

# California Gas Transmission Requesting Access for INSIDEtracc

## What is INSIDEtracc?

INSIDEtracc is an online application for performing gas transactions on the PG&E Gas Pipeline System. INSIDEtracc users perform transactions such as gas nominations, imbalance trading, viewing contracts, usage, gas transportation and storage e-statements and other reports. The INSIDEtracc application is completely different and unrelated to PG&E's "[My Account](#)."

## Requesting Access for INSIDEtracc

If your Company has an existing active Electronic Commerce System (ECS) User Agreement (Form No. 79-982) with PG&E's California Gas Transmission (CGT), you just need to perform three main steps to obtain access to INSIDEtracc:

**Step 1)** Complete an [ECS Exhibit B](#) form and e-mail the completed form to [CGTServicesX@pge.com](mailto:CGTServicesX@pge.com).

**Step 2)** Create your *User Name* and *Password* that includes completing a registration form online.

- a. Please navigate to our registration site <https://gtsnext.pge.com/gts/> and next to *New User?* Click the *Register* link.

FIG 1

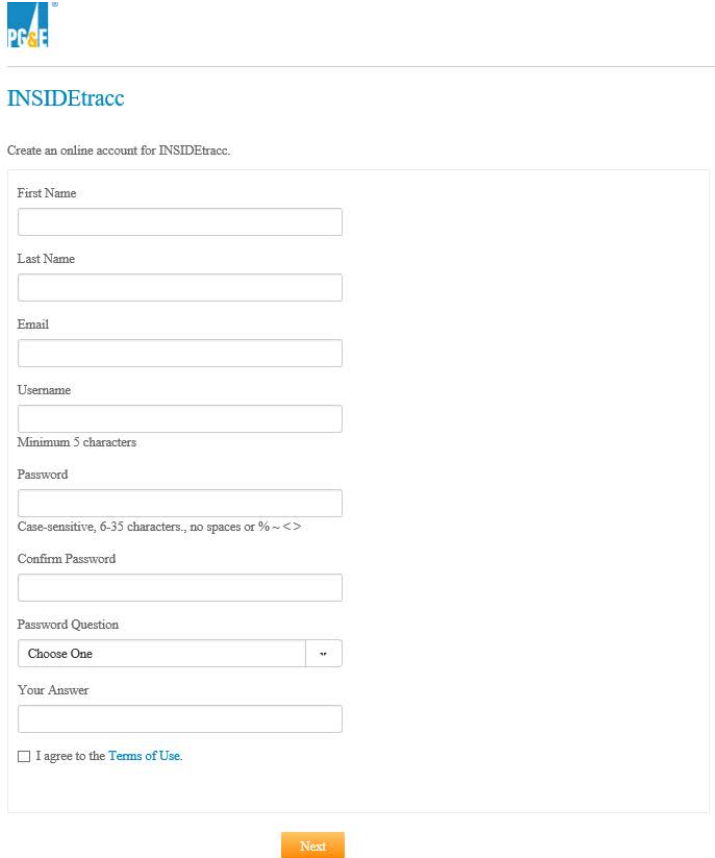
## Log In INSIDEtracc

The screenshot shows the login interface for INSIDEtracc. It includes a 'Username' input field with a person icon, a 'Password' input field with a lock icon, and an orange 'Log In' button. Below the input fields, there is a link for 'Forgot Username or Password'. At the bottom, under the heading 'New User?', the 'Register' link is highlighted with a red rectangular box.

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- b. After Clicking on *Register*, complete all fields in the form and click the check box to accept the *Terms of Use*, and then click *Next*. (FIG 2) Please make a note of your password question and answer; you will need this if you forget your password in the future.

