

WHAT IS QUICK CONNECT?

The **Quick Connect Salesforce Community Portal**, commonly known as **Quick Connect**, is a self-service portal created for ATCO's Natural Gas customers to order services and view their request status.

This **Quick Connect Onboarding Guide** has been prepared to help you get started with setting up an account in Quick Connect and to be able to submit requests online and perform several other tasks.

WHAT ARE THE BENEFITS OF QUICK CONNECT?

Quick Connect allows the customer to:

- 1 Create an account
- 2 Submit requests for new services, alterations, removals and secondary services
- 3 Make payments and view billing, invoices, and reports
- 4 Receive status updates from Construction and Operations

WHO CAN USE QUICK CONNECT?

The following types of customers can use **Quick Connect**:

1. Residential customers
2. Commercial customers

HOW TO USE QUICK CONNECT?

- 1 **ARRIVE ON LANDING PAGE**
Select "Create an Account".
- 2 **SELECT CUSTOMER TYPE**
Select "***I am a personal homeowner***" for residential customers or "***I am seeking service as a business, or on behalf of a client***" for commercial customers.

The screenshot shows the 'Welcome to Quick Connect' landing page. At the top left is the ATCO logo with the tagline 'always there. anywhere.'. The main heading is 'Welcome to Quick Connect' and the sub-heading is 'SIGN IN'. There are two input fields: 'Email' and 'Password'. Below the fields is a blue 'LOGIN' button. Underneath the button is a link for 'Reset or Forgot Password?'. At the bottom of the page, there is a green 'CREATE AN ACCOUNT' button and a link for 'New To ATCO?'.

The screenshot shows the 'Welcome to Quick Connect' landing page. At the top left is the ATCO logo with the tagline 'always there. anywhere.'. The main heading is 'Welcome to Quick Connect' and the sub-heading is 'CREATE ACCOUNT'. Below the heading is the question 'What type of customer are you?' followed by the instruction '* Select one of the following'. There are two radio button options: 'I am a personal homeowner' and 'I am seeking service as a business, or on behalf of a client'. Below the options is a blue 'Next' button. At the bottom of the page, there is a link for 'Already have an account?'.

All customers can create their own accounts in Quick Connect. Residential customers gain access immediately and can submit requests right away. Once validated, Commercial customers can also log in and use the portal to submit requests. Let's look at the steps for each on the following pages.

LOGIN TO QUICK CONNECT AS A RESIDENTIAL CUSTOMER

If you are a residential customer, select ***“I am a personal homeowner”*** on the login screen.

1

FOLLOW THE PROMPTS

You will be prompted to fill in your account information, such as:

- Personal account information (name, phone, address, email, etc.)
- Preferred contact information

The screenshot shows the 'CREATE ACCOUNT' form with the following fields filled in:

- Prefix: Mr
- First Name: Bruce
- Middle Name/Initial: (empty)
- Last Name: Wayne
- Phone Number: 4561237890
- Phone Type: Mobile
- Alternate Phone Number: 1235678932
- Alternate Phone Type: Home
- Email: b.w.@wayneent.com

Buttons: Previous, Next

Link: Already have an account?

The screenshot shows the 'CREATE ACCOUNT' form with the following fields filled in:

- Bill Delivery Preference: E-Mail
- Billing Address Line 1: 1234 1 Ave
- Billing Address Line 2: (empty)
- Billing Address City/Town: Calgary
- Billing Address Province/State: AB
- Billing Address Country: CA
- Billing Address Postal/Zip Code: P5F 3X7

