



**TEXAS
REGIONAL
ENTITY™**

An Independent Division of ERCOT

I Forgot My Password

**Learn how to retrieve a password to access
your organization's Master Account on the secure
Texas Regional Entity Portal.**

portal.texasre.org

**To retrieve a password, you must already have a contact record created
in your organization's Master Account.**

January 2009

FAQs

- To access the Texas Regional Entity Portal, **you must already exist as a contact record** within the portal.
- To access the portal, **your contact record must be enabled.**
- **Your password is unique to the Texas Regional Entity Portal.** No other system or portal's password will work in the Texas Regional Entity portal.
- It is Texas Regional Entity's policy to not manually reset passwords for portal contacts so that passwords are kept confidential at all times. Please follow these instructions to have a temporary password sent to your email box.
- **Security reminder: Do not share your password or portal account with any other person for any reason.**

Go To Password Request Page



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Texas RE Portal Login

Please enter your username and password for access.
Access may only be authorized by your NERC registered
entity's administrator or Texas Regional Entity.

Username:

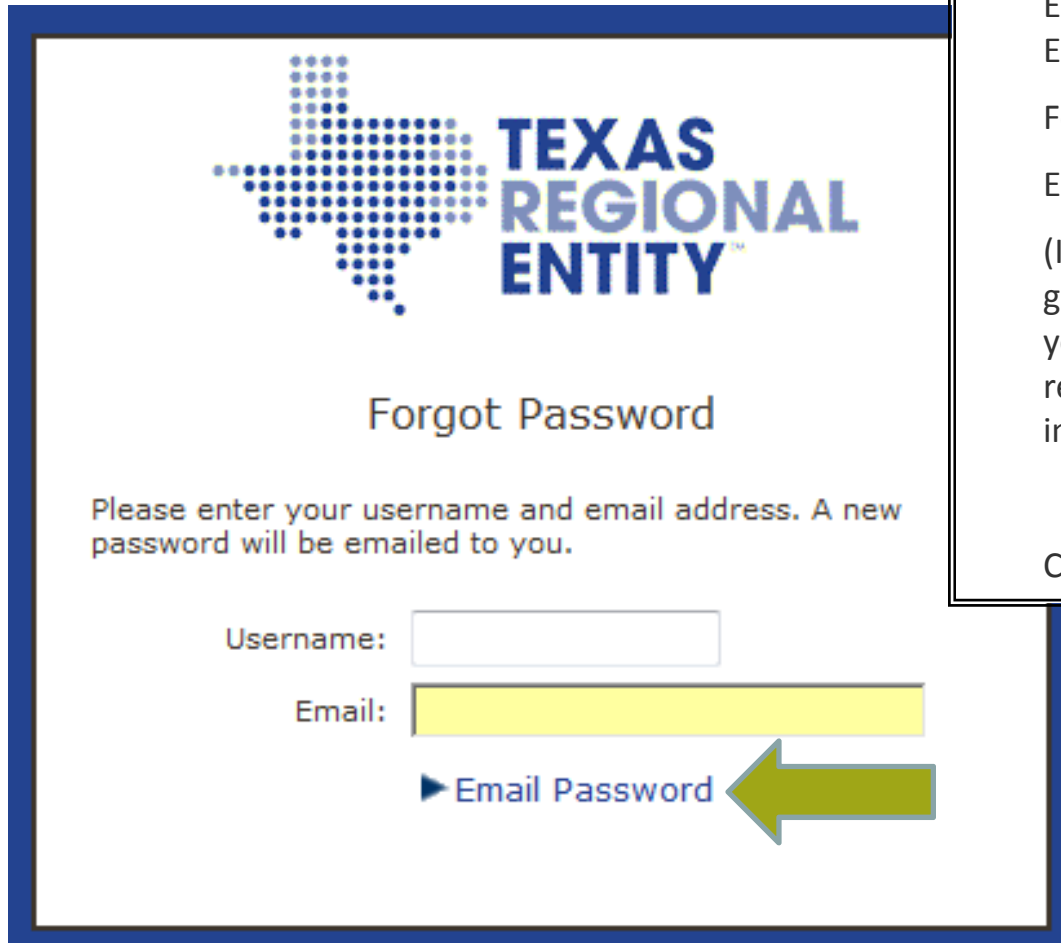
Password:


▶ Login

[I forgot my password](#)

Go to <https://portal.texasre.org>
Click "I forgot my password."

Request Password



 **TEXAS
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Forgot Password

Please enter your username and email address. A new password will be emailed to you.

