

# **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](http://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*

# Table of Contents

Managing Your RIOO – IS User Account .....	1
Changing Your Password.....	2
Updating Your Name.....	4
Changing the MFA App Associated With Your Phone.....	6
Changing in Auth0 Guardian MFA .....	6
Changing in Google Authenticator .....	10
Changing in Google Authenticator .....	13

## 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 update your name and to request a password change.

The screenshot displays the 'My Account Information' page. At the top, the header includes the ERCOT logo and 'Your Interconnection Requests' on the left, and 'Hello, [redacted] My Account | Log Out' on the right. The main content area is titled 'My Account Information' and is divided into two sections: 'Your personal information' and 'Your password'. Under 'Your personal information', there are three fields: 'Full Name' (Maloney Lyn) with an 'Edit' button, 'Email Address' (lynretest1g@outlook.com), and 'Phone' (512-248-5000) with an 'Ext.' field. Under 'Your password', there is a 'Change my Password' button. To the right, there is a 'Need Help?' section with contact information for ERCOT's Helpdesk: +1 (512) 248-6800 and helpdesk@ercot.com.

You cannot change your email address since it is the user name 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.

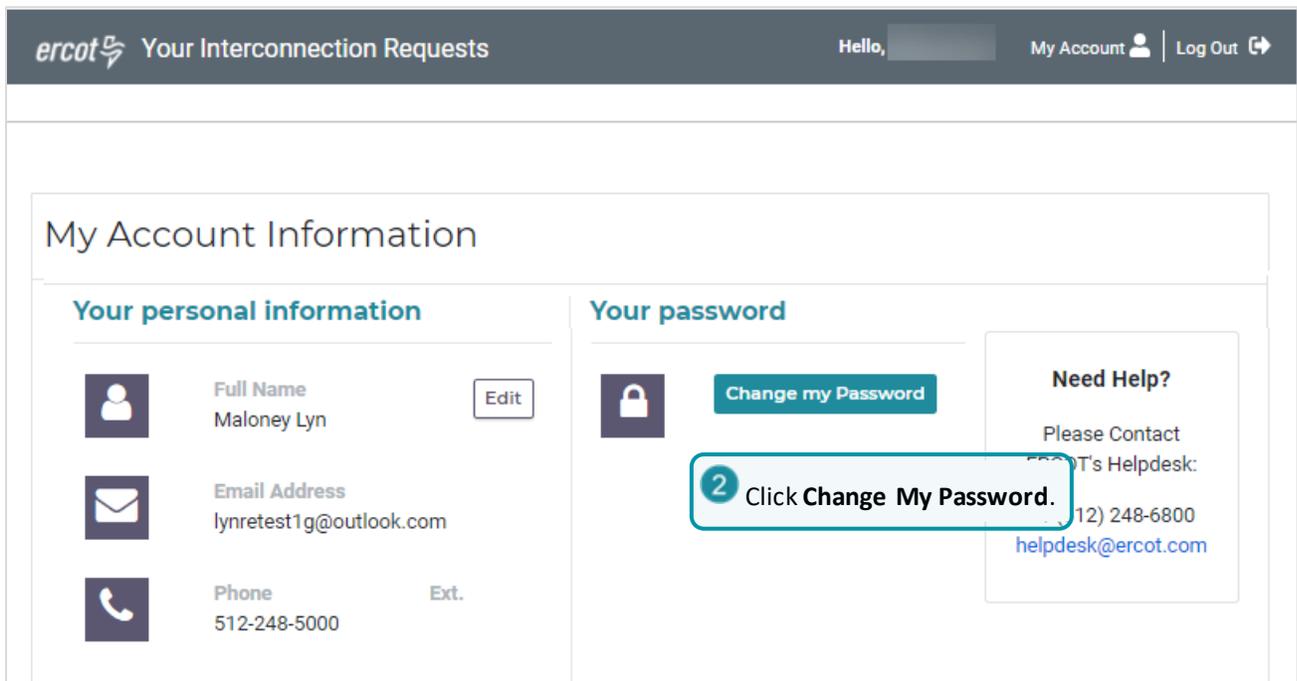
# Changing Your Password

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

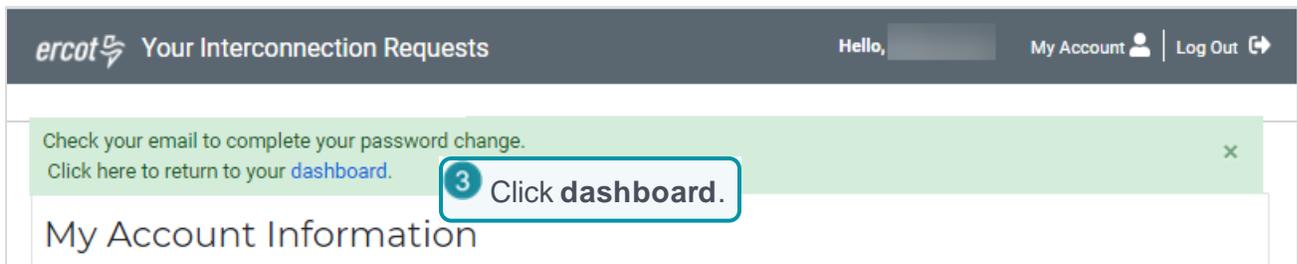
## Display Your Account Information



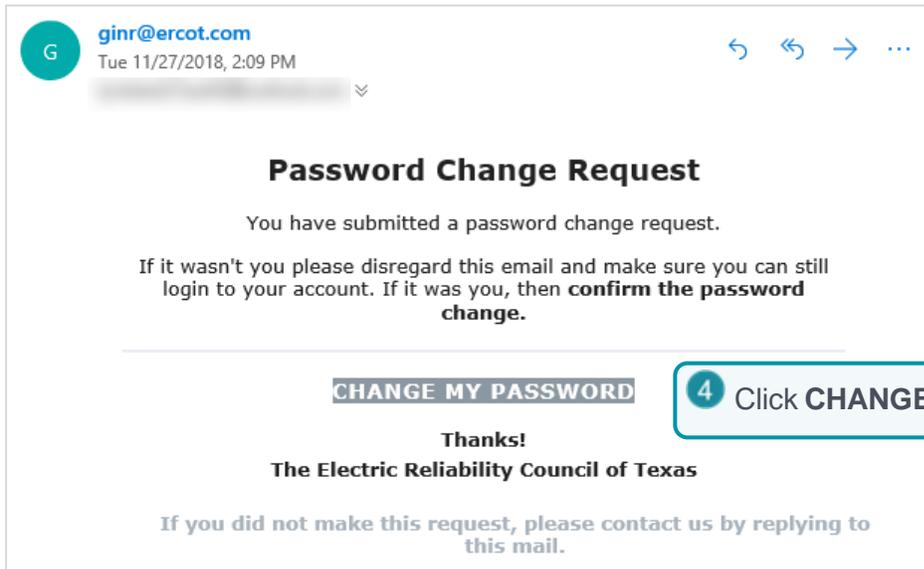
## Click Change My Password



## Read Password Change Message

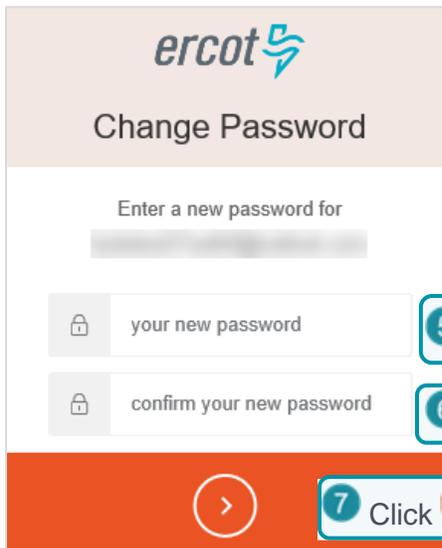


## Open Your Email and Locate the Email Message



4 Click CHANGE MY PASSWORD.

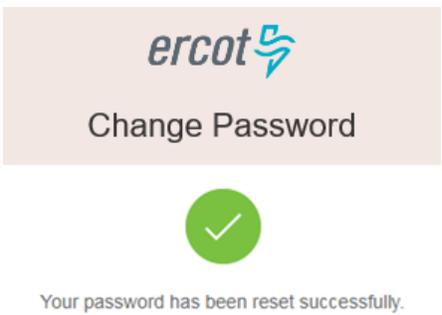
## Fill Out the Password Page



5 Type in your new password

6 Type in the password again.

7 Click [arrow button]



# Updating Your Name

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

## Display Your Account Information

ercot Your Interconnection Requests Hello, [Redacted] My Account [User Icon] Log Out [Logout Icon]