Buttons: Previous, Next

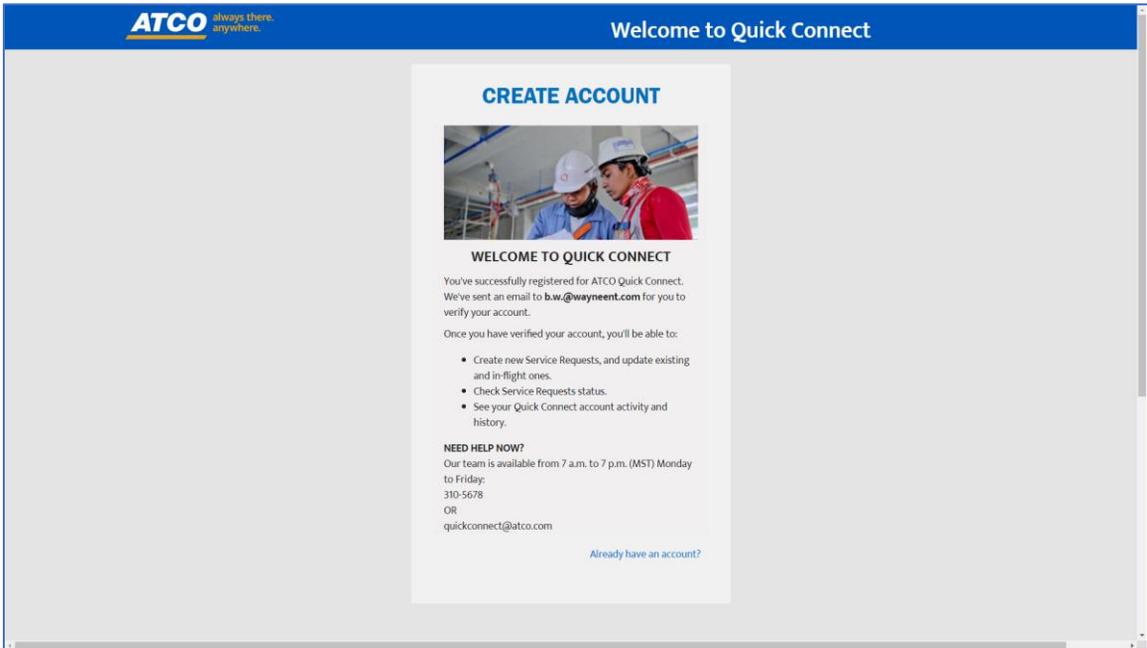
Link: Already have an account?

LOGIN TO QUICK CONNECT AS A RESIDENTIAL CUSTOMER

2

WAIT FOR CONFIRMATION EMAIL

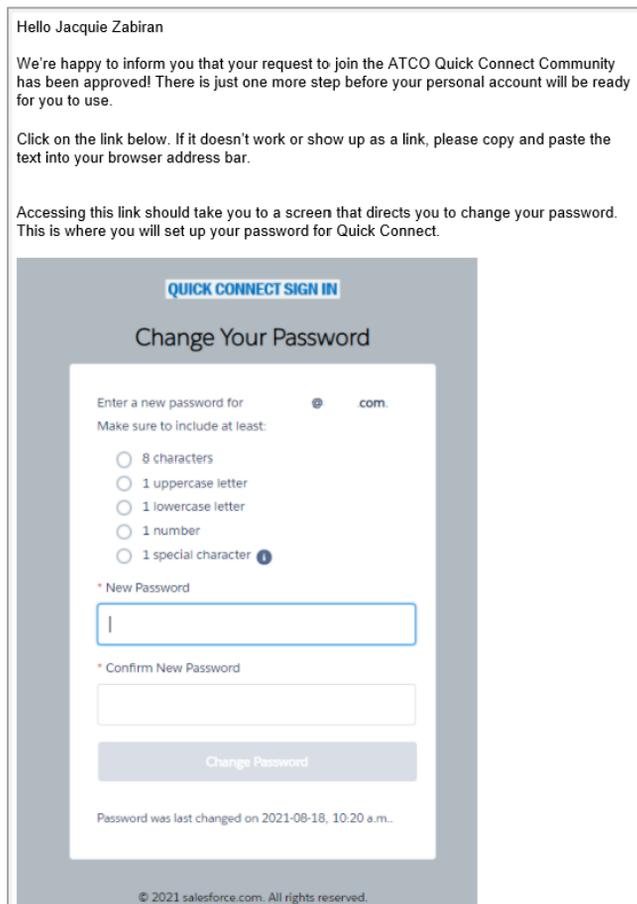
Once you complete the prompts and submit your account information, you will receive a confirmation that your account is created.



