

**External Security Administrators (ESA)
Reference Guide for Security Application**



1. I need to set up a new employee with access to ANR Pipeline.
 - a. Go to maintain System User Screen by clicking on the following tabs: Security, Security Admins, User: Maintenance.
 - b. Click New button.
 - c. Select the TSP of ANR from the Available TSP Entities box.
 - d. Select a contact record for the employee from the Available Contacts box.
 - e. Click Submit button.

2. An existing contact record does not appear in the Available Contacts box on the Request System User screen
 - a. There are three reasons why an existing contact may not appear on this screen:
 - i. Contact is Inactive
 - ii. Contact has No email address
 - iii. Contact is already set up with a system user ID

3. I just added a new contact record but it does not appear in the Available Contacts box on the Request System User Screen.
 - a. The contact record does not have an email address. The contact record must have an email address to appear in the Available Contacts box. See the Corporate Training manual for procedures to edit a contact record.

4. Can the TSSA set up a new system user record for ANR for me, if needed, if for some reason I do not have access to my pc?
 - a. Yes. Email the TSSA at tssa@transcanada.com

5. When I am viewing my system user information I do not see any system user TSP records with an 'inactive' status.
 - a. The default view for the ESA does not include system user TSP records with an 'inactive' status. Select 'inactive' from the drop down list for User TSP status and click on Retrieve.

6. I am trying to set up a new system user and when I hit the submit button I get an error message "Error accessing Quest Web Service".
 - a. Contact the TSSA to report this problem. The Quest web service is unavailable. It needs to be 'on' in order to set up a new system user.

7. How do I assign or unassign the ESA role to a current external user?
 - a. The ESA role assignment will need to be done by the TSSA. Email the TSSA at tssa@transcanada.com