

## Frequently Asked Questions

### Trane® ComfortSite® Users: Transition to Azure Authentication Experience

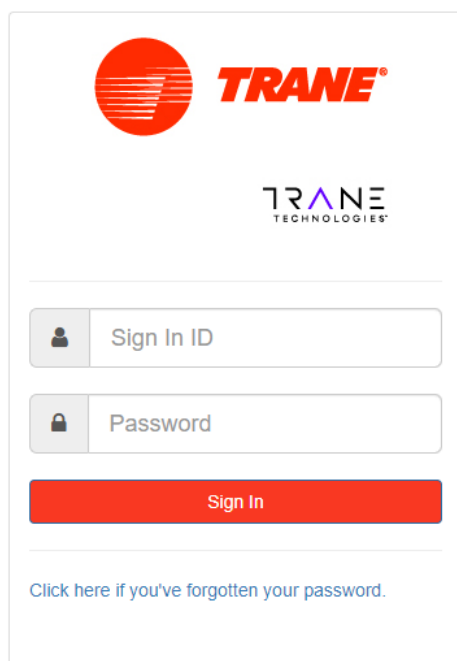
#### About the change

##### What is changing?

We are changing our current Trane® ComfortSite® authentication platform to Microsoft Azure B2C. Effective September 18, customers will notice a slightly different login screen to access ComfortSite. To login successfully and use the portal, they will need to reset their password. What will not be changing is the security of the platform - how your information will be managed, and how it will be protected.

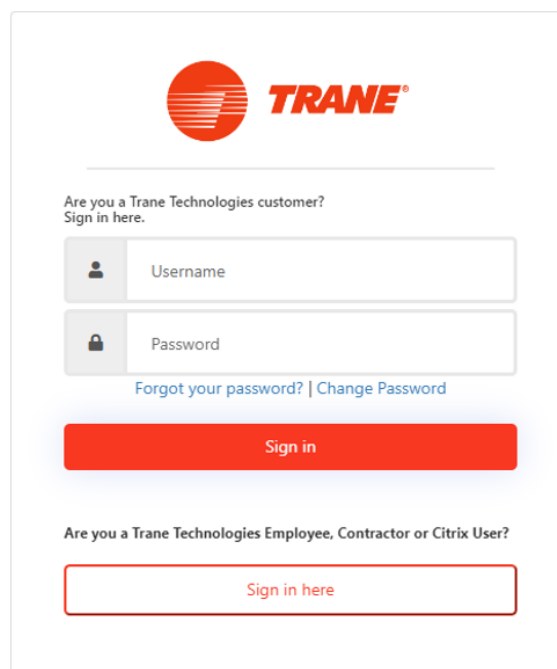
\*Please refer to the [ComfortSite Login Instruction Guide](#) for more details

##### Current Login Screen



The current login screen features the Trane logo at the top left and the Trane Technologies logo at the top right. Below the logos, there are two input fields: one for 'Sign In ID' with a person icon and one for 'Password' with a lock icon. A red 'Sign In' button is positioned below these fields. At the bottom, there is a link that says 'Click here if you've forgotten your password.'

##### New Login Screen



The new login screen features the Trane logo at the top left. Below the logo, there is a question: 'Are you a Trane Technologies customer? Sign in here.' This is followed by two input fields: 'Username' with a person icon and 'Password' with a lock icon. Below these fields, there is a link: 'Forgot your password? | Change Password'. A red 'Sign in' button is positioned below the links. At the bottom, there is another question: 'Are you a Trane Technologies Employee, Contractor or Citrix User?' followed by a red 'Sign in here' button.

##### Who will be impacted by this authentication change?

Anyone who uses ComfortSite will be affected.

##### Will their username change?

No. Current usernames for ComfortSite will remain the same. If on the rare occasion we do need to update someone's username, we will notify them separately with additional details.

##### Why is our company making this change?

The change to Azure B2C will offer a more user-friendly, uniform login experience across ComfortSite and the various applications within it that our customers use to do business with us.

- Right now, customers may have access to several of our platforms within ComfortSite - each of them requiring a different login and password. The new login experience will allow for faster, more seamless access using a single login. This means once they are

logged in, they will be able to access other applications within ComfortSite without entering their credentials again.

