RIOO Interconnection Services
TSP User Guide

Version 07.01.19
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.

Updates in this User Guide

The troubleshooting appendix was updated with information regarding the Auth0 Recovery Code message that may display when attempting to log in.

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).

ERCOT RIOO Interconnection Services TSP Sign-Up Reference that provides instructions for accessing your user account is also on the Resource Entities page.
About this TSP Guide

This guide provides information to assist TSPs with performing tasks in the online ERCOT Resource Integration and Ongoing Operations (RIOO) system that enables TSPs to view the Interconnection Requests (INRs) for new generation resource projects submitted by Interconnecting Entities (IEs) and then work with the IEs on their projects. This includes reviewing drafts of required documents and adding change requests for FIS Studies as well as recording specific milestone dates.

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 ERCOT Interconnection Services site is listed as a trusted site.
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ERCOT Interconnection Services Overview

ERCOT Interconnection Services is an online system for creating and submitting inquiries for new generation resources that will interconnect to the Texas power grid at a new or existing site. As a Transmission Service Provider (TSP), you can use Interconnection Services to view the INRs submitted by IEs, review drafts of documents attached to the INRs, and add change requests to request the Full Interconnection Studies (FIS) and record milestone dates for INRs.

Before you can work with INRs, **your USA must add the TSP role for you** and then you must sign up for Interconnect Services account on the ERCOT Interconnection Services website.

### TSP Account Sign Up

As described in the *RIOO Interconnection Services TSP Sign Up Reference* available from the Resource Entities page on the ercot.com website, your account information is the same information listed in your MPIM profile (First and Last Name, Phone number, and User Email).

The User Email address must be unique to Interconnection Services (that is, you cannot use the same email address if you have multiple roles within the system, such as being an IE and a TSP).

The Phone number must be a working smartphone number you can access in order to receive calls from the third-party multifactor authentication (MFA) app, such as Auth0 Guardian or Google
Authenticator while logging in. The MFA app is used to verify your identity during your login request. If you do not have a smartphone, you can use an SMS text-message enabled mobile phone.

To change your MFA app, you must submit a Help Desk ticket to have your account MFA reset.

**TSP Interconnection Request List**

After you have signed up and logged in, Interconnection Services, the Interconnection Request List displays with all submitted INRs that ERCOT has processed but the resources are not yet operational. The left side of the list displays the resource details provided in the INR by the IE.

This right side of the list displays the dates for the key milestones in the project.
You can adjust the number of records that display in this list using the options at the top of the list.

- **Show entries** dropdown and selecting the number of records to display on one page (Note that choosing All will cause a significant system slow down.)

- **Show Operational** checkbox to add the INRs for resources that are now operating

- **Show Cancelled INRs** checkbox to add all of the INRs submitted but cancelled

You can also search for specific INRs using an INR Number or Project Name, or filter the list for subsets of INRs using the TSP name or the technology type.

To examine and work with the data displayed for the INRs in your list view, you can convert your view to an Excel spreadsheet or dump the contents into a comma separated values (CSV) file.

Copying the list as can cause unpredictable results and may timeout before completing.

The Reset All button returns the full list of submitted INRs with resources not yet operational.
TSP Interconnection Services Attachments List

The Attachments List link at the top of page displays all of the draft copies and final versions of files that have been uploaded to the INRs. You can view the applicable drafts to review them or just to use them for research.

You can use the collapsible Search Attachments to locate specific attachments by filtering the list using the criteria shown. Similar to the Interconnection Request List page, you can examine and work with the data displayed in your list view by converting your view to an Excel spreadsheet or dumping the contents into a comma separated values (CSV) file.
TSP View Action Functions

From the Action column of the list, you can use the View button open an INR, a change request submitted for the INR, or the Contacts page for the project.

When you view the Interconnection Request, the project details entered by the IE, including the location and contact email addresses display.
From the top of the page, you can use the TSP Key Milestones link to display project dates and when they were achieved.

When you view the change request submitted by the IE, the Review page displays with the existing data and then show the new or changed information.
When you view the contacts involved in a project, their contact cards display with their name and email addresses. You can tell who has been invited and has joined as well as who has not yet joined a project.

While working on a page in Interconnection Services, you can click the logo in the upper left to return to the Interconnection Requests List.
Accessing and Managing Your TSP Interconnection Services Account

Accessing your account involves logging into your Interconnection Services List with the login credentials and the multifactor authentication method you signed up with (such as Auth0 Guardian or Google Authenticator). Your account contains your first and last name, email address, telephone number, and password. You can update this information when changes occur.

