MyTeranetConnect™

MyTeranetConnect™, a Teranet solution, offering self help account and user access management for Teranet Connect.

2/14/2013

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WELCOME

Welcome to MyTeranetConnect™, a Teranet solution. The application enables you to create or recover your security profile.

This guide provides instructions on:

- How to log on
- How to register
- How to create/reset your password

LOGGING ON

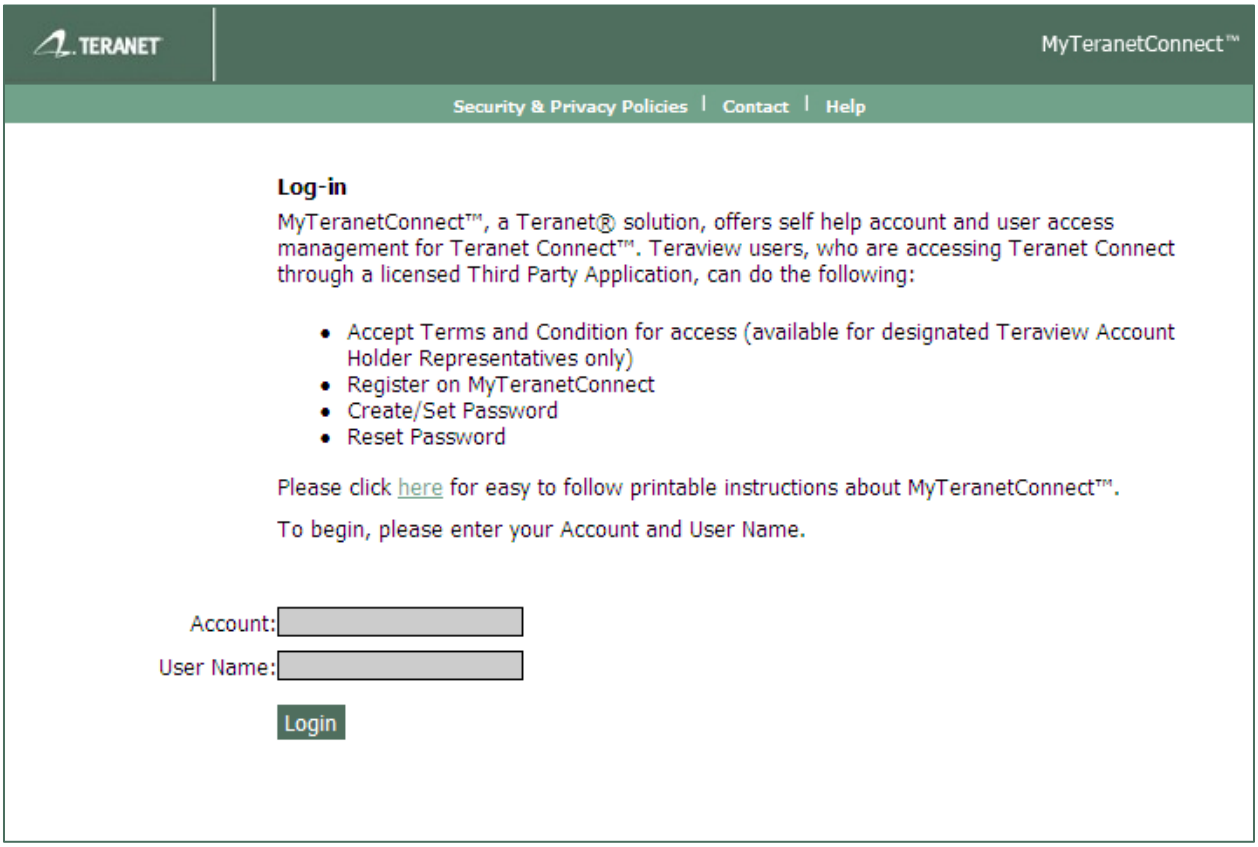


FIGURE 1: LOGGING TO MYTERANETCONNECT™

To log on to MyTeranetConnect™:

1. In the **Account** field, enter your **Account**.
2. In the **User Name** field, enter your **User Name**.
3. Click **Login**.

If you have previously registered with MyTeranetConnect™, you will proceed to the **User Verification** window.

