



***Using the  
Dominion Member Services  
Site (Phase 1)***

***May 24, 2001***

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# 1 Overview

The main objective behind the Dominion Member Services (DMS) web site is to offer its members benefits and incentives that will build customer loyalty and leave members feeling good about using Dominion Services.

One of the ways that Dominion is going to achieve this is by forming relationships with vendor partners and making exclusive offers of discounted prices or other deals for items offered on the DMS site. Members will have access to shopping for products from the Member Benefits page of the DMS web site.

The DMS site eventually will have all of the capabilities of a typical e-commerce website where customers are able to browse for products that interest them, place products into a virtual shopping cart without actually purchasing them, and complete the purchase online at a future time, if they wish to do so. Dominion will be taking care of fulfillment for some of the products offered, and in other cases will transfer the member over to a partner site and have the partner take care of fulfillment.

Each partner will have a separate part of the site fronted by a "billboard" page that identifies the partner and the products they offer, effectively giving each partner a sub-site within the DMS site. Each partner area contains the offers from that partner, divided into categories and sub categories.

Initially, there is only one partner. Lowe's Home Improvement Warehouse is offering exclusive rebates on a selection of washers, dryers, ranges, and refrigerators to DMS Members. Members will be able to view descriptions of the appliances covered by the rebates, and print out a rebate form. After they purchase the appliance at Lowe's they can send in the form with their receipt and receive the rebate.

Each member has a Member ID so that the site can identify them and handle all purchases through the correct member account. Member accounts will be protected by a password to assure that a member's private information remains private. Members can identify themselves each time they visit the site, or choose to have their login information "remembered" by their computer.

In addition to the member services available on the site, Members can view help for using DMS, modify their account information, access information about the site, and leave a message for Customer Service. If the documents on the site are not enough to help a Member to use the site successfully, help is only a phone call away through Dominion's Customer Care Representatives (CCRs).

This document will describe the most common tasks associated with the Dominion Member Services site, and give step-by-step instructions on performing those tasks. In addition to tasks that Members will be performing, this document also contains instructions for tasks that CCRs may need to perform to help Members access the site.

## 2 Member Tasks

Members are responsible for finding access to the Internet and starting up their web browser to point to the DMS site. The Uniform Resource Locator (URL) for the DMS site is:

<http://www.dms.dom.com/>

Once Members reach the site, the first thing they will see is a “Splash Screen”. This screen welcomes them to the site.



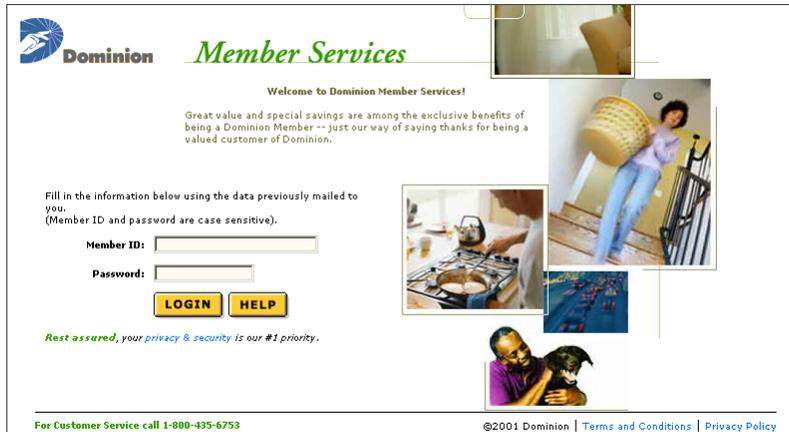
*The DMS “Splash Screen”*

After about ten seconds, the splash screen is replaced by the login screen. (If this doesn't happen automatically, Member's can select the “Continue” link.) This first thing Members need to do is log into their account. After they've logged in, they can begin navigating the site to access Member Benefits, access and modify their account information, and access the Customer Service portion of the site. When they are finished with the site, Members should log out to keep others from using their account.

## 2.1 Logging In

The log in process may differ depending on whether or not the Member has visited the site before. Even if they've visited before, the process will differ based on whether or not they asked the site to remember them, and whether or not they remember their password.

Once a Member directs their browser to the DMS site, the DMS Login Page will display in the browser window.



The screenshot shows the Dominion Member Services login page. At the top left is the Dominion logo. To its right, the text "Member Services" is displayed in a green, italicized font. Below this, a welcome message reads: "Welcome to Dominion Member Services! Great value and special savings are among the exclusive benefits of being a Dominion Member -- just our way of saying thanks for being a valued customer of Dominion." The main content area contains a form with the following elements: a heading "Fill in the information below using the data previously mailed to you. (Member ID and password are case sensitive).", a "Member ID:" label followed by a text input field, a "Password:" label followed by a text input field, and two yellow buttons labeled "LOGIN" and "HELP". To the right of the form are three small images: a person carrying a basket, a person cooking, and a person holding a dog. At the bottom left, a green line of text states: "Rest assured, your privacy & security is our #1 priority." At the bottom right, there is a copyright notice: "@2001 Dominion | Terms and Conditions | Privacy Policy".

### DMS Login Page

The Login page contains the following components:

- Some welcome text
- "Member ID" text box
- "Password" text box
- "Remember Me" checkbox
- "Login" button
- "Help" button
- Customer Service phone number
- Link to the "Terms and Conditions" of using the DMS site.
- Link to the DMS site's "Privacy Policy".

### **2.1.1 For the first time**

If a Member is logging in for the first time, they will need to enter their Member ID and password, and then proceed through some preliminary registration steps.

A Member's ID and original password will be sent to them in a letter from Dominion. If the Member does not have that letter handy, a CCR can assist them by looking that customer up in the Member database using the administrative tools. See “

Looking up a member's account information" on page 28 for more information on that topic.

Once the customer has the Member ID and Password, they should:

1. Select (click in) the "Member ID" text box, and type their Member ID. The Member should make sure to type in their ID using the same combination of upper and lower case that is used on the letter.
2. Select (click in) the "Password" text box, and type their Password. The Member should make sure to type in their password using the same combination of upper and lower case that is used on the letter.
3. If the Member would like their Member ID to be remembered, they should select the checkbox labeled "Remember Me". Note: Checking this box will only remember them on the computer they are currently using. If they later use a different computer, they will need to remember their Member ID.
4. Select (click) the "Login" button to proceed. The browser displays a welcome screen, which will show the Member's name near the top.

**Dominion** *Member Services*

Welcome!

