

### **1. What is MYUSG?**

MYUSG.com is an extranet website designed for USG customers. Extranet is a private internet-based network that allows access by selected third parties only. It is a secured site and it requires user name and password to gain access to information.

### **2. What are the Features & Benefits of MYUSG?**

MYUSG.com allows you to access transactional information between your company and USG. Examples of this include orders, invoices, quotes and more!

### **3. Who has access to MYUSG?**

MYUSG is for the use of authorized USG customers only. Any other use of this system and information is strictly prohibited.

### **4. Is MYUSG.com a secure website?**

Yes. This site uses Secure Server IDs also known as digital certificates that bind an identity to a pair of electronic keys that can be used to encrypt and sign digital information. This Secure Server ID makes it possible to verify someone's claim that they have the right to use a given key, helping to prevent people from using phony keys to impersonate other users. Used in conjunction with encryption, Secure Server IDs provide a complete security solution, assuring the identity of one or all parties involved in a transaction. Secure Sockets Layer (SSL) technology is the industry-standard method for protecting Web communications developed by Netscape Communications Corporation. The SSL security protocol provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection. No one outside of USG has access to your company's information. Additionally, as the information is being transmitted to you it's encrypted to protect the data being transmitted.

**5. Are there minimum system requirements to use this site?**

Yes. For optimal performance, the preferred browser is Google Chrome®. The site can be accessed through other browsers (i.e. Mozilla Firefox®, Microsoft Edge® or Internet Explorer®), however you may experience performance or rendering issues. Check with *your* system administrator to ensure you're using the latest version of Google Chrome or other browsers.

**6. Is MYUSG available on my mobile device?**

MYUSG is available on Google Android® and Apple iOS mobile operating systems, including devices such as iPhone® and iPad®.

**7. How do I set up a new user within my company?**

Your company's administrator is the only one that can set up a new user within your company. Contact your sales or customer service representative to get the process started.

**8. How can I remove users that are no longer with the company?**

Please contact your MYUSG administrator at [MYUSG@usg.com](mailto:MYUSG@usg.com)

**9. I am already set up on MYUSG however I forgot my password. How can I reset my password?**

Go to MYUSG.com, enter your Login ID and click Forgot Password.

**10. Is my account information on MYUSG.com up-to-date?**

How often information is updated depends on which part of the site you're using.

- Order shipment information – updated every ½ hour
- Truck tracking – updated every five minutes
- Invoices – updated overnight, once a day
- Accounts – updated three times a day
- Products – updated once a day
- Pricing – real time
- Price Publications – real time

**11. Is the MYUSG site available all the time?**

Yes, however MYUSG may occasionally be unavailable for routine maintenance and updates to the site. We apologize for any inconvenience this may cause.

**12. Who should I contact with questions about using MYUSG?**

If you have questions regarding using this site, you can contact your sales representative, customer service representative at 1-800-950-3839 where there are people waiting to answer all your questions or send an email to the MYUSG administrator: [MYUSG@usg.com](mailto:MYUSG@usg.com).

**13. Who do I contact if I'm having issues with accessing MYUSG?**

Send an email to the MYUSG administrator: [MYUSG@usg.com](mailto:MYUSG@usg.com). USG is committed to responding to your inquiries within the next business day.

**14. Who do I contact if I have feedback about MYUSG?**

USG welcomes and values your input. We will carefully evaluate feedback we receive across all our users to help drive future enhancements. Let us know what you think by sending an email to [MYUSG@usg.com](mailto:MYUSG@usg.com).

**15. Is it possible to access historical Order and Invoice data on MYUSG?**

Yes, you can access the past two years Orders and Invoices.

**16. Can I sign up to receive Notifications from MYUSG?**

Yes! We have several options available to you. Click on the down arrow next to your name (in the top right-hand corner) to access your notification preferences.

**17. Who do I contact if I have a data issue on MYUSG?**

If you have questions regarding data on this site, you can contact your sales representative, customer service representative at 1-800-950-3839 where there are people waiting to answer all your questions or send an email to the MYUSG administrator: [MYUSG@usg.com](mailto:MYUSG@usg.com).

**18. Who can provide formalized training on MYUSG?**

Contact your local sales representative or send an email to the MYUSG administrator:

[MYUSG@usg.com](mailto:MYUSG@usg.com) to inquire about setting up a webinar or face to face training session.