (CI)* system is a web-based platform used by stakeholders such as shippers, producers, receipt point operators, and marketers to conduct business on our pipeline systems via the Internet. Access to the secured areas of this system requires user identification, a password, and the assignment of a person in each company to mange user access. This role is called an Administrator, and the Administrator is responsible for maintaining user access data for all Customer Interface (CI) users within his/her company, as outlined in this document.

Assigning an Administrator or Agent

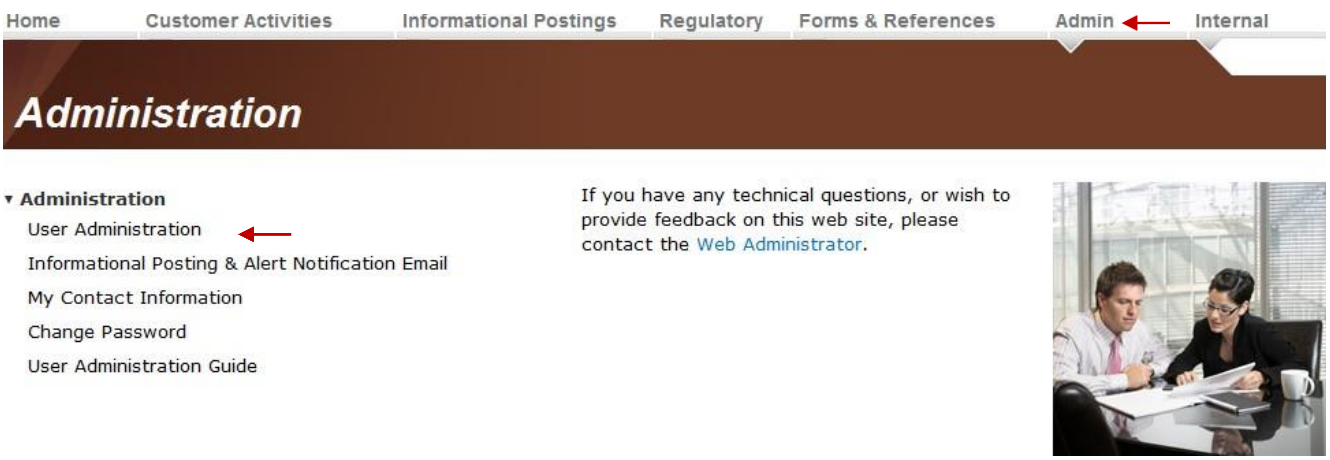
Prior to gaining access to secure areas on Westcoast's *Customer Interface (CI)* system, each company must assign an Administrator and an authorized officer. Each company must execute Westcoast's *Customer Interface (CI) Administrator Setup* form. Once the form has been signed and e-mailed back to our Scheduling department at **GasSchedAB@enbridge.com** , Westcoast will verify the information on the forms and activate the Administrator ID in our system. At that point, the Administrator will have access and responsibility to maintain the user access data for the company.

A company may choose to designate an Agent to conduct business on their behalf on Westcoast's *Customer Interface (CI)* system by having an authorized officer of the company execute Westcoast's *Customer Interface (CI)* Agent Setup form. Once the form has been signed and e-mailed back to our Scheduling department at GasSchedAB@enbridge.com, Westcoast will establish the agency relationship in the system. The Administrator will then give roles to their agent.

A copy of these forms are available on our Website www.wei-pipeline.com in the **Customer Activities** tab under Login Information:

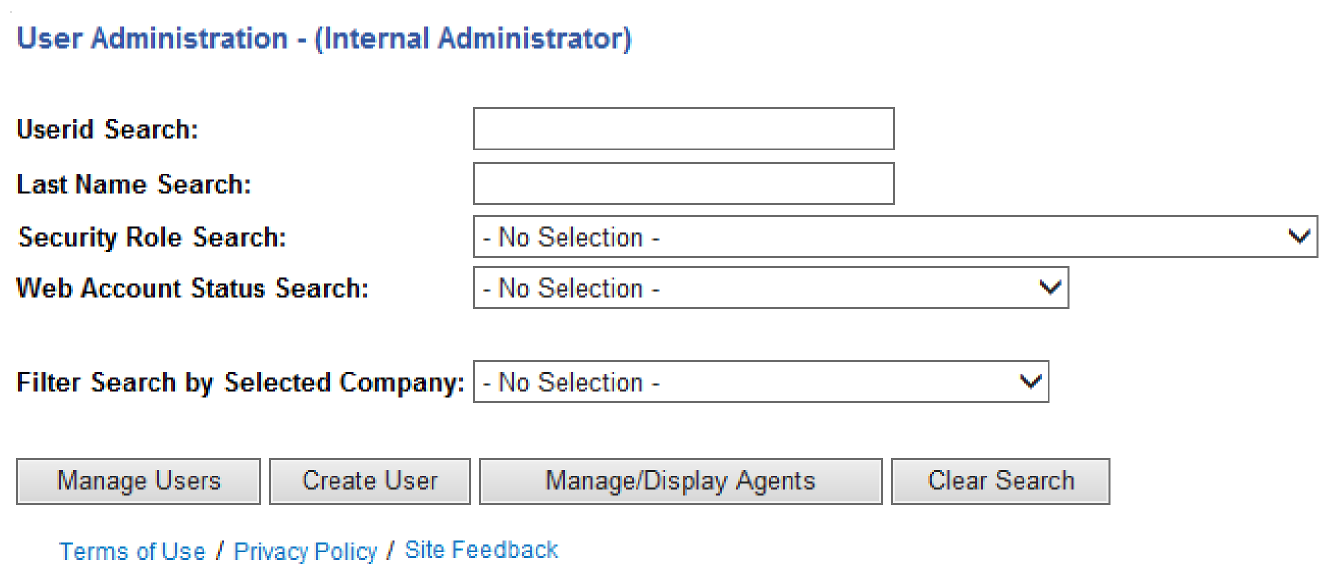
Administrator (CI) Role

The Administrator may add, change or withdraw user access to the Customer Interface by means of the **Admin** tab available on our Website www.wei-pipeline.com. You then select the **User Administration** link.

