



RIOO Resource Services RE Sign Up Reference

Version 03.05.20

RIOO Resource Services Release Information

March, 2020

ERCOT recently placed the Resource Services application, a component of Resource Integration and Ongoing Operations (RIOO), in a sandbox development site for information and training purposes.

Through RIOO RS, companies authorize their Resource Entity (RE) to submit an online change request to modify their generation resource interconnected to the Texas power grid.



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

Supporting Documentation

Each user interface page in the Resource Services app contains a Help button that displays assistance in context.

About this Reference

This Reference describes the Resource Services sign up and log in process for a Resource Entity (RE) who must submit change requests to modify information about resources and equipment already modeled in the ERCOT system and interconnected to the Texas electric power grid.

Unlike the account self-signup process in Interconnection Services, a Resource Services account has already been set up for you using your ERCOT Market Participant Identity Management (MPIM) profile information. However, you must contact the User Security Administrator (USA) at your company to add the RIOORS _M_Operator role in your profile to allow you access to the Resource Services application (as explained in *Asking Your USA to Modify Your MPIM Profile* on page 3).



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

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About Resource Services

ERCOT has already set up the Resource Services account for you using information from your Market Participant Identity Management (MPIM) profile. Your Resource Services account user name is the email address listed in the MPIM profile.

 It is important that you use a valid email address (not an alias) so you receive the appropriate verification and confirmation emails for RIOO-RS. This email address must be unique to this ERCOT app and is not being used for other RIOO apps.

You must contact the **User Security Administrator (USA)** at your company to go to your MPIM profile to assign the RIOORS _M_Operator role that allows your access to the Resource Services application. The USA must also confirm your current smartphone number and valid email address in the MPIM profile (described later).

Web Browser Considerations

For the best user experience, ERCOT recommends using Google Chrome as your web browser for RIOO apps. If you use Microsoft Internet Explorer, 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 these errors occur, add your authentication app as a trusted site.

Multifactor Authentication

The RIOO applications use multifactor authentication for account login. This means that, in addition to your Resource Services user ID (email account) and password, another means of authorization is required to authenticate your attempt to access the account.

If you already have an authentication app on your smartphone, you most likely can use it with Resource Services. Otherwise, you can download to your smartphone the free Auth0 Guardian or Google Authenticator app from the App Store or Google Play.

 If you do not have a smartphone, you can use **SMS Text Message Authentication** from any text message-enabled mobile phone; however, this is less secure.

Signup and Login Process

After your USA has confirmed your information and added the role, you will receive an email asking you to verify your account and then a Log In page displays. You **must change your password** at this page and then set up your multifactor account authentication.

This guide will walk you through setting up your smartphone device with the authentication app.

Before you begin, make sure you:

- Have your email account open to your inbox so you can open the email messages sent to your account from ERCOT during this process.
- Open a text editor (such as Notepad) and save a file named `ERCOT Auth Information`. You will be prompted to copy a recovery code from the authentication app into the file so you can still get to your account should you lose or change phones.

Asking Your USA to Modify Your MPIM Profile

You must have the RIOORS_M_Operator role in your Market Participant Identity Management (MPIM) profile to access and use Resource Services

 If you do not have an MPIM profile, ask the USA at your company to create one and then add the RIOORS_M_OPERATOR role to the profile.

Modify Market Participant User

Company Name

DUNS

Organization Profile

Employee ID

First Name *

Last Name *

Phone

User Email *

Certificate Email ?

Changing account information of a user that has a digital certificate will NOT update the digital certificate. To ensure the user's certificate has the correct e-mail and first/last name, submit a certificate revocation, modify the existing user with updated information and request a new certificate.

Certificate Common Name

(If left empty the default value will be "FirstName LastName")

Available Roles

- EMS_M_SOTE
- ICE_IMRE_EXTRACTS
- MARKETRAK
- MOTE_SOTE
- MP_ASSETS
- MP_VIEW_SWITCH
- NMMS_IMM
- NMMS_MOD
- NMS_M_OPERATOR

Requested Roles

- RIOORS_M_OPERATOR

Cancel Submit

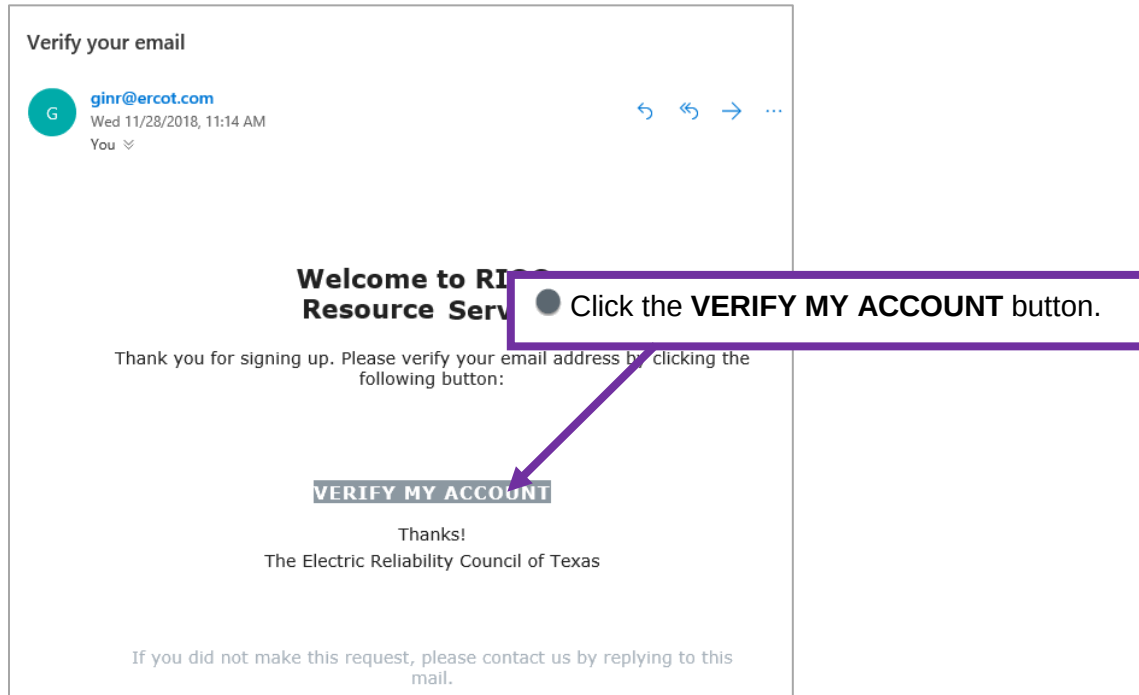
1 Call your USA to verify that your MPIM profile contains a:

- **Phone number** for an actual working smartphone number you can access in order to receive messages from the authentication app.
- **User email** address that you can access (not an alias) to receive emails from ercot.com during the sign-up process. This email must be unique to the Resource Services app if you have other RIOO accounts.

2 Ask your USA to add the **RIOORS_M_OPERATOR** role to your profile.

Verifying Your Account from the Welcome Email

After your USA confirms that your profile, smartphone number, and email address are accessible and has given you the RIOORS_M_OPERATOR role, it may take up to **15-20 minutes** to get an email from ercot.com to verify your account.



Changing Your Pre-Assigned Password

Click the Don't Remember Your Password Link

The screenshot shows the ERCOT RIOO Services login page. At the top is the ERCOT logo and the text 'RIOO Services'. Below this are two tabs: 'Log In' (selected) and 'Sign Up'. There are two input fields: one for email (containing 'yours@example.com') and one for password (containing 'your password'). Below the password field is a link that says 'Don't remember your password?'. A callout box with a purple border and a grey circle containing the number '1' points to this link. The callout text reads: 'Click the **Don't remember your password** link'. At the bottom of the form is a large teal button that says 'LOG IN >'.

Enter Your Email Address

The screenshot shows the ERCOT password reset page. At the top is a back arrow icon, the ERCOT logo, and the text 'Reset your password'. Below this is a message: 'Please enter your email address. We will send you an email to reset your password.' There is an input field for email (containing 'yours@example.com'). A callout box with a purple border and a grey circle containing the number '2' points to this field. The callout text reads: 'Type in your email address (the one from your MPIM profile)'. Below the input field is a large teal button that says 'SEND EMAIL >'. A callout box with a purple border and a grey circle containing the number '3' points to this button. The callout text reads: 'Click **SEND EMAIL >**.'.

Request to Change Password from Email



If you do not receive this email, verify with the USA at your company that the email address listed in MPIM is a real email address - not an alias. If it is an alias, have the company USA update the email address to a real working email account.

Enter Your New Password



Change Password

Enter a new password for



your new password



confirm your new password

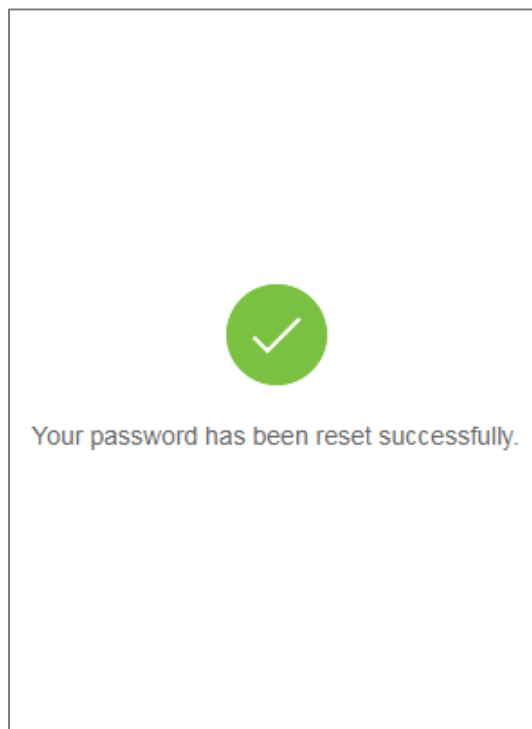


5 Type in a password.

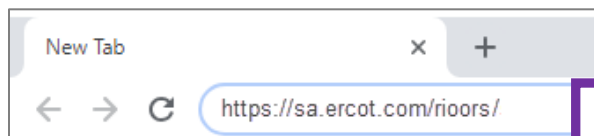
6 Type in the password again.

7 Click the  button.

Confirm Your Password Was Reset



Accessing Resource Services and Setting Up Your Authentication Method



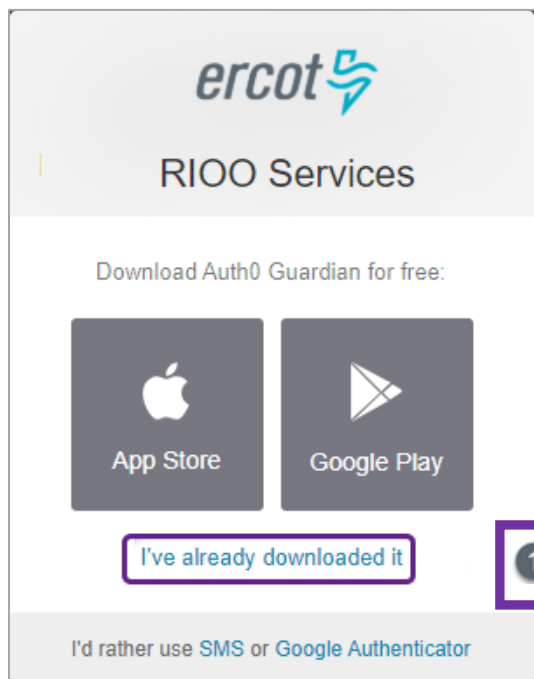
Type the URL: <https://sa.ercot.com/rioo-rs/>

If you have chosen to use:

- Auth0 Guardian, continue with the next page.
- Google Authenticator, continue on page 16
- SMS Text Authentication, continue on page 23