REGISTRATION

This section looks at how to register to MyTeranetConnect™. To register you must complete two steps.

REGISTRATION STEP 1

In this step, you are required to answer two questions which you provided when you submitted your Personal Security License (PSL) form.

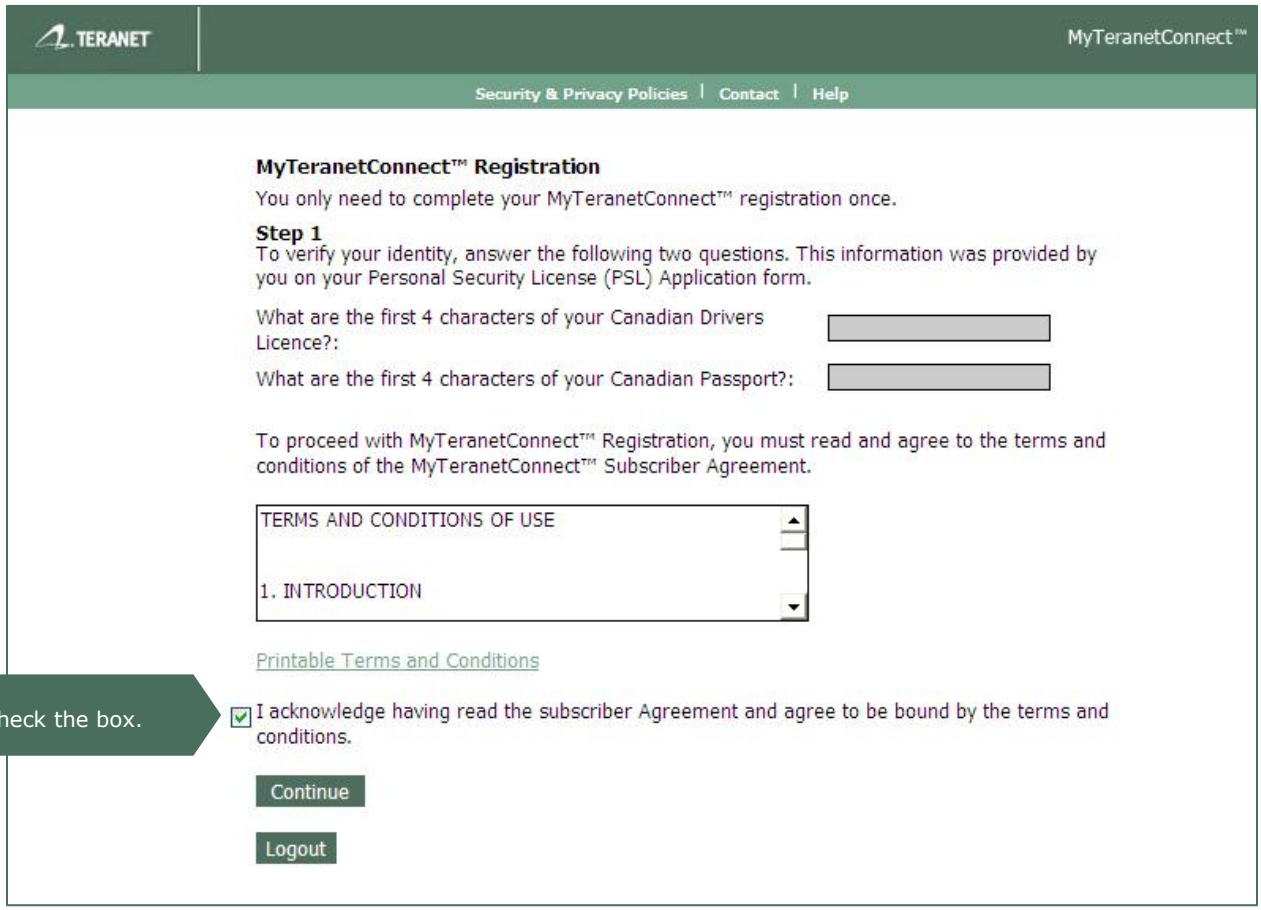


FIGURE 2: STEP 1 REGISTRATION

1. Provide the answers to the two questions.
    - The questions listed are for example purposes only. Your questions may be different.

