ERCOT RIOO IS Release Information

July 01, 2019

ERCOT recently refreshed Resource Integration and Ongoing Operations Interconnection Services (RIOO IS) as a minor maintenance release to fix some detected issues.

Through the RIOO IS website, companies interested in proposing a new generation resource at a new or existing generation site authorize their Interconnecting Entity (IE) to submit an online generation interconnection request (INR) for the generation resource to be interconnected to the Texas power grid. The Transmission Service Provider/Transmission Distribution Service Provider (TSP/TDSP) who owns the power lines in the area of the proposed resource studies analyzes and studies the INR to determine the economic feasibility of the project and the effect the resource may have on the grid.

For the best user experience, ERCOT recommends using Google Chrome as the web browser for Interconnection Services. Using Microsoft Internet Explorer may cause some issues to occur, including page loading issues requiring multiple page refreshes; getting stuck on the login page unless the ERCOT Interconnection Services site and the authentication apps used are listed as trusted sites; and slow page loading.

Accessing the RIOO IS Website

You can access the RIOO Interconnection Services website from the Resource Entities page on the ERCOT website (ercot.com > Services > Registration and Qualification > Resource entities) using the blue Launch button (refer to page 1 of this guide).

The ERCOT RIOO Interconnection Services IE User Guide provides information and instructions for using the Interconnection Requests List and its features for creating and maintaining the online INRs is also available from the Resource Entities page.
About this Guide

This guide describes the steps involved to assist Interconnecting Entities (IEs) with signing up for an ERCOT Resource Integration and Ongoing Operations (RIOO) – Interconnection Services account that enables the IEs to create and submit online generation interconnection requests (INRs) for new generation resources to be connected to the Texas power grid.

Your account login requires an email address, which must be unique to ERCOT Interconnection Services; that is, you cannot use the same email address if you have multiple roles within the system.
# Contents

About the Interconnection Services Account Sign Up Process .......................................................... 1
  Web Browser Considerations .................................................................................................................. 1
  Understanding the Required Authentication ......................................................................................... 2
  Working Through the Process ............................................................................................................... 2

Option 1: Signing Up and Using Auth0 Guardian as the Authentication App ........................................ 4
  Signing Up for Your Account .................................................................................................................. 4
  Verifying Your Account Log In ............................................................................................................ 12

Option 2: Signing Up and Using Google Authenticator as the Authentication App ............................. 15
  Signing Up for Your Account .................................................................................................................. 15
  Verifying Your Account Log In ............................................................................................................ 23

Option 3: Signing Up and Using the SMS Authentication Method ......................................................... 24
  Signing Up for Your Account .................................................................................................................. 25
  Verifying Your Account Log In ............................................................................................................ 32
About the Interconnection Services Account Sign Up Process

Before you can create an online INR, you must first sign up for an account on the ERCOT on the Interconnection Services website. To access this site, you can go the Resources Entities page on the ERCOT website (ercot.com > Services > Registration and Qualification > Resource entities) and click the blue Launch button.

Web Browser Considerations

For the best user experience, ERCOT recommends using Google Chrome as your web browser for ERCOT Interconnection Services. If you use Microsoft Internet Explorer, some issues may occur, including page loading issues that will require you to refresh your page from time to time and being stuck on the login page if you do not add Auth0 Guardian or Google Authenticator as a trusted site. If the “Whoops something went wrong” error message displays, check to be sure the site is listed as a trusted site.
Understanding the Required Login Authentication

The ERCOT Interconnection Services application uses multifactor authentication for account login. This means that ERCOT asks you to enter your email account and create a password for the account as the first means of authentication. And then, you must use another means of authentication to verify your access attempt.

ERCOT suggests three different options for this second authentication factor:

- **Auth0 Guardian**, a free app that you can download to your smartphone (from the App Store or Google Play). During sign up, you hold your phone up to your computer and scan a bar code that the ERCOT system will use to identify you. Each time you attempt to log in with your ERCOT login credentials (your email address as your user name and your password that you created), Guardian pushes a new message to your smartphone where you are prompted to click an Allow button to verify that you have made the login request.

- **Or, Google Authenticator**, a different free app that you can download to your smartphone (from the App Store or Google Play). During sign up, you hold your phone up to your computer and scan a bar code that the ERCOT system will use to identify you. Each time you attempt to log in with your ERCOT login credentials (your email address as your user name and your password that you created), Authenticator pushes a new authentication code to your smartphone that you must enter into an ERCOT page to verify that you have made the login request.

