Siemens PTI’s Various Vehicles of Communication

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In an effort to develop a stronger connection with our users, we are continuously investigating new vehicles of communication. Gone are the days of having limited one-way channels of communication and here are the days of embracing technological advancements of the Internet Age in order to better serve you. We welcome the idea of having a platform to receive feedback and interact with each other in ways we’ve never imagined.

An apparent place one might find us online is at the Siemens PTI website, but what you may not be aware of is our customized User Support Pages based on the software products you use. Access to these pages is password protected and restricted to users who are current on Maintenance & Support. Passwords are changed bi-annually, in February and August, and can be obtained from your company’s designated Siemens PTI primary contact.

- **PSS®E**: [https://www.pti-us.com/pti/software/psse/user_support.cfm](https://www.pti-us.com/pti/software/psse/user_support.cfm)
- **PSS®MUST**: [https://www.pti-us.com/pti/software/must/user_support.cfm](https://www.pti-us.com/pti/software/must/user_support.cfm)
- **PSS®ODMS**: [https://www.pti-us.com/pti/software/odms/user_support.cfm](https://www.pti-us.com/pti/software/odms/user_support.cfm)
- **MOD®**: [https://www.pti-us.com/pti/software/MOD/user_support.cfm](https://www.pti-us.com/pti/software/MOD/user_support.cfm)

The following pages are accessible without password

- **PSS®SINCAL**: [http://www.siemens-sincal.com](http://www.siemens-sincal.com)
- **PSS®NETOMAC**: [http://www.netomac.com](http://www.netomac.com)
- **All Product Support Questions**: [https://siemens-energy.secure.force.com/pti](https://siemens-energy.secure.force.com/pti)

In recent years, Siemens PTI has established a user forum for open communication among our many software user communities. Each forum provides users a venue to share personal experiences, ideas and program usage implementations when performing studies. Registration is required to gain access to the forum and it is considered to be a continued benefit of remaining current on your Maintenance & Support. Once registered, each participant will have their own electronic identity to begin their online discussions.

- **PSS®E**: [http://tech.groups.yahoo.com/group/psse_forum/](http://tech.groups.yahoo.com/group/psse_forum/)
- **PSS®MUST**: [http://tech.groups.yahoo.com/group/PSSMUST_forum/](http://tech.groups.yahoo.com/group/PSSMUST_forum/)
- **PSS®ODMS**: [http://tech.groups.yahoo.com/group/PSSODMS_forum/](http://tech.groups.yahoo.com/group/PSSODMS_forum/)
- **MOD®**: [http://tech.groups.yahoo.com/group/MOD_user_forum/](http://tech.groups.yahoo.com/group/MOD_user_forum/)

With the vast amount of virtual interaction available at your fingertips, sometimes you just want to have a face-to-face conversation. If you’re interested in meeting our team in person, you always have the opportunity to do so at our Users Group Meetings (UGMs). UGMs give users the opportunity to engage in product discussions, learn about the latest developments in the PSS® Product Suite and network with peers in their industry. In 2011, we listened to your feedback and unveiled our regionalized UGMs in an effort to see you more often. With the increased frequency of planned meetings and regional locations, we are aiming at better convenience for you to stop by and see us. Furthermore, you may also find us at various industry tradeshows and events around the globe such as, DistribuTECH, Elecrama, TechAdvantage, CIM User Groups and IEEE General Meetings, CIRED and CIGRÉ.

With tight travel budgets and schedules, we acknowledge that it still may be difficult to leave the office, yet it is still essential to understand the new features and enhancements in the PSS® Product Suite after
a major new release. For this reason, we now present to you a live webinar after each major release. Live webinar presentations can be expected for delivery by the product manager within two to three weeks of a release. For added convenience, each webinar will always be recorded and made available on the User Support Page for that product. Recently recorded webinars include:

- PSS®MUST 11.0: https://www.pti-us.com/pti/software/must/MUST_Webinar.cfm
- PSS®ODMS 9.0: https://www.pti-us.com/pti/software/odms/ODMS_webinar.cfm
- PSS®E 33.1: https://www.pti-us.com/pti/software/psse/PSSE_33_webinar.cfm

As always, Siemens PTI strives for customer satisfaction and periodically we may ask you for your feedback. Your responses will provide us with the insight to product and customer service improvements that will better suit your needs. We encourage you to participate when a survey comes your way.

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