

PGTS USER GUIDELINES

To improve the effectiveness of PGTS, we have formulated the following guidelines. This has been done based on the feedback received from you all and our subsequent analysis of the same. The aim is to make PGTS more 'user friendly'.

Login Related Problems:

Error message:

A. "Incorrect UserID or Password"

If this message appears while trying to enter PGTS with your Login ID and Password, please recheck the Login ID and Password actually entered.

B. "Your UserID is Locked, Please Contact System Administrator"

Please note that if you try to login with an invalid Password repeatedly for 5 times your Login ID will get locked. Then even with the correct Password you will not be able to login to PGTS. In certain other circumstances also, your Login ID might have got locked. If you have forgotten your Login ID or Password or if your Login ID is locked, please contact the *Authorized PGTS Technical Support Team* to reset Passwords or unlock Login ID.

C. "You have been Inactive for Quite sometime, Your Session has been terminated for security of your Account"

Please close the Internet Explorer and login again to PGTS.

D. "We are Sorry Your request can not be processed at this time. Please try again later!"

Please close the Internet Explorer and try to login after a little while.

Please note:

1. Do not provide your password to anybody under any circumstances.
2. Your PGTS password is CaSe sensitive.
3. Password should be of minimum 8 characters having at least one letter in CAPS, one letter in small, one special character and one number.
4. Login ID gets Locked after entering wrong Password repeatedly 5 times.
5. Always use Logoff link to come out of PGTS. If you don't use Logoff link, your Login Account may be locked.

Slow response:

If PGTS response becomes unusually slow, in general, please check your Internet Connectivity and Bandwidth.

Exclusive Use:

PGTS services are being simultaneously accessed and used by thousands of users across the country. To ensure reasonable performance, we were compelled, though reluctantly, to put a limit on maximum idle time that can be allowed on any PGTS service. Thus on reaching the maximum idle time allowed, the session gets automatically killed and the data to the extent already entered but not saved is lost. We have to use PGTS exclusively without keeping it idle.

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