

MyTerna Portal User Manual — Registration Process

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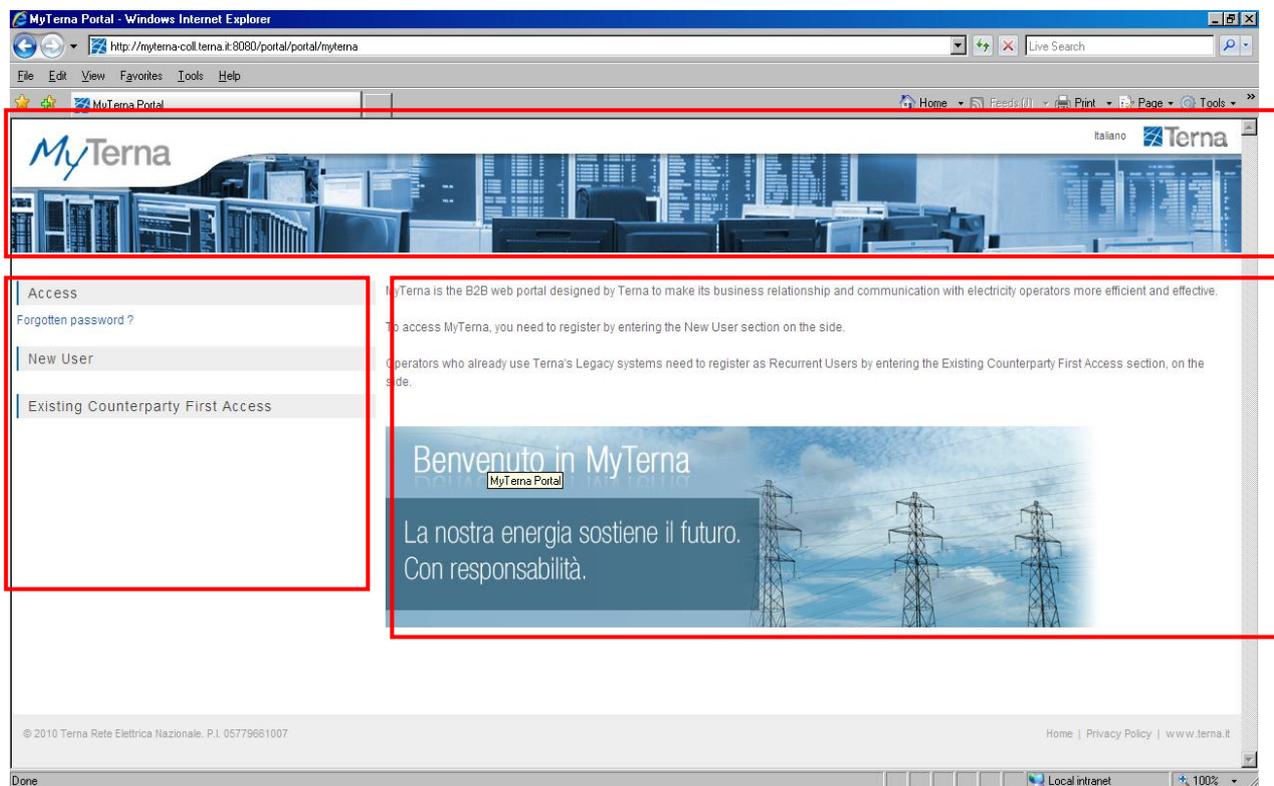
1. Purpose of the document

It provides operating instructions for "MyTerna" web application with regard to the features available to the Counterparties to whom this Manual is addressed.

Since it is a Web application, the only tool you need to access its features is a browser connected to the Internet. For optimal performance of the application, we recommend that you use Internet Explorer 7 (higher versions or other browsers may not be fully compatible).

2. "My Terna" Home Page

After typing the <http://myterna.terna.it> address, you will view the portal home page which is divided into three sections: header, control panel, data area as shown below. Different content but same layout on all Portal pages.



The page *header* consists of:

- ✓ top left, **MyTerna** logo to access the User Home Page
- ✓ top right, the **English** link to select the language of the web application (Italian or English). When you click on the “English” link, you will be able to visualize the “Italian” link which will allow you to return to the various fields in the Italian language
- ✓ finally, still at the top right, the  **Terna** link to access the Home Page of Terna's website.

The *Control Panel* provides the following functions:

- ✓ access to the Portal by registered users through the **Access** link and the opportunity to retrieve a forgotten password through the **Forgotten Password?** link;
- ✓ creation of a new user account through the **New User** link;
- ✓ access to the portal by operators who use Terna's Legacy systems through the **Existing Counterparty First Access** link who already have login details.

Access

Forgotten password ?

New User

Existing Counterparty First Access

In this case, the *data area* provides a brief description of the functions on the control panel.

3 MyTerna portal registration process

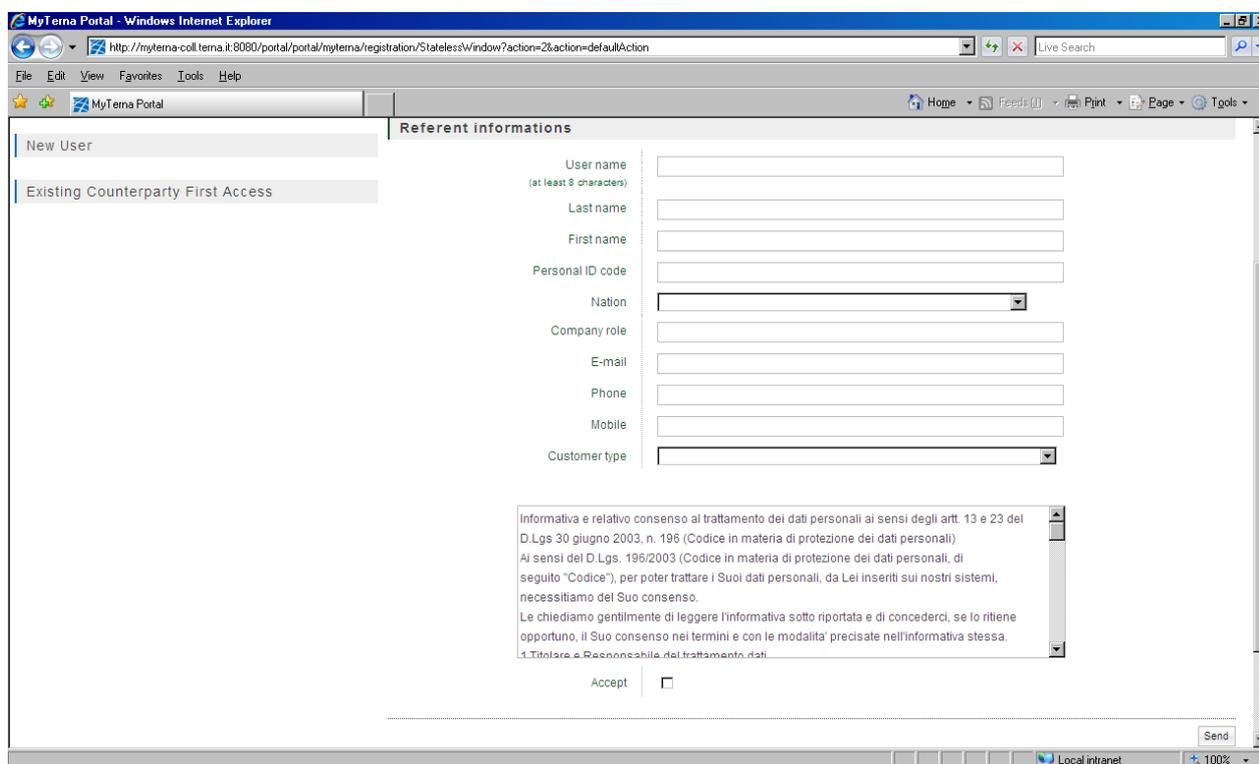
3.1 New User

3.1.1 New User first access

New Users are the electricity operators who have not yet signed a contract or an agreement with Terna. A New User's **registration request** to MyTerna portal is submitted by a **private customer** who is identified as **Registering Referent**.

