

PG&E @Work for Me On the Internet

User Guide

**For Pensioners, Retirees and
Surviving Dependents**

August 2007





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Introduction

PG&E@Work for Me on the Internet is a self-service tool for pensioners, retirees and surviving dependents to access personal information such as home mailing address, emergency contacts or work address, as well as view information about pay and benefits that is specific to them. The ability to access *PG&E@Work for Me* on the Internet is a key step in ensuring that users can quickly and easily view information and perform certain transactions at any time, whether from home or another location.

IMPORTANT NOTE: *PG&E@Work For Me* is unavailable from 9:30 pm on Saturdays to noon on Sundays due to routine weekly maintenance. Occasionally the maintenance extends beyond noon.

How to Register

The first time you log on to *PG&E@Work for Me* on the Internet, you'll need to register for access in a two-step process: 1) you register, and 2) you enroll. You'll be required to provide some personal information when you register, as illustrated on page 5 of this guide.

To get started, log on to *PG&E@Work for Me* on the Internet at <http://myportal.pge.com>. Select the log on button at the bottom of the page.



PG&E@Work for Me on the Internet



PG&E provides you with an array of competitive pay and benefits programs as an employee, as well as benefits in retirement.

PG&E@Work for Me on the Internet is your self-service tool to view and manage personal information, and find details about pay and benefits programs at any time from any computer.

 An Internet Explorer or Firefox browser application is required to log on to and use *PG&E@Work for Me* on the Internet. See [System Requirements](#) for more information.

[Log On](#)

Note: Any unauthorized use or access to the pages, or the computer systems on which the pages and information to be displayed reside, is strictly prohibited and may be a criminal violation. Your use of this Web site is governed by and conditioned on your acceptance of the terms of use referenced herein and such other terms and conditions as may be contained in this Web site. Your use of this Web site constitutes your agreement to the terms of use and all such additional terms and conditions. Click on the [Terms of Use](#) link below to review the Agreement.

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[Terms of Use](#)

[System Requirements](#)



Follow the simple steps in this section to register for access. Once you've completed all these steps, you'll be automatically logged on to *PG&E@Work for Me* on the Internet. **You will not have to complete this registration process again.**

The image shows a web page titled "PG&E@Work For Me". Below the title is a "Log On" section with three input fields: "USER NAME (Pensioners): LAN ID (Actives):", "PASSWORD:", and "PERSONNEL NUMBER: (ex. 00123456, 8 digits)". To the right of the first two fields are links for "User Name Rules" and "Password Rules". Below the input fields are "LOG ON" and "RESET" buttons. Underneath these buttons is a link "Having trouble logging on?". A red circle highlights the link "Pensioners register here". Below this link are three more links: "Forgot your password", "Forgot your user name", and "User Access Guide". The PG&E logo is in the bottom right corner.

1. Click the Pensioners register here link to start the registration process.



Enter Registration Information

1. **Enter your First Name**
2. **Enter your Last Name**
3. **Enter a valid external E-mail Address**
4. **Enter your chosen User Name.** User Names must be a minimum of five characters in length and can contain letters, numbers and hyphens, underscore symbols or the @ symbol. No spaces are permitted.
5. **Enter your chosen Password.** Passwords must be a minimum of six characters in length and can only contain letters and numbers. No spaces are permitted. Passwords are case sensitive.
6. **Enter your chosen Password again** to confirm.
7. Click on **Terms of Use** to read the terms.
8. If you accept the Terms of Use, indicate you've read and accepted them by **checking the box** to the left.
9. **Click Continue** to proceed to the next step.

Note: If you don't accept the Terms of Use, you will not be able to use PG&E@Work for Me on the Internet.



Confirm Registration Information

This screen should contain the information you just entered in the registration form.

PG&E@Work For Me

Validate Registration

FIRST NAME: Test

LAST NAME: User

EMAIL ADDRESS: testuser@yahoo.com

USER NAME:
(min 5 characters) testuser1

PG&E

1. **Review** what you've entered carefully and make any necessary changes by clicking the button.
2. Click the button to proceed to the next step--Enrollment.

Enroll for PG&E@Work for Me on the Internet

On the Enrollment Page, you'll prove your identity by inputting several attributes for verification.

PG&E@Work For Me

Enrollment

PERSONNEL NUMBER:

LAST 4 DIGITS OF SSN:

DATE OF BIRTH:
(mmddyyyy)

ZIP CODE:

CITY OF RESIDENCE:

PG&E

1. **Enter your Personnel Number.** You can find it on your pensioner pay statement. *All eight digits are required, including lead zeros.*
2. **Enter the last four digits of your Social Security number (SSN).**
3. **Enter your Date of Birth** (mmddyyyy).
4. **Enter your home address ZIP Code.** Enter only the first five digits.
5. **Enter your City of Residence.**
6. Click the button to proceed to the next step—Enrollment Confirmation.