Setting Up Auth0 Guardian

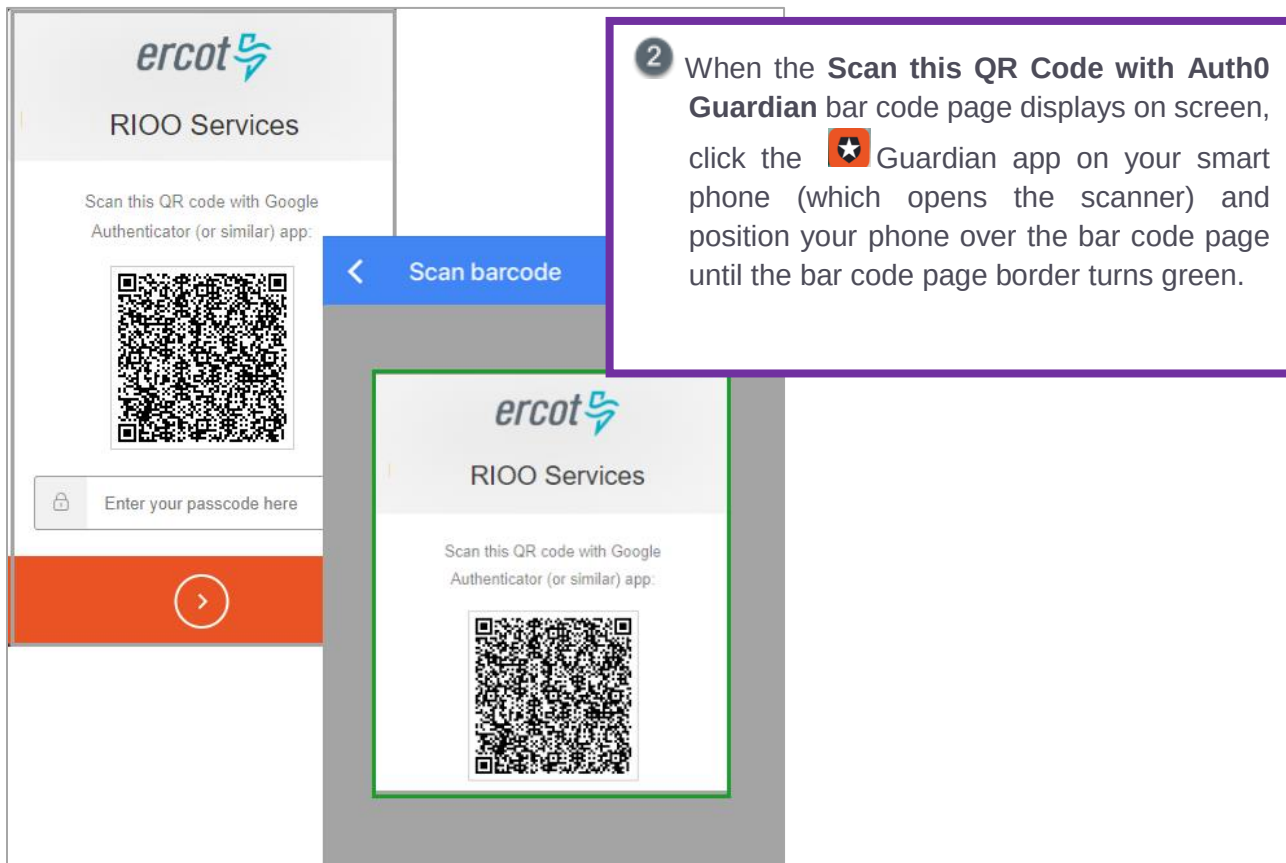
Select the Appropriate Auth0 Link



NOTE: If you have not already downloaded the Auth0 Guardian app, you can download it from this page using the appropriate App Store or Google Play. However, downloading the app now may cause the RIOO app to time out and you may have to start over.

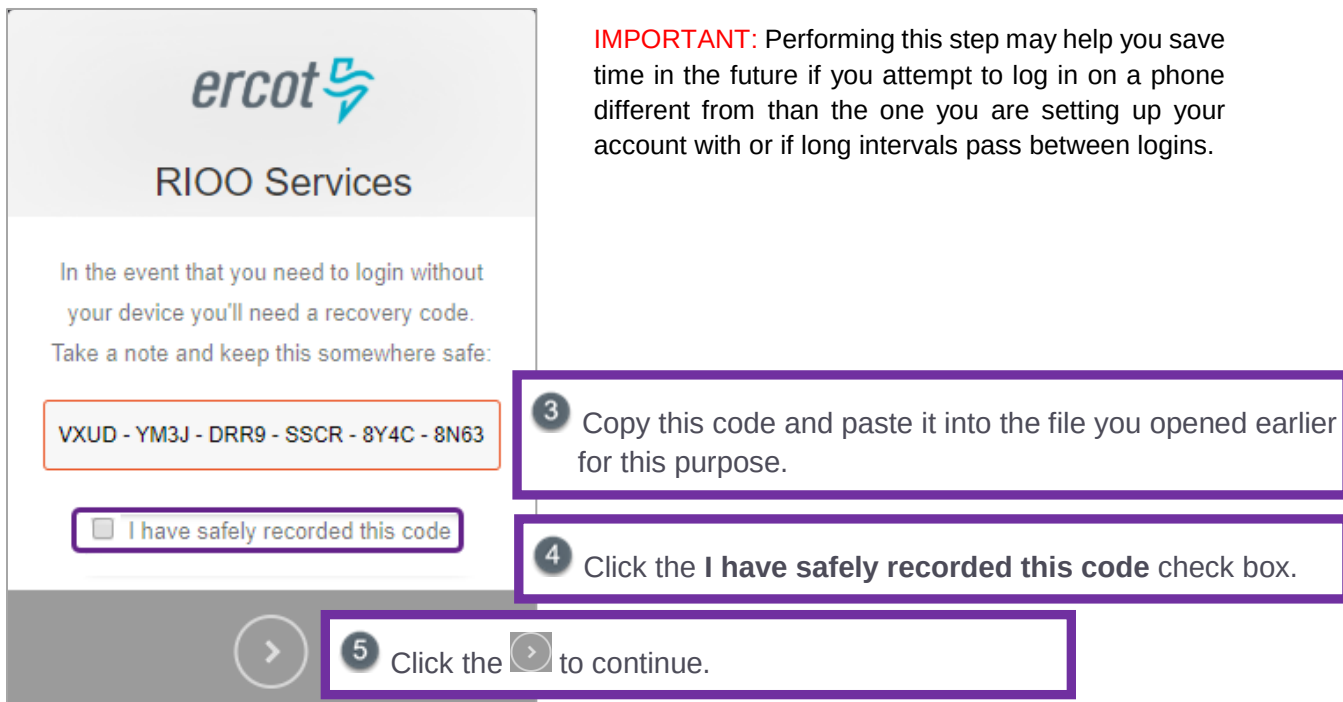
1 Click the **I've already downloaded it** link.

Scan the Resource Services QR Code on Your Smartphone



2 When the **Scan this QR Code with Auth0 Guardian** bar code page displays on screen, click the  Guardian app on your smart phone (which opens the scanner) and position your phone over the bar code page until the bar code page border turns green.

Copy the Recovery Code to a File on Your PC



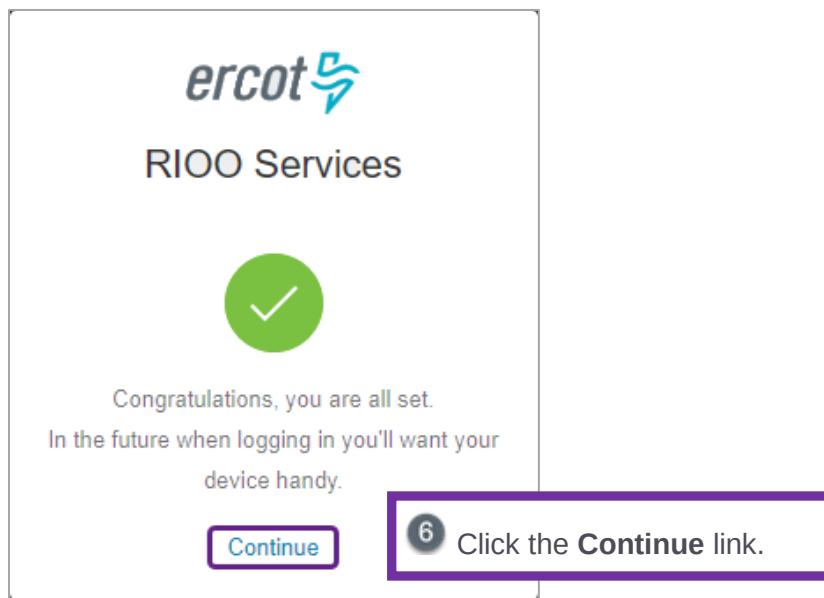
IMPORTANT: Performing this step may help you save time in the future if you attempt to log in on a phone different from than the one you are setting up your account with or if long intervals pass between logins.

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

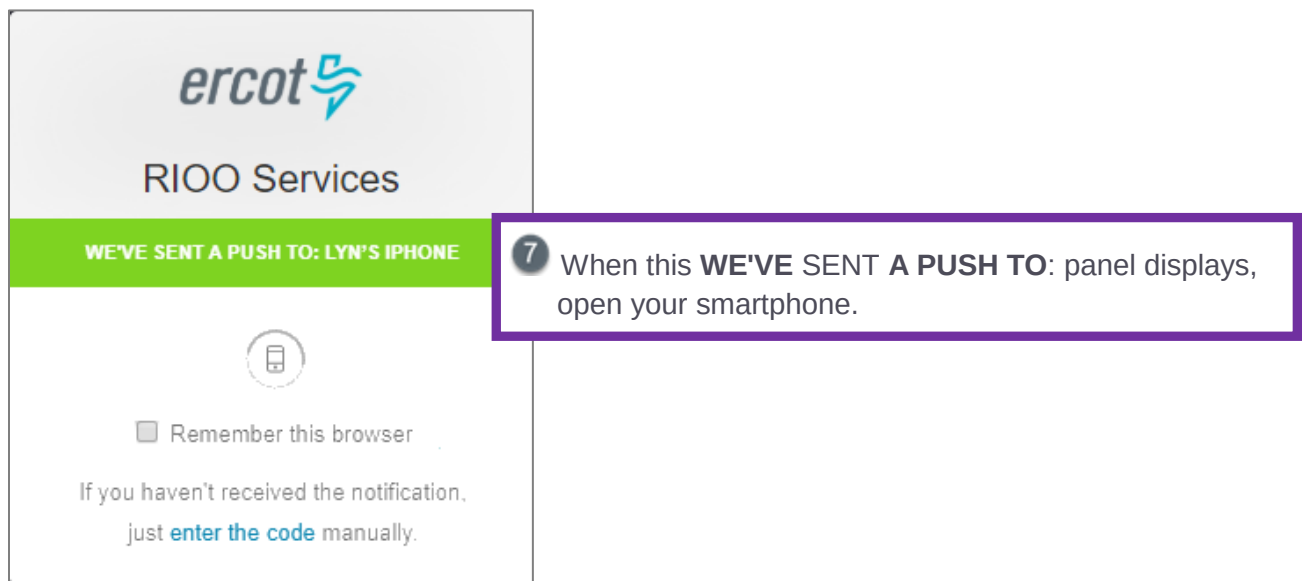
4 Click the **I have safely recorded this code** check box.

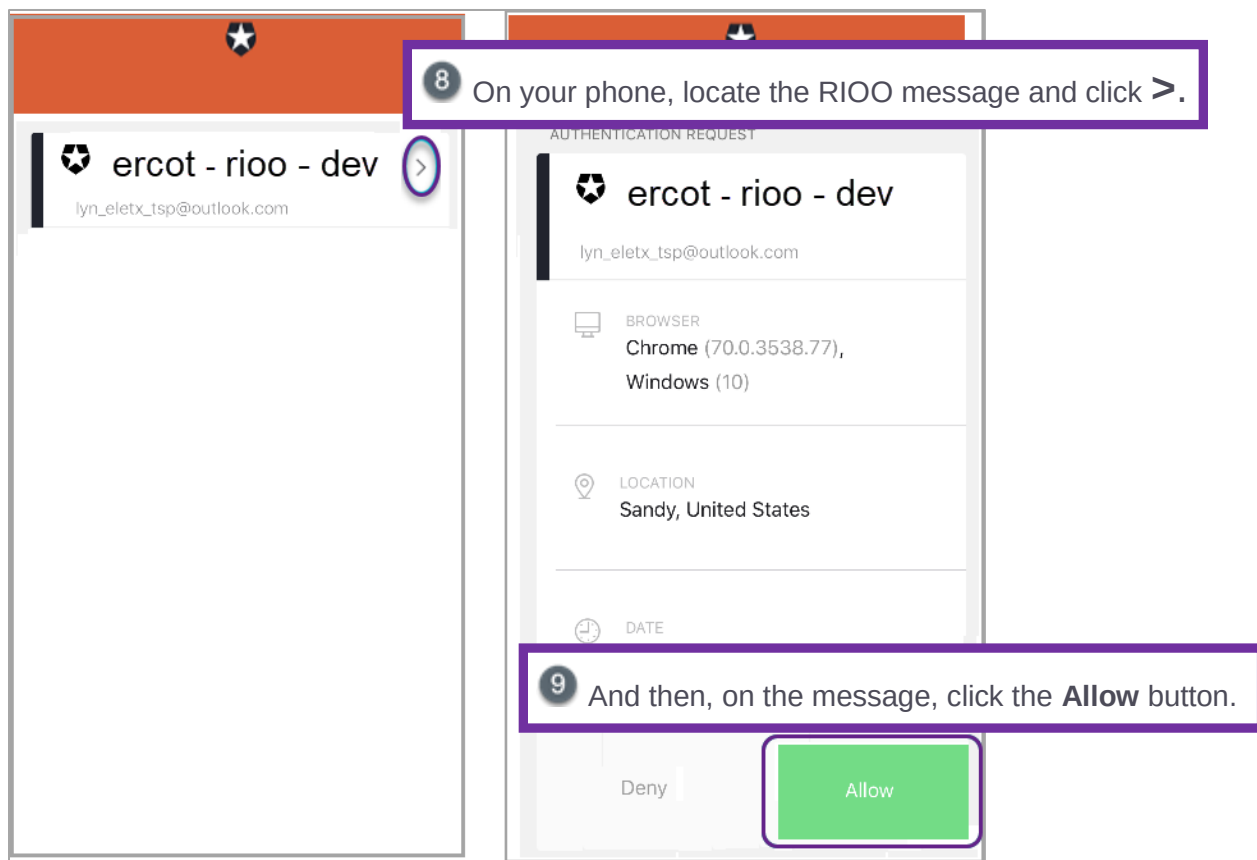
5 Click the  to continue.

