



# **RIOO Resource Services RE Sign Up Reference**

**Version 04.22.20**

# RIOO Resource Services Release Information

**April, 2020**

ERCOT has 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.

## Issues Corrected

Previous versions of this document contained statements about the email address submitted for Resource Services must be unique to Resource Services. This has been corrected by removing the statements on page i, ii, and 1.

## Supporting Documentation

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

## About this Reference

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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).

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## About Resource Services

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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.

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 [REDACTED]  
DUNS [REDACTED]  
Organization Profile [REDACTED]  
Employee ID [REDACTED]

**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

[Role Information](#)

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.

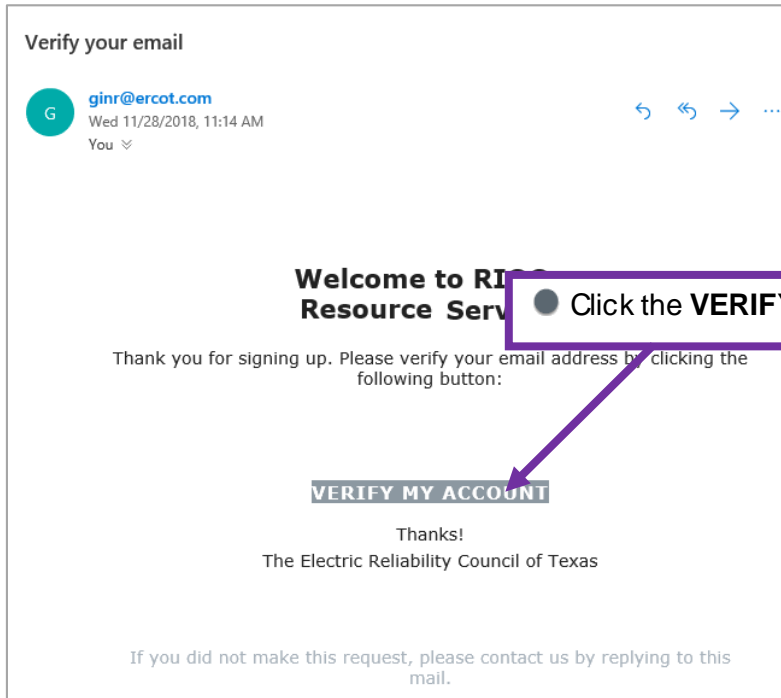
2 Ask your USA to add the **RIOORS\_M\_OPERATOR** role to your profile.



## Verifying Your Account from the Welcome Email

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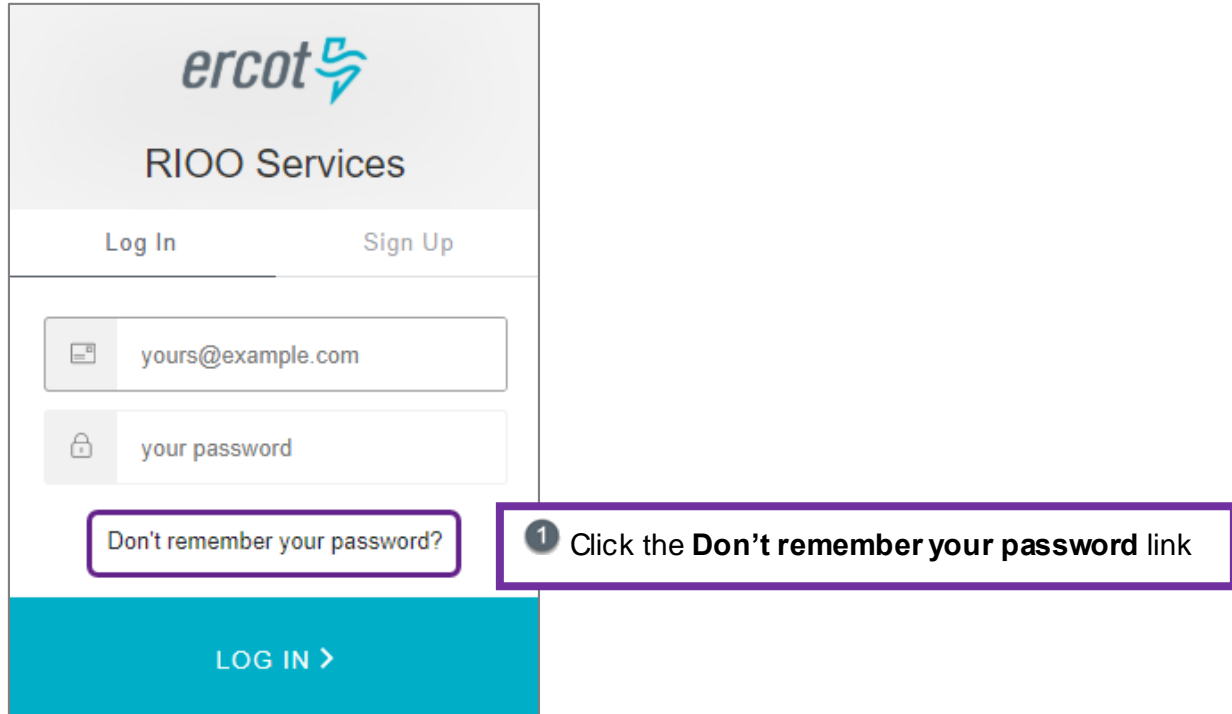
After your USA confirms that your profile, smartphone number, and email address are accessible and has given you the RIOORS\_M\_OPERATOR role, it may take up to **15-20 minutes** to get an email from ercot.com to verify your account.



# Changing Your Pre-Assigned Password

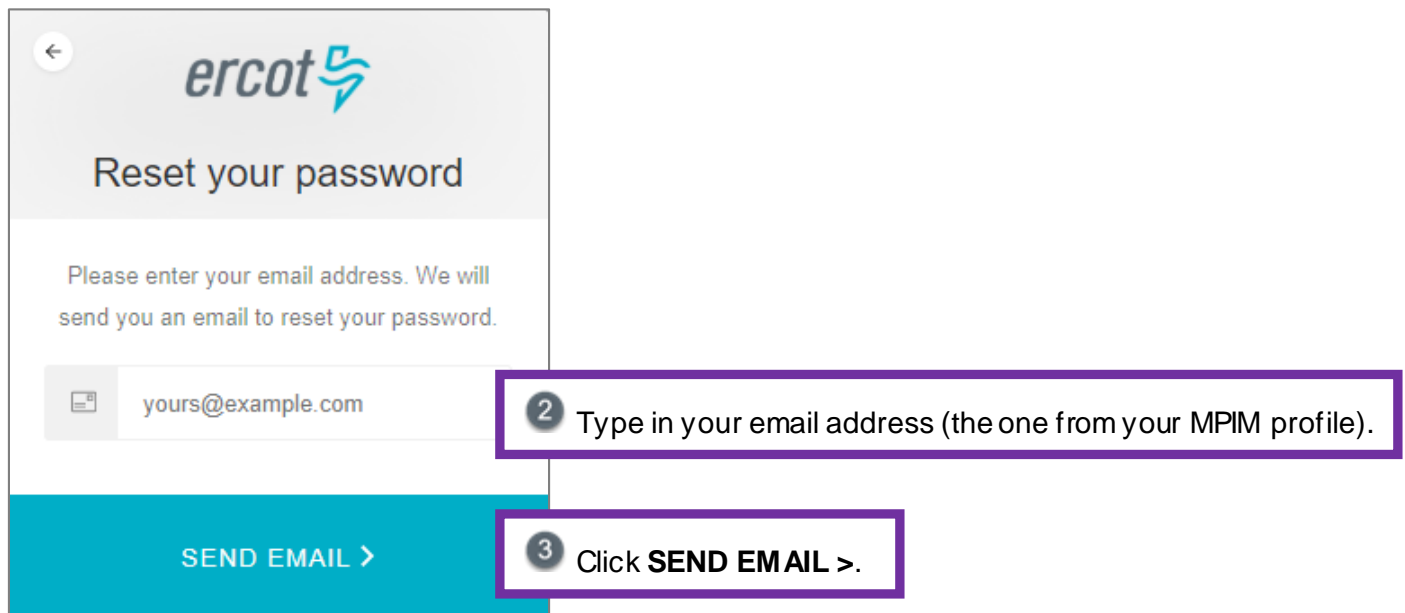
---

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 buttons: "Log In" and "Sign Up". There are two input fields: one for an email address containing "yours@example.com" and one for a password containing "your password". Below the password field is a link that says "Don't remember your password?". At the bottom is a large teal button that says "LOG IN >". A purple callout box with a white border and a black circle containing the number "1" points to the "Don't remember your password?" link. The text inside the callout box reads: "Click the **Don't remember your password** link".

Enter Your Email Address



The screenshot shows the ERCOT password reset page. At the top left is a back arrow icon. To its right is 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 an email address containing "yours@example.com". At the bottom is a large teal button that says "SEND EMAIL >". A purple callout box with a white border and a black circle containing the number "2" points to the email input field. The text inside the callout box reads: "Type in your email address (the one from your MPIM profile)". Another purple callout box with a white border and a black circle containing the number "3" points to the "SEND EMAIL >" button. The text inside the callout box reads: "Click **SEND EMAIL >**."

## Request to Change Password from Email

ginr@ercot.com  
Tue 11/27/2018, 2:09 PM

**4** Click the **CHANGE MY PASSWORD** button.

### Password Change Request

You have submitted a password change request.