- **Or, SMS Text Authentication**, which uses your text message-enabled mobile phone - not necessarily a smartphone – and is not as secure. During sign up, you are asked to submit your phone number. Each time you attempt to log in with your ERCOT login credentials (your email address as your user name and your password that you created), the SMS security system sends a 6-digit verification code that you must enter into the code verification page to authenticate your login request.

If you have an authentication program already on your smartphone, you most likely can use that app to register and log in to Interconnection Services.

Working through the Signup Process

The sign up process involves working through a series of pages on the ERCOT Interconnection Services website and several authentication screens on your mobile phone plus one verification email sent to your email account.

To accomplish the tasks involved with sign up, you must have:

- Access to the Internet to get to the ERCOT Interconnection Services website.
• An email address at which you can receive email during this sign-up process. This email address also serves as your user name for the account login.

• A mobile telephone number at which you can receive text messages during this sign up process from the authentication app you select to use.

After your account is created successfully, you will be prompted to log in to your new account to be sure you can view the Interconnection Requests List page. Note that you will need to enter an authentication code sent to your phone as well as your login information.

**Before you begin, you should:**

• Have your email account open to your Inbox so you can open the email messages sent to your account during this process

• Have a text editor (such as Notepad or Word) file open that you named something like ERCOT Auth Information so you can easily copy in your Auth0 recovery code, which you may need if you have long intervals between logins.

• Download either the AUTH0 Guardian or Google Authenticator authentication app from either the Apple Store or Google Play to your smartphone. (If you do not use a smartphone, you can use the SMS authentication methods described in this guide.)
Option 1: Signing Up and Using Auth0 Guardian as the Authentication App

This section contains the steps for signing up for an Interconnection Services account, setting up Auth0 Guardian as your authentication app, and then logging in to verify your access.

Auth0 Guardian is in the process of updating certain product screens. Some of the screens pictured here may be replaced by those updated screens.

Signing Up for Your Account

After launching RIOO Interconnection Services from the Resource Entities page on the ERCOT website by clicking the large blue Launch RIOO Interconnection Service button, the Log In/Sign Up page displays for you to sign up. Next, you choose your authentication method and go through the registration process screens, web pages, and emails to associate your method with Interconnection Services. After your account is successfully created, you will log in and display your Interconnection Requests List page.

The list will display with your existing INRs that have been migrated to this new system. If you are new to the process, your list will be blank.
Display the Resource Entities page on the ERCOT website (ercot.com > Services > Registration and Qualification > Resource entities) and click the blue Launch button.

Click this Sign Up tab.
Sign Up Page

3 On this page:

A Type in, as your user name, the **email address** where you can receive email about this account.

B Type in a **password** for logging into this account using the rules displayed as you type.

C Type in your **first name** and **last name** to associate with this account.

D Type in the **telephone number** to associate with this account. Type in only the numbers (no spaces). And, optionally enter an extension if one exists.

E Click the **User Agreement** link, read the information and close the window, and then click the **checkbox**.

F Click the **SIGN UP >** button.
Authentication Method Page

4 Click the **I've already downloaded it** link.
If you have not already downloaded the Auth0 Guardian app, you can download it now using one of the App Store or Google Play buttons on this page.

However, if you download the app now, Interconnection Services may time out and display the login page for you to start your sign up over again.

Bar Code Page

5 When this page displays, open your smartphone and click the **Guardian** app to open the app to the scanner.
Option 1: Signing Up and Using Auth0 Guardian as the Authentication App

Scan Bar Code Page (On Phone)

6 Position your phone over the bar code until the bar code border turns green to indicate it was scanned.

Recovery Code Page

IMPORTANT: Performing this step may help you save time in the future if you attempt to log in on a different phone than the one you are registering with now or, in some cases, if you have a long interval without logging in.

7 On this page:

A Copy this code and paste it into the file you opened earlier for this purpose (refer to page 2).

B Click the checkbox.

C Click the to continue.
Congratulations, You are all Set Page

Congratulations, you are all set. In the future when logging in you'll want your device handy.

8 Click the Continue link.

Sent Push and Remember This Browser Page

WE'VE SENT A PUSH TO: LYN'S IPHONE

If you haven't received the notification, just enter the code manually.

9 Before you go to your phone to get the Authenticator message, click the Remember this browser checkbox to avoid having to go to your phone to get the authentication message for the next 30 days.
Guardian Auth0 Notification (On Phone)

10 On your phone, locate the Interconnection Services message and click >.

Guardian Auth0 Push Message (On Phone)

11 And then, click the Allow button.
Almost Done Page – Go to Your Email

Almost Done!
We’ve emailed a verification link to: lynnetestauth0@outlook.com. Click the link in that email to finish creating your account.