Continue When You Are All Set

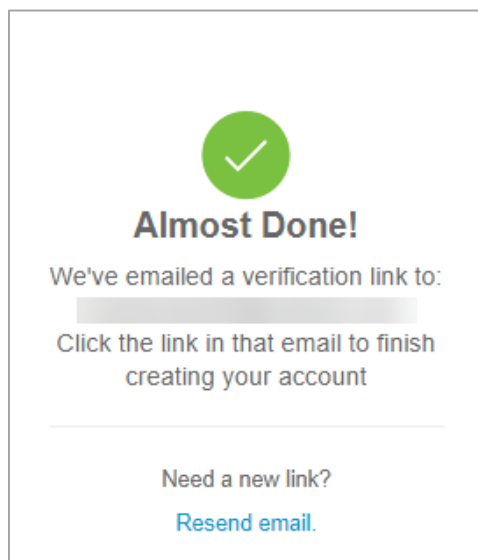


Respond to the PUSH Message





Open Your Email Account and Click the Verify My Account Button



NOTE: You do not have to take action on this page, unless you need to receive the email again. The Congratulations page will display after you click the appropriate button in the email.

Verify your email



ginr@ercot.com

Wed 11/28/2018, 11:14 AM

You ▾



Welcome to RIOO - Resource Services!

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



Click the **VERIFY MY ACCOUNT** 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.

Continue to Log In



Congratulations!

You are the owner of an ERCOT
Resource Services Account.

Continue



Click the **Continue** button.

Log In to Your Account

The screenshot shows the ERCOT RIOO Services login page. At the top is the ERCOT logo and 'RIOO Services' text. Below this are 'Log In' and 'Sign Up' links. The 'Log In' section contains an email input field with 'yours@example.com', a password input field with 'your password', and a 'Don't remember your password?' link. A large blue 'LOG IN >' button is at the bottom. Three numbered callouts are present: 12 points to the email field, 13 points to the password field, and 14 points to the 'LOG IN >' button.

ercot

RIOO Services

Log In Sign Up

yours@example.com

your password

Don't remember your password?

LOG IN >

12 Now enter the email address from your MPIM account.

13 Enter your password.

14 Click the **LOG IN >** button.

Respond to the PUSH Message

The screenshot shows the ERCOT RIOO Services push message screen. At the top is the ERCOT logo and 'RIOO Services' text. Below this is a green banner that says 'WE'VE SENT A PUSH TO: LYN'S IPHONE'. Underneath is a smartphone icon. A checkbox labeled 'Remember this browser' is checked. Below the checkbox is a message: 'If you haven't received the notification, just enter the code manually.' A numbered callout 15 points to the 'Remember this browser' checkbox.

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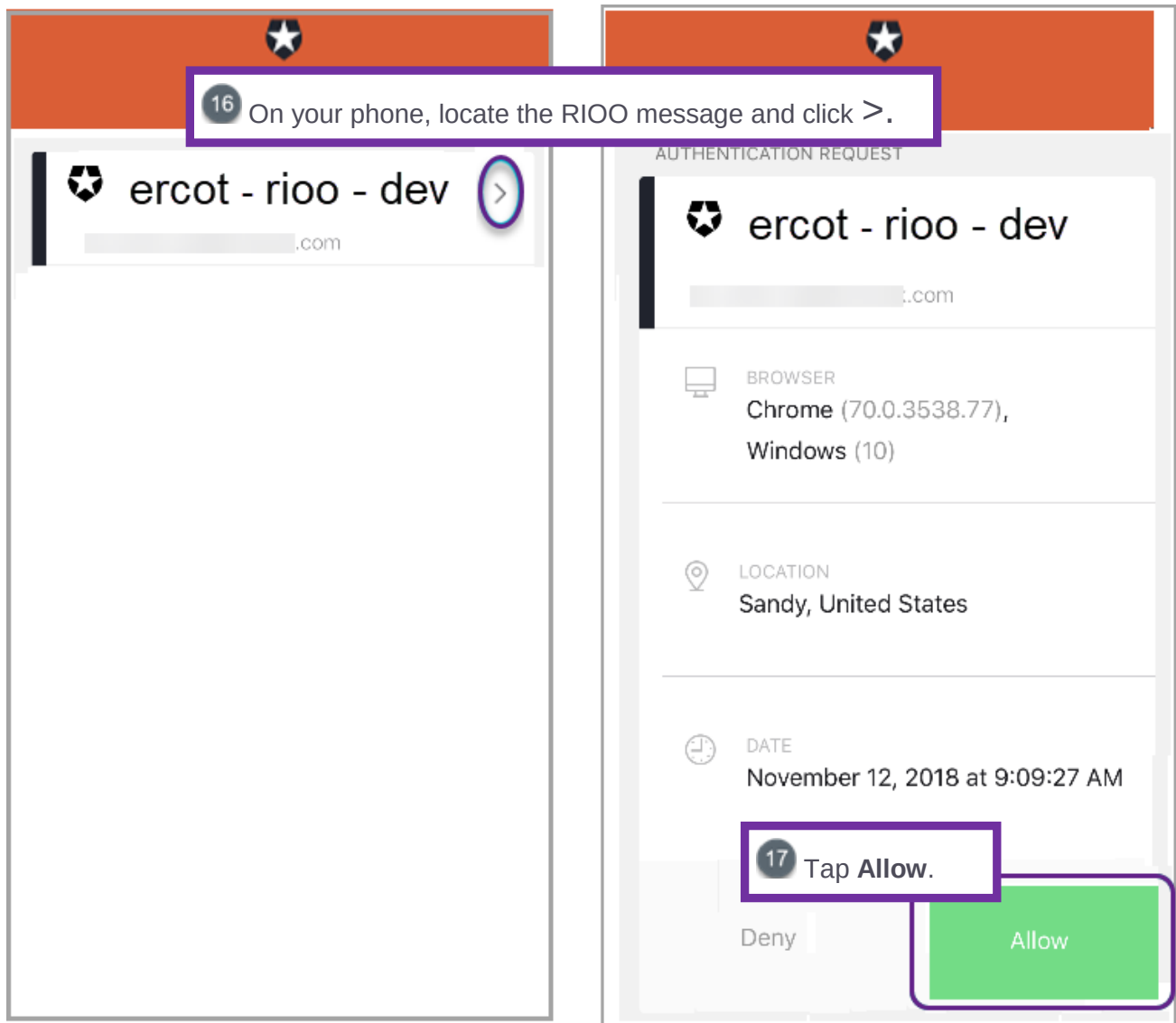
RIOO Services

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

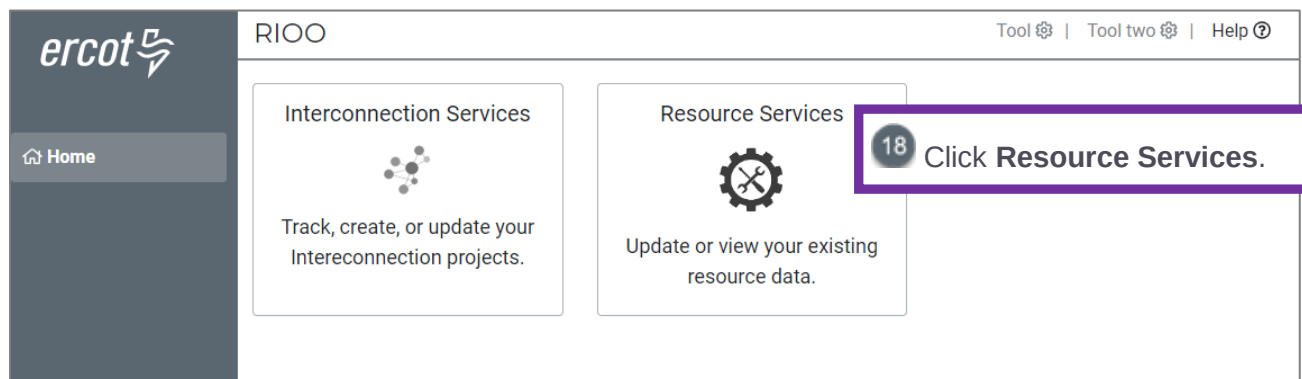
Remember this browser

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

15 Click the **Remember this browser** checkbox. Clicking this checkbox enables the system to automatically authenticate your login for the next 30 days so you do not have to go to your smartphone. This push message will display when the 30 days expires and you can click the checkbox again.



Display the RE Dashboard





[Home](#)[Resource Services](#)

Hello, [Sign Out](#)

[Launcher](#)[My Account](#)

Resource Services

Tool | Tool two | Help

Submitted Change Requests

Create a New Change

Updates Needed
RSCR 27

Requested Production Load 09-28-2019

CAPRICORN RIDGE 4

Submitted: n/aLast Updated: 09-26-2019Company: n/a

Open Change Request

☐ **Recent News**

Your change request has been returned to you by ERCOT. You will find instructions on what ERCOT needs when you open the change request.

[Open Change Request](#)

Pending Review at ERCOT
RSCR 29

Requested Production Load 04-01-2020

CAPRICORN RIDGE 4

Submitted: n/aLast Updated: 09-26-2019Company: n/a

[View Change Request](#)[Update Change Request](#)

☐ **Recent News**

Your Change request is waiting for review at ERCOT

Pending Review at ERCOT
RSCR 30

Requested Production Load 07-21-2021

CAPRICORN RIDGE 4

Submitted: n/aLast Updated: 09-26-2019Company: n/a

[View Change Request](#)[Update Change Request](#)

☐ **Recent News**

Your Change request is waiting for review at ERCOT

Incomplete Change Requests

[CAPRICORN RIDGE 4](#) [02-13-2020](#) [Finish Change Request](#) ☐

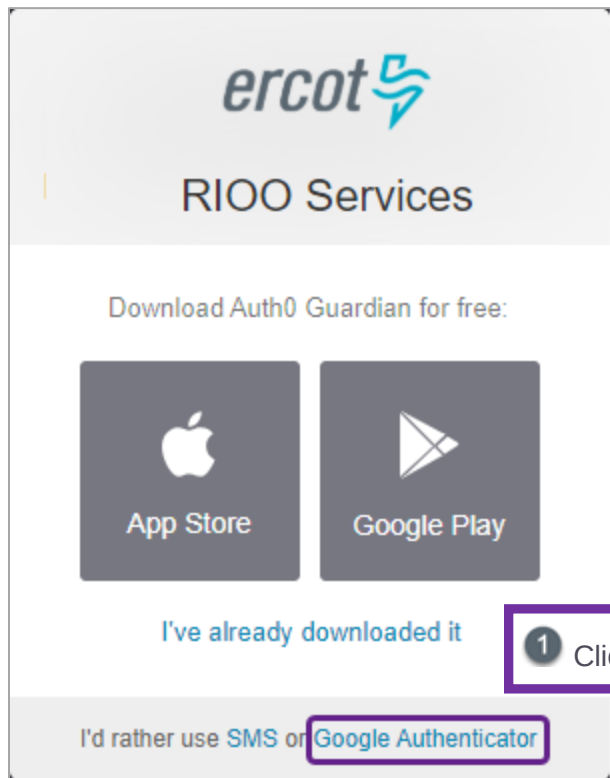
[CAPRICORN RIDGE 4](#) [02-25-2020](#) [Finish Change Request](#) ☐

[CAPRICORN RIDGE 4](#) [10-06-2023](#) [Finish Change Request](#) ☐

[Help](#)