We are glad to have you join us as a Dominion Member. You are entitled to exclusive opportunities not available to the general public.

Please complete the following to set-up your account:

It's easy to forget a password, so choose a question from the list below that will help you remember. Then enter the answer in the next box.

Reminder Question:

Reminder Answer:

Although optional, your email address is essential for some online transactions. We can email your forgotten password, or tell you about unique specials. We do not make customer information available to other companies or individuals. Enter your email address below:

Email Address:

**SUBMIT**

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### Welcome Screen for first time visitors

New components on this page:

- "Home" and "Logout" links in the upper right of the page
- "Reminder Question" drop-down menu
- "Reminder Answer" text box
- "Email Address" text box
- "Submit" button

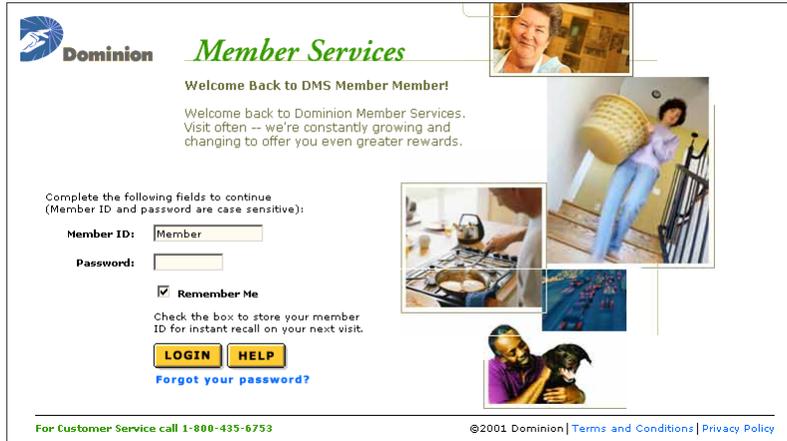
The Member should:

5. Choose a question from the "Reminder Question" drop-down menu. The member should pick the one that others are least likely to guess the correct answer to.
6. Select (click in) the "Reminder Answer" text box and type in the answer to the selected question.
7. If the Member would like to provide their email address to the system, they should select the "Email Address" text box and type in their email address.
8. Select the "Submit" button.

The member is now logged into the site. The web browser displays the DMS “home” page, which is described on page 13.

## 2.1.2 For “remembered” members

If the member checked “Remember Me” when they last logged into the site, they will not need to remember their Member ID the next time they use that computer. After directing their browser to the site, their login page will be personalized, and they will only need to type their password to log in.



The screenshot shows the Dominion Member Services login page. At the top left is the Dominion logo. To its right, the text "Member Services" is displayed in a green, italicized font. Below this, a personalized welcome message reads: "Welcome Back to DMS Member Member!" followed by "Welcome back to Dominion Member Services. Visit often -- we're constantly growing and changing to offer you even greater rewards." The page prompts the user to "Complete the following fields to continue (Member ID and password are case sensitive):". There are two input fields: "Member ID:" with a placeholder "Member" and "Password:". Below the password field is a checked checkbox labeled "Remember Me" with the instruction "Check the box to store your member ID for instant recall on your next visit." There are two buttons: "LOGIN" and "HELP". A link "Forgot your password?" is also present. The page is decorated with several small images: a woman's face, a woman with a basket, a person at a table, a person with a dog, and a person with a child. At the bottom, there is a footer with "For Customer Service call 1-800-435-6753" and "©2001 Dominion | Terms and Conditions | Privacy Policy".

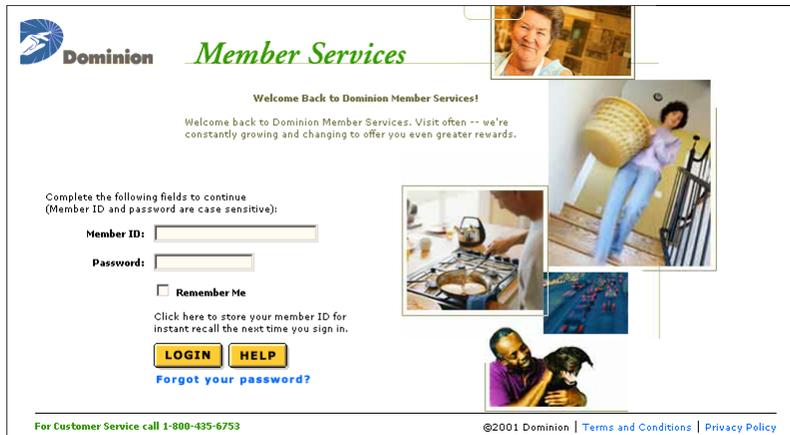
### *Login page for remembered members*

To log in, a remembered member should:

1. Select (click in) the “Password” text box, and type their Password. The Member should make sure to type in their password using the same combination of upper and lower case that is used on the letter.
2. If the Member would like their Member ID to no longer be remembered, they should select the checkbox labeled “Remember Me”, which will un-check the box.
3. Select (click) the “Login” button to proceed. The browser displays a welcome screen, which will show the Member’s name near the top.

### 2.1.3 For a returning Member

Members who have visited the site before, but who did not ask to be remembered, must enter the site through the log in page.



**Dominion** *Member Services*

Welcome Back to Dominion Member Services!

Welcome back to Dominion Member Services. Visit often -- we're constantly growing and changing to offer you even greater rewards.

Complete the following fields to continue  
(Member ID and password are case sensitive):

Member ID:

Password:

Remember Me

Click here to store your member ID for instant recall the next time you sign in.

[LOGIN](#) [HELP](#)

[Forgot your password?](#)

For Customer Service call 1-800-435-6753

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#### General Login Page

1. Select (click in) the “Member ID” text box, and type their Member ID. The Member should make sure to type in their ID using the same combination of upper and lower case that is used on the letter.
2. Select (click in) the “Password” text box, and type their Password. The Member should make sure to type in their password using the same combination of upper and lower case that is used on the letter.
3. If the Member would like their Member ID to be remembered, they should select the checkbox labeled “Remember Me”. Note: Checking this box will only remember them on the computer they are currently using. If they later use a different computer, they will need to remember their Member ID and password.
4. Select (click) the “Login” button to proceed. The browser displays a welcome screen, which will show the Member’s name near the top.

### **2.1.4 If you've forgotten your password**

Since it's a bad idea to write down your password anywhere, it's easy to lose track of passwords, particularly if you don't visit a site every day. The DMS site has features built in to aid Member's who have forgotten their password.