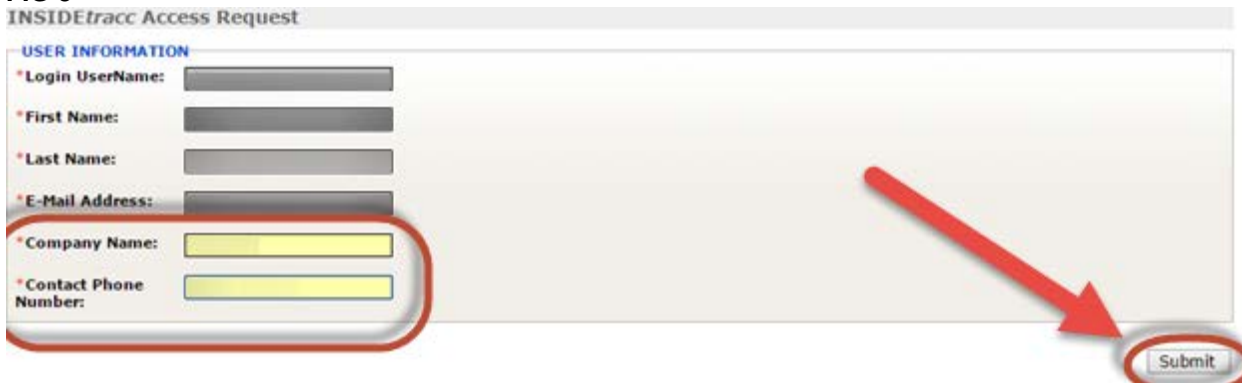
FIG 2



The screenshot shows the registration page for INSIDEtracc. At the top left is the PG&E logo. Below it is the text "INSIDEtracc" and "Create an online account for INSIDEtracc." The form contains the following fields: First Name, Last Name, Email, Username (with a note "Minimum 5 characters"), Password (with a note "Case-sensitive, 6-35 characters, no spaces or %~<>"), Confirm Password, Password Question (a dropdown menu currently showing "Choose One"), and Your Answer. At the bottom left of the form is a checkbox labeled "I agree to the Terms of Use." Below the form is an orange "Next" button.

- c. You will be prompted to enter a *Company Name* and *Contact Phone Number* on a second screen. It is important that you click *Submit* in the bottom right hand corner. (FIG 3)

FIG 3

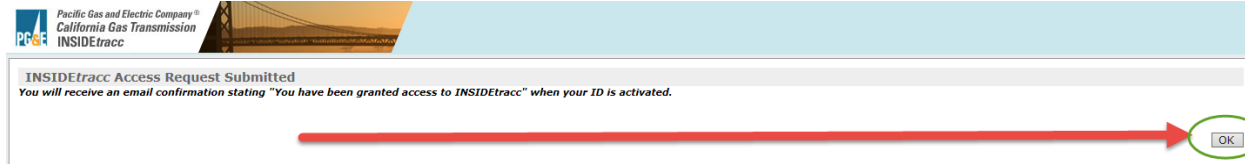


The screenshot shows the "INSIDEtracc Access Request" form. It has a header "INSIDEtracc Access Request" and a section titled "USER INFORMATION". The form contains the following fields: Login UserName, First Name, Last Name, E-Mail Address, Company Name, and Contact Phone Number. The "Company Name" and "Contact Phone Number" fields are highlighted with a red oval. A red arrow points from the right side of the form to a "Submit" button in the bottom right corner, which is also circled in red.

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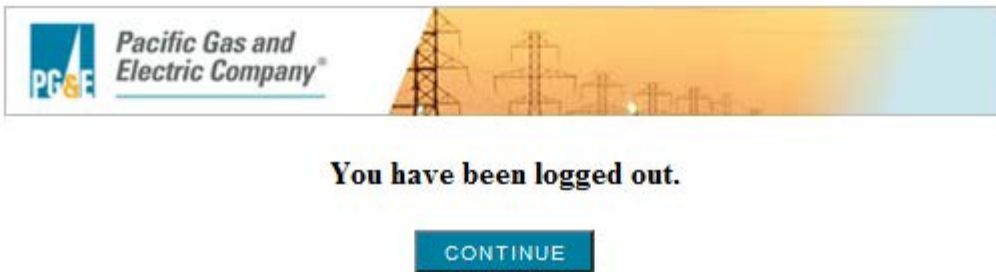
- d. After you click Submit, you will see the screen in FIG 4. **Please click the OK button** on the very far right of your screen

