



IE Sign Up Guide for RIOO Services

Version 12.31.21

ERCOT RIOO Interconnection Services Release Notes

December, 2021

ERCOT has released a new version of Resource Integration and Ongoing Operations - Interconnection Services (RIOO - IS) that enables companies to propose a new electricity generation resource to interconnect to the Texas power grid that ERCOT manages.

Representing the company, an Interconnecting Entity (IE) or Resource Entity (RE) uses the RIOO - IS app to create and manage the generation interconnection request (INR) online. After the IE/RE submits their INR, the ERCOT Integration Team along with the Transmission or Distribution Service Provider who owns the power lines in the area, reviews the INR and conducts studies to understand the effect the generation resource may have on the grid and determine the economic feasibility of the project.

Updates Since Last Release

- The *Interconnection Request List* dashboard page has been updated for better readability.
- In addition to IEs creating INRs, REs can now also create and work with INRs.

About this Guide

This guide provides step-by-step instructions that enable IEs to sign up for a RIOO – IS user account, including providing the required personal information and enrolling a cell phone in a multifactor authentication (MFA) app that ERCOT requires for third-party login security.

Supporting Documentation

RIOO Services documentation available from the *Resource Integration* page of the ercot.com website:

- *IE Sign Up Guide for RIOO Services*
- *RE Sign Up Guide for RIOO Services*
- *TSP/DSP Sign Up Guide for RIOO Services*
- *Managing Your RIOO Services User Account*
- *Creating an INR for a Generation Resource Under 10MW*
- *Creating an INR for a Generation Resource Over 10MW*
- *Managing Your INR as an IE/RE*
- *Managing INRs as a TSP/DSP*

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Understanding the RIOO Account Sign-Up Process

Signing up for a RIOO Services account as an IE involves providing an email address to use as the user name on the account, creating a password, and your name and cell phone number and then enrolling your cell phone in a multifactor authentication (MFA) app that verifies your login attempts.

ERCOT suggests three different options for this MFA:

- **Auth0 Guardian**, a free app that you can download to your cell phone (from the App Store or Google Play). During sign up, you hold your phone up to your computer and scan a bar code that the MFA uses to associate your login request with the RIOO system. Each time you attempt to log in with the RIOO - IS login credentials (the email address as your user name and a password that you created), Auth0 Guardian pushes a new message to your cell phone to have you verify that you have made the login request.
- **Google Authenticator**, another free app that you can download to your cell phone (from the App Store or Google Play). During sign up, you hold your phone up to your computer and scan a bar code that the MFA uses to associate your login request with the RIOO system. Each time you attempt to log in with your RIOO – IS login credentials (the email address as your user name and a password that you created), Google Authenticator pushes a new 6-digit verification code that you must enter into the code verification page to authenticate your login request.
- **SMS Text Authentication**, a less secure method that uses a text message-enabled cell phone - not necessarily a smartphone. During sign up, you are asked to submit your cell phone number. Each time you attempt to log in with with your RIOO – IS login credentials (the email address as your user name and a password that you created), the SMS security system sends a 6-digit verification code that you must enter into the code verification page to authenticate your login request.

Or, if you have an authentication program already on your cell phone, you most likely can use that app to register and log in to Interconnection Services.

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

- Access to the Internet to get to the RIOO website.
- An email address at which you can receive email during this sign-up process. This email address also serves as your user name for the account login.
- A cell phone number at which you can receive text messages from the login authentication app you select to use.



If you change your cell phone or phone number, you must enroll your phone in the MFA again. Refer to *Managing Your RIOO Services User Account* available from the v page on the ercot.com website.

Before You Begin

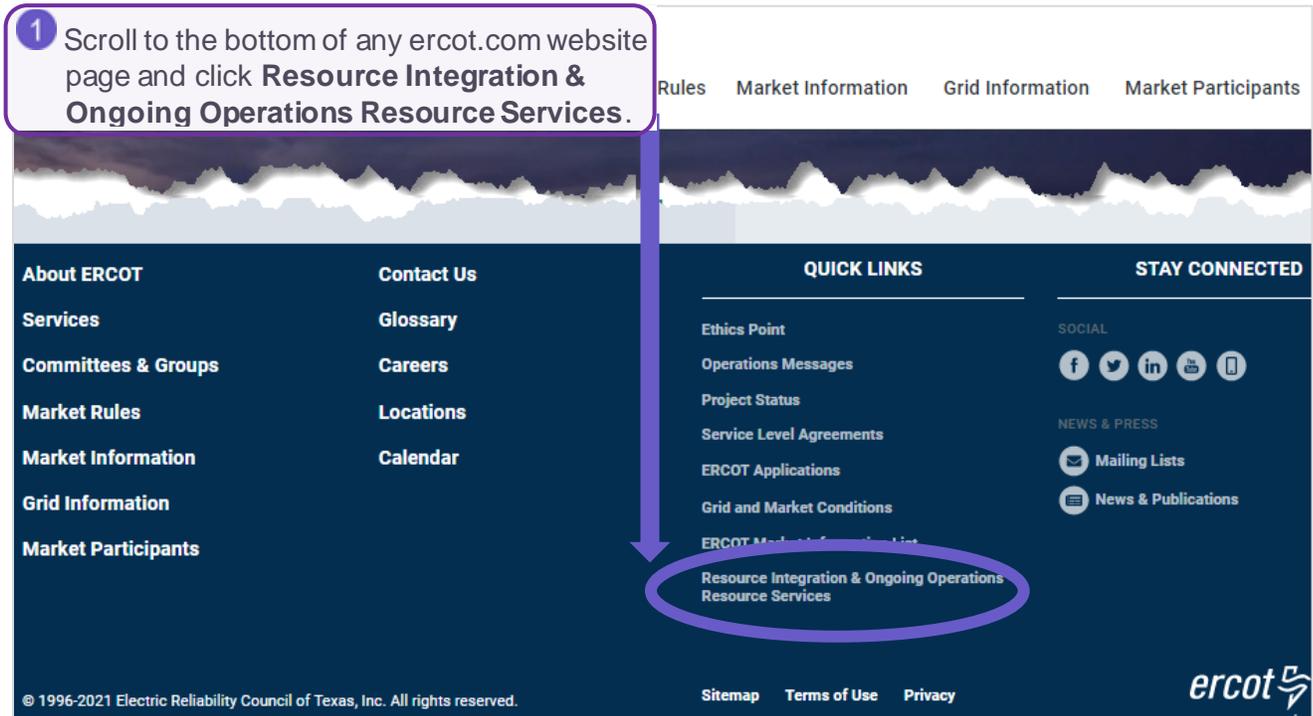
- Download the **AUTH0 Guardian** or **Google Authenticator** MFA app from either the Apple Store or Google Play to your cell phone. If you wait to do it during the signup process, Interconnection Services may time out and display the *LogIn/SignUp* page for you to start your sign up over again.
- Have your email account open to your Inbox so you can open the email message sent to verify your account.
- Have a text editor (such as Notepad or Word) file open that you named something like **RIOO Services Recovery Code** so you can easily copy in your recovery code as recommended when you work through this process. The recovery code can help you log in to your account if you do not have your cell phone handy.