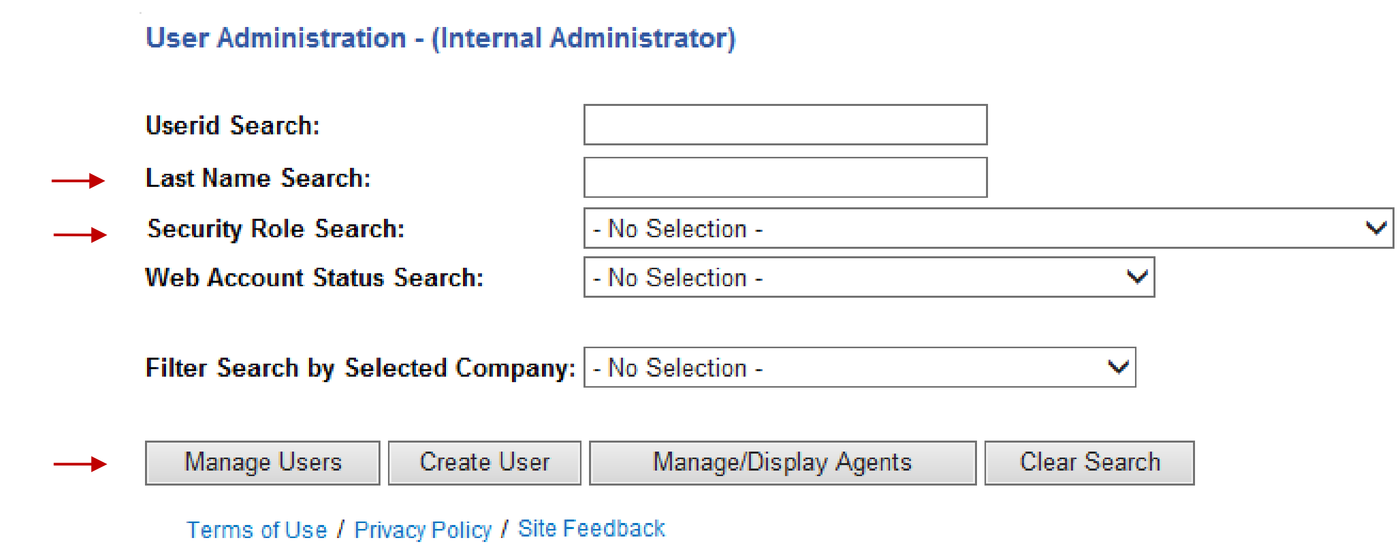


Creating a New User or Editing an Existing User

Once in the **User Administration** window you can add a new user (**Create User**) or search for an existing User using the different fields.

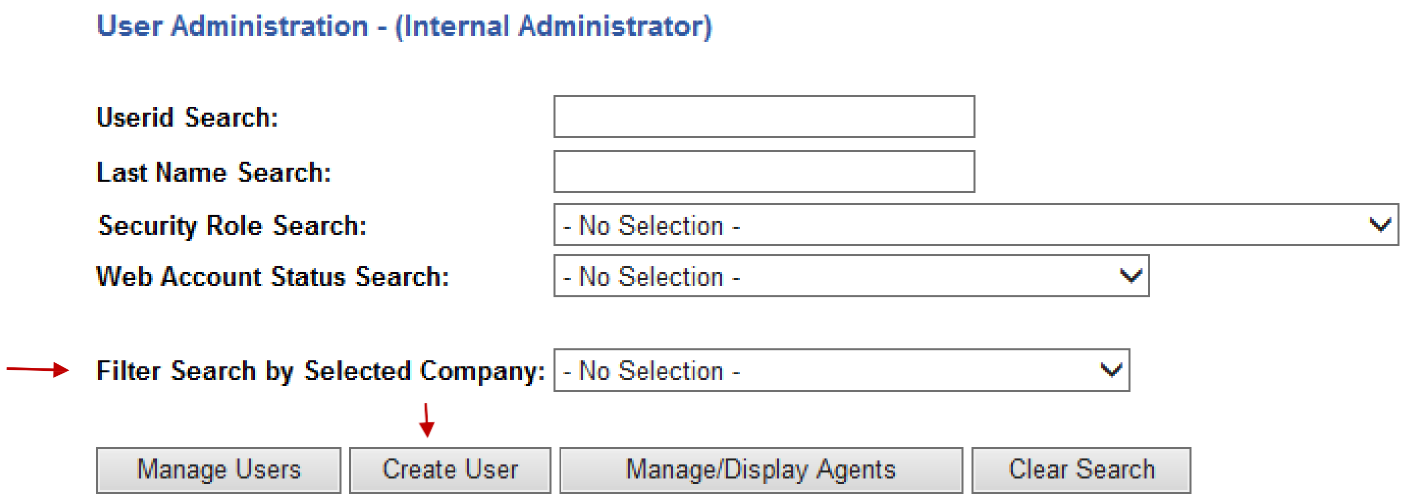


To **search** for an existing User, fill out as many of the fields as possible and click **Manage Users**