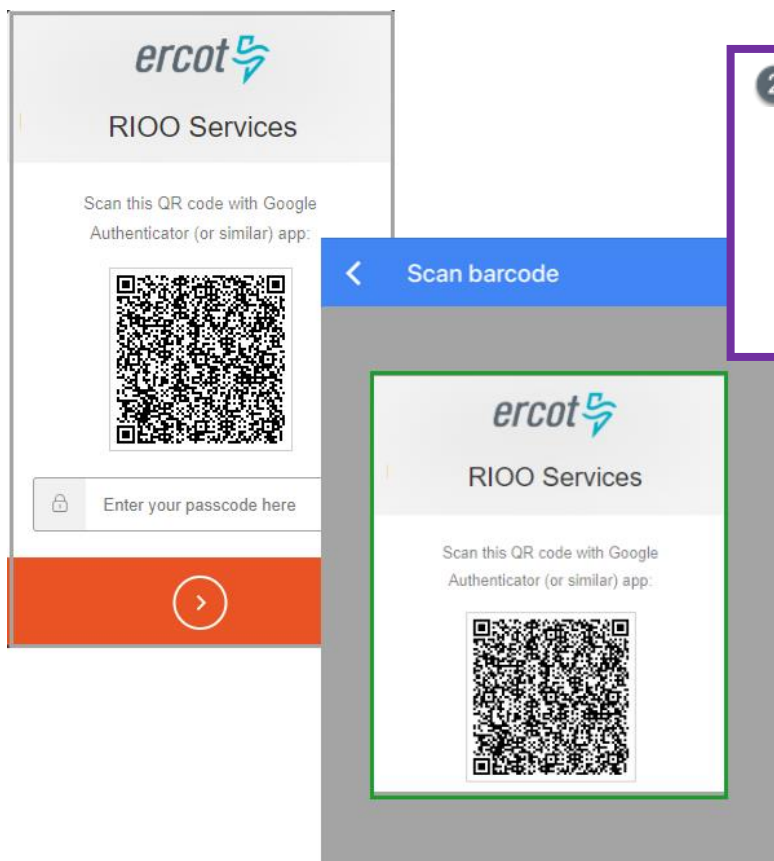
Setting Up Google Authenticator

Select the Google Authenticator Link



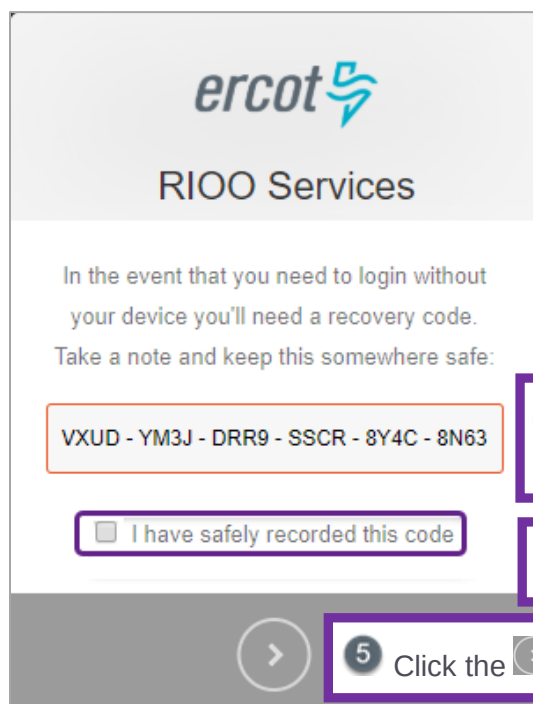
NOTE: If you have not already downloaded the Google Authenticator app, you can download it from this page using the appropriate App Store or Google Play. However, downloading the app now may cause the RIOO app to time out and you may have to start over.

Scan the Resource Services Bar Code to Your Smartphone



- 2 When the **Scan this QR code with Google Authenticator** bar code page displays on screen, click the  Authenticator app on your smartphone (which opens to the scanner) and position your phone over the bar code page until the bar code page border turns green.

Copy the Recovery Code to Your File



IMPORTANT: Performing this step may help you save time in the future if you attempt to log in on a phone other than the one you are setting up your account with now or if long intervals pass between logins

- 3 Copy this code and paste it into the `ERCOT Auth Information` file you created earlier.

- 4 Click the **I have safely recorded this code** link.

- 5 Click the  to continue.

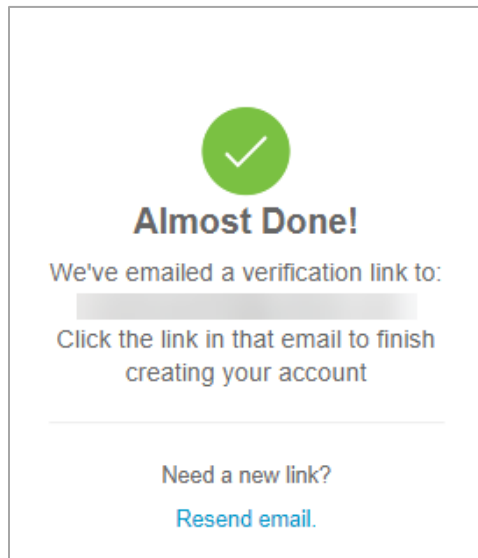
Continue to the Google Authenticator Message on Your Smartphone

6 Click **Continue**.

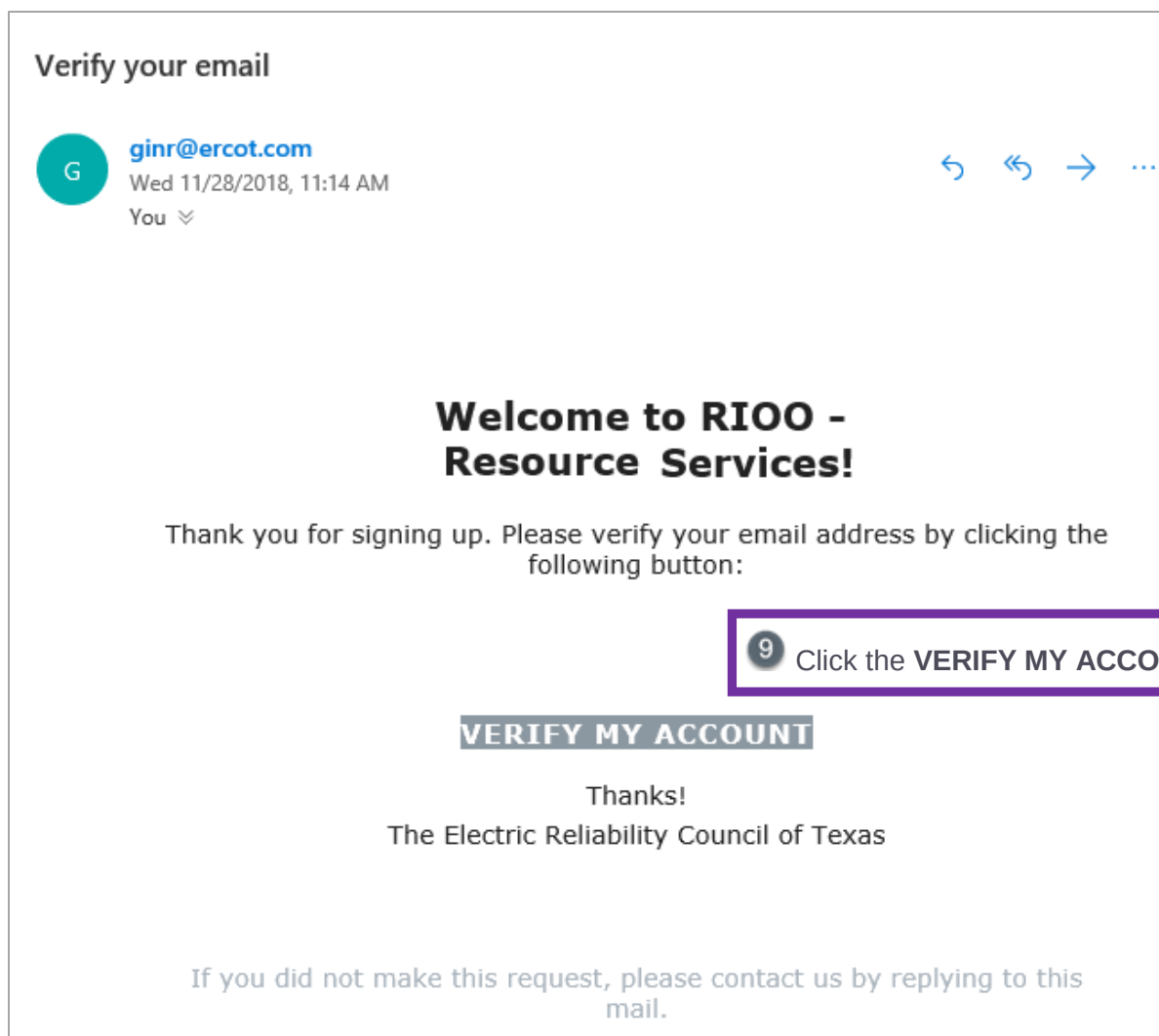
7 Go to your smartphone to locate the Google Authenticator code and enter it into the ERCOT page.

8 Click  to continue

Open Your Email Account and Click the Verify My Account Button



NOTE: You do not have to take action on this page, unless you need to receive the email again. The Congratulations page will display after you click the appropriate button in the email.



Continue to Log In



Congratulations!

You are the owner of an ERCOT Resource Services Account.

[Continue](#)

10 Click the **Continue** button.

Log In to Your Account



RIOO Services

[Log In](#) [Sign Up](#)



11 Now enter the email address you used to sign up.



12 Enter your password.

[Don't remember your password?](#)

[LOG IN >](#)

13 Click **LOG IN >**.

Get the Authenticator Code from Your Smartphone

The screenshot shows the ERCOT RIOO Services login page. At the top, there is a blue header with a hamburger menu icon, the text 'Authenticator', and a plus sign. Below this, an authenticator app interface is overlaid, showing a green box with the code '225 528' and the text 'ercot-ginr-dev' and '@outlook.com'. A purple arrow points from this code to the 'Enter the 6-digit code' field on the login page. The login page has the ERCOT logo and 'RIOO Services' text. It prompts the user to 'Get a verification code from the Google Authenticator (or similar) app:' and provides a field for the code. Below the field is a checkbox labeled 'Remember this browser'. At the bottom of the login form is a red button with a white right arrow. A link for 'Lost your device? Use the recovery code' is also present.

14 Go to your smartphone to locate the Authenticator code and enter it into the ERCOT page.

15 Click the **Remember this browser** checkbox. Clicking this checkbox enables the system to automatically authenticate your login for the next 30 days so you do not have to go to your smartphone. This push message will display when the 30 days expires and you can click the checkbox again.

16 Click  to continue.

Display the RE Dashboard



Home

RIOO

Tool | Tool two | Help

Interconnection Services



Track, create, or update your Interconnection projects.

Resource Services



Update or view your existing resource data.

17 Click Resource Services.



Home
Resource Services

Resource Services

Tool | Tool two | Help

Submitted Change Requests

Create a New Change

Updates Needed
RSCR 27

Requested Production Load 09-28-2019

CAPRICORN RIDGE 4

Submitted: n/a Last Updated: 09-26-2019 Company: n/a

Open Change Request

☐ **Recent News**
Your change request has been returned to you by ERCOT. You will find instructions on what ERCOT needs when you open the change request.
[Open Change Request](#)

Pending Review at ERCOT
RSCR 29

Requested Production Load 04-01-2020

CAPRICORN RIDGE 4

Submitted: n/a Last Updated: 09-26-2019 Company: n/a

View Change Request
Update Change Request

☐ **Recent News**
Your Change request is waiting for review at ERCOT

Pending Review at ERCOT
RSCR 30

Requested Production Load 07-21-2021

CAPRICORN RIDGE 4

Submitted: n/a Last Updated: 09-26-2019 Company: n/a

View Change Request
Update Change Request

☐ **Recent News**
Your Change request is waiting for review at ERCOT

Incomplete Change Requests

CAPRICORN RIDGE 4 02-13-2020 [Finish Change Request](#)

CAPRICORN RIDGE 4 02-25-2020 [Finish Change Request](#)

CAPRICORN RIDGE 4 10-06-2023 [Finish Change Request](#)

Hello,

Sign Out

Launcher
My Account

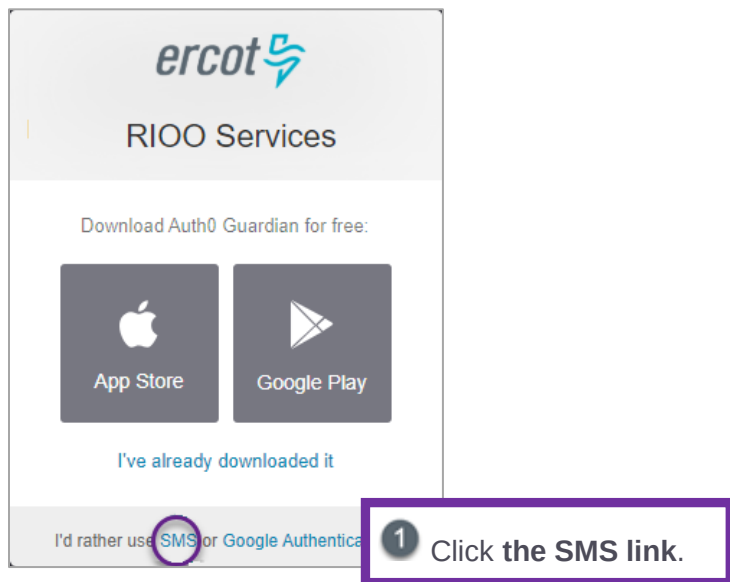
Help

Accessing Resource Services and Setting Up Your Authentication Method

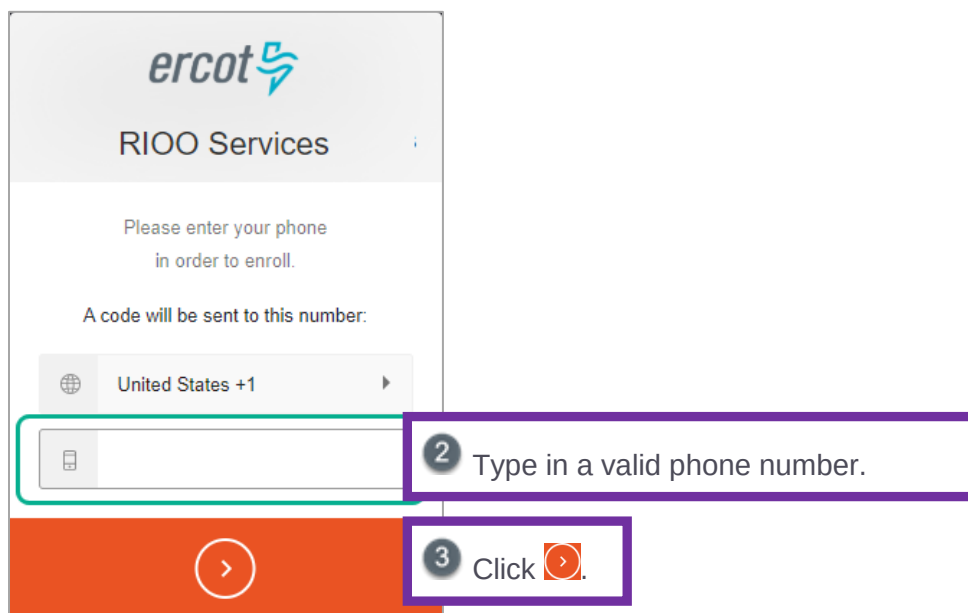
Version 03.05.20 ♦ 22

Setting Up the SMS Text Message Authentication Method

Select the SMS Link



Enter Your Phone Number



Receive the SMS Messaging Text and Enter the Code

ercot 

RIOO Services

WE'VE SENT AN SMS TO: 1 [redacted]

In order to confirm enrollment we need to confirm your phone. Please enter the received code.