Confirm Enrollment Information

The next screen should contain the information you just entered in the Enrollment form.

The screenshot shows the 'PG&E@Work For Me' Enrollment Confirmation page. It features a header with the PG&E logo and the text '@Work For Me'. Below the header, the word 'Enrollment' is displayed. The form contains five input fields with labels: 'PERSONNEL NUMBER: (ex. 00123456, 8 digits)' with the value '00001111' and a 'What is this?' link; 'LAST 4 DIGITS OF SSN:' with a masked value 'XXXX'; 'DATE OF BIRTH: (mmddyyyy)' with the value '04231940'; 'HOME ZIP CODE:' with the value '94553'; and 'CITY OF RESIDENCE:' with the value 'Salinas'. At the bottom of the form are two buttons: 'CONTINUE' and 'RESET'. A link 'Having trouble enrolling?' is located below the buttons. The PG&E logo is in the bottom right corner.

Field Label	Value	Additional Info
PERSONNEL NUMBER: (ex. 00123456, 8 digits)	00001111	What is this?
LAST 4 DIGITS OF SSN:	XXXX	
DATE OF BIRTH: (mmddyyyy)	04231940	
HOME ZIP CODE:	94553	
CITY OF RESIDENCE:	Salinas	

[Having trouble enrolling?](#)

1. **Review** what you've entered carefully and make any necessary changes by clicking the **RESET** button.
2. **Click** the **CONTINUE** button to continue. You're your information has been validated, you'll automatically be logged on to *PG&E@Work for Me*.

Note: Successful validation requires that the information you entered matches what PG&E has in your HR file.



How to Log On to PG&E@Work for Me on the Internet

After you've registered and enrolled for Internet access to PG&E@Work for Me on the Internet, you'll log on to the system to view personal information such as home address, view copies of your pension statements or benefits confirmation statements, obtain information about your benefit plans, important contacts and forms, and access frequently asked questions.

Go to the PG&E@Work for Me on the Internet site at <http://myportal.pge.com>.

1. **Enter your User Name.**
2. **Enter the Password** you established when you registered.
3. In this example, you'll **enter your personnel number**. This third question will rotate between each of the five attributes you entered during the registration process, including your City of Residence, the last four digits of your Social Security number, your Personnel Number, and your date of birth.
4. **Click the LOG ON button** to complete the log on process, which will take you to the PG&E@Work for Me on the Internet Welcome page.

Note: Passwords are case sensitive.

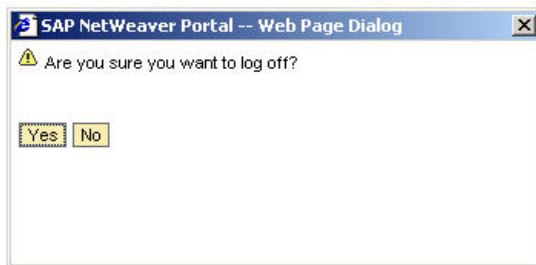


How to Log Off of PG&E@Work for Me on the Internet

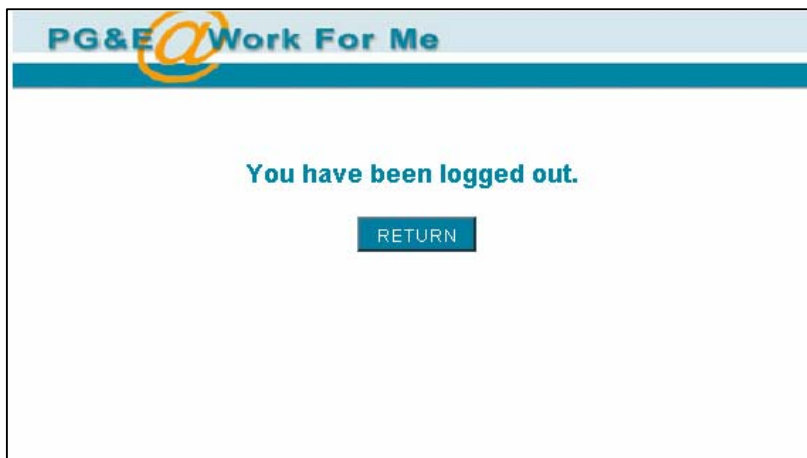
For security reasons, you should always log off of the system when you complete your PG&E@Work For Me on the Internet session. You can click the **Log Off** link in the upper right hand corner of any screen in PG&E@Work for Me to quit your session.



