

ProjectWise (PW) Frequently Asked Questions

How can I reset my Parsons ProjectWise domain account password?

Navigate to <https://reset.parsons.com>. Follow the prompts. If you have any issues setting/resetting your password contact the Parsons North America Service Desk (800) 252-8108.

What version of ProjectWise Explorer does Parsons provide external users?

Current version 10.00.03.271. If you have ProjectWise Explorer 10.00.03.167 or earlier installed it may need to be patched to support Transport Layer Security (TLS) 1.2 which is implemented within the Parsons environment. Below are instructions provided by Bentley on how to patch the older ProjectWise Explorer version(s).

[ProjectWise Explorer Patching to Support TLS 1.2](#)

Do I need to install the version from the Parsons download? If you already have a recent version of ProjectWise 10 installed, you might only need to add the Parsons network configuration starting on Page 8 of the Installation and Configuration Guidelines for Parsons External User guide. Refer to the previously question for a minimum version needed. Below is the link to the Parsons Installation and Configuration Guidelines for Parsons External User

[Parsons ProjectWise Explorer Downloads](#)

Windows administrative rights may be needed to install ProjectWise or change the configuration of a currently installed ProjectWise application on your workstation. If you get prompted to enter the user name and password of an account with rights to make changes on the workstation, you will need to have your organization's IT staff to enter the Windows administrative credentials. Parsons IT would not have that information.

When I open ProjectWise, I don't see any Parsons state and province Datasources. Make sure the pwisegw.parsons.com Port 5800 Parsons network address has been added to the ProjectWise network configuration as specified on page 8 of the Installation and Configuration Guidelines for Parsons External User guide. Your organization's IT staff may need to assist with that if you don't have Administrator level rights on your workstation. Your organization is responsible for the setup and configuration of your workstation. Parsons IT can provide the information in the Installation and Configuration Guidelines for Parsons External User guide but can't make change to non-Parsons workstations.

Before clicking on a ProjectWise Link and when opening ProjectWise Explorer, the first time, should I click "Yes" to the working directory prompt?

Yes. This local working directory is needed for ProjectWise to open files.

Do I need to enter Parsons\ in front of your Parsons EPW account as the Parsons ProjectWise Username in the login dialog box? NOTE: The "Parsons" portion of the username is not case sensitive.

Yes. Type parsons\epw(your 5 digit number) as the user name followed by the password set with the password reset utility.

Do I need to select "Windows Domain" as the authentication option in the ProjectWise login dialog box?

Yes

Do I need to log into the Bentley Connection Client? Yes. If you have a Bentley account, you can log into the Connection Client with your organization's email address. If you can't log into the Connection Client with your email address and are prompted to register, contact your IT Department to determine if you have a Bentley account. go ahead and register with Bentley for an account. **NOTE: See the below instructions for creating a Bentley Identity Management System (IMS) account.**

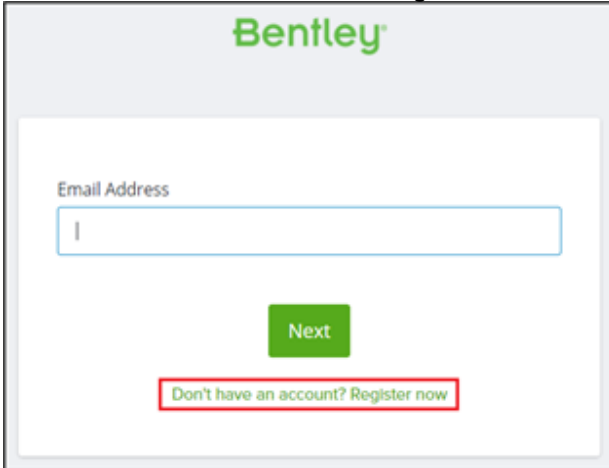
I have configured the workstation installation of according to page 8 of the Installation and Configuration Guidelines for Parsons External User guide and still do not see the Parsons ProjectWise Datasources.