FIG 4



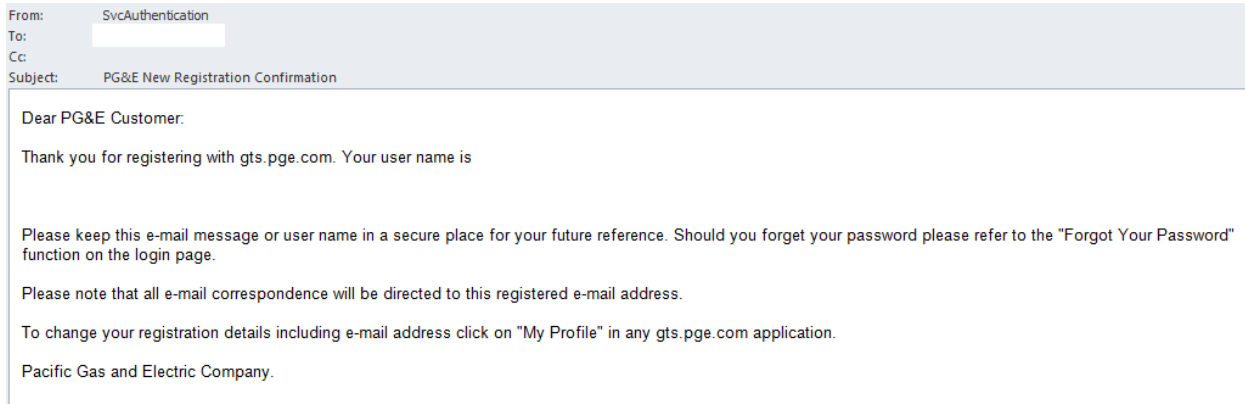
- e. After clicking OK, you will see the screen in FIG 5. At this point please close the page or your browser. Do not click continue.

FIG 5



- f. You will receive an e-mail from PG&E's "SvcAuthentication." (FIG 6)

FIG 6



## PLEASE NOTE

Although you will have received an e-mail confirming your registration for access (above), INSIDEtracc access is **not instantaneous**. One more *Activation* step must be performed by PG&E's CGT. Generally this is completed within 24 hours with the exception of weekends and holidays. See **Step 3** on the following page.

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**Step 3)** After your account has been activated, (see note above) you will receive a “Welcome” e-mail (FIG 7) stating “**You have been granted access to INSIDEtracc.**” Now you may log in and start using INSIDEtracc.

## FIG 7

Subject: SampleName from 9999 has been granted access to the INSIDEtracc System.

Welcome:

You have been granted access to INSIDEtracc. If you would like to logon to INSIDEtracc at this time, please go to California Gas Transmission's Pipe Ranger website, <http://www.pge.com/pipeline>, and click the INSIDEtracc Logon link. To learn more about California Gas Transmission services available to you, please contact a [CGT Account Manager](#) with any questions you may have.

INSIDEtracc Administrator  
PG&E's California Gas Transmission

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## Additional Information for New Users:

- If a user requires access to more than one Company, they will need to submit an ECS Exhibit B for each Company's ECS agreement for which they require access. CGT will confirm with the Company holding the ECS agreement that the user requesting access has their permission. The user will need to register a unique User Name for each Company.
- After you are activated for INSIDEtracc, a CGT Account Manager will contact you regarding training opportunities for the INSIDEtracc system.
- Our [INSIDEtracc User Documentation](#) is available on the Pipe Ranger site.

## FAQs

### Q) How do I know if my Company has an existing Electronic Commerce System (ECS) User Agreement (Form No. 79-982) in place?

A) Here are two ways to know if your Company has an existing ECS Agreement:

- Contact a [CGT Account Manager](#) and they can provide that answer.
- If an employee at your company already has access to INSIDEtracc, then an ECS agreement exists.

### Q) What if we do not have an ECS agreement?

A) Please send your ECS request to a PG&E California Gas Transmission Account Manager by e-mailing [CGTServicesX@pge.com](mailto:CGTServicesX@pge.com) with the information below

Primary Contact Name  
Telephone No.  
E-mail Address

Customer Company Name  
Address, City, State, Zip Code

Mailing Address (if different than physical address)  
Address, City, State, Zip Code

### Q) I work for several companies handling their back office work. Why am I required to have a unique User Name for each company?

A) This security precaution ensures that each user can only view their company's specific information.