Signing Up and Using the Auth0 Guardian MFA

After accessing the RIOO app and providing basic contact information and a password, you will enroll your cell phone in Auth0 Guardian.

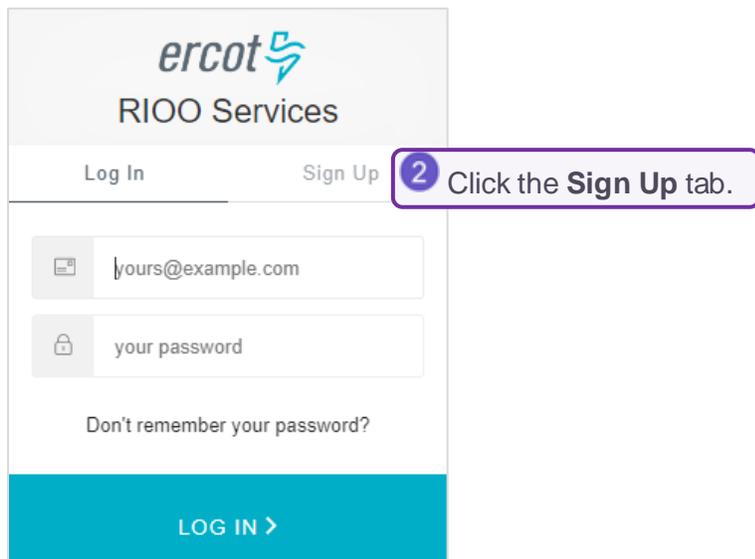
Access the RIOO Services from the ERCOT Website

1 Scroll to the bottom of any ercot.com website page and click **Resource Integration & Ongoing Operations Resource Services**.



The screenshot shows the footer of the ERCOT website. A callout box with a purple border and a circled number '1' contains the instruction: "Scroll to the bottom of any ercot.com website page and click **Resource Integration & Ongoing Operations Resource Services**." A purple arrow points from this callout box to a link in the "QUICK LINKS" section of the footer, which is also circled in purple. The footer includes navigation links for Rules, Market Information, Grid Information, and Market Participants. Other sections include About ERCOT, Services, Committees & Groups, Market Rules, Market Information, Grid Information, Market Participants, Contact Us, Glossary, Careers, Locations, and Calendar. The "QUICK LINKS" section lists: Ethics Point, Operations Messages, Project Status, Service Level Agreements, ERCOT Applications, Grid and Market Conditions, ERCOT Market Participants List, and Resource Integration & Ongoing Operations Resource Services. The "STAY CONNECTED" section includes social media icons for Facebook, Twitter, LinkedIn, YouTube, and Instagram, and a "NEWS & PRESS" section with links for Mailing Lists and News & Publications. The footer also contains copyright information: © 1996-2021 Electric Reliability Council of Texas, Inc. All rights reserved., and links for Sitemap, Terms of Use, and Privacy. The ERCOT logo is in the bottom right corner.

Access the Sign Up Page



The screenshot shows the "ercot RIOO Services" sign-up page. A callout box with a purple border and a circled number '2' contains the instruction: "Click the **Sign Up** tab." The page features the ERCOT logo and the text "RIOO Services". Below this, there are two tabs: "Log In" and "Sign Up". The "Sign Up" tab is selected. Below the tabs, there are two input fields: one for an email address (placeholder: "yours@example.com") and one for a password (placeholder: "your password"). Below the password field, there is a link that says "Don't remember your password?". At the bottom of the page, there is a teal button with the text "LOG IN >".

Complete the Sign Up Page

The screenshot shows the ERCOT RIOO Services Sign Up page. The page includes a header with the ERCOT logo and 'RIOO Services' text. Below the header are 'Log In' and 'Sign Up' buttons. A message states: 'Sign Up here is for IE users only. TSPs and REs need to sign up through their USA.' The form contains several input fields: 'your email address' (with callout 3), 'your password' (with callout 4), 'your first name' (with callout 5), 'your last name' (with callout 6), 'your phone number' (with callout 7), and 'your phone extension (optional)'. Below the form is a checkbox for 'Click here to indicate that you accept the terms and conditions found at: [User Agreement](#)' (with callout 8). At the bottom is a 'SIGN UP >' button (with callout 9).

3 Type in your email address as the user name on this account.

4 Type in a **password** following the rules as they display.

5 Type in your first name.

6 Type in your last name.

7 Type in the **telephone number** to associate with this account using only the numbers (no spaces).

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

9 Click **SIGN UP >**.

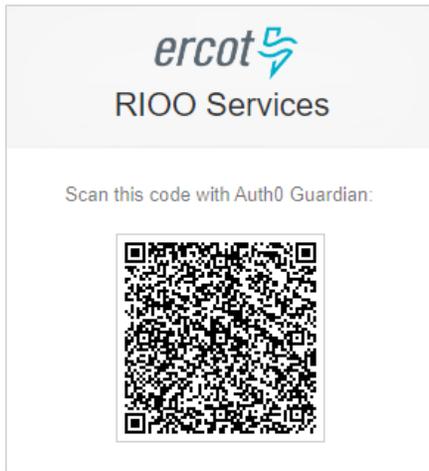
Confirm Auth0 Guardian as the Authentication Method

The screenshot shows the ERCOT RIOO Services page with the heading 'Download Auth0 Guardian for free:'. Below this heading are two buttons: 'App Store' and 'Google Play'. Below the buttons is a link that says 'I've already downloaded it' (with callout 10). At the bottom, there is a link that says 'I'd rather use SMS or Google Authenticator'.