3

RECEIVE APPROVAL EMAIL

Residential customers will receive their confirmation email *'Welcome to ATCO Quick Connect'* shortly and will be prompted to create a password.



LOGIN TO QUICK CONNECT AS A RESIDENTIAL CUSTOMER

4

CHANGE YOUR PASSWORD AND LOGIN

Create a new password that meets the requirements and select ‘Change Password’.

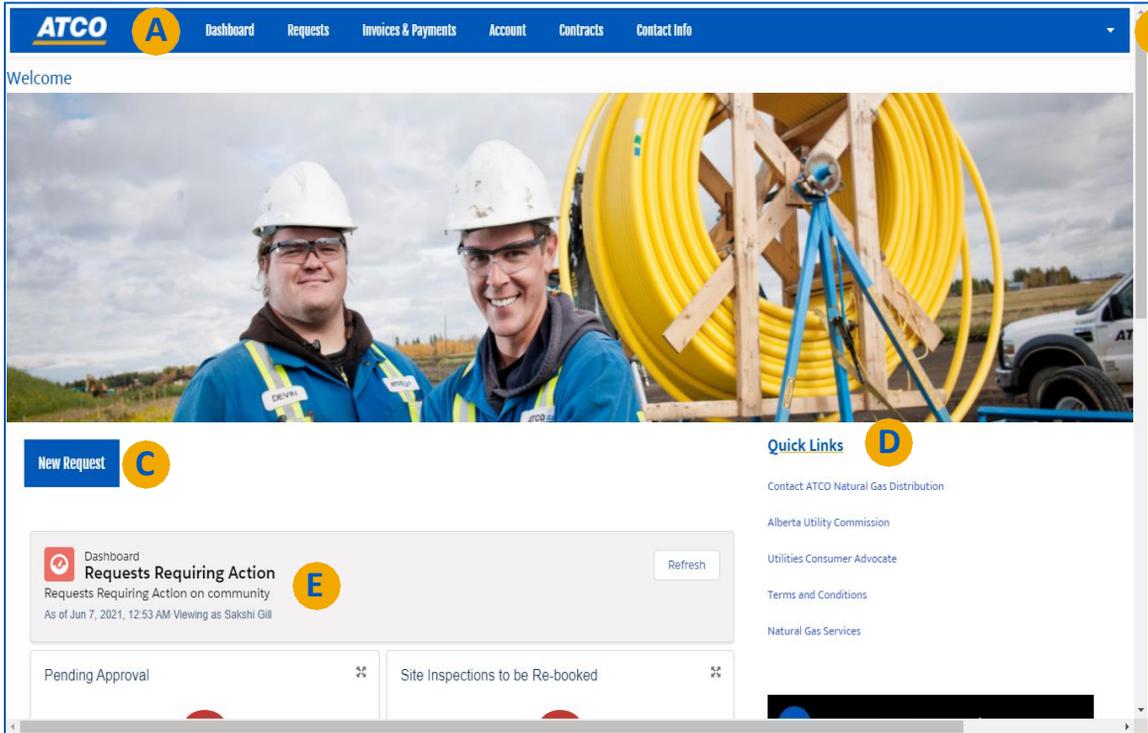
You can now log in with your new credentials.

The screenshot shows a web interface for changing a password. At the top, there is a link for 'QUICK CONNECT SIGN IN'. Below it is the heading 'Change Your Password'. The form asks the user to 'Enter a new password' and lists requirements: 8 characters, 1 letter, and 1 number, all of which are checked with green icons. There are two input fields: 'New Password' with a 'Good' status indicator and 'Confirm New Password' with a 'Match' status indicator. A blue 'Change Password' button is at the bottom of the form. Below the button, it says 'Password was last changed on 6/7/2021, 12:41 AM.' At the very bottom of the page, there is a copyright notice: '© 2021 salesforce.com. All rights reserved.'