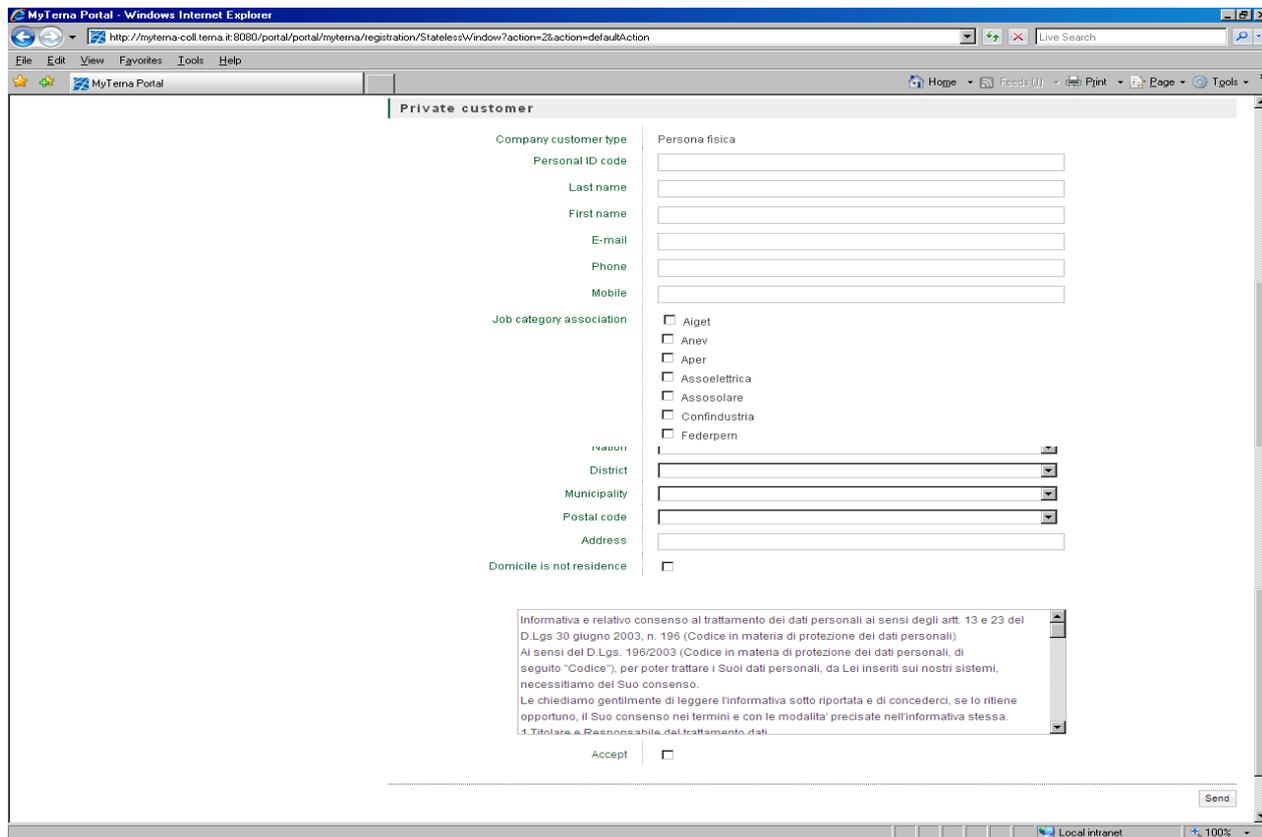
A new user registration, which can be activated through the "**New User**" link on the Home Page Portal, requires, in the first place, the provision of **data of the Registering Referent** (Private Customer or a Company Customer/*Commercial customer*). On the following pages of the Portal:

After selecting the "**New User**" link, the following screen is displayed in which the Registering Referent will have to enter his data:



All fields are mandatory and the *User Name* field must be at least 8 characters in length.

If the Registering Referent has selected "**Private Customer**", the following screen is displayed which must be filled out:



The screenshot shows a web browser window titled "MyTerna Portal - Windows Internet Explorer" with the URL "http://myterna-coll.terna.it:8080/portal/portal/myterna/registration/Stateless?Window7action=2&action=defaultAction". The page content is titled "Private customer" and contains the following fields and options:

- Company customer type: Persona fisica
- Personal ID code:
- Last name:
- First name:
- E-mail:
- Phone:
- Mobile:
- Job category association: Aiget, Anev, Aper, Assoelettrica, Assosolare, Confindustria, Federpern
- Province:
- District:
- Municipality:
- Postal code:
- Address:
- Domicile is not residence:

Below the form is a section for "Informativa e relativo consenso al trattamento dei dati personali ai sensi degli artt. 13 e 23 del D.Lgs 30 giugno 2003, n. 196 (Codice in materia di protezione dei dati personali) Ai sensi del D.Lgs. 196/2003 (Codice in materia di protezione dei dati personali, di seguito "Codice)", per poter trattare i Suoi dati personali, da Lei inseriti sui nostri sistemi, necessitiamo del Suo consenso. Le chiediamo gentilmente di leggere l'informativa sotto riportata e di concederci, se lo ritiene opportuno, il Suo consenso nei termini e con le modalita' precisate nell'informativa stessa. 1. Titolare e Responsabile del trattamento dati:"

Accept

Send

If the user needs to enter a Domicile that is different from his place of Residence, he must select the *Domicile if different from residence* option and fill out the fields in the *Private Customer Domicile* section, as shown below:

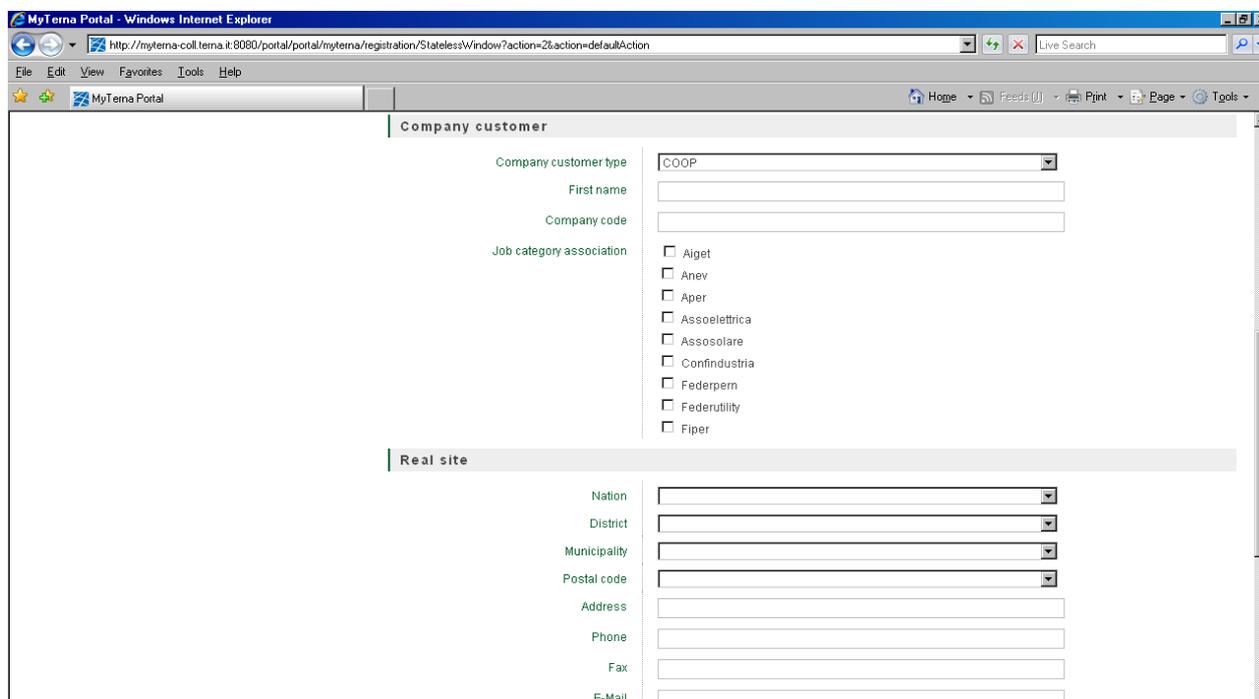
Nation	<input type="text"/>
District	<input type="text"/>
Municipality	<input type="text"/>
Postal code	<input type="text"/>
Address	<input type="text"/>

