



# 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](http://www.tcplus.com)



### TC PLUS Customer Login

Username:

Password:

Login



## 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 \*

**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:

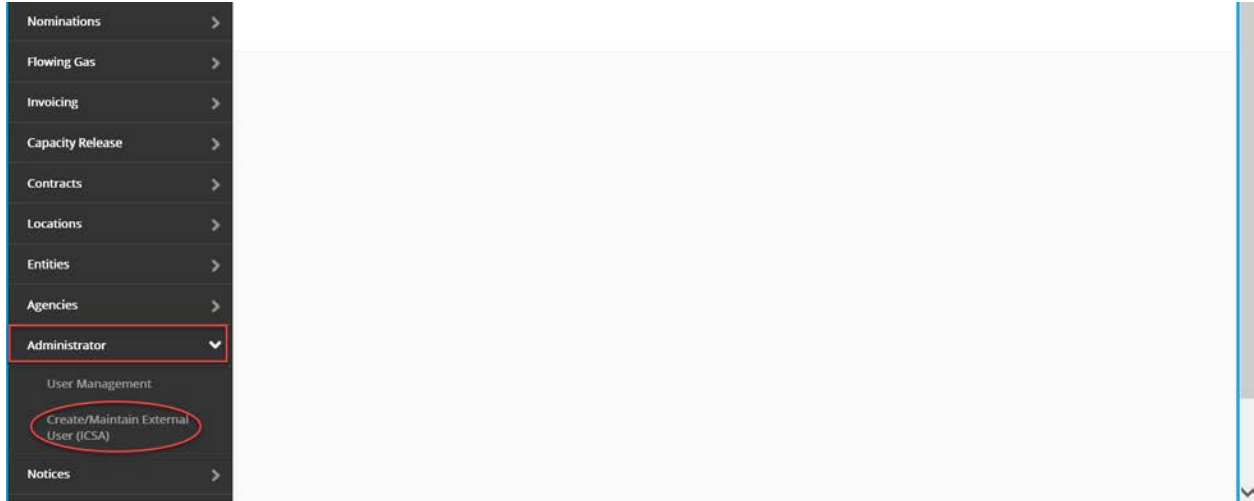
**jdoo2** your new password has been set.  
Use this new password the next time you log into your account.