- Over time, we plan to integrate more applications within the ComfortSite portal. Having a single sign on will make for easier integration.
- This new sign on will also eliminate the need to answer security questions like ‘what’s the name of your third-grade teacher’?
- Resetting a lost or forgotten password will also be easier in the new experience. Customers will not need access to a mobile phone - just their business e-mail address - to verify their identity.

### **When is this new experience going live?**

The new login experience is scheduled to go live on Sunday, September 18, 2022. There will be a brief window of time between 8AM-12PM EST where the system may be temporarily unavailable for a few moments as we transition to the new platform. As soon as the migration is complete, customers’ access to ComfortSite, Trane Source online ordering and all of its applications will be restored. If anyone experiences issues during this time, we recommend they try again after waiting 15 minutes or try after the maintenance window timeframe.

### **New Login Migration Process**

#### **What will customers experience on the go-live date?**

On September 18, when accessing Trane® ComfortSite®, customers will need to click the “Forgot Password” link and follow the on-screen instructions to reset their password. They may reuse their “existing” password if they would like or set a new, strong, but easy-to-remember password.

Many portals used today within ComfortSite - including customer information systems, warranty, and parts systems - that use our Sign In authentication platform will migrate to the new authentication experience using Microsoft Azure B2C. The login screen will look slightly different from the existing experience today. Once they reset their password and follow the on-screen prompts, they will be all set to log in and access the various platforms moving forward.

If customers currently access ComfortSite on various platforms like a web browser, tablet or mobile phone, they will be able to continue to do so, just as they do today, using the new password.

As always, the security and protection of data is a priority. When resetting a password, we recommend creating one using at least 8 characters, containing a mix of letters, numbers, and symbols. Passwords should be hard to guess for outsiders but easy for you to remember.

#### **Do customers need to do anything before the go-live date?**

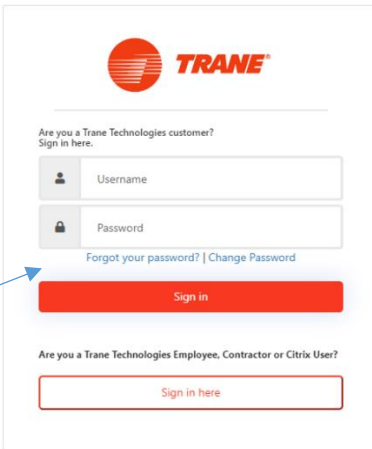
No, they will not need to do anything before September 18. To help ensure everyone has a seamless experience, we recommend they review the instruction guide for how to change their password on the go-live date.

#### **How can we make sure users have access to ComfortSite without interruption during the migration?**

The best way you can help facilitate a smooth process is to ensure the e-mail address we have on file for our customers is up to date. This is where we will send important communications and any password reset notifications. Then, they will simply follow the “reset your password” instructions when they login on September 18 or thereafter.

## How can customers reset their password?

Once the new authentication experience goes live on September 18, users will see a screen like below. Click the “Forgot your password?” link and follow the on-screen instructions. They will need their current ComfortSite username to complete this process and access to their e-mail.



Are you a Trane Technologies customer?  
Sign in here.

Username

Password

Forgot your password? | Change Password

Sign in

Are you a Trane Technologies Employee, Contractor or Citrix User?  
Sign in here

The migration process and resetting of the password should take less than 5 minutes. If anyone has questions along the way, or if they do not know their username, they can call 800-430-5284 to chat with a customer care representative or email [support@comfortsite.com](mailto:support@comfortsite.com).

## What if someone does not login to Trane® ComfortSite® until after September 18?

On September 18, all applications within ComfortSite are migrating to the new Azure B2C system. Customers will not be able to login and access their accounts until they reset their password. They can click the “Forgot Your Password” link on the new login screen to get started.

## What if someone needs to update their email address we have on file?

To update an email address, call 800-430-5284 to chat with a customer care representative or email [support@comfortsite.com](mailto:support@comfortsite.com).

## What happens if someone does not change their password?

If a user does not change their password and migrate to the new Azure B2C, they will not be able to access ComfortSite or the applications within the portal. Once they reset their password in the new system, they will be good to go.

## Where can customers go for help if they have questions or are having issues?

Contact Customer Care Support by sending an email to [support@comfortsite.com](mailto:support@comfortsite.com), or by calling 800-430-5284. Call center hours are Monday-Friday 7:30AM-4:30PM CST.