Informativa e relativo consenso al trattamento dei dati personali ai sensi degli artt. 13 e 23 del D.Lgs 30 giugno 2003, n. 196 (Codice in materia di protezione dei dati personali)
Ai sensi del D.Lgs. 196/2003 (Codice in materia di protezione dei dati personali, di seguito "Codice"), per poter trattare i Suoi dati personali, da Lei inseriti sui nostri sistemi, necessitiamo del Suo consenso.
Le chiediamo gentilmente di leggere l'informativa sotto riportata e di concederci, se lo ritiene opportuno, il Suo consenso nei termini e con le modalit  precitate nell'informativa stessa.
1. Titolare e Responsabile del trattamento dati.

Accept

Send

If the Registering Referent has selected “**Company Customer**”, the following screen is displayed which must be filled out:



If the user needs to enter a Fiscal site (*administrative office*) that is different from the Registered office, he must select the *Fiscal site different from Registered office* option and fill out the fields of the *Fiscal site* section, as shown below:



In order to conclude the data entry process, the new user is required to accept the terms and conditions by checking the “**Accept**” box below after the disclosure information statement and the consent for the handling of personal data and then to click on the “**Send**” button.

Informativa e relativo consenso al trattamento dei dati personali ai sensi degli artt. 13 e 23 del D.Lgs 30 giugno 2003, n. 196 (Codice in materia di protezione dei dati personali)
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1. Titolare e Responsabile del trattamento dati

Accedi

Send

If this phase of the registration process is successfully completed, the Registering Referent will receive an **email** at the email address he indicated, containing the username and **password** which will grant him a second access, allow him to change the assigned password and complete the registration process.

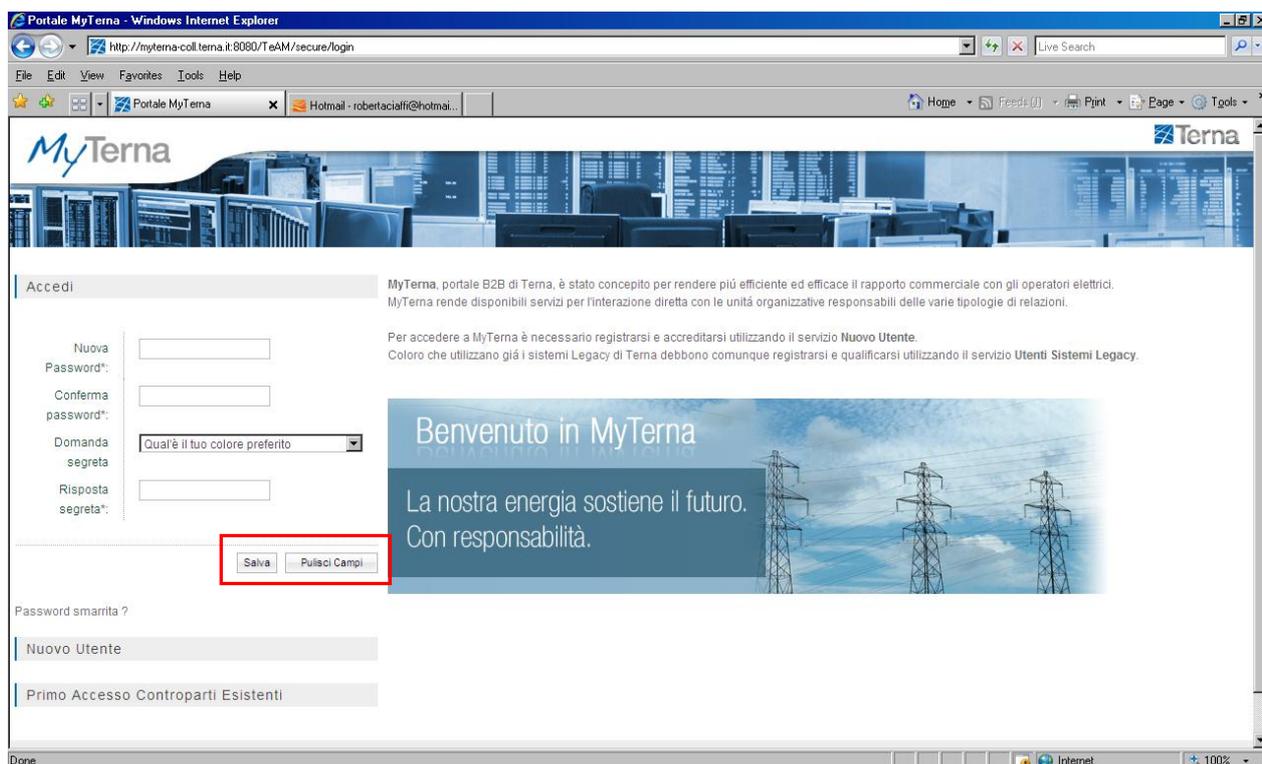
3.1.2 Changing your password

Upon receipt of the email containing the password needed to access the portal and complete the registration process, the **Registering Referent** will have to authenticate his account by using the "**Sign in**" link, entering the username and the password he received via email and clicking on "**Login**".



The screenshot shows the MyTerna login interface. At the top left is the MyTerna logo. Below it is a navigation menu with 'Accedi' selected. The main content area features a login form with 'Username*' and 'Password*' input fields, a 'Login' button, and a 'Pulisci Campi' button. To the right of the form is a text block explaining the portal's purpose and registration requirements. Below the form are links for 'Password smarrita?', 'Nuovo Utente', and 'Primo Accesso Controparti Esistenti'. A large banner on the right says 'Benvenuto in MyTerna' and 'La nostra energia sostiene il futuro. Con responsabilità.' The footer contains copyright information and links for 'Home', 'Privacy Policy', and 'www.terna.it'.

The system prompts the Referent to change password for security reasons, as shown below. He will then need to enter a new password in the "New Password" and "Confirm New Password" fields, select a secret question and enter a secret answer which will allow him to change password if he forgets it. The new password must meet the criteria required by Terna: it must be at least 8 characters long and have at least one capital letter, one numeric character and one special character. The password will be valid for 3 months after which time the system will propose a password change.



Portale MyTerna - Windows Internet Explorer

http://myterna-coll.terna.it:8080/TeAM/secure/login

File Edit View Favorites Tools Help

Portale MyTerna

MyTerna

Accedi

Nuova Password:

Conferma password:

Domanda segreta: Qual'è il tuo colore preferito

Risposta segreta:

Salva Pulisci Campi

MyTerna, portale B2B di Terna, è stato concepito per rendere più efficiente ed efficace il rapporto commerciale con gli operatori elettrici. MyTerna rende disponibili servizi per l'interazione diretta con le unità organizzative responsabili delle varie tipologie di relazioni.

Per accedere a MyTerna è necessario registrarsi e accreditarsi utilizzando il servizio **Nuovo Utente**.
Coloro che utilizzano già i sistemi Legacy di Terna debbono comunque registrarsi e qualificarsi utilizzando il servizio **Utenti Sistemi Legacy**.

Benvenuto in MyTerna

La nostra energia sostiene il futuro.
Con responsabilità.