Enter the 6-digit code

☐ Remember this browser

5 Click .

4 Go to your phone to locate the 6-number code and enter it into the ERCOT page.

MESSAGES in 1m
+1 (630) 409-4293
324175 is your verification code for

Copy the Recovery Code to a File on Your PC

ercot 

RIOO Services

In the event that you need to login without your device you'll need a recovery code. Take a note and keep this somewhere safe:

VXUD - YM3J - DRR9 - SSCR - 8Y4C - 8N63

☐ I have safely recorded this code

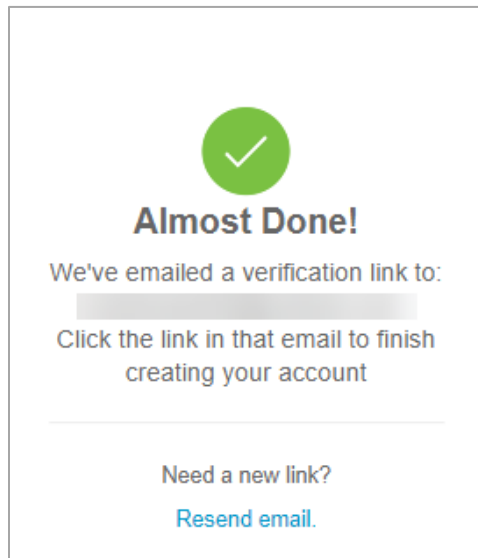
8 Click the  to continue.

7 Click I have safely recorded this code.

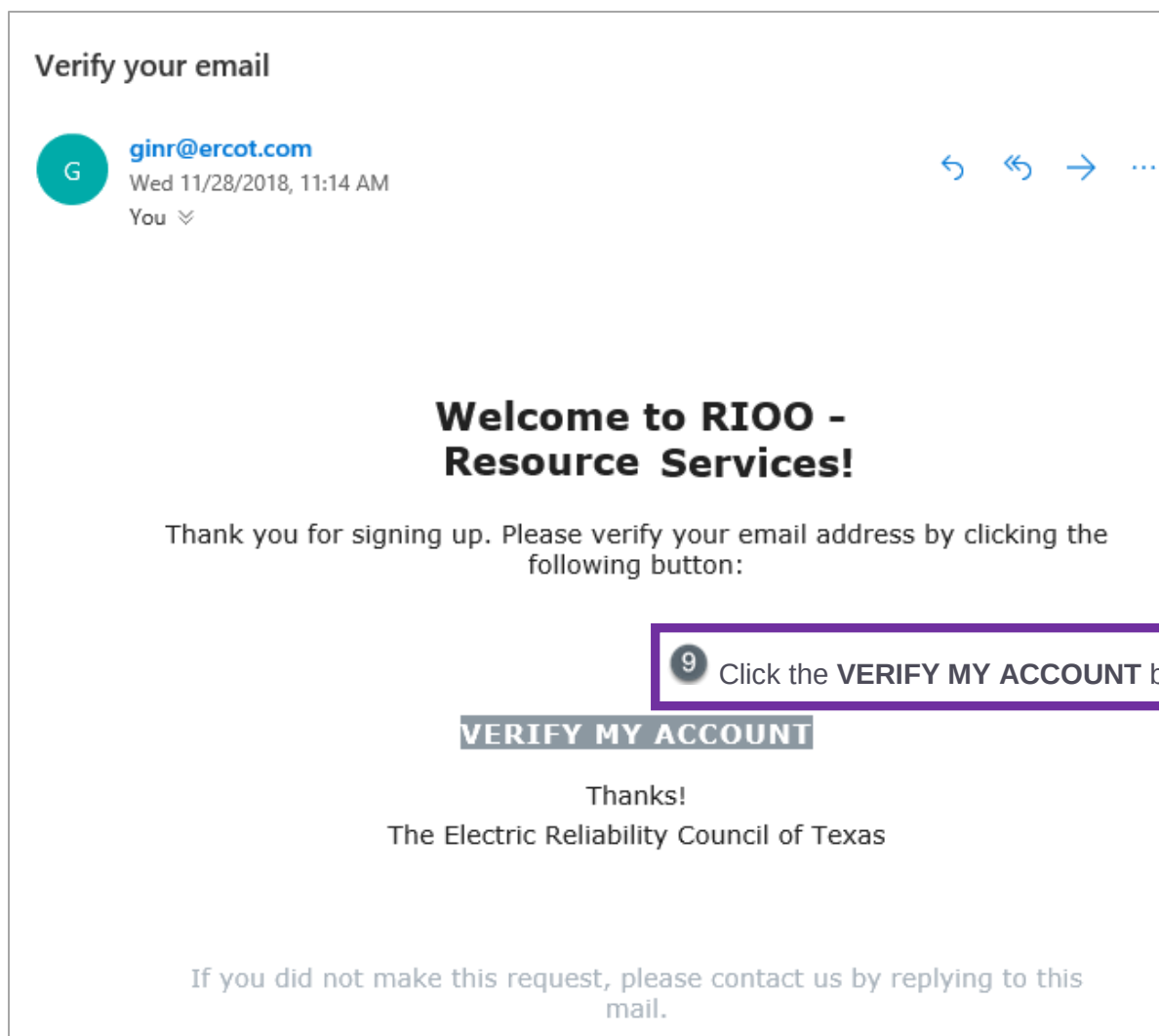
6 Copy this code and paste it into the ERCOT Auth Information file you created earlier.

IMPORTANT: Performing this step may help you save time in the future if you attempt to log in on a phone other than the one you are setting up your account with or if long intervals pass between logins.

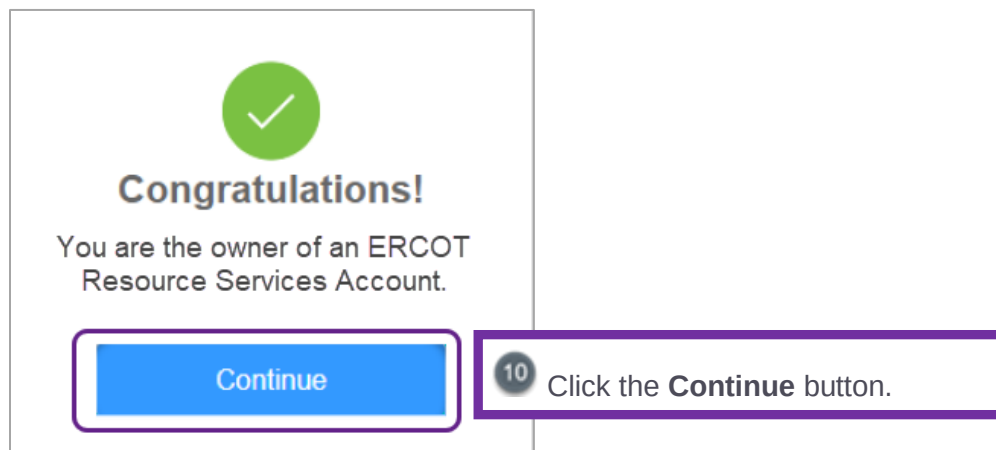
Open Your Email Account and Click the Verify My Account Button



NOTE: You do not have to take action on this page, unless you need to receive the email again. The Congratulations page will display after you click the appropriate button in the email.



Continue to Log In





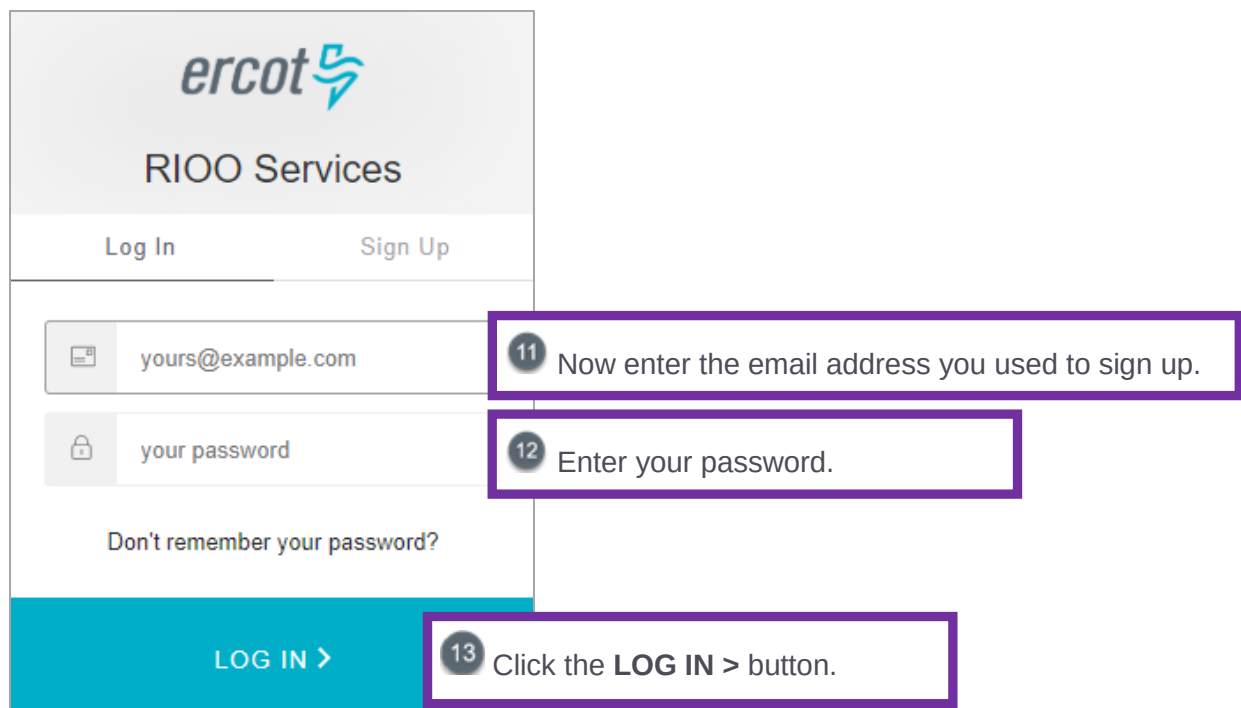
Congratulations!

You are the owner of an ERCOT Resource Services Account.

[Continue](#)

10 Click the **Continue** button.

Log In to Your Account





RIOO Services

[Log In](#) [Sign Up](#)





[Don't remember your password?](#)

[LOG IN >](#)

11 Now enter the email address you used to sign up.

12 Enter your password.

13 Click the **LOG IN >** button.

Receive and Enter Your SMS Verification Code

The screenshot shows the ERCOT RIOO Services enrollment page. At the top, the ERCOT logo and 'RIOO Services' are displayed. A green banner states 'WE'VE SENT AN SMS TO: 1'. Below this, a message reads: 'In order to confirm enrollment we need to confirm your phone. Please enter the received code.' A text input field is labeled 'Enter the 6-digit code' with a lock icon. Below the input field is a checkbox labeled 'Remember this browser'. At the bottom is an orange button with a white right-pointing arrow. To the right, a smartphone screen shows an SMS message from '+1 (630) 409-4293' with the text '324175 is your verification code for'. Three numbered callouts are present: 14 points to the smartphone screen, 15 points to the 'Remember this browser' checkbox, and 16 points to the orange button.

ercot 
RIOO Services

WE'VE SENT AN SMS TO: 1

In order to confirm enrollment we need to confirm your phone. Please enter the received code.

Enter the 6-digit code

☐ Remember this browser

14 Go to your smartphone and copy the Google Authenticator code and enter it into the ERCOT page.

15 Click the **Remember this browser** checkbox. Clicking this checkbox enables the system to automatically authenticate your login for the next 30 days so you do not have to go to your smartphone. This push message will display when the 30 days expires and you can click the checkbox again.

16 Click .

Display the RE Dashboard



Home

RIOO

Tool | Tool two | Help

Interconnection Services



Track, create, or update your Interconnection projects.

