

LINK® Mobile EBB Interface

LINK® Mobile Overview

- This presentation provides an overview for the LINK® Mobile application. Since smartphones function is different than a traditional computer, this tutorial discusses the differences.
- LINK® Mobile can be used on a smart phone device such as an iPhone or Android without any additional software since it is web based. Simply inputting the URL into your phone's browser will allow you to access the application.
- All rules, validations, and security checks will apply to transactions conducted using LINK® Mobile to ensure the validity, privacy and integrity of customer data.
- Due to the variance in operating systems utilized by the hundreds of models of mobile computing devices which will be able to utilize LINK® Mobile, the user experience may vary slightly. For assistance or general questions, contact the LINK® Help Line by phone at (800) 827-5465 or via e-mail at link-help@spectraenergy.com.

Features

Features of LINK® Mobile:


- All screens and functions available in the desktop application are available in the mobile application. Additionally, the look and feel of LINK® Mobile closely matches the primary web site.
- For example, Customers can
 - Use grid functionality to submit nominations or perform confirmations.
 - Customize their mobile experience.
 - Create nominations with activities that are not preloaded into LINK®.
 - View and submit multiple nomination activities at once.
 - Submit RFS (Request For Service) external approval.
 - Evaluate entitlements and visualize entitlements through the “Entitlements Geo Map”.

Accessing the LINK® Mobile System

To access the LINK® Mobile EBB, type the desktop LINK® URL: link.spectraenergy.com into your phone's browser.




Signing into the LINK® Mobile Interface

To login to LINK® tap the 3-line icon  located in the upper right hand corner of the screen to activate the dropdown and then select Customer Activities (Login). Next, you will be prompted to input your LINK® credentials. Verify that you have a secure connection before logging in for both public and private Wi-Fi.



Customer Activities/ Menu tree

Once logged in, all business units your LINK® Id has access to will appear in the 3-line icon dropdown . Next, select your desired business unit and you will be redirected to that business unit's homepage where you will be presented with the business function menu tree. Use the "+" and "-" symbols to expand and collapse the menu items. A search field is available to make locating screens more efficient. Simply type the first 3 letters of the desired screen and a dropdown will appear with potential searches.



Home Icon

The home icon located in the upper left hand corner, adjacent from the 3-line icon will redirect you to the LINK® public home page. If you are logged into a business unit, the home icon located within the menu tree will take you back to the business unit's home page.





LINK® Home Page Icon



LINK® Business Unit Home Page Icon

LINK® Mobile Layout Customization







Users can remove unnecessary fields of any LINK® mobile screen by customizing the layout. Changes to the layout can be made from a laptop (or desktop computer) and will then appear immediately on the smartphone after a refresh of the page. To modify the layout, users will first enter the screen on their computer > click Screen Preferences icon  > select Customize Mobile Layout. Fields highlighted in green can be hidden. Click the fields you would like to hide and it will turn red. Once a selection is made, click the Done button  to complete the customization.

1. Select the Screen Preferences button > Customize Mobile Layout


2. Selected TSP Name, TSP and Svc Req Prop fields from the form and Up ID Prop and Up Id fields from the grid

3. Those fields are now hidden in LINK® Mobile

Icons, Look-up windows, etc.

- Icons have been placed in the upper left hand corner of the screen to activate functions such as filtering , exporting , printing , and adding screen favorites . To activate the icons, tap the desired icon.
- To open lookup windows, click the hyperlink. Android users also have the option of double tapping to open the field. The window will appear immediately afterwards.
- Pop ups must be enabled on your phone to use features such as the print icon and List windows.
 - For iPhone go to Settings > Safari, then turn Block Pop-Ups off.
 - The default Block Pop Ups for Safari is 'On'
 - For Android go to Chrome Settings > Site Settings > then allow Pop-ups
 - Additionally, if you have an Android phone it will download as a PDF and can be viewed by following the download icon  at the top of the screen, or you can locate it in your Downloads folder on your device. On an iPhone it will automatically redirect you to the PDF in a new tab .
- The export feature is available for devices with .csv capable functionality applications such as Google Sheets.
- To open a .zip file, users will need to have an application such as WinZip downloaded to their device.
- Favorite screens saved on both the computer and smartphone will appear across all electronics devices as wells as across all Business Units.

