

External Administrators Users Guide

Help Documentation

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Introduction

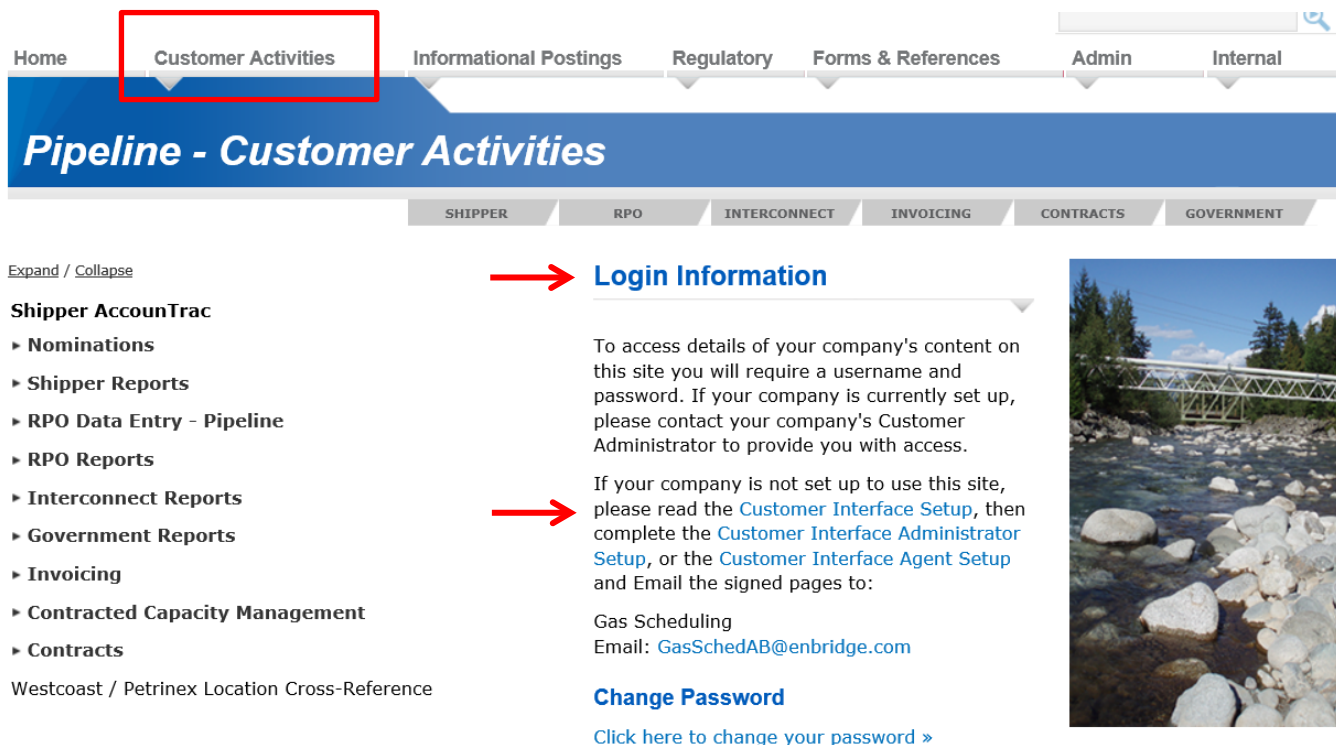
Westcoast's *Customer Interface (CI)* system is a web-based platform used by stakeholders such as shippers, producers, receipt point operators, and marketers to conduct business on our pipeline systems via the Internet. Access to the secured areas of this system requires user identification, a password, and the assignment of a person in each company to manage 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.

Set up a Company Administrator or an Agent

Prior to gaining access to secure areas on Westcoast's *Customer Interface (CI)* system, each company must assign an Administrator for their company. 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 is available on our Website www.wei-pipeline.com in the **Customer Activities** tab under Login Information:



Home **Customer Activities** Informational Postings Regulatory Forms & References Admin Internal

Pipeline - Customer Activities

SHIPPER RPO INTERCONNECT INVOICING CONTRACTS GOVERNMENT

[Expand / Collapse](#)

Shipper AccountTrac

- Nominations
- Shipper Reports
- RPO Data Entry - Pipeline
- RPO Reports
- Interconnect Reports
- Government Reports
- Invoicing
- Contracted Capacity Management
- Contracts

Westcoast / Petrinex Location Cross-Reference

Login Information


To access details of your company's content on this site you will require a username and password. If your company is currently set up, please contact your company's Customer Administrator to provide you with access.

If your company is not set up to use this site, please read the [Customer Interface Setup](#), then complete the [Customer Interface Administrator Setup](#), or the [Customer Interface Agent Setup](#) and Email the signed pages to:

Gas Scheduling
Email: GasSchedAB@enbridge.com

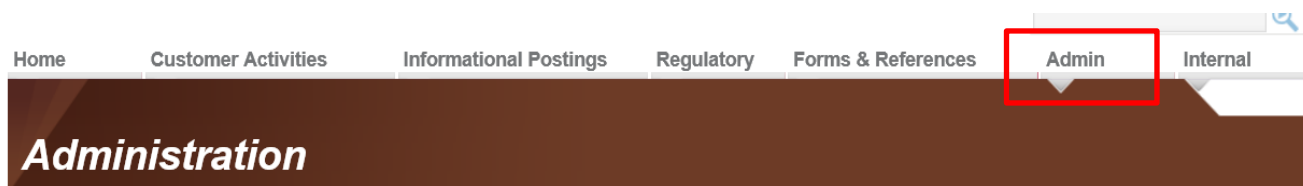
Change Password

[Click here to change your password »](#)




Administrator (CI) Role

Begin by going onto our Website www.wei-pipeline.com - Customer Interface. From the Customer Interface, select the “Admin” tab then select the **User Administration** link. You will be prompted to login. Only the Administrator will have access to create and maintain user access.



Administration

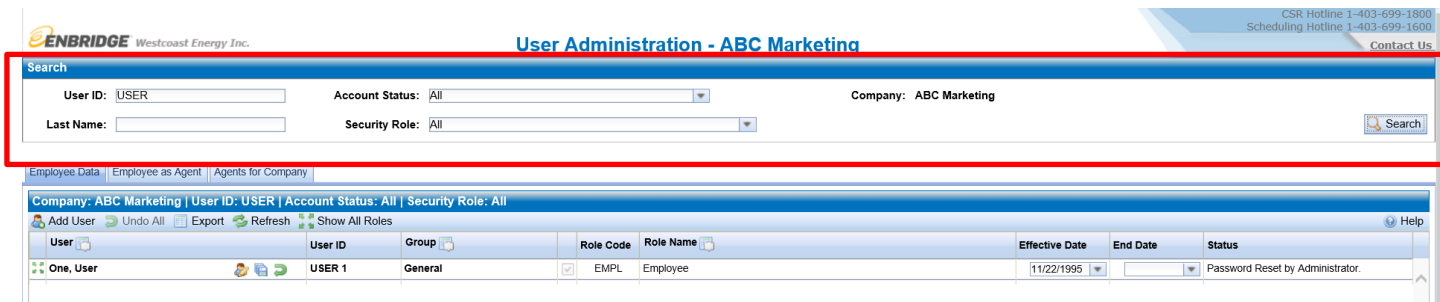
- Manage Notices
- User Administration 
- Informational Posting & Alert Notification Email
- My Contact Information
- Change Password
- User Administration Guide

If you have any technical questions, or wish to provide feedback on this web site, please contact the [Web Administrator](#).