## Edit Your Personal Information

ercot Your Interconnection Requests Hello, [Redacted] My Account [User Icon] Log Out [Logout Icon]

---

### My Account Information

Your personal information		Your password	
	<b>Full Name</b> Maloney Lyn <span>Edit</span>		<span>Change my Password</span>
	<b>Email Address</b> lynretest1g@outlook.com		
	<b>Phone</b> <b>Ext.</b> 512-248-5000		

**Need Help?**

Please Contact  
ERCOT's Helpdesk:

+1 (512) 248-6800  
[helpdesk@ercot.com](mailto:helpdesk@ercot.com)

## Update Your Name

**ercot** Your Interconnection Requests Hello, [User] My Account [User] Log Out [User]

### My Account Information

#### Your personal information

**First Name**  
Maloney

**Last Name**  
Lyn

**Email Address**  
lynretest1g@outlook.com

**Phone**  
512-248-5000

**Extension**

Cancel Save

#### Your password

Change my Password

#### Need Help?

Please Contact  
ERCOT's Helpdesk:  
+1 (512) 248-6800  
[helpdesk@ercot.com](mailto:helpdesk@ercot.com)

## View Successfully Changed Message

**ercot** Your Interconnection Requests Hello, [User] My Account [User] Log Out [User]

Your account has been updated.  
[Click here to return to your dashboard.](#)

### My Account Information

#### Your personal information

**Full Name** Maloney Lyn Edit

**Email Address**  
lynretest1g@outlook.com

**Phone** 512-248-5000 **Ext.**

#### Your password

Change my Password

#### Need Help?

Please Contact  
ERCOT's Helpdesk:  
+1 (512) 248-6800  
[helpdesk@ercot.com](mailto:helpdesk@ercot.com)

## Changing the MFA App Associated With Your Phone

---

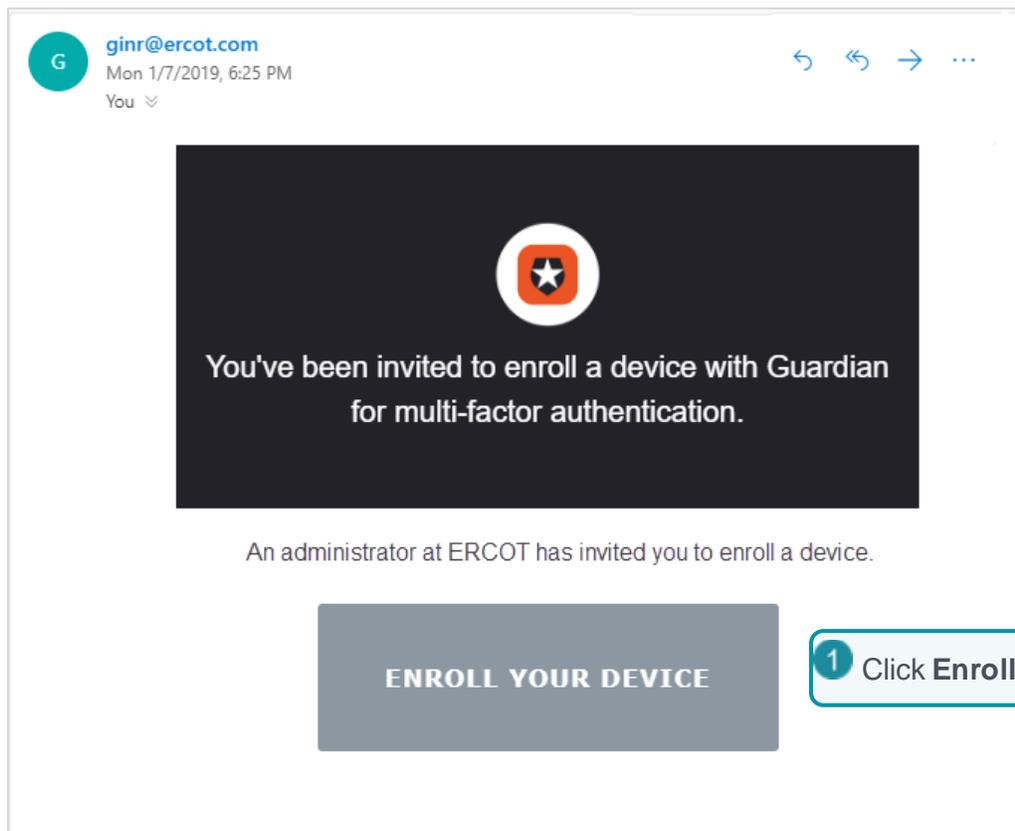
If you get a new phone with a new phone number, you must register your new phone with your login multifactor authentication (MFA) app to associate it with RIOO – IS. This involves sending a Help Desk ticket to request reset of your MFA. The processes for enrolling your device in the MFA are described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

