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.

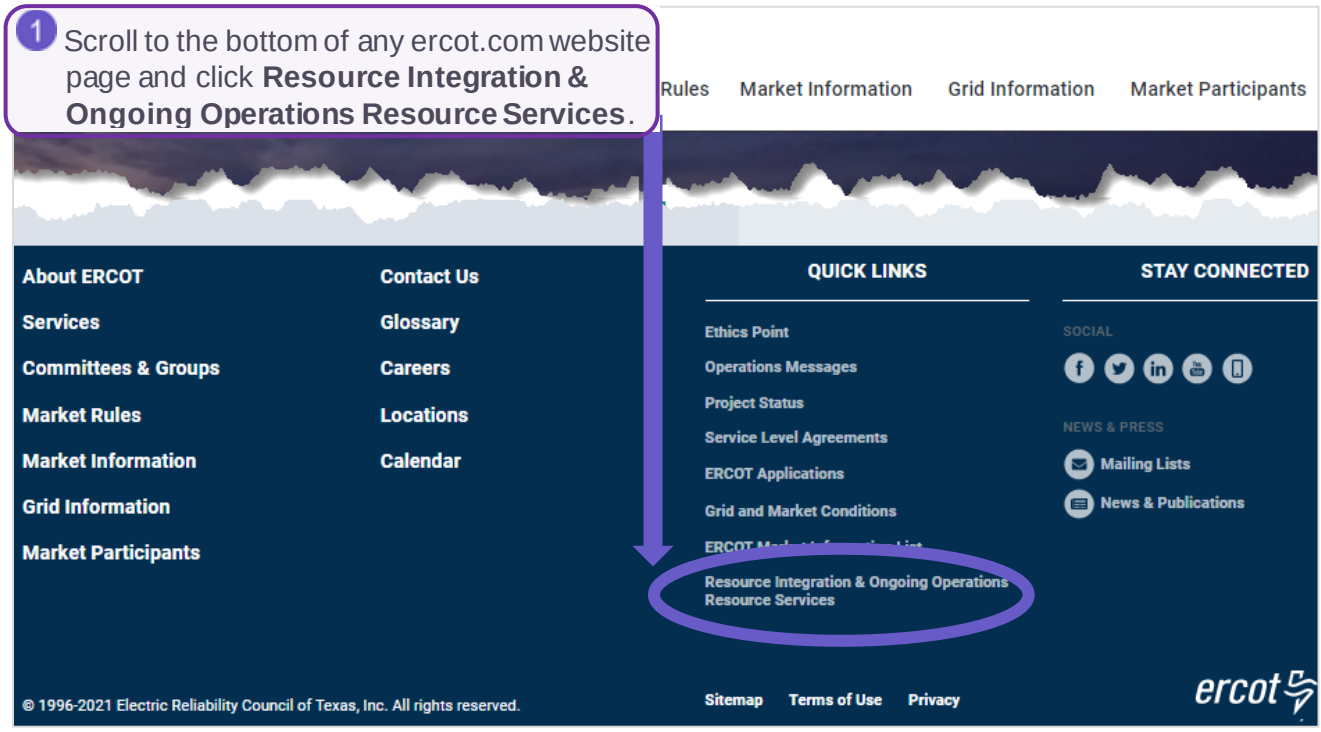
- Have your email account open to your Inbox so you can open the email message sent to verify your account.

- 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.

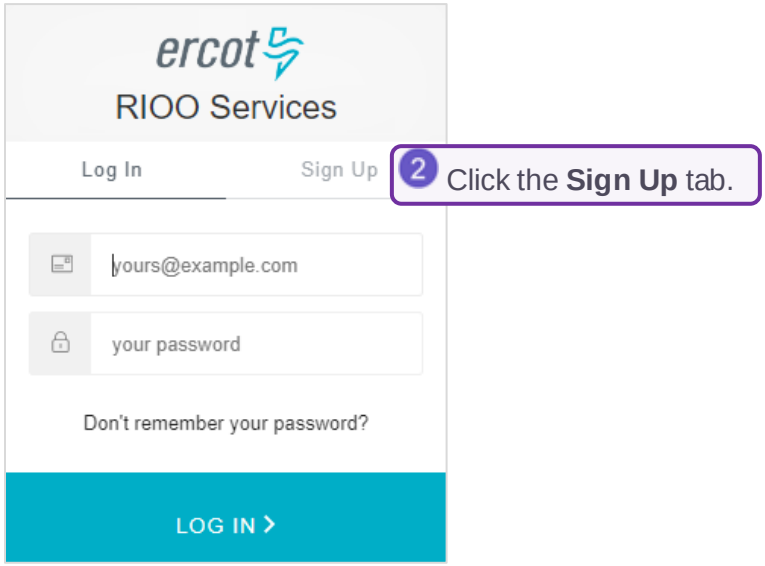
Signing Up and Using the Auth0 Guardian MFA

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

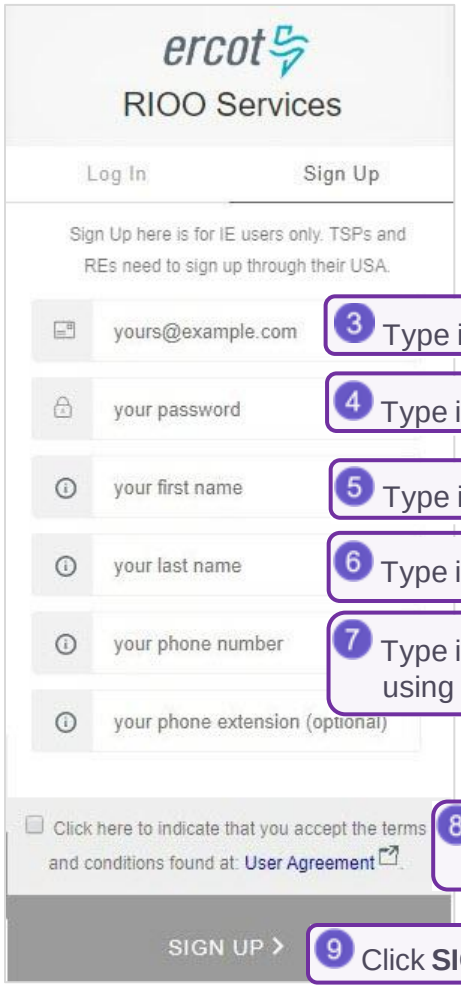
Access the RIOO Services from the ERCOT Website



Access the Sign Up Page



Complete the Sign Up Page



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.

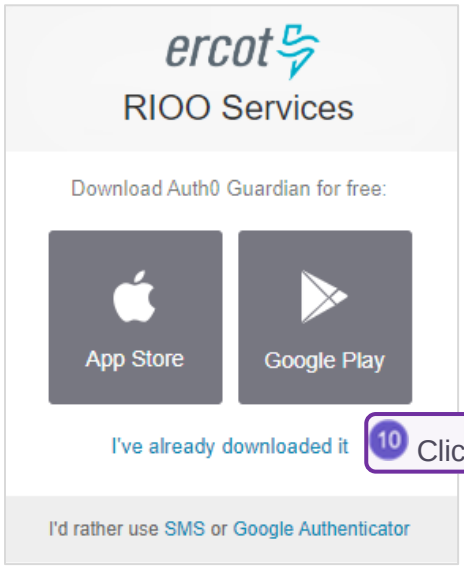
6 Type in your last name.

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 >**.

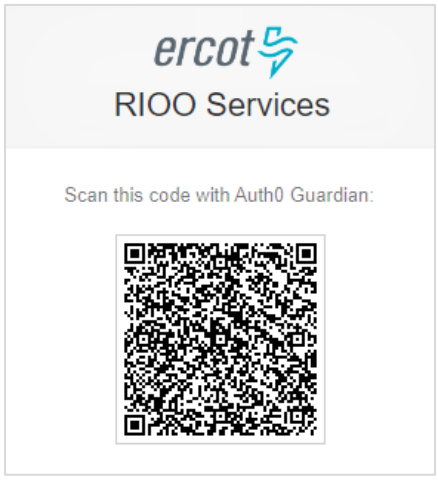
Confirm Auth0 Guardian as the Authentication Method



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.