If it wasn't you please disregard this email and make sure you can still login to your account. If it was you, then **confirm the password change.**

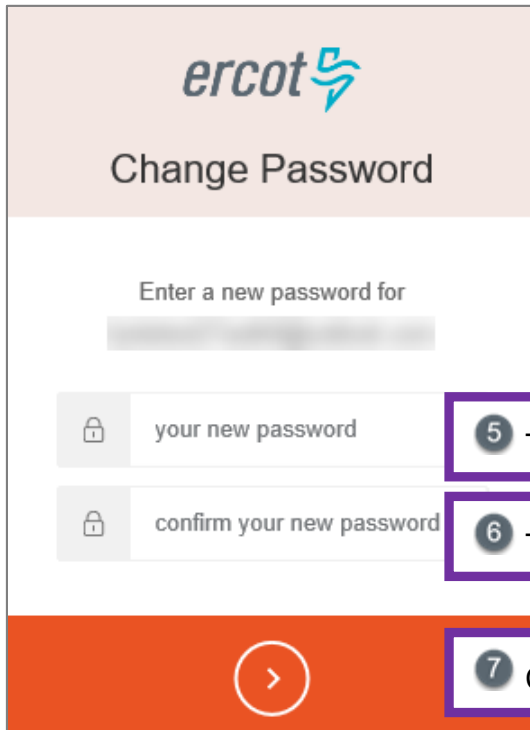
**CHANGE MY PASSWORD**

**Thanks!**  
**The Electric Reliability Council of Texas**

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

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



**ercot**

### Change Password

Enter a new password for

your new password

confirm your new password

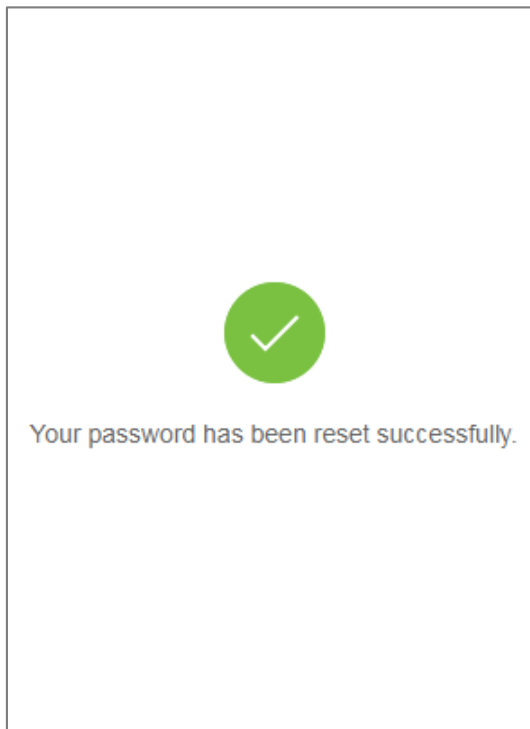
>

5 Type in a password.

6 Type in the password again.

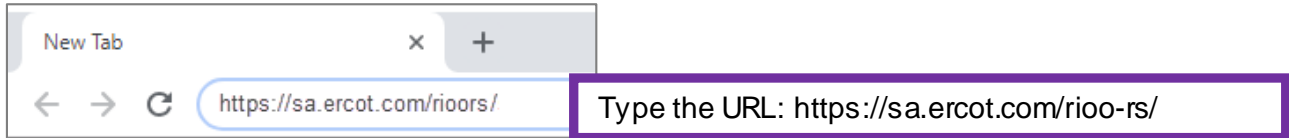
7 Click the  button.

## Confirm Your Password Was Reset



# Accessing Resource Services and Setting Up Your Authentication Method

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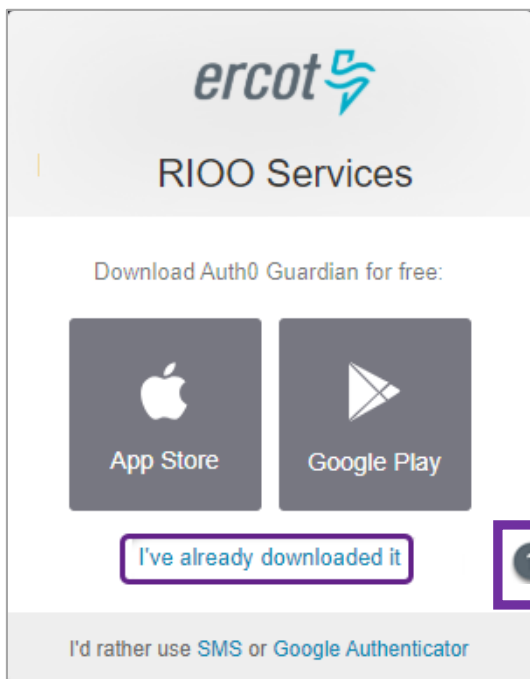


If you have chosen to use:

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

## Setting Up Auth0 Guardian

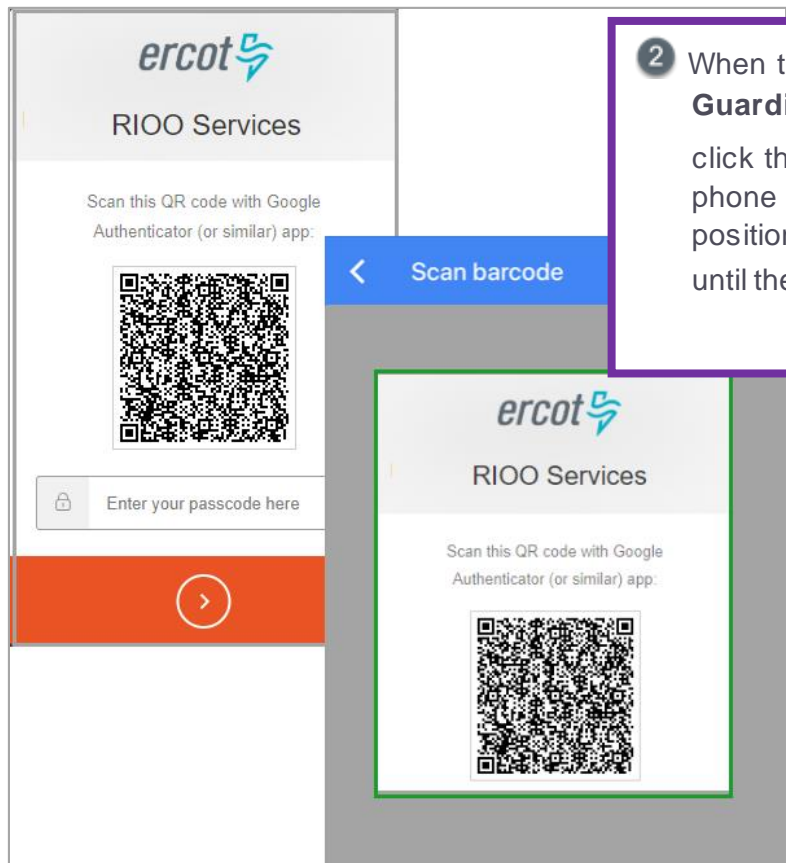
### Select the Appropriate Auth0 Link




**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.

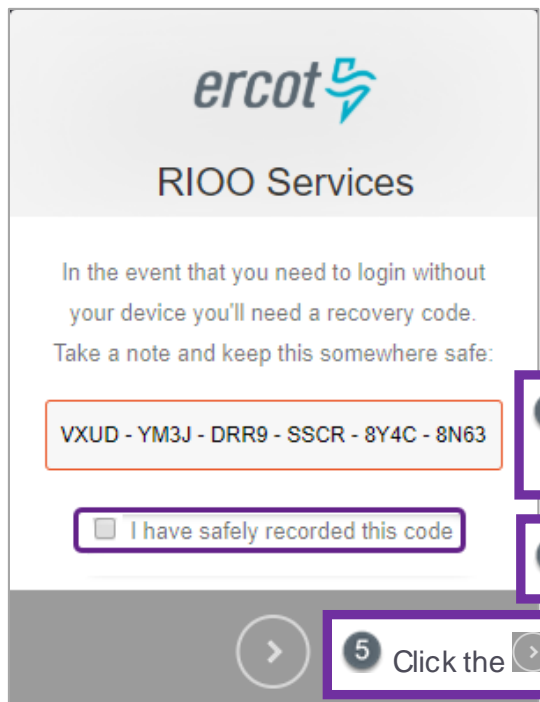
## Scan the Resource Services QR Code on Your Smartphone



The screenshot shows the ERCOT RIOO Services app interface. At the top, the ERCOT logo and 'RIOO Services' are displayed. Below this, there is a prompt: 'Scan this QR code with Google Authenticator (or similar) app:'. A QR code is shown in the center. An orange bar at the bottom contains a white right-pointing arrow. A blue overlay with a white left-pointing arrow and the text 'Scan barcode' is positioned over the QR code. A purple-bordered callout box on the right contains the following text:

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




The screenshot shows the ERCOT RIOO Services app interface. At the top, the ERCOT logo and 'RIOO Services' are displayed. Below this, there is a message: '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'. A grey bar at the bottom contains a white right-pointing arrow. A purple-bordered callout box on the right contains the following text:

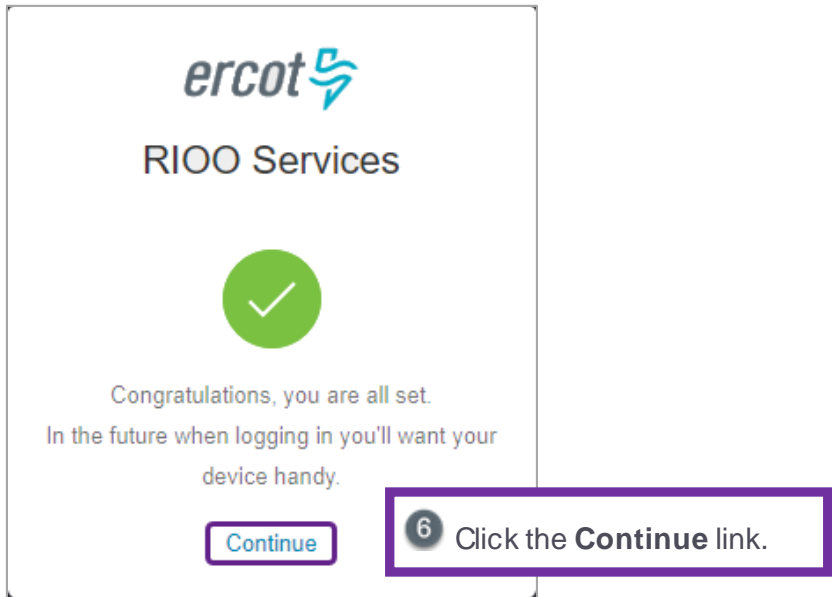
**IMPORTANT:** Performing this step may help you save time in the future if you attempt to log in on a phone different from than the one you are setting up your account with or if long intervals pass between logins.

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



**ercot**

RIOO Services

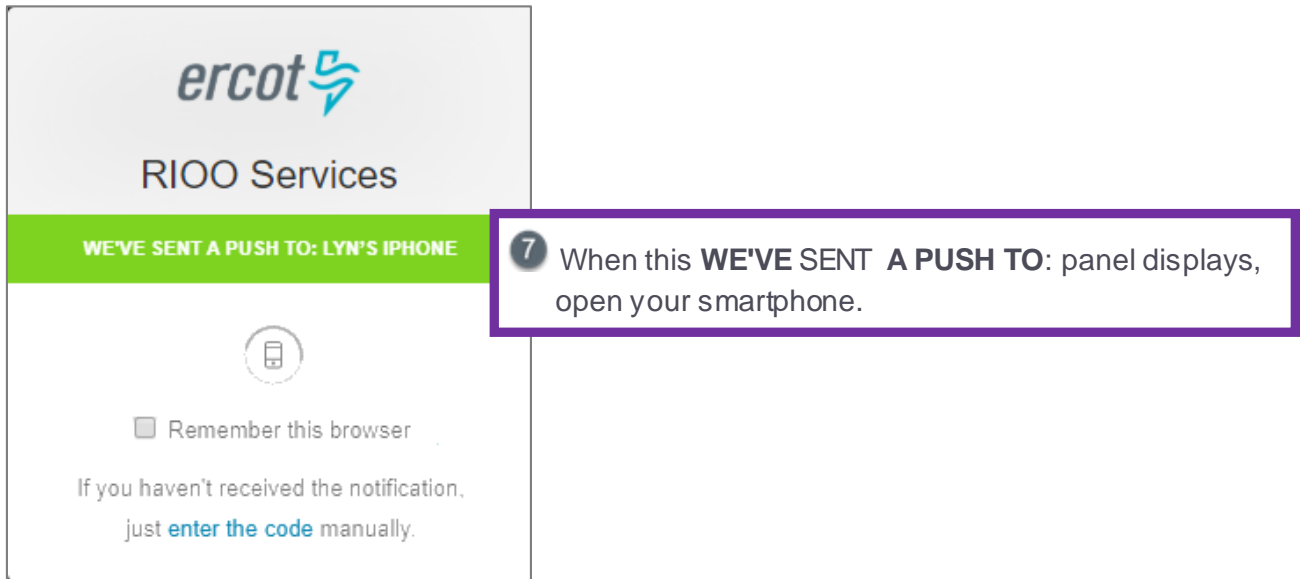


Congratulations, you are all set.  
In the future when logging in you'll want your  
device handy.