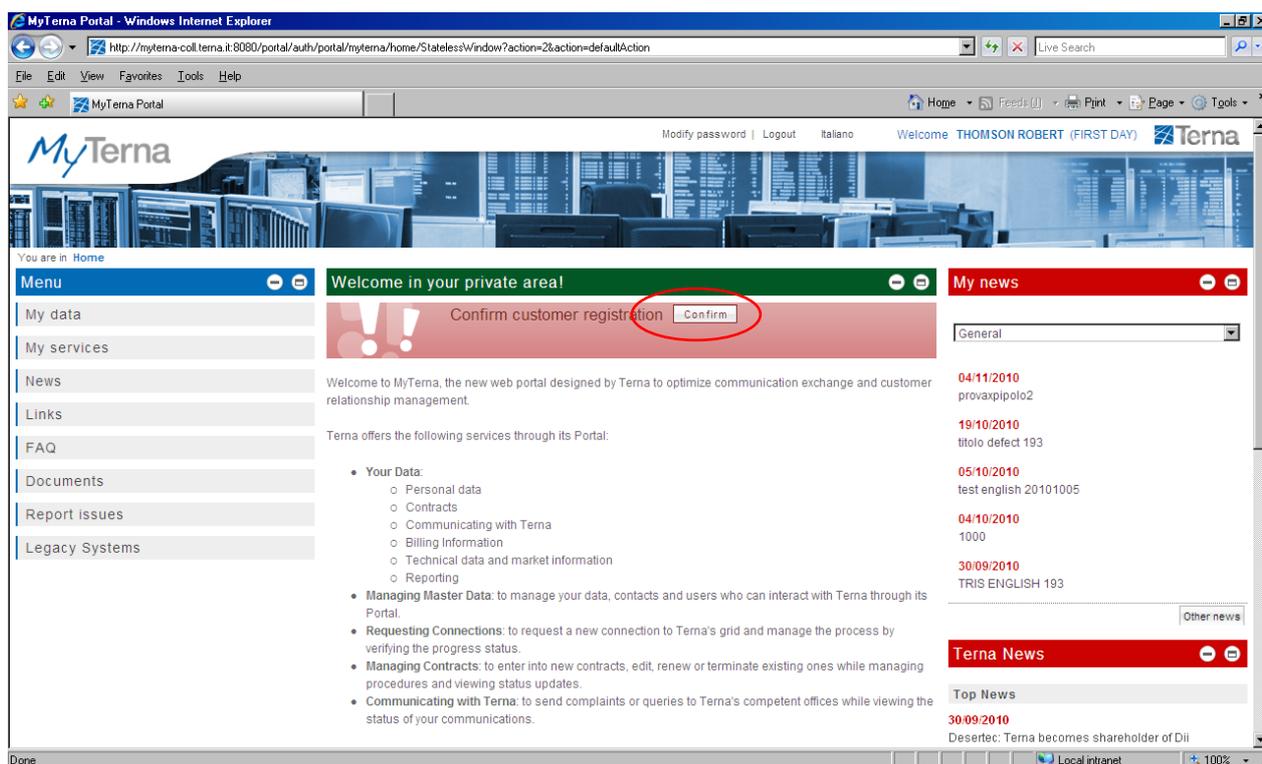
Password smarrita ?

Nuovo Utente

Primo Accesso Controparti Esistenti

3.1.3 Data confirmation

In order to conclude the **registration process**, the **Registering Referent** must confirm the New User personal data. The first time he accesses the Portal, he will be prompted to confirm the data by clicking on the "**Confirm**" button.



3.2 Existing Counterparty

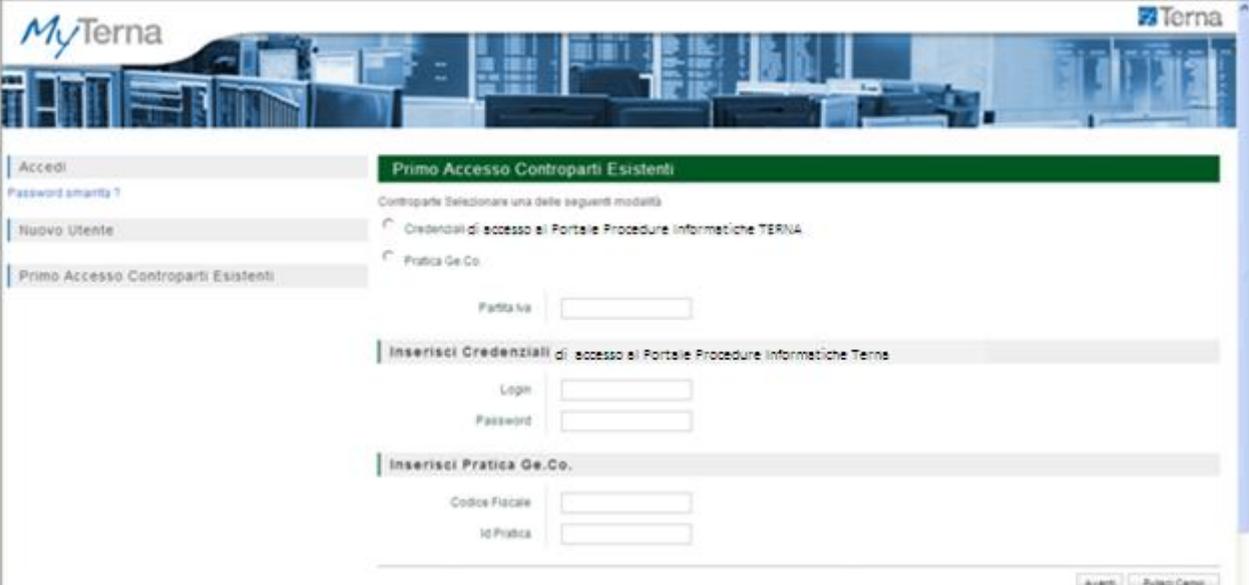
3.2.1 Existing Counterparty First Access

An existing Counterparty is an Electricity Operator who has signed a Contract or an Agreement with Terna and thus already uses Terna's web application services. To register on MyTerna portal, he must enter the same credentials that he uses for the legacy systems, in particular:

- ✓ Login credentials to access TERNA IT Procedure Portal (<https://procedure.terna.it/>)
- ✓ GE.CO. (Connection Management System)

The **registration request** on MyTerna Portal for a Counterparty is made by a **private customer** who, on MyTerna, is identified as the **Registering Referent**. The latter will have to click on the "**Existing Counterparty First Access**" link to register. This will open the next page where he must select the type of credentials he has:

- ✓ Login credentials to access the Terna IT Procedure Portal
- ✓ Ge.Co. File



Depending on the selection made, the system will enable the related fields. If the choice is:

- ✓ "Login credentials to access Terna IT Procedure Portal", the **Vat Registration Number, Login** and **Password** fields must be filled out;
- ✓ "Ge.Co File", the **Id File** field must be filled out.

In the latter case, for the users of a Counterparty who are already registered in the Ge.Co system, the **Vat Registration** field must be filled out if the Counterparty is a Company Customer, or the **Tax Code** field if the Counterparty is a Private Customer.

The fields may be cleared by clicking on the "**Clear Fields**" button.

After filling out all fields correctly, the Registering Referent can click on the "**Next**" button to proceed.

At this point, the **Registering Referent** must authenticate his account by entering his data and the Username which he will use to access the Portal.

If this registration phase is successfully completed, the Registering Referent will receive an **email** to the indicated email address, containing the username and **password** which will grant him access again, allow him to change the assigned password and complete the registration process.

Please note that all fields are mandatory; in particular, the *Username* field must be at least 8 characters long.

MyTerna - Windows Internet Explorer
http://myterna-coll.terna.it:8080/SuperUser/aces/insUtente.xhtml

Accedi | Controparte

Password smarrita ?