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

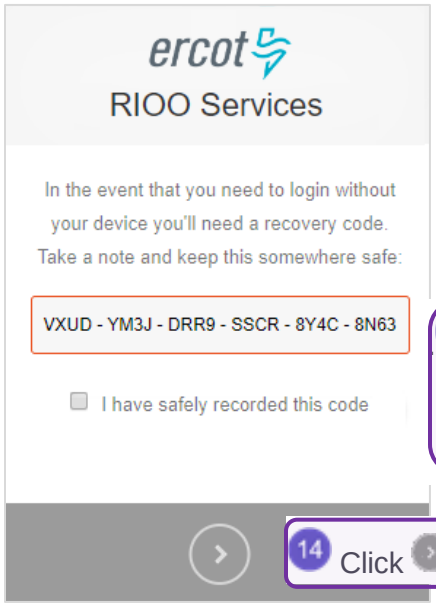
Scan the Bar Code



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.

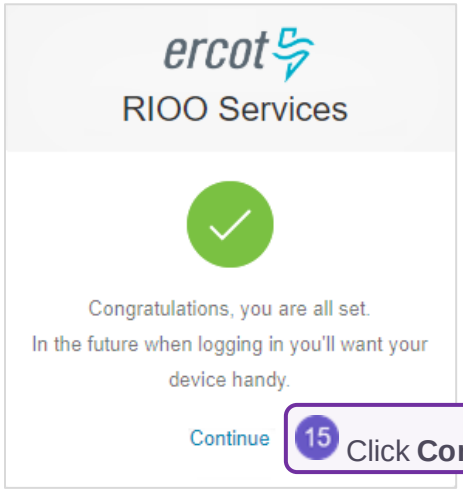
Record Your Recovery Code



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.

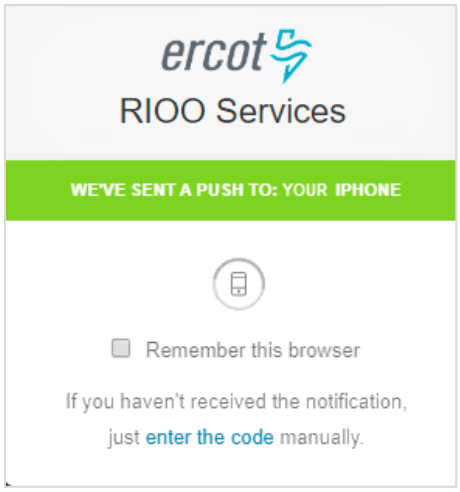
14 Click .

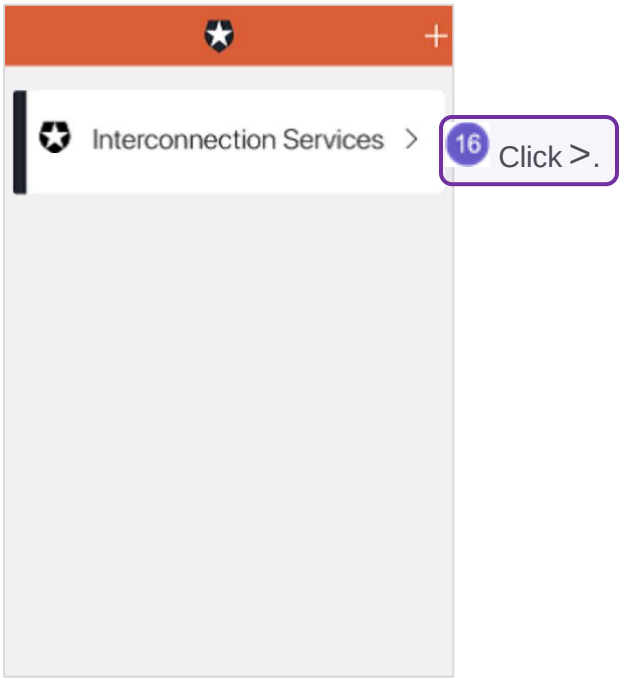
Continue to Next Page



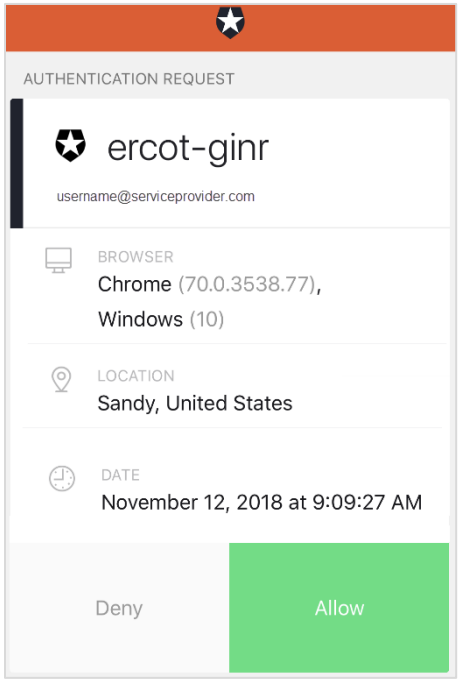
15 Click **Continue**.