[Continue](#)

6 Click the **Continue** link.


## Respond to the PUSH Message



**ercot**

RIOO Services

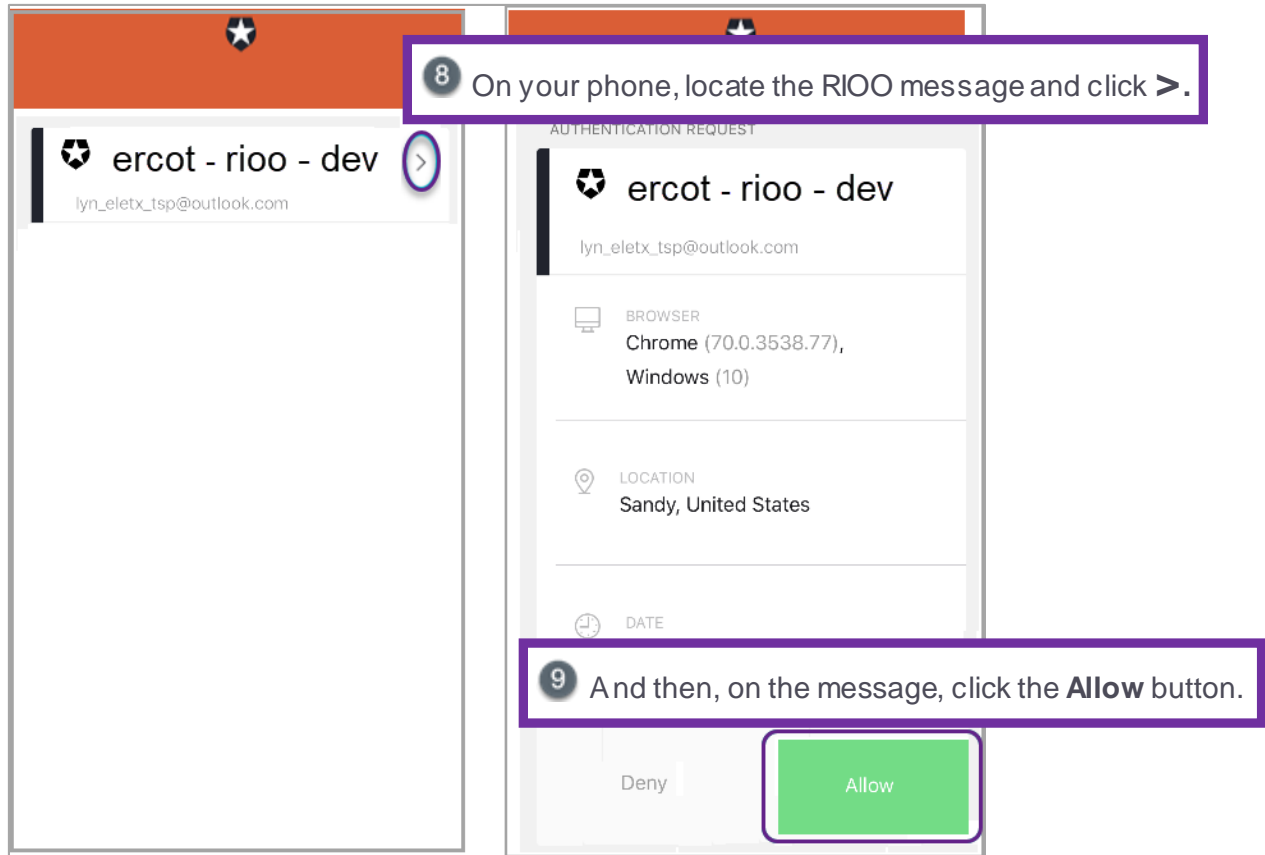
**WE'VE SENT A PUSH TO: LYN'S IPHONE**



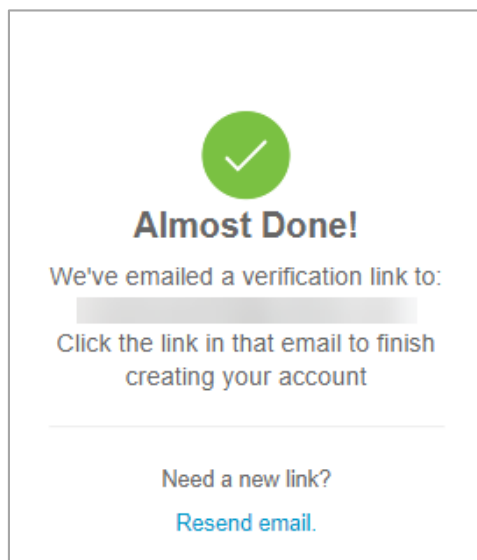
Remember this browser

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

7 When this **WE'VE SENT A PUSH TO:** panel displays,  
open your smartphone.




## 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:




**VERIFY MY ACCOUNT**

Thanks!  
The Electric Reliability Council of Texas

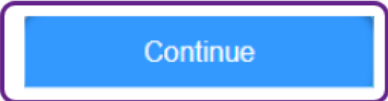
If you did not make this request, please contact us by replying to this mail.


## Continue to Log In



**Congratulations!**

You are the owner of an ERCOT  
Resource Services Account.





## Log In to Your Account

The screenshot shows the ERCOT RIOO Services login page. At the top, the ERCOT logo and 'RIOO Services' are displayed. Below this are 'Log In' and 'Sign Up' buttons. The main form 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 teal 'LOG IN >' button is at the bottom. Three callout boxes with purple borders provide instructions: callout 12 points to the email field, callout 13 points to the password field, and callout 14 points to the 'LOG IN >' button.

12 Now enter the email address from your MPIM account.

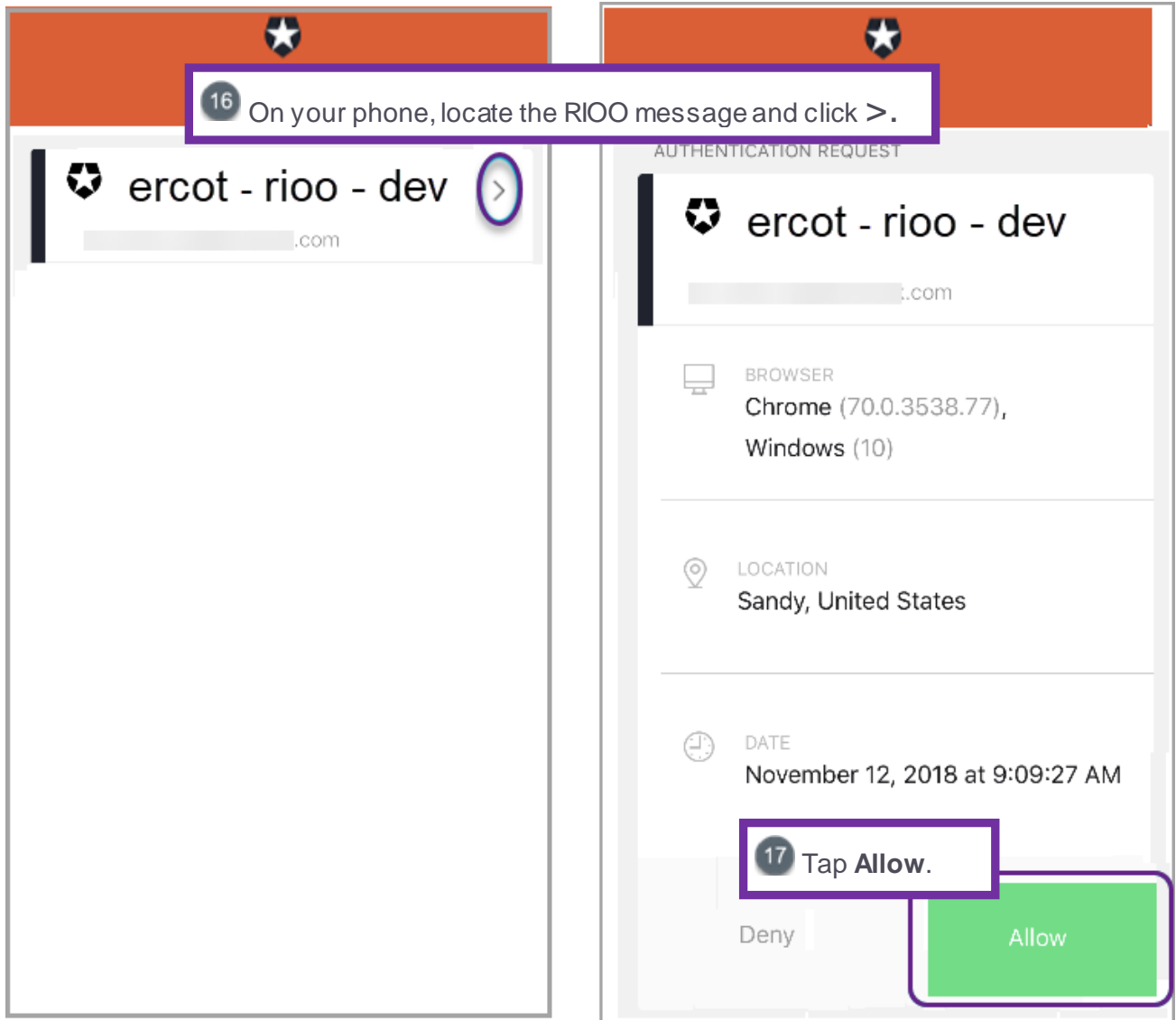
13 Enter your password.