Contact your IT department and have them verify port 5800 is open both ways and ProjectWise network traffic isn't being blocked or filtered by the firewall or network to pwisegw.parsons.com. Your organization's IT is the only one that can review and change your network and firewall settings and your organization is responsible for it. Parsons IT has no way of doing that work beyond providing the information in the Installation and Configuration Guidelines for Parsons External User guide.

Bentley IMS Guidelines for External User Account Creation

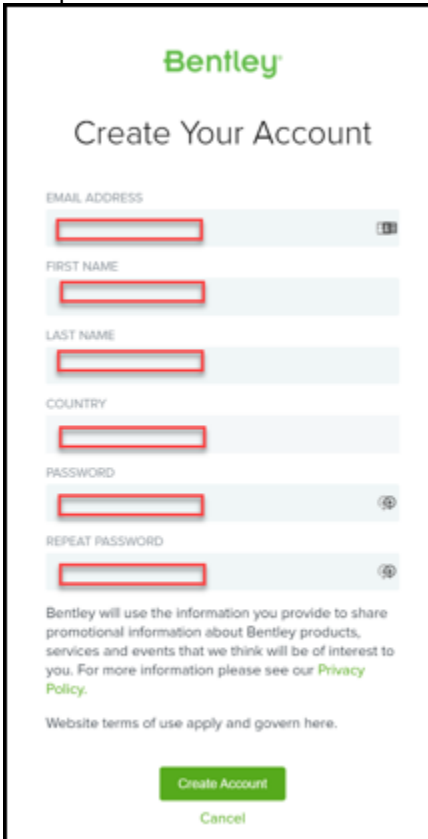
To start the process of creating a Bentley Identity Management Service (IMS) account if you do not already have an account key-in <https://connect.bentley.com>

1. Select: Don't have an account? Register Now



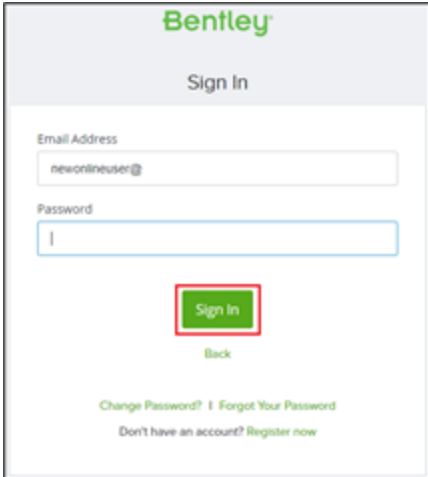
The screenshot shows the Bentley logo at the top. Below it is a form with a single input field labeled "Email Address". A green "Next" button is positioned below the field. At the bottom of the form, there is a red-bordered box containing the text "Don't have an account? Register now".

2. Complete all of the fields listed and then select, Create Account



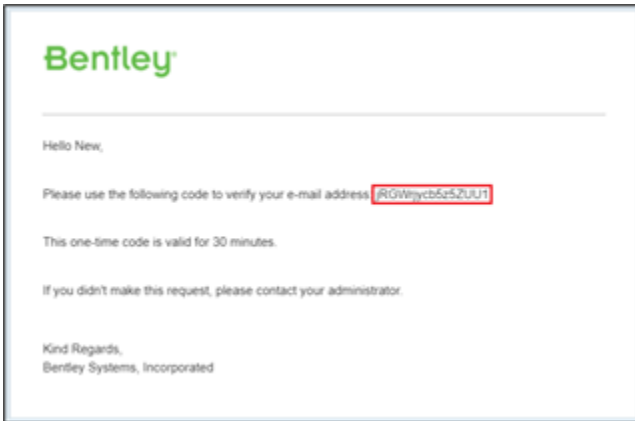
The screenshot shows the Bentley logo and the heading "Create Your Account". Below the heading are several input fields, each with a red border: "EMAIL ADDRESS", "FIRST NAME", "LAST NAME", "COUNTRY", "PASSWORD", and "REPEAT PASSWORD". Below the fields is a paragraph of text: "Bentley will use the information you provide to share promotional information about Bentley products, services and events that we think will be of interest to you. For more information please see our [Privacy Policy](#)." Below this text is another line of text: "Website terms of use apply and govern here." At the bottom of the form are two buttons: a green "Create Account" button and a "Cancel" button.