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

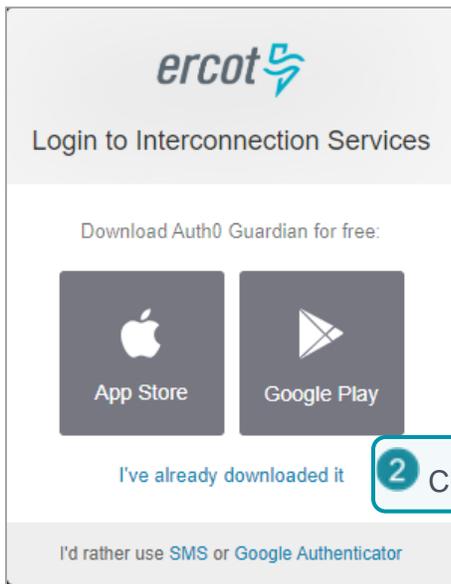
## Changing in Auth0 Guardian MFA

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

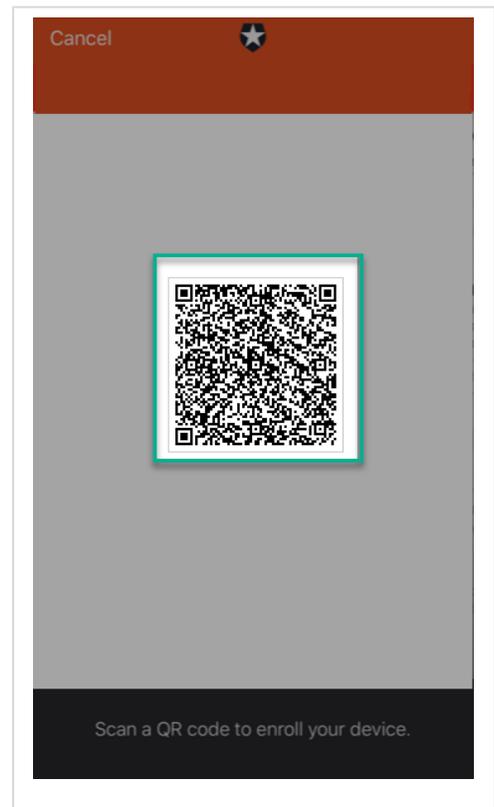
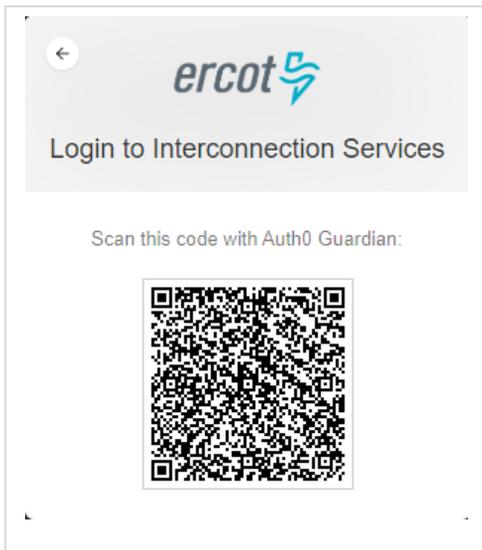