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

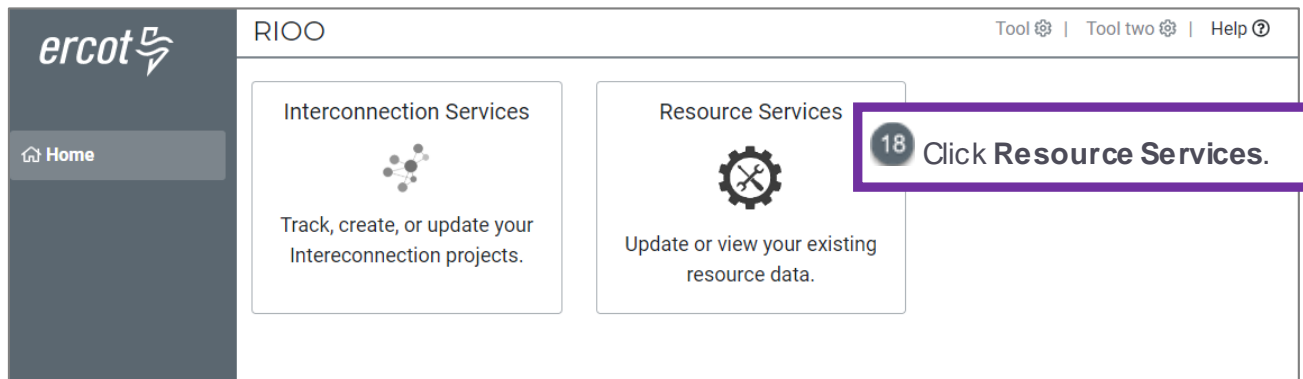
## Respond to the PUSH Message


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

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





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](#)

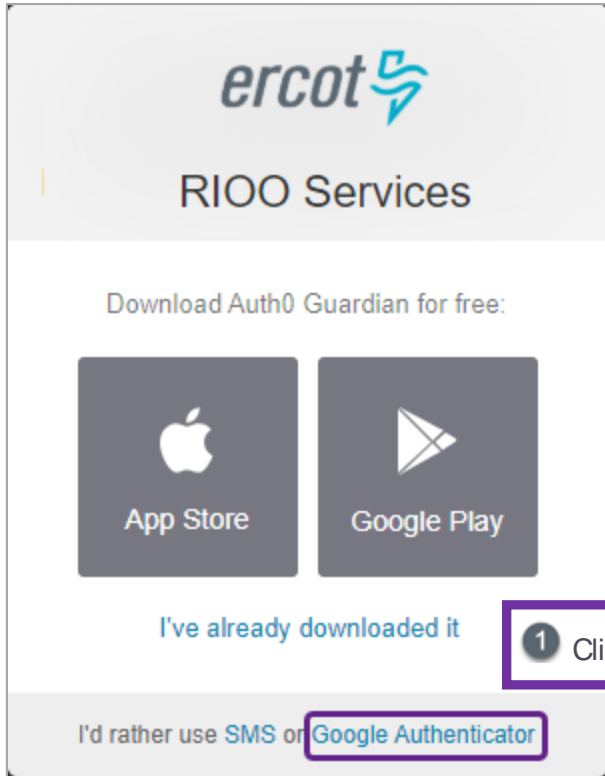
Hello,   
[Sign Out](#)

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

[Help](#)

# Setting Up Google Authenticator

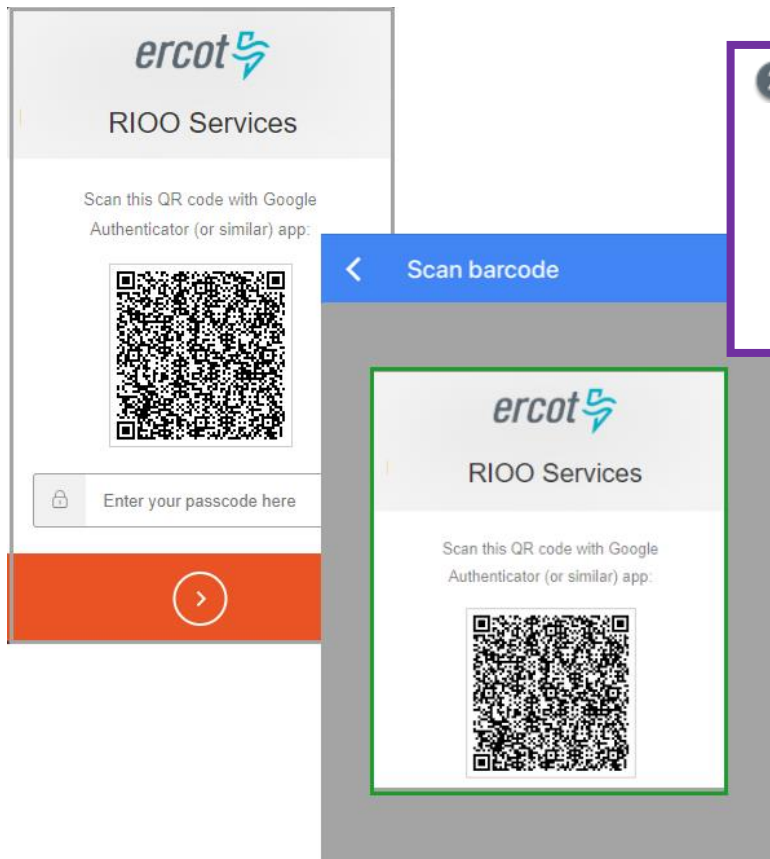
## Select the Google Authenticator Link




**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.

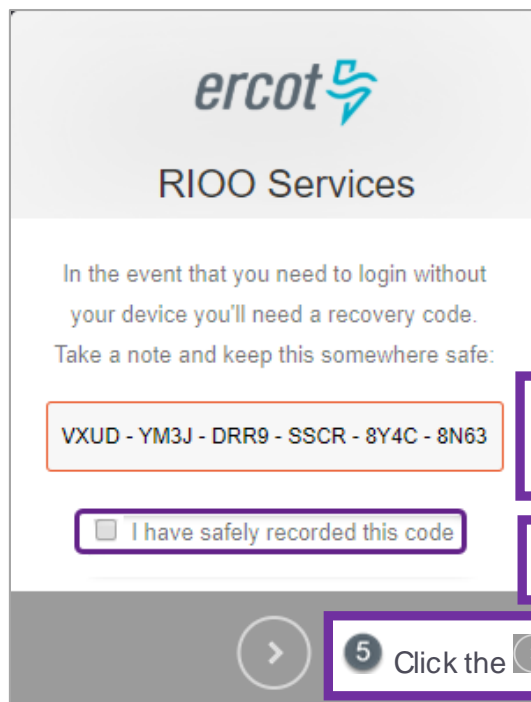
1 Click the **Google Authenticator** link.

## 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



**Almost Done!**

We've emailed a verification link to:  
[Redacted]


Click the link in that email to finish creating your account

---

Need a new link?  
[Resend email.](#)

**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:

**9** Click the **VERIFY MY ACCOUNT** button.

**VERIFY MY ACCOUNT**

Thanks!

The Electric Reliability Council of Texas

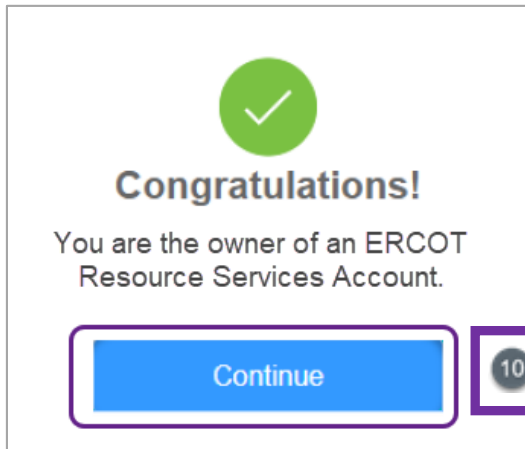
If you did not make this request, please contact us by replying to this mail.

Accessing Resource Services and Setting Up Your Authentication Method

Version 04.22.20 ♦ 19

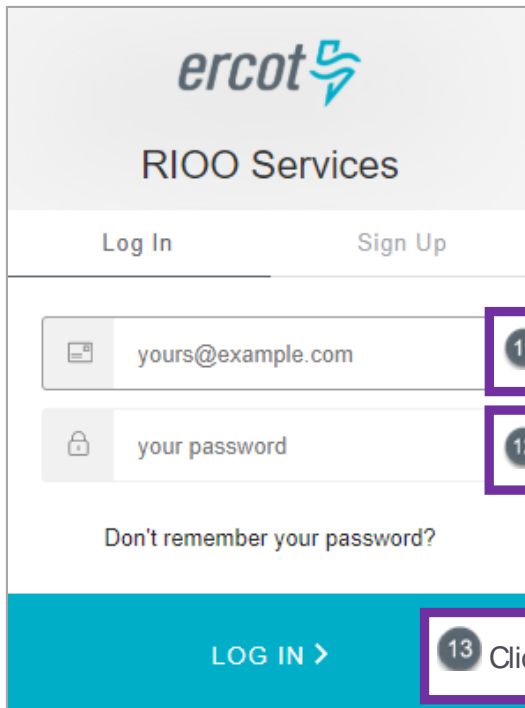


## Continue to Log In



10 Click the **Continue** button.

## Log In to Your Account



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

12 Enter your password.


13 Click **LOG IN >**.

## Get the Authenticator Code from Your Smartphone

The image shows a composite of two mobile screens. The top screen is an Authenticator app interface with a blue header containing a hamburger menu icon, the text 'Authenticator', and a plus sign. Below the header, the text 'ercot-ginr-dev' is visible above a large digital display showing the code '225 528'. Below the code, the email address '@outlook.com' is partially visible. The bottom screen is the ERCOT RIOO Services login page. It features the ERCOT logo and the text 'RIOO Services'. Below this, it says 'Get a verification code from the Google Authenticator (or similar) app:'. There is a text input field with a lock icon and the placeholder text 'Enter the 6-digit code'. Below the input field is a checkbox labeled 'Remember this browser'. At the bottom of the page, there is a link that says 'Lost your device? Use the recovery code' and a large orange button with a white right-pointing arrow.

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

ercot

RIOO

Tool | Tool two | Help

Home

**Interconnection Services**

Track, create, or update your Interconnection projects.

**Resource Services**

Update or view your existing resource data.

17 Click Resource Services.

ercot

Resource Services

Tool | Tool two | Help

Home

Resource Services

Launcher

My Account

Hello, [Name] Sign Out

**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

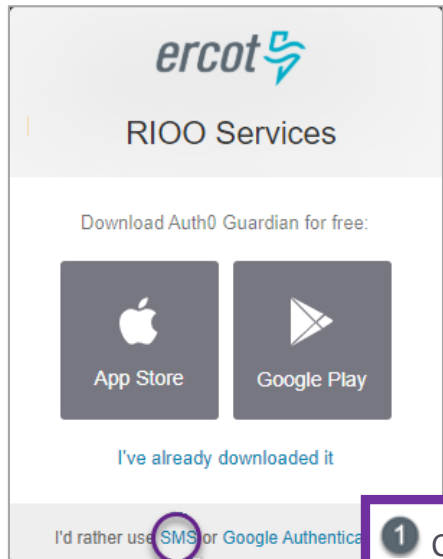
**Incomplete Change Requests**

- 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

Help

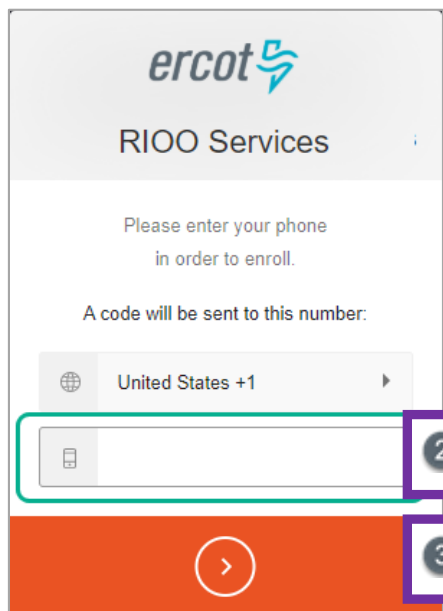
# Setting Up the SMS Text Message Authentication Method

## Select the SMS Link



The screenshot shows the ERCOT RIOO Services page. At the top is the ERCOT logo and the text "RIOO Services". Below this, it says "Download Auth0 Guardian for free:" followed by two buttons: "App Store" and "Google Play". Underneath these buttons is a link that says "I've already downloaded it". At the bottom of the page, there is a link that says "I'd rather use SMS or Google Authenticator". A purple circle highlights the "SMS" link, and a purple box with the number "1" and the text "Click the SMS link." points to it.