You must have the GINR_M_Operator role in your MPIM profile, refer to the ERCOT RIOO Interconnection Services TSP Sign-Up Reference (Resource Entities page on ercot.com).

To change the multifactor authentication (MFA) app associated with your account, you must submit a help ticket to the ERCOT help desk. ERCOT Product Support will reset your account and send you an email with instructions about changing to a different MFA app. Refer to Appendix A. Changing the Multifactor Authentication Method on page 44.

Logging into Your TSP Account

After launching RIOO Interconnection Services from the Resource Entities page on ercot.com, the Log In page displays for you to enter your login credentials.

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

Log In Page

2. Type in the email address you entered when you signed up for the account.

3. Type in the password you created when you signed up for this account or modified afterwards.

4. Click the LOG IN button.

If you cannot log in after 10 tries, the system displays the YOUR ACCOUNT HAS BEEN BLOCKED AFTER MULTIPLE CONSECUTIVE LOGIN ATTEMPTS message at the top of the screen. Open a Help Desk ticket that tells them you are blocked by Auth0 Guardian and Operations should unblock your ID.

The next action depends on the authentication method you are using.

- For Guardian Auth0, refer to the next page.
- For Google Authenticator, refer to page 10.
- For SMS Text Messaging, refer to page 12.
5. Go to the Guardian text message on your phone and swipe to open the message.

6. Tap the **Allow** button.

---

**Your Interconnection Requests List Page**

<table>
<thead>
<tr>
<th>Action</th>
<th>TSP</th>
<th>INR Number</th>
<th>Project Name</th>
<th>Tech Type</th>
<th>MW</th>
<th>POI</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>CITY OF AUSTIN DBA AUSTIN ENERGYS (TSP)</td>
<td>21N0205</td>
<td>Lyn6SoleFam</td>
<td>CP</td>
<td>10</td>
<td>SE 199</td>
</tr>
<tr>
<td>View</td>
<td>21N0208</td>
<td>Lyn3</td>
<td>HY</td>
<td>5000</td>
<td>POI</td>
<td></td>
</tr>
<tr>
<td>View + Add Change Request</td>
<td>CENTERPOINT ENERGYS</td>
<td>22N0217</td>
<td>Lyn Power2</td>
<td>VIT</td>
<td>9600</td>
<td>71 just west of Smith</td>
</tr>
</tbody>
</table>
Google Authenticator Authentication Page

5. Go to your mobile phone and open Authenticator.

6. Type in the 6 numbers of your new code.

7. Click this **Remember this browser** checkbox to avoid having to do this every time you log in.

8. Click to continue to the Interconnection Request List page.

Your Interconnection Requests List Page

<table>
<thead>
<tr>
<th>Action</th>
<th>TSP</th>
<th>Interconnection Request List</th>
<th>Attachments List</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>CITY OF AUSTIN DBA AUSTIN ENERGY (TSP)</td>
<td>21IR0205</td>
<td>LynWilliamsFarms</td>
</tr>
<tr>
<td>View</td>
<td>Lyn3</td>
<td>21IR0208</td>
<td>Lyn</td>
</tr>
<tr>
<td>View</td>
<td>CENTERPOINT ENERGY HOUSTON ELECTRIC LLC (TSP)</td>
<td>22IN0217</td>
<td>LynPower2</td>
</tr>
<tr>
<td>View</td>
<td>Lyn24add90n</td>
<td>22IN0218</td>
<td>VIT</td>
</tr>
</tbody>
</table>
SMS Authentication Page

5 Go to your mobile phone and open the new authentication message.

6 Type in the six numbers of your new code.

7 Click this checkbox to avoid having to do this when you log in for the next 30 days.

8 Click to continue to the Interconnection Request List page.

Your Interconnection Requests List Page
Logging Out of Your TSP Account

You should log out of your account when you are finished performing tasks.

Interconnection Services List Page

1. Locate the Account dropdown in the right corner of the main page.
2. Click the Account dropdown and click Log Out.

Resetting Your Forgotten TSP Account Password

Interconnection Services Login Page

1. Click the Don’t remember your password? link.
Reset Your Password Page

2. Type in the email address listed in your MPIM.

3. Click the SEND EMAIL > button.

Confirmation Email

4. Go to your email and open the email message with Reset your ERCOT Resource Interconnection Services Password in the subject line.