Resource Services



Update or view your existing resource data.

17 Click Resource Services.



Home
Resource Services

Resource Services

Tool | Tool two | Help

Submitted Change Requests

Create a New Change

Updates Needed
RSCR 27

Requested Production Load 09-28-2019

CAPRICORN RIDGE 4

Submitted: n/a Last Updated: 09-26-2019 Company: n/a

Open Change Request

☐ **Recent News**
Your change request has been returned to you by ERCOT. You will find instructions on what ERCOT needs when you open the change request.
[Open Change Request](#)

Pending Review at ERCOT
RSCR 29

Requested Production Load 04-01-2020

CAPRICORN RIDGE 4

Submitted: n/a Last Updated: 09-26-2019 Company: n/a

View Change Request
Update Change Request

☐ **Recent News**
Your Change request is waiting for review at ERCOT

Pending Review at ERCOT
RSCR 30

Requested Production Load 07-21-2021

CAPRICORN RIDGE 4

Submitted: n/a Last Updated: 09-26-2019 Company: n/a

View Change Request
Update Change Request

☐ **Recent News**
Your Change request is waiting for review at ERCOT

Incomplete Change Requests

CAPRICORN RIDGE 4 02-13-2020 [Finish Change Request](#)

CAPRICORN RIDGE 4 02-25-2020 [Finish Change Request](#)

CAPRICORN RIDGE 4 10-06-2023 [Finish Change Request](#)

Hello,

Sign Out

Launcher
My Account

Help

Accessing Resource Services and Setting Up Your Authentication Method

Version 03.05.20 ♦ 28

Accessing Resource Services After Sign Up

Accessing Resource Services after you have finished with the sign-up information in the previous section involves logging in with your username and password credentials and the multifactor authentication method you signed up with (such as Auth0 Guardian or Google Authenticator).

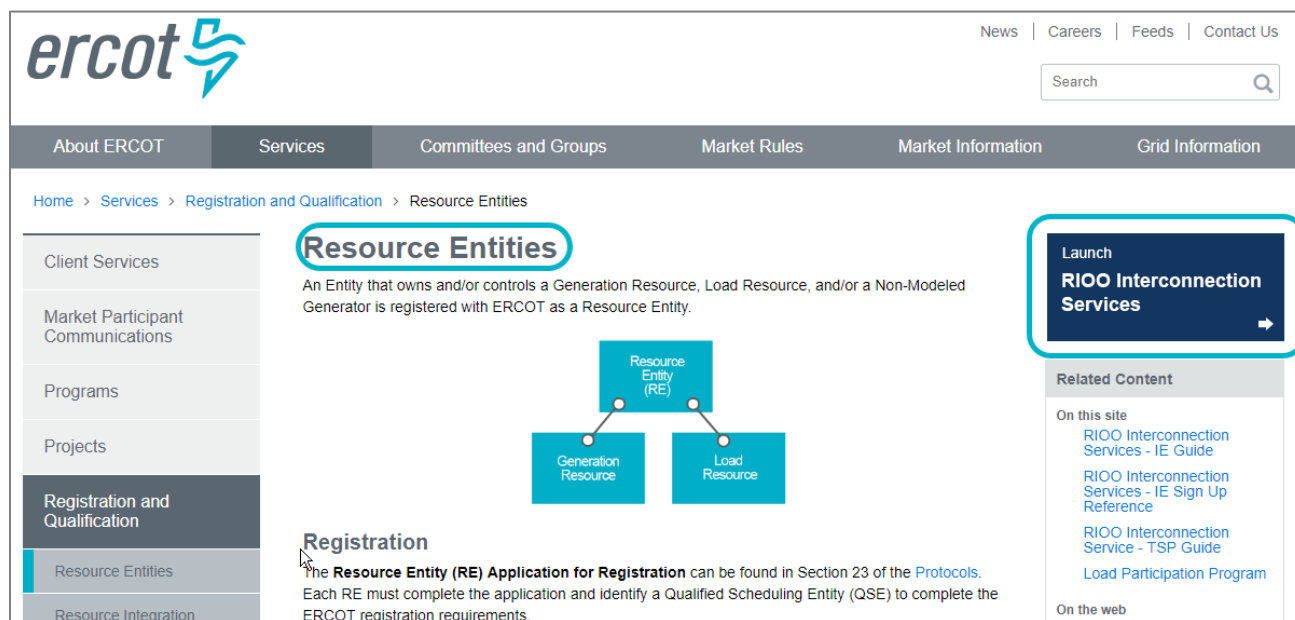
To change the multifactor authentication (MFA) app associated with your account, send an email to the ERCOT Help Desk (HelpDesk@ercot.com) or call the ERCOT Help Desk (512-248-6800) requesting they reset your MFA in your MPIM profile.

When ERCOT removes your current MFA app setting, you will receive an email with the ENROLL YOUR DEVICE button that enables you to set up your new MFA app with your phone again.

You will receive an email with instructions about changing to a different MFA app.

 If the **Use Your Recovery Code** message displays or you cannot log in, refer the *Troubleshooting Tips* on page **Error! Bookmark not defined.**

Launch RIOO



The screenshot shows the ERCOT website's 'Resource Entities' page. The header includes the ERCOT logo and navigation links: News, Careers, Feeds, and Contact Us. A search bar is located in the top right. The main navigation bar contains links for About ERCOT, Services, Committees and Groups, Market Rules, Market Information, and Grid Information. The breadcrumb trail reads: Home > Services > Registration and Qualification > Resource Entities.

The left sidebar lists various services: Client Services, Market Participant Communications, Programs, Projects, Registration and Qualification (highlighted), Resource Entities (selected), and Resource Integration.

The main content area is titled 'Resource Entities' and includes a definition: 'An Entity that owns and/or controls a Generation Resource, Load Resource, and/or a Non-Modeled Generator is registered with ERCOT as a Resource Entity.' Below this is a diagram showing a 'Resource Entity (RE)' box connected to 'Generation Resource' and 'Load Resource' boxes.

A blue button labeled 'Launch RIOO Interconnection Services' is highlighted with a red box. The 'Related Content' section on the right lists links for 'RIOO Interconnection Services - IE Guide', 'RIOO Interconnection Services - IE Sign Up Reference', 'RIOO Interconnection Service - TSP Guide', and 'Load Participation Program'.

The 'Registration' section at the bottom states: 'The **Resource Entity (RE) Application for Registration** can be found in Section 23 of the [Protocols](#). Each RE must complete the application and identify a Qualified Scheduling Entity (QSE) to complete the ERCOT registration requirements.'

Log In to RIOO



RIOO Services

Log In Sign Up

Don't remember your password?

LOG IN >

2 Enter the email address from your MPIM account.

3 Enter your password.

4 Click LOG IN >.

Log In to Resource Services



Home

RIOO

Tool | Tool two | Help

Interconnection Services



Track, create, or update your Interconnection projects.

Resource Services



Update or view your existing resource data.

If one of the following pages displays, instead of the RIOO home page, you must authenticate your log in.



RIOO Services

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

☐ Remember this browser

If you haven't received the notification, just [enter the code](#) manually.



RIOO Services

Get a verification code from the Google Authenticator (or similar) app:

☐ Remember this browser

Lost your device? [Use the recovery code](#)



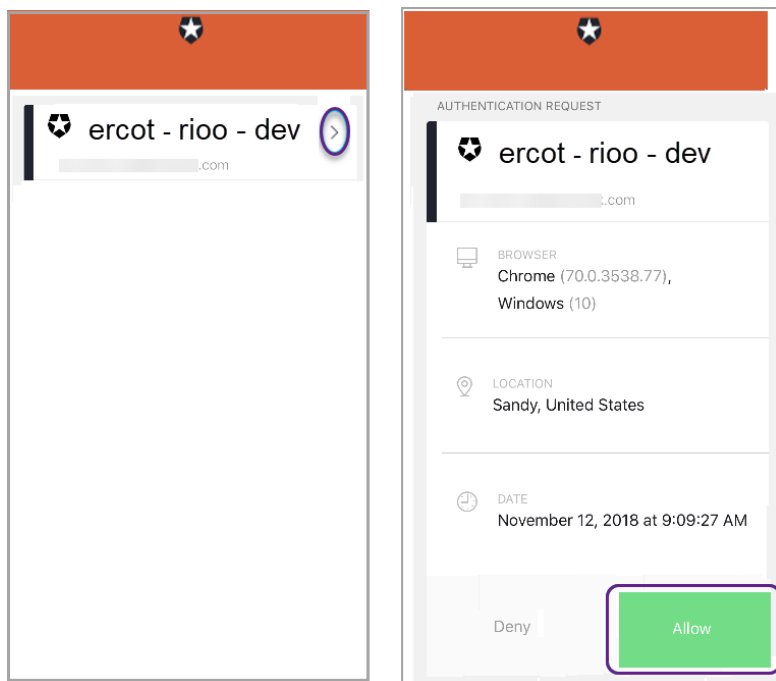
RIOO Services

WE'VE SENT AN SMS TO: 1

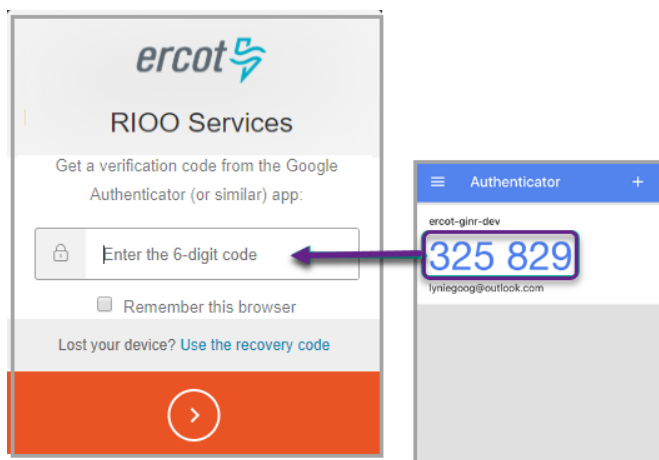
In order to confirm enrollment we need to confirm your phone. Please enter the received code.

☐ Remember this browser

For Auth0 Guardian:

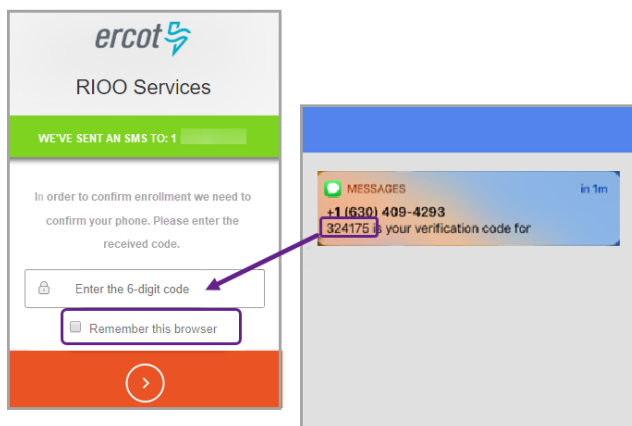


For Google Authenticator:



TIP: If you click the **Remember this browser** checkbox on any of these pages, you will only have to do the full authentication step every 30 days.

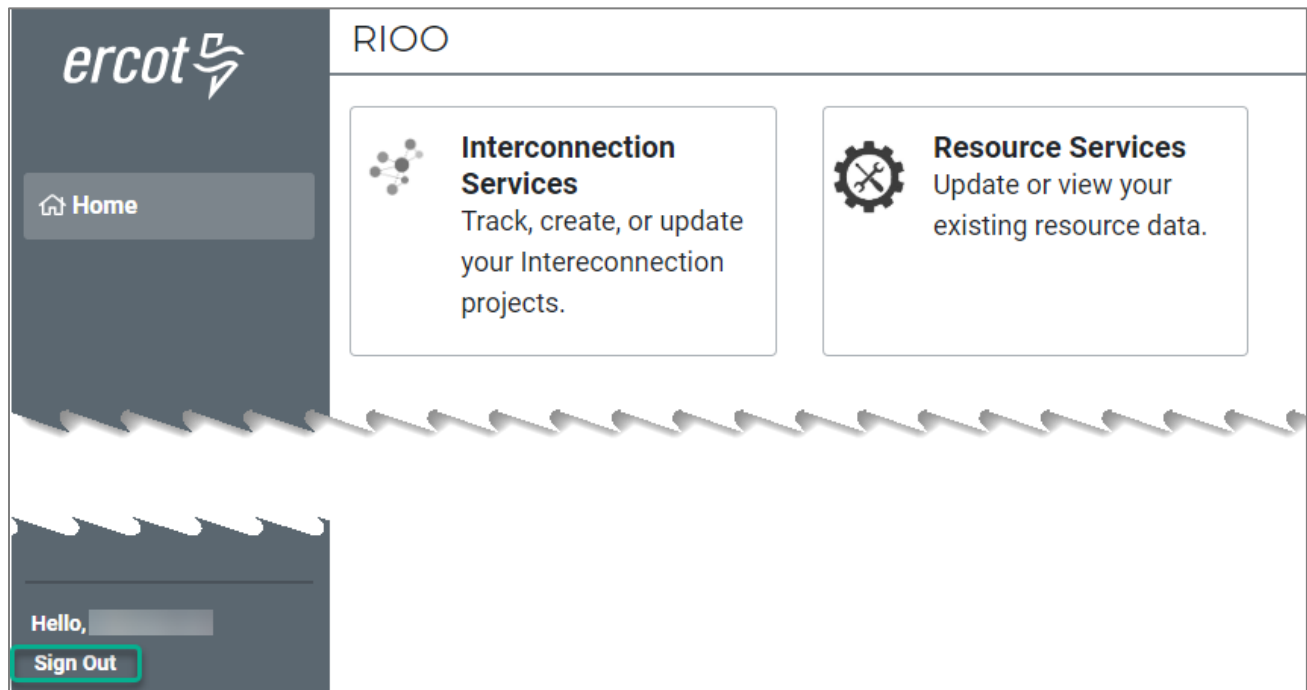
SMS Text Message Authentication:



Logging Out

It is always a good idea to log out of your Resource Services account instead of simply closing the window.