## Enter Your Phone Number



The screenshot shows the ERCOT RIOO Services page with a form to enter a phone number. The text says "Please enter your phone in order to enroll." and "A code will be sent to this number:". Below this is a dropdown menu for the country, currently set to "United States +1". A text input field for the phone number is highlighted with a green border. A purple box with the number "2" and the text "Type in a valid phone number." points to the input field. Below the input field is an orange button with a white right-pointing arrow. A purple box with the number "3" and the text "Click" followed by a red square icon with a white right-pointing arrow points to the button.

## Receive the SMS Messaging Text and Enter the 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 [redacted]'. Below this, a message reads: 'In order to confirm enrollment we need to confirm your phone. Please enter the received code.' There is a text input field with a lock icon and the placeholder text 'Enter the 6-digit code', and a checkbox labeled 'Remember this browser'. At the bottom, there is a red bar with a white right-pointing arrow. An inset image shows an SMS message from '+1 (630) 409-4293' with the text '324175 is your verification code for'. A purple box with the number '4' and the text 'Go to your phone to locate the 6-number code and enter it into the ERCOT page.' has an arrow pointing to the verification code in the SMS. Another purple box with the number '5' and the text 'Click [arrow icon]' has an arrow pointing to the right-pointing arrow in the red bar.

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

5 Click [arrow icon].

## Copy the Recovery Code to a File on Your PC

The screenshot shows the ERCOT RIOO Services recovery code page. At the top, the ERCOT logo and 'RIOO Services' are displayed. The text reads: '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:'. Below this, a red-bordered box contains the recovery code: 'VXUD - YM3J - DRR9 - SSCR - 8Y4C - 8N63'. There is a checkbox labeled 'I have safely recorded this code'. At the bottom, there is a grey bar with a white right-pointing arrow. A red text box on the right says '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.' Three purple boxes with numbers 6, 7, and 8 provide instructions: '6 Copy this code and paste it into the ERCOT Auth Information file you created earlier.', '7 Click I have safely recorded this code.', and '8 Click the [arrow icon] to continue.'.


**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.

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

7 Click I have safely recorded this code.

8 Click the [arrow icon] to continue.

## Open Your Email Account and Click the Verify My Account Button



**Almost Done!**

We've emailed a verification link to:  
[Redacted]


Click the link in that email to finish creating your account

---

Need a new link?  
[Resend email.](#)

**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](mailto: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:

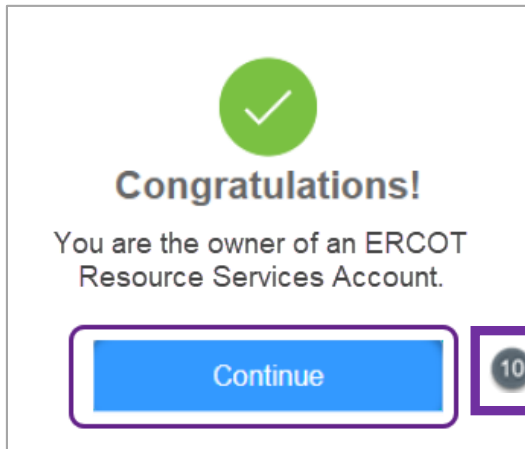
**9** Click the **VERIFY MY ACCOUNT** button.

**VERIFY MY ACCOUNT**

Thanks!  
The Electric Reliability Council of Texas

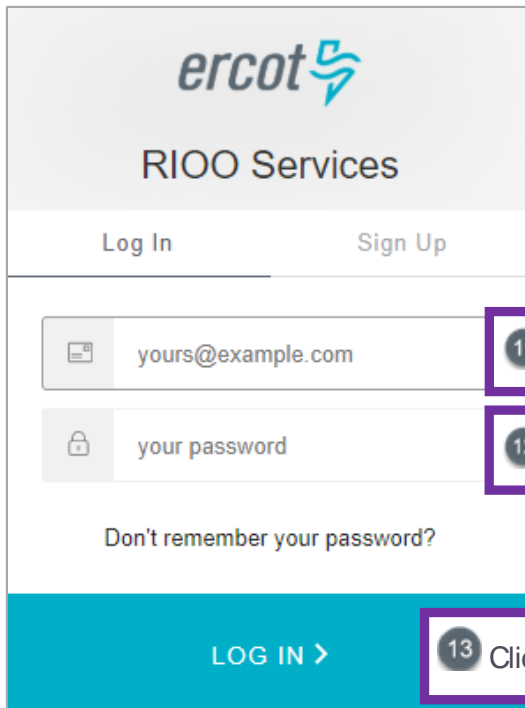
If you did not make this request, please contact us by replying to this mail.

## Continue to Log In



10 Click the **Continue** button.

## Log In to Your Account



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 reads 'WE'VE SENT AN SMS TO: 1'. Below this, a message states: 'In order to confirm enrollment we need to confirm your phone. Please enter the received code.' A text input field contains the placeholder 'Enter the 6-digit code'. Below the input field is a checkbox labeled 'Remember this browser'. At the bottom of the page is a large orange button with a white right-pointing arrow. An inset image shows a smartphone screen with a text message from '+1 (630) 409-4293' that says '324175 is your verification code for'. Three numbered callouts provide instructions: 14 points to the smartphone message, 15 points to the 'Remember this browser' checkbox, and 16 points to the orange arrow button.

**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

ercot

RIOO

Tool | Tool two | Help

Home

**Interconnection Services**

Track, create, or update your Interconnection projects.

**Resource Services**

Update or view your existing resource data.

17 Click Resource Services.

ercot

Resource Services

Tool | Tool two | Help

Home

Resource Services

Launcher

My Account

Hello, [Name] Sign Out

**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

Help


# 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).

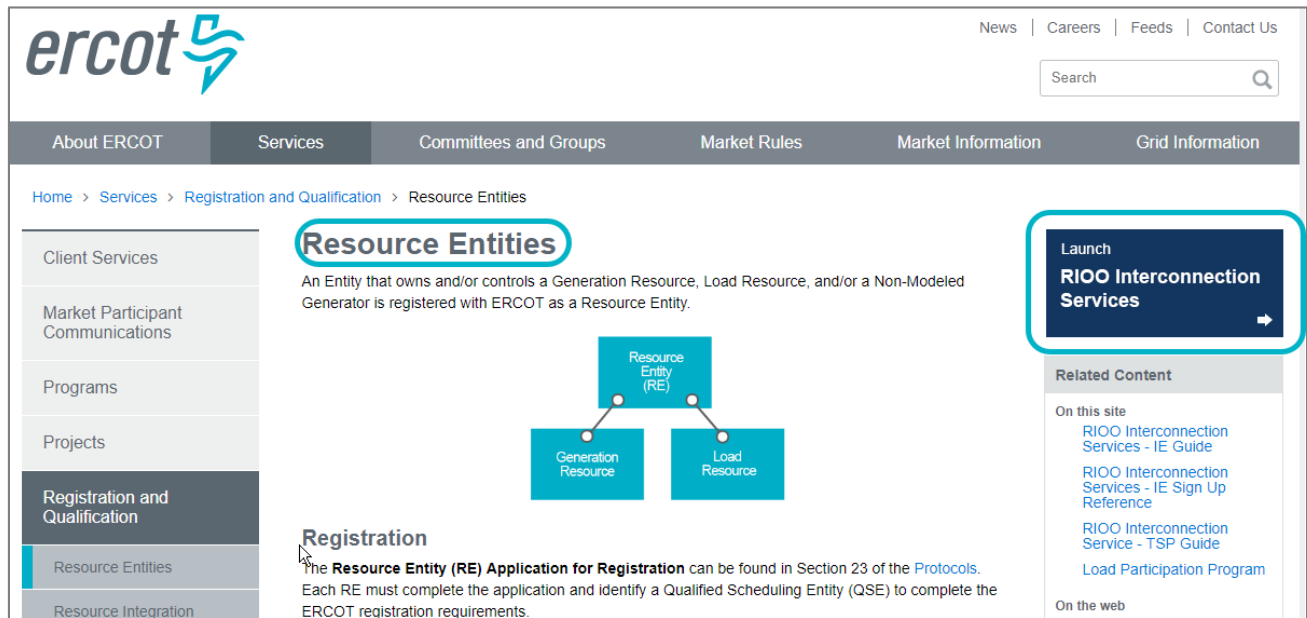
To change the multifactor authentication (MFA) app associated with your account, send an email to the ERCOT Help Desk ([HelpDesk@ercot.com](mailto:HelpDesk@ercot.com)) or call the ERCOT Help Desk (512-248-6800) requesting they reset your MFA in your MPIM profile.

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 interface. At the top left is the ERCOT logo. To the right are links for News, Careers, Feeds, and Contact Us, along with a search bar. A 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, with 'Registration and Qualification' highlighted and 'Resource Entities' selected. The main content area features a 'Resource Entities' heading, 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.', and a diagram showing a 'Resource Entity (RE)' box connected to 'Generation Resource' and 'Load Resource' boxes. Below this is a 'Registration' section with text: '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.' On the right, a 'Launch RIOO Interconnection Services' button is highlighted with a red border and a right-pointing arrow. Below it is a 'Related Content' section with links to 'RIOO Interconnection Services - IE Guide', 'RIOO Interconnection Services - IE Sign Up Reference', 'RIOO Interconnection Service - TSP Guide', and 'Load Participation Program'.

## Log In to RIOO

The screenshot shows the 'ercot RIOO Services' login page. It features a header with the ERCOT logo and 'RIOO Services' text, and buttons for 'Log In' and 'Sign Up'. Below are input fields for an email address (yours@example.com) and a password (your password), with a 'Don't remember your password?' link. A teal 'LOG IN >' button is at the bottom. Four purple callout boxes with numbers 2, 3, and 4 point to the email field, password field, and the 'LOG IN >' button, respectively.