10 Click **I've already downloaded it**.

If you have not already downloaded the Auth0 Guardian app, you can download it now using one of the App Store or Google Play buttons on this page. However, if you download the app now, Interconnection Services may time out and display the LogIn/SignUp page for you to start your sign up over again.

Scan the Bar Code

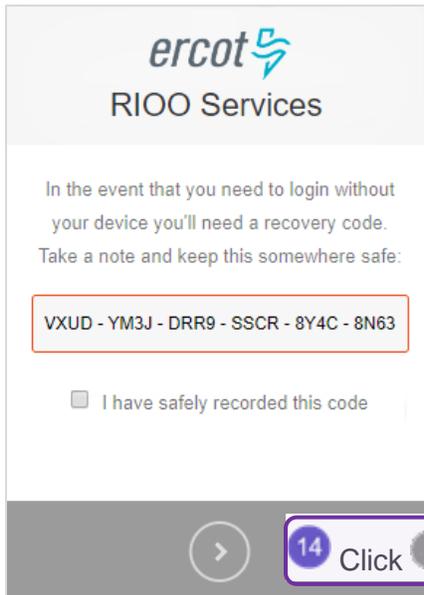


11 When this ERCOT bar code page displays on your computer screen, click the  Auth0 Guardian app on your phone to open the app to the scanner page.



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

Record Your Recovery Code

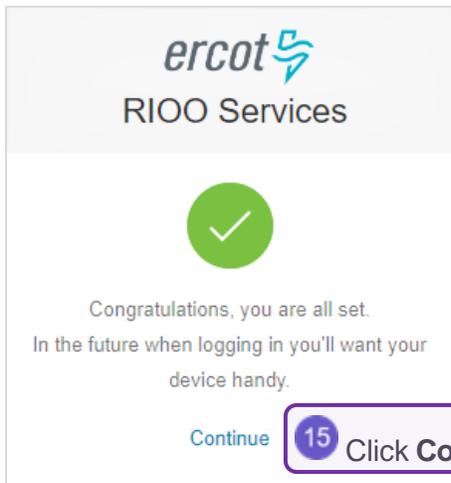


The screenshot shows the ERCOT RIOO Services interface. At the top, the ERCOT logo and "RIOO Services" are displayed. Below this, a message reads: "In the event that you need to login without your device you'll need a recovery code. Take a note and keep this somewhere safe:". A red box highlights the recovery code: "VXUD - YM3J - DRR9 - SSCR - 8Y4C - 8N63". Below the code is a checkbox labeled "I have safely recorded this code". At the bottom, there is a grey bar with a right-pointing arrow and a "Click" button with a right-pointing arrow.

13 Copy this code and paste it into a text file (like RIOO-IS Auth0 Recovery Code) and click the checkbox when you have completed this step.

14 Click

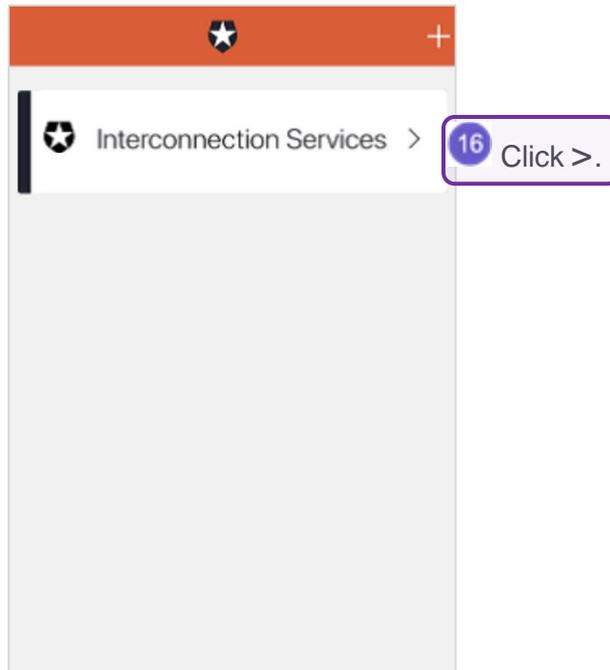
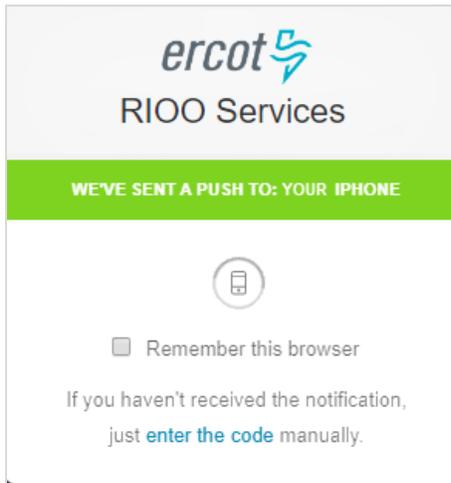
Continue to Next Page



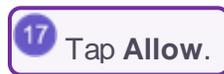
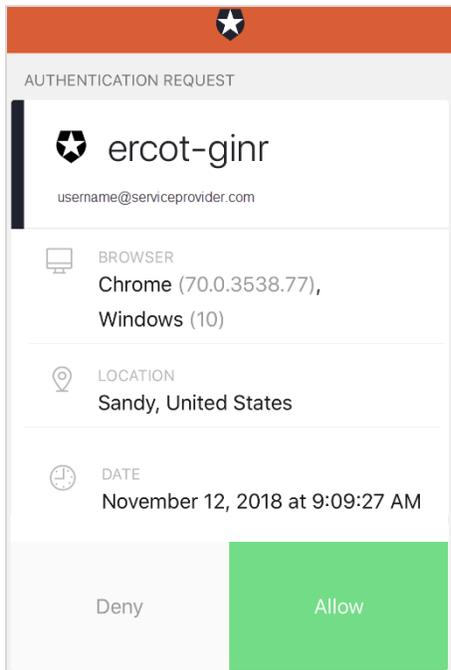
The screenshot shows the ERCOT RIOO Services confirmation screen. At the top, the ERCOT logo and "RIOO Services" are displayed. Below this is a large green checkmark icon. The text reads: "Congratulations, you are all set. In the future when logging in you'll want your device handy." At the bottom, there is a "Continue" button.