Members will still need their Member ID to access the site, but they can use the reminder question to access the site and change their password if they can't remember it. If a Member cannot recall their Member ID, they will need to call the Customer Service line and have a CCR look them up in the system. See “

Looking up a member's account information" on page 28 for more information on that topic.

To log into the site without their password, Members should first direct their browser to the DMS site. From the General Login page, and then:

1. Enter their Member ID in the "Member ID" text box.
2. Select (click on) "Forgot Your Password?". The browser displays the following page:

**Dominion** *Member Services*

No problem! -- Please answer your reminder question to enter.

**Important Note:** Answering your reminder question correctly will automatically create a new password for you. Provide an email address and we'll send it to you.

What is your pet's name?

Type in your email address

Or call Customer Service to get your new password.

Save email address

**SUBMIT**

After you log in, it is highly recommended that you change your password to something you'll remember by going to the 'My Password and ID' page in the 'My Account' section of this website.

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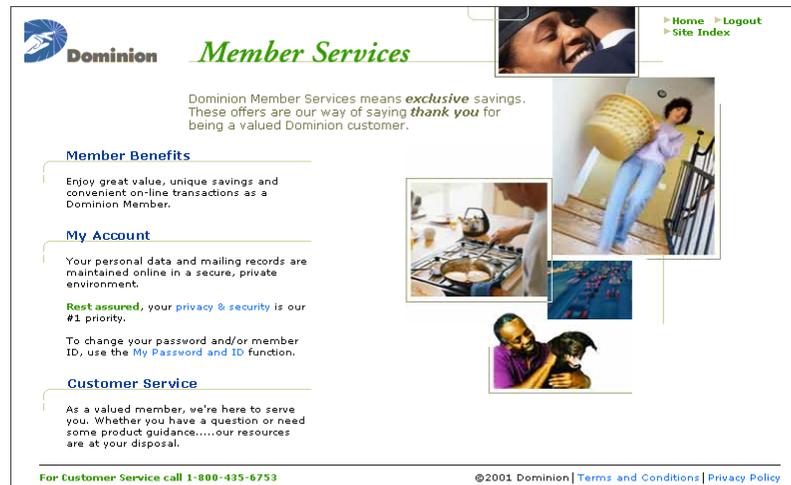
### *Password Reminder page*

3. The reminder question the Member selected is displayed. Enter the answer in the text box immediately below the question.
4. The system will change the Member's password to a generated password. To have this password emailed, the Member must enter a valid email address in the next text box. If they entered an email address when they set up their account, it will already be in the text box.
5. If they enter a new address, and want it added to their Member profile, they should check the check box next to "Save email address".
6. Select "Submit".

The Member is now logged in just as if they'd remembered their password. If they don't want to keep the password that is generated for them, they can change their password as described in "Changing your Password" on page 17.

## 2.2 Navigating the Site

The “home” page for the DMS site looks like this:



### DMS Home page

There are three links in the upper right-hand corner of the page. These links are available on most of the pages in the site.

- Home – will always bring Members back to this home page.
- Logout – will log the Member out of the DMS site, securing their account from others who may use their computer.
- Site Index – will take Members to a “site map” that lists the major areas of the site so Members can find them quickly.

The links in the body area of the page lead Members to the major sections of the DMS site.

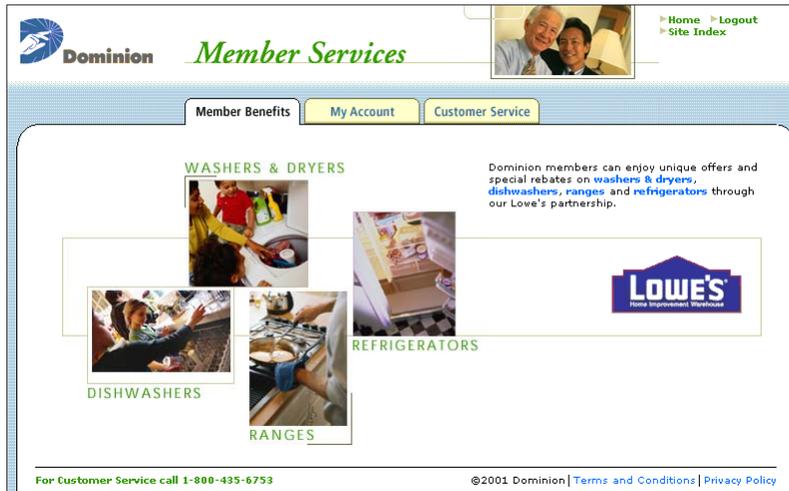
- Member Benefits – will take Members into the area of the site that contains the special offers available to them.
- My Account – will take Members into the area where they can make change to their Member Profile, such as changing their mailing address, Member ID, or password.
- Customer Service – will take Members into an area that contains information about the site, and some help on using the site. There is also a form for sending a message directly to Customer Service.

Select (click on) a link to enter that section of the site. Members can also access each of these sections by selecting the tab with its name that is on most pages of the site.

At the bottom of the home page is the customer service phone number, just in case Members ever need to talk to a Customer Care Representative, a link to the “Terms and Conditions” for using the DMS site, and a link to the site’s “Privacy Policy”.

## 2.3 Shopping

The main purpose of the site is to enable Members to shop for merchandise or other special offers that Dominion is making available through its partners. Members accomplish this through the “Member Benefits” part of the site. They can get to this area through the home page, site index, or a tab. The main page of this area currently looks like this, but it may change.



### Main Member Benefits page

Notice the tabs at the top of the body area. Members can use them to directly access any of the three main sections of the site without having to go back to the home page.

To begin shopping, Members should:

1. Choose a partner by selecting its logo from the logos that are shown. This displays the “billboard page”: for that partner.



### Lowe's Billboard page

Each partner's billboard page will be different, depending on what that partner has to offer. The following steps are specific to Lowe's, and are only meant to give you an idea of the general shopping experience.

- If more than one offer is available for that partner, Members need to select one of the offers available from that partner. This will take them to a display of the details for that offer, or subcategories within that offer.

For instance, if they selected "Refrigerators" from the Lowe's billboard page, information about the different refrigerators covered by this offer is displayed.

The screenshot shows the Dominion Member Services website. At the top, there is a navigation bar with 'Member Benefits', 'My Account', and 'Customer Service'. Below this, the 'Refrigerators' category is highlighted. The page features a Lowe's logo and a search bar. The main content area displays a list of three GE Profile Arctic refrigerators with their specifications and prices. The footer includes contact information and legal links.

