

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 <u>http://myterna.terna.it</u> 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 Interval 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:

🖉 MyTerna Portal - Windows Internet Explorer					_ 8 ×
🕒 🗢 🌠 http://myterna-coll.terna.it:8080/portal/portal/myterna/	/regist	ation/StatelessWindow?action=2&action=defaultActio	n 💌	😽 🗙 Live Search	P •
<u>File Edit View Favorites Iools H</u> elp					
😪 🎄 🌠 MyTema Portal		[🟠 Home 👻	🚮 Feeds (J) 👻 🖶 Prin	it 🔹 🔂 <u>P</u> age 🕶 🌀 T <u>o</u> ols 🔹 »
		Referent informations			
New User		lleername			
Existing Counterparty First Access		(at least 8 characters)			
Existing Counterparty First Access		Lastname			
		First name			
		Personal ID code			
		Nation		•	
		Company role			
		E-mail			
		Phone			
		Mobile			
		Customer type		•	
		Informativa e relativo co	onsenso 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	5/2003 (Codice in materia di protezione dei dati personali, di		
		seguito "Codice"), per p necessitiamo del Suo	poter trattare i Suoi dati personali, da Lei inseriti sui nostri siste consenso	mi,	
		Le chiediamo gentilme	ente di leggere l'informativa sotto riportata e di concederci, se lo	ritiene	
		opportuno, il Suo cons	enso nei termini e con le modalita' precisate nell'informativa ste	essa.	
		1 Titolare e Resnonsal	hile del trattamento dati		
		Accept			
					Send
	_			💟 Local intr	anet 100% •
					100.0

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:

AyTerna Portal - Windows Internet Explorer			_ 8 ×
🕒 🕤 👻 🧏 http://myterna-coll.terna.it:8080/portal/portal/myterna/re	gistration/StatelessWindow?action=2&action=defaultActio	n 💌 🐓 🗙 L	_ive Search
<u>File Edit View Favorites Tools H</u> elp			
😪 🍄 🎇 MyTerna Portal		🚹 Home 👻 🔝 Feeds (J)	-> 🖶 Print -> 🔂 Page -> 🍥 Tools -> 🂝
	Private customer		<u> </u>
		- ···	
	Company customer type	Persona física	
	Personal ID code		
	Last name		
	Firstname		
	E-mail		
	Phone		
	Mohile		Ξ Π
	Moone		
	Job category association	L Aiget	
		Aner	
	Nation	L	-
	District		•
	Municipality		-
	Postal code		-
	Address		
	Domicile is not residence		
	D L de 30 diugno 2003	nsenso ai trattamento dei dati personali ai sensi degli artt. 13 e 23 dei n. 196 (Codice in materia di protezione dei dati personali)	
	Ai sensi del D.Las. 196	2003 (Codice in materia di protezione dei dati personali, di	
	seguito "Codice"), per	ooter trattare i Suoi dati personali, da Lei inseriti sui nostri sistemi,	
	necessitiamo del Suo	consenso.	
	Le chiediamo gentilme	nte di leggere l'informativa sotto riportata e di concederci, se lo ritiene	
	opportuno, il Suo consi 1 Titoloro o Decencio	enso nei termini e con le modalita' precisate nell'informativa stessa.	*
	Accept		
			send
			🚽 Local intranet 🔤 🔍 100% 🔹 🏸



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	
District	
Municipality	
Postal code	
Address	
Ai sensi del D.Lgs. 19 seguito "Codice"), per necessitiamo del Suo Le chiediamo gentilm opportuno, il Suo cons Littolare e Response	In the Counce in materia di protezione dei dati personali) 2003 (Codice in materia di protezione dei dati personali, di poter tratare i Suoi dati personali, da Lei insenti sui nostri sistemi, consenso. ente di leggere l'informativa sotto riportata e di concederci, se lo ritiene enso nei termini e con le modalità' precisate nell'informativa stessa. Nile dei trattamento.dati

Send



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

🖉 MyTerna Portal - Windows Internet Explorer					
🚱 🕤 👻 http://myterna-coll.terna.it:8080/portal/portal/myterna/r	egistration/StatelessWir	dow?action=2&action=defaultActio	n	💌 🐓 🗙 Live Se	arch 🖉 🗸
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😭 🏟 🎇 MyTerna Portal				🟠 Home 🔹 🔊 Feeds (!) 👻 🖷	∮P <u>r</u> int + <u>i</u> ly <u>P</u> age + ())) T <u>o</u> ols + [≫]
	Company o	ustomer			_
		Company customer type	COOP	V	
		First name			
		Company code			
		Job category association	Aiget		
			Anev Anev		
			Aper		
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	Real site				
		Nation			
		District			
		Municipality		V	
		Postal code		V	
		Address			
		Phone			
		Fax			
		E-Mail			

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:

Nation	
District	×
Municipality	×
Postal code	×
Address	
Phone	
Fax	

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.

Terna	Manuale Utente Portale MyTerna - Registration process	
	Informativa e relativo consenso al trattamento dei dati persona D.Lgs 30 giugno 2003, n. 196 (Codice in materia di protezione Ai sensi del D.Lgs. 196/2003 (Codice in materia di protezione seguto "Codice"), per poter trattare i Suoi dati personali, da Le necessittamo del Suo consenso. Le chiediamo gentilmente di leggere l'informativa sotto riportal opportuno, il Suo consenso del termini e con le modalita' prec 1. Titolare e Responsabile del tratamento dati Accept	Ii ai sensi degli artt. 13 e 23 del dei dati personali) dei dati personali, di il inseriti sui nostri sistemi, la e di concederci, se lo ritiene isate nell'informativa stessa.