Respond to Push Message by Checking Your Phone

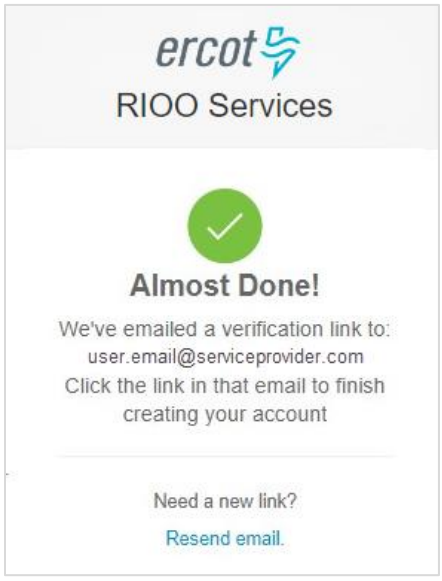




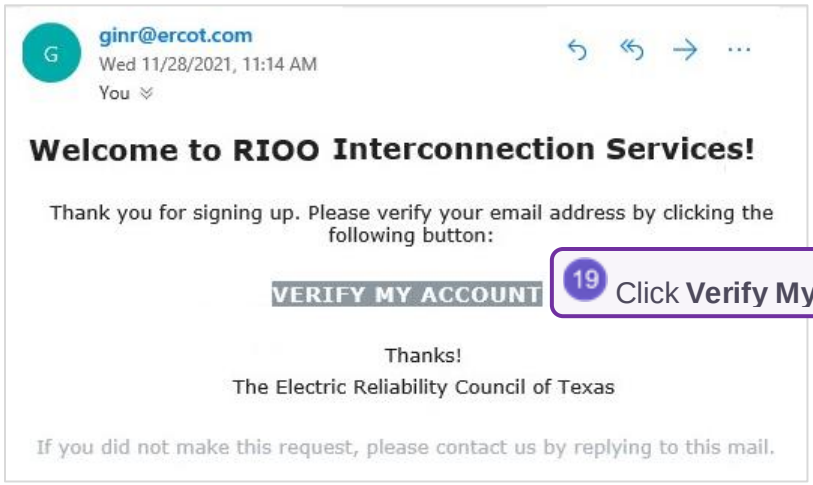
Allow Your Login



Verify Your Account

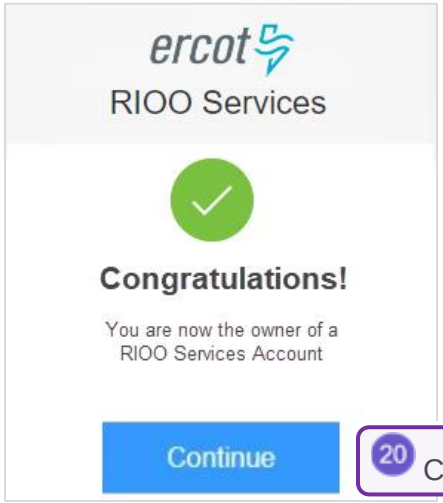


18 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



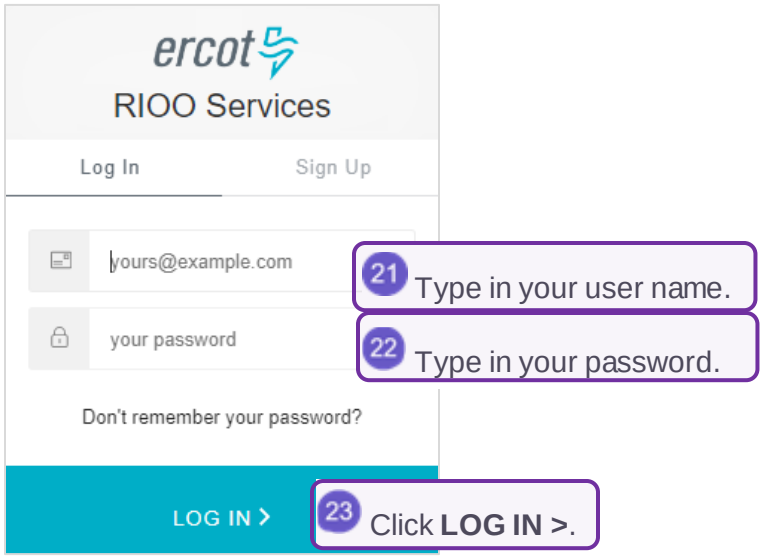
19 Click **Verify My Account**.

Confirm Your Account Was Created

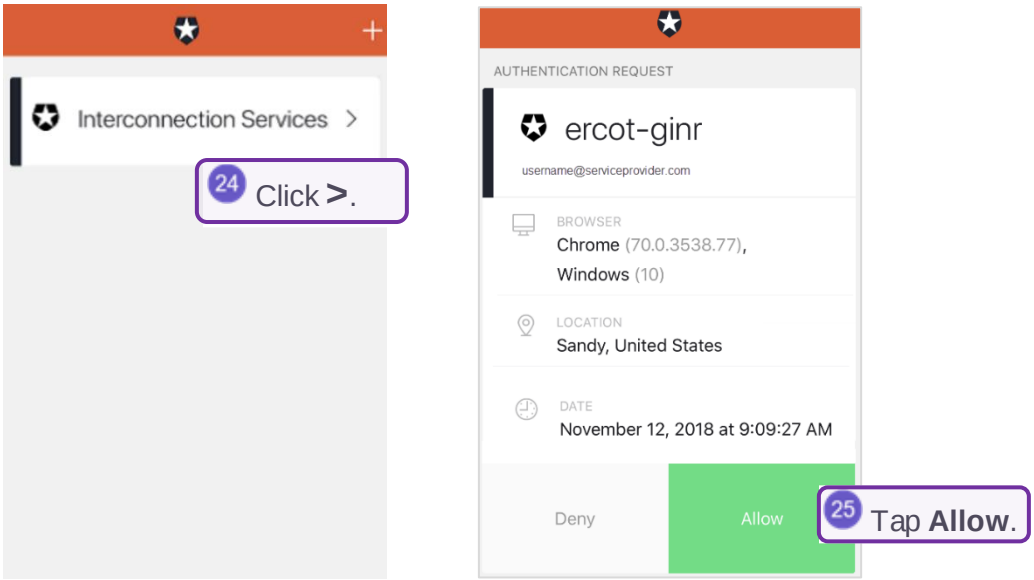


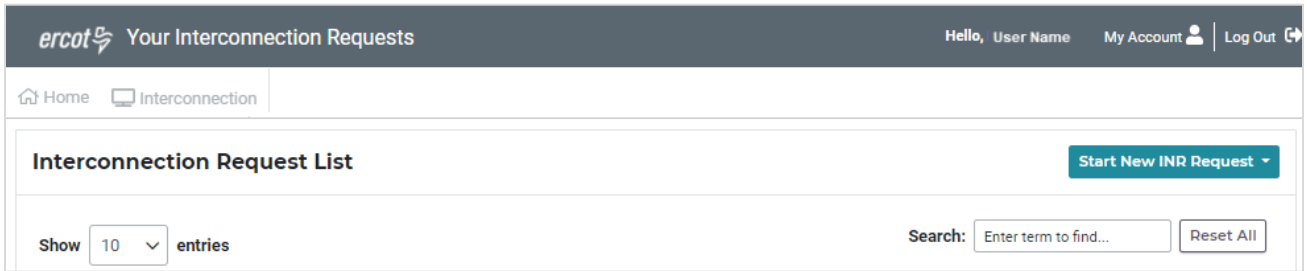
20 Click **Continue**.

