



Best Practices - When Changing your MyCentre Password

1. Introduction

This document specifies best practices when changing the password for your MyCentre user account.

These best practices are applicable for the following products:

- PSCAD, but only if using certificate licensing (not applicable if using lock-based licensing)
- Enerplot
- PRSIM
- Initializer
- FACE

2. Summary

If you need to change your MyCentre login credentials, then:


- to ensure that any checked out certificates are not impacted by that change, and
- to ensure that you can acquire certificates after changing your credentials,

Then before changing your MyCentre password, for each applicable machine that you use, the following steps should be done,

1. Ensure that all license certificates you have checked out are returned to your MyCentre account, and
2. Ensure that your remembered MyCentre credentials in all applications and utilities are cleared.

3. Prior to Changing your Password

- a. Close all running instances of PSCAD.
- b. If you have PSCAD V5 installed, and perhaps PSCAD x4:
 - Launch PSCAD V5.
 - If asked to log in, or if not logged in, then log in using your existing credentials.
 - If asked to select a license, decline it.
 - If PSCAD starts up with a certificate license, then select Licensing | Certificate | Release All, and do not request or acquire a new one.
 - Select to log out, then close the application.


- c. If you only have PSCAD x4 installed, but not PSCAD V5:
 - Launch PSCAD x4.
 - If asked to log in, or if not logged in, then log in using your existing credentials.
 - If asked to select a license, decline it.
 - If PSCAD starts up with a certificate license, then select , *System Settings | Return*, and do not request or acquire a new license.
 - Select to log out, then close the application.
- d. If you have Enerplot, and/or PRSIM, and/or Initializer, and/or FACE:
 - Launch each application, closing all other running instances of that application.
 - If asked to log in, or if not logged in, then log in using your existing credentials.
 - If asked to select a license, decline it.
 - If the application starts up with a certificate license, then return that certificate, and do not request or acquire a new one.
 - Select to log out, then close the application.
- e. If you use the MyUpdater utility:
 - Launch the MyUpdater utility, closing all other running instances of it.
 - If logged in, then select *Account | Log out...*
 - Close the application.

4. Change your Password

At this stage, all certificates acquired with your current, but soon to be changed, username and password should have been returned to your MyCentre account.

Also, since you have logged out of all your applications, your current MyCentre credentials are no longer remembered by the machine.

You can now change your MyCentre password by doing one of the following:

1. Browse to <https://mycentre.hvdc.ca/>, select  and then select [Forgot Password?](#), or
2. Start any application that is certificate licensed, select to Log In, then select [Forgot Password](#)

5. After Changing your Password

You are now free to:

- Launch any certificate-licensed application,
- Log In to MyCentre with your updated credentials,
- Acquire a new certificate, and
- Use that application.