

This *Getting Started Guide* has been prepared for ATCO’s industrial and oilfield electricity customers to share information and communicate with ATCO through *ATCO Connects*.

HOW TO LOG IN TO ATCO CONNECTS

1

You have been granted access to ATCO Connects, a secure online service offered by ATCO Electricity Transmission & Distribution Division to their industrial and oilfield customers.

Your username is [redacted]. In order to activate your account, you will need to create a password.

1. Click [here](#) to access ATCO Connects
2. Set your new password

RECEIVE ACCESS EMAIL

We’ll send you an email indicating you’ve been granted access to *ATCO Connects*.

Click the link in the email. This will take you to the Password Reset Page.

Take note of your username as you’ll need this when logging into *ATCO Connects*.

Don’t see the access email? Check your spam folder first, and then contact your account representative for help.

2

GO TO PASSWORD RESET PAGE

The *ATCO Connects* password reset page will open in a new web browser. Type a new secure password in *New Password* text field.

Got an error? The password must include at least eight characters, one letter, one number, and one special character.

Type the password again in the *Confirm New Password* text field. Click the *Change Password* button.

Stuck? Both text fields must be filled out to enable the *Change Password* button.

3

Terms & Conditions
<p>ATCO Electric CONNECTS</p> <p>Standard Terms and Conditions (effective as of September 1, 2014)</p> <p>Welcome to ATCO Electric CONNECTS, ATCO Electric's online self-service portal for our industrial and oilfield customers. ATCO Electric CONNECTS offers the following services: submitting and tracking online requests for new and upgrade electric distribution services, distribution contract demand reviews and the removal of electric distribution facilities from your site, and the ability to view ATCO Electric's electric system connectivity maps. This site is owned by ATCO Electric Limited, a corporation incorporated under the laws of the Province of Alberta (the "Site").</p> <p>Please read these terms and conditions of use (the "Terms") carefully before using the Site:</p> <p>1. Agreement</p> <p>By accessing the Site or using any of the Services provided through the Site, you or, if applicable, the customer you represent, ("you", "your" or the "Customer") expressly agree to be bound by, accept and comply with these Terms. If you do not agree with any of these Terms, you must stop using the Site. If you do not agree with these Terms, you may not read, link to, download or in any other way use information or services provided on the Site and should destroy all material obtained by you through your use of the Site.</p> <p>The Terms may be revised by ATCO Electric, from time to time, without notice to you. The current version of the Terms will always be available for your reference on the Site. Your use of the Site shall constitute your acceptance of the Terms effective as of the date you access the Site. The effective date of these Terms is September 1, 2014.</p> <p>These Terms form the entire agreement between you and ATCO Electric with respect to your use of the Site, the Services and the Content, as defined below. These Terms are in addition to ATCO Electric's Terms and Conditions of Service with respect to any and all services provided to you by ATCO Electric, and do not operate to alter or amend any provisions in that agreement.</p>
<input type="button" value="Accept"/> <input type="button" value="Decline"/>

ACCEPT TERMS & CONDITIONS

The password reset page will refresh to display the terms and conditions of use for ATCO Connects. Please read the terms carefully.

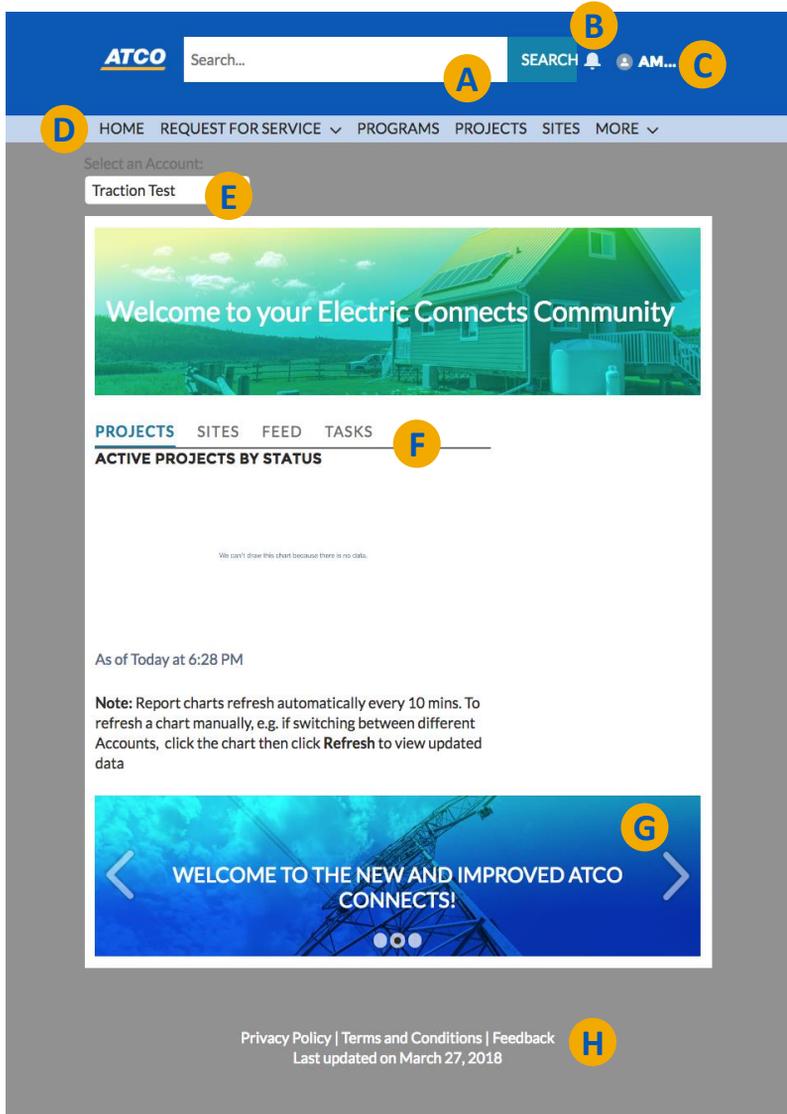
Once you reach the end, the Accept button will be enabled. Click Accept if you agree to the terms and conditions.

Accept button not enabled? Depending on the browser you're using, you may need to use the scroll bar on the right-hand side of the page. You need to read the entire page before the Accept button is enabled.

That's it! You now have access to *ATCO Connects*

Up next: how to navigate the home page

HOW TO NAVIGATE ATCO CONNECTS



- A** Use the search bar to look up requests for service by case number, site ID or program
- B** Click the bell icon to receive notifications and tasks from your account representative
- C** Click the profile icon to update your details, upload files, view the status of requests, and communicate with your account representative
- D** Use the main menu to submit requests for service; view your company profile, programs, projects, and sites; access calculators, system maps, and support resources; and manage company users
- E** Use the dropdown menu to switch between accounts
- F** Click the tabs to view reports about your projects, sites, news feed, and tasks
- G** Learn more about ATCO initiatives and resources
- H** Click the *Feedback* link to share your suggestions on how we can improve

TIP

You may want to bookmark the *ATCO Connects* login URL for future reference.