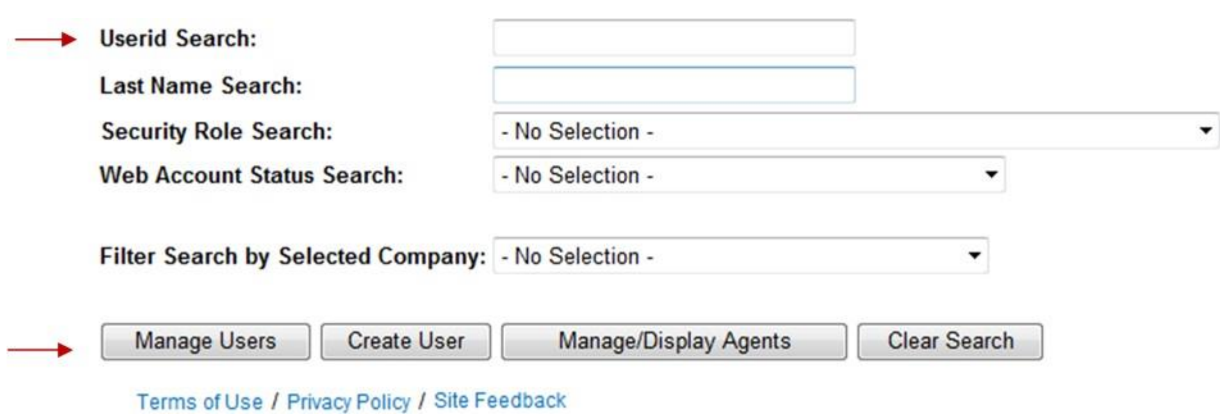
The process for creating (activating) a new user involves 2 stages; the first is to enter the user's personal information and the second is to assign roles to the user. Follow the steps outlined below:

1. In the User Administration window select the company in the **Filter Search by Selected Company** from the drop down window, then click on **Create User**:

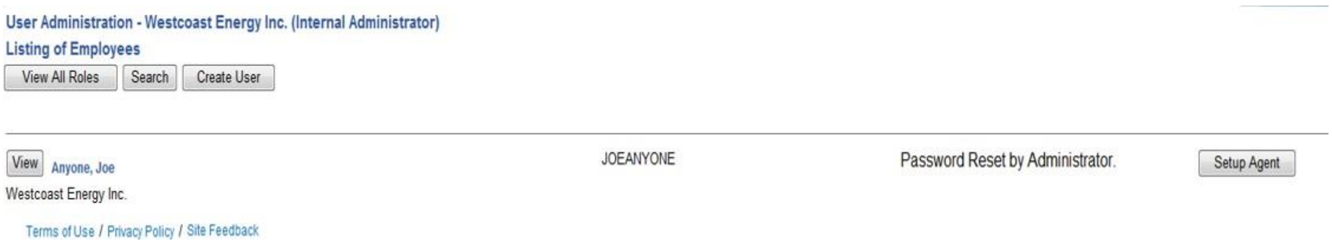


2. Enter user Information. All fields in red must be filled out. It is very helpful to have their e-mail address and phone number entered as well. Click **Submit**.

3. Once the user has been added, the Administrator must assign user roles to the user, permitting access only to specific areas in the Customer Interface system, according to the user's requirements. Go back to the **User Administration** window and search by **Userid Search** and click on **Manage Users:**



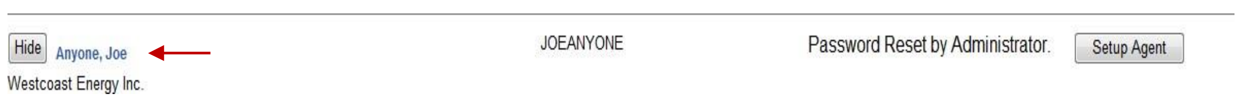
4. The new user will be in the **Listing of Employees**; click on **View**



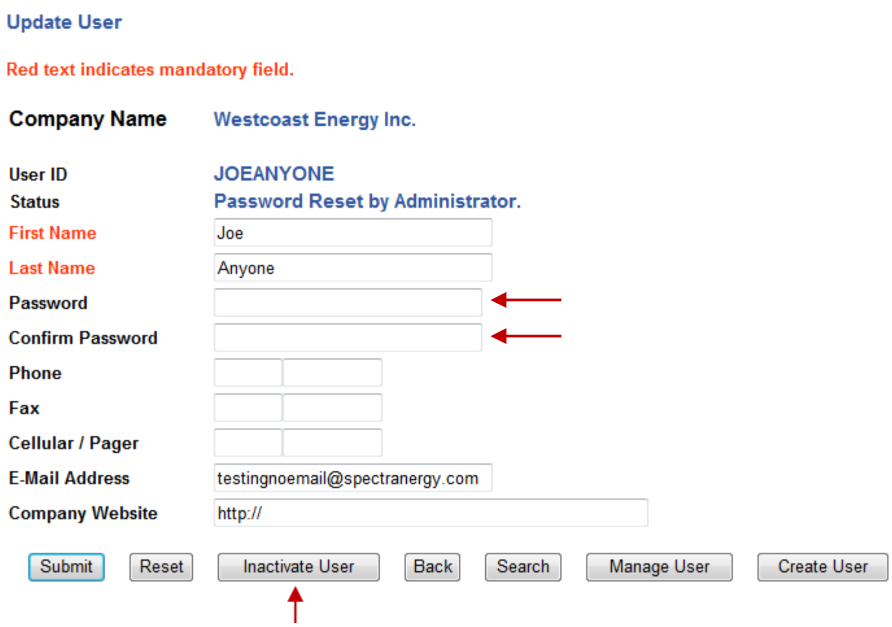
5. Add roles by clicking on the box. Once all the roles are selected, click **Submit** and the **Effective Date** will default to the day the roles have been assigned.