Need a new link?
Resend email.

Verify Account Email (in Your Inbox)

Welcome to RIOO - Resource Interconnection Services!

Thank you for signing up. Please verify your email address by clicking the following button:

VERIFY MY ACCOUNT

Thanks!
The Electric Reliability Council of Texas

If you did not make this request, please contact us by replying to this email.

Click the VERIFY MY ACCOUNT button.
Congratulations Page

Verifying Your Account Log In

Now you will log in using the user name (email address) and password created at sign up and your authentication app to be sure you can access your Interconnection Requests List.

Log In Page

On this page:

A Type the email address you used to sign up.

B Type the password you created at sign up. Note: If you do not remember your password, click the Don’t remember your password link. Refer to Resetting Your Forgotten Password in the User Guide.

C Click the LOG IN > button.
Authentication Request Process (On Phone)

If you did not click the **Remember this browser** checkbox in an earlier step, you will need to go to your phone to authenticate again.

1. Locate the Guardian message on your phone and swipe to open it.

2. Tap the **Allow** button.
Your Interconnection Requests List Page

This list is not populated if you are new to this process (above) or with your current INRs listed (below) if you have already submitted at least one INR.
Option 2: Signing Up and Using Google Authenticator as the Authentication App

This section contains the steps for signing up for an Interconnection Services account, setting Google Authenticator as your authentication app, and then logging in to verify your access.

Signing Up for Your Account

After launching RIOO Interconnection Services from the Resource Entities page on ercot.com, the Log In/Sign Up page displays for you to enter your account information. Next, you choose your authentication method and go through the registration process screens, web pages, and emails to associate your method with the Interconnection Services application.

Resource Entities Page

1. Display the Resource Entities page on the ERCOT website (ercot.com > Services > Registration and Qualification > Resource entities) and click the blue Launch button.
Log In Page

** ERCOT Public Interconnection Services **

Log In  Sign Up

- yours@example.com
- your password

Don’t remember your password?

LOG IN

2. Click this **Sign Up** tab.
Sign Up Page

On this page:

A. Type in, as your user name, the **email address** where you can receive email about this account.

B. Type in a **password** for logging into this account using the rules displayed as you type.

C. Type in your **first name** and **last name** to associate with this account.

D. Type in the **telephone number** to associate with this account. Type in only the numbers (no spaces). And, optionally enter an extension if one exists.

E. Click the **User Agreement** link, read the information and close the window, and then click the **checkbox**.

F. Click the **SIGN UP >** button.
Authentication Method Page

4 Click the **Google Authenticator** link. If you have not downloaded the Google Authenticator app, you can download it now using one of the App Store or Google Play buttons on this page. However, if you download the app now, Interconnection Services may time out and display the login page for you to start your sign up over again.

Bar Code Page

5 When this page displays, open your smartphone and click the 📡 Google Authenticator app to open it.
Scan Bar Code Page (On Phone)

Position your phone over the bar code until the bar code border turns green to indicate it was scanned.

Recover Code Page

**IMPORTANT:** Performing this step may help you save time in the future if you attempt to log in on a different phone than the one you are registering with now or, in some cases, if you have a long interval without logging in.

On this page:

- **A** Copy this code and paste it into the file you opened earlier for this purpose (refer to page 2).

- **B** Click the checkbox.

- **C** Click the button to continue.
Congratulations, You are all Set Page

Go to your phone for your authentication code from Authenticator and copy it.

Authenticator App Code Page (On Phone)

Go to your phone for your authentication code from Authenticator and copy it.
Enter Code from Authenticator Page

10 Complete the following:

A. Paste or type in the 6-digit code from the Authenticator screen on your phone

B. Click the Remember this browser checkbox so you do not have to do this step for the next 7 days.

C. Click the to continue.

Almost Done Page – Go to Your Email

11 Open your email Inbox and open the Verify your email message (from ercot.com).
Verify Account Email (in Your Inbox)

Welcome to RIOO - Resource Interconnection Services!

Thank you for signing up. Please verify your email address by clicking the following button:

VERIFY MY ACCOUNT

Thanks!
The Electric Reliability Council of Texas

If you did not make this request, please contact us by replying to this mail.

Click the VERIFY MY ACCOUNT button.

Congratulations Page

Congratulations!
You are the owner of a ERCOT Interconnections Services account

Click the Continue button.
Verifying Your Account Log In

Now you will log in using the user name (email address) and password created at sign up to be sure you can access the Interconnection Request List.