3. Enter the password you created



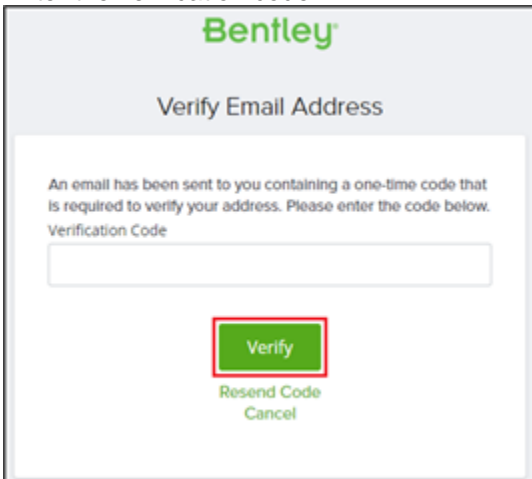
The image shows the Bentley Sign In page. At the top, the Bentley logo is displayed in green. Below it, the text "Sign In" is centered. There are two input fields: "Email Address" containing "newonlineuser@" and "Password" which is empty. A green "Sign In" button is highlighted with a red box. Below the button are links for "Back", "Change Password?", "Forgot Your Password", and "Don't have an account? Register now".

4. A verification code will be sent to the email address used to register



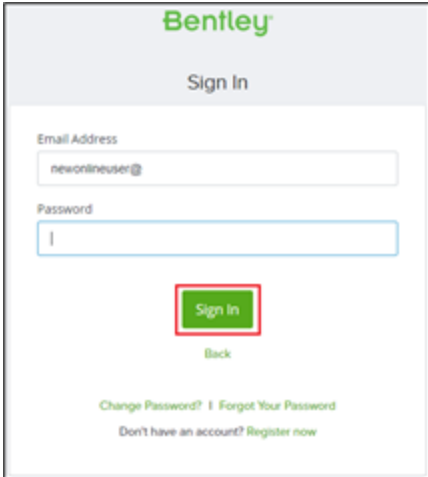
The image shows an email verification page from Bentley. The Bentley logo is at the top. The text reads: "Hello New," followed by "Please use the following code to verify your e-mail address" and a red box containing the code "RQWMyctb6sZUUR". Below this, it says "This one-time code is valid for 30 minutes." and "If you didn't make this request, please contact your administrator." The email is signed off with "Kind Regards, Bentley Systems, Incorporated".

5. Enter the verification code



The image shows the Bentley Verify Email Address page. At the top, the Bentley logo is displayed in green. Below it, the text "Verify Email Address" is centered. A message states: "An email has been sent to you containing a one-time code that is required to verify your address. Please enter the code below." There is a "Verification Code" input field. A green "Verify" button is highlighted with a red box. Below the button are links for "Resend Code" and "Cancel".

6. Re-enter your password



The image shows a web form for signing in to Bentley. At the top, the Bentley logo is displayed in green. Below it, the text "Sign In" is centered. The form contains two input fields: "Email Address" with the text "newonlineuser@" and "Password" with a single character "|". A green "Sign In" button is highlighted with a red border. Below the button is a "Back" link. At the bottom, there are two links: "Change Password? | Forgot Your Password" and "Don't have an account? Register now".

7. Accept the Terms of Service

You will enter the same E-mail address and password used during the account creation process in the Bentley CONNECTION Client software.

This information will be utilized to authenticate you in the Parsons Managed Services ProjectWise Datasource.