Roles within CI can be modified to have an end date; the default for all roles will be open. Setting an end date will disable the role for the date entered. Administrators can use the End Date to inactivate users that have left the company or no longer need access to CI. It is the responsibility of the company Administrator to manage the users and manage their agent users.

6. To reset a password, to enter or update an individual's contact information, to inactivate a User, or Manage a User, click on their name which is hyperlinked.



7. If a user has become inactivated, the Administrator will need to change the password to activate them. Enter a generic password in the password fields; this will become the users "Old Password" when they change their password under the **Admin Tab.** The Administrator can also inactivate the user by selecting the **Inactivate User** button.



Agent Role

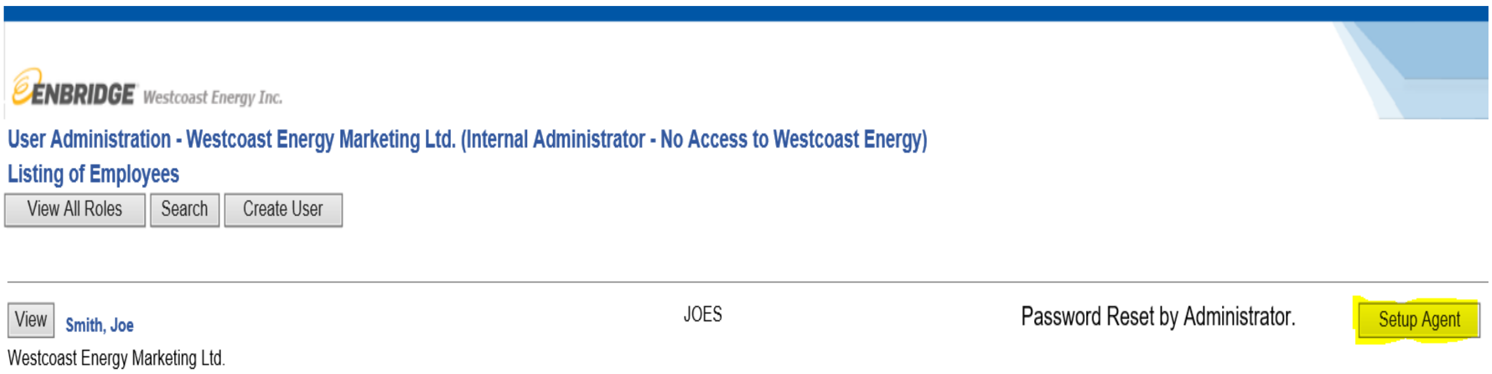
Users (Agents) that are nominating on behalf of more than one company will not have to log in with different User ID's. Company pick lists will be provided where necessary to allow you to manage more than one company's nominations.

Viewing Agents

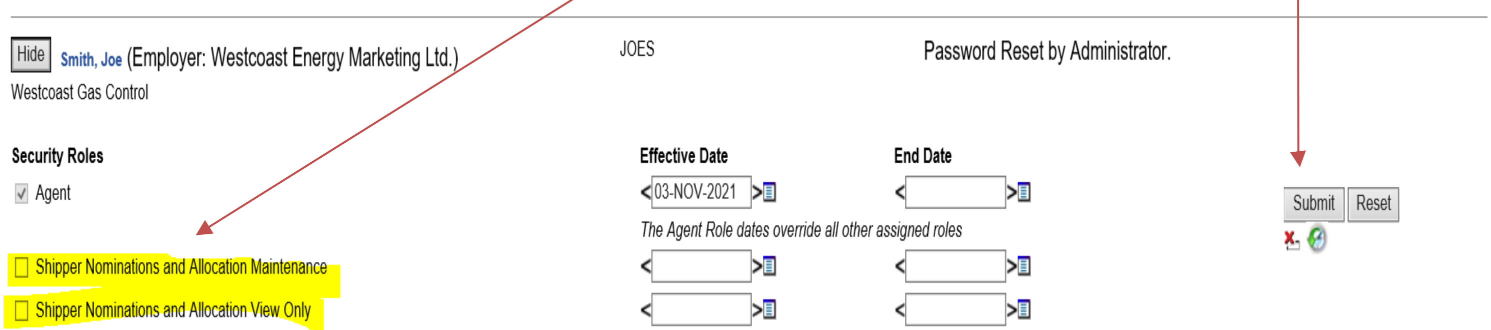
To view the Agents for your company, click the **Manage/Display Agents** button located on the **Search Screen**. This screen will display the agent(s) for your company. You will not have permission to modify their access (if it needs to be modified, please phone the Hot Line). Administrators can only edit roles or permissions for employees in their company.

Agent Users – Activating Agents

Administrators for **Agent Companies** can activate additional Agent Users with necessary roles by finding the user profile under **Manage Users (shown above).** Then, click on **Setup Agent.**



At the next screen, any roles held by the Agent on behalf of the company they represent will be displayed and are able to be applied as necessary for the Agent User. Checkmark the **boxes** and **Submit** for the desired access. Roles can also be end-dated as normal.