CONTINUE



## 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)

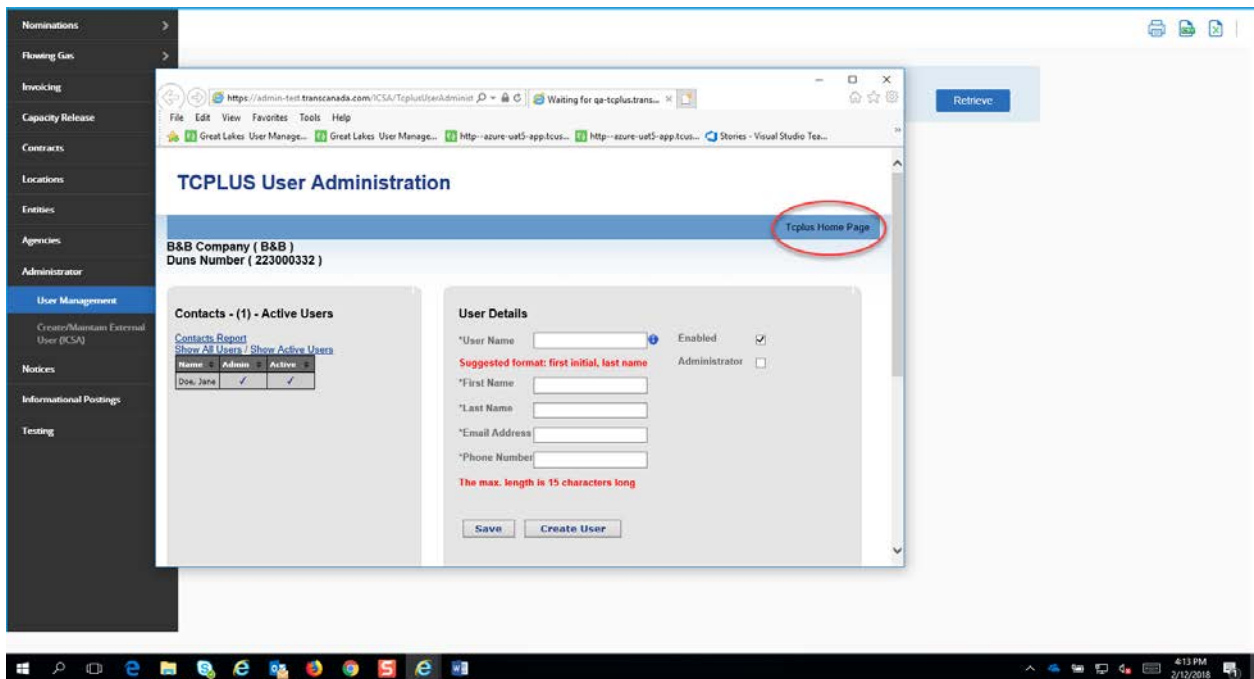
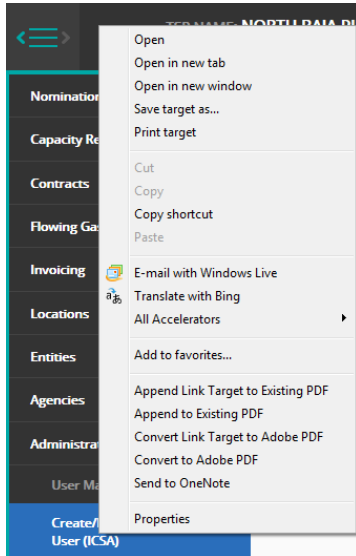
Create/Maintain External User (ICSA), accessible from a menu item in TC PLUS, is where new users are created and their names, email addresses, and phone numbers, are maintained. A user must first be created in ICSA (Integrated Customer Security Administration) before it can be maintained in User Management.

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

The screenshot displays the TCPLUS User Administration interface. On the left, a dark navigation menu is visible with the following items: Nominations, Flowing Gas, Invoicing, Capacity Release, Contracts, Locations, Entities, Agencies, Administrator, User Management, and Create/Maintain External User (ICSA). A red arrow points to the 'Create/Maintain External User (ICSA)' item. The main content area is titled 'TCPLUS User Administration' with a red arrow pointing to the title. Below the title, the company information is shown: 'B&B Company ( B&B )' and 'Duns Number ( 223000332 )'. The interface is divided into two main sections. The left section, titled 'Contacts - (1) - Active Users', contains a table with columns 'Name', 'Admin', and 'Active'. The table has one row: 'Doe, Jane' with checkmarks in the 'Admin' and 'Active' columns. Below the table are links for 'Contacts Report', 'Show All Users', and 'Show Active Users'. The right section, titled 'User Details', contains form fields for '\*User Name', '\*First Name', '\*Last Name', '\*Email Address', and '\*Phone Number'. There are also checkboxes for 'Enabled' (checked) and 'Administrator' (unchecked). A red note states 'Suggested format: first initial, last name' and 'The max. length is 15 characters long'. At the bottom of the form are 'Save' and 'Create User' buttons. A 'Default Enterprise Password' field is also visible at the bottom left of the main content area, containing the value '\*Young12'.



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

Tcplus Home Page

**B&B Company ( B&B )**  
Duns Number ( 223000332 )

'bjackson' Saved Successfully (at 12-02-2018 3:15:35 PM MT)

**Contacts - (2) - All Users**

[Contacts Report](#)  
[Show All Users](#) / [Show Active Users](#)