Log In To Your New Account



Respond to Push Message by Checking Your Phone

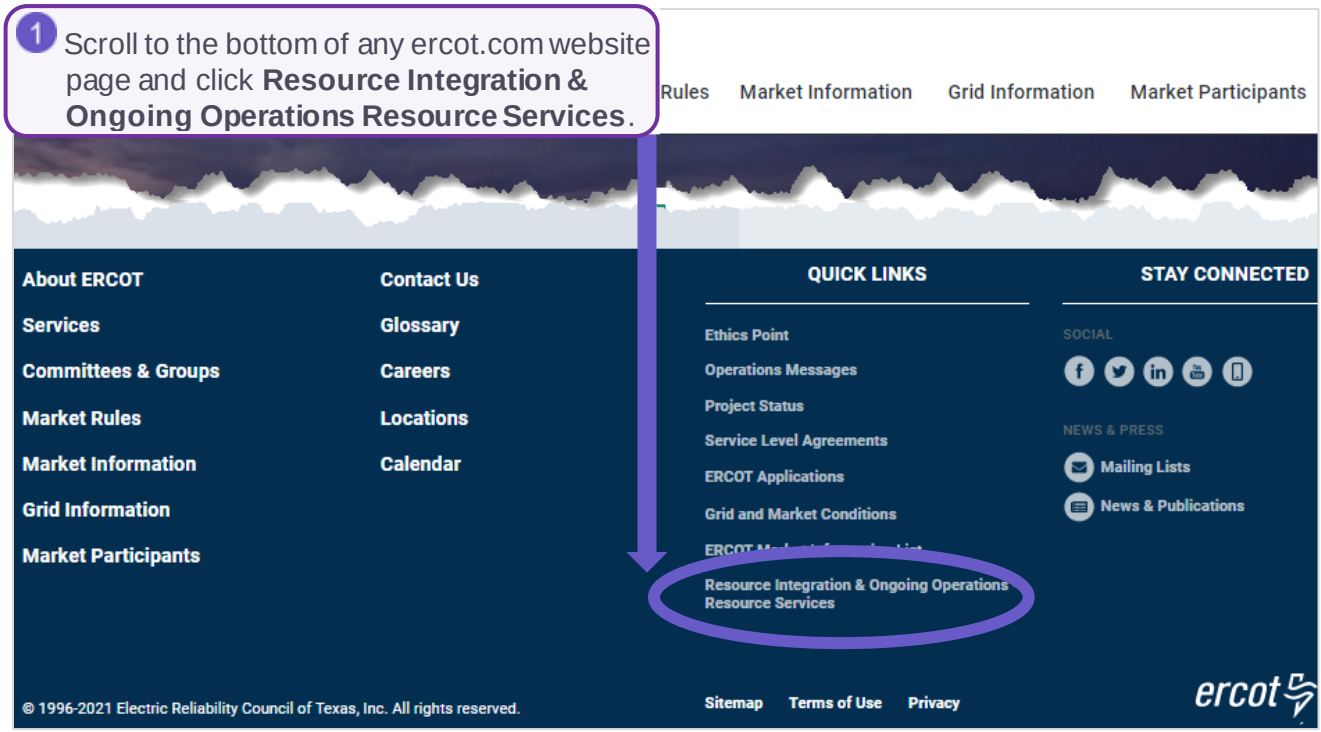




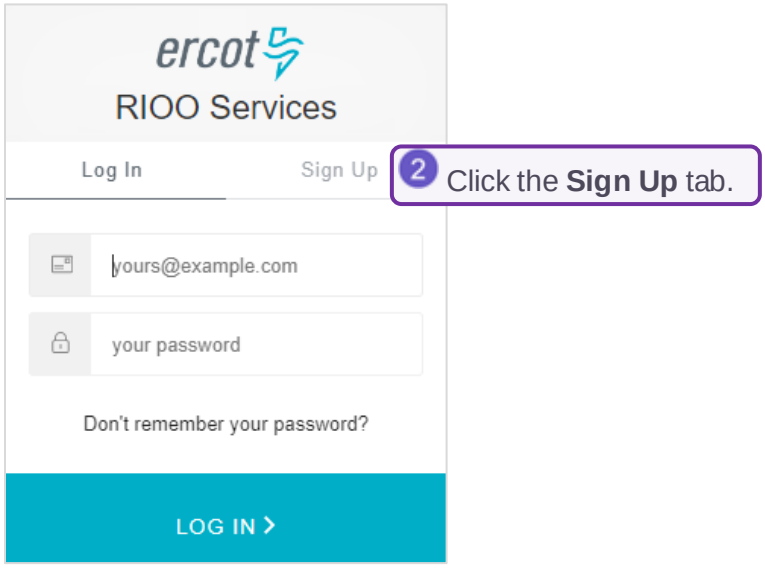
Signing Up and Using the Google Authenticator MFA

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

Access the RIOO Services from the ERCOT Website



Access the Sign Up Page



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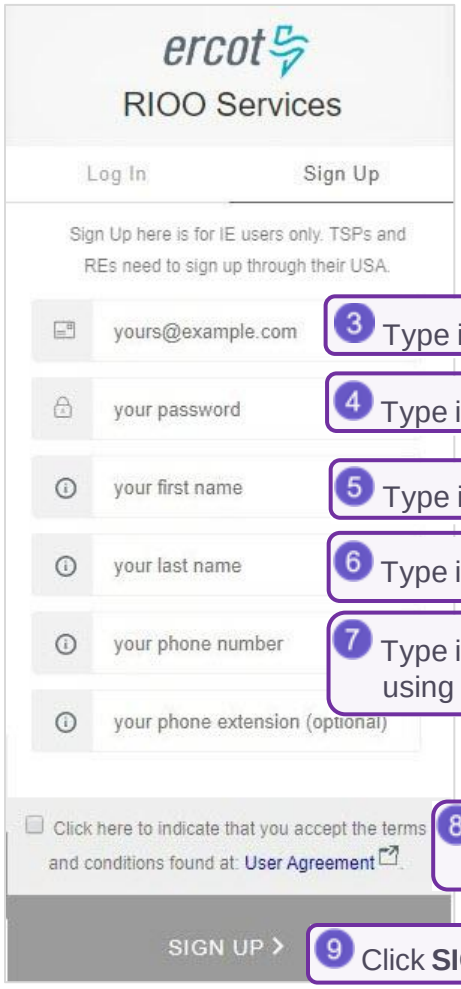

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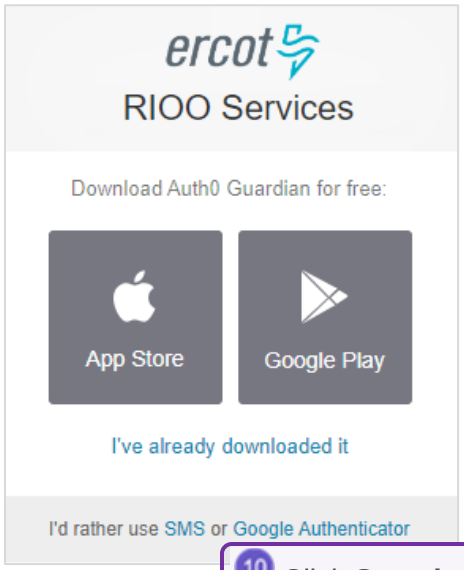
7. Type in the **telephone number** to associate with this account using only the numbers (no spaces).
8. Click the **User Agreement** link, read the information and close the window, and then click the **checkbox**.
9. Click **SIGN UP >**.

Confirm Your Authentication Method



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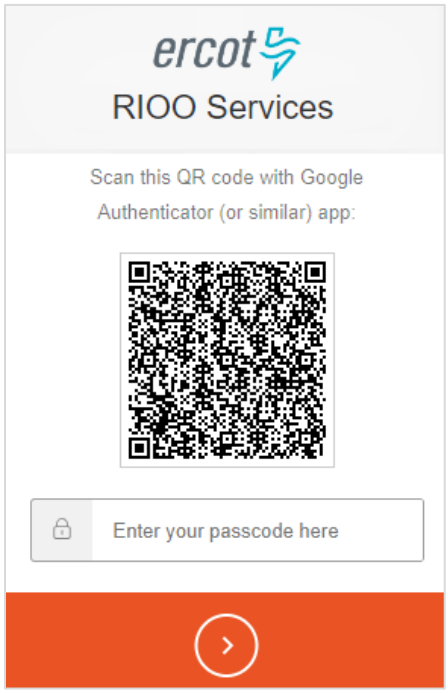

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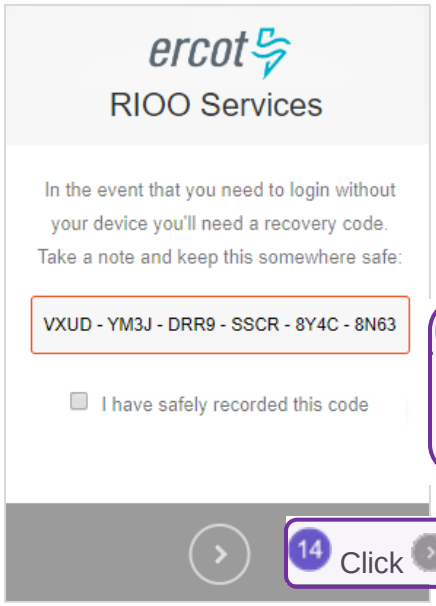

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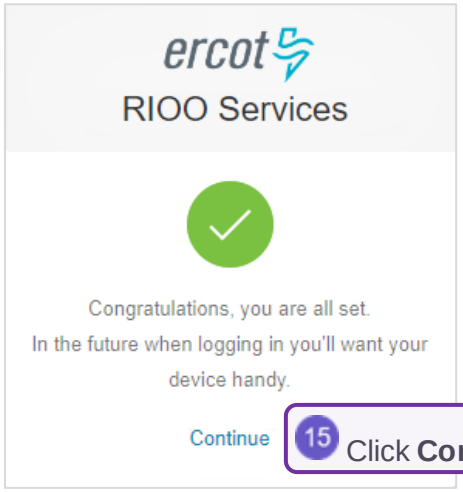