15 Click Continue.

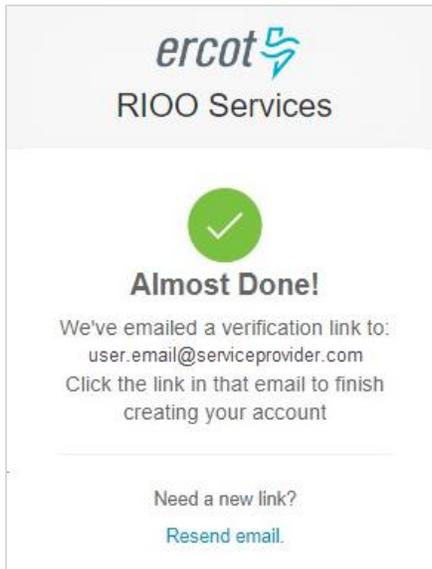
Respond to Push Message by Checking Your Phone



Allow Your Login



Verify Your Account

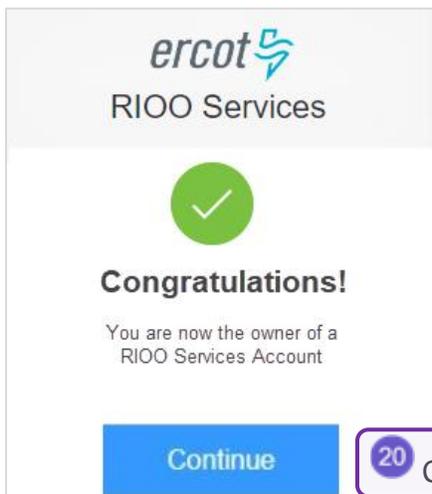


18 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



19 Click **Verify My Account**.

Confirm Your Account Was Created

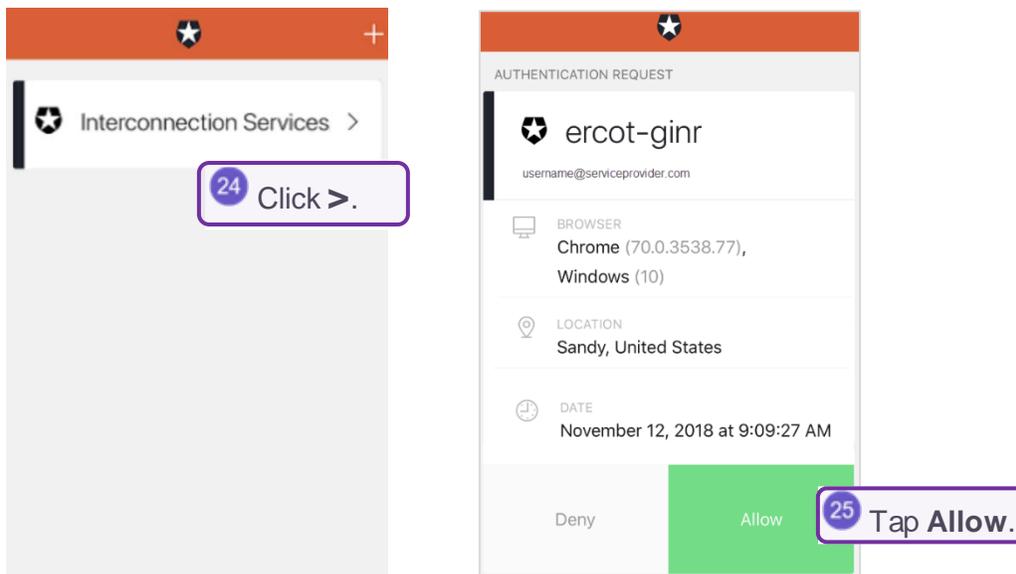


20 Click **Continue**.

Log In To Your New Account

The screenshot shows the ERCOT RIOO Services login page. At the top, there 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: the first is for the username, containing "yours@example.com", and the second is for the password, containing "your password". Below the password field is a link that says "Don't remember your password?". At the bottom is a large blue button labeled "LOG IN >". Three callout boxes are overlaid on the page: callout 21 points to the username field with the text "Type in your user name."; callout 22 points to the password field with the text "Type in your password."; callout 23 points to the "LOG IN >" button with the text "Click LOG IN >."