2. To accept the terms and conditions of MyTeranetConnect™, select the box beside the statement of *"I acknowledge having read the subscriber Agreement ...".*
    - You can print the Subscriber agreement by clicking on the **Printable Terms and Conditions** link.

REGISTRATION STEP 2

This step requires you to provide answers to two questions as well as provide new questions with their answers and hints.

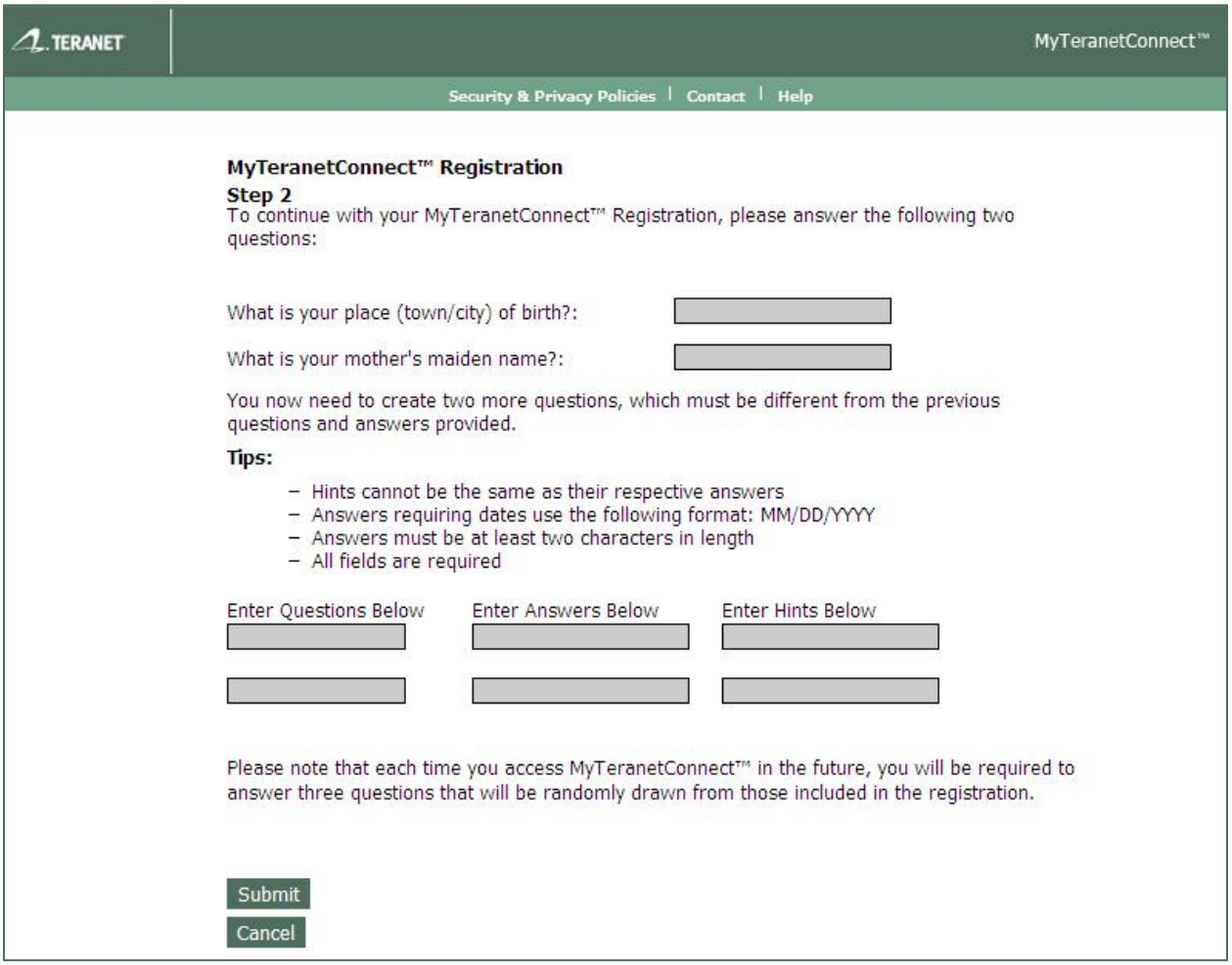


FIGURE 3: STEP 2 REGISTRATION

1. Answer the first 2 questions.
2. Create 2 questions and provide the corresponding answers and hints.

- These new questions must be different from the previous questions and answers provided.

