Dominion Energy Questar Pipeline, LLC
QuestLine® Logon and Installation

Logon to https://questline.questar.com

Enter your *User name* and *password*

Select *Log On*

Citrix Installation

Select *"I agree with the Citrix license agreement"*

Select *Install and follow the prompts*

If you do not have the Citrix client installed you will get a prompt to install the application
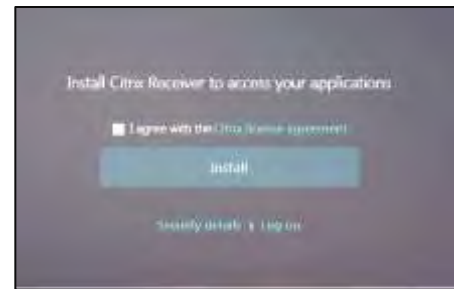
Add the application to the home screen

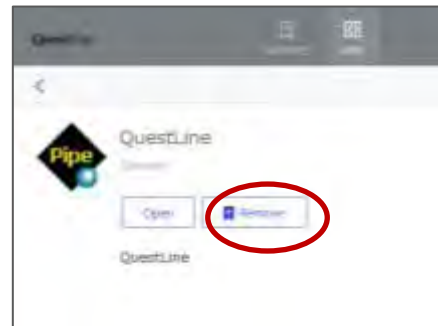Select *Apps, click on Details next to your choice and then select Add to Favorites*

Remove application
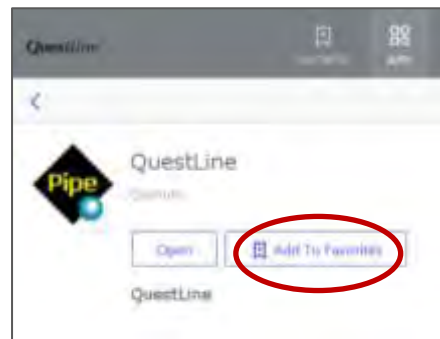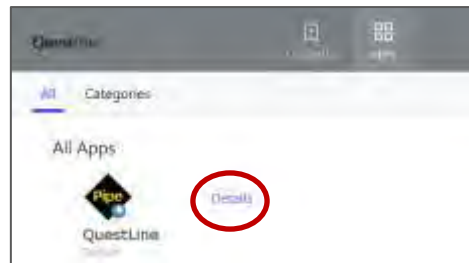
Note: You may add or remove applications from your home screen as needed.
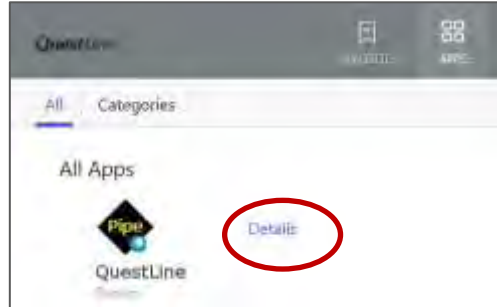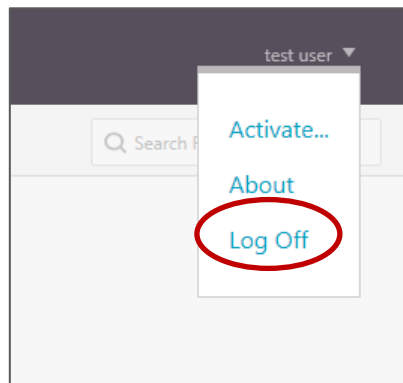
Select *Details*   Select *Remove*

Log off the Questar Apps Store

To log off, click on the down arrow to the right of your name (located in the top right-hand corner of the window) and click on *Log off.*

You will see this message when you have successfully logged off.

Support Questions?
Call the Scheduling hotline
801-324-5200

Installation and setup FAQ

Q. Why is this change being made to the way we access the QuestLine® System?

A. Dominion Energy Questar Pipeline, LLC is upgrading to the latest Citrix technology to provide enhanced support for various client platforms and operating systems.

Q. How can I install Citrix Receiver?

A. You will be prompted to install the Citrix Receiver when you first access the new QuestLine®. Follow the instructions in the wizard to install. You must have admin access on your PC to install the receiver.

Q. I tried to install Citrix Receiver but didn't have Admin access. Now we don't see the prompt to install it anymore.

A. You can force QuestLine® to prompt you to download and install Citrix Receiver at any time by clearing your browser cache. On IE, from the menu choose Tools, then Internet Options, General tab, then click the "Delete" button under Browsing History. You only need to choose "Temporary Internet files and website files" and "Cookies and website data", then click "Delete".

Q. Is there some other way we can install Citrix Receiver without using the prompt inside QuestLine®?

A. Download the program directly from the Citrix website http://receiver.citrix.com.

Q. Can we use QuestLine® without installing Citrix Receiver?

A. We require the Citrix Receiver be installed to ensure everyone has a good experience running the QPTM CAW app. Without the Receiver, results can vary, you may see problems, and may not meet expectations.

Q. What Firewall changes might be needed to run the new QuestLine®?

A. You will need to open IP addresses 152.137.68.151 and 152.137.165.181 on ports 80 and 443.

Q. The QPTM CAW App keeps disappearing

A. It is important each person in your company log on using the user account and password that was assigned. If user accounts are shared, you will "steal" the session from one another and experience other unpredictable behavior. It is part of the QuestLine® agreement to not share accounts and it's more important now than ever.

Q. Can I run multiple instances of the QPTM CAW app?

A. Simply click the app icon again, and an additional instance will fire up.

Q. Has the QPTM CAW app changed much?

A. The core functionality, including screen behavior, running reports, etc., is for the most part the same. Some minor changes have been made, and bugs have been fixed.