Search for a User

To search for a User, you can enter information in any of the Search boxes – User ID, Last Name, Account Status or Security Role and **Search**.



ENBRIDGE Westcoast Energy Inc. User Administration - ABC Marketing

Search

User ID: Account Status: Company: ABC Marketing

Last Name: Security Role:

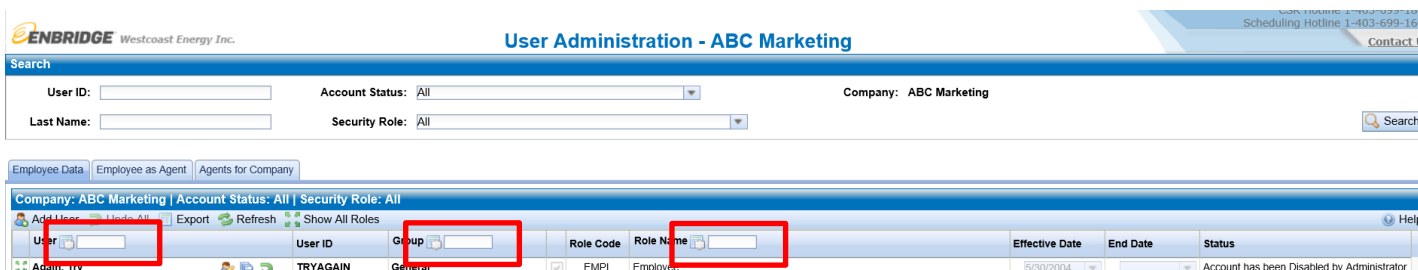
Employee Data | Employee as Agent | Agents for Company

Company: ABC Marketing | User ID: USER | Account Status: All | Security Role: All

Add User | Undo All | Export | Refresh | Show All Roles

User	User ID	Group	Role Code	Role Name	Effective Date	End Date	Status
One, User	USER 1	General	EMPL	Employee	11/22/1995		Password Reset by Administrator.

When multiple users are displayed, you can also further define your search criteria by entering a keyword in the Filter Group icon located beside the User, Group, or Role Name.



ENBRIDGE Westcoast Energy Inc. User Administration - ABC Marketing

Search

User ID: Account Status: Company: ABC Marketing

Last Name: Security Role:

Employee Data | Employee as Agent | Agents for Company

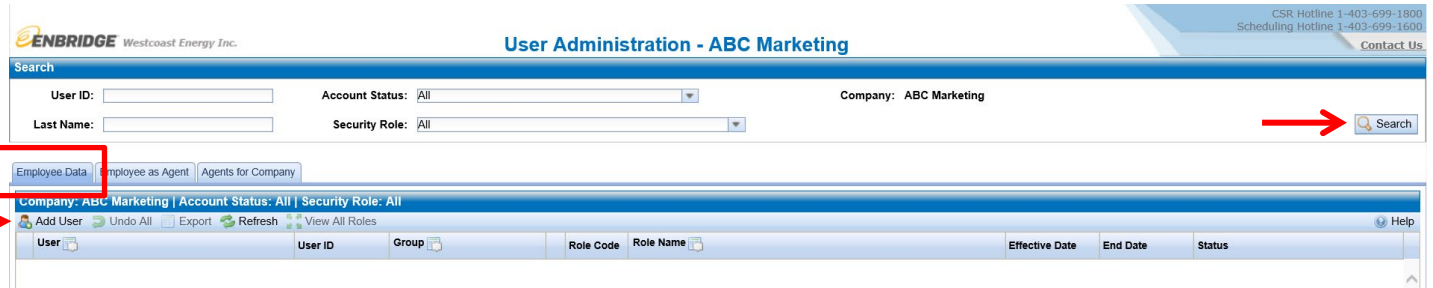
Company: ABC Marketing | Account Status: All | Security Role: All

Add User | Undo All | Export | Refresh | Show All Roles

User	User ID	Group	Role Code	Role Name	Effective Date	End Date	Status
Admin - TV	TRYAGAIN	General	FMPI	Employee	11/22/1995		Account has been Disabled by Administrator

Create a New User

To prevent duplication of a user, perform a search first to ensure that the user has not previously been added. To create a new user, select **Add User** under the Employee Data tab.



ENBRIDGE Westcoast Energy Inc. User Administration - ABC Marketing

Search

User ID: Account Status: Company: ABC Marketing

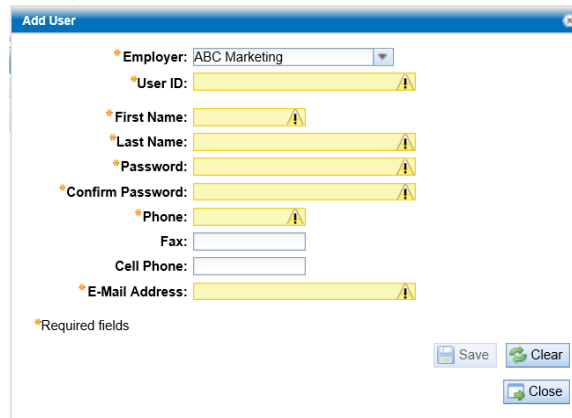
Last Name: Security Role:

Employee Data | Employee as Agent | Agents for Company

Company: ABC Marketing | Account Status: All | Security Role: All

User	User ID	Group	Role Code	Role Name	Effective Date	End Date	Status
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The following pop-up window will be displayed. Enter the User's personal information, **Save** and **Close**.