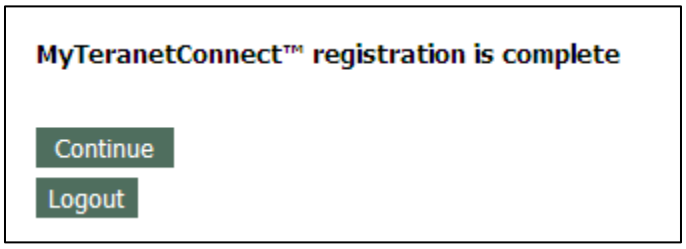
Tips:

- Hints cannot be the same as their respective answers
- Answers requiring dates use the following format: **MM/DD/YYYY**
- Answers must be at least two characters in length
- All fields are required
- Example questions could come from your favourite item such as **"What is my favourite colour? "**

Note:

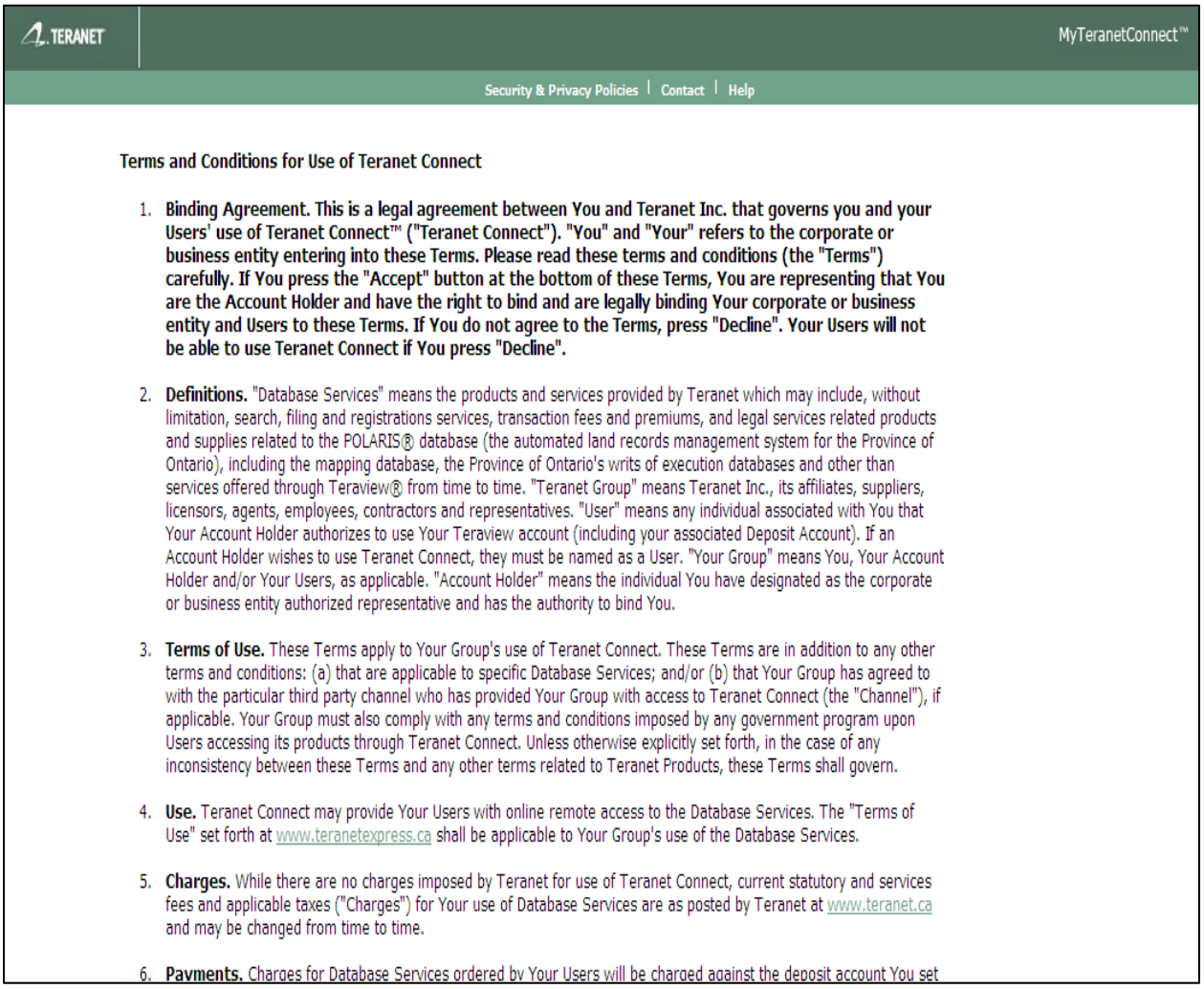
- Each time you access MyTeranetConnect™ in the future, you will be presented with **three questions** drawn from the above four questions and Step 1 questions.

