

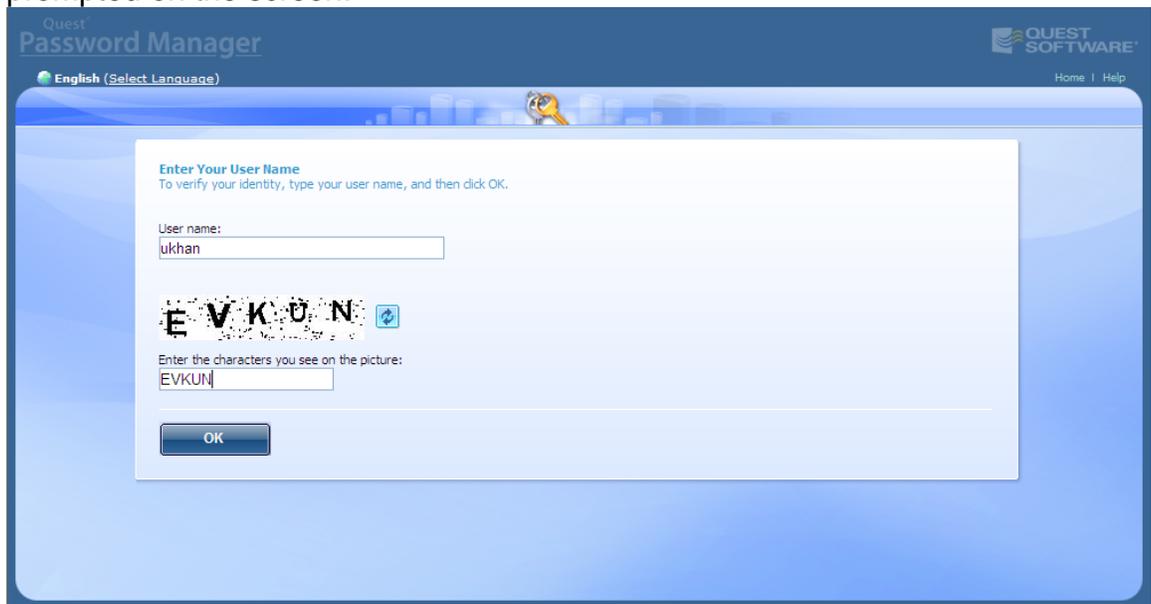
Attention Northern Border Users,

On August 6, 2012, Northern Border implemented Quest Password Manager. This tool enables users to reset their own passwords and/or unlock their accounts at any time of the day.

Users can currently access the system without setting up a profile. Starting February 6, 2013 users will be unable to access the system until the Quest profile is completed.

Users can access this tool and set up their individual profiles under Quest Password Manager by following the Instructions below.

1. Click on Quest Profile/Password Reset link below
www.QuestPasswordManager.com
2. When the login prompt appears, type in your login ID.
3. Enter your login ID under the user name and enter the characters as prompted on the screen.



The screenshot shows the Quest Password Manager login page. At the top, it says "Quest Password Manager" and "English (Select Language)". The main content area has a white box with the following text and form elements:

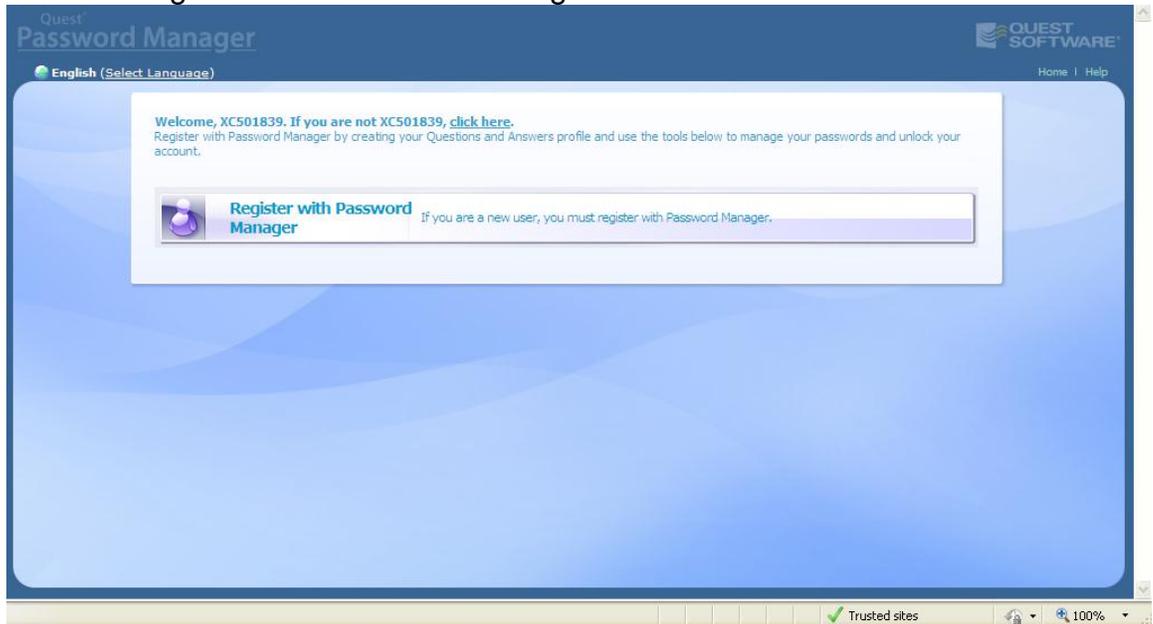
Enter Your User Name
To verify your identity, type your user name, and then click OK.

User name:

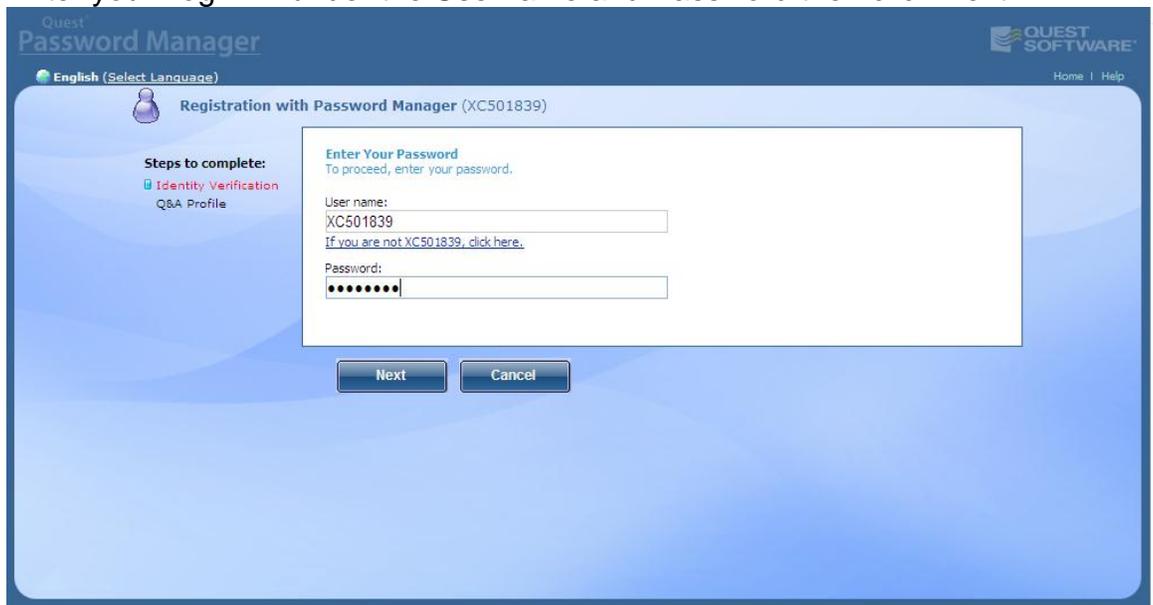
E V K U N 

Enter the characters you see on the picture:

4. Click on Register with Password Manager



5. Enter your Login ID under the Username and Password then click Next



6. For questions #1 and #2, answer the preset profile questions. Note that questions #1 and #2 are case sensitive. Choose your profile question and answer for #3. These profile questions will need to be answered in order to reset your password or unlock your account in the future.

Quest Password Manager - Windows Internet Explorer

https://anrprm.transcanada.com/QPM/User/Action/SetQAProfile/

File Edit View Favorites Tools Help

Quest Password Manager

Registration with Password Manager (XC501839)

Steps to complete:
Identity Verification
Q&A Profile

Configure Your Questions and Answers Profile
Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

Language of questions and answers: English

Question:
What is the name of your high school?

Answer:
••

Confirm answer:
••

Question:
What is the name of the city where you were born?

Answer:
••

Confirm answer:
••

Select a question:
< Please select your question >
< Please select your question >
What is your favorite color?
What is your favorite make of car?
confirm answer:
••

Finish Cancel

Trusted sites 100%

7. Click on close the window.

Quest Password Manager

English (Select Language)

Registration with Password Manager (XC501839)

You have successfully registered with Password Manager.
To continue, click one of the links below.

- Go to home page
- Update my Questions and Answers profile
- Close this window

QUEST SOFTWARE

Home | Help

8. In order to activate your profile and begin utilizing the system, you must log back in. As such, go back to www.northernborder.com.
9. Click on customer activities on the left side of the screen under informational postings.
10. Click the Customer Activities Connection and log back into the system with your login ID and password.
11. Click on the "CA" icon, which will launch citrix and log you into the application.
12. Upon log in, your Quest profile will be active and you will be able to reset your password and/or unlock your account using the Quest Password Manager.
13. The Quest Password Manager option will be listed under the Customer Activities tab.

If you have any problems and/or issues, please contact Usman Khan at 832-320-5418 or via email at usman_khan@transcanada.com. These changes reflect Northern Border on-going effort to ensure you have the best possible access to the information you need to conduct your business.