Log In Page

14 On this page:

A Type the email address you used to sign up.

B Type the password you created at sign up.  
Note: If you do not remember your password, click the Don’t remember your password? link. Refer to Resetting Your Forgotten Password in the User Guide.

C Click the LOG IN > button.

** If you did not click the Remember this browser checkbox or 7 days have gone by since your last login, the Get Verification Code page displays after you finish this page.

1 Go to your mobile phone and open Authenticator. A new code should display.

2 Type in the 6 numbers of your new code.

3 Click to continue to the Interconnection Request List page.
Your Interconnection Requests List Page

This list is not populated if you are new to this process (above) or with your current INRs listed (below) if you have already submitted at least one INR.
Option 3: Signing Up and Using the SMS Text Message Authentication Method

This section contains the steps for signing up for an Interconnection Services account, setting your authentication, and then logging in to verify your access.

Signing Up for Your Account

After launching RIOO Interconnection Services from the Resource Entities page on ercot.com, the Log In/Sign Up page displays for you to enter your account information. Next, you choose your authentication method and go through the registration process screens, web pages, and emails to associate your method with the Interconnection Services application.

Resource Entities Page

Display the Resource Entities page on the ERCOT website (ercot.com > Services > Registration and Qualification > Resource entities) and click the blue Launch button.
Log In Page

Click this Sign Up tab.
Option 3: Signing Up and Using the SMS Text Message Authentication Method

Sign Up Page

On this page:

A. Type in, as your user name, the email address where you can receive email about this account.

B. Type in a password for logging into this account using the rules displayed as you type.

C. Type in your first name and last name to associate with this account.

D. Type in the telephone number to associate with this account. Type in only the numbers (no spaces). And, optionally enter an extension if one exists.

E. Click the User Agreement link, read the information and close the window, and then click the checkbox.

F. Click the SIGN UP > button.
Authentication Method Page

4. Click the SMS link.

Phone Number Page

5. Type in a valid mobile phone number for ERCOT to send you an authentication code and then click the button to continue to the next page.
Option 3: Signing Up and Using the SMS Text Message Authentication Method

**SMS Message on Phone**

6. Open your phone and look for the verification code message.

**Enter the Authentication Code Page**

7. On this page:

A. Type in the 6 numbers of the verification message displayed on your phone.

B. Click the **Remember this browser** checkbox to avoid having to do this for the next 7 days.

C. Click the button to continue to the next page.
Option 3: Signing Up and Using the SMS Text Message Authentication Method

Recovery Code Page

**IMPORTANT:** Performing this step may help you save time in the future if you attempt to log in on a different phone than the one you are registering with now or, in some cases, if you have a long interval without logging in.

8 On this page:

A Copy this code and paste it into the file you opened earlier for this purpose (refer to page 2).

B Click the checkbox.

C Click the Continue link.

Continue Page

Click the Continue link.
Almost Done Page – Go to Your Email

Almost Done!
We've emailed a verification link to: lynietestauth0@outlook.com. Click the link in that email to finish creating your account.

Need a new link?
Resend email.

Open your email Inbox and open the Verify your email message (from ercot.com).

Verify Account Email (in Your Inbox)

Welcome to RIOO - Resource Interconnection Services!

Thank you for signing up. Please verify your email address by clicking the following button:

VERIFY MY ACCOUNT

Thanks!
The Electric Reliability Council of Texas

If you did not make this request, please contact us by replying to this email.

Click the VERIFY MY ACCOUNT button.
Congratulations Page

Congratulations!
You are the owner of an ERCOT Interconnections Services account

12. Click the Continue button.

Verifying Your Account Log In

Now you will log in using the user name (email address) and password created at sign up to be sure you can access the Interconnection Request List.

Log In Page

On this page:

A. Type the email address you used to sign up.

B. Type the password you created at sign up.
   Note: If you do not remember your password, click the link. Refer to Resetting Your Forgotten Password in the User Guide.

C. Click the LOG IN > button.
** If you did not click the **Remember this browser** checkbox or 7 days have gone by since your last login, the *Get Verification Code* page displays after you finish this page.

1. Go to your phone and open the message.

2. **On this page:**

   A. Type in the 6 numbers of the verification message displayed on your phone.

   B. Click the **Remember this browser** checkbox to avoid having to do this for the next 7 days.

   C. Click the button to continue to the next page.
Your Interconnection Requests List Page

This list is not populated if you are new to this process (above) or with your current INRs listed (below) if you have already submitted at least one INR.