3. Click **Submit** to complete your Registration.
    - You will get a message saying that your registration was successful.



4. Click **Continue**.
    - If you get an error message saying *"The User **X** of Account **Z** is not authorized to accept terms and conditions",* it means that the account holder representative **has not accepted the terms and conditions** yet and you will not be able to proceed.
        - Click **OK** and you will be logged out.

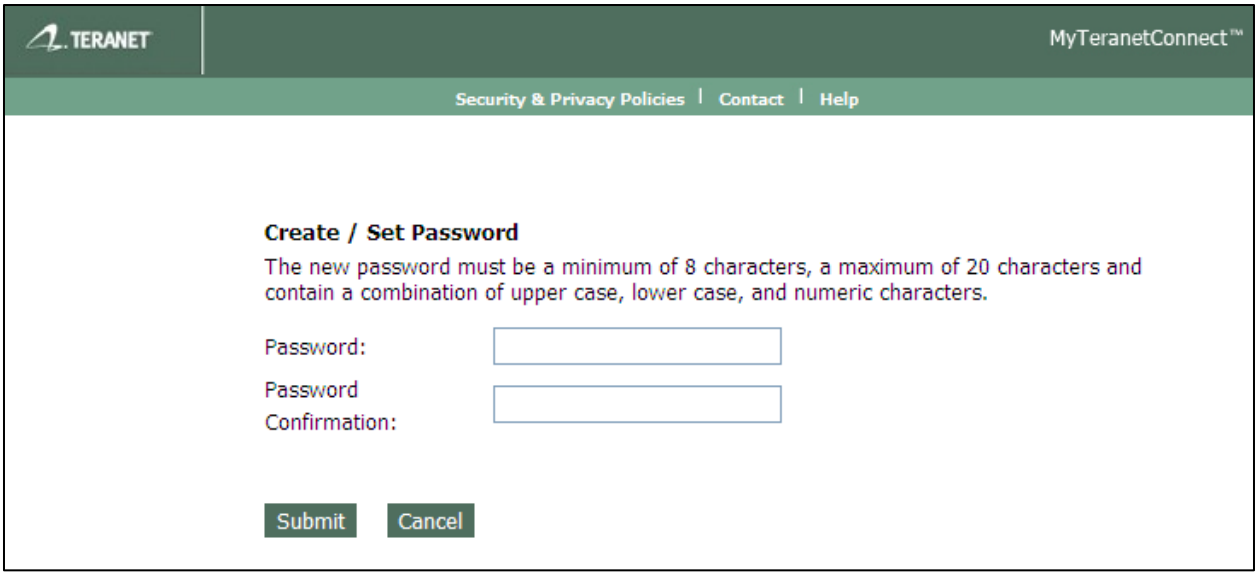
- If the account holder representative **has accepted the terms and conditions**, you will advance to creating your password. (see Password Creation)
- If you are the account holder representative, you will be asked to accept the terms and conditions.
  - If you **do not accept the terms and conditions**, the other users will not be able to create and/or change their password.
  - After accepting the terms and conditions, you will proceed to creating a password



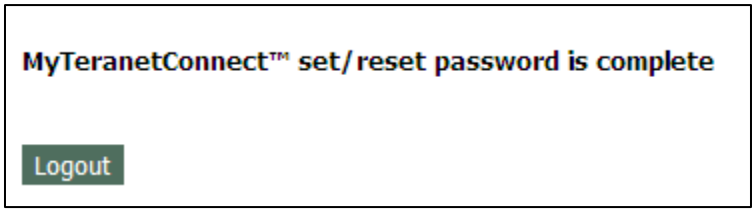
PASSWORD CREATION/RESET

This section will look at creating and resetting your password.