5. Click the CHANGE MY PASSWORD button.
Change Password Page

6. Type in a new password using the rules displayed as you type.

7. Type in your new password again.

8. Click the **Continue** button.

Success Page

To close this page and return to the Interconnection Requests List, click the link in this message or the **ercot** logo in the upper left to return to the Interconnection Requests List.
Viewing Interconnection Requests

When you view an Interconnection Request, the INR details of the project display along with links to view the Attachments and the TSP Key Milestones for the project.

Interconnection Services List

1. Click the View dropdown and click View Interconnection Request.
To view the dates and key milestone information, click the Continue button at the bottom of the page or the TSP Key Milestones link at the top of the page.

Or, to leave this page and return to the Interconnection Request List, click the ERCOT logo in the upper left.
# TSP Key Milestones

<table>
<thead>
<tr>
<th>Interconnection Request</th>
<th>TSP Key Milestones</th>
</tr>
</thead>
</table>

### View TSP Key Milestones

- **FIS Study Scope Signed and Funded**
  - Signed Date
  - Funded Date

- **Study Scopes**
  - No attachments to display

- **FIS Study Start Dates**
  - Stability Study Start
  - SSR Start

- **FIS Studies**
  - No attachments to display

- **Interconnection Agreement Dates**
  - Original Date

- **Interconnection Agreement Documents**
  - No attachments to display

- **Other Key Milestones**
  - Notice to Proceed
  - Financial Commitment

> When you are finished, click the [ercot logo](#) in the upper left to return to the Interconnection Request List.
Viewing a Change Request from the IE

When you view a change request the IE has submitted on their INR, the INR details of the project display along with links to view all of the attachments and the TSP Key Milestones for the project.

Interconnection Services List

1. Click the View dropdown and click View IE Change Request.
Review changes Page

Review the information that changed.

When you are finished, click the ERCOT logo in the upper left to return to the Interconnection Request List.
Viewing Contacts Associated with the INR

You can view the contacts associated with the request, which displays their email address, phone number, and when they were invited to join the project.

Interconnection Services List

1. Click the View dropdown and click View IE Change Request.

All Contacts Page

When you are finished, click the logo in the upper left to return to the Interconnection Request List.
Reviewing Draft Documents

When you receive an email about reviewing a document, you can access the document in the Attachments List off the Interconnection Services List page. You can search for the document to review by its INR number, project name, or TDSP referenced on the email as well as the IE who uploaded the document.

In addition, you can search for all attachments:

- Within a date range
- In a specific study phase
- Of a specific attachment type
- Of a type of technology
- In a Texas County location

You can close the Search panel to move it out of your way and display it as a tab for easy opening, or if the panel is closed, you can click Open Search to display it.

Interconnection Services List

Click the Attachments List link at the top of the page.
2 Click the link of the document to review if it is in sight OR search for the document (refer to the next page).

3 Prepare your review comments/changes.

4 Return your comment to the TDSP who sent you the review email.
Search Panel

To be explained in more detail later.

Open Search Panel Tab

1. Click the Open Search tab.
Adding Change Requests for FIS Studies Scope, Start Date and Results

You can submit change requests to put the FIS Study Scope documents out for review so a clear plan of action is determined. Once that document is final, you can submit an optional change request for the studies that must also be completed in the FIS Study. Finally, you can submit a Change request to upload the FIS study results into the system.

Adding an FIS Study Scope Change Request

The FIS Study Scope enables you to update the date on which the request was signed and enter a date when the payment has been received to perform the FIS. The draft and final version of Study Scope documents must also be uploaded.

Interconnection Request List

After locating the INR, click the Add Change Request button.

1. After locating the INR, click the **Add Change Request** button.
2 Click **FIS Study Scope** and then click the **Let’s Get Started** button.
FIS Study Scope Details Page

3 For the **Signed Date**, type in the date that the IE submitted and signed the request.

4 For the **Funded Date**, type in the date the payment for the FIS was received.

5 Click the **Continue** button.

TSP Key Milestones Page

6 Click the **Submit Change Request** button.
Adding an FIS Study Start Date Change Request

Once the Study Scope documents have been reviewed and signed on, you can submit an optional change request for studies that must be completed in the FIS Study.

Interconnection Request List

After locating the INR, click the **Add Change Request** button.