Add User

* Employer: ABC Marketing

* User ID:

* First Name:

* Last Name:

* Password:

* Confirm Password:

* Phone:

Fax:

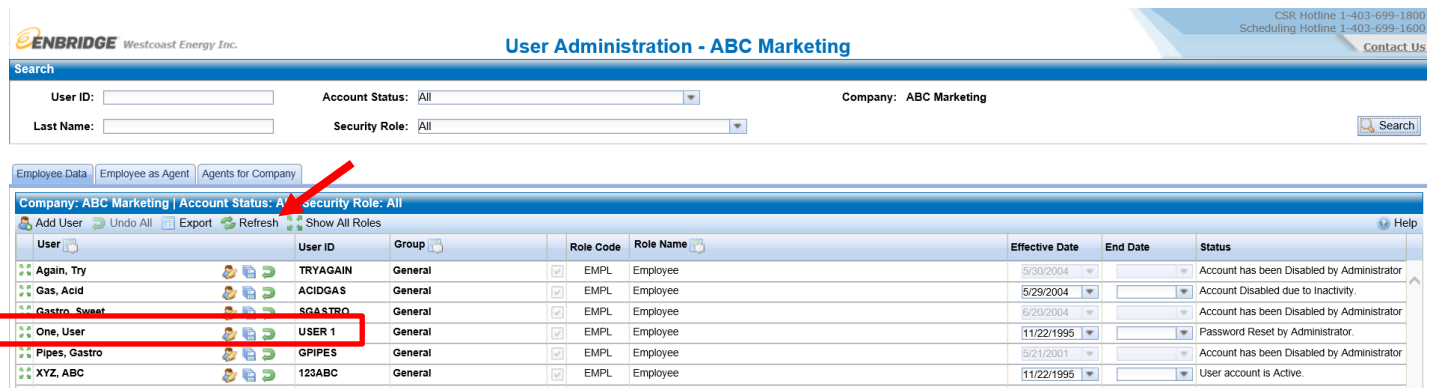
Cell Phone:

* E-Mail Address:

* Required fields

Select **Refresh** and you will now see the new User populated under the Employee Data tab.

Remember to provide the new User with their login credentials at which point they will be prompted to login and change their password; further info is provided under section 'Reset a User Password'.



ENBRIDGE Westcoast Energy Inc. User Administration - ABC Marketing

Search

User ID: Account Status: Company: ABC Marketing

Last Name: Security Role:

Employee Data | Employee as Agent | Agents for Company

Company: ABC Marketing | Account Status: All | Security Role: All

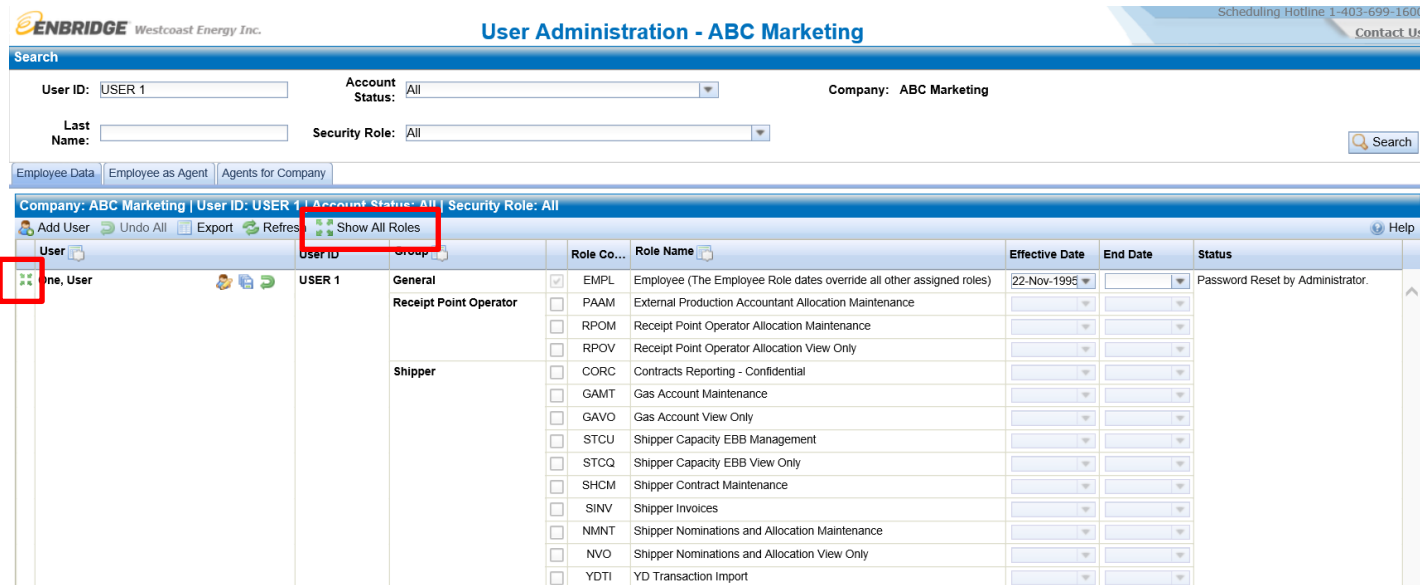
User	User ID	Group	Role Code	Role Name	Effective Date	End Date	Status
Again, Try	TRYAGAIN	General	EMPL	Employee	5/30/2004		Account has been Disabled by Administrator
Gas, Acid	ACIDGAS	General	EMPL	Employee	5/29/2004		Account Disabled due to inactivity.
Gastro, Sweet	SGASTRO	General	EMPL	Employee	6/20/2004		Account has been Disabled by Administrator
One, User	USER 1	General	EMPL	Employee	11/22/1995		Password Reset by Administrator.
Pipes, Gastro	GPIPE5	General	EMPL	Employee	5/21/2001		Account has been Disabled by Administrator
XYZ, ABC	123ABC	General	EMPL	Employee	11/22/1995		User account is Active.

Once the user has been added, you must assign roles to the user to allow specific access.

Assign & Manage Roles to a User

After you have added a user, the next step will be to assign roles to each User based on individual requirements within your company.

To manage a User's roles, select **Show All Roles**. Alternatively, you can **expand** each User panel by clicking on the four green arrows. This will display all eligible roles you are able to assign to that user.