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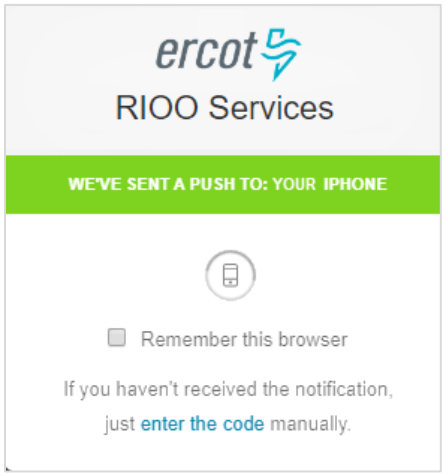
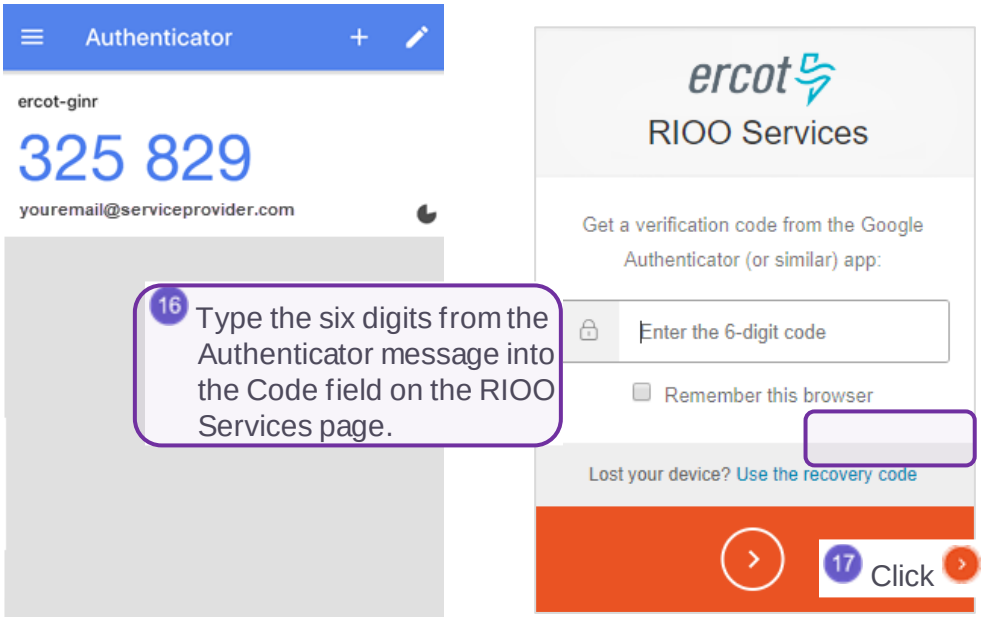
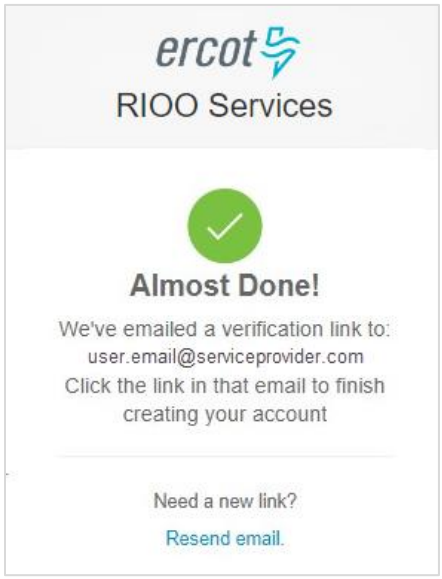




Verify Your Account



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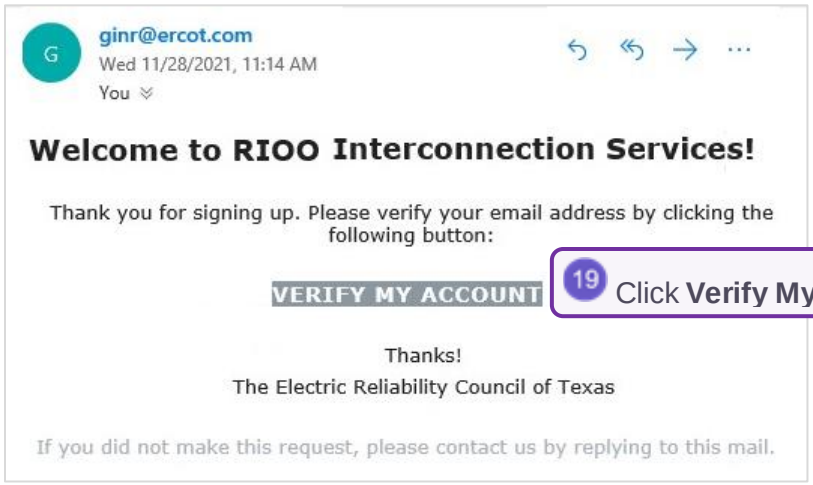

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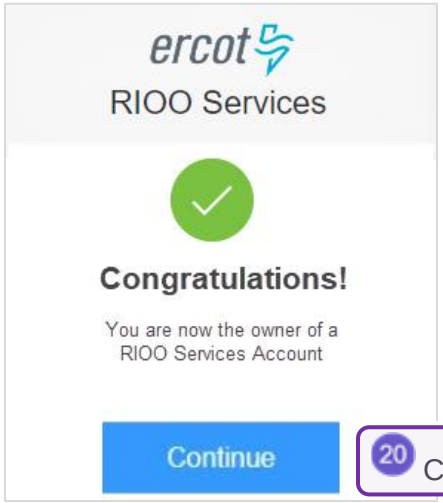

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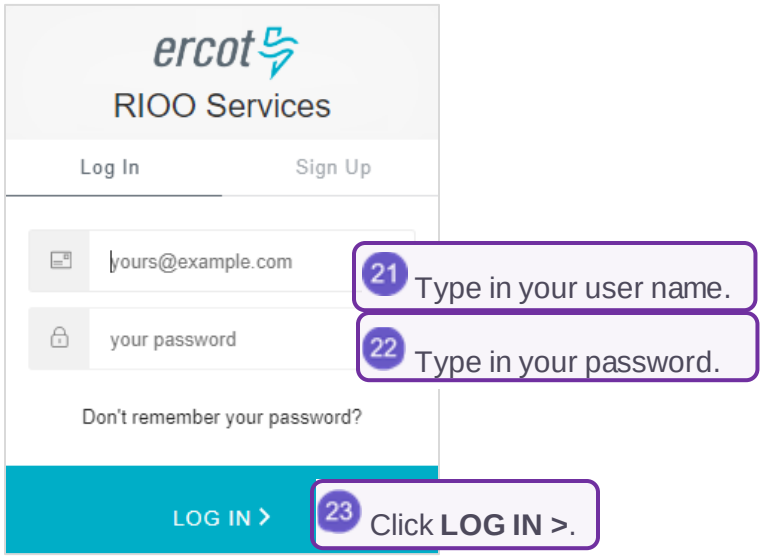
Log In To Your New Account



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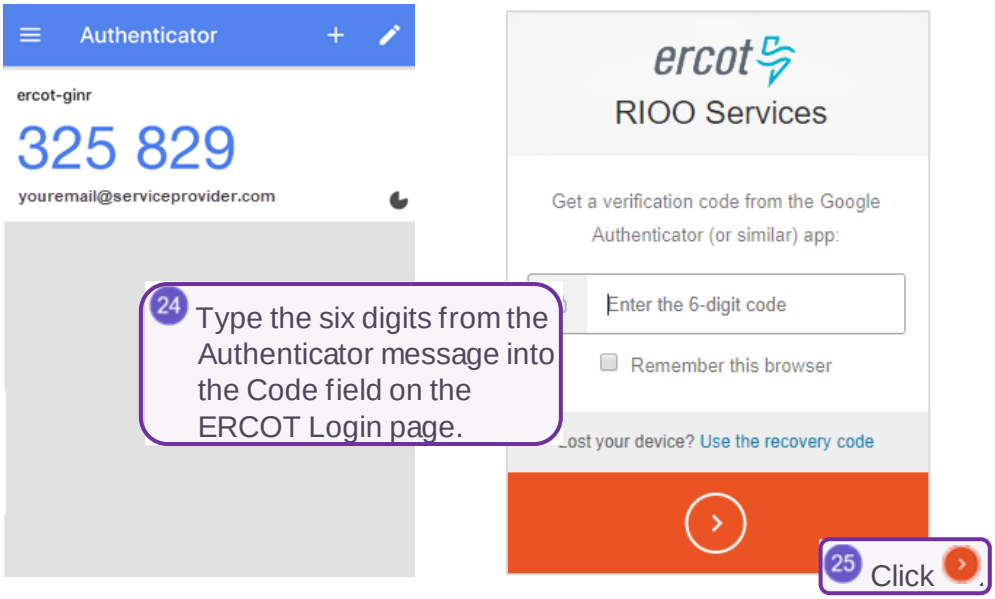