1. After locating the INR, click the **Add Change Request** button.
TSP Change Request for Key Milestones Page

Select all milestones you would like to create or update today:

- FIS Study Scope
- FIS Study Start Dates
- Interconnection Agreement
- Other Key Milestones

We are here to help!
You can read all of the details on the process in the Resource Interconnection Handbook.

Contact Us
ResourceIntegrationDepartment@ercot.com

ERCOT Help Desk
Pquoise, +1 512 248-6600

2 Click FIS Study Start Dates and then click the Let’s Get Started button.
FIS Study Start Dates Page

3 Enter the mm-dd-yy of each study and click the Continue button.

TSP Key Milestones Page

4 Click the Submit Change Request button.
Adding an FIS Studies Change Request

After the Study Scope has been determined and funded, you can submit the change request to upload documents containing the actual report results of the FIS Studies.

Interconnection Request List

After locating the INR, click the Add Change Request button.
2 Click **FIS Studies** and then click the **Let’s Get Started** button.
FIS Studies Page

3. Click the **File Type** dropdown and click the types of studies you will upload.

4. For each file to upload:
   
   A. Click the **Select file type** dropdown and click the type of file you plan to upload.

   B. Click the **Choose File** button, navigate to the file on your computer, and click the file.

5. When you are finished, click the **Continue** button.
Click the **Submit Change Request** button.
# Adding a Change Request to Record the Interconnection Agreement Date

When the Interconnection Agreement has been signed, you can add a change request to record the signed date and upload a copy of the agreement file.

## Interconnection Request List

<table>
<thead>
<tr>
<th>Action</th>
<th>TSP Number</th>
<th>Project Name</th>
<th>Tech Type</th>
<th>MW</th>
<th>POI</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>CITY OF AUSTIN DBA AUSTIN ENERGY (TDSP)</td>
<td>LynMSolarFarm</td>
<td>CP</td>
<td>10</td>
<td>SE 199</td>
</tr>
<tr>
<td>View</td>
<td>21INR0208</td>
<td>Lyn3</td>
<td>HY</td>
<td>5000</td>
<td>POI</td>
</tr>
<tr>
<td>View</td>
<td>CENTERPOINT ENERGY HOUSTON ELECTRIC LLC (TDSP)</td>
<td>Lyn Power2</td>
<td>WT</td>
<td>9600</td>
<td>71 just west of Smith</td>
</tr>
<tr>
<td>View</td>
<td>22INR0218</td>
<td>Lyn2AddOn</td>
<td>WT</td>
<td>900</td>
<td>SE Corner of 71 &amp; 21</td>
</tr>
</tbody>
</table>

1. After locating the INR, click the **Add Change Request** button.
Click **Interconnection Agreement** and then click the **Let’s Get Started** button.

Type in the date the IA was signed.

Click the Select File button, locate the file and click Open.

Click the **Continue** button.
Click the **Submit Change Request** button.
# Adding a Change Request to Record the Notice to Proceed Date

When the Notice to Proceed has been signed and received, you can add a change request to record the date it was signed.

## Interconnection Request List

<table>
<thead>
<tr>
<th>INR Number</th>
<th>Project Name</th>
<th>Tech Type</th>
<th>MW</th>
<th>POI</th>
</tr>
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<tbody>
<tr>
<td>21INR0205</td>
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<td>SE Corner of 71 &amp; 21</td>
</tr>
</tbody>
</table>

1. After locating the INR, click the **Add Change Request** button.
Adding a Change Request to Record the Notice to Proceed Date

2. Click Other Key Milestones and then click the Let’s Get Started button.

Other Key Milestones Page

3. Record the date this document was signed.

4. Click the Continue button.
5. Click the **Submit Change Request** button.
Adding a Change Request to Record the Financial Commitment Date

When the Financial Commitment is signed, you can add a change request to record the date using a change request.

Interconnection Request List

![Interconnection Request List](image)

1. After locating the INR, click the **Add Change Request** button.
Click Other Key Milestones and then click the Let's Get Started button.

Type in the date the Financial Commitment was signed.

Click the Continue button.
5 Click the **Submit Change Request** button.
Appendix A. Changing the Multifactor Authentication Method for Your TSP Account

For login security, ERCOT Interconnection Services uses multi-factor authentication (MFA). This means that you must supply two types of identifying information when you log in - something you know and something that can be obtained from a device in your possession. ERCOT uses your email address and password from your MPIM profile as your login credentials. After you reset your password and specified which authentication method you will use, you scanned a barcode from the ERCOT Interconnection Services page into the authentication app installed on your phone (or manually typing in a special code if you do not have a smartphone).