## Complete the Authentication Method Page



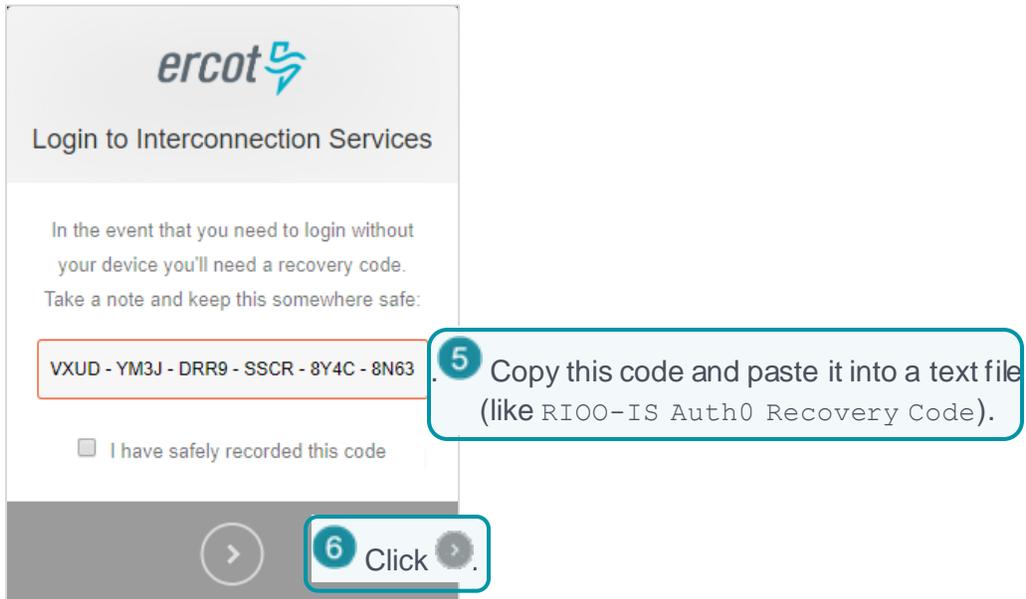
2 Click I've already downloaded it.

## Scan the Bar Code



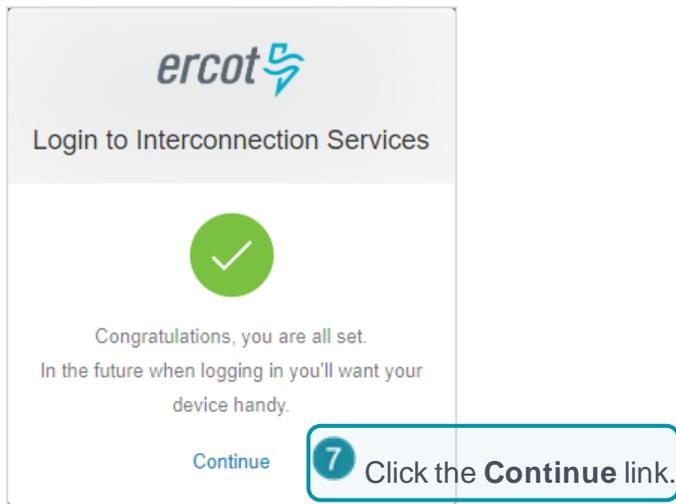
- 3 When this ERCOT bar code page displays on your computer screen, click the  **Auth0 Guardian** app on your phone to open the app to the scanner page.
- 4 Position your phone over the bar code on your computer screen until the bar code border turns green (which indicates it was scanned).