That’s it! You now have access to *Quick Connect*.

Up next: How to navigate the homepage

QUICK CONNECT LANDING PAGE OVERVIEW



A NAVIGATION BAR

Reference previous requests, view invoices and contracts, and make payments

B ACCOUNT SETTINGS AND OPTIONS

Customize account settings such as:

- Modifying passwords
- Managing email notifications

C NEW REQUESTS

Initiate new requests such as:

- New services
- Alterations
- Removals
- Secondary installations

D QUICK LINKS

Access shortcuts to helpful reference documents

E ACCOUNT DASHBOARD

Access the at-a-glance view of requests requiring action from you

LOGIN TO QUICK CONNECT AS A COMMERCIAL CUSTOMER

If you are a commercial customer, select **“I am seeking service as a business, or on behalf of a client”** on the login screen.

1 FOLLOW THE PROMPTS

You will be prompted to fill in your account information, such as:

- Commercial account information (name, phone, address, email, etc.)
- Company information

The screenshot shows the 'CREATE ACCOUNT' form with the following fields filled in under the 'Contact Information' section:

- Prefix: Mr
- First Name: Peter
- Last Name: Parker
- Phone Number: 4561236789
- Mobile: (empty)
- Email: d.r@mining.com
- Job Title: (empty)

Buttons: Previous, Next. Link: Already have an account?

The screenshot shows the 'CREATE ACCOUNT' form with the following fields filled in under the 'Company Information' section:

- Legal Business Name: Runey Mining
- Doing Business As: Runey

Buttons: Previous, Next. Link: Already have an account?

The screenshot shows the 'CREATE ACCOUNT' form with the following fields filled in under the 'Address' section:

- Bill Delivery Preference: E-Mail
- Billing Address Line 1: 1234 1 St
- Billing Address Line 2: (empty)
- Billing Address City/Town: Calgary
- Billing Address Province/State: AB
- Billing Address Country: CA
- Billing Address Postal/Zip Code: P0A 3T8

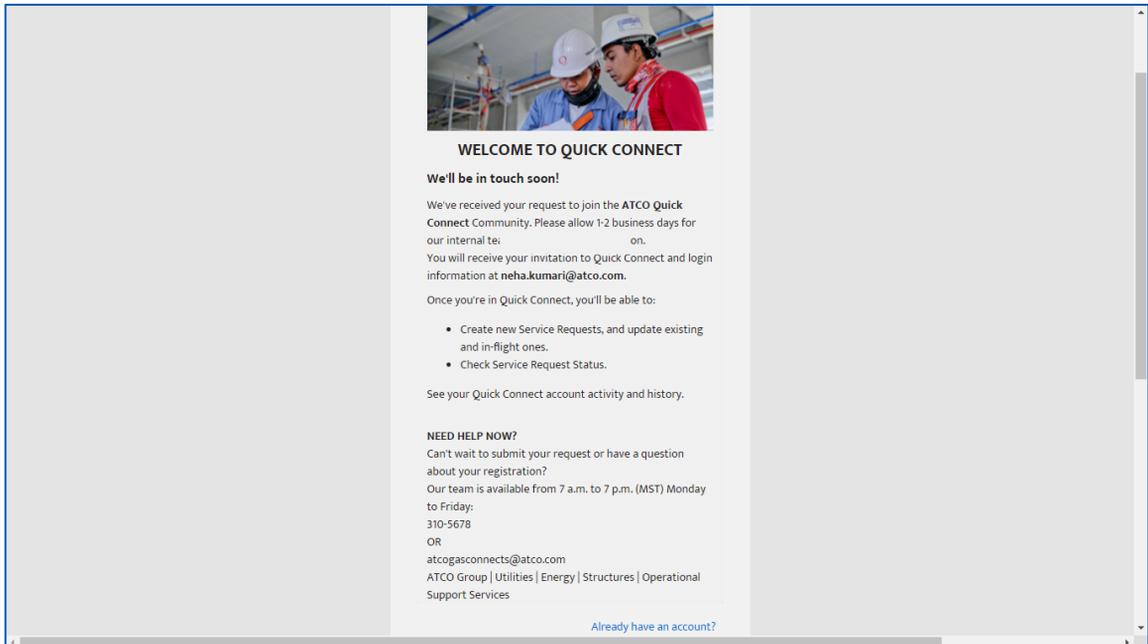
Buttons: Previous, Next. Link: Already have an account?