2 Enter the email address from your MPIM account.

3 Enter your password.

4 Click **LOG IN >**.

## Log In to Resource Services

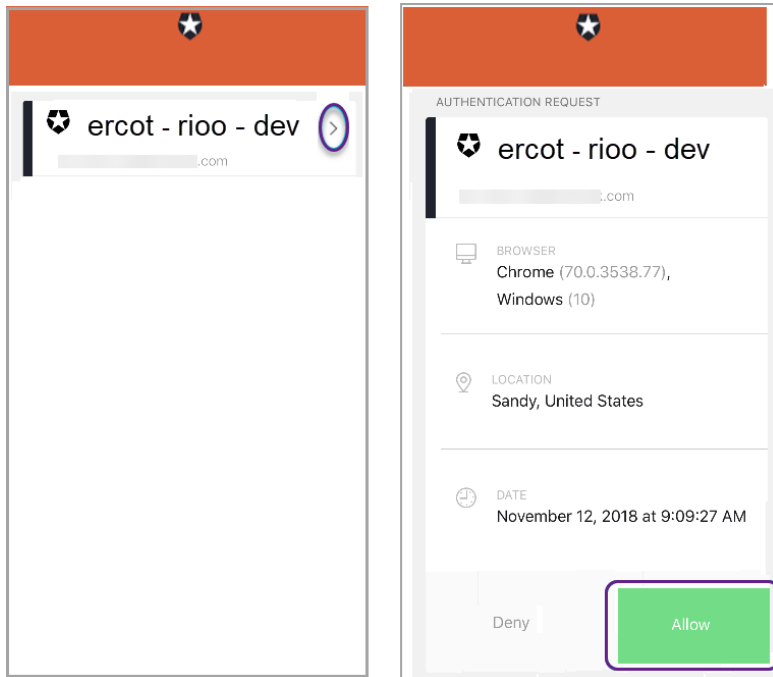
The screenshot shows the 'RIOO' dashboard. On the left is a dark sidebar with the ERCOT logo and a 'Home' button. The main content area has a header with 'RIOO' and utility icons for 'Tool', 'Tool two', and 'Help'. Below the header are two service cards: 'Interconnection Services' (with a network icon and text: 'Track, create, or update your Interconnection projects.') and 'Resource Services' (with a gear icon and text: '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.

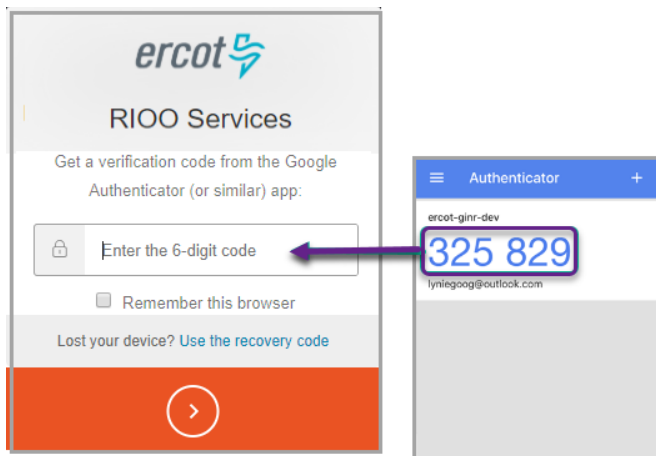
The three screenshots show different authentication screens for 'ercot RIOO Services'. Each screen has a green notification bar at the top and a 'Remember this browser' checkbox.

- Left screen:** Notification: 'WE'VE SENT A PUSH TO: LYN'S IPHONE'. Text: 'If you haven't received the notification, just enter the code manually.' A mobile phone icon is shown.
- Middle screen:** Notification: 'WE'VE SENT A PUSH TO: LYN'S IPHONE'. Text: 'Get a verification code from the Google Authenticator (or similar) app:'. Input field: 'Enter the 6-digit code'. Text: 'Lost your device? Use the recovery code'. A right arrow button is at the bottom.
- Right screen:** Notification: 'WE'VE SENT AN SMS TO: 1 [redacted]'. Text: 'In order to confirm enrollment we need to confirm your phone. Please enter the received code.' Input field: 'Enter the 6-digit code'. A right arrow button is at the bottom.

### For Auth0 Guardian:

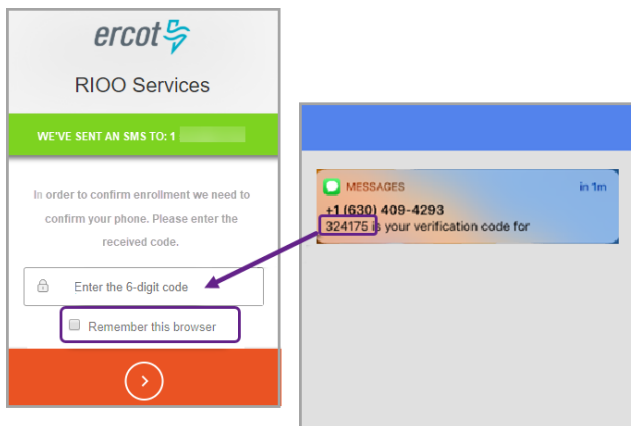


### For Google Authenticator:



**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:

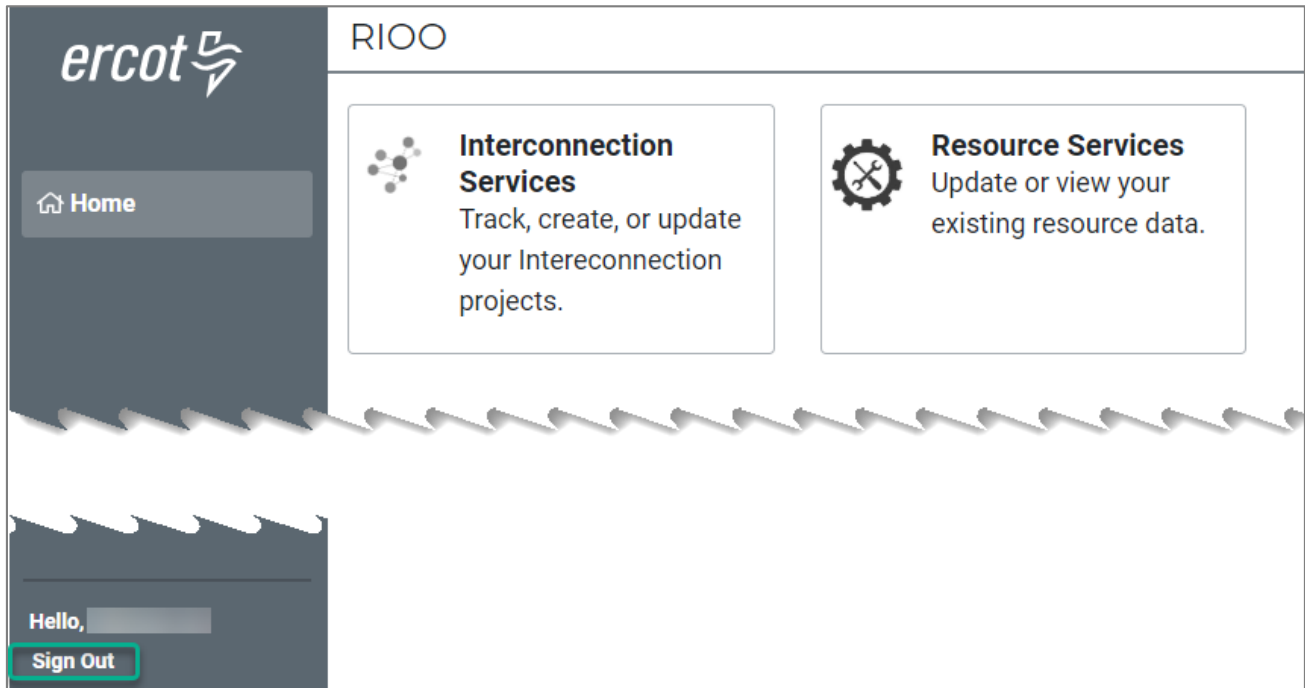


# Logging Out

---

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](mailto:HelpDesk@ercot.com)) or call the ERCOT Help Desk (512-248-6800) to request they reset your MFA in your MPIM profile.

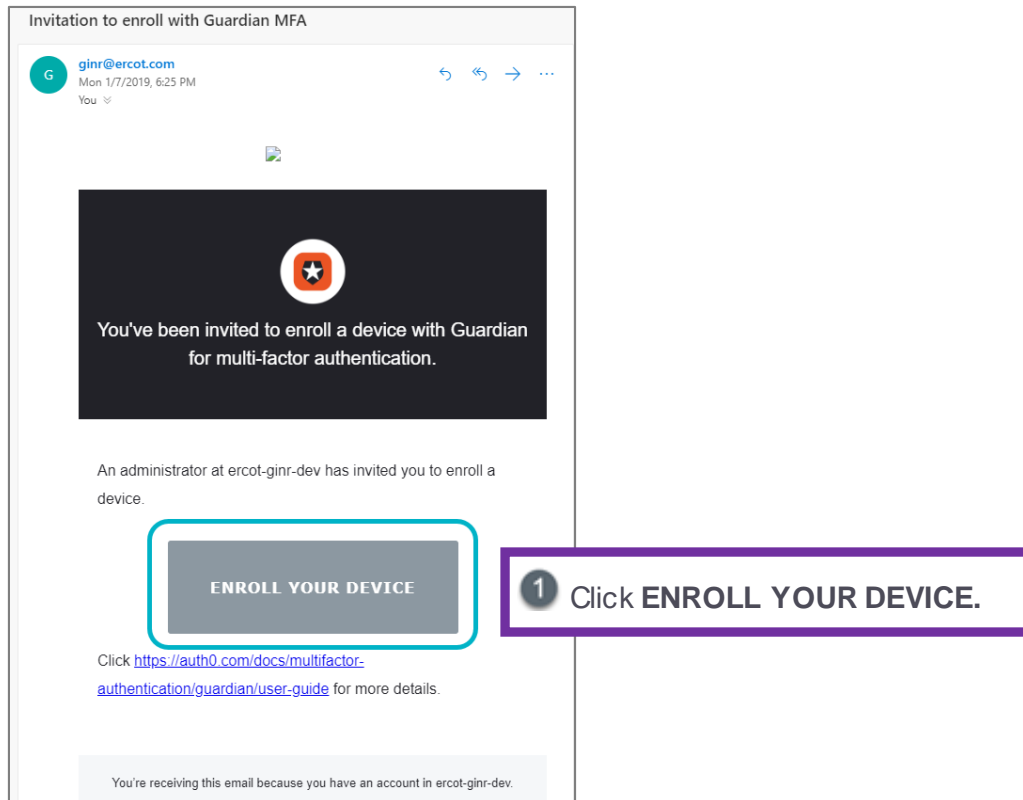
When ERCOT removes your current MFA app setting, you will receive an email with the ENROLL YOUR DEVICE button that enables you to set up your new MFA app with your phone again.