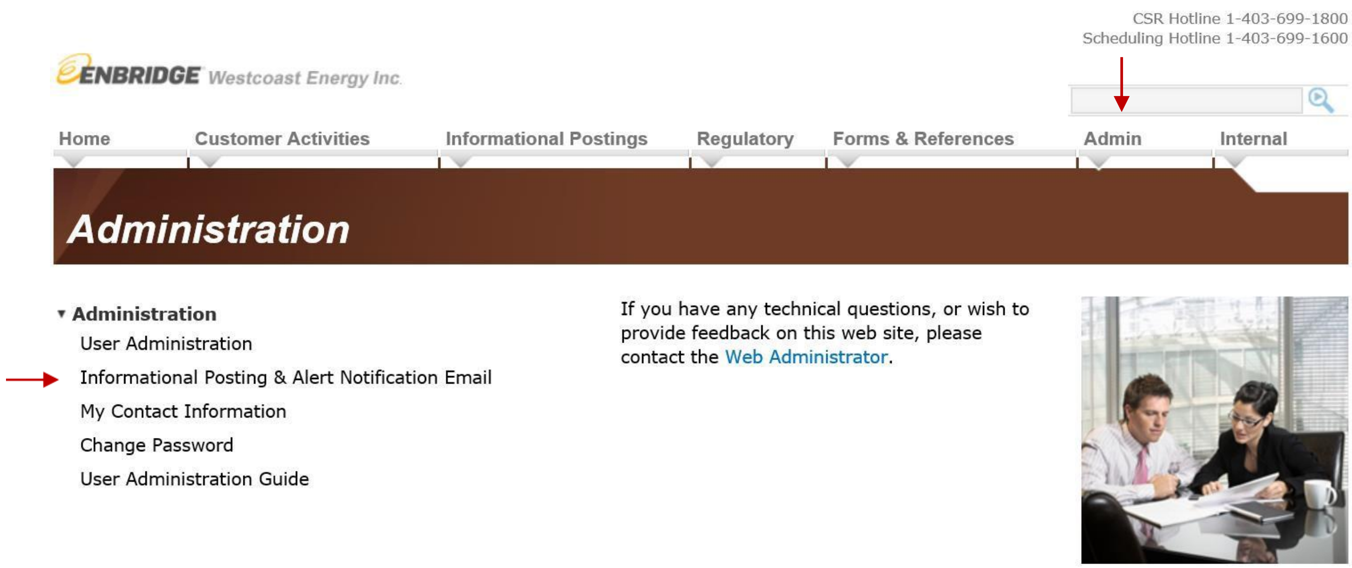
In the above example, Westcoast Energy Marketing Ltd is Joe Smith's employer and is an Agent Company for Westcoast Gas Control. Joe Smith has specific security roles that allow him to operate on behalf of Westcoast Gas Control under his profile.

Information Posting and Alert Notification Emails

The Informational Posting & Alert Notification Email functionality offers users the ability to create a user profile to receive notices and alerts automatically. Users may customize their profile to subscribe to all or a selection of notice and alert types. For example, users may choose from:

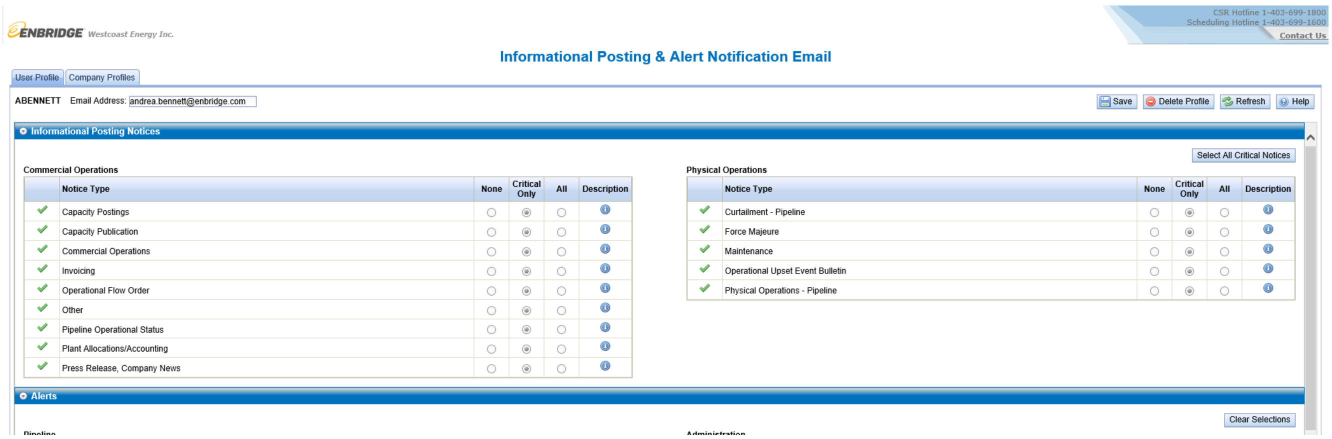
- Select the Non-Critical and Critical Informational Posting Notice types or select "All"
- Select Alert types available to you according to your security access roles

The Informational Posting & Alert Notification Email option is located on the Administration web page which is accessible from the Admin tab on the home page (https://noms.wei-pipeline.com/admin).



Informational Postings

Informational Posting is the NAESB term that identifies common information regarding notices to the industry. All users, including the Customer Administrator, with an active company role for the Customer Interface can setup their own email profile to subscribe to all or a selection of Information Posting notifications. All Users can do this as well.