Respond to Push Message by Checking Your Phone



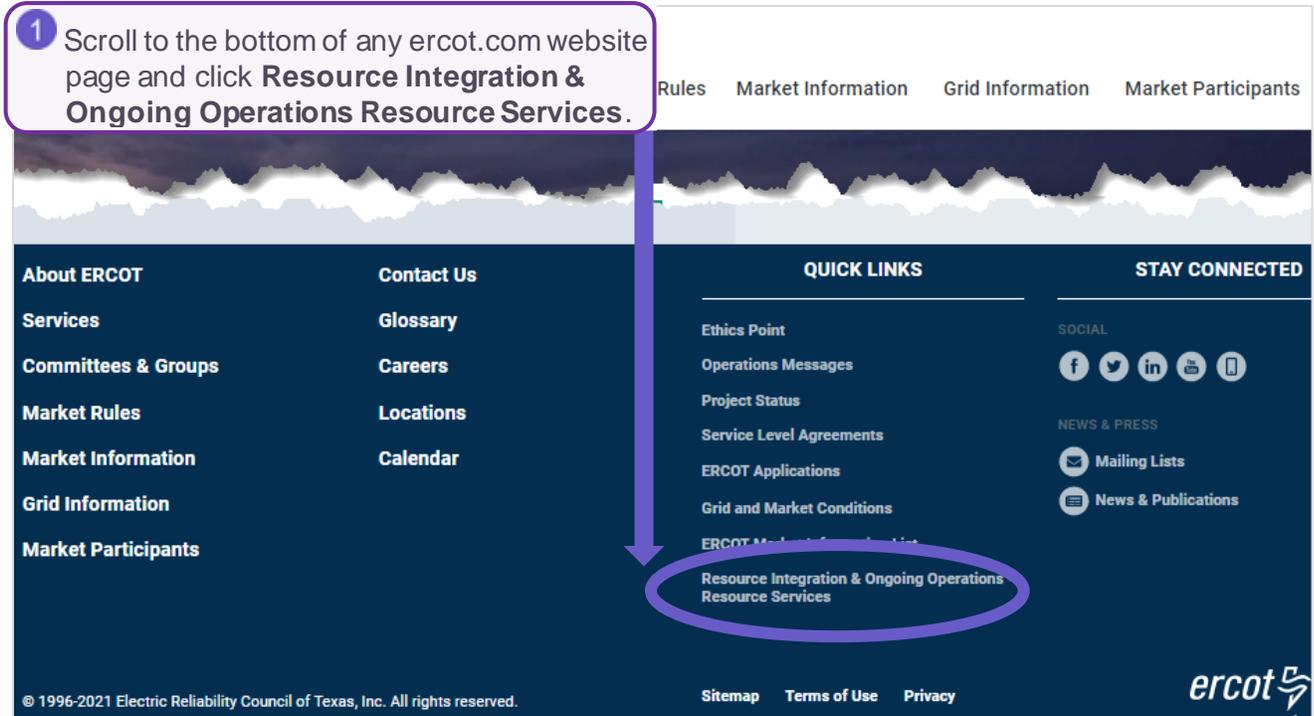
The screenshot shows the ERCOT "Your Interconnection Requests" dashboard. At the top left is the ERCOT logo and the text "Your Interconnection Requests". At the top right, there is a user greeting "Hello, User Name", a "My Account" link with a user icon, and a "Log Out" link with an external link icon. Below the header is a breadcrumb trail: "Home" and "Interconnection". The main content area is titled "Interconnection Request List" and includes a "Start New INR Request" button. At the bottom left, there is a "Show" dropdown menu set to "10" and the text "entries". At the bottom right, there is a "Search:" label, an input field with the placeholder "Enter term to find...", and a "Reset All" button.

Signing Up and Using the Google Authenticator MFA

After accessing the RIOO app and providing basic contact information and a password, you will enroll your cell phone in Google Authenticator.

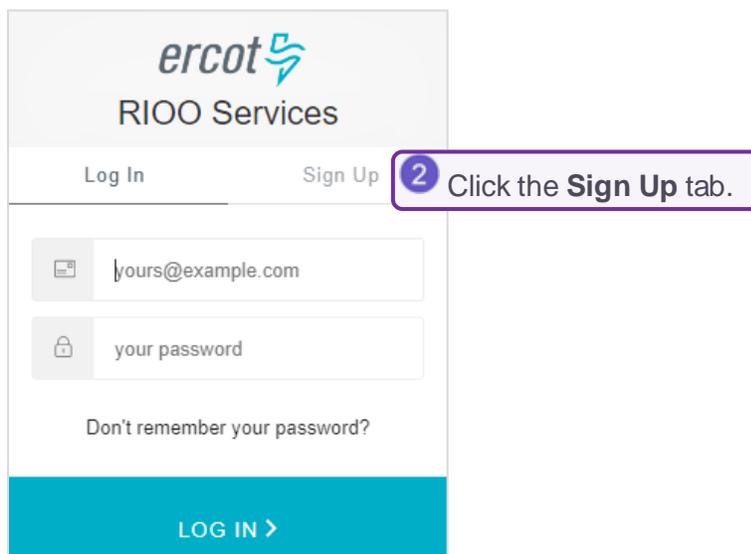
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Access the Sign Up Page



The screenshot shows the ERCOT RIOO Services sign-up page. The page features the ERCOT logo and the text 'RIOO Services'. There are two tabs: 'Log In' and 'Sign Up'. A callout box points to the 'Sign Up' tab with the instruction: '2 Click the **Sign Up** tab.' Below the tabs are input fields for an email address (placeholder: 'yours@example.com') and a password (placeholder: 'your password'). There is a link for 'Don't remember your password?' and a large teal button labeled 'LOG IN >'.

Complete the Sign Up Page

The screenshot shows the ERCOT RIOO Services Sign Up page. At the top, there is the ERCOT logo and the text "RIOO Services". Below this are "Log In" and "Sign Up" buttons. A message states: "Sign Up here is for IE users only. TSPs and REs need to sign up through their USA." The form contains several input fields, each with a numbered callout:

- 3** Type in your email address as the user name on this account. (Callout for the email field)
- 4** Type in a **password** following the rules as they display. (Callout for the password field)
- 5** Type in your first name. (Callout for the first name field)
- 6** Type in your last name. (Callout for the last name field)
- 7** Type in the **telephone number** to associate with this account using only the numbers (no spaces). (Callout for the phone number field)
- 8** Click the **User Agreement** link, read the information and close the window, and then click the **checkbox**. (Callout for the terms and conditions checkbox)
- 9** Click **SIGN UP >**. (Callout for the SIGN UP button)

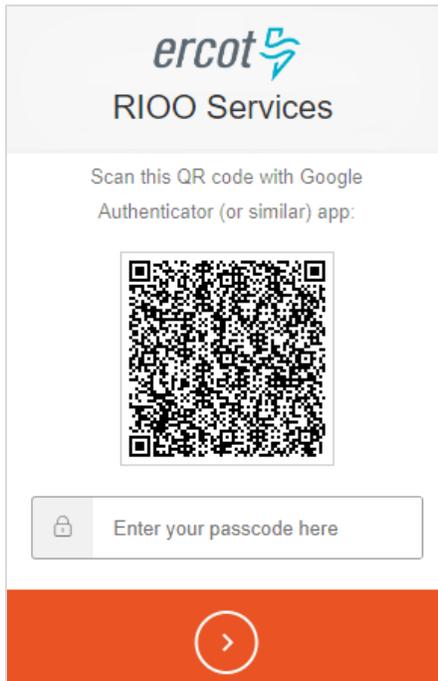
Confirm Your Authentication Method

The screenshot shows the ERCOT RIOO Services authentication method confirmation page. At the top, there is the ERCOT logo and the text "RIOO Services". Below this is the text "Download Auth0 Guardian for free:" and two buttons for "App Store" and "Google Play". There is also a link "I've already downloaded it" and a link "I'd rather use SMS or Google Authenticator". A callout box contains the following text:

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

10 Click **Google Authenticator**.

Scan the Bar Code

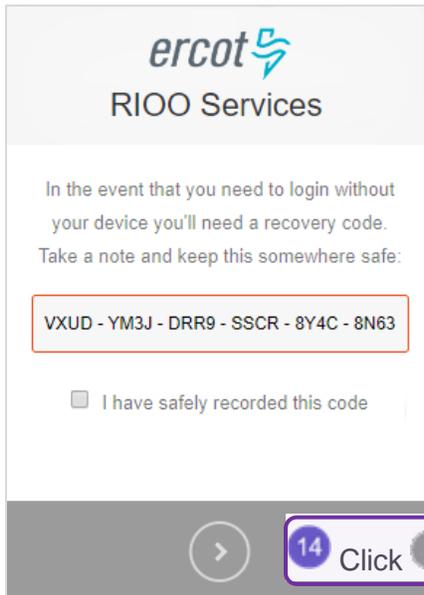


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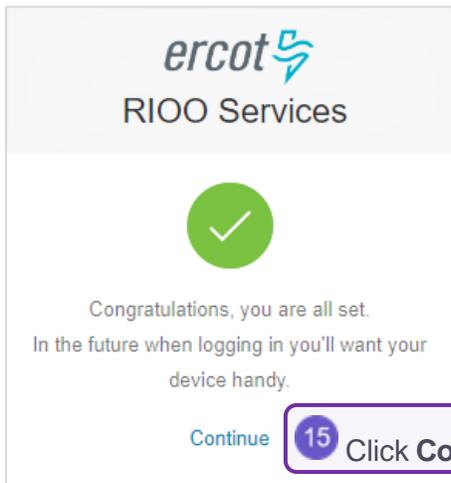
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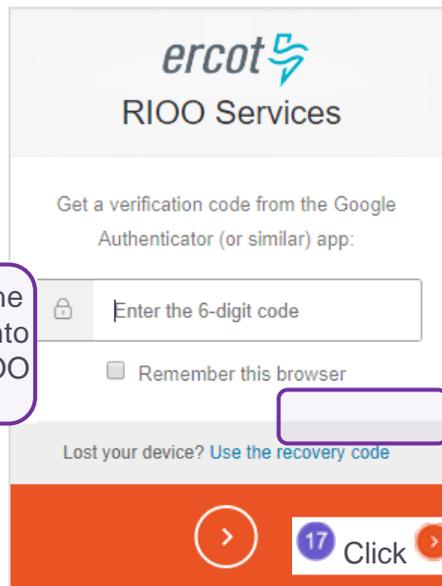
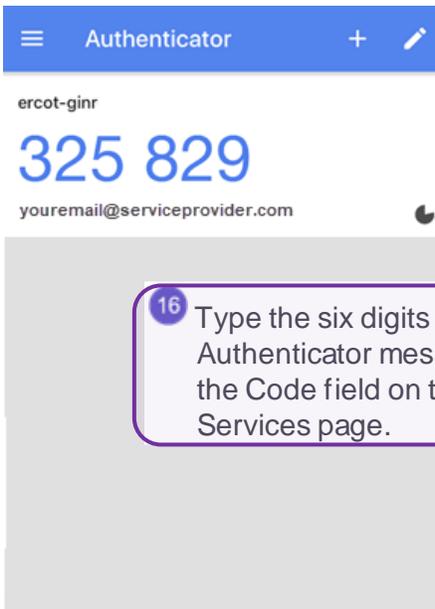
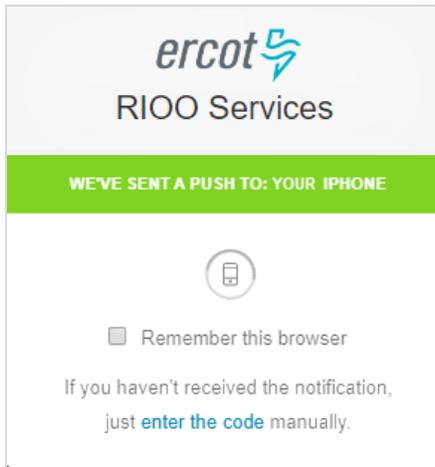
14 Click

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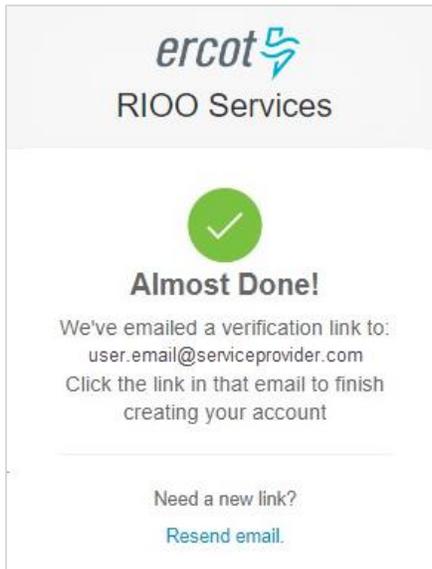


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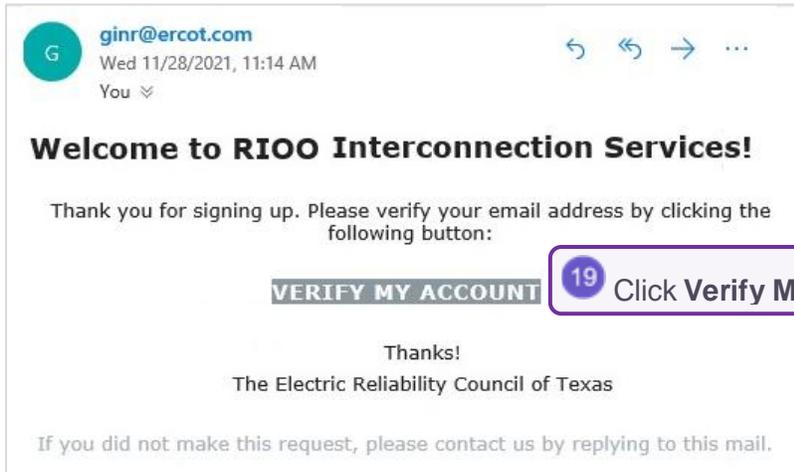
Respond to Push Message by Checking Your Phone