You will be asked whether you're sure you want to log off.



Once you've logged off, you will see a confirmation screen, shown below. You can select the **RETURN** button to go back to the PG&E@Work For Me on the Internet Login screen, or you may close the confirmation screen.





Forgot / Change Your Password

If you've forgotten your password or you'd like to change your password, you can do so from the Login screen.

1. Click the **Forgot your password** link.

PG&E Work For Me

Log On

USER NAME (Pensioners): [User Name Rules](#)
LAN ID (Actives):

PASSWORD: [Password Rules](#)

PERSONNEL NUMBER:
(ex. 00123456, 8 digits)

[Having trouble logging on?](#)

Pensioners [register here](#)

[Forgot your password](#)

[Forgot your user name](#)

[User Access Guide](#)

PG&E

Confirm Your Identity

PG&E Work For Me

Forgot Password

USER NAME:
(min 5 characters) [User Name Rules](#)

PERSONNEL NUMBER:

LAST 4 DIGITS OF SSN:

DATE OF BIRTH:
(mm/yyyy)

ZIP CODE:

CITY OF RESIDENCE:

PG&E

1. Enter your **personal attributes**: Personnel Number (8 digits, including leading zeros), last four digits of your Social Security number, Date of Birth (in **mm/yyyy** format), ZIP Code, and City of Residence.
2. Click the button.
3. You will be prompted to enter a new password. Passwords are case sensitive.
4. Optionally, you may also update your email address.



Choose a New Password

The form is titled "PG&E@Work For Me" in a blue header bar. It contains two main sections for password and email confirmation. The first section has labels "New Password:" and "Confirm New Password:" followed by white input fields. The second section is labeled "OPTIONAL" and contains labels "Email Address:" and "Confirm Email Address:" followed by white input fields. At the bottom, there are two buttons: a blue "SUBMIT" button and a white "Cancel" button with a blue border. A small PG&E logo is in the bottom right corner.

PG&E@Work For Me

New Password:

Confirm New Password:

OPTIONAL

Email Address:

Confirm Email Address:

PG&E

Password Change Confirmation

Upon successfully choosing a new password, you'll see the confirmation page below. Click the [CONTINUE](#) button to view the PG&E@Work For Me home page.

The page is titled "PG&E@Work For Me" in a blue header bar. Below the header, the title "Password Change Information" is centered in blue. The main text, also centered, reads: "Your new password has been set. Use this new password the next time you log into your account." At the bottom, there is a blue button with the word "CONTINUE" in white text.

PG&E@Work For Me

Password Change Information

Your new password has been set.
Use this new password the next time you log into your account.

[CONTINUE](#)



Forgot User Name ¹

If you forget your user name, you can easily retrieve it by following the steps in this section.
Your User Name will be sent to your external e-mail address provided during the registration process.

PG&E Work For Me

USER NAME: or LANID: [User Name Rules](#)

PASSWORD: [Password Rules](#)

LAST 4 DIGITS OF SSN:

Pensioners register [here](#)
[Forgot your password](#)
[Forgot your user name](#)

1. From the Login Page, click the **Forgot your user name** link
2. Enter your **external e-mail address**.
3. Click on the button.
4. Open the **system-distributed e-mail** to retrieve your User Name.

PG&E Work For Me

Enter Your E-mail Address:

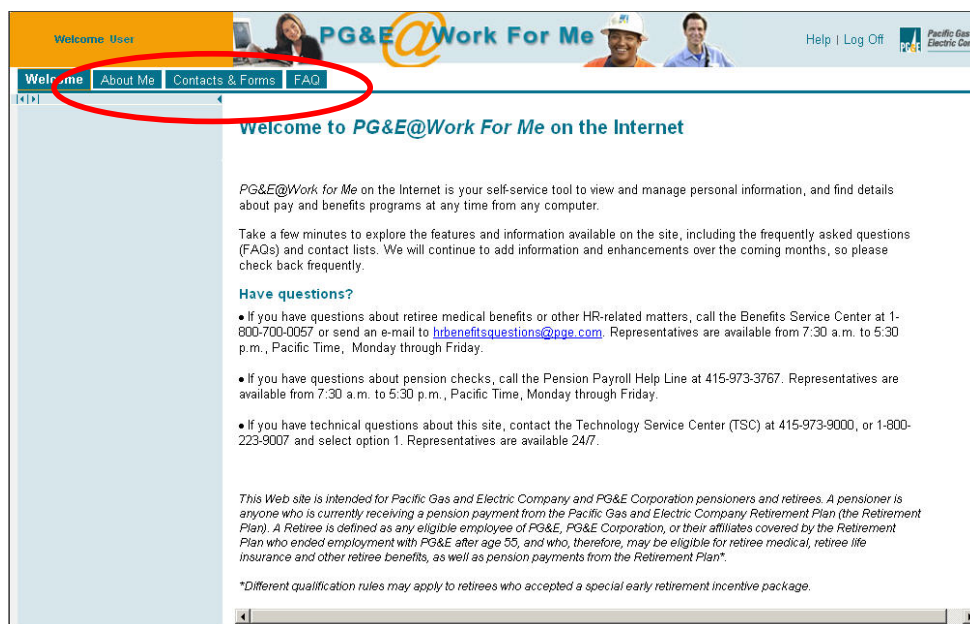
¹ This functionality uses the valid external e-mail address you provided during the registration process.