Click **Log Out** in the left-hand navigation near the bottom of the page.



Changing Your Multifactor Authentication Method

If you need to change the MFA application that associates your phone with the Resource Services app, send an email to the ERCOT Help Desk (HelpDesk@ercot.com) or call the ERCOT Help Desk (512-248-6800) to request they reset your MFA in your MPIM profile.

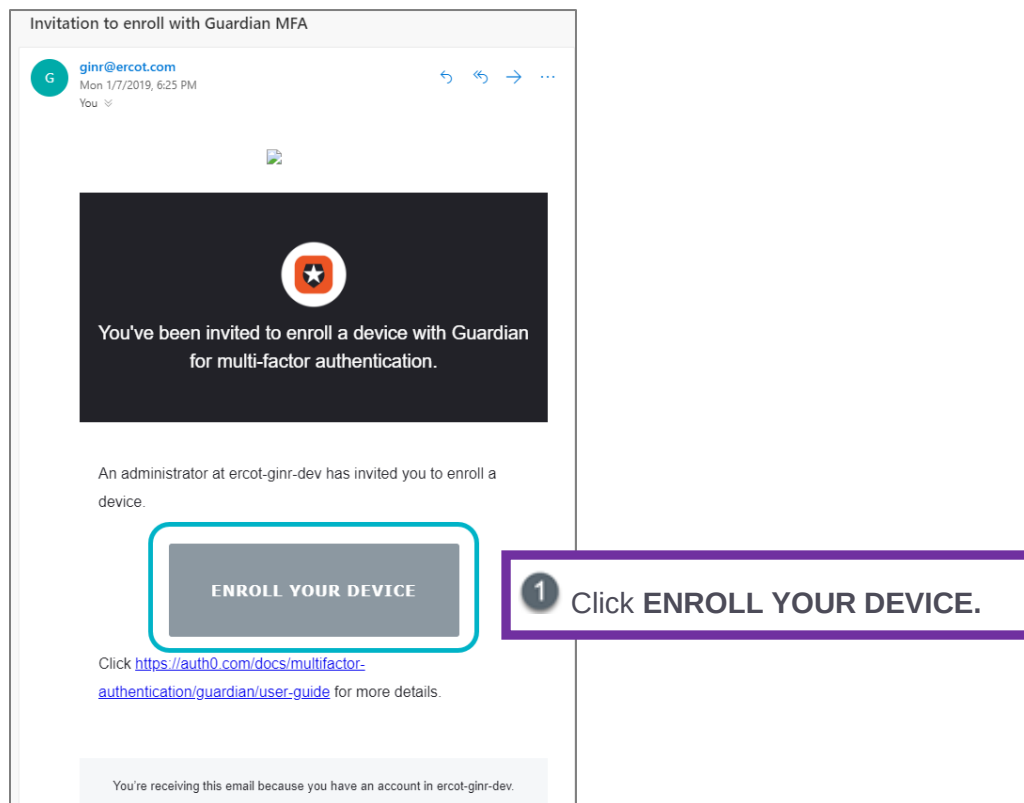
When ERCOT removes your current MFA app setting, you will receive an email with the ENROLL YOUR DEVICE button that enables you to set up your new MFA app with your phone again.

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

Send an Email or Call the ERCOT Help Desk to Reset Your MFA

To request your MFA be reset, send an email to the ERCOT Help Desk (HelpDesk@ercot.com) or call the ERCOT Help Desk (512-248-6800).

Open the Invitation Email and Enroll Your Phone



Invitation to enroll with Guardian MFA

 ginr@ercot.com
Mon 1/7/2019, 6:25 PM
You


You've been invited to enroll a device with Guardian
for multi-factor authentication.

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

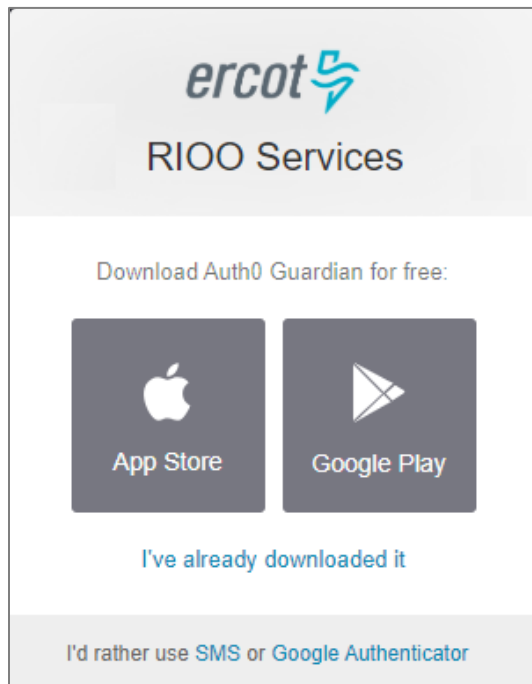
ENROLL YOUR DEVICE

1 Click **ENROLL YOUR DEVICE**.

Click <https://auth0.com/docs/multifactor-authentication/guardian/user-guide> for more details.

You're receiving this email because you have an account in ercot-ginr-dev.

Choose Your Authentication Method



2 If you will be using:

- ◆ Auth0 Guardian, follow the instructions starting on page 8.
- ◆ Google Authenticator, follow the instructions starting on page 16.
- ◆ SMS Text Messaging Authentication, follow the instructions on page 23.

Changing Your Phone Number or Phone

To change the phone number associated with your Resource Services account, send an email to the ERCOT Help Desk (HelpDesk@ercot.com) or call the ERCOT Help Desk (512-248-6800) requesting they change the phone number in your MPIM profile.

If you get a new smartphone, you must set up your new phone with your login multifactor authentication (MFA) app to associate it with RIOO Resource Services. Follow the instructions in the preceding *Changing Your Multifactor Authentication Method* section.

Troubleshooting

The following sections may help answer potential problems you may encounter.

A Connection Error Message is Displayed	36
I Am Stuck on the Log In Page	37
I Did Not Get the Password Change Email from ERCOT	40
I Did Not Get the Verify Account Email from ERCOT	41
I Forgot My Password	42
I Need to Enter My Recovery Code	44
My Account is Blocked	45

A Connection Error Message is Displayed

If you are working in Resource Services when an **Oops something went wrong** or **connection failed** message displays, you can do a hard logout from the system and try to reconnect to Resource Services again.

1 Go to the address bar at the top of the web page containing the error and manually type in:
https://sa.ercot.com/rioo-rs/logout
Note: You must manually type this URL.
DO NOT COPY AND PASTE IT.

2 Press the **Enter** key.

3 Access Resource Services again as described on page 29.

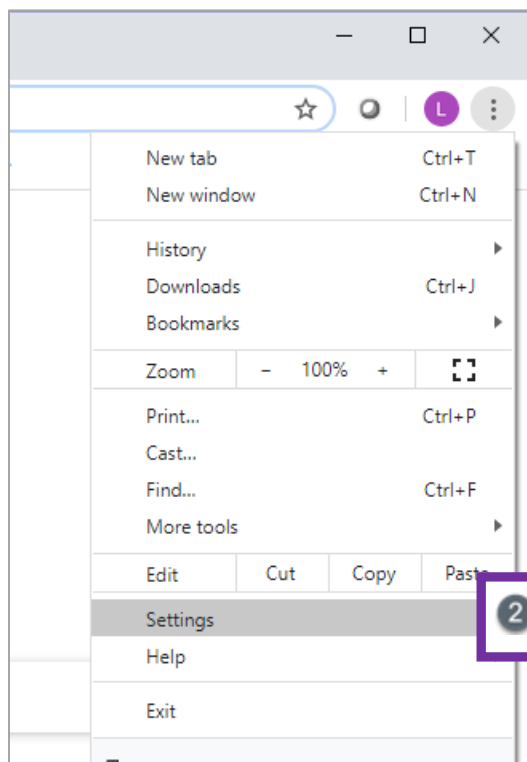
I Am Stuck on the Log In Page

If the **Log In** page continuously displays while you are attempting to perform tasks or if you appear to be stuck on the **Log In** page, you may need to add the Auth0 Guardian and RIOO apps to your site as trusted sites (also referred to as whitelisting) in order to access them.

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

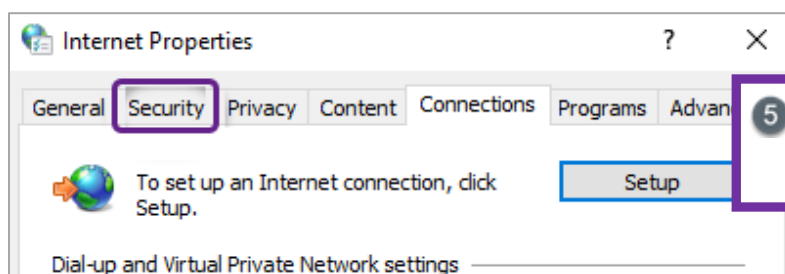
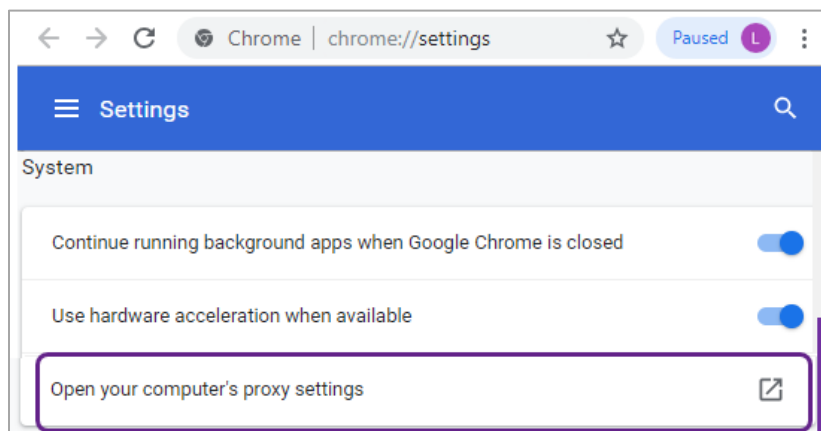
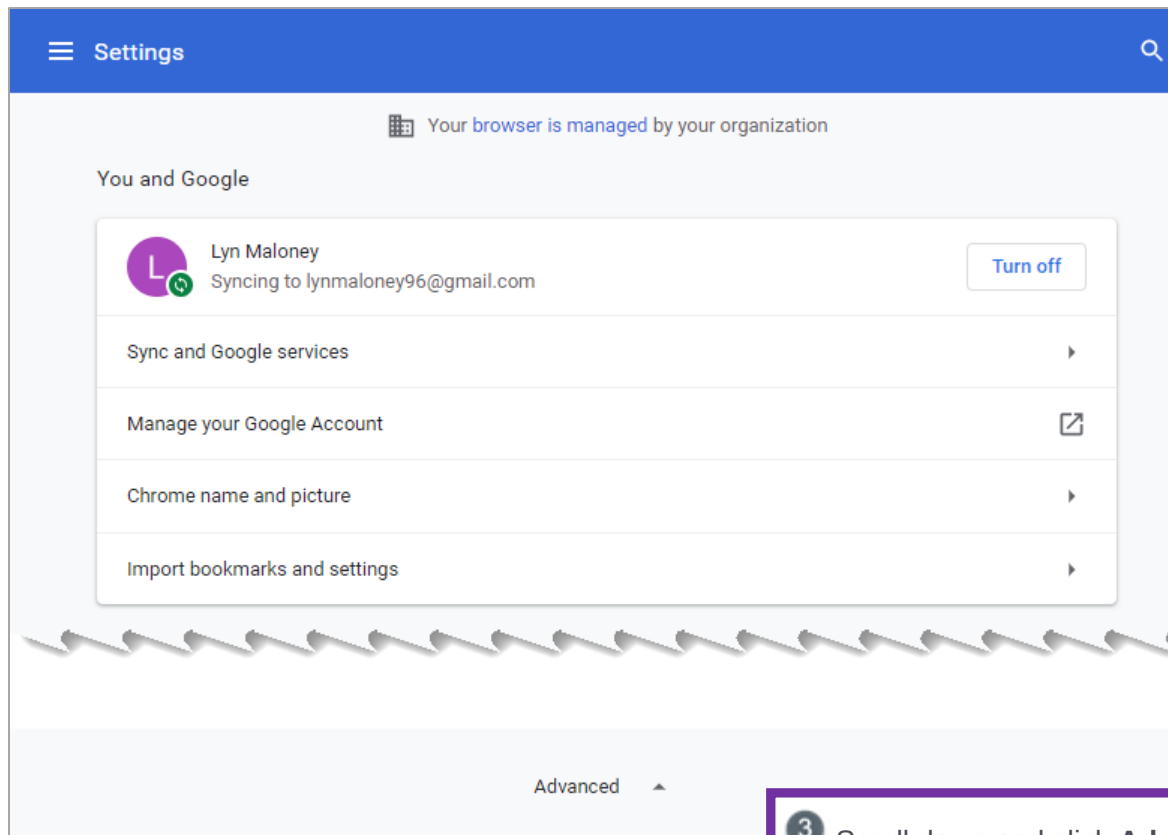
If you are using a different web browser, search the Internet for the procedure for adding trusted sites to that browser.