#### Refrigerators category page

They may also have the option of choosing further subcategories. This will depend on the exact nature of the offers available from that partner.

- Once they have decided to take advantage of an offer, they should follow the instructions on the offer page that detail how to do so.

They may be able to purchase discounted merchandise directly from the site after entering their credit card number. They may need to print a rebate form and mail it in after completing their purchase at a retailer.

When they're finished with the site, Members should not forget to log out, by selecting the "Logout" link in the upper right-hand corner of the page. This will log them out of the site.

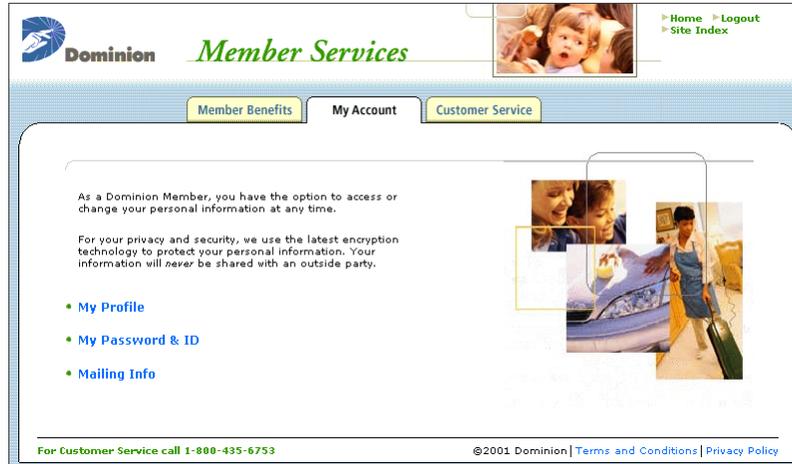
The screenshot shows the Dominion Member Services website displaying a 'Thank you' message. The message expresses gratitude for the member's visit and provides information about the Dominion Member Services program. A 'LOGIN' button is visible at the bottom.

#### You are now logged out

Logging out of the site will secure their account and personal information from others who may use this computer.

## 2.4 Accessing and changing your account information

The main route to Members' account information is through the "My Account" section of the DMS web site. Selecting "My Account" from the DMS home page or from a tab will display the following page:



*"My Account" page*

In addition to the standard links available on this page, there are three links specifically for accessing and changing aspects of the Member's account.

- My Profile – accesses personal information like name and phone number, as well as the reminder question for logging in if the password is forgotten.
- My Password & ID – accesses Member ID and Password information.
- Mailing Info – accesses the mailing address(es) used by the DMS site for shipping online purchases.

Members can use these pages to simply access this information, or to change the information. All viewing and modification takes place over a secure connection to protect the Member's personal information against interception in the network.

### 2.4.1 Accessing your account information

Accessing account information is simple. After logging into the DMS site and choosing "My Account" from the home page:

- Select the link that describes the information they would like to access. The information displays in the browser window.

Current information is printed in text boxes. When the Member is finished viewing that information, the Member should do one of the following:

- Select a navigational link to the left of the information to view a different set of information.
- Select one of the tabs above the information to exit the "My Account" section and switch to a different part of the web site.
- Select the "Home" link at the top of the page to return to the DMS home page.

## 2.4.2 Changing your Password or Member ID

First, access the “My Account” section of the web site, and select “My Password & ID”. The following page displays in the web browser:

**My Password & ID**

As a Dominion Member, you have the option to change your member ID and password.

**Important note:** Member ID and passwords are case sensitive and must be at least 6 characters long -- letters and/or numbers only.

**Change My Member ID**

Current Member ID ADAMSVLUMIS

New Member ID

**Change My Password**

Old Password

New Password

Confirm New Password

**SUBMIT**

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“My Password & ID” page

The Member’s current Member ID is shown. If the Member wants to change their Member ID, they need to:

1. Select the “New Member ID” text box.
2. Enter a different Member ID.
3. Select the “Submit” button.
4. If the Member ID they’ve selected is being used by another Member, a list of alternatives is displayed.

**Suggestions for New Member ID**

We’re sorry, that member ID already exists. We can help you save time when selecting a new, unique Member ID. You may accept one of the suggestions that is provided below. Otherwise, you may decline and try creating a unique ID by adding a letter or number at the beginning or end of your entry.

mmember2792

2792mmember

memberm2792

2792memberm

member2792

2792member

**ACCEPT** **DECLINE**

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Suggestions for New Member ID

If the Member would like to use one of those IDs instead, they should:

- a. Select the round “radio button” next to the choice they like.
- b. Select the “Accept” button. They will be returned to the “My Password & ID” page, and their choice will already be entered in the “New Member ID” text box.
- c. Select the “Submit” button again.

If the Member does not wish to use any of the provided choices, they should select the “Decline” button.

This will be their new Member ID, and they will need to remember this new ID the next time they come to visit the DMS site. Their old Member ID will no longer work. If they also want to change their Password, they should continue.

If the Member wants to change their password, they need to:

1. Select the “Old Password” text box.
2. Type their current password in the text box.
3. Select the “New Password” text box.
4. Type a new password in the text box. It will not display in letters, but with an asterisk for each letter. This is to prevent anybody reading the password over the Member’s shoulder.
5. Select the “Confirm New Password” text box.
6. Type in the same password again. Since the password does not display as the member types, the site requires the Member to type the same password twice to guard against typing errors.
7. Select the “Submit” button.

Once they select “Submit”, the Member’s old password will no longer work. The site will require their new password the next time they visit.

## 2.4.3 Changing your Mailing Information

First, access the “My Account” section of the web site, and select “Mailing Info”. The following page displays in the web browser:

**Member Services**

Home | Logout | Site Index

Member Benefits | My Account | Customer Service

### Mailing Information

Review the accuracy of your mailing address, and correct as necessary.

**Note:** This information only applies to online purchases -- changes will **not** affect any other accounts you may have with Dominion, such as a gas or electric customer account.

My Profile  
My Password & ID  
Mailing Info

First Name \*

Middle Initial

Last Name \*

Address Line 1 \*

Address Line 2

City \*

State/Province \*

County

ZIP/Postal Code \*

Country \*

Home Phone

**SUBMIT**

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### “Mailing Information” page

Initially, this mailing information will match the information associated with the Member’s Dominion customer account. Members can change this information to any address they like. To change this information, the Member should:

1. Select the text box next to the label that identifies the information they want to change.
2. Remove the current contents of the text box with the “Delete” and “Backspace” keys of the keyboard. (Text boxes that are marked with an asterisk are required, and cannot be left blank.)
3. Enter new information.
4. For drop-down menus, select the button at the right edge of the menu, and pick a new choice from the list.
5. Select the “Submit” button to change the information. If the Member changes some items, but does not wish to submit those changes, use the “Refresh” command of their web browser to clear all changes.