Username:

Email:

Enter your username for the Texas Regional Entity Portal: **First Initial, Last Name.**

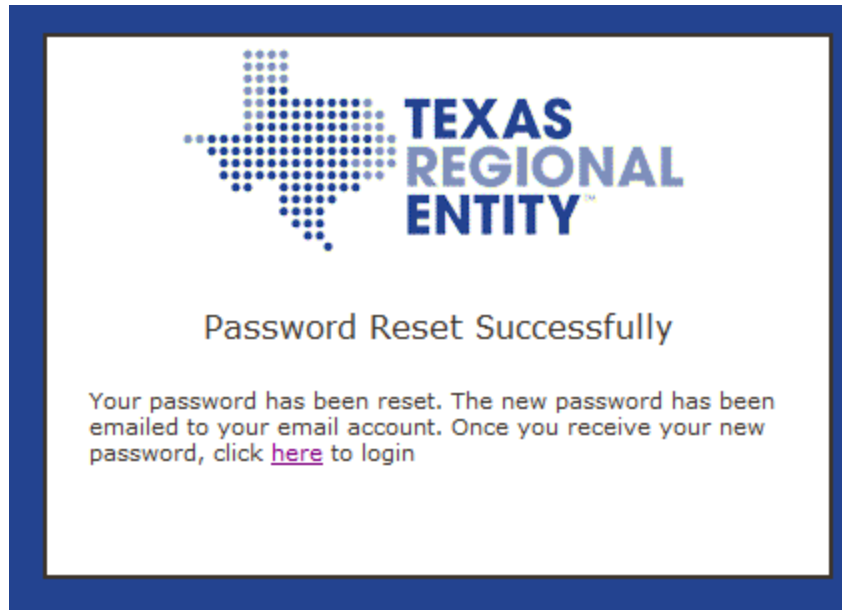
For example, John Doe would be jdoe.

Enter your email address.

(If the username or email that you enter gives you an error message, please contact your MAA or information@texasre.org, and request verification from your contact record in the portal.)

Click **Email Password**.

Verify Password Has Been Reset

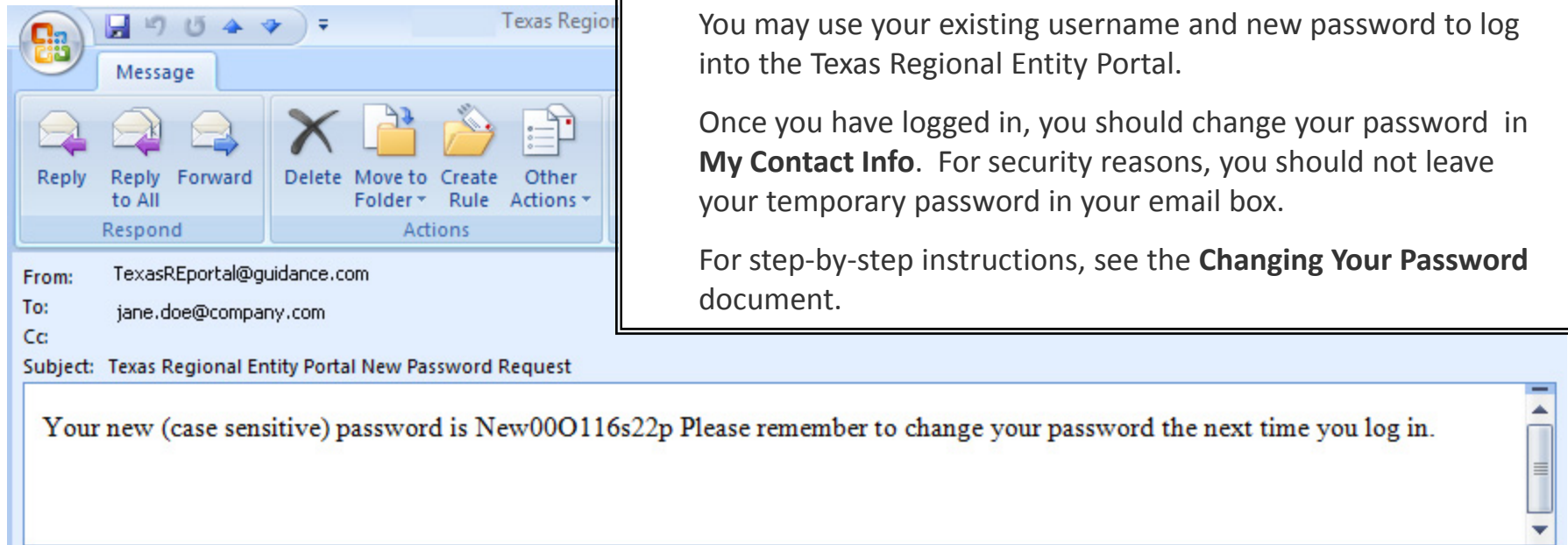


If the username and email address match what is in the system, the system will generate a random password and send it to your email account.

You will see a **Password Reset Successfully** screen.

Note: If you do not see this screen, your contact record has not been enabled. Please contact your MAA to enable your contact record.

Retrieve Temporary Password



The screenshot shows an email client window titled "Texas Region". The message header includes:

- From: TexasREportal@guidance.com
- To: jane.doe@company.com
- Cc:
- Subject: Texas Regional Entity Portal New Password Request

The message body contains the text: "Your new (case sensitive) password is New00O116s22p Please remember to change your password the next time you log in."

Check your email.

Your new password will be sent to your Inbox from TexasREportal@guidance.com.

It should be delivered within five minutes.

You may use your existing username and new password to log into the Texas Regional Entity Portal.

Once you have logged in, you should change your password in **My Contact Info**. For security reasons, you should not leave your temporary password in your email box.

For step-by-step instructions, see the **Changing Your Password** document.



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For questions, contact
your organization's Master Account Administrator
or information@texasre.org