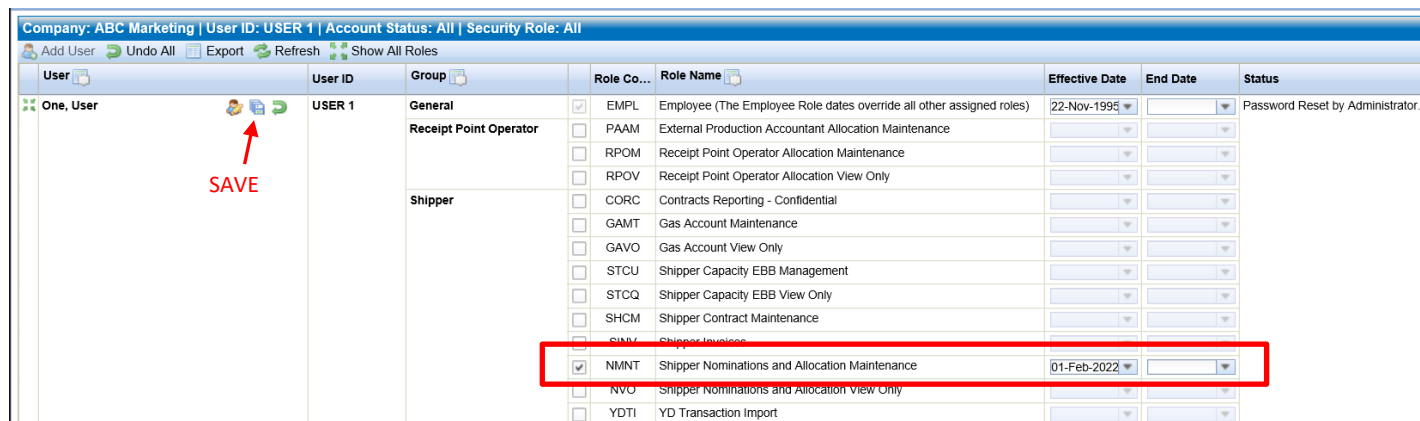


Company: ABC Marketing | User ID: USER 1 | Account Status: All | Security Role: All

Buttons: Add User, Undo All, Export, Refresh, Show All Roles

User	User ID	Group	Role Co...	Role Name	Effective Date	End Date	Status
One, User	USER 1	General	<input checked="" type="checkbox"/>	EMPL Employee (The Employee Role dates override all other assigned roles)	22-Nov-1995		Password Reset by Administrator.
		Receipt Point Operator	<input type="checkbox"/>	PAAM External Production Accountant Allocation Maintenance			
			<input type="checkbox"/>	RPOM Receipt Point Operator Allocation Maintenance			
			<input type="checkbox"/>	RPOV Receipt Point Operator Allocation View Only			
		Shipper	<input type="checkbox"/>	CORC Contracts Reporting - Confidential			
			<input type="checkbox"/>	GAMT Gas Account Maintenance			
			<input type="checkbox"/>	GAVO Gas Account View Only			
			<input type="checkbox"/>	STCU Shipper Capacity EBB Management			
			<input type="checkbox"/>	STCQ Shipper Capacity EBB View Only			
			<input type="checkbox"/>	SHCM Shipper Contract Maintenance			
			<input type="checkbox"/>	SINV Shipper Invoices			
			<input type="checkbox"/>	NMNT Shipper Nominations and Allocation Maintenance			
			<input type="checkbox"/>	NVO Shipper Nominations and Allocation View Only			
			<input type="checkbox"/>	YDTI YD Transaction Import			

To grant user access to specific roles, select the check box beside the role(s) you wish to assign. The Effective Date will now be enabled and will automatically populate to the first day of the current month. If you wish to change the Effective Date to one in the future, you must enter that date specifically, then Save.



Company: ABC Marketing | User ID: USER 1 | Account Status: All | Security Role: All

Buttons: Add User, Undo All, Export, Refresh, Show All Roles

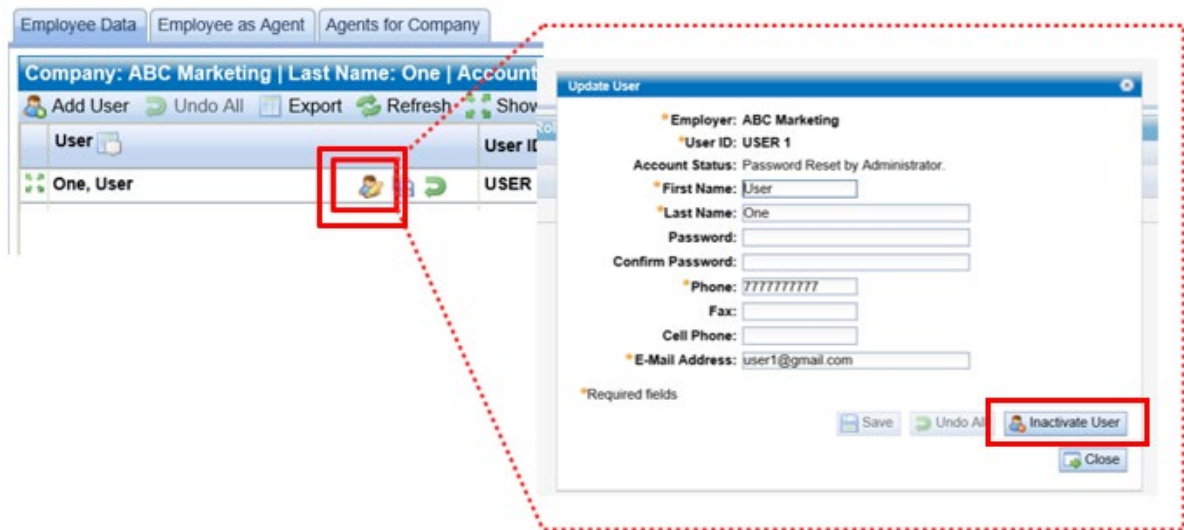
User	User ID	Group	Role Co...	Role Name	Effective Date	End Date	Status
One, User	USER 1	General	<input checked="" type="checkbox"/>	EMPL Employee (The Employee Role dates override all other assigned roles)	22-Nov-1995		Password Reset by Administrator.
		Receipt Point Operator	<input type="checkbox"/>	PAAM External Production Accountant Allocation Maintenance			
			<input type="checkbox"/>	RPOM Receipt Point Operator Allocation Maintenance			
			<input type="checkbox"/>	RPOV Receipt Point Operator Allocation View Only			
		Shipper	<input type="checkbox"/>	CORC Contracts Reporting - Confidential			
			<input type="checkbox"/>	GAMT Gas Account Maintenance			
			<input type="checkbox"/>	GAVO Gas Account View Only			
			<input type="checkbox"/>	STCU Shipper Capacity EBB Management			
			<input type="checkbox"/>	STCQ Shipper Capacity EBB View Only			
			<input type="checkbox"/>	SHCM Shipper Contract Maintenance			
			<input type="checkbox"/>	SINV Shipper Invoices			
			<input checked="" type="checkbox"/>	NMNT Shipper Nominations and Allocation Maintenance	01-Feb-2022		
			<input type="checkbox"/>	NVO Shipper Nominations and Allocation View Only			
			<input type="checkbox"/>	YDTI YD Transaction Import			

If you End Date a User's **EMPL** role, the Employee Role dates will override ALL other assigned roles, and all access will be denied following the end date.

Deactivate a User

As the Administrator, it is your responsibility to deactivate users that no longer work with your company. Please note the difference between Deactivating a user VS Disabling roles for a user.