## Record Your Recovery Code



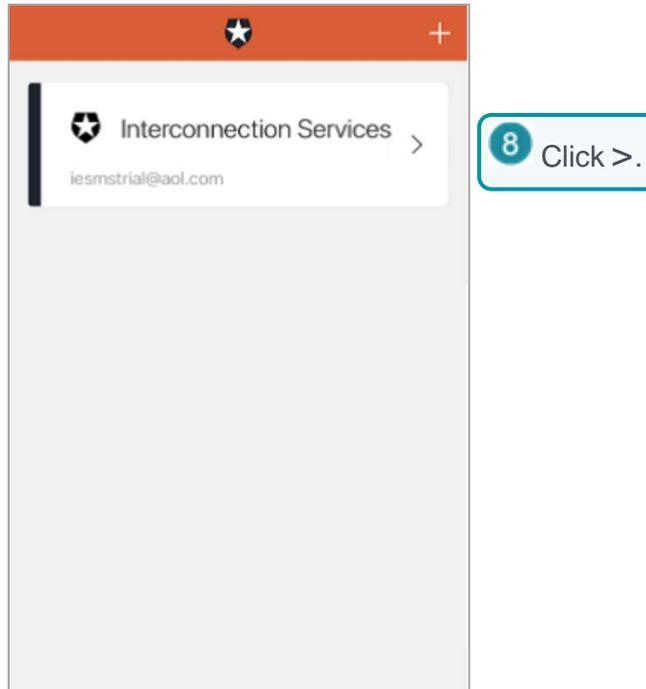
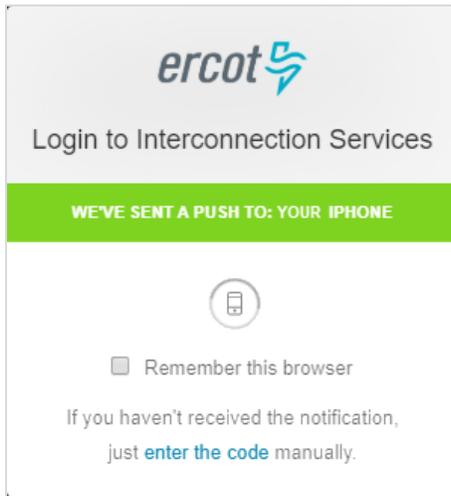
The screenshot shows the ERCOT mobile app interface for recording a recovery code. At the top is the ERCOT logo and the title "Login to Interconnection Services". Below this, a message states: "In the event that you need to login without your device you'll need a recovery code. Take a note and keep this somewhere safe:". A text box contains the recovery code: "VXUD - YM3J - DRR9 - SSCR - 8Y4C - 8N63". A callout box with a blue border and the number "5" points to the code, containing the text: "5 Copy this code and paste it into a text file (like RIOO-IS Auth0 Recovery Code)". Below the code is a checkbox labeled "I have safely recorded this code". At the bottom of the screen is a grey bar with a right-pointing arrow and a "Click" callout box with a blue border and the number "6" pointing to the arrow.

## Continue to Next Page

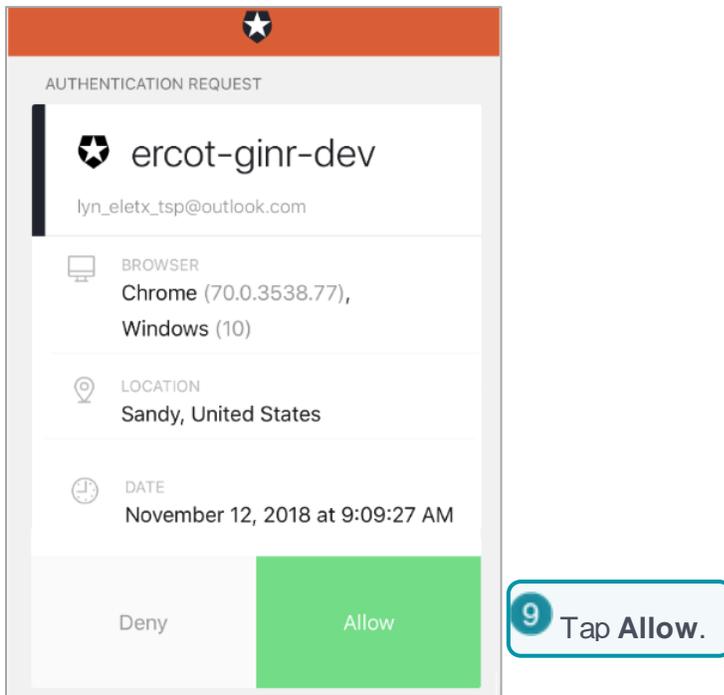


The screenshot shows the ERCOT mobile app interface after successfully recording the recovery code. At the top is the ERCOT logo and the title "Login to Interconnection Services". In the center is a large green circle with a white checkmark. Below this, a message states: "Congratulations, you are all set. In the future when logging in you'll want your device handy." At the bottom is a blue "Continue" link. A callout box with a blue border and the number "7" points to the "Continue" link, containing the text: "7 Click the Continue link."