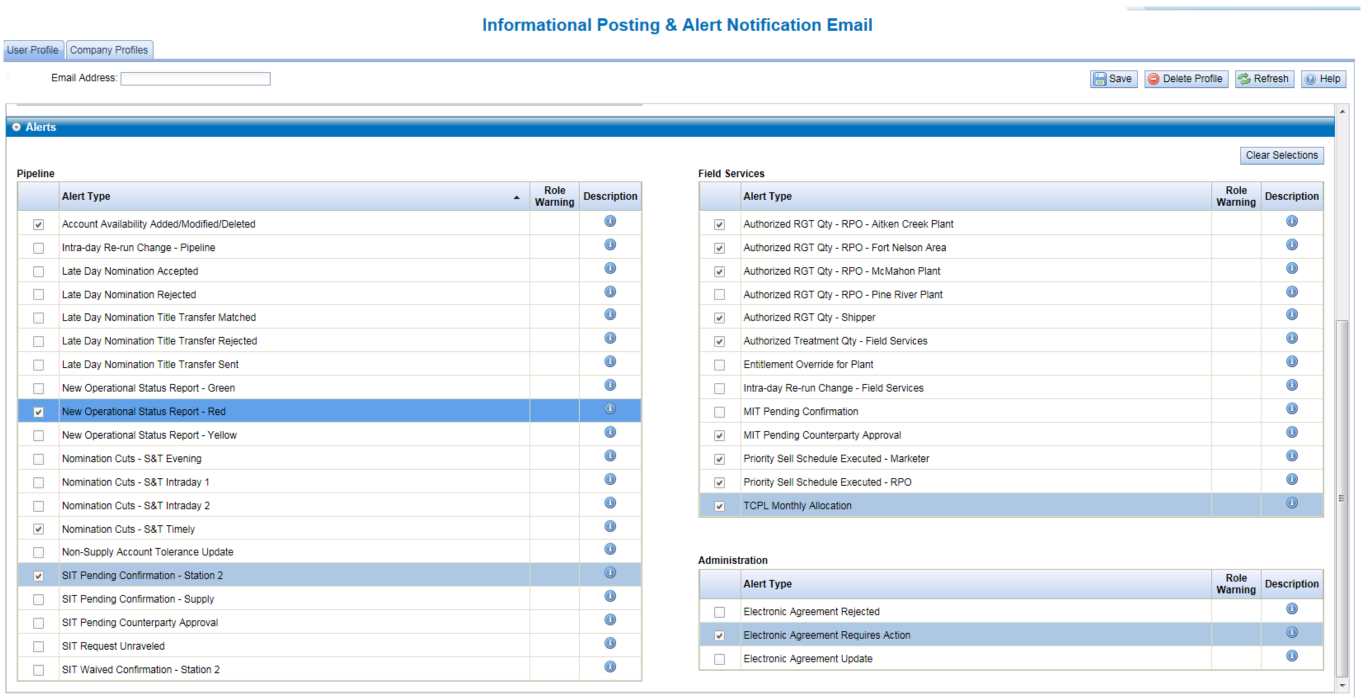
A description of each Informational Posting Notice type will pop up when the information “i” icon to the right of the type is selected.

Alert Notifications

Alert Notifications are associated with specific operational or transactional activities. System generated emails for a variety of information types are issued to valid subscribers.

All Customer Interface users with an active company role can create an email profile to subscribe to receive all or a selection of alert types. Alerts may provide company-specific information, therefore, the subscriber must have the appropriate user roles to receive the requested alert type (see section below for details).

Due to restricted access by user role, the Alert notification process does not support group email distribution.



A description of each Alert type will pop up when the information "i" icon to the right of the type is selected.