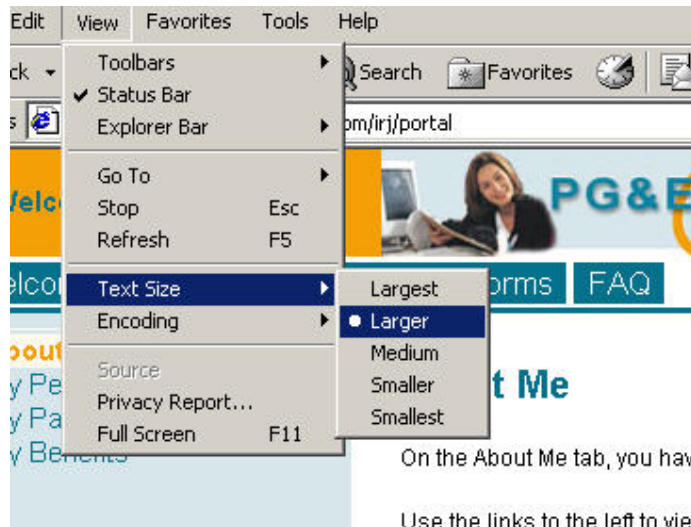
Navigating the site

Once you have successfully logged on to *PG&E@Work for Me* on the Internet, you will arrive at the **Welcome Page**.

You may move to the About Me, Contacts and Forms, or Frequently Asked Questions (FAQ) pages by selecting the applicable tab at the top of the site.



To enlarge the font appearing in the tabs at the top of the site, and the links in the left area, select “view” from the toolbar, then “text size” then “larger” as shown in the diagram below.





About Me Page

Select the links at left to view information in the My Personal Information, My Pay, and My Benefits sections.

Welcome User

PG&E Work For Me

Help | Log Off

PG&E Pacific Gas and Electric Company

Welcome | **About Me** | Contacts & Forms | FAQ

About Me

On the About Me tab, you have access to many personal information and self-service functions.

Use the links to the left to view pension pay statements, view and change home address information, and view benefit enrollment information (retirees only).

- Retiree is defined as any eligible employee of PG&E, PG&E Corporation, or their affiliates covered by the Retirement Plan who ended employment after age 55, and who, therefore, may be eligible for retiree medical, retiree life insurance and other retiree benefits, as well as pension payments from the Retirement Plan.

**Different qualification rules may apply to retirees who accepted a special early retirement incentive package.*

- The 2007 Benefits Confirmation and 2007 Enrollment Form links are undergoing further development, so you may experience blank screens at this time.

[Click here](#) to view a guide for using the features on About Me.

Note: You will need **Adobe Acrobat Reader** to view documents on this site. [Download Adobe Acrobat Reader <http://www.adobe.com/products/acrobat/readstep2.html>](http://www.adobe.com/products/acrobat/readstep2.html)

We will continue to add information and enhancements to About Me over the coming months, so please check back frequently.

In **My Personal Information** you can confirm that your **personal data**, such as your personnel number, marital status and Social Security Number are accurate in the HR master data base.

You can also change your **home address**. Please note that this is your **permanent** address. If you want to change your **mailing** address, but leave your permanent address unchanged, you must notify the Benefits Service Center.

The **My Pay** section displays your last eight pension checks. You may view and print the statements.

My Benefits displays PG&E's 2007 Enrollment Guide, the Summary of Benefits Handbook and forms related to benefits enrollment.