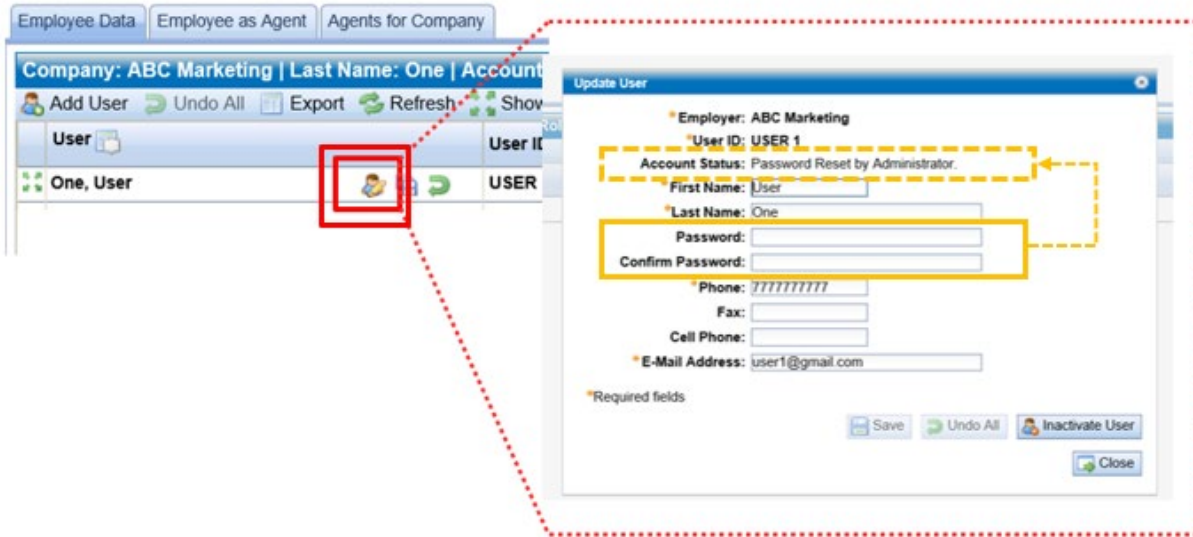
To deactivate a User from the company, select the **Update User** icon in the user panel. A pop-up window will appear, and you will select **Inactivate User**.



Upon successful deactivation, you will receive the message **Inactivation Complete**. Users who are Inactivated will be shown on the screen with non-editable roles with fields grayed out, and the User Account Status will be set to 'Account has been Disabled by Administrator'.

Reset a User Password

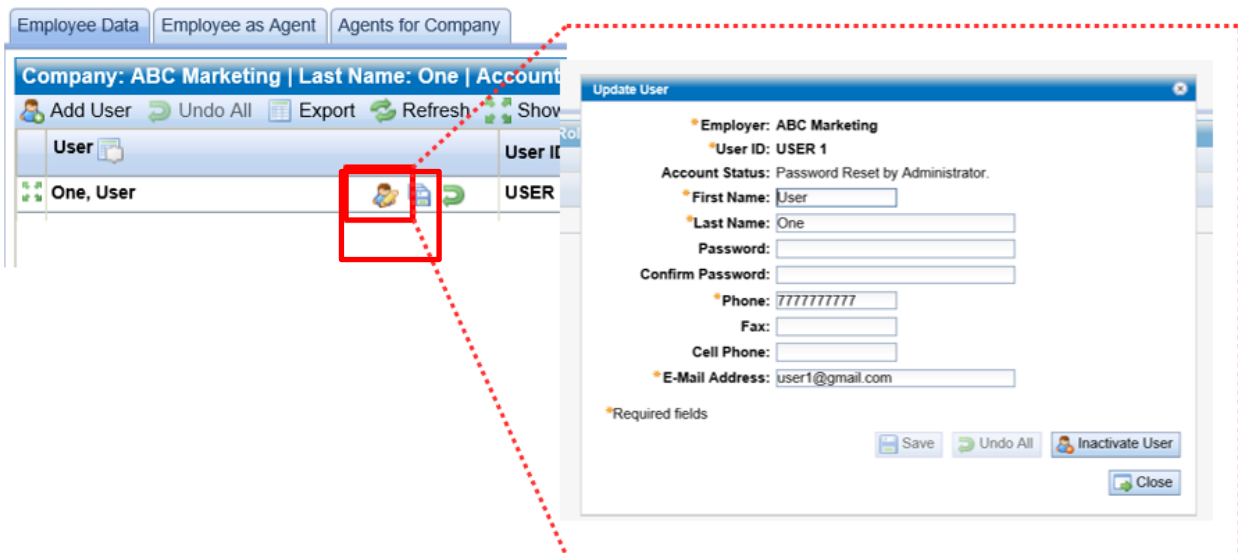
When a User account is locked or disabled, it is the Administrator's responsibility to manage password resets. To reset the User's password, select the **Update User** icon in the user panel. A pop-up window will appear for you to update/reset the password. Enter a new Password and Confirm Password then Save; the Account Status will update to reflect 'Password Reset by Administrator'. You will need to provide the User with their new password, and they will be prompted to login and change their password.



Update a User's Contact Information

Any updates required for a User's contact information (name, phone numbers, email) can be handled by (1) the Administrator OR (2) the individual User:

- (1) For updates made by the Administrator, select the **Update User** icon in the user panel. A pop-up window will appear for you to update the User contact info.



- (2) For updates made by the Individual User, you must first login into the Customer Interface. On the home page, select the **Admin** tab and then select the **My Contact Information** link. Enter your info and save.

The screenshot shows the ENBRIDGE Admin interface. At the top, there is a navigation bar with tabs: Home, Customer Activities, Informational Postings, Regulatory, Forms & References, **Admin** (highlighted with a red box), and Contact Us. Below the navigation bar is a dark banner with the word "Administration" in white. On the left, a sidebar menu lists: Administration, User Administration, Informational Posting & Alert Notification Email, **My Contact Information** (highlighted with a red box), Change Password, and User Administration Guide. A red dotted line connects the highlighted menu item to a form titled "My Contact Info". The form contains fields for: Company (ABC Marketing), User ID (123ABC), First Name (ABC), Last Name (XYZ), Phone (5555555555), Fax, Cell Phone, and E-Mail Address. There are "Save" and "Refresh" buttons at the bottom of the form. To the right of the form, there is a text box that says: "If you have any technical questions, or wish to provide feedback on this web site, please contact the [Web Administrator](#)." and a small image of two people working at a desk.

Export User Data

As the Administrator, you will have access to export the data of all users who are set up under your company. Click the **Export** button to export and download the user information into a **csv file**.