 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](mailto: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.

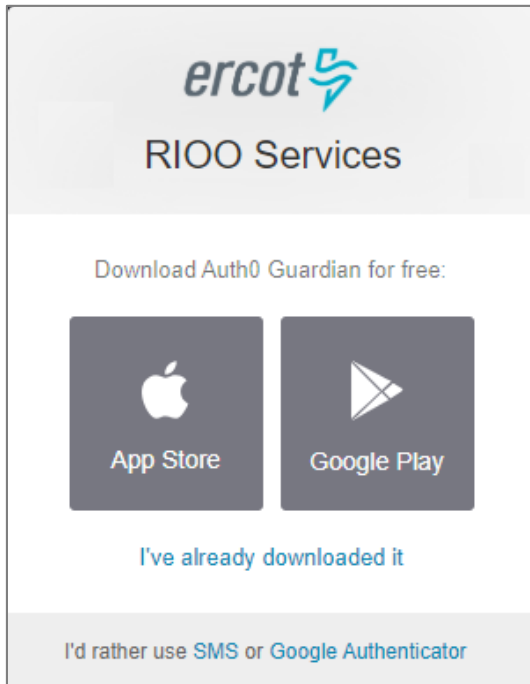
**ENROLL YOUR DEVICE**

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](mailto: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.

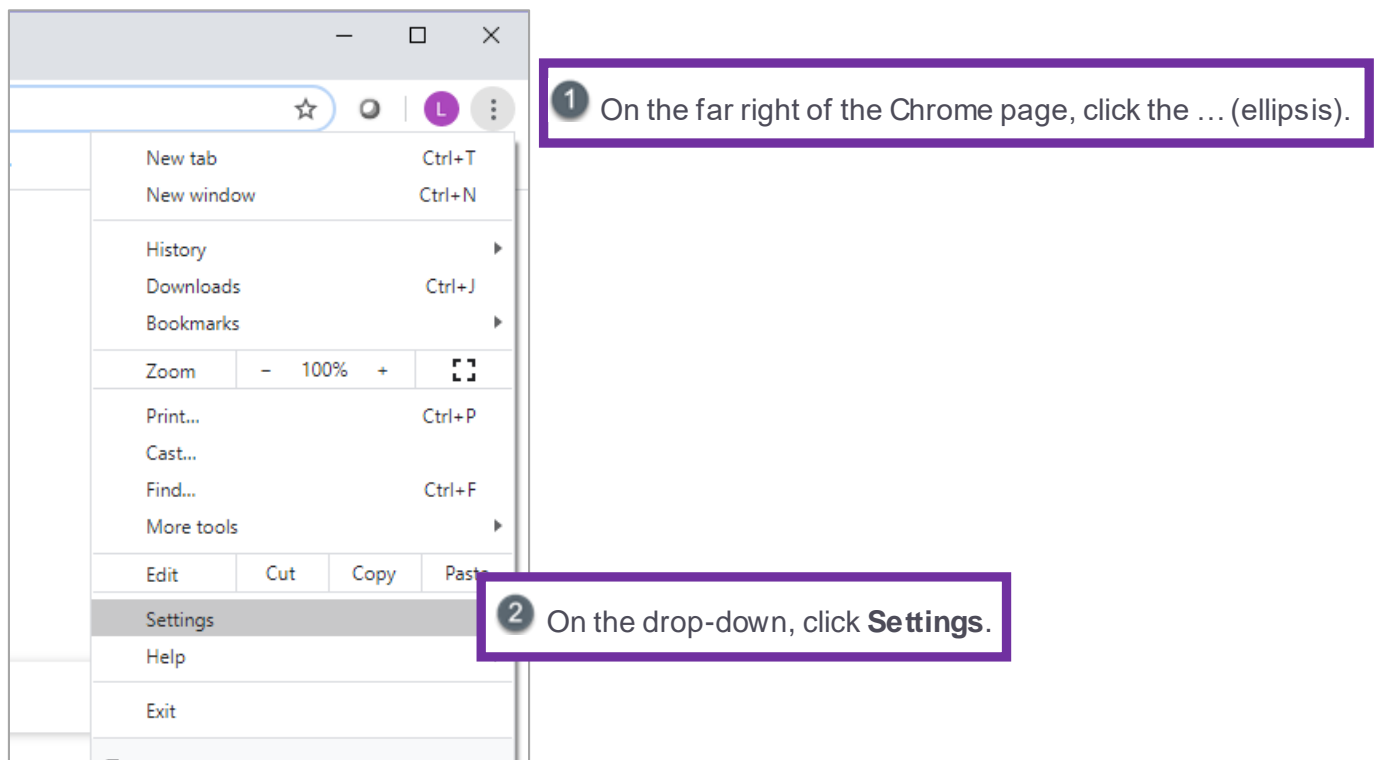
## I Am Stuck on the Log In Page

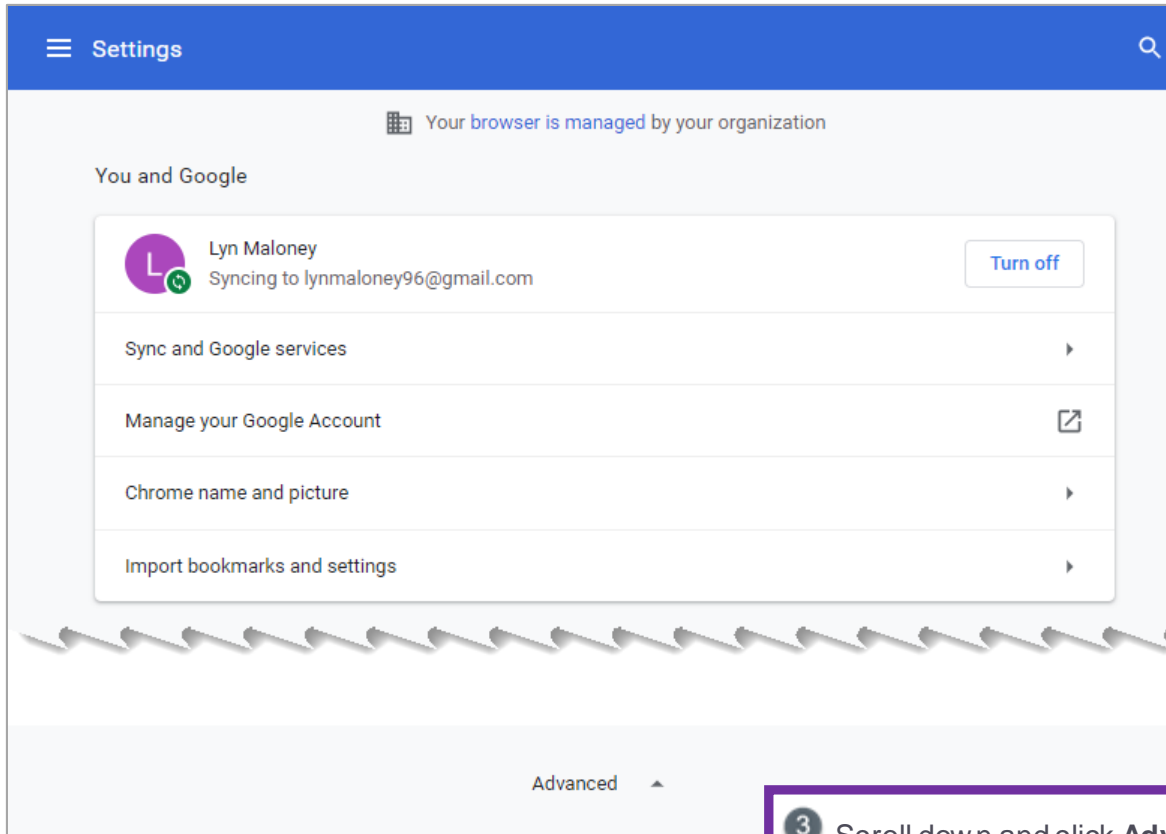
If the **Log In** page continuously displays while you are attempting to perform tasks or if you appear to be stuck on the **Log In** page, you may need to add the Auth0 Guardian and RIOO apps to your site as trusted sites (also referred to as whitelisting) in order to access them.

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

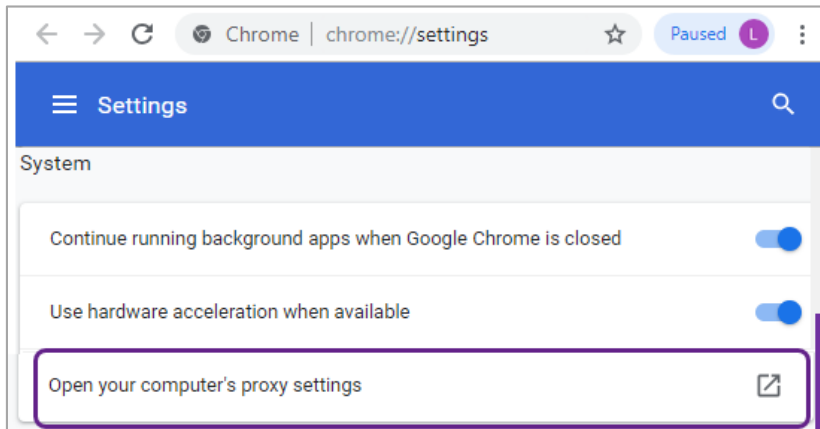
If you are using a different web browser, search the Internet for the procedure for adding trusted sites to that browser.

 **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.

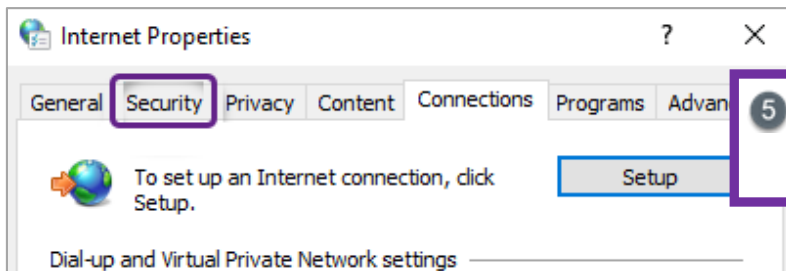




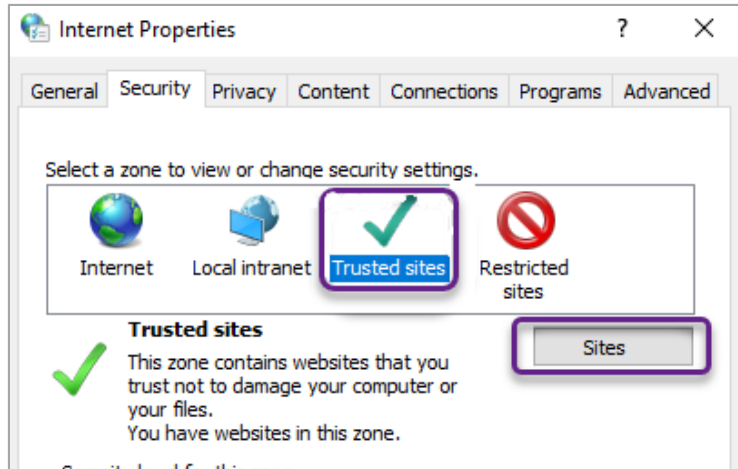
3 Scroll down and click **Advanced**.