This information only applies to online purchase made through the DMS web site. Changes made on this page **will not** affect any other accounts the Member may have with Dominion, including gas or electrical consumer accounts.

## 2.4.4 Changing your Member profile

First, access the “My Account” section of the web site, and select “My Profile”. The following page displays in the web browser:

**My Profile**

Review the accuracy of your personal information, and correct as necessary.

**Note:** Changes to this information will not affect any other accounts you may have with Dominion, such as a gas or electric customer account.

**First Name**  \*

**Middle Initial**

**Last Name**  \*

**How should we refer to you?**

**Email Address**

**Home Phone**

**Business Phone**

**Fax Number**

**Change My User Verification Question**

**Reminder Question**  \*

**Reminder Answer**  \*

**SUBMIT**

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### “My Profile” page

Initially, this information will match the information associated with the Member’s Dominion customer account, and the information the Member enters the first time they log into their DMS account. To change this information, the Member should:

1. Select the text box next to the label that identifies the information they want to change.
2. Remove the current contents of the text box with the “Delete” and “Backspace” keys of the keyboard. (Text boxes that are marked with an asterisk are required, and cannot be left blank.)
3. Enter new information.
4. For drop-down menus, select the button at the right edge of the menu, and pick a new choice from the list.
5. Select the “Submit” button to change the information. If the Member changes some items, but does not wish to submit those changes, use the “Refresh” command of their web browser to clear all changes.

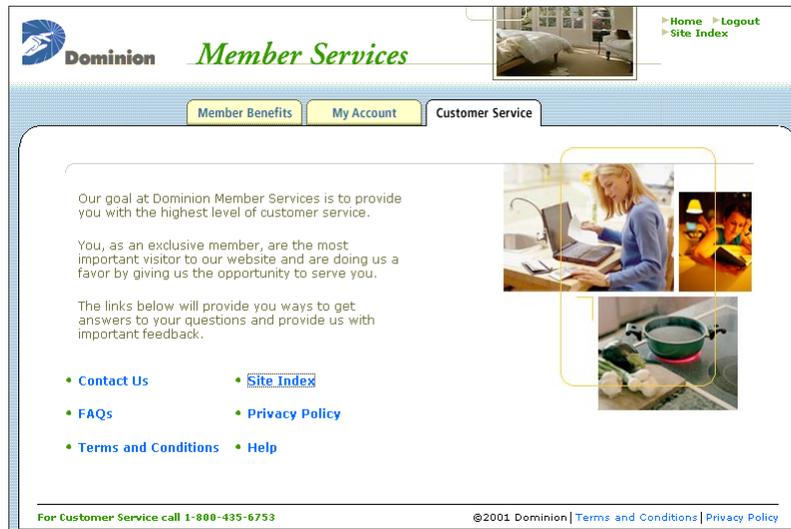
The “User Verification Question” is the reminder question used to identify the Member if they forget their password. If the Member wants to select a new question or change their answer

1. Select the button at the right end of the “Reminder Question” drop-down menu.
2. Choose a reminder question from the list. Members should use a reminder question that others are not likely to guess their answer to.

3. Select (click in) the “Reminder Answer” text box.
4. Type in the answer to the question.
5. Select the “Submit” button to change the information. If the Member changes some items, but does not wish to submit those changes, use the “Refresh” command of their web browser to clear all changes.

## 2.5 Accessing Customer Service

To access the customer service portion of the DMS web site, Members should select “Customer Service” from the DMS home page or from a tab. The main customer service page looks like this:



### “Customer Service” page

The following links are available on this page:

- Contact Us – takes Members to a page where they can send email to DMS without leaving their browser window.
- FAQs – displays a list of frequently asked questions, and their answers.
- Site Index – will take Members to a “site map” that lists the major areas of the site so that they can find them quickly.
- Terms and Conditions – displays a document outlining the terms and conditions for using the Dominion Member Services web site.
- Privacy Policy – displays a document that details DMS’s policy to protect the privacy of its Members.
- Help – displays some help on common DMS tasks.

## 2.5.1 Contacting Customer Service

Members can always call the customer service telephone number, send postal mail, or send email directly to DMS Customer Service. If they would like, they can also send email through the DMS site itself, so that they do not need to start a separate program.

**Contact Us**

Providing great customer service is our goal. If you have any comments, suggestions, or questions please let us know. You may contact us using a variety of methods.

- Call our Customer Service Center at the number below.  
Hours of operation: Mon. - Fri. 8:00am to 7:00pm.  
After hours: Check our [FAQ's](#) -- otherwise, send us an email.
- Mailing address:  
Dominion Member Services  
625 Liberty Avenue  
Pittsburgh, PA 15222

**Email Us Your Comments, Suggestions, or Questions**

Category:

Please enter your message below.

Would you like a reply to this message?  Yes  No  
If yes, please enter your email address. We will respond as quickly as possible.

**SUBMIT**

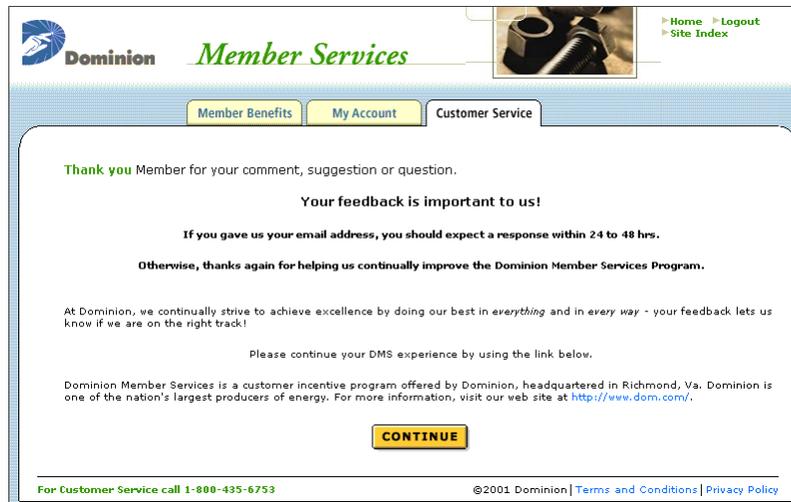
or email us directly at [Dominion\\_Member\\_Services@Dom.com](mailto:Dominion_Member_Services@Dom.com)