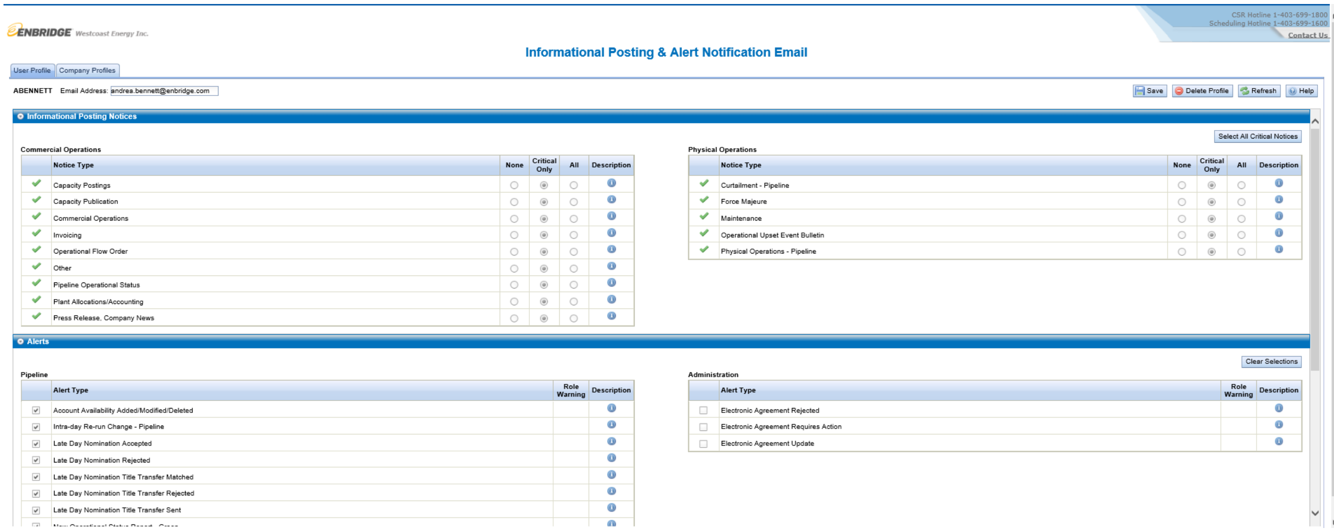
Alert Types and required User Roles

Alert Type	User Role(s) required
Account Availability Added/Modified/Deleted	**Shipper Nominations and Allocation roles** (Maintenance and View Only)
Intra-day Re-run Change	**Shipper Nominations and Allocation roles** (Maintenance and View Only)
Late Day Nomination Status	**Late Day Nomination Role** (Maintenance and View Only)
New Operational Status Report – Green, Yellow, or Red	Any CI User with an active CI account can request any or all of the operational status reports
Nomination Cuts – by cycle	**Shipper Nominations and Allocation roles** (Maintenance and View Only)
Non-Supply Account Tolerance Update	**Shipper Nominations and Allocation roles** (Maintenance and View Only)
SIT Pending Confirmation – Station 2	**Shipper Nominations and Allocation roles** (Maintenance and View Only)
SIT Pending Confirmation – Supply	**Gas Account role** (Maintenance and View Only)
SIT Pending Counterparty Approval	**Shipper Nominations and Allocation Maintenance roles** (Maintenance and View Only) **Gas Account role** (Maintenance and View Only)
SIT Request Unraveled	**Shipper Nominations and Allocation roles** (Maintenance and View Only)
SIT Waived Confirmation – Station 2	**Shipper Nominations and Allocation roles** (Maintenance and View Only)
Electronic Agreement Status	**Shipper Contract Maintenance**

Creating a Profile

Users interested in receiving email notifications for either Informational Postings or Alerts must create a user profile with their user name and email address.

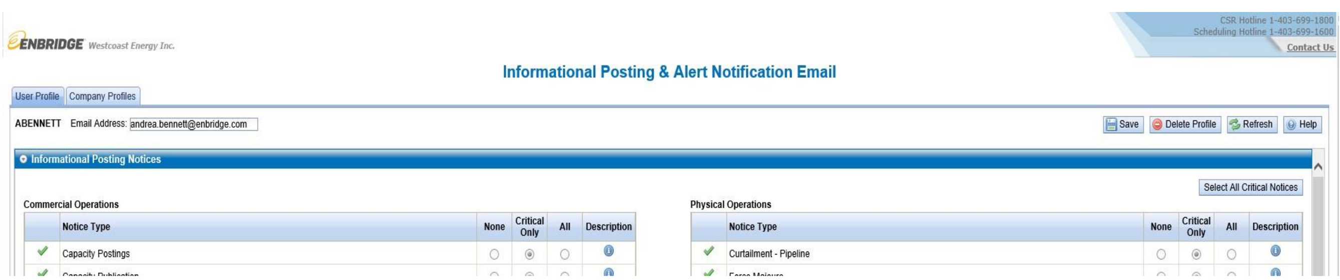
1. On CI select ***Information Posting & Alert Notification Email*** on the ***Administration*** web page
2. The User Profile page appears with your user name
3. Add the email address the Informational Posting and Alerts are to be sent to
4. Add the Postings and Alerts you wish to receive and **save**



Deleting a Profile

When a User chooses to discontinue receiving both Informational Postings and Alerts, they can delete their user profile by selecting the **Delete Profile** button.

Once a profile is deleted it can be re-created by the User as the same or a different email address. To re-create your profile refer to the Creating an Email Profile section in this document and follow the steps for setting up a new user profile.



Note: The **Refresh** button returns the user selections to those last “saved” and updates any role changes.

Why am I not receiving subscribed alert emails?

If you subscribed to Alerts but did not receive an email for a valid event it may have been redirected by a Spam Filter. Check your Spam rules, your junk email box and ensure that you add our company to your list of trusted sites.

Creating a Group Email User Profile

A company's Customer Interface Administrator can also create "group" email profiles in the Company Profile Tab and select all or customize a selection of notice types to be issued to each group distribution.

For Example:

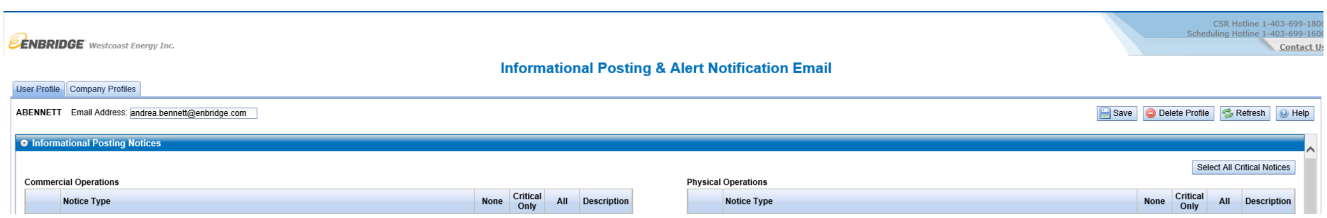
ABC Company has a group email address (ContractsSE@ABComp.com) for all members of the Contracts group handling Enbridge service. The Administrator creates the group email profile and selects only Critical and Non-critical *Capacity Posting*, *Capacity Publications* and *Press Release, Company News* notice types.