Nuovo Utente

Primo Accesso Controparti Esistenti

Ragione Sociale: _____
Partita IVA / Codice Fiscale: 10244351002

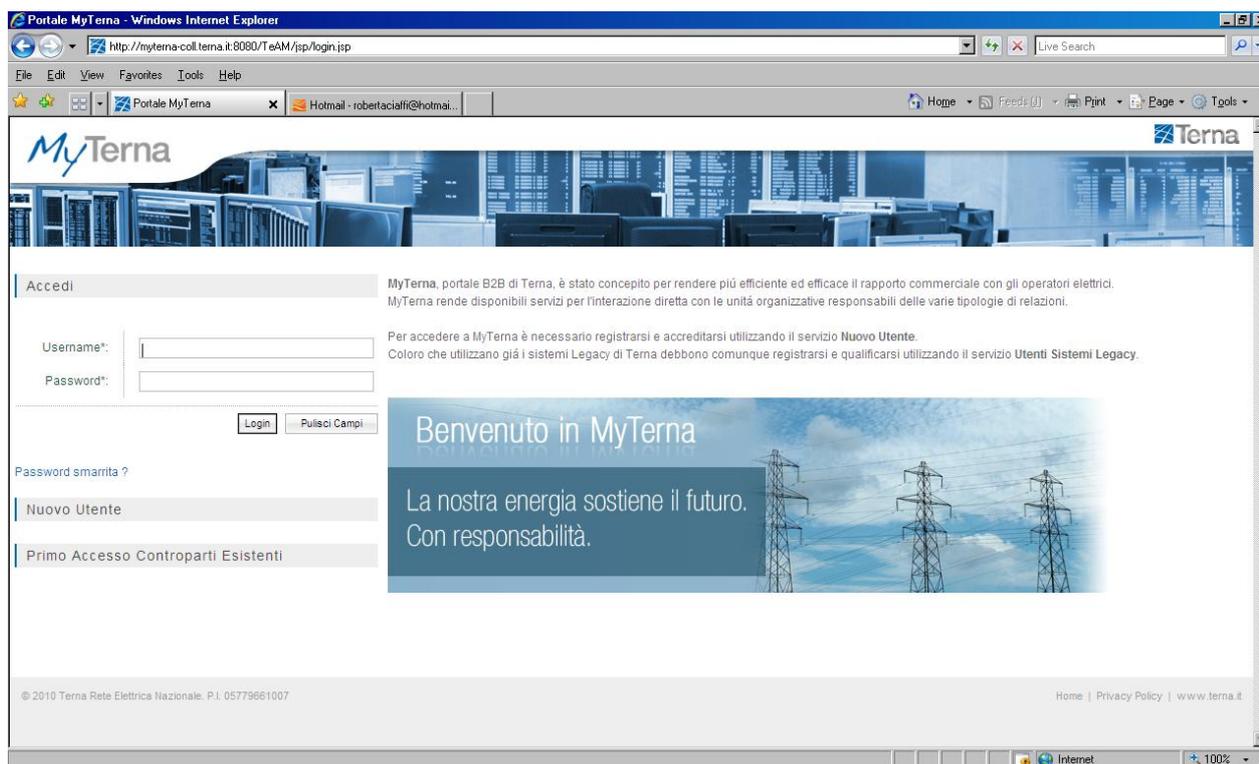
Dati anagrafici Referente

Cognome:
Nome:
Paese: Italia Estero
Codice Fiscale:
Ruolo Aziendale:
Mail:
Username:
Recapito tel. fisso:
Recapito tel. mobile:

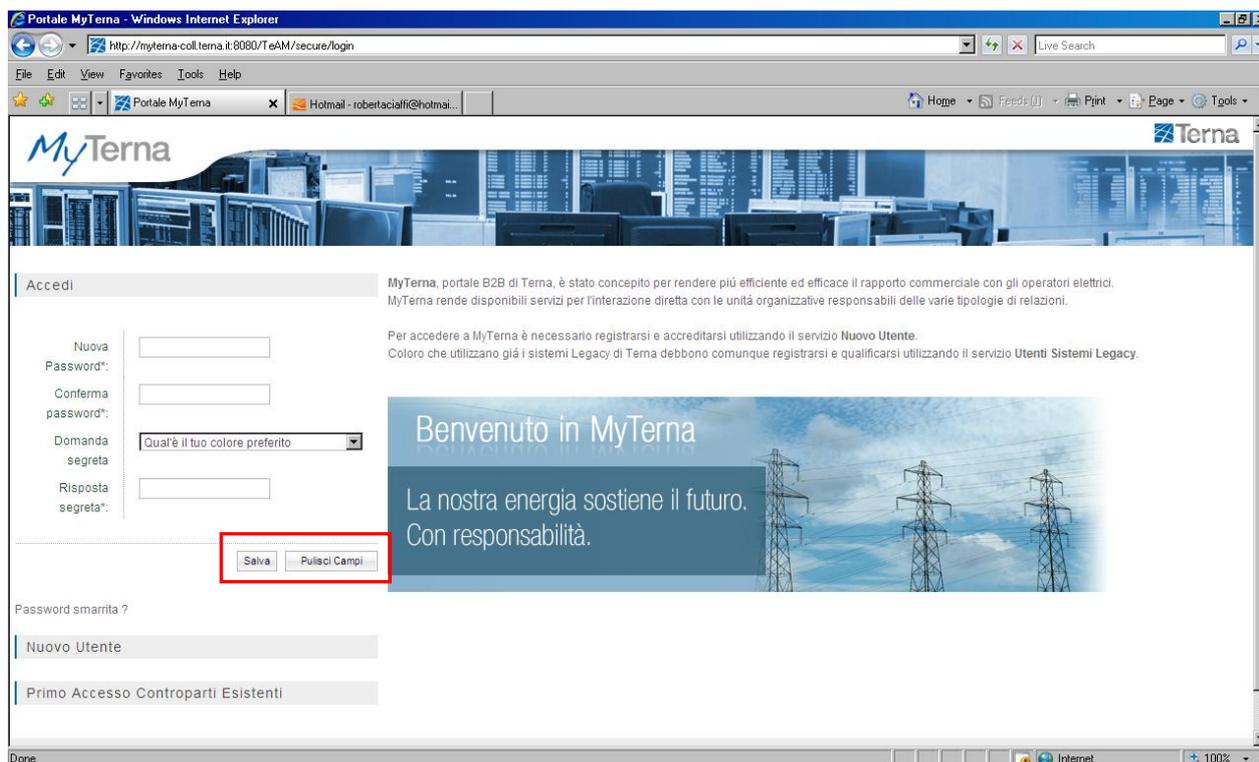
Salva Pulisci Campi

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Portale MyTerna - Windows Internet Explorer

http://myterna-coll.terna.it:8080/TeAM/secure/login

File Edit View Favorites Tools Help

Portale MyTerna x Hotmail - robertaciaffi@hotmail...

Home feeds Print Page Tools

MyTerna Terna

Accedi

MyTerna, portale B2B di Terna, è stato concepito per rendere più efficiente ed efficace il rapporto commerciale con gli operatori elettrici. MyTerna rende disponibili servizi per l'interazione diretta con le unità organizzative responsabili delle varie tipologie di relazioni.

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Nuova Password*:

Conferma password*:

Domanda segreta: Qual'è il tuo colore preferito

Risposta segreta*:

Salva Pulisci Campi

Benvenuto in MyTerna

La nostra energia sostiene il futuro. Con responsabilità.

Password smarrita ?