Name	Admin	Active
Jackson, Bill	✓	✓
Doe, Jane	✓	✓

**User Details**

\*User Name  ? Enabled

\*First Name  Administrator

\*Last Name

\*Email Address

\*Phone Number

**Default Enterprise Password** ?

\*Bab1234

- 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

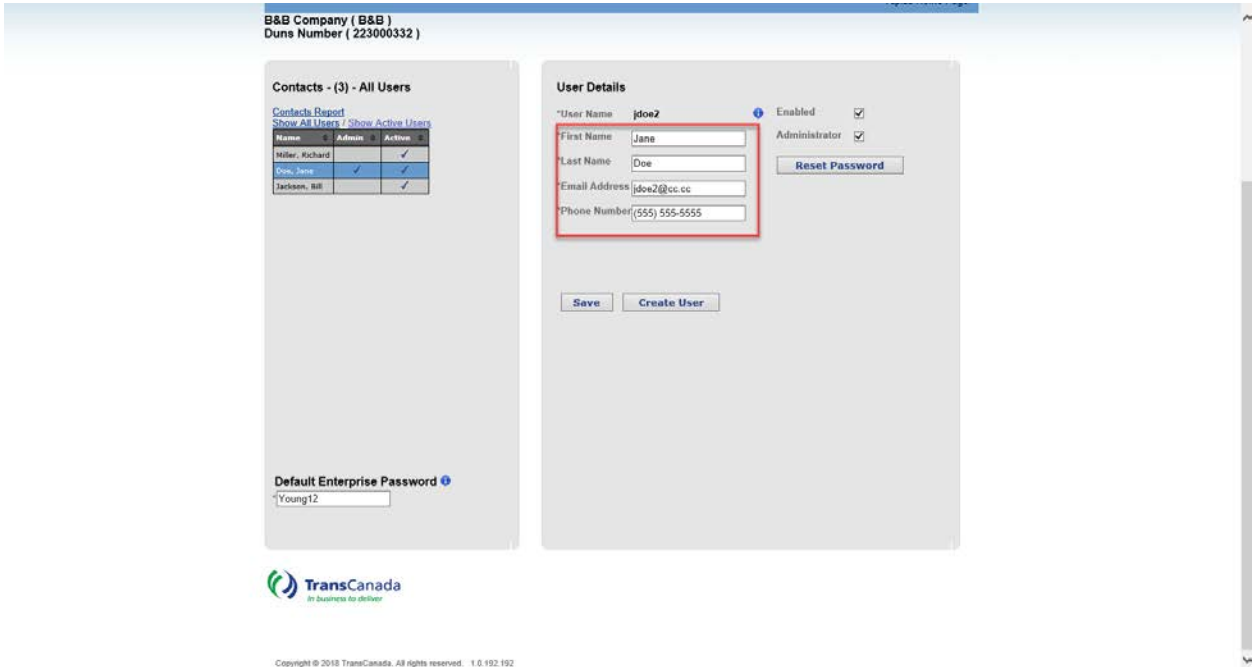




- e. The ESA may change the “Default Enterprise” password at their discretion:
  - i. Enter a new password (within the password rules)
  - ii. Choose “Save” under User Details

**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

**TCPLUS User Administration**

Tcplus Home Page

B&B Company ( B&B )  
Duns Number ( 223000332 )

**Contacts - (3) - All Users**

[Contacts Report](#)  
[Show All Users](#) / [Show Active Users](#)

Name	Admin	Active
Hillar, Richard	✓	✓
Diaz, Jene	✓	✓
Jackson, Bill	✓	✓

**Default Enterprise Password** ⓘ  
\*Young12

**User Details**


\*User Name: **bjackson** Enabled

\*First Name:  Administrator

\*Last Name:

\*Email Address:

\*Phone Number:

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**TCPLUS User Administration**

Tcplus Home Page

B&B Company ( B&B )  
Duns Number ( 223000332 )

**Contacts - (3) - All Users**

[Contacts Report](#)  
[Show All Users](#) / [Show Active Users](#)

Name	Admin	Active
Hillar, Richard	✓	✓
Diaz, Jene	✓	✓
Jackson, Bill	✓	✓

**Default Enterprise Password** ⓘ  
\*Young12

**User Details**

\*User Name: **bjackson** Enabled

\*First Name:  Administrator


\*Last Name:

\*Email Address:

\*Phone Number:

**Are you sure?**

This will disable bjackson.  
Do you wish to continue?