The screenshot shows the ENBRIDGE User Administration interface for "ABC Marketing". At the top, there is a header bar with the ENBRIDGE logo, "Westcoast Energy Inc.", and "User Administration - ABC Marketing". On the right, there are contact numbers: "CSR Hotline 1-403-699-1800" and "Scheduling Hotline 1-403-699-1600", and a "Contact Us" link. Below the header, there is a search section with fields for "User ID", "Last Name", "Account Status", "Security Role", and "Company". Below the search section, there are tabs: "Employee Data", "Employee as Agent", and "Agents for Company". Below the tabs, there is a table with columns: "User", "User ID", "Group", "Role Code", "Role Name", "Effective Date", "End Date", and "Status". Above the table, there are buttons: "Add User", "Undo", "All", **Export** (highlighted with a red box), "Refresh", and "Show All Roles".

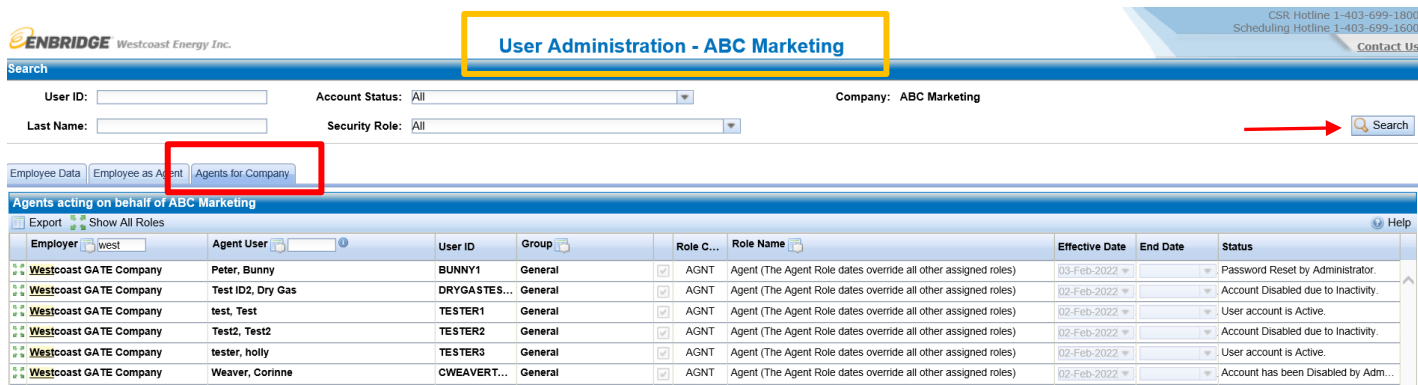
Agent Role

Users with the Agent role that are acting 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 activities.

Agents acting on behalf of your Company **View access only**

To view the Agents acting on behalf of your company, first select **Search** and then click on the **Agents for Company** tab. This screen will display the agent(s) for your company. You will not have permission to modify, cancel or change an Agent acting on behalf of your company. This can only be done by contacting Gas Scheduling and submitting the necessary documentation. Administrators can only edit roles or permissions for employees within their company.

In the sample shown below we see that Westcoast GATE company is an Agent for ABC Marketing.



User Administration - ABC Marketing

Search

User ID: Account Status: All Company: ABC Marketing

Last Name: Security Role: All

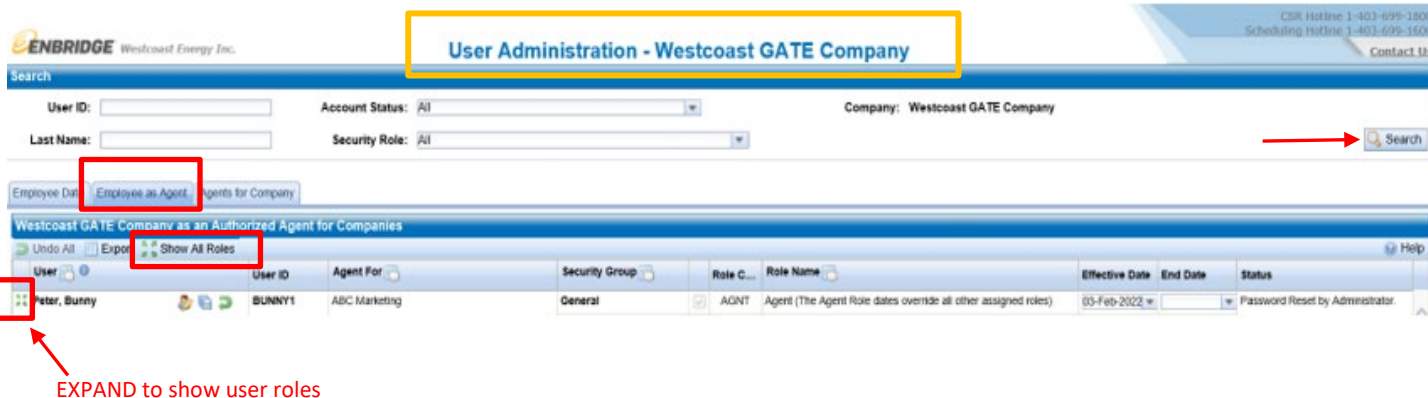
Employee Data

Agents acting on behalf of ABC Marketing

Employer	Agent User	User ID	Group	Role C...	Role Name	Effective Date	End Date	Status
Westcoast GATE Company	Peter, Bunny	BUNNY1	General	AGNT	Agent (The Agent Role dates override all other assigned roles)	03-Feb-2022		Password Reset by Administrator.
Westcoast GATE Company	Test ID2, Dry Gas	DRYGASTES...	General	AGNT	Agent (The Agent Role dates override all other assigned roles)	02-Feb-2022		Account Disabled due to Inactivity.
Westcoast GATE Company	test, Test	TESTER1	General	AGNT	Agent (The Agent Role dates override all other assigned roles)	02-Feb-2022		User account is Active.
Westcoast GATE Company	Test2, Test2	TESTER2	General	AGNT	Agent (The Agent Role dates override all other assigned roles)	02-Feb-2022		Account Disabled due to Inactivity.
Westcoast GATE Company	tester, holly	TESTER3	General	AGNT	Agent (The Agent Role dates override all other assigned roles)	02-Feb-2022		User account is Active.
Westcoast GATE Company	Weaver, Corinne	CWEAVERT...	General	AGNT	Agent (The Agent Role dates override all other assigned roles)	02-Feb-2022		Account has been Disabled by Adm...

Company as an Agent - Activate Agent Users

First select **Search**, and then click on the **Employee as Agent** tab. **Expand** the information for a specific User using the four green arrows OR you can select **Show All Roles** to expand the information for all Users.



User Administration - Westcoast GATE Company

search

User ID: Account Status: All Company: Westcoast GATE Company

Last Name: Security Role: All

Employee Data

Westcoast GATE Company as an Authorized Agent for Companies

Undo All

User	User ID	Agent For	Security Group	Role C...	Role Name	Effective Date	End Date	Status
Peter, Bunny	BUNNY1	ABC Marketing	General	AGNT	Agent (The Agent Role dates override all other assigned roles)	03-Feb-2022		Password Reset by Administrator.