For Customer Service call 1-800-435-6753 ©2001 Dominion | [Terms and Conditions](#) | [Privacy Policy](#)

### “Contact Us” page

From the “Customer Service” page, Members should select the “Contact Us” link. The “Contact Us” page details the methods available for Members to contact Customer Service. If the Member wants to send email directly from this page, they should:

1. Choose a category from the drop-down menu. This will enable the system to route the message to the most appropriate representative.
2. Select the text area, and type in their message. They do not need to hit return at the end of each line; the text will wrap automatically to fit the text area. If their message gets too long to fit in the area, the scroll bar will activate, enabling them to scroll back to earlier parts of their message.
3. Select (yes or no) whether or not they would like to receive an email response to their message. If they choose “no”, they will not receive a response of any kind.
4. If they choose “yes”, they will need to enter an email address. Customer service will send the response to this address, so the Member should make sure it is a valid address.
5. Select “Submit” to send their message. The site will display a “Thank You” page.



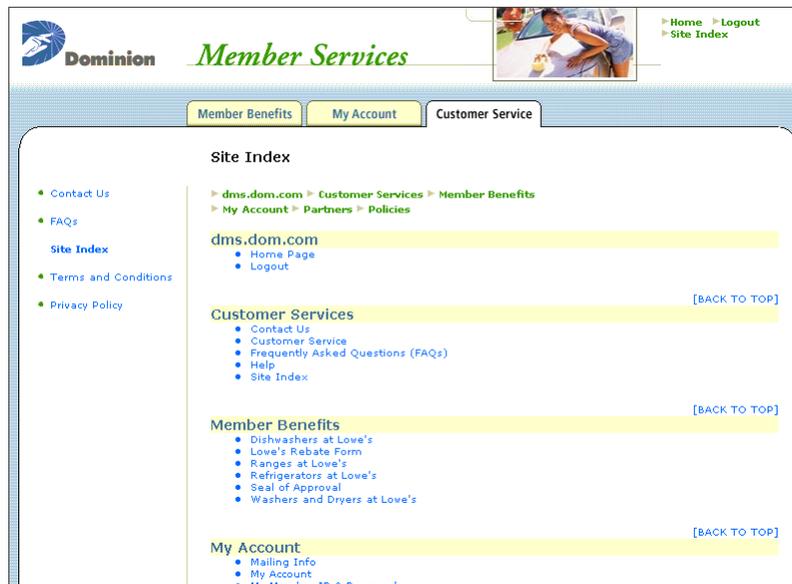
The screenshot shows the Dominion Member Services website. At the top left is the Dominion logo. To its right is the text "Member Services" in a green, serif font. Further right is a small image of a mechanical part. In the top right corner, there are links for "Home", "Logout", and "Site Index". Below the header is a navigation bar with three buttons: "Member Benefits", "My Account", and "Customer Service". The main content area is a white box with a blue border. It contains the following text: "Thank you Member for your comment, suggestion or question." followed by "Your feedback is important to us!". Below that, it says "If you gave us your email address, you should expect a response within 24 to 48 hrs." and "Otherwise, thanks again for helping us continually improve the Dominion Member Services Program." The text continues: "At Dominion, we continually strive to achieve excellence by doing our best in *everything* and in *every way* - your feedback lets us know if we are on the right track!" and "Please continue your DMS experience by using the link below." The final paragraph states: "Dominion Member Services is a customer incentive program offered by Dominion, headquartered in Richmond, Va. Dominion is one of the nation's largest producers of energy. For more information, visit our web site at <http://www.dom.com/>." At the bottom of this box is a yellow button with the word "CONTINUE" in black. Below the box, there is a footer with the text "For Customer Service call 1-800-435-6753" on the left and "©2001 Dominion | [Terms and Conditions](#) | [Privacy Policy](#)" on the right.

*Thank you for your comment, suggestion, or question*

6. Select "Continue", which will return them to the DMS home page.

## 2.5.2 Using the Site Index

The Site Index provides an easy way to access most of the pages in the DMS site without having to browse through multiple levels. It is particularly handy if a Member wishes to return to a page they viewed during a previous visit, but cannot remember how they reached.



### Site Index

The list directly beneath the title shows the main sections of the Site Index. Members can select any entry in this list to jump directly to that section of the index without having to use the scroll bar. To return to the top of the page, Members can select the “Back to top” links at the bottom of each section.

Selecting any of the entries in the index takes the Member directly to the listed page. To return to the Index, Members can use the “Site Index” link at the top of each page, or use their browser’s “Back” button.

## 2.6 Turning on “Cookies”

A cookie is a tiny piece of text asking permission to be placed on your computer's hard drive. If you agree, then your browser adds the text in a small file. DMS requires Members to accept cookies.

If the Member is running AOL, they will need to launch their browser independently of AOL. After changing the browser settings, they will need to close and re-open their browser before the changes will take effect. Once the browser is started, depending on which browser they are running, they should:

### 2.6.1 Internet Explorer 4.0 and AOL

1. Go to the “View” menu and choose “Internet Options”.
2. Select (click on) the Advanced tab.
3. Scroll down to the section titled “Cookies”.
4. Select the button to “Prompt before accepting cookies”,  
OR  
Select the button to “Always accept cookies”.

### 2.6.2 Internet Explorer 5.0

1. Go to the “Tools” menu and choose “Internet Options”.
2. Select the “Security” tab.
3. Select “Internet” in the “Web content zone” list.
4. Select the “Custom Level” button.
5. Scroll down to the section titled “Cookies”.
6. Select “prompt” or “enable” for the cookie options that read “Allow cookies that are stored on your computer” and “Allow per-session cookies”.

### 2.6.3 Netscape Navigator 4.x

1. Go to the “Edit” menu and choose “Preferences”.
2. Go to the small window on the left side of the dialog box and select “Advanced”.
3. In the section titled “Cookies”, choose “Accept all cookies”.
4. If the Member would like a warning before accepting a cookie, they should check the box titled “Warn me before accepting cookies”.

### 2.6.4 Netscape Navigator 6.x

1. Go to the “Edit” menu and choose “Preferences”.
2. Go to the small window on the left side of the dialog box and select “Advanced”.
3. In the section titled “Cookies”, choose “Enable all cookies”.

## 2.7 Logging Out

Members should always log out when they are finished using the Dominion Member Services web site. Logging out will protect the Member's personal information from other people who may use the same computer.

The "Logout" link is always available in the upper right-hand corner of every page on the DMS site.