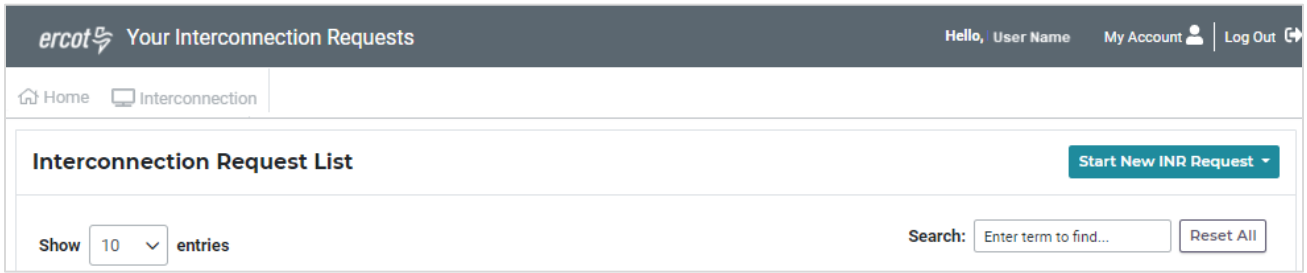

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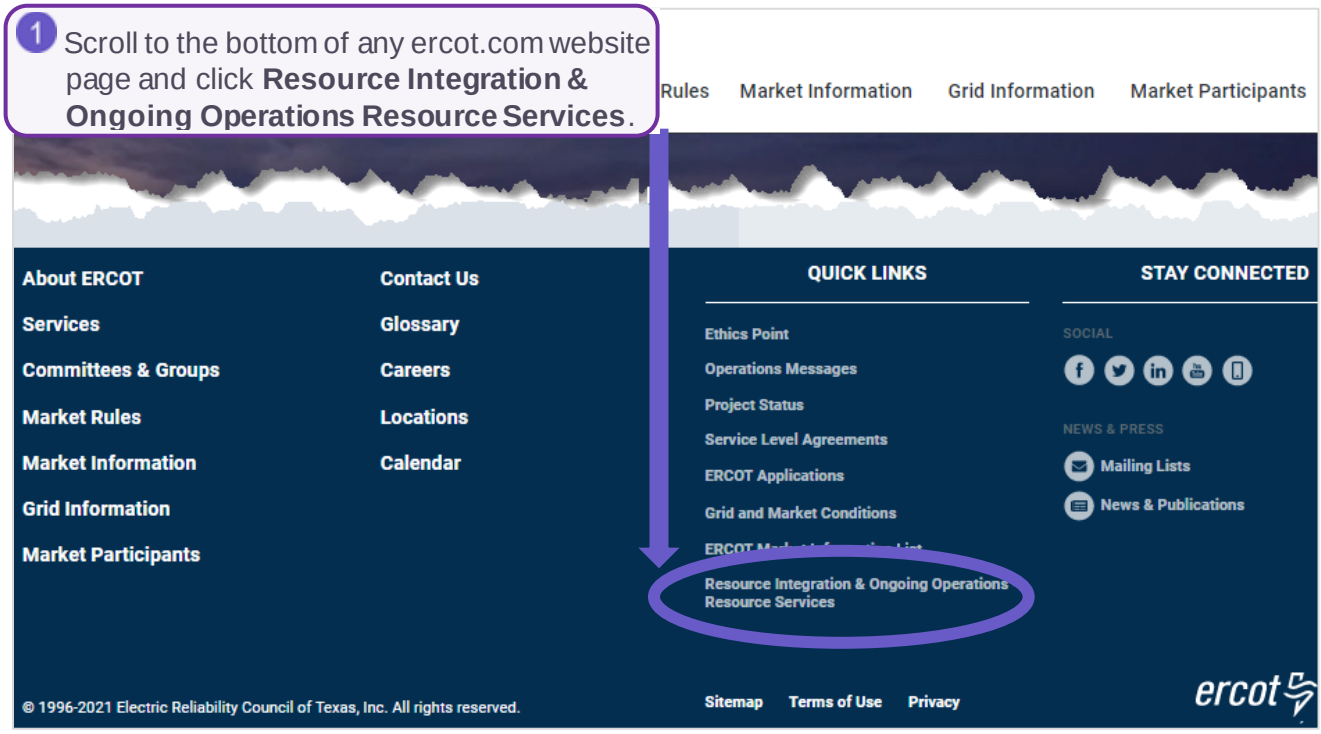

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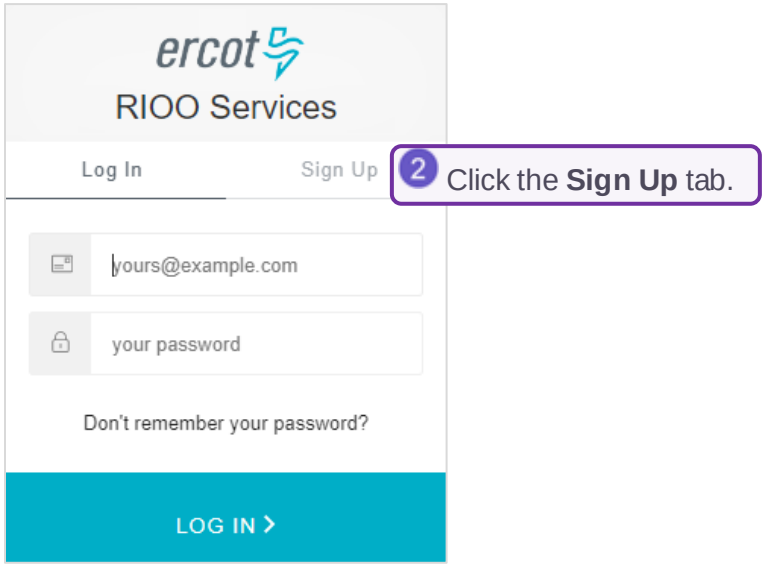

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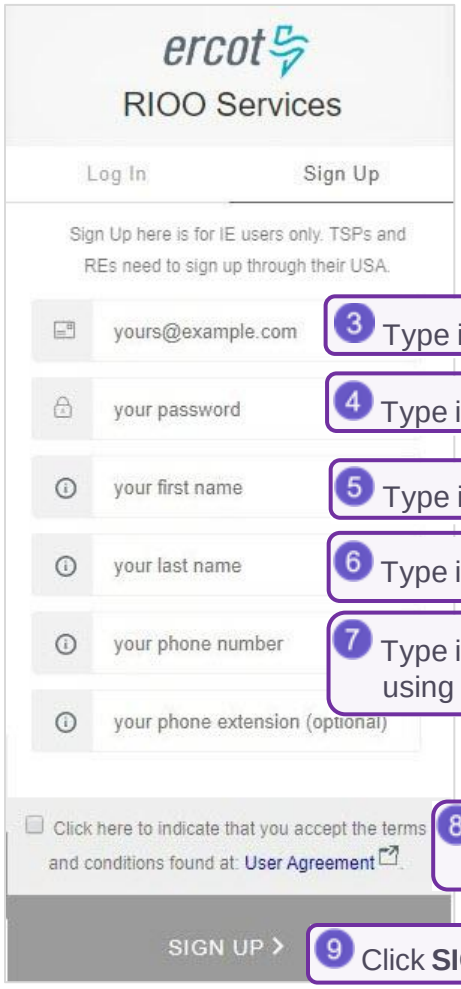