Prior to sign up, you were asked to download either of the free apps (Auth0 Guardian or Google Authenticator) to your smartphone from the App Store or Google Play. Or, if you already use a third-party authentication app on your phone, you most likely can use that app. If you do not have a smartphone, you can use the SMS text message app (which is far less secure than the smartphone apps).

When you log in to Interconnection Services, ERCOT verifies that you correctly entered your username/password combination as the first authentication tier and then sends you a text message on your smartphone to verify your identity.

If you need to change the MFA application that associates your device with Interconnection Services, you must first submit a Help Desk ticket to ERCOT that requests your MFA to be reset. When ERCOT removes your MFA app setting, you will receive an email with the ENROLL YOUR DEVICE button that you click to display the ERCOT Authentication Method page and set up your MFA app and device again.

⚠️ A link is provided in the email for more information on multifactor authentication.

If you plan to use the Auth0 Guardian or Google Authenticator app, you should download the appropriate app to your smartphone from the App Store or Google Play before you begin.

After scanning the app bar code, the ERCOT Recovery Code page displays with a string of 24 characters and numbers. You should have a text editor (such as Notepad open) so you can easily copy and paste the numbers, and then save it to a location on your computer where you keep this kind of information.
Auth0 Guardian is in the process of updating certain product screens. Some of the screens pictured here may be replaced by those updated screen.

Email Invitation to Enroll Your Device

1. Click the **ENROLL YOUR DEVICE** button.

An administrator at ercot.gnr-dev has invited you to enroll a device.

Click [https://auth0.com/docs/multifactor-authentication/guardian/user-guide](https://auth0.com/docs/multifactor-authentication/guardian/user-guide) for more details.

You're receiving this email because you have an account in ercot.gnr-dev.
Appendix A. Changing the Multifactor Authentication Method for Your TSP Account

Authentication Method Page

Click the I've already downloaded it link.

Bar Code Page

When this page displays, open your smartphone and click the Guardian app to open the app, which opens to the scanner page.

Note: If the Auth0 Guardian app does not open to the scanner page, click the + at the top of the page to add your new account.
Appendix A. Changing the Multifactor Authentication Method for Your TSP Account

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

5 On this page:

A Copy this code and paste it into the file you opened earlier for this purpose

B Click the checkbox.

C Click the ➔ to continue.
Congratulations Page

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

Click the Continue link.

Sent Push and Remember This Browser Page

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)

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

Guardian Auth0 Push Message (On Phone)

And then, click the Allow button.
### Interconnection Request List

<table>
<thead>
<tr>
<th>Action</th>
<th>TSP</th>
<th>INR Number</th>
<th>Project Name</th>
<th>Tech Type</th>
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</table>
Changing to Google Authenticator MFA

Email Invitation to Enroll Your Device

1. Click the **ENROLL YOUR DEVICE** button.

Authentication Method Page

2. Click the **Google Authenticator** link.
Bar Code Page

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

Congratulations, You are all Set Page

On this page:

A. Copy this code and paste it into the file you opened earlier for this purpose.
B. Click the checkbox.
C. Click the [ ] to continue.

6. Click the Continue link.
Appendix A. Changing the Multifactor Authentication Method for Your TSP Account

Authenticator App Code Page (On Phone)

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

Enter Code from Authenticator Page

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 to avoid having to go to your phone to get the authentication message for the next 30 days.

C Click the to continue.
## Your Interconnection Requests List

### Interconnection Request List

<table>
<thead>
<tr>
<th>Action</th>
<th>TSP</th>
<th>INR Number</th>
<th>Project Name</th>
<th>Tech Type</th>
<th>MW</th>
<th>POI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>CITY OF AUSTIN D&amp;B AUSTIN ENERGY (TDSF)</td>
<td>LynMSolarFarm</td>
<td>CP</td>
<td>10</td>
<td>SE 195</td>
</tr>
<tr>
<td>View</td>
<td>21INR0205</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>21INR0208</td>
<td>Lyn3</td>
<td>HY</td>
<td>5000</td>
<td>POI</td>
</tr>
<tr>
<td>View</td>
<td></td>
<td></td>
<td>Add Change Request</td>
<td></td>
<td>_</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CENTERPOINT ENERGY HOUSTON ELECTRIC LLC (TDSF)</td>
<td>Lyn Power2</td>
<td>WT</td>
<td>9600</td>
<td>71 just west of Smithfield</td>
<td></td>
</tr>
<tr>
<td></td>
<td>22INR0217</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>View</td>
<td>22INR0218</td>
<td></td>
<td>Lyn2AddOn</td>
<td>WT</td>
<td>900</td>
<td>SE Corner of 71 &amp; 21</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

Appendix A. Changing the Multifactor Authentication Method for Your TSP Account

Version 07.01.19  ♦  55
Changing to the Less Secure SMS Text Message App for Non-Smartphones

Email Invitation to Enroll Your Device

1. Click the **ENROLL YOUR DEVICE** button.

An administrator at ercot-gnr-dev has invited you to enroll a device.