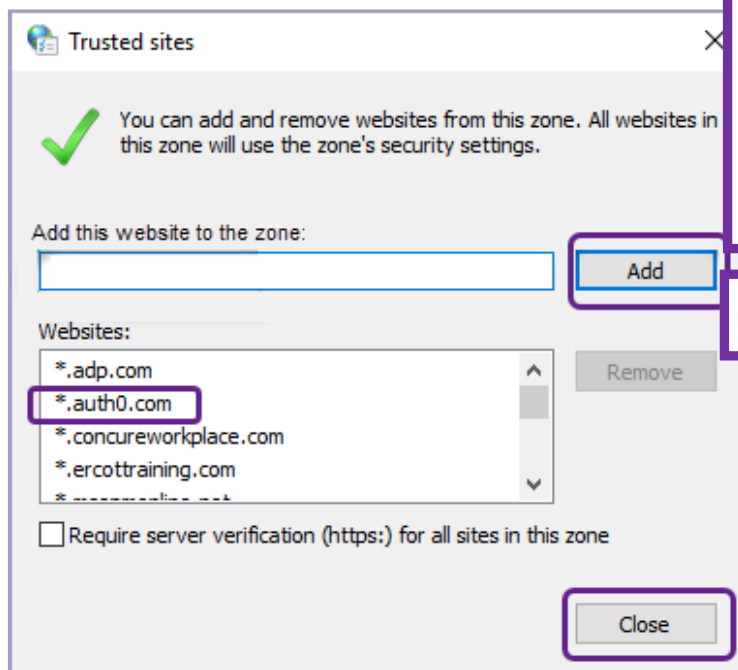
4 Scroll down and click **Change/Open proxy settings**.



5 On the *Internet Properties* window, click the **Security** tab.



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**
- **RIOO**, select **https://sa.ercot.com/rioo-rs/**

8 Click the **Add** button.

9 Click the **Close** button.

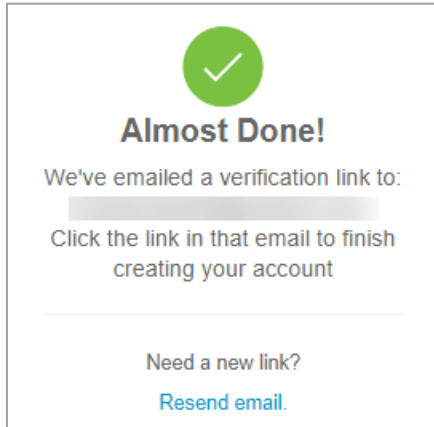
# I Did Not Get the Password Change Email from ERCOT

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.

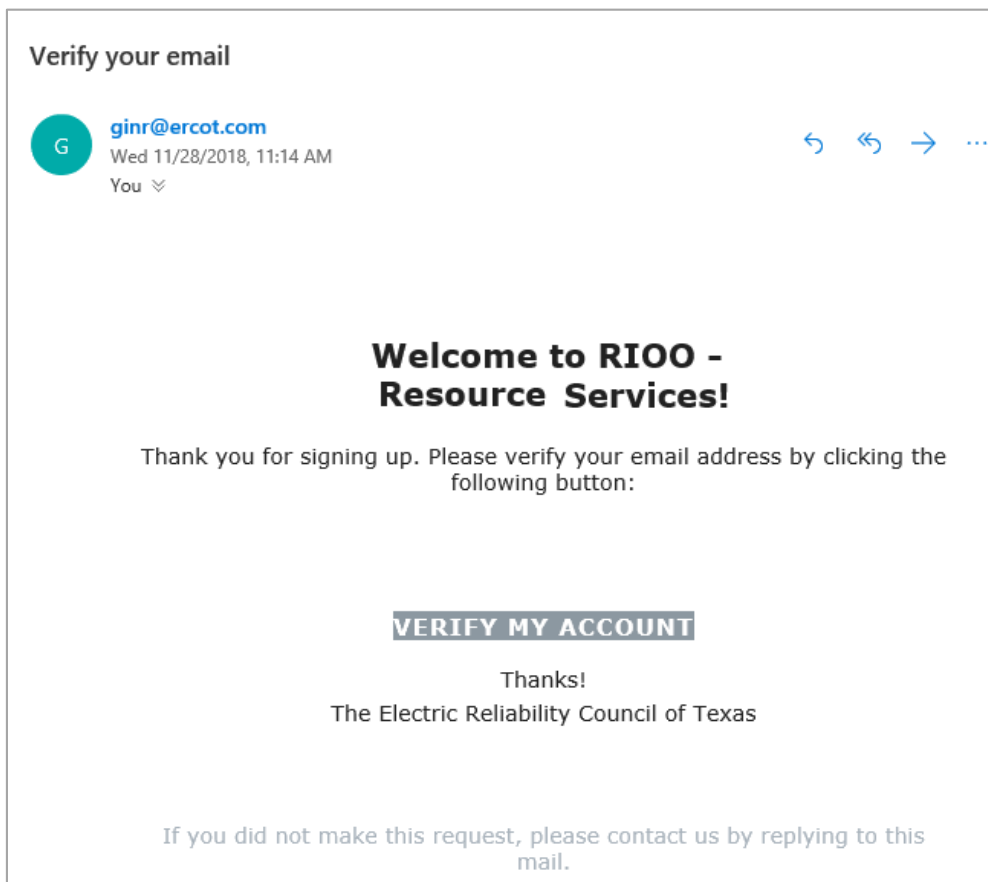


# I Did Not Get the Verify Account Email from ERCOT

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

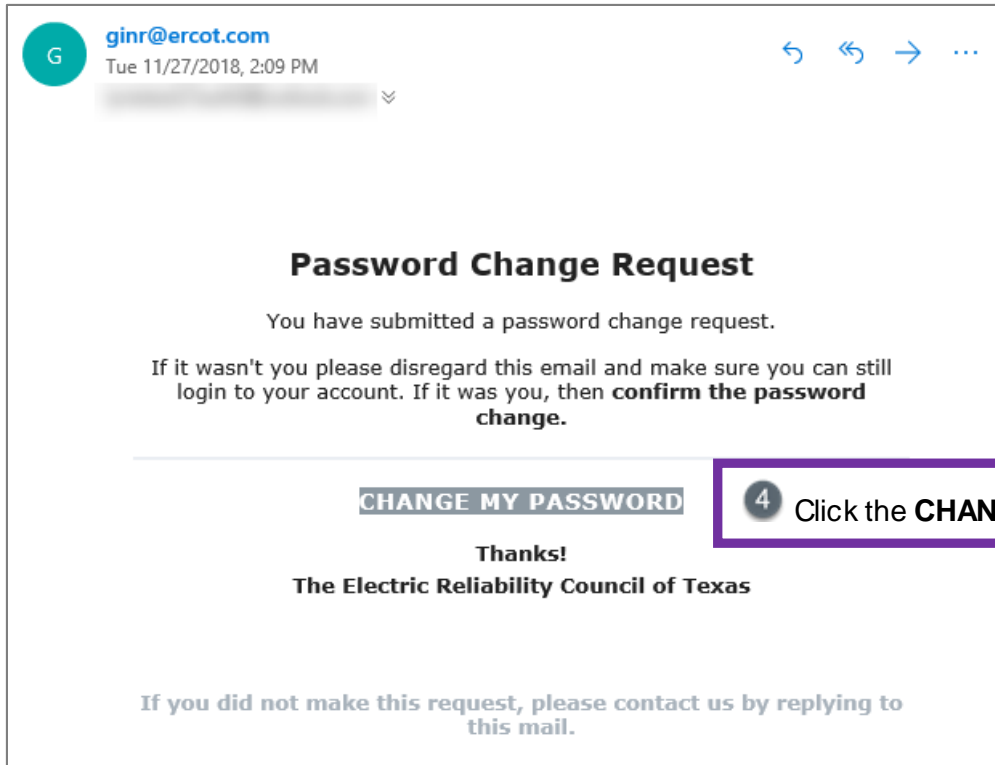
Please enter your email address. We will send you an email to reset your password.

yours@example.com

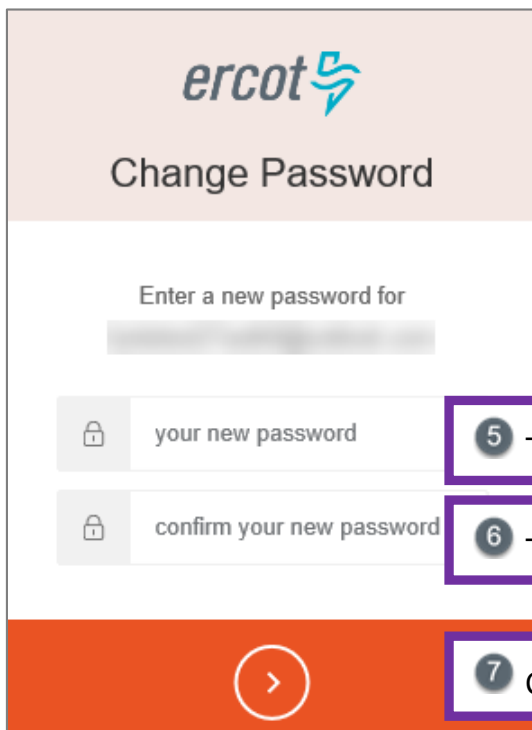
SEND EMAIL >

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

3 Click **SEND EMAIL >**.



4 Click the **CHANGE MY PASSWORD** button.



5 Type in a password.

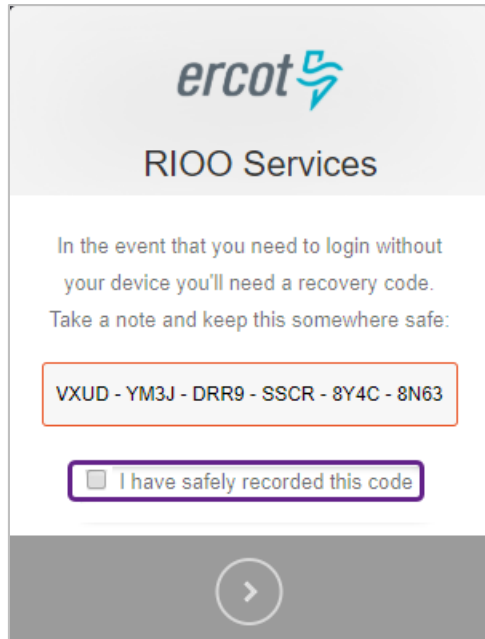
6 Type in the password again.

7 Click the  button.



## 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.



If you cannot locate the file, send an email to the ERCOT Help Desk ([HelpDesk@ercot.com](mailto: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](mailto: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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