TO CREATE YOUR PASSWORD:

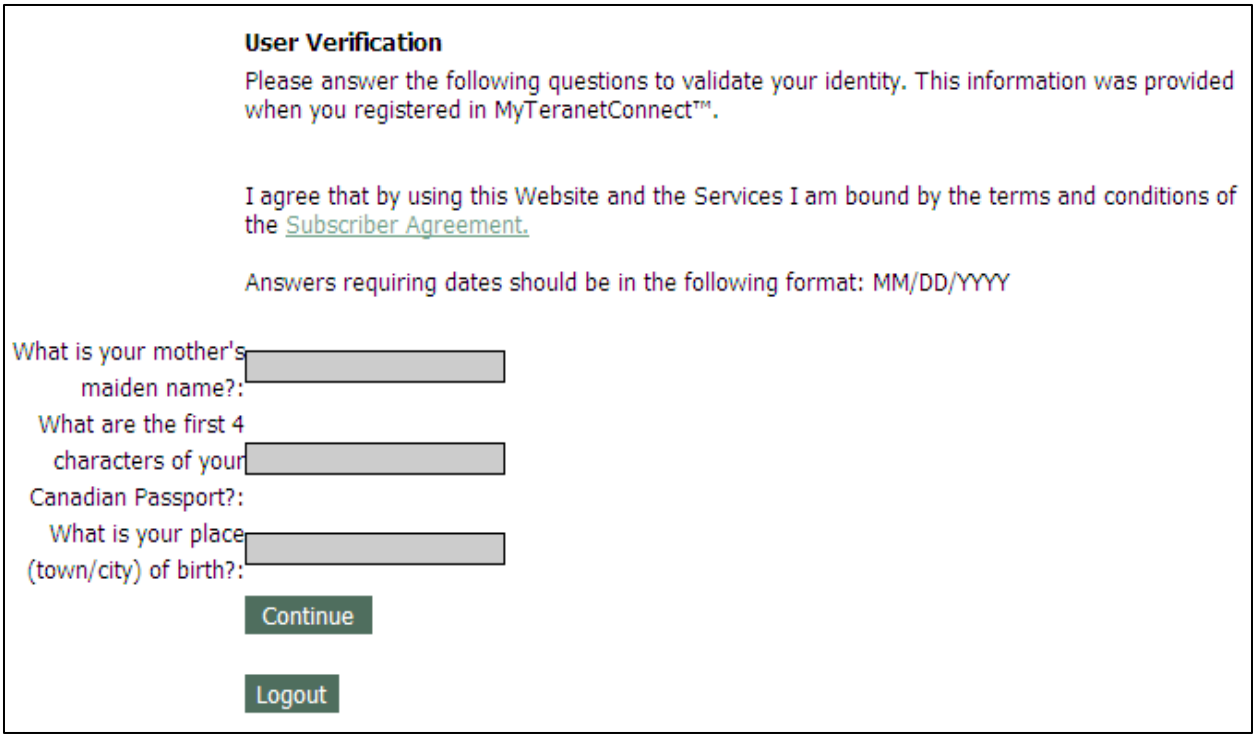


1. Enter a password.
    - Follow these rules when creating your password:
        - Must be at least 8 characters but cannot exceed 20 characters
        - Must contain an uppercase letter
        - Must contain a lowercase letter
        - Must contain a number
2. Re-enter your password for confirmation.
3. Click **Submit.**
4. A confirmation appears.
    - Click **Logout** when you are done.



TO RESET YOUR PASSWORD:

If you forget your password, you can reset it anytime by logging on to MyTeranetConnect™. The steps will be as follows:



1. From the **User Verification** window, answer the 3 security questions drawn from the Personal Security License (PSL) form and the Registration phase.
   - The questions listed are for example purposes only. Your questions may be different.
   - If you do not remember your answers to the questions, please contact **Customer Service Centre** at customers@teranet.ca
2. Click **Continue**.
3. You will then proceed to the **Create/Set Password** screen where you can enter in a new password.
4. Click **Submit** to reset your password.
5. A confirmation appears.
   - Click **Logout** when you are done.