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**".

My Ierna	
Accedi Usemame*: Password*:	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.
Login Pulsci Campi Password smarita ? Nuovo Utente Primo Accesso Controparti Esistenti	Benvenuto in MyTerna La nostra energia sostiene il futuro. Con responsabilità.
© 2010 Terna Rete Elettrica Nazionale. P.I. 05779661007	Home Privacy Policy www.terna.it



Manuale Utente

Portale MyTerna - Registration process

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.



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.



Portale MyTerna - Registration process



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 (<u>https://procedure.terna.it/</u>)
- ✓ 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



Accedi	Primo Accesso Controparti Esistenti	
faceword smartla 7	Controparle Selectorians una delle seguenti modalità	
Nuovo Utente	Civitati di accesso al Portale Procedure Informatiche TERNA	
Primo Accesso Controparti Esistenti	Protection General Co.	
	Padta Na	
	Inserisci Gredenziali di accesso ai Portale Procedure Informatiche Terna	
	Lope	
	Password	
	Inserisci Pratica Ge.Co.	
	Codce Facele	
	lat Broken	

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.



Portale MyTerna - Registration process

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😭 🍻 🎇 MyTerna			🟠 Home 🔹 🔝 Feeds () 👒 🖶 Print 👻 📴 Page	• 🕥 T <u>o</u> ols • »
Accedi	Controparte			
Password smarrita ?	Ragione Sociale:			
Nuovo Utente	Partita IVA / Codice Fiscale:	10244351002		
Primo Accesso Controparti Esistenti	Dati anagrafici Refe	rente		
	Cognome	Ciaffi		
	Nama			
	Nome	Roberta		
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	Codice Fiscale	cffrrt74b54h501s		
	Ruolo Aziendale	40		
	readio / Elondalo	AD		
	Mail	ele.cetrangolo@terna.it		
	Username			
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			Salva	aci Campi
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3.2.2 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**".





Manuale Utente

Portale MyTerna - Registration process

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 strength 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.





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.

🖉 Portale MyTerna - Windows Internet Explorer		_ # ×
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😭 🍪 😥 🗸 🎇 Potale MyTema 🗙 🌉 Hotmail - robertaciaffi@hotmai	🏠 Home 🔹 🔝 Feeds 🕕 👻 🖶 Print	• 📴 <u>P</u> age • 🎯 T <u>o</u> ols • »
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Password smarita ? Nuovo Utente La nostra energia sostiene il futuro. Primo Accesso Controparti Esistenti Con responsabilità.		
© 2010 Terna Rete Elettrica Nazionale. P.L 05779661007	Home Privi	acy Policy www.terna.it + 100% -



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.

Terna	Manuale Utente Portale MyTerna	Edizione 1.0 del 10/1/2011
∕⊉ M⊎Terna Portal - Windows Internet Explorer		
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<u>Eile E</u> dit <u>V</u> iew F <u>a</u> vorites <u>I</u> ools <u>H</u> elp		
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MyTerna I I I I I I I I I I I I I I I I I I I		
Access	ssword recovery	
Forgotten password ? New User	Username	
Existing Counterparty First Access		Send
© 2010 Terna Rete Elettrica Nazionale: P.I. 05779661007		Home Privacy Policy www.terna.it
Dana		V Localistranet + 100% -

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:

🖉 MyTerna Portal - Windows Internet Explorer		
🕒 🕞 👻 🧱 http://myterna-coll.terna.it:8080/portal/auth	/portal/myterna/home/StatelessWindow?action=2&action=defaultAction	▼ ↔ X Live Search
Elle Edit View Favorites Icols Help		
😪 🎄 🎇 MyTerna Portal	â	Home 🔹 🔝 Feeds () 👻 🖶 Print 🔹 🔂 Page 🔹 🎯 Tools 🔹 🎽
	Modify password Logout Italiano Welc	come THOMSON ROBERT (FIRST DAY)
Milerna		
Menu - C	Welcome in your private area!	My news 🗢 🖨
My data	Welcome to MyTerna, the new web portal designed by Terna to optimize communication exchange and custom	er
My convisor	relationship management.	General
My services	Terna offers the following services through its Portal:	
News	• Your Data:	04/11/2010 provaxpipolo2
Links	o Personal data	19/10/2010
FAQ	 Contracts Communicating with Terma 	titolo defect 193
Documents	 Billing Information 	05/10/2010
	 Technical data and market information Reporting 	test english 20101005
Report Issues	Managing Master Data: to manage your data, contacts and users who can interact with Terna through its	s 04/10/2010 1000
Legacy Systems	Portal. Requesting Connections: to request a new connection to Terna's grid and manage the process by	20/00/2010
	verifying the progress status.	TRIS ENGLISH 193
	 Managing contracts, to enter into new contracts, edit, renew or terminate existing ones while managing procedures and viewing status updates. 	Other news
	 Communicating with Terna: to send complaints or queries to Terna's competent offices while viewing the officer of your communications. 	he
	status of your communications.	Terna News 🕞 🖻
	Through MyTerna you will also be able to do the following:	Top News
	View the main news relating to Terna and the electricity market (News)	20/10/2010
	View the main links of interest identified by Terna in support of the operational effectiveness of the	Terna: minutes deposited with amendments for
Done		🔰 🔰 🔛 Local intranet 🛛 🔩 100% 👻 🎢

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:

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