Click [https://auth0.com/docs/multi-factor-authentication/guardian/user-guide](https://auth0.com/docs/multi-factor-authentication/guardian/user-guide) for more details.
Appendix A. Changing the Multifactor Authentication Method for Your TSP Account

1. Click the SMS link.

2. 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.
Appendix A. Changing the Multifactor Authentication Method for Your TSP Account

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

5 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.
Recovery Code Page

On this page:

A. Copy this code and paste it into the file you opened earlier for this purpose.

B. Click the checkbox.

C. Click the \( \checkmark \) to continue.

Continue Page

Click the Continue link.
### Your Interconnection Request List

<table>
<thead>
<tr>
<th>Action</th>
<th>TSP</th>
<th>INR Number</th>
<th>Project Name</th>
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<th>MW</th>
<th>POI</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>CITY OF AUSTIN DGA AUSTIN ENERGY (TDSP)</td>
<td>21INR0205</td>
<td>LynMSolarFarm</td>
<td>CP</td>
<td>10</td>
<td>SE 195</td>
</tr>
<tr>
<td>View</td>
<td></td>
<td>21INR0208</td>
<td>Lyn3</td>
<td>HY</td>
<td>5000</td>
<td>POI</td>
</tr>
<tr>
<td>View</td>
<td>CENTERPOINT ENERGY HOUSTON ELECTRIC LLC (TDSP)</td>
<td>22INR0217</td>
<td>Lyn Power2</td>
<td>WT</td>
<td>9600</td>
<td>71 just west of Smithville</td>
</tr>
<tr>
<td>View</td>
<td></td>
<td>22INR0218</td>
<td>Lyn2AddOn</td>
<td>WT</td>
<td>900</td>
<td>SE Corner of 71 &amp; 21</td>
</tr>
</tbody>
</table>

**Show 10** entries  □ Show Operational INR’s □ Show Cancelled INR’s

Showing 1 to 4 of 4 entries
Appendix D. Troubleshooting Tips

The following tips may help you if you are experiencing certain conditions while using Interconnection Services.

Using Your Auth0 Recovery Code

When you signed up for your RIOO IS account, an Interconnection Services page displayed with a Recovery Code that you were instructed to copy into a file (named something like ERCOT Auth Information) and save on your computer. If the Use Your Recovery Code message displays when you attempt to log into your Interconnection Services account, attempt to locate this file.

If you cannot locate the file, you can submit a help desk ticket (directed to Chandrakanth Thoutam) requesting a reset of your MFA. Follow the instructions for changing your MFA on page 44.

Adding Trusted Sites to the Google Chrome Web Browser

You may need to add the Auth0 Guardian app and ERCOT Interconnection Services to your site as trusted sites (also referred to as whitelisting) in order to access the sites correctly.

The following instructions are for Google Chrome Version 71. Some slight differences may occur in earlier or later versions of the web browser.

If you are using a different web browser, search the Internet for the procedure for adding trusted sites to that browser.

REMINDER: 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. You may also need to add Auth0 Guardian or Google Authenticator as a trusted site. If the “Whoops something went wrong” error message displays, check to be sure the ERCOT Interconnection Services site is listed as a trusted site.

1. On the far right of the address bar, click the icon to Customize and Control Google Chrome and click Settings.

![Customize and Control Google Chrome Settings](image-url)
2. On the *Settings* page, scroll down to **Advanced** and click it.

3. On the **Advanced** page, scroll to the **System** area and click **Open proxy settings** (or **Change proxy settings**).

4. In the *Internet Properties* window, click the **Security** tab.
5. In the Security window, click the Trusted Sites icon and then the Sites button.

![Screenshot of Internet Properties Security tab]

6. In the Trusted sites window, enter the URL of your application and click the Add button.

![Screenshot of Trusted sites window with URL added]
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