## Respond to Push Message by Checking Your Phone

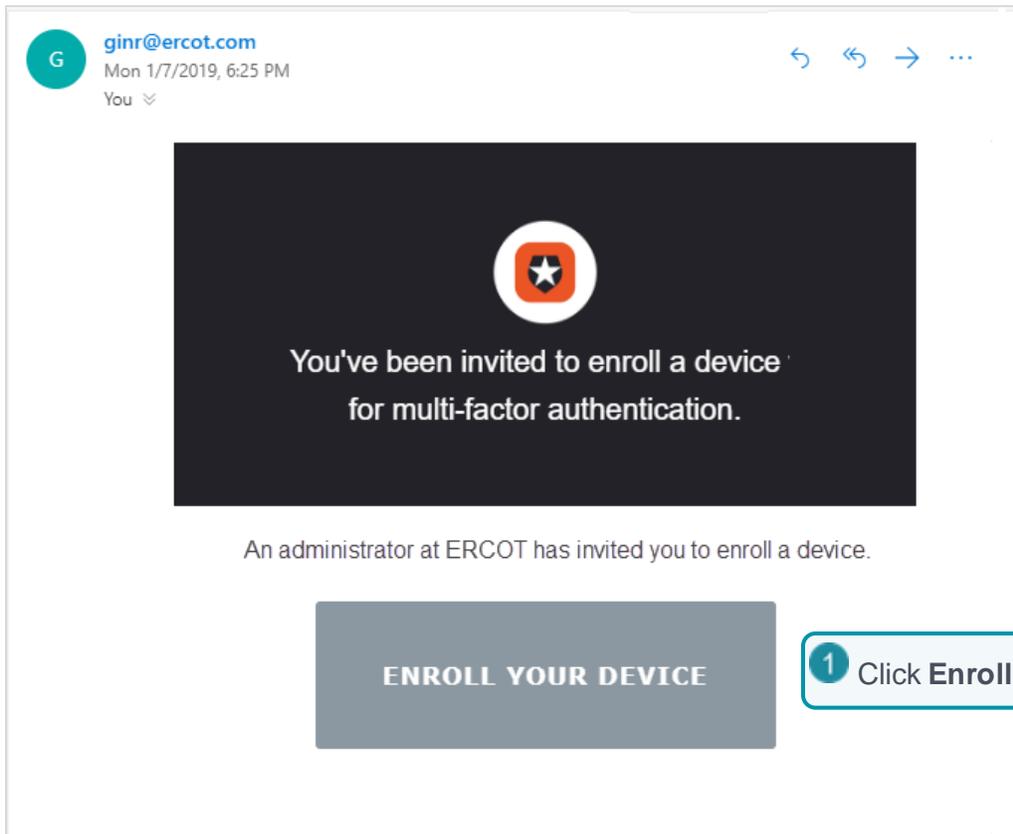


## Finish the Change

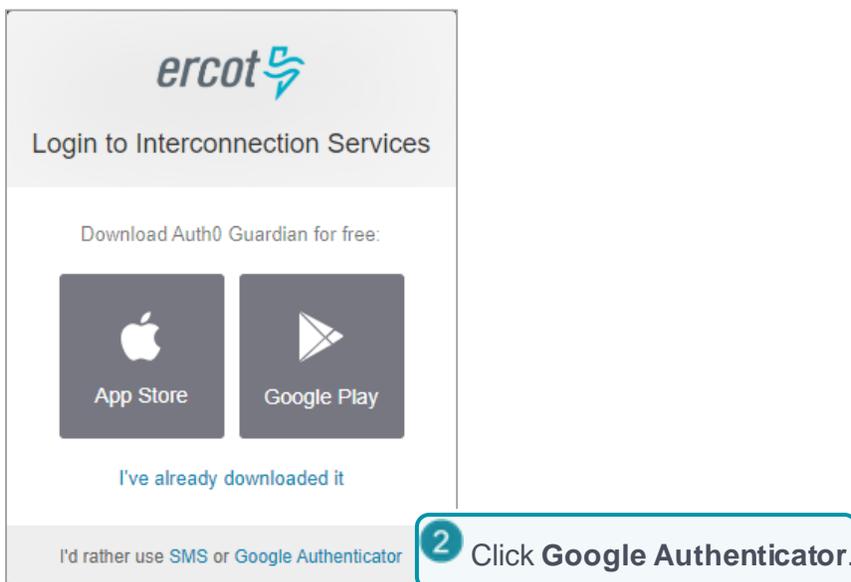


# Changing in Google Authenticator

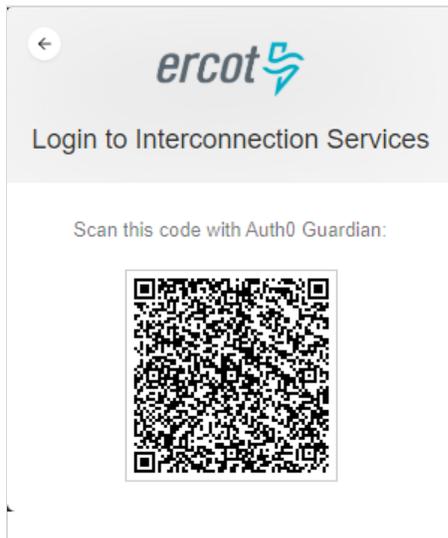