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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

### TCPLUS User Administration

B&B Company ( B&B )  
Duns Number ( 223000332 )  
\*Jackson Saved Successfully (at 12-02-2018 3:27:50 PM MT)

Tcplus Home Page

**Contacts - (3) - All Users**

[Contacts Report](#)  
[Show All Users](#) / [Show Active Users](#)

Name	Admin	Active
Jackson, Bill		
Dine, Jane	✓	✓
Miller, Richard		✓

**User Details**

\*User Name:   Enabled  Administrator

\*First Name:

\*Last Name:

\*Email Address:

\*Phone Number:

**Default Enterprise Password**  
\*Young12

## 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".

The screenshot displays the user management interface for B&B Company (B&B) with Duns Number (223000332). It is divided into two main sections: 'Contacts - (3) - All Users' and 'User Details'.

**Contacts - (3) - All Users**

Contacts Report  
Show All Users | Show Active Users

Name	Admin	Active
Miller, Richard	✓	✓
Dow, Jane	✓	✓
Jackson, Bill	✓	✓

**User Details**

\*User Name: **rmiller1**  Enabled  
\*First Name: Richard  Administrator  
\*Last Name: Miller  
\*Email Address: rmiller@bb.cc  
\*Phone Number: (555) 555-5555

**Reset Password**  
Successfully reset

Buttons: Save, Create User

**Default Enterprise Password**  
\*Young12

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## 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.

The screenshot displays a web application interface for user management. At the top, it identifies the user as 'B&B Company (B&B)' with 'Duns Number (223000332)'. The main content is divided into two panels. The left panel, titled 'Contacts - (3) - All Users', includes a 'Contacts Report' section with a table listing three users: Miller, Richard; Doe, Jane; and Jackson, Bill. Each user has 'Admin' and 'Active' checkboxes. Below this is a 'Default Enterprise Password' field containing 'Young12'. The right panel, titled 'User Details', shows the configuration for user 'joeZ'. It includes fields for 'First Name' (Jane), 'Last Name' (Doe), 'Email Address' (joe2@cc.cc), and 'Phone Number' ((555) 555-5555). To the right of these fields are checkboxes for 'Enabled' and 'Administrator', both of which are checked. A 'Reset Password' button is located below the 'Administrator' checkbox. At the bottom of the 'User Details' panel are 'Save' and 'Create User' buttons. The TransCanada logo and the slogan 'In business to deliver' are visible at the bottom of the page, along with a copyright notice: 'Copyright © 2018 TransCanada. All rights reserved. 1.0.192.192'.

Name	Admin	Active
Miller, Richard	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Doe, Jane	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Jackson, Bill	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**User Details**

\*User Name: **joeZ** Enabled:   
Administrator:   
Reset Password

First Name: Jane  
Last Name: Doe  
Email Address: joe2@cc.cc  
Phone Number: (555) 555-5555

Save Create User

Default Enterprise Password: Young12

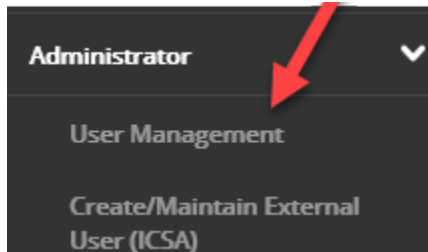
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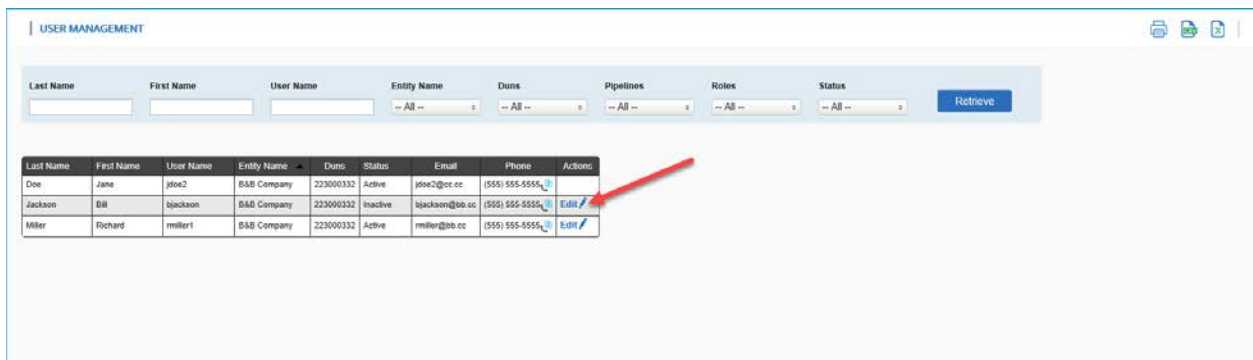
## Adding/Removing Roles for a User Logon