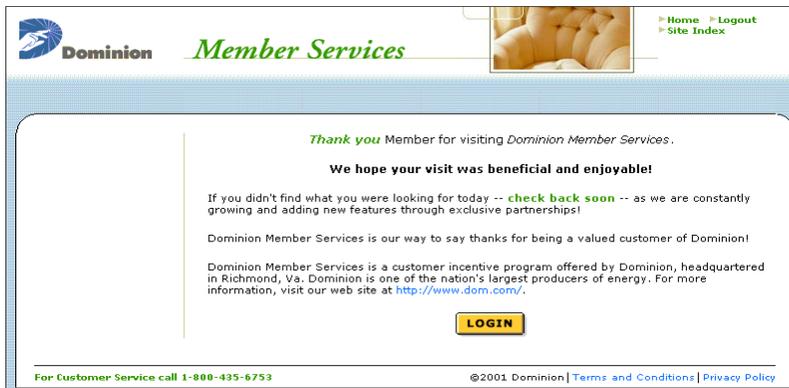


*"Logout" link*

To log out of the site at any time, Members should:

- Select (click on) this link.

This logs the member out immediately, and displays this page in their browser window:



*Thank you for visiting*

If the Member logged out accidentally, they can select the "Login" button to return to the login page of the site and re-enter their Member ID and Password.

### 3 Customer Care Tasks

Not every task can be performed by Members through their own accounts. Some tasks can only be performed by Customer Care Representatives (CCRs) through the DMS Administration server. The Uniform Resource Locator (URL) for the DMS administration site is:

<http://admin.dms.dom.com/>

This separate web site contains the tools that CCRs use to perform those administrative tasks.

#### 3.1 Logging in to the DMS Administration site

Before you can perform any administrative functions, you must first log into your administrative account.

1. Direct your browser to the DMS Administration site.
2. Enter your DMS Administration ID and password
3. Select "Login"

Lists of "Customer Service" and "Marketing" functions display in the browser.

**Member Services Administration**

Welcome to Dominion Member Services Administration

Welcome to the Dominion Member Services administration tool. This site will enable you to perform administrative tasks on Member accounts and access site data. Due to the sensitive nature of the administration site, it is a secure connection and protected by password. Please enter your administrator login ID and password, and then select the "Login" button.

Username

Password

**LOGIN**

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*DMS Administration home page*

## 3.2 Looking up a member's account information

The first step in performing any administrative tasks on a Member's account is to find their account record in the system. You can also use this function to look up information for a Member, for instance their Member ID.

From the DMS Administration home page:

1. Select "Look Up Member / Create a New Password" from the list of Customer Service functions. The "Search for Member" page displays.

**Member Services Administration**

Home Logout

Create New Password

Follow the steps to create a new Password and/or verify a Member ID.

**Step 1: Search for Member**

Enter as much information as the Member is willing or able to supply. You need at least a last name to start. If the Member can supply their Member ID or phone number, that will narrow the search down to a single record. You may make partial entries into some boxes. For instance, if a Member is not willing to supply their whole phone number, you can enter just the last four digits, or if their last name is very long, you can enter just the first eight letters. When you are finished entering information, select the 'Submit' button.

Member ID:

First Name (partial):

Middle Initial:

Last Name (partial):

Home Phone (partial): (  )  -

**SUBMIT**

For Customer Service call 1-800-435-6753 ©2001 Dominion

### Search for Member

2. Enter as much information as the Member is willing or able to supply. You need at least a last name to start. If the Member can supply their Member ID or phone number, that will narrow the search down to a single record. You may make partial entries into some boxes. For instance, if a Member is not willing to supply their whole phone number, you can enter just the last four digits, or if their last name is very long, you can enter just the first eight letters.
3. Select "Submit". The system looks through the database, and if it finds more than one match, returns a page of search results. (If it only finds one match, it will jump directly to the "Change Information" page, and you can skip to the instructions for that step.)

**Member Services Administration**

Home Logout

Create New Password

**Step 2: Select Member ID from result list**

If there is more than one record listed, ask the Member for any information that could narrow the list down, for instance middle initial, zip code, or phone number. If too many records are listed, select the 'Back' button to return to the 'Search for Member' page, and try the search again with more information. If no records are listed, select the 'Back' button to return to the 'Search for Member' page, and try the search again with less information.

**BACK**

To access more information about a Member, select that Member ID from the list

Member ID	Name	Mailing Address	Home Phone #
<a href="#">GABLEDMRU1</a>	DAVID M GABLE	1045 SAYBROOK DR GREENSBURG 156011131	7248323703
<a href="#">GABLEDYTH2</a>	DONNA M GABLE	307 ALEXANDER AVE GREENSBURG 156012827	
<a href="#">GABLEWGOK1</a>	WILLIAM L GABLE	RR 1 BOX 254 NEW FLORENCE 159449723	
<a href="#">GABLERCGBX1</a>	CYNTHIA G GABLER	124 ROBIN DR JEANNETTE 156443059	
<a href="#">GABLERDFRNI</a>	DIANE GABLER	350 MAIN ST LATROBE 156501558	
<a href="#">GABLERJZLD1</a>	JENNIFER J GABLER	1019 SCHOOL ST INDIANA 157012660	

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### Select a Member ID from result list

4. If there is more than one record listed, ask the Member for any information that could narrow the list down, for instance middle initial, zip code, or phone number.  
OR  
If too many records are listed, select the “Back” button to return to the “Search for Member” page, and try the search again with more information.  
OR  
If no records are listed, select the “Back” button to return to the “Search for Member” page, and try the search again with *less* information.
5. To access more information about a Member, select that Member ID from the list of results. The “Change Information” page will display in your browser.

**Member Services Administration**

Home Logout

• Create New Password

### Create New Password

**Step 3: Change Information**

Before reading out any information or proceeding to change information, verify the Member's identity using the 'Reminder Question'. Ask the Member the reminder question (if one is assigned), and do not proceed unless the Member responds with the correct answer.

The Member's new password is shown at the bottom of the page. You can read this new password out to them if they would like. To create the new password, select the 'Submit' button at the bottom of the page. Encourage the Member to log in as soon as possible and change their password to something that is easier to remember.

**Name:** Member O Member  
19th Floor  
Pittsburgh PA 15222  
**Address:** United States  
**Phone:** Phone number not assigned  
**Reminder Question:** What is your pet's name?  
**Reminder Answer:** dawg  
**Member ID:** Member

**Email Address:**   Save Email address to member's profile.

**New Password:** Me139929

BACK SUBMIT NEW SEARCH

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### Change Information

From here, you can edit some portions of a Member's record, including creating a new password.