EXPAND to show user roles

The User panel will display the roles available to you as an Agent. To grant User access to specific roles, select the check box beside the role(s) you wish to assign. The Effective Date will now be enabled and will automatically populate to the first day of the current month. If you wish to change the Effective Date to one in the future, you must enter that date specifically, then Save.

ENBRIDGE Westcoast Energy Inc. **User Administration - Westcoast GATE Company** CSR Hotline 1-403-699-1800
Scheduling Hotline 1-403-699-1600
Contact Us

Search

User ID: Account Status: Company: Westcoast GATE Company

Last Name: Security Role:

Employee Data **Employee as Agent** Agents for Company

Westcoast GATE Company as an Authorized Agent for Companies

Undo All Export Hide All Roles

User	User ID	Agent For	Security Group	Role C...	Role Name	Effective Date	End Date	Status
Peter, Bunny	BUNNY1	ABC Marketing	General	<input checked="" type="checkbox"/> AGNT	Agent (The Agent Role dates override all other assigned roles)	03-Feb-2022		Password Reset by Administrator.
			Shipper	<input checked="" type="checkbox"/> NMNT	Shipper Nominations and Allocation Maintenance	01-Feb-2022		
				<input type="checkbox"/> NVO	Shipper Nominations and Allocation View Only			
Test ID2, Dry Gas	DRYGASTE...	ABC Marketing	General	<input checked="" type="checkbox"/> AGNT	Agent (The Agent Role dates override all other assigned roles)	02-Feb-2022		Account Disabled due to Inactivity.

Further info is provided under section 'Assign & Manage Roles to a User'.

Informational Posting & Alert Notification Email

Informational Posting is the NAESB term that identifies common information regarding notices to the industry. All users with a User Login for CI can subscribe to Informational Posting notifications by setting up their email profile. If you require a User Login, your Company Administrator will need to set up an account for you.

Start by selecting the Admin tab, then “Informational Posting & Alert Notification Email”

Home

Customer Activities

Informational Postings

Regulatory

Forms & References

Admin

Contact Us

Administration

Administration

User Administration

[Informational Posting & Alert Notification Email](#)

My Contact Information

Change Password

User Administration Guide

If you have any technical questions, or wish to provide feedback on this web site, please contact the [Web Administrator](#).



Start by entering your email address and the following page will populate.

Informational Posting & Alert Notification Email

User Profile

TESTER1 Email Address:

[Save](#) [Delete Profile](#) [Refresh](#) [Help](#)

Informational Posting Notices

Commercial Operations

Notice Type	None	Critical Only	All	Description
<input checked="" type="checkbox"/> Capacity Postings	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Capacity Publication	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Commercial Operations	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Invoicing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Operational Flow Order	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Other	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Pipeline Operational Status	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Plant Allocations/Accounting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Press Release, Company News	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i

Physical Operations

Notice Type	None	Critical Only	All	Description
<input checked="" type="checkbox"/> Curtailment - Pipeline	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Force Majeure	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Maintenance	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Operational Upset Event Bulletin	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i
<input checked="" type="checkbox"/> Physical Operations - Pipeline	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	i

[Select All Critical Notices](#)

Alerts

Pipeline

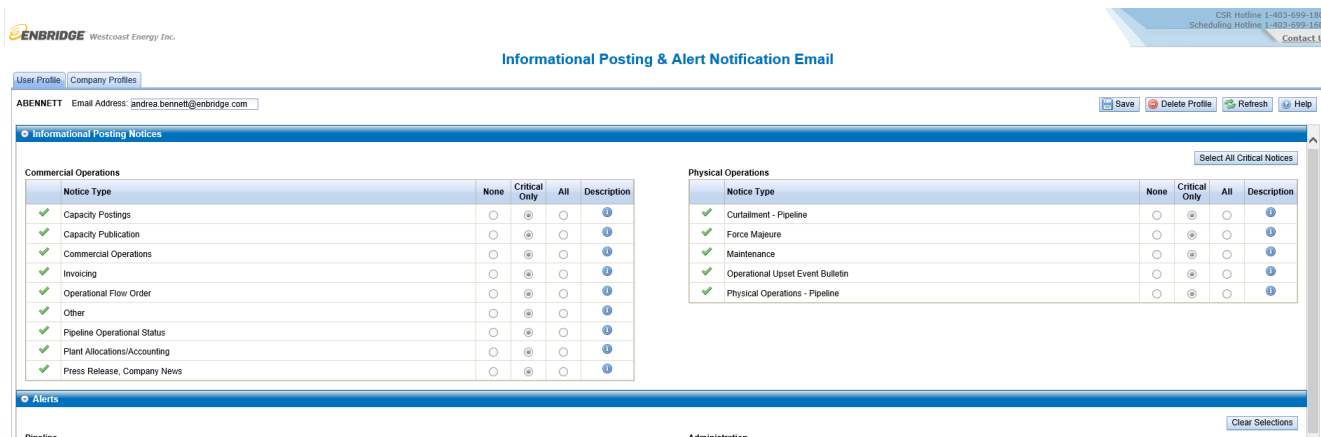
Alert Type	Role Warning	Description
<input type="checkbox"/> Account Availability Added/Modified/Deleted		i
<input type="checkbox"/> Intra-day Re-run Change - Pipeline		i

Administration

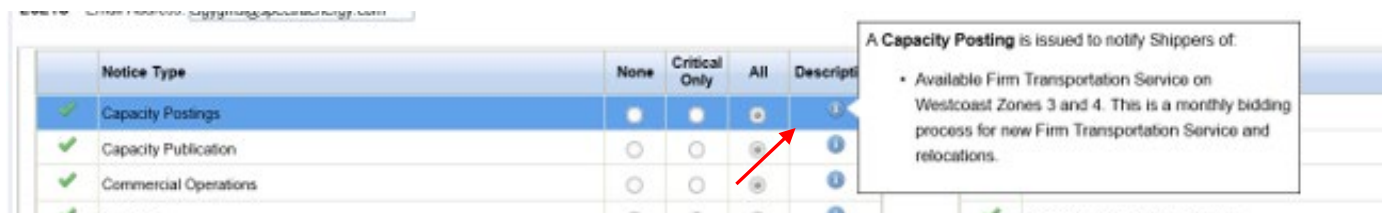
Alert Type	Role Warning	Description
<input type="checkbox"/> Electronic Agreement Rejected		i
<input type="checkbox"/> Electronic Agreement Requires Action		i

[Clear Selections](#)

Within this screen, you can customize your profile to meet your wants and needs. You may elect to sign up to receive all Non-Critical and Critical notices (based upon your security access role) or only specific notice types.



For more detailed information on each of the Notice types, hover over the Description column and a pop out will appear with an explanation.