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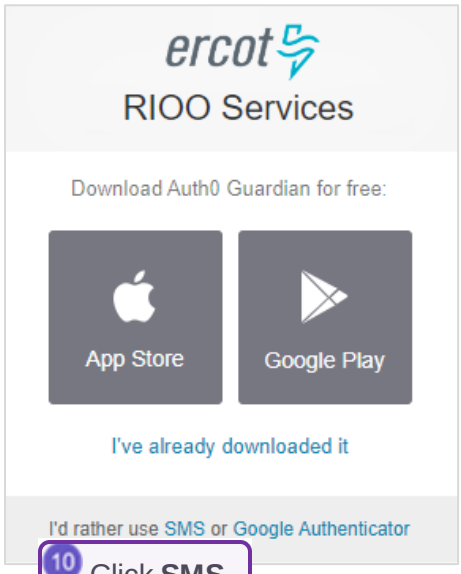
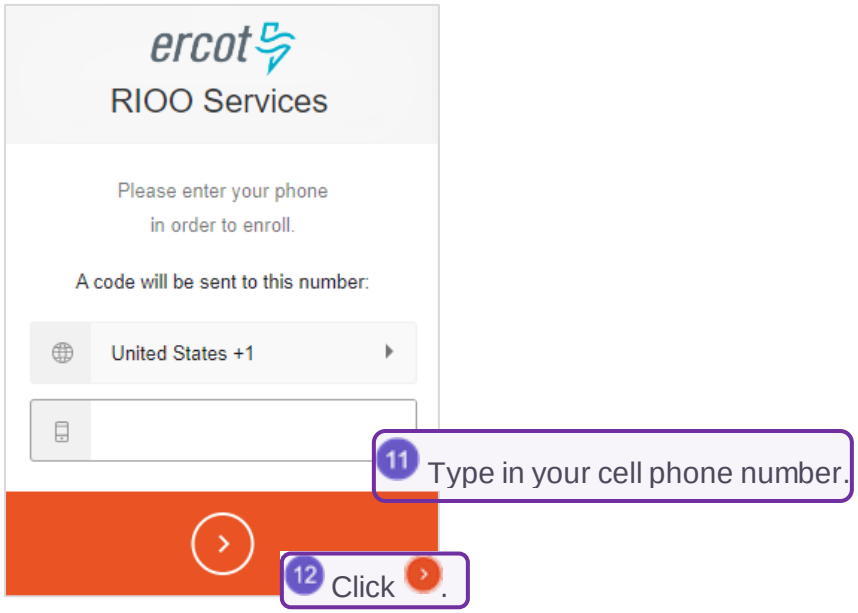
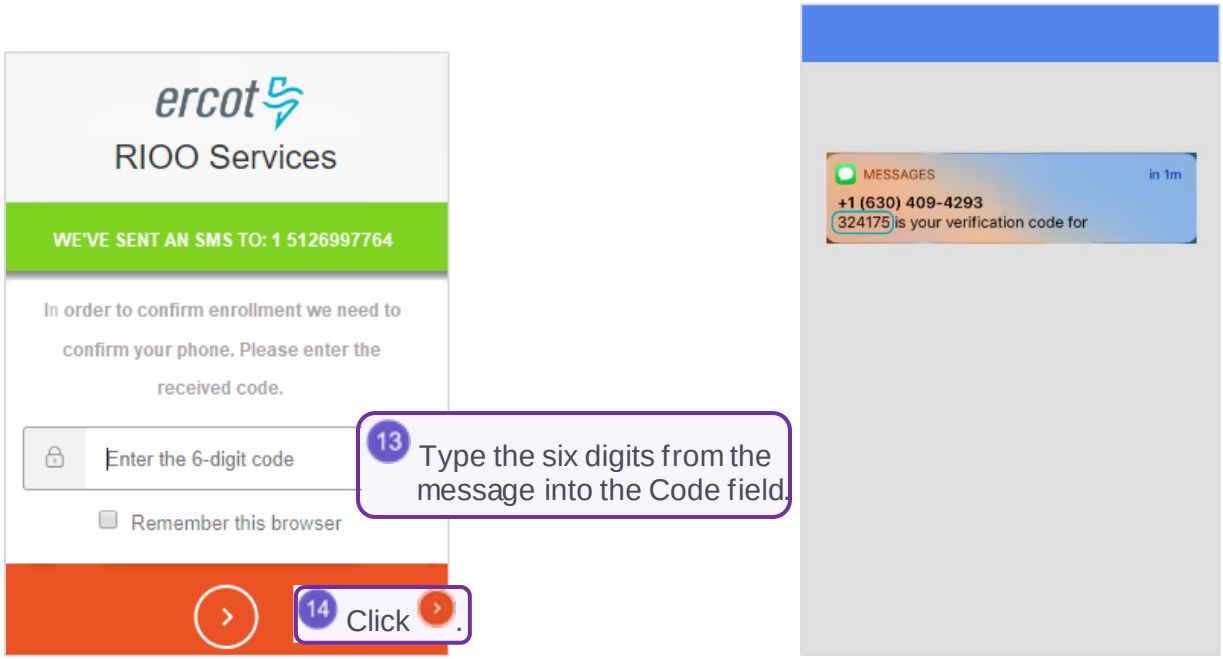