6. Before reading out any information or proceeding to change information, verify the Member's identity using the “Reminder Question”. Ask the Member the reminder question (if one is assigned), and **do not proceed** unless the Member responds with the correct answer.

When you are finished, don't forget to log out of the DMS Administration site by selecting the “Log Out” link in the upper right-hand corner of the page. To start over without logging out, select the “Home” link.

### 3.3 Changing a member's password

From the “Change Information” page of the DMS Administration web site, you can change some aspects of a Member's account for them. The most important is creating a new password for them if they forget their password.

**Member Services Administration**

Home Logout

• Create New Password

#### Create New Password

**Step 3: Change Information**

Before reading out any information or proceeding to change information, verify the Member's identity using the "Reminder Question". Ask the Member the reminder question (if one is assigned), and do not proceed unless the Member responds with the correct answer.

The Member's new password is shown at the bottom of the page. You can read this new password out to them if they would like. To create the new password, select the "Submit" button at the bottom of the page. Encourage the Member to log in as soon as possible and change their password to something that is easier to remember.

**Name:** Member O Member  
**Address:** 19th Floor  
 Pittsburgh PA 15222  
 United States  
**Phone:** Phone number not assigned  
**Reminder Question:** What is your pet's name?  
**Member ID:** dawg  
 Member

**Email Address:**   Save Email address to member's profile.

**New Password:** Me139929

BACK SUBMIT NEW SEARCH

For Customer Service call 1-800-435-6753 ©2001 Dominion

#### Change Information

1. First, confirm that you have the correct record, and verify the identity of the Member using the “Reminder Question”. Ask the Member the reminder question (if one is assigned), and **do not proceed** unless the Member responds with the correct answer.
2. Ask the Member if they would like to have the new password emailed to them.
3. If they would, confirm the email address shown in the text box labeled “Email Address”.
4. If this address is not correct, or if the Member has not previously supplied an email address to DMS, request a new address and enter it in the text box.
5. If you entered a new address, ask the Member if they would like to have this email address saved to their account.
6. If they would, check the checkbox next to the “Email Address” text box.
7. The Member's new password is shown at the bottom of the page. You can read this new password out to them if they would like.
8. To create the new password and mail it to the Member, select the “Submit” button at the bottom of the page.
9. Encourage the Member to log in as soon as possible and change their password to something that is easier to remember.

When you are finished, don't forget to log out of the DMS Administration site by selecting the “Log Out” link in the upper right-hand corner of the page. To start over without logging out, select the “Home” link.

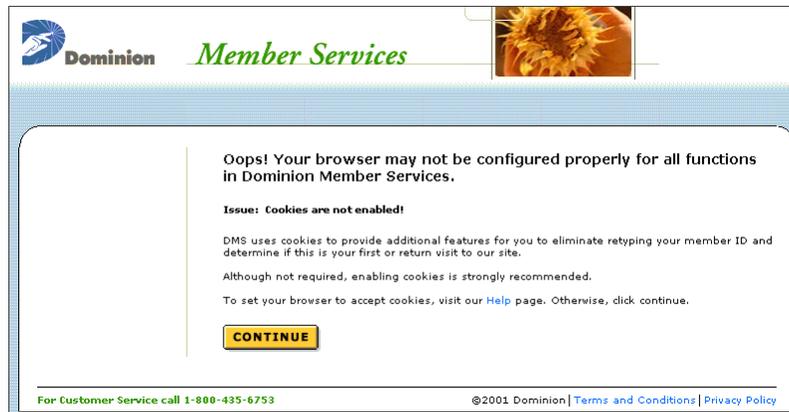
## 4 Error Pages

Of course, the people responsible for building the Dominion Member Services site have tried to build the best site they can, and have tried to design the site so that Members will have as little trouble as possible accessing the site. However, sometimes the unfortunate does happen, and a Member may encounter an error.

The DMS site tries to handle these errors as gracefully as possible, and provide Members with a way to proceed past the error without needing technical knowledge.

### 4.1 “Oops!” page

This page informs the member that their browser is not configured properly to take advantage of all of the features of the DMS site. After the generic message, a more detailed description of the problem explains the issue, and what steps the Member may wish to take.



#### “Oops!” page

Most frequently, this error page is displayed because the Member has configured their browser to not accept “cookies”. The Member must reconfigure their browser to accept cookies.

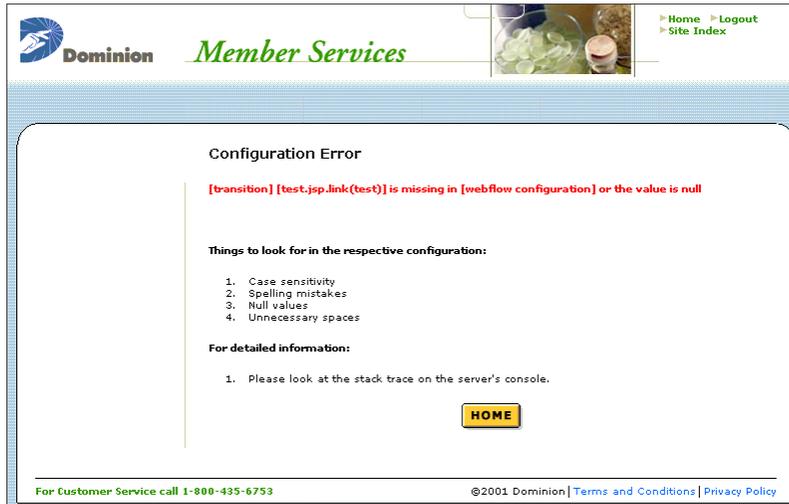
For more information about enabling cookies in the browser, see the DMS site’s “Help” page, or see “Turning on “Cookies”” on page 25.

If a Member sees this screen they should:

1. Consider enabling cookies in their browser.
2. Select the “Help” button if they need more information about enabling cookies.

## 4.2 Server Error page

This page informs the member that there has been an error of some kind on the web server. The large statement at the top of the body portion of the page gives a brief statement of the error, followed by more detail. In addition to displaying this page, the web server also *automatically* sends a message to the server maintainers that describes the error in detail.



### Configuration Error page

In most cases, the Member has not done anything wrong, and there is nothing they should do as a remedy. Unfortunately, the site is not able to continue past an error of this kind. The Member should select the "Home" button, which will return them to the DMS Home page where they can start over.