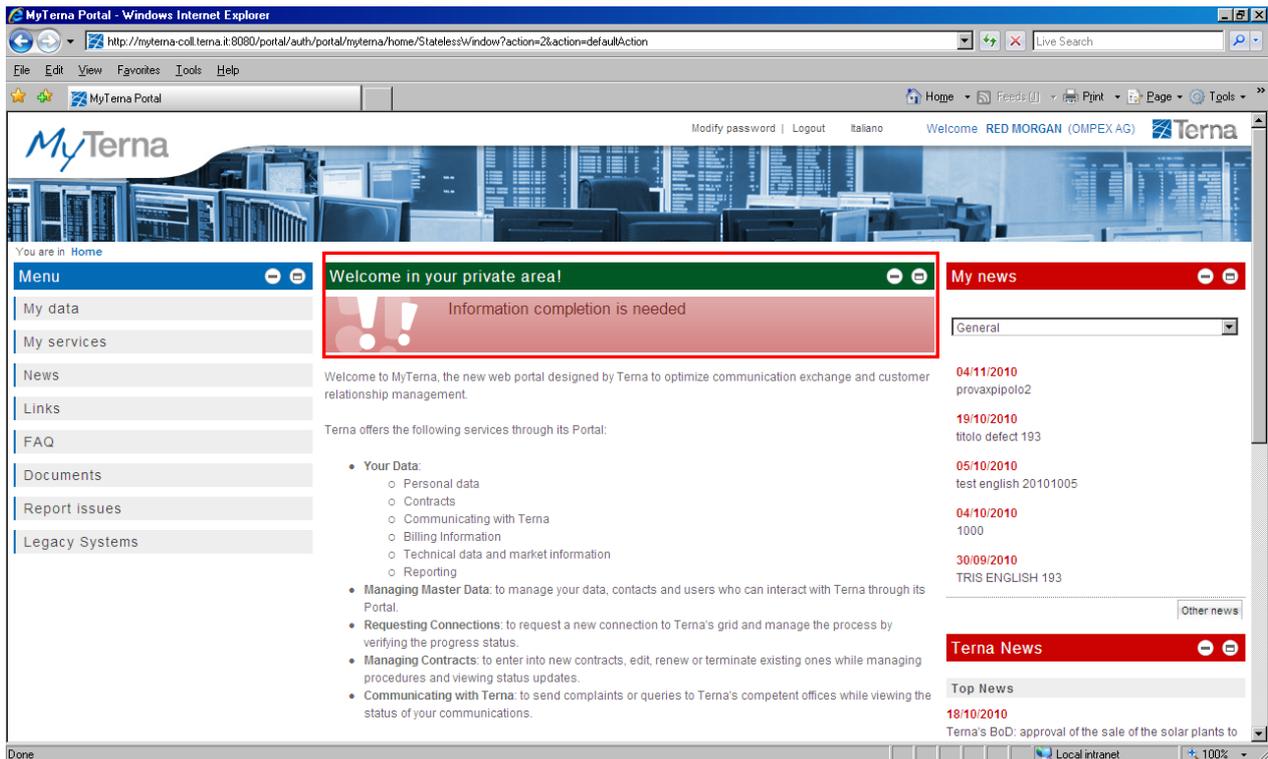
Nuovo Utente

Primo Accesso Controparti Esistenti

Done Internet 100%

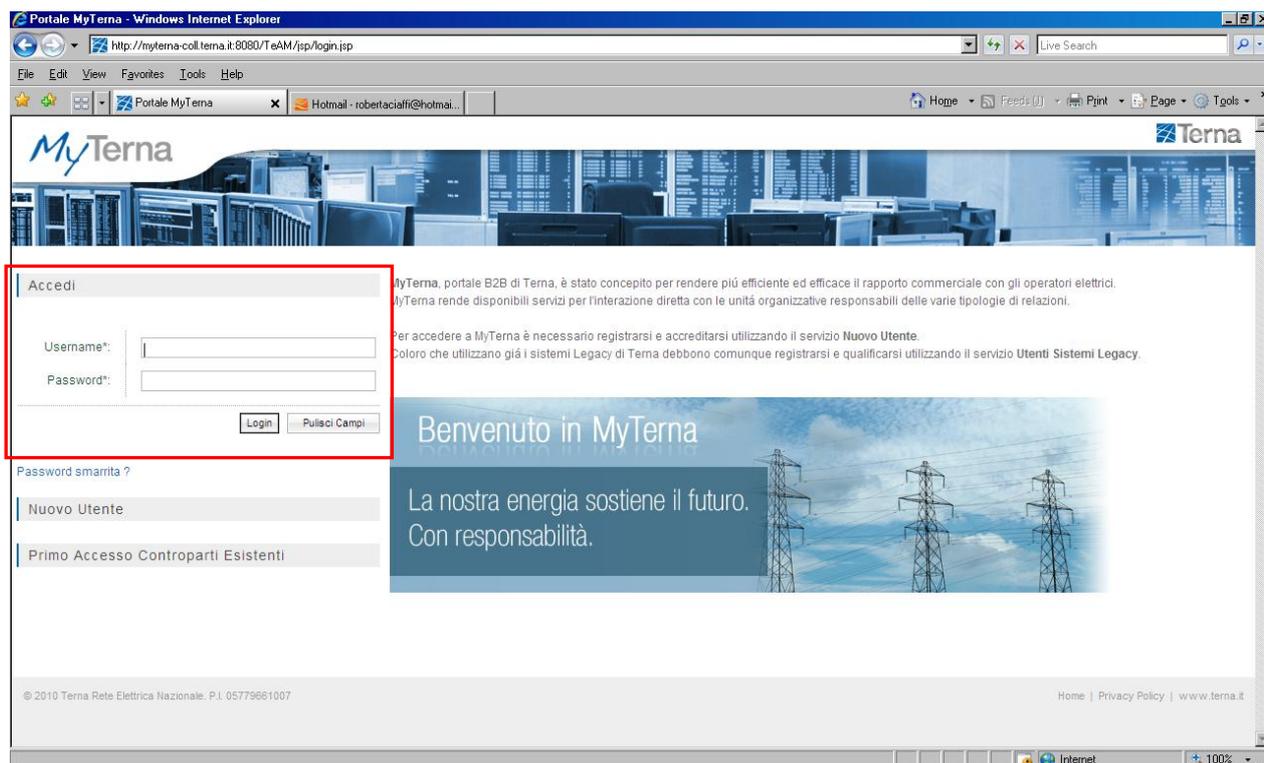
3.2.3 Master Data Completion

Upon first access, the **Registering Referent** of the existing Counterparty will view a message stating that he should complete the master data on the system by adding missing information. This action will allow having complete Master Data and using the Portal services.

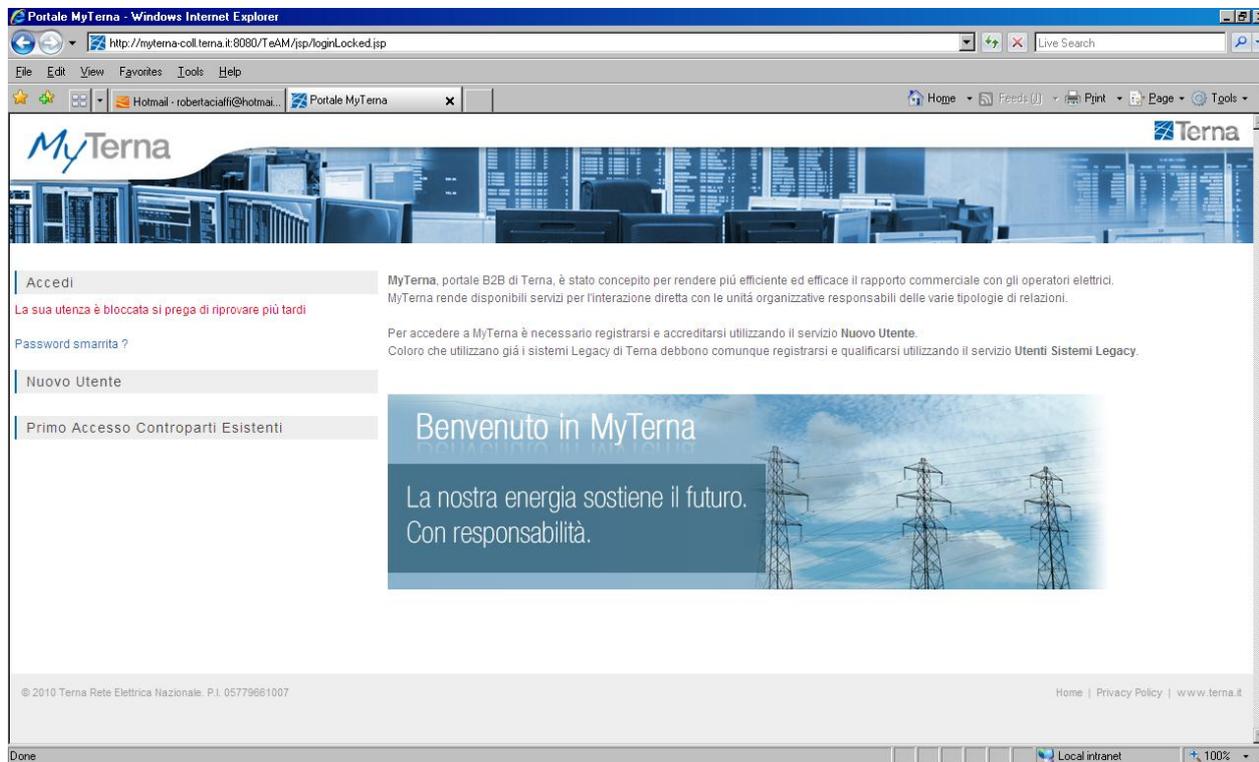


3.3 Subsequent Portal Access

At the end of the registration process for subsequent portal access, the **Registering Referent** will have to authenticate his account by using the "**Sign in**" link and entering his credentials: that is Username and Password in the appropriate fields.