Changes & Nuances of Various Devices

- Some of the form fields in the Nomination and Confirmation screens are hidden to eliminate excessive clutter with the limited space available on mobile devices. However, those default setting can be overridden by going to the Screen Preferences > Customize Mobile Layout .
- To view additional columns in the grid within any screen, swipe to the left within the grid.
- To zoom into a map such as the Map Geographic within the Entitlements screen, use two fingers to pinch-in and pinch-out of the screen until the desired view is displayed.
- Validation placement will differ on the Mobile site from the desktop view. On a desktop, validations appear in the upper left hand corner of the screen, however, validations for Mobile users will “float” above wherever the user is on the screen. To close the validation message, click the ‘X’ in the upper right hand corner of the message.
- All volume quantities will default with a zero and must be deleted before entering a new quantity on an iPhone.
- On an iPhone when the cursor is on a lookup field, a lookup button  will appear. This button is not functional and to utilize the lookup, press down on the field and the lookup window will pop up.
- Entity names will not appear at the top of the screen due to sizing limitations. To make sure you are on the proper business entity or need to change the business entity, select Service Requester in the menu tree > Change Service Requester Name > select the service requester > hit the Change Entity button.

LINK® Security Module

If any security changes need to be made, the Local Security Administrators can access using LINK® Mobile. To navigate to the security module, click the lock icon followed by Existing User.

The screenshot displays the LINK System Customer Interface. At the top left, the logo reads "LINK System Customer Interface". On the right side of the header, there are links for "LINK Learning", "Training", "Tutorials", "LINK Helpdesk", and "Contact Us", along with the ENBRIDGE logo. Below the header, a navigation bar contains a home icon, a lock icon, and a "Select Business Unit" dropdown menu. A "Login" dropdown menu is open, showing three options: "Reset or Change your Password", "Existing User", and "New User (No LINK Id)". A red arrow points from the "Existing User" option in the Login menu to the "LINK® System Security" section in the main content area. This section contains a list of links: "Reset or Change your Password", "Existing User", "New User (No LINK Id)", and "LINK System Security Tutorials". A second red box highlights the "Existing User" link in this list. To the right of the main content, there is a banner for "LINK Training will return next year. Please check back in January for our 2018 training schedule." Below the banner, there is a "Critical" section with several links related to "Algonquin Gas Transmission, LLC" and "Garden Banks Gas Pipeline, LLC". At the bottom right, there is a "Public Information" section with a link for "Submit Credit Application". The date and time "11/17/2017 10:26:27 AM CST" are displayed in the top right corner.

Additional Resources

- Any additional questions regarding the functionality can be found in Introduction to LINK® under Tutorials located in the upper right hand corner of any LINK® screen.
- Users can also call the LINK® Help Desk for additional questions at 1-800-827-5465 or email LINK-Help@spectraenergy.com.

The screenshot displays the LINK System Customer Interface. At the top, there is a navigation bar with links for LINK Learning, Training, Tutorials (highlighted with a red arrow), LINK® Helpdesk, and Contact Us. The ENBRIDGE logo is also present. Below the navigation bar, there is a login field showing 'Login: CLJOHNSON' and a date/time display '11/13/2017 9:15:40 AM CST'. A central banner area contains an 'Application Support' message and a blue box stating 'LINK Training will return next year. Please'. Below this, there is a section titled 'LINK® System Tutorials' with a blue button labeled 'Introduction to LINK®' (highlighted with a red arrow). To the left of this button, there is a link for 'More about LINK®' with a sub-link 'Introduction to LINK®' (also highlighted with a red arrow).

Directory

[LINK® What is It?](#)

[Features of LINK® Interface](#)