LOGIN TO QUICK CONNECT AS A COMMERCIAL CUSTOMER

2

WAIT FOR VERIFICATION EMAIL

Once you complete the prompts and submit your account information, you will receive a notification that your account creation request has been submitted for verification.



Once the ATCO representatives verify the account details, they enable the customer account for usage. It will take 1-2 days for the ATCO team to verify your information.

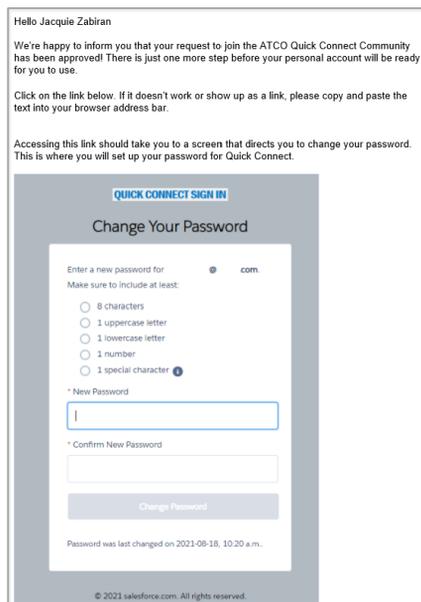
The customer will receive an email notification for the account enablement.

LOG IN TO QUICK CONNECT AS A COMMERCIAL CUSTOMER

3

RECEIVE APPROVAL EMAIL

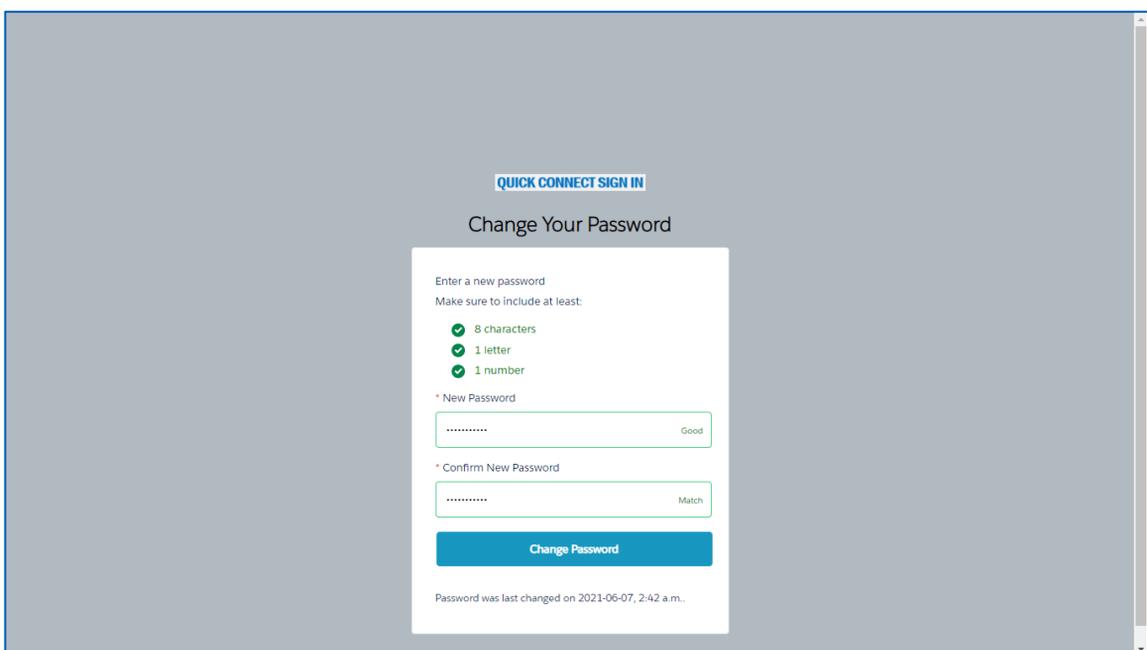
Once your Account is enabled, you will receive the email *'Welcome to ATCO Quick Connect'* and will be prompted to create a password.