10. Click **SMS**.

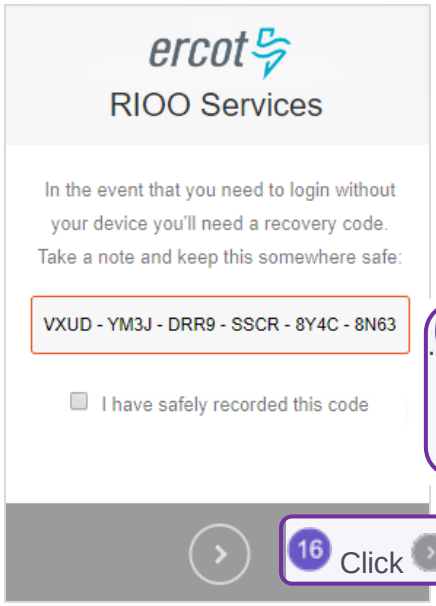
Provide Your Phone Number



Respond to Push Message by Checking Your Phone



Record Your Recovery Code



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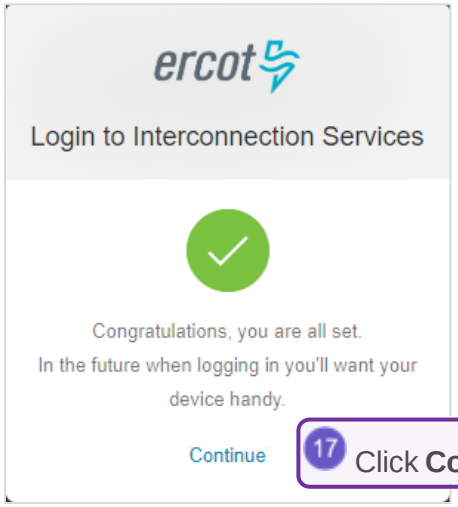
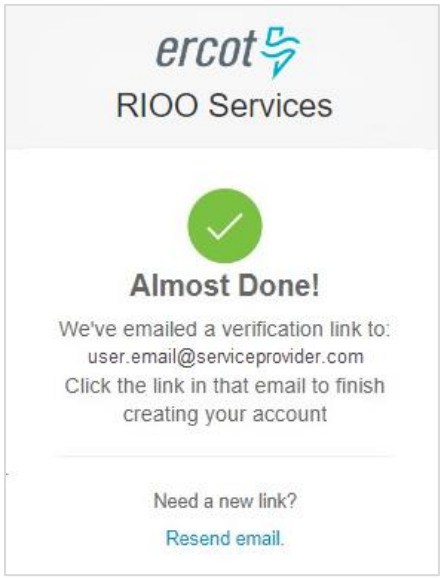
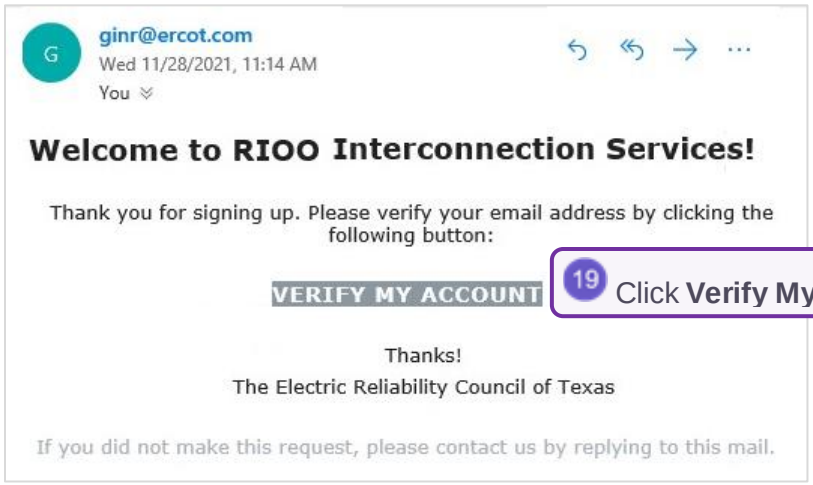


17 Click **Continue**.

Verify Your Account

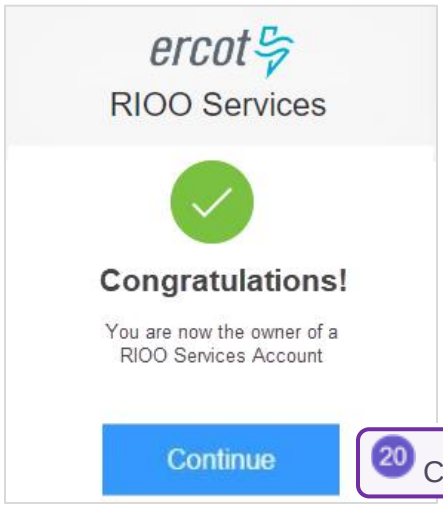


18 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



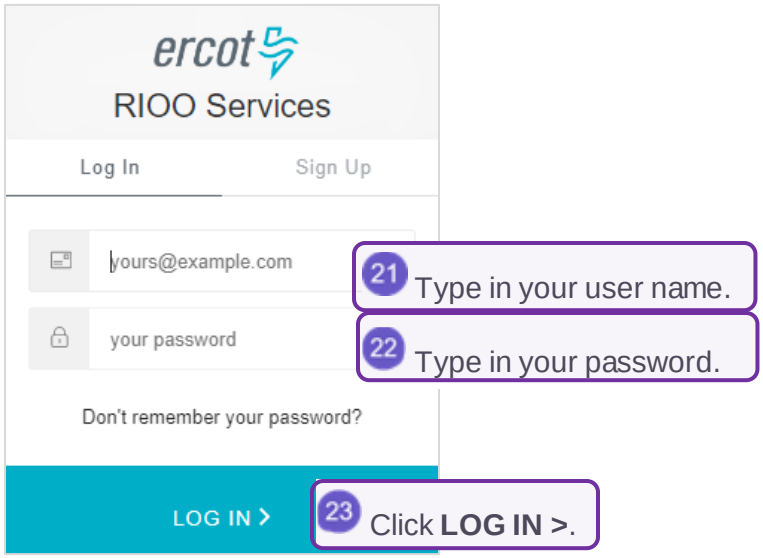
19 Click **Verify My Account**.

Confirm Your Account Was Created

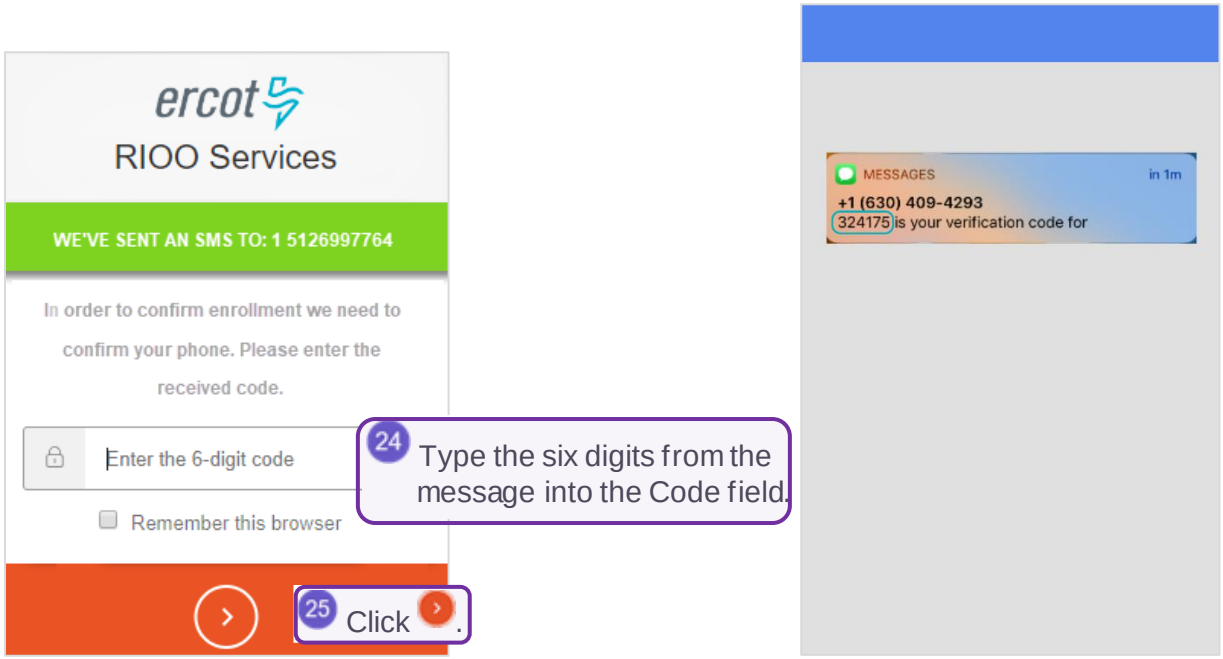


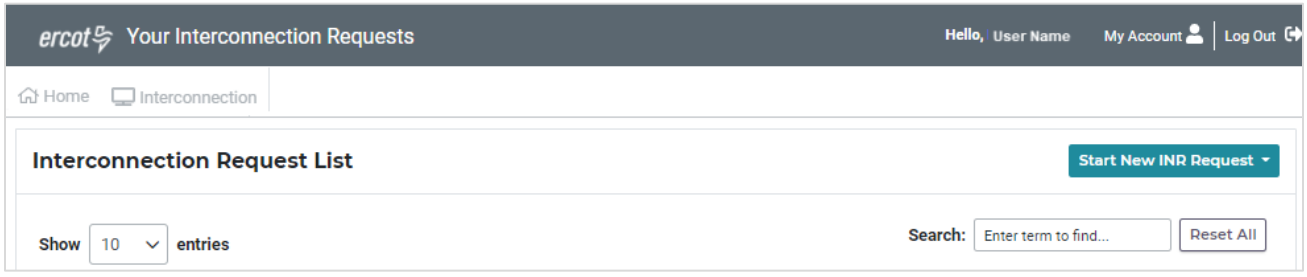
20 Click **Continue**.

Log In To Your New Account



Respond to Push Message by Checking Your Phone





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