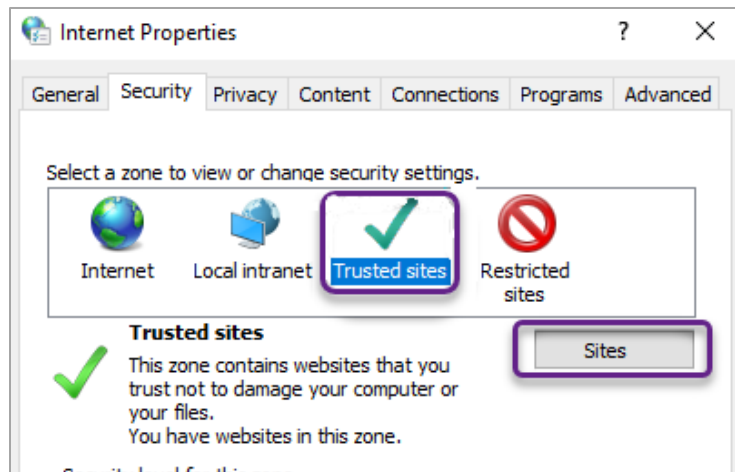
 **REMINDER:** For the best user experience, ERCOT recommends using Google Chrome as your web browser for RIOO apps. If you use Microsoft Internet Explorer, issues may occur, including page loading issues that will require you to refresh your page from time to time and being stuck on the login page. You 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 Resources Services site is listed as a trusted site.



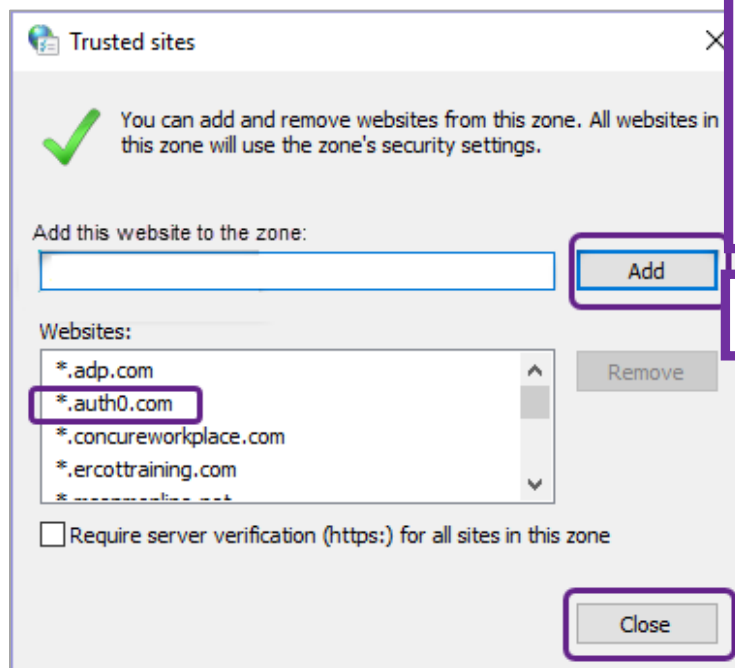
1 On the far right of the Chrome page, click the ... (ellipsis).

2 On the drop-down, click **Settings**.





6 On the *Security* window, click **Trusted Sites** and then click the **Sites** button.



7 In the *Trusted sites* window, for:

- **Auth0**, select ***.auth0.com**
- **RIIO**, select **<https://sa.ercot.com/rioo-rs/>**

8 Click the **Add** button.

9 Click the **Close** button.

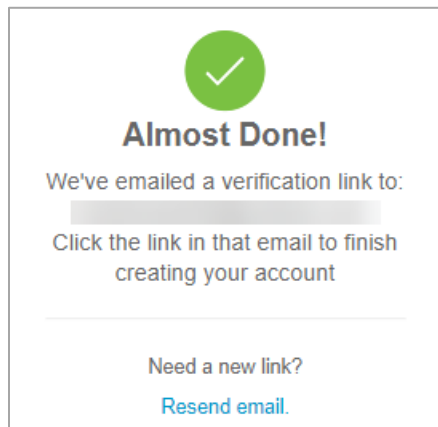
I Did Not Get the Password Change Email from ERCOT

If you do not receive the Password Change Request email from ERCOT after you request it, verify with the USA at your company that the email address listed in MPIM is a real email address - not an alias. If it is an alias, have the company USA update the email address to a real working email account before you try to request the password again.

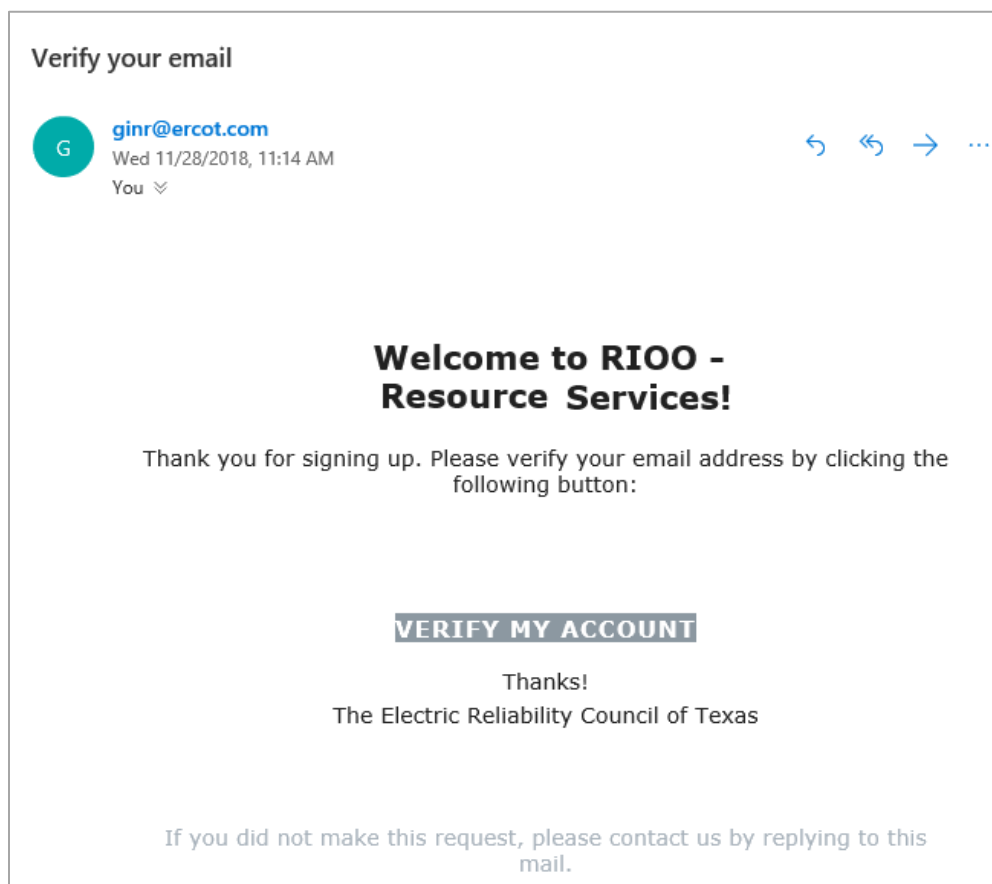


I Did Not Get the Verify Account Email from ERCOT

If you went through the sign up process (including setting up your multifactor app – Auth0, Guardian, or SMS) and saw the following page, your account may not be processed correctly.



Contact the USA for your company and have the USA check your MPIM Profile to be sure you have the **RIOORS _M_Operator** role assigned and you are using the email account listed as your username. You may need to sign up again.



I Forgot My Password

If you did the following to request the password reset, be sure you typed in the email address from your MPIM profile. Contact your company USA to verify the email address. Be sure it is not an alias.

Otherwise, you can request another password reset.

ercot 

RIOO Services

Log In Sign Up

 yours@example.com

 your password

Don't remember your password?

LOG IN >

1 Click the **Don't remember your password** link

← ercot 

Reset your password

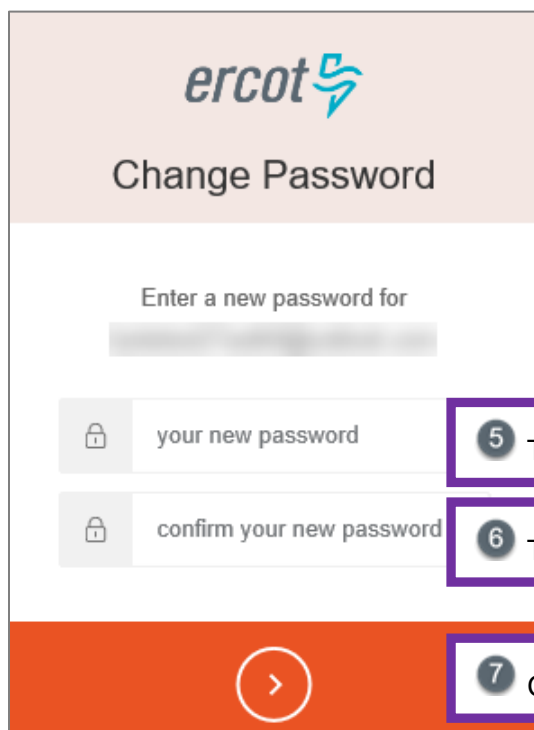
Please enter your email address. We will send you an email to reset your password.

 yours@example.com

SEND EMAIL >

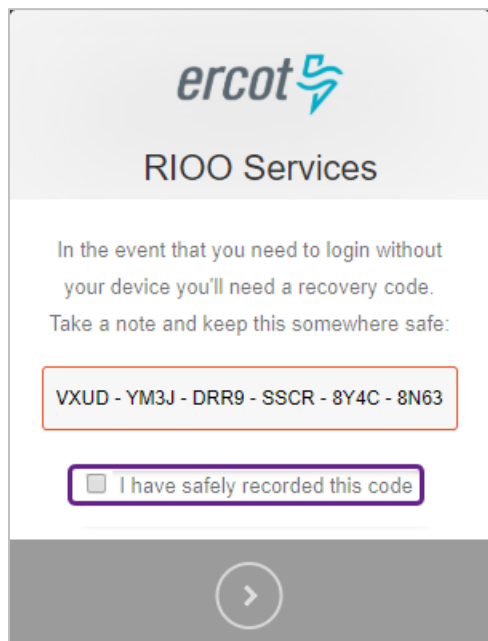
2 Type in your email address (the one from your MPIM profile).

3 Click **SEND EMAIL >**.



I Need to Enter My Recovery Code

When you were completing your account signup, a Recovery Code page displayed that instructed you to copy the code into a file (named `ERCOT Auth Information`) and save it to your computer. If the **Use Your Recovery Code** message displays when you attempt to log in to your account, you can look for this file on your computer and use the information you recorded.



The screenshot shows a mobile application interface for ERCOT RIOO Services. At the top is the ERCOT logo and the text "RIOO Services". Below this, a message states: "In the event that you need to login without your device you'll need a recovery code. Take a note and keep this somewhere safe:". A red-bordered box contains the recovery code: "VXUD - YM3J - DRR9 - SSCR - 8Y4C - 8N63". Below the code is a checkbox with the text "I have safely recorded this code". At the bottom is a grey bar with a white right-pointing arrow inside a circle.

If you cannot locate the file, send an email to the ERCOT Help Desk (HelpDesk@ercot.com) or call the ERCOT Help Desk (512-248-6800) requesting they reset your multifactor authentication (MFA) information.

When you receive the email invitation to enroll your device (phone), follow the instructions for changing your MFA on page 33.

My Account is Blocked

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 page. Send an email to the ERCOT Help Desk (HelpDesk@ercot.com) or call the ERCOT Help Desk (512-248-6800) requesting that your Auth0 Guardian account user ID be unblocked by Operations.

If you appear to be stuck on the Log In page or the **Whoops something went wrong** error message displays, you may need to add Auth0 Guardian or Google Authenticator as a trusted site. Refer to the *I Am Stuck on the Log In Page*

If the **Log In** page continuously displays while you are attempting to perform tasks or if you appear to be stuck on the **Log In** page, you may need to add the Auth0 Guardian and RIOO apps to your site as trusted sites (also referred to as whitelisting) in order to access them. section on the next page.

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