Managing Your RIOO Services
User Account

Version 12.31.21
ERCOT RIOO Interconnection Services Release Notes

December 17, 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.

About this Guide

This guide provides information about changing your personal account information in the RIOO - IS app, your mobile phone, and your multifactor (MFA) login access.

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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Managing Your RIOO – IS User Account

Managing your RIOO account involves updating your contact name and phone number as well as changing your multifactor authentication (MFA) method used to authenticate your login.

Your Account page enables you to update your name and to request a password change.

You cannot change your email address since it is the username on your account.

If your phone number changes or you get a new phone, you must enroll your phone again in the MFA that associates your device with RIOO-IS. You must submit a Help Desk ticket to request reset of your MFA. 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 MFA app and device again.

If you want to change the MFA app you signed up with to another one, you can also submit a Help Desk ticket to request the MFA reset.

REs and TSPs must also submit a HelpDesk ticket requesting to change the phone number in your MPIM profile.
Changing Your Password

To change your password, you must request a new password.

Display Your Account Information

1. Click My Account.

Click Change My Password

2. Click Change My Password.

Read Password Change Message

3. Click dashboard.
Open Your Email and Locate the Email Message

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.

4. Click 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.

Fill Out the Password Page

5. Type in your new password

6. Type in the password again.

7. Click.
Updating Your Name

You can edit your name to update it or fix typographical errors.

Display Your Account Information

Edit Your Personal Information

My Account Information

<table>
<thead>
<tr>
<th>Your personal information</th>
<th>Your password</th>
<th>Need Help?</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Ext.</td>
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</tbody>
</table>

Need Help?
Please Contact ERCOT's Helpdesk:
+1 (512) 248-6800
helpdesk@ercot.com
Update Your Name

![Image of Your Interconnection Requests page with updated personal information]

View Successfully Changed Message

![Image of Your Interconnection Requests page with updated account information and a message indicating successful change]

Your account has been updated. Click here to return to your dashboard.
Managing Your RIOO Services Account

Changing the MFA App Associated With Your Phone

If you get a new phone with a new phone number, you must register your new phone with your login multifactor authentication (MFA) app to associate it with RIOO – IS. This involves sending a Help Desk ticket to request reset of your MFA. The processes for enrolling your device in the MFA are described in this section.

REs and TSPs must also submit a HelpDesk ticket requesting to change the phone number in your MPIM profile.

Changing in Auth0 Guardian MFA

After submitting a HelpDesk request to reset your MFA for RIOO Interconnection Services, you should receive the email invitation to enroll the new device (phone).

Open the Email Invitation to Enroll Your Device

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

An administrator at ERCOT has invited you to enroll a device.

Click Enroll Your Device.
Complete the Authentication Method Page

Scan the Bar Code

3 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.

4 Position your phone over the bar code on your computer screen until the bar code border turns green (which indicates it was scanned).
Record Your Recovery Code

Copy this code and paste it into a text file (like RIOO-IS Auth0 Recovery Code).

Continue to Next Page

Click the Continue link.
Respond to Push Message by Checking Your Phone

Finish the Change

Tap Allow.
Changing the MFA App Associated With Your Phone

Changing in Google Authenticator

Open the Email Invitation to Enroll Your Device

An administrator at ERCOT has invited you to enroll a device.

Complete the Authentication Method Page

Download Auth0 Guardian for free:

Click Google Authenticator.
Scan the Bar Code

3. 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.

4. Position your phone over the bar code on your computer screen until the bar code border turns green (which indicates it was scanned).

Continue to the Next Page

3. Click **Continue**.

Congratulations, you are all set. In the future when logging in you’ll want your device handy.
Respond to Push Message by Checking Your Phone

6. Go to your phone and locate the Google Authenticator message.

Enter Code

7. Type the six digits from the Authenticator message into the Code field on the ERCOT page.

8. Click to display your list page.
Changing in SMS Text Authentication

Open the Email Invitation to Enroll Your Device

An administrator at ERCOT has invited you to enroll a device.

Complete the Authentication Method Page

Click SMS.

Download Auth0 Guardian for free:

I've already downloaded it

I'd rather use SMS or Google Authenticator
Provide Your Phone Number

Please enter your phone in order to enroll.

A code will be sent to this number:

United States +1

Respond to Push Message by Checking Your Phone

Go to your phone and locate the Google Authenticator message
**Enter Code**

7. Type the six digits from the Authenticator message into the Code field on the ERCOT page.

8. Click to display your list page.