Verify Your Account

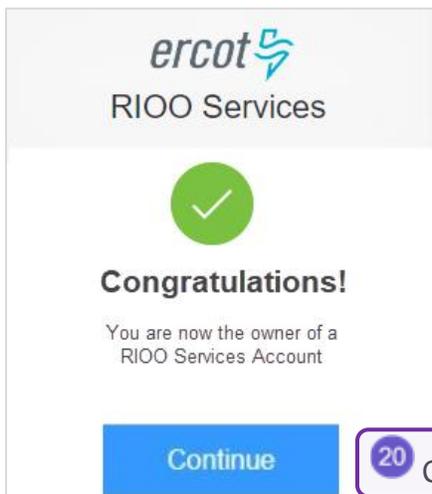


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19 Click **Verify My Account**.

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20 Click **Continue**.

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Respond to Push Message by Checking Your Phone

This block shows two overlapping screenshots. On the left is an Authenticator app interface with a blue header "Authenticator", a menu icon, a plus icon, and an edit icon. Below the header, it shows "ercot-ginr", a large blue number "325 829", and the email "youremail@serviceprovider.com". On the right is the ERCOT RIOO Services login page, showing the instruction "Get a verification code from the Google Authenticator (or similar) app:" and an input field "Enter the 6-digit code". There is also a "Remember this browser" checkbox and a link for lost devices. Two callout boxes are overlaid: callout 24 points to the Authenticator app with the text "Type the six digits from the Authenticator message into the Code field on the ERCOT Login page."; callout 25 points to the orange arrow button on the login page with the text "Click >".

The screenshot shows the ERCOT "Your Interconnection Requests" dashboard. The header includes the ERCOT logo, "Your Interconnection Requests", and user information: "Hello, User Name", "My Account", and "Log Out". Below the header are navigation links for "Home" and "Interconnection". The main content area is titled "Interconnection Request List" and includes a "Start New INR Request" button. At the bottom, there is a "Show 10 entries" dropdown and a search bar with "Search: Enter term to find..." and a "Reset All" button.

Signing Up and Using SMS as the MFA

After accessing the RIOO app and providing basic contact information and a password, you will enroll your cell phone in Google Authenticator.

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Access the Sign Up Page

The screenshot shows the ERCOT RIOO Services sign-up page. At the top, there is the ERCOT logo and the text 'RIOO Services'. Below this are two tabs: 'Log In' and 'Sign Up'. The 'Sign Up' tab is highlighted with a purple callout box containing the text '2 Click the Sign Up tab.' Below the tabs are two input fields: one for an email address (placeholder: 'yours@example.com') and one for a password (placeholder: 'your password'). Below the password field is a link that says 'Don't remember your password?'. At the bottom of the page is a large teal button with the text 'LOG IN >'.

Complete the Sign Up Page

The screenshot shows the ERCOT RIOO Services Sign Up page. At the top, there is the ERCOT logo and the text "RIOO Services". Below this are "Log In" and "Sign Up" buttons. A note states: "Sign Up here is for IE users only. TSPs and REs need to sign up through their USA." The form contains several input fields, each with a numbered callout:

- 3** Type in your email address as the user name on this account. (Callout for the email field containing "yours@example.com")
- 4** Type in a **password** following the rules as they display. (Callout for the password field)
- 5** Type in your first name. (Callout for the first name field)
- 6** Type in your last name. (Callout for the last name field)
- 7** Type in the **telephone number** to associate with this account using only the numbers (no spaces). (Callout for the phone number field)
- 8** Click the **User Agreement** link, read the information and close the window, and then click the **checkbox**. (Callout for the checkbox and the "User Agreement" link)
- 9** Click **SIGN UP >**. (Callout for the "SIGN UP >" button)

Confirm the Authentication Method

The screenshot shows the ERCOT RIOO Services Authentication Method selection page. At the top, there is the ERCOT logo and the text "RIOO Services". Below this is the text "Download Auth0 Guardian for free:". There are two buttons: "App Store" and "Google Play". Below these buttons is the text "I've already downloaded it". At the bottom, there is a link "I'd rather use SMS or Google Authenticator". A numbered callout **10** points to the "SMS" link.

10 Click **SMS**.

Provide Your Phone Number

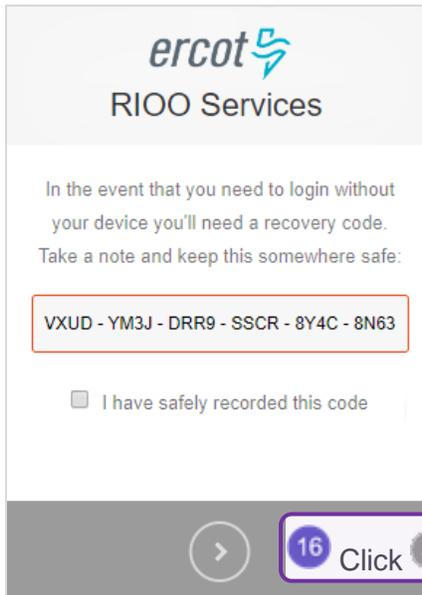
The screenshot shows the ERCOT RIOO Services interface. At the top is the ERCOT logo and the text "RIOO Services". Below this, it says "Please enter your phone in order to enroll." and "A code will be sent to this number:". There is a dropdown menu for the country, currently set to "United States +1". Below the dropdown is a text input field for the phone number. At the bottom of the screen is a large orange button with a white right-pointing arrow. Two callout boxes are present: callout 11 points to the phone number input field with the text "Type in your cell phone number.", and callout 12 points to the orange arrow button with the text "Click".