Informational Postings and Alert emails sent to subscribers will be issued as follows:

FROM:
WEI Notification Services (weigms@enbridge.com)

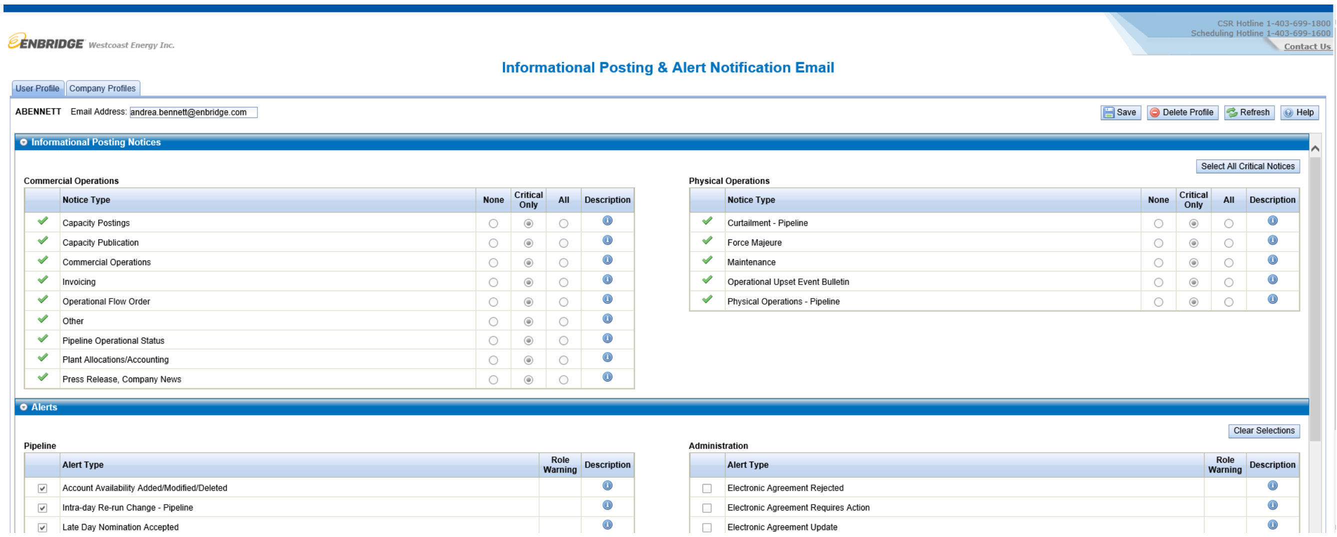
TO:
WEI_(Critical)_Notice@Distribution => for Informational Posting Notices
The user's profile address => for Alerts

To create "group" email profiles, in the Company Profile Tab enter the group email and select all or customize a selection of notice types to be issued to each group distribution.



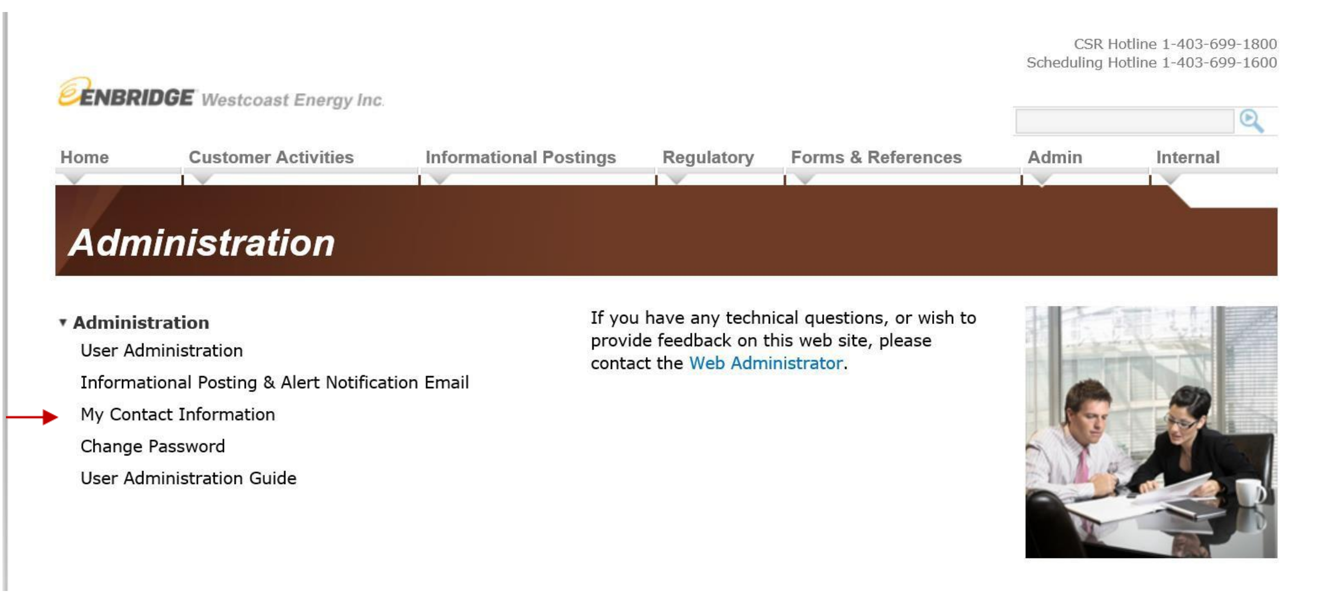
Creating or Deleting an Email User Profile to a Group

To add a person or delete a person from your company into a group email, under Informational Posting Notices add their email into the Current User box to add them and select the notifications they wish to receive. To delete someone, highlight their name and delete.



My Contact Information

Any individual who is logged into CI will have the ability to update their contact information by clicking **My Contact Info** located within the **Admin** tab.



Need more help?

There is a help button and you can also call the Gas Scheduling Hot Line at 403-699-1600 or
Toll Free at 1-877-675-6747