## Open the Email Invitation to Enroll Your Device



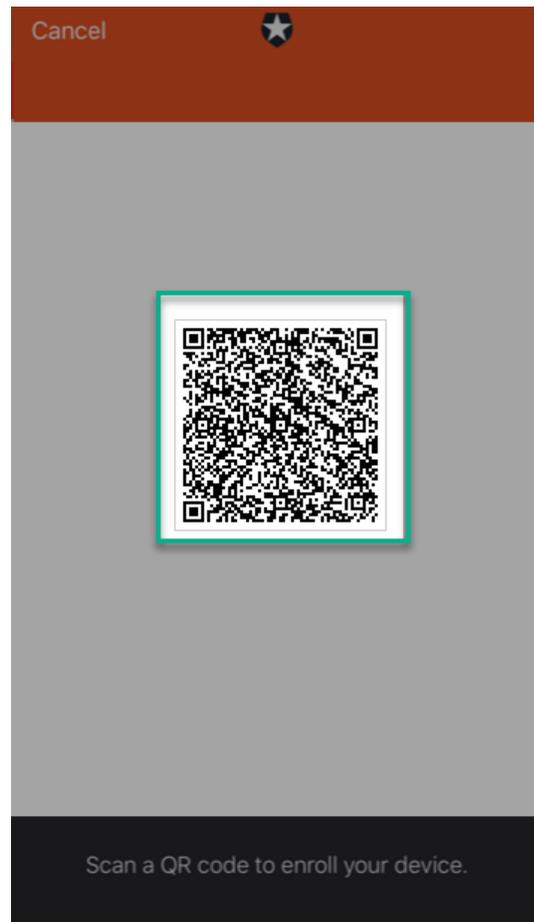
## Complete the Authentication Method Page



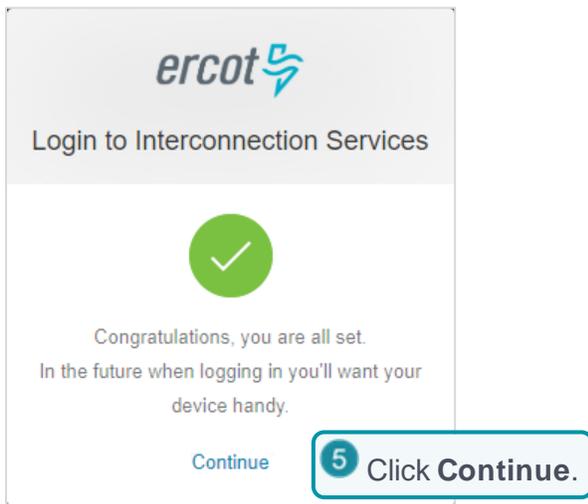
## Scan the Bar Code



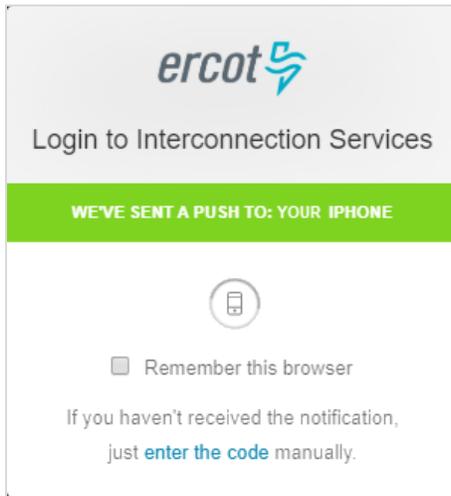
- 3 When this ERCOT bar code