Respond to Push Message by Checking Your Phone

This section contains two screenshots. The left screenshot shows the ERCOT RIOO Services interface for phone verification. It features the ERCOT logo and "RIOO Services" text. A green banner states "WE'VE SENT AN SMS TO: 1 5126997764". Below this, it says "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". Below the input field is a checkbox labeled "Remember this browser". At the bottom is an orange button with a white right-pointing arrow. Callout 13 points to the input field with the text "Type the six digits from the message into the Code field.", and callout 14 points to the orange arrow button with the text "Click".

The right screenshot shows a mobile message notification. The notification is titled "MESSAGES" and "in 1m". It contains the phone number "+1 (630) 409-4293" and the text "324175 is your verification code for". The number "324175" is circled in the screenshot.

Record Your Recovery Code

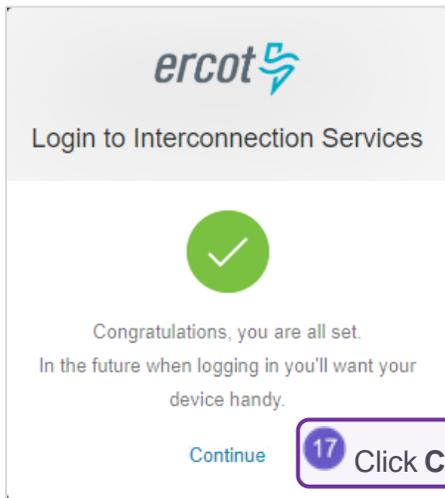


The screenshot shows the ERCOT RIOO Services interface. At the top, the ERCOT logo and "RIOO Services" are displayed. Below this, a message states: "In the event that you need to login without your device you'll need a recovery code. Take a note and keep this somewhere safe:". A red box highlights the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

15 Copy this code and paste it into a text file (like RIOO-IS Auth0 Recovery Code) and click the checkbox when you have completed this step.

16 Click

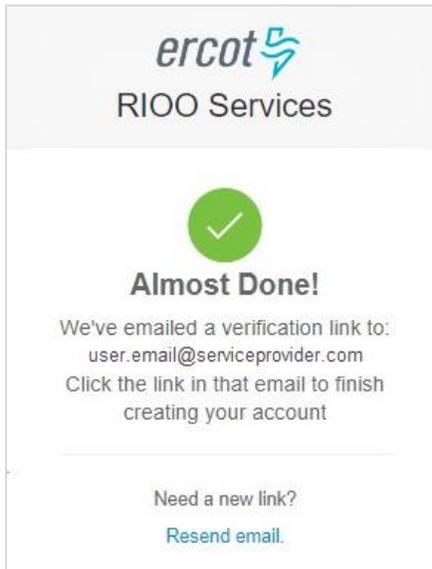
Continue to Next Page



The screenshot shows the ERCOT "Login to Interconnection Services" confirmation screen. At the top, the ERCOT logo and "Login to Interconnection Services" are displayed. Below this, a green checkmark icon is shown. The text reads: "Congratulations, you are all set. In the future when logging in you'll want your device handy." At the bottom, there is a "Continue" button.

17 Click Continue.

Verify Your Account

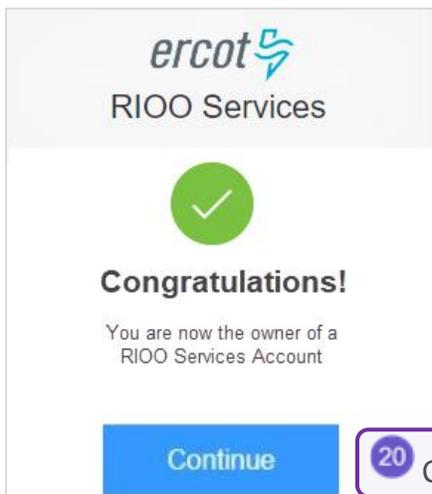


18 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



19 Click **Verify My Account**.

Confirm Your Account Was Created



20 Click **Continue**.

Log In To Your New Account

The screenshot shows the ERCOT RIOO Services login page. At the top, there is the ERCOT logo and the text "RIOO Services". Below this are two buttons: "Log In" and "Sign Up". The "Log In" button is selected. There are two input fields: the first is for the email address, containing "yours@example.com", and the second is for the password, containing "your password". Below the password field is a link that says "Don't remember your password?". At the bottom of the form is a large blue button labeled "LOG IN >".

21 Type in your user name.

22 Type in your password.

23 Click LOG IN >.

Respond to Push Message by Checking Your Phone

The screenshot shows the ERCOT RIOO Services verification page. At the top, there is the ERCOT logo and the text "RIOO Services". Below this is a green banner that says "WE'VE SENT AN SMS TO: 1 5126997764". The main text says "In order to confirm enrollment we need to confirm your phone. Please enter the received code." Below this is an input field labeled "Enter the 6-digit code" and a checkbox labeled "Remember this browser". At the bottom of the form is a large orange button with a white right-pointing arrow.

24 Type the six digits from the message into the Code field.

25 Click >.

The mobile phone message screenshot shows a text message from "+1 (630) 409-4293" received "in 1m". The message content is "324175 is your verification code for".

The screenshot shows the ERCOT user dashboard. At the top, there is the ERCOT logo and the text "Your Interconnection Requests". On the right side, there is a user greeting "Hello, User Name", a "My Account" link with a user icon, and a "Log Out" link with an external link icon. Below this is a navigation bar with "Home" and "Interconnection" links. The main content area is titled "Interconnection Request List" and has a "Start New INR Request" button. Below the title, there is a "Show" dropdown menu set to "10" and the text "entries". On the right side of this section, there is a "Search:" label, an input field with the placeholder text "Enter term to find...", and a "Reset All" button.

VER #	INIT	CHANGES
V1.01	Imm	Change Version Date Fix 1 st sentence in Release Notes Added access info Changed Canceling Your INR to reflect that the IE can cancel Verified links
V1.01R	Imm	Add Changing MFA information (Appendix A) Restructured Overview and added H2s
V10.30.19	Imm	Added debit block information