**4**

CHANGE YOUR PASSWORD AND LOGIN

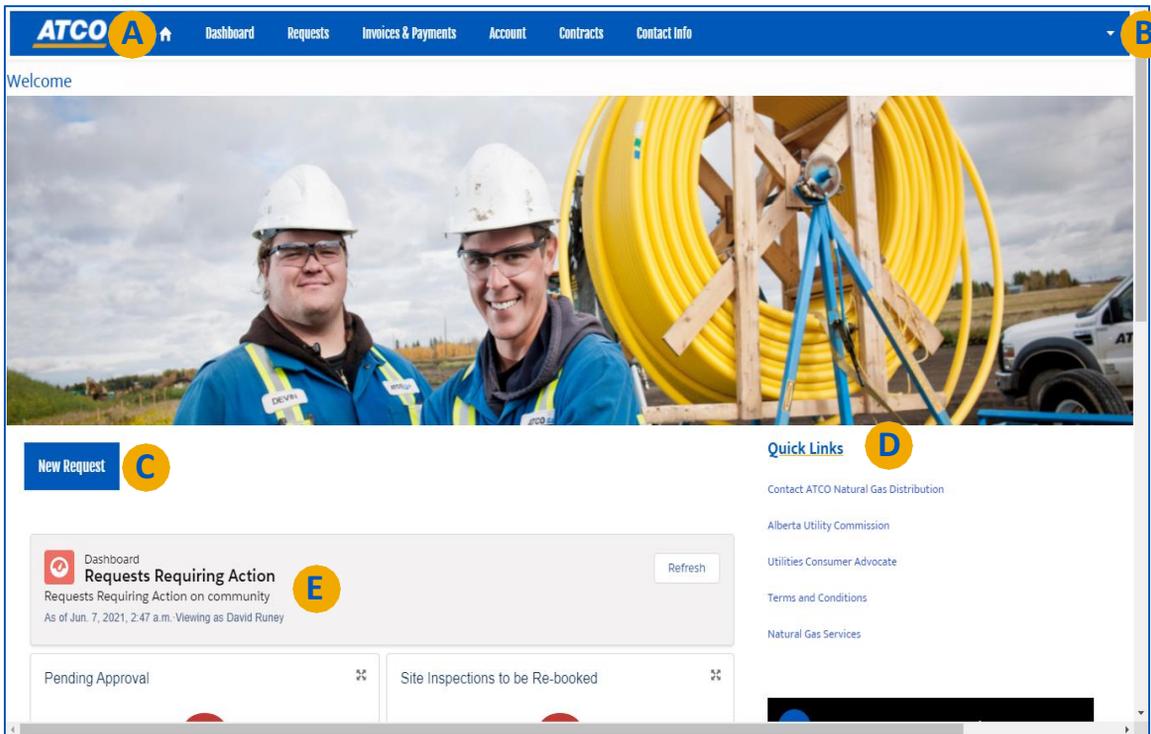
Create a new password that meets the requirements and select 'Change Password'.

You can now login with your new credentials.



That's it! You now have access to *Quick Connect*.

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