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

A screenshot of the 'USER MANAGEMENT' interface. It features a search bar with fields for Last Name, First Name, User Name, Entity Name, Duns, Pipelines, Roles, and Status, followed by a 'Retrieve' button. Below the search bar is a table with columns: Last Name, First Name, User Name, Entity Name, Duns, Status, Email, Phone, and Actions. The table contains three rows of user data. A red arrow points to the 'Edit' link in the Actions column for the user 'Jackson, Bill'.

Last Name	First Name	User Name	Entity Name	Duns	Status	Email	Phone	Actions
Doe	Jane	jdoe2	B&B Company	223000332	Active	jdoe2@cc.cc	(555) 555-5556	<a href="#">Edit</a>
Jackson	Bill	bjackson	B&B Company	223000332	Inactive	bjackson@bb.cc	(555) 555-5556	<a href="#">Edit</a>
Miller	Richard	rmiller1	B&B Company	223000332	Active	rmiller@bb.cc	(555) 555-5556	<a href="#">Edit</a>

- 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



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

Return to View Users | EDIT USER Reset Cancel Submit

Last Name	First Name	User Name	Entity Name	Duns	Phone Number	Email	Status
Jackson	Bill	bjackson	B&B Company	223000332	(555) 555-5555	bjackson@bb.cc	Active

User Roles	North Baja	GTN	Great Lakes	Tuscarora
External Contract Analyst	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External Contract Execution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External Operator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External ReadOnly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External Scheduler	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External Security Admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 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

Return to View Users | EDIT USER Reset Cancel Submit

Last Name	First Name	User Name	Entity Name	Duns	Phone Number	Email	Status
Jackson	Bill	bjackson	B&B Company	223000332	(555) 555-5555	bjackson@bb.cc	Active

User Roles	North Baja	GTN	Great Lakes	Tuscarora
External Contract Analyst	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
External Contract Execution	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
External Operator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External ReadOnly	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
External Scheduler	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External Security Admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

✓ USER BJACKSON SUCCESSFULLY UPDATED. ✕

Last Name	First Name	User Name	Entity Name	Duns	Phone Number	Email	Status
Jackson	Bill	bjackson	B&B Company	223000332	(555) 555-5555	bjackson@bb.cc	Active

User Roles	North Baja	GTN	Great Lakes	Tuscarora
External Contract Analyst	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
External Contract Execution	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
External Operator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External ReadOnly	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
External Scheduler	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External Security Admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 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 ICSEA
  - b. The current ESA will need to first follow the instructions in ICSEA
  - c. Select the Administrator button in ICSEA
  - 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

B&B Company ( B&B )  
Duns Number ( 223000332 )

Contacts - (3) - All Users

Contacts Report  
Show All Users / Show Active Users

Name	Admin	Action
Miller, Richard		✓
Dow, Jane	✓	✓
Jackson, Bill		✓

Default Enterprise Password ⓘ  
\*Young12

User Details

\*User Name: bjackson  Enabled

\*First Name: Bill  Administrator

\*Last Name: Jackson

\*Email Address: bjackson@bb.cc

\*Phone Number: (555) 555-5555

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## Logging Out

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