After a number of unsuccessful login attempts, due to the entry of incorrect Username or Password, the system will block the account and notify the user as follows:

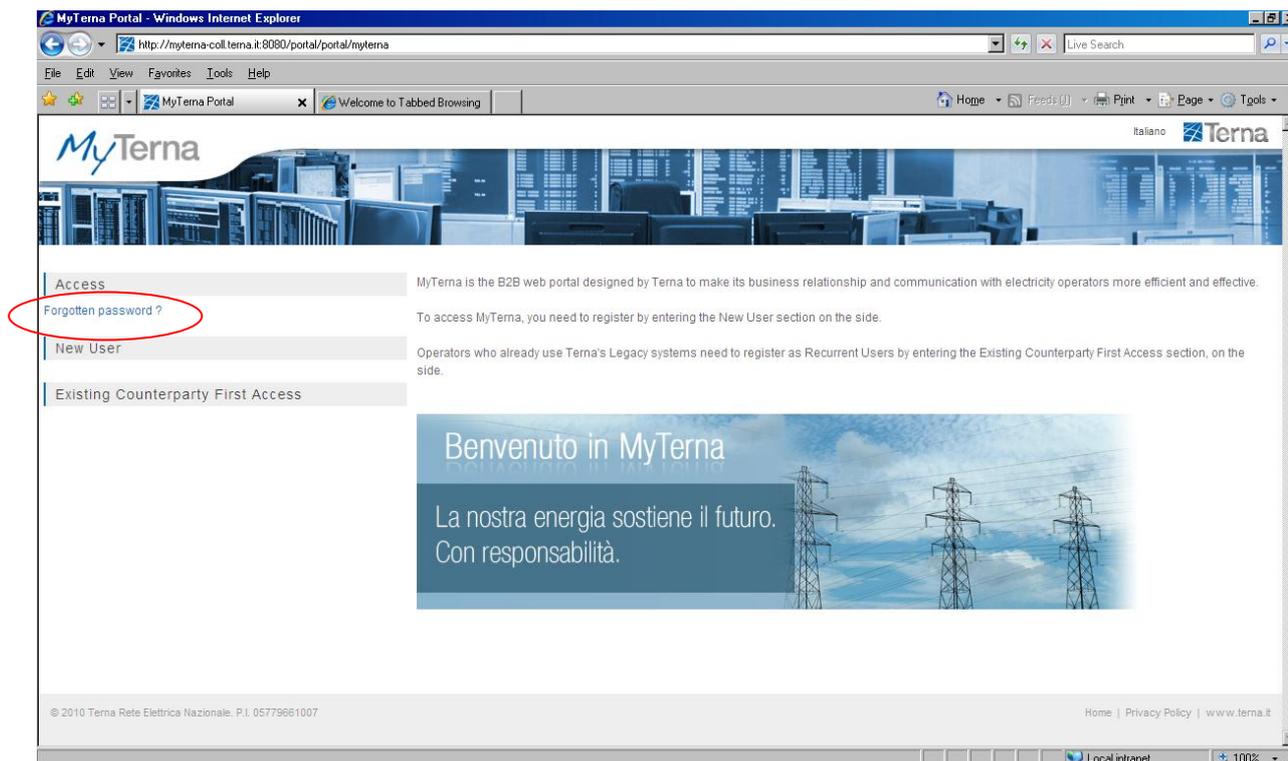


It will be up to Terna's CRM system to unblock the account.

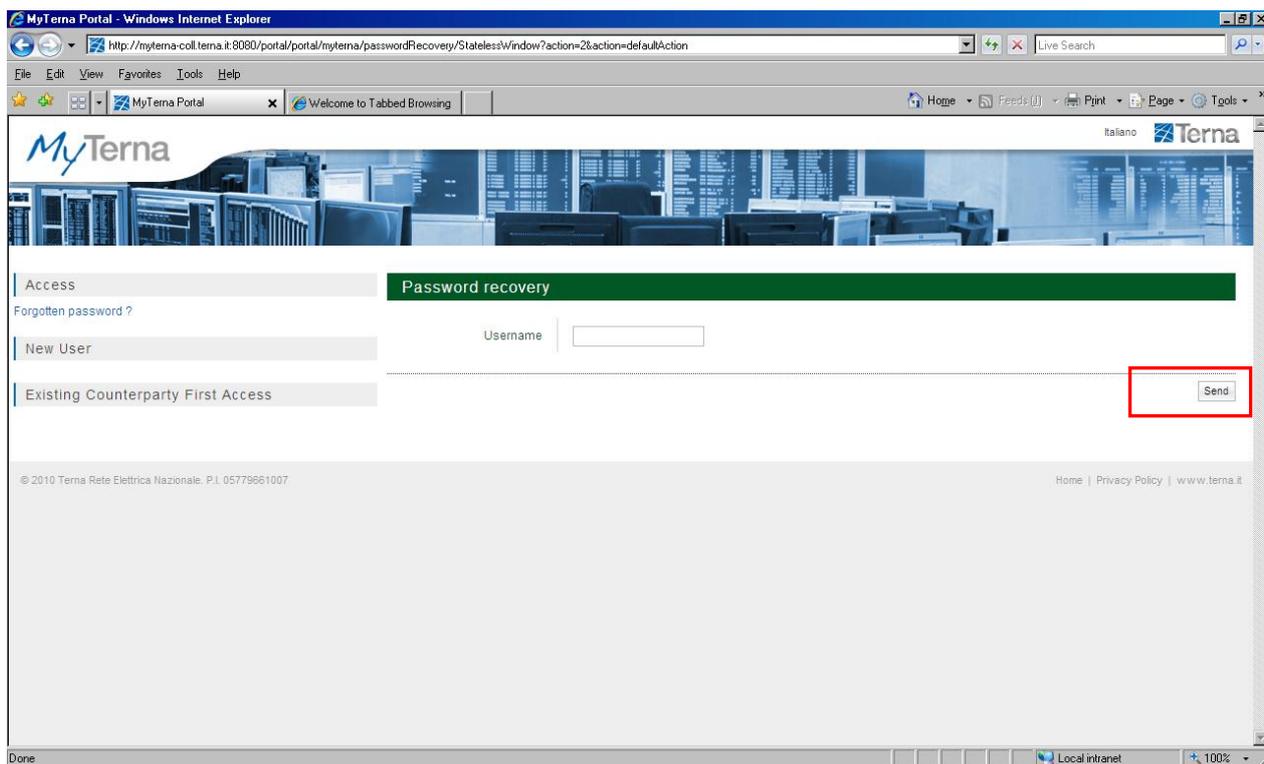
If Username and Password are correct, the system will know whether the user is making his first access to the Portal and will request a password change.

3.3.1 Forgotten password

If the user loses his password to access the portal, he can access the password recovery page from the "**Forgotten password?**" menu, as shown below:



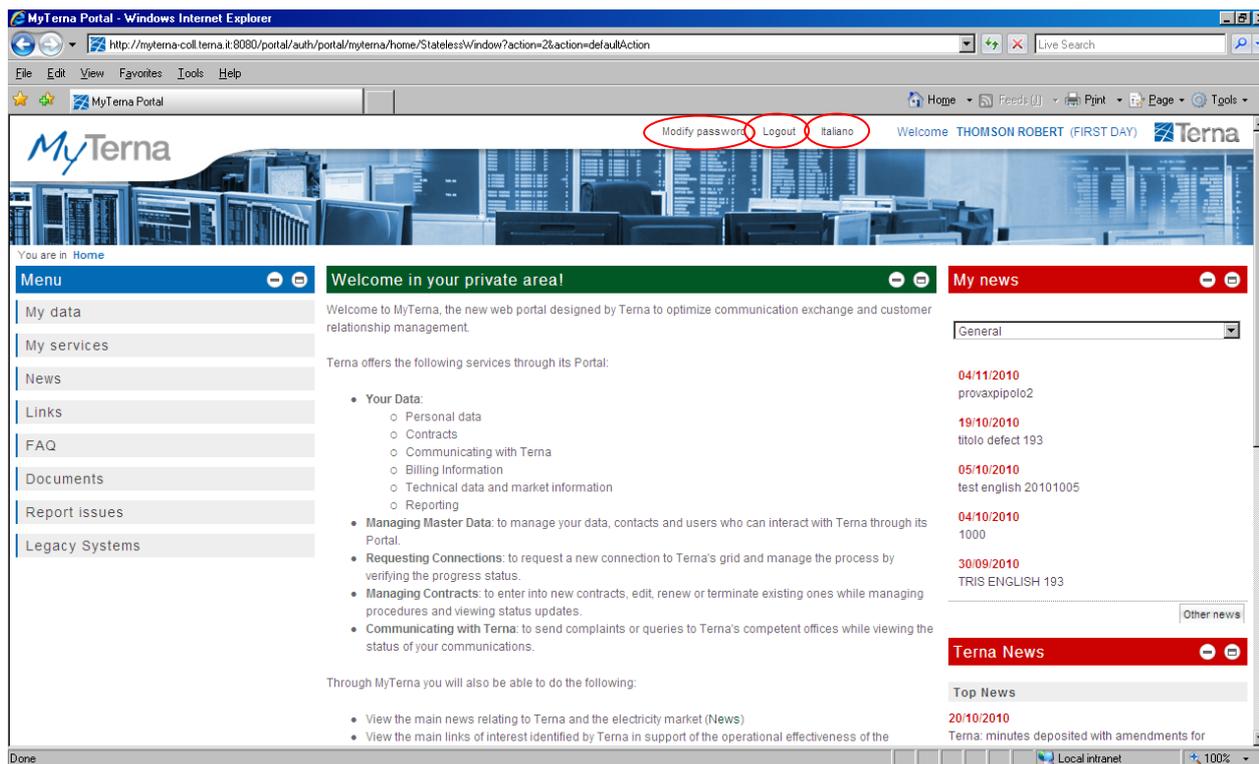
The user must enter his Username and click on the "Send" button, as shown below. The system will send an email to the user at the email address indicated at registration, containing the **new** password which will grant him access to the Portal. The user should change this password upon first login.



In case of typing errors, the fields may be cleared by clicking on the "**Clear Fields**" button. If the entries are correct, the user can access MyTerna Portal by clicking on the "**Save**" button; the following screen is then displayed:

3.3.2 Changing your password

Upon successful authentication of his account, the user of the Counterparty can view the following Portal screen:



The user can select one of the following three options from the header section:

- ✓ **“Changing your password”** to change your password,
- ✓ **“Logout”** to end the Portal session,
- ✓ **“English”** to change the language settings to English.

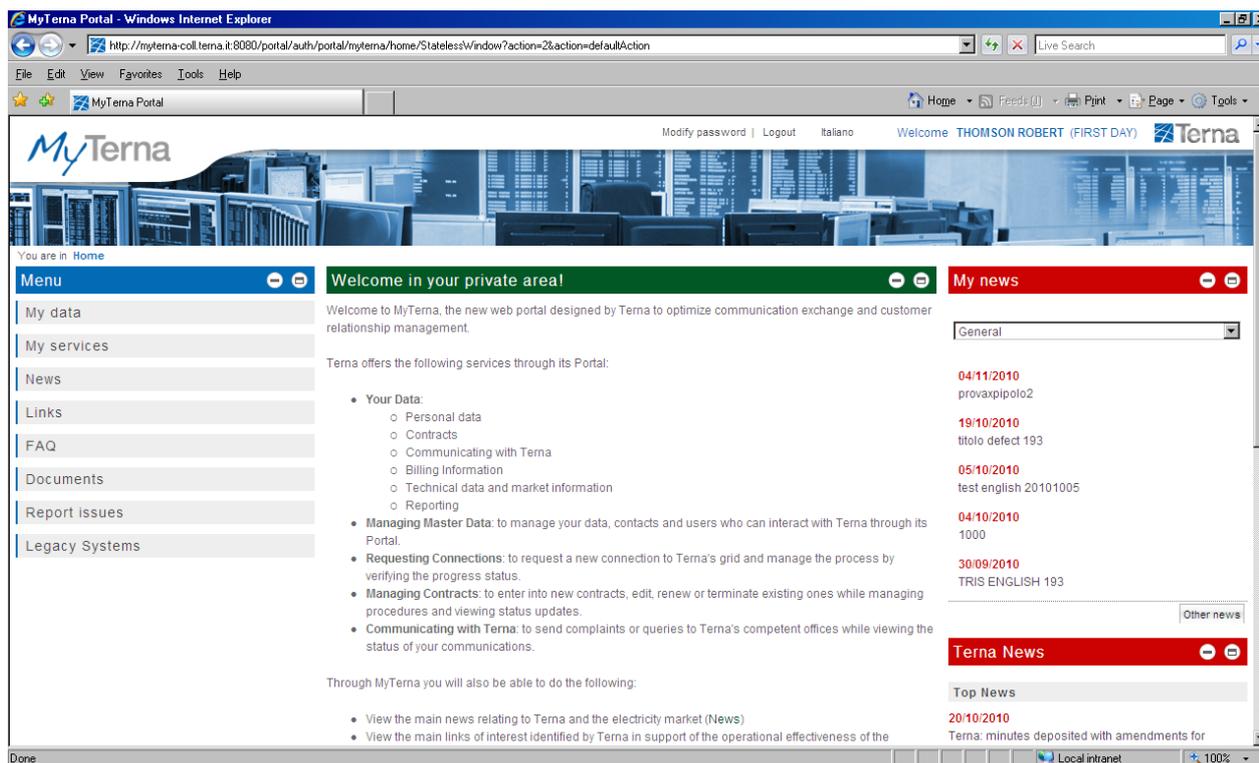
The **“Changing your password”** function has a Changing your password page with the following mandatory fields:

- ✓ New password
- ✓ Confirm new password

Upon successful confirmation, the system verifies that the new password is in compliance with Terna’s security policies.

4 Portal Features

Upon successful authentication of his account, the user of the Counterparty can view the following Portal screen:



In the control panel section, under "**Menu**", the user can view the Portal services that can be accessed:

- ✓ **My data**
 - Personal data
 - Contracts
- ✓ **My services**
 - Managing Master Data
 - Managing connection requests
 - Managing contracts
 - My contacts
 - Enter Legacy login credentials
- ✓ **News**
 - View
 - Search
- ✓ **Links of interest**
 - View
 - Search

- ✓ **FAQs**
 - View
 - Search
- ✓ **Documents**
 - View
 - Search

The data area section contains the following information:

- ✓ a brief description of the Portal services,
- ✓ a news list that is divided into two sections:
 - **"My news"**: news related to the user profile used to connect to the Portal
 - **"Terna News"**: top news from Terna's website (www.terna.it)