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.

Informational Posting & Alert Notification Email

User Profile | Company Profiles

Email Address:

Save Delete Profile Refresh Help

Alerts

Clear Selections

Pipeline

Alert Type	Role Warning	Description
<input checked="" type="checkbox"/> Account Availability Added/Modified/Deleted		i
<input type="checkbox"/> Intra-day Re-run Change - Pipeline		i
<input type="checkbox"/> Late Day Nomination Accepted		i
<input type="checkbox"/> Late Day Nomination Rejected		i
<input type="checkbox"/> Late Day Nomination Title Transfer Matched		i
<input type="checkbox"/> Late Day Nomination Title Transfer Rejected		i
<input type="checkbox"/> Late Day Nomination Title Transfer Sent		i
<input type="checkbox"/> New Operational Status Report - Green		i
<input checked="" type="checkbox"/> New Operational Status Report - Red		i
<input type="checkbox"/> New Operational Status Report - Yellow		i
<input type="checkbox"/> Nomination Cuts - S&T Evening		i
<input type="checkbox"/> Nomination Cuts - S&T Intraday 1		i
<input type="checkbox"/> Nomination Cuts - S&T Intraday 2		i
<input checked="" type="checkbox"/> Nomination Cuts - S&T Timely		i
<input type="checkbox"/> Non-Supply Account Tolerance Update		i
<input checked="" type="checkbox"/> SIT Pending Confirmation - Station 2		i
<input type="checkbox"/> SIT Pending Confirmation - Supply		i
<input type="checkbox"/> SIT Pending Counterparty Approval		i
<input type="checkbox"/> SIT Request Unraveled		i
<input type="checkbox"/> SIT Waived Confirmation - Station 2		i

Field Services

Alert Type	Role Warning	Description
<input checked="" type="checkbox"/> Authorized RGT Qty - RPO - Alliven Creek Plant		i
<input checked="" type="checkbox"/> Authorized RGT Qty - RPO - Fort Nelson Area		i
<input checked="" type="checkbox"/> Authorized RGT Qty - RPO - McMahon Plant		i
<input type="checkbox"/> Authorized RGT Qty - RPO - Pine River Plant		i
<input checked="" type="checkbox"/> Authorized RGT Qty - Shipper		i
<input checked="" type="checkbox"/> Authorized Treatment Qty - Field Services		i
<input type="checkbox"/> Entitlement Override for Plant		i
<input type="checkbox"/> Intra-day Re-run Change - Field Services		i
<input type="checkbox"/> MIT Pending Confirmation		i
<input checked="" type="checkbox"/> MIT Pending Counterparty Approval		i
<input checked="" type="checkbox"/> Priority Sell Schedule Executed - Marketer		i
<input checked="" type="checkbox"/> Priority Sell Schedule Executed - RPO		i
<input checked="" type="checkbox"/> TCPL Monthly Allocation		i

Administration

Alert Type	Role Warning	Description
<input type="checkbox"/> Electronic Agreement Rejected		i
<input checked="" type="checkbox"/> Electronic Agreement Requires Action		i
<input type="checkbox"/> Electronic Agreement Update		i

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 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

Delete a User 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.

Informational Posting & Alert Notification Email



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.

Informational Posting & Alert Notification Email for Groups

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:

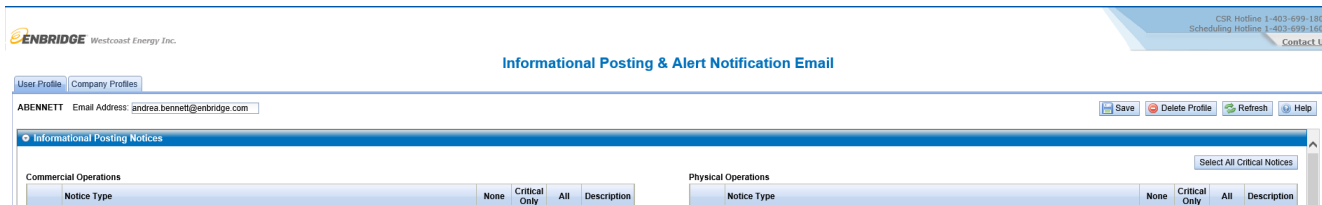
WEI Notification Services (weigms@enbridge.com)

TO:

WEI_(Critical)_Notice@Distribution => for Informational Posting Notices

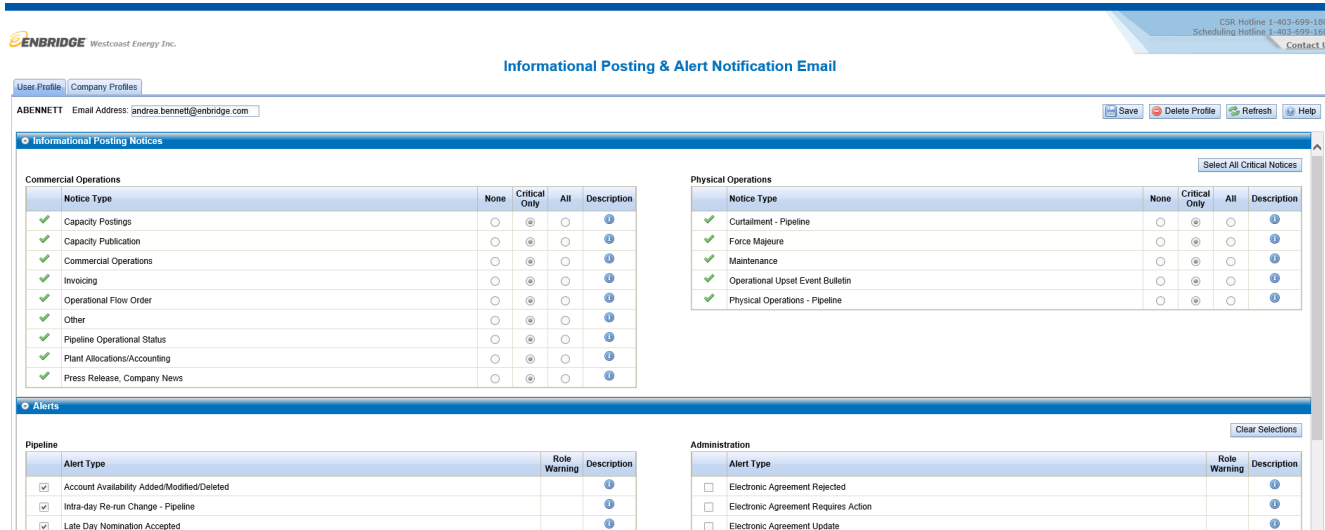
The user’s profile address => for Alerts

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.



Need more help?

Please feel free to call the Gas Scheduling Hot Line at 403-699-1600 or Toll Free at 1-877-675-6747.