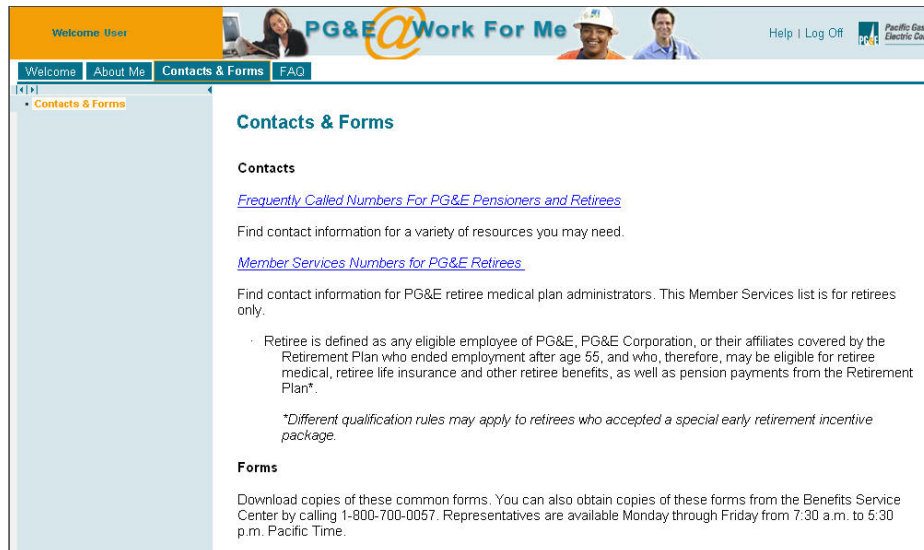
Note: There are two requirements to view and print the documents linked from this page:

1. Adobe Reader is installed on your computer.
2. Your pop up blocker is disabled.



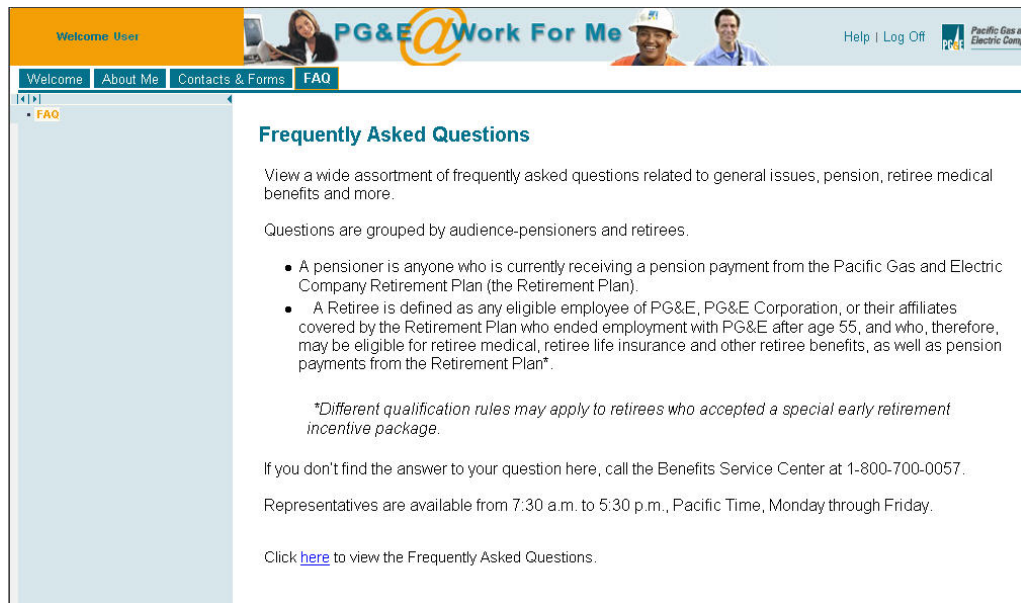
Contacts & Forms Page

The same two requirements apply as for the About Me page (see above).



Frequently Asked Questions (FAQ) Page

The same two requirements apply as for the About Me and Contacts & Forms pages (see above).



When you have finished exploring the site, log off using the instructions outlined on page 9.



Where to Go For Help

IMPORTANT NOTE: *PG&E@Work For Me* is unavailable from 9:30 pm on Saturdays to noon on Sundays due to routine weekly maintenance. Occasionally the maintenance extends beyond noon.

- If you have technical questions about this site, contact the Technology Service Center (TSC) at 415-973-9000, or 1-800-223-9007 and select option 1. Representatives are available 24/7.
- If you have questions about retiree medical benefits or other HR-related matters, call the Benefits Service Center at 1-800-700-0057 or send an e-mail to hrbenefitsquestions@pge.com. Representatives are available from 7:30 a.m. to 5:30 p.m., Pacific time, Monday through Friday.
- If you have questions about pension checks, call the Pension Payroll Help Line at 415-973-3767. Representatives are available from 7:30 a.m. to 5:30 p.m., Pacific time, Monday through Friday.