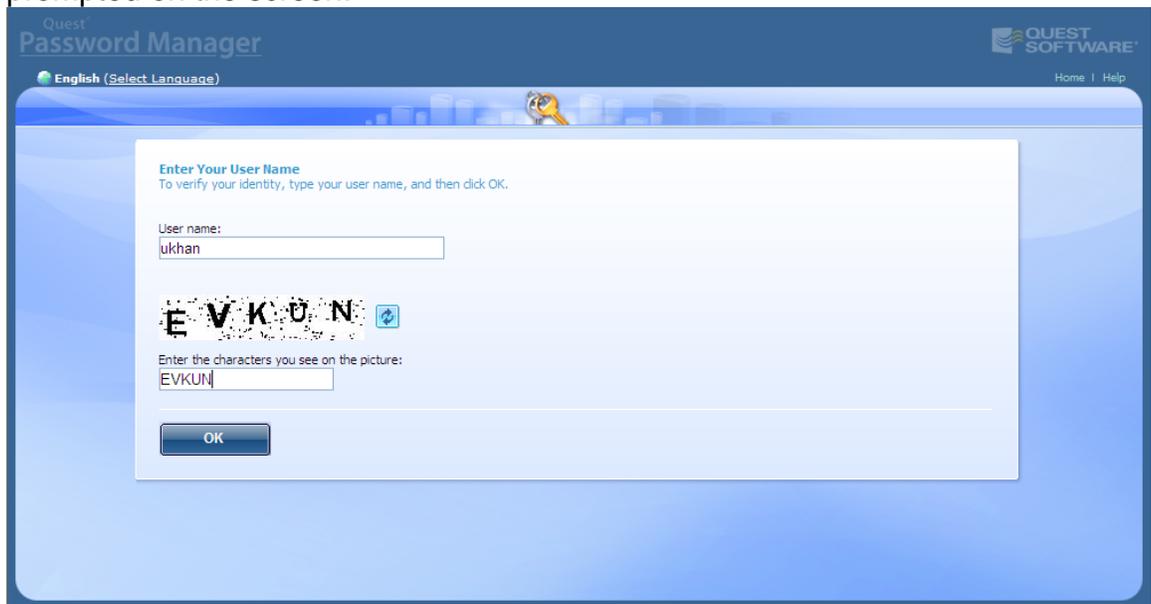Attention Northern Border Users,

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.
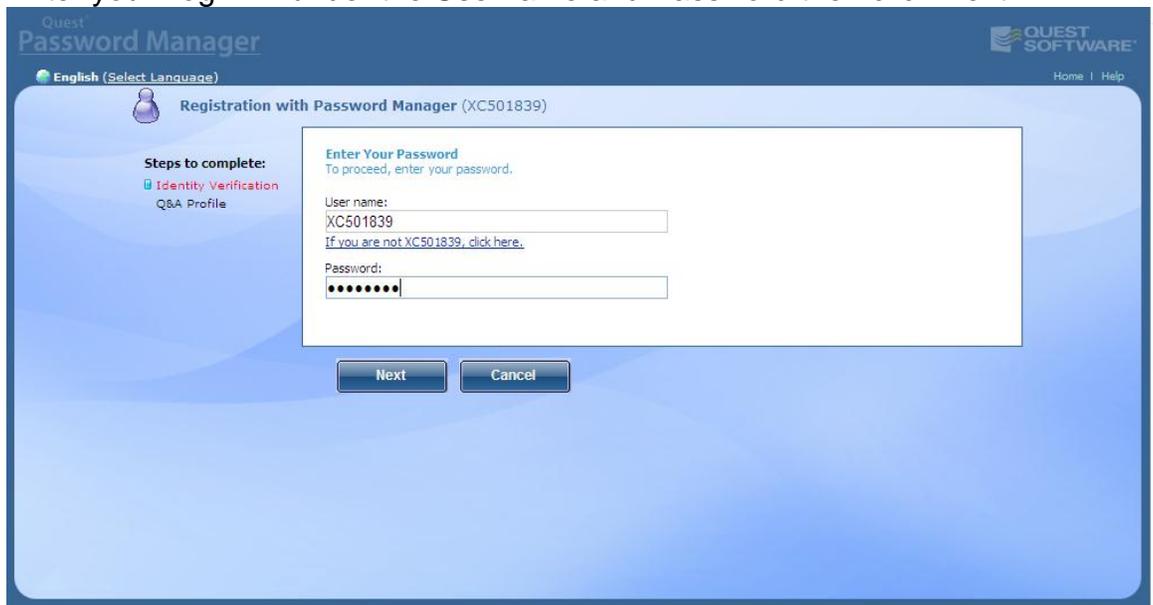3. Enter your login ID under the user name and enter the characters as prompted on the screen.

4. Click on Register with Password Manager
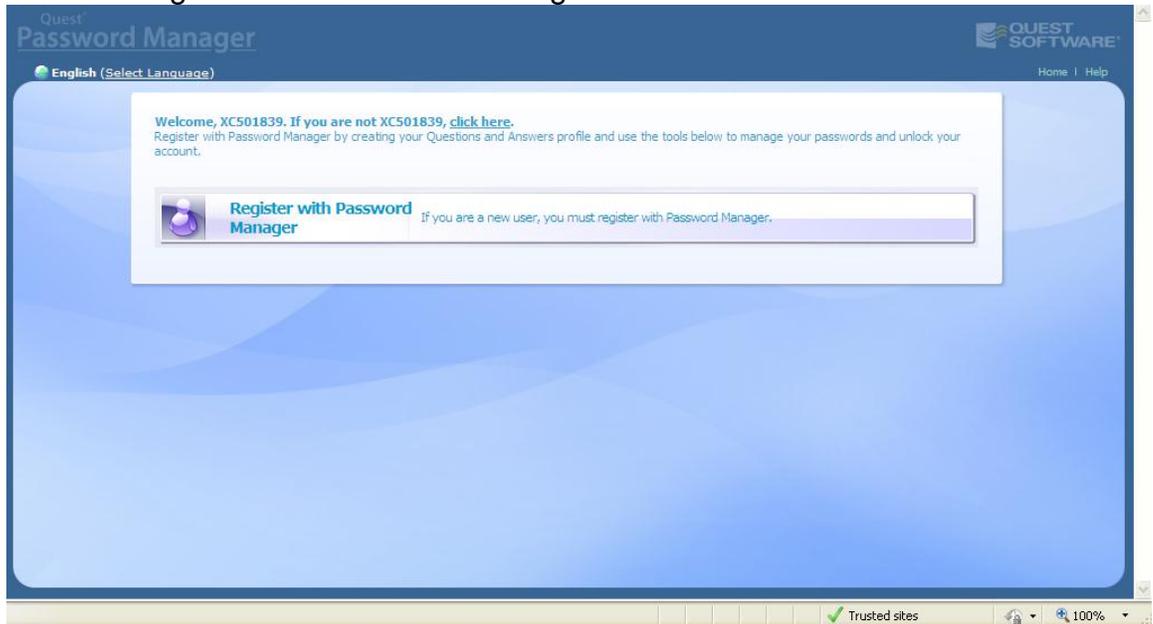
5. Enter your Login ID under the Username and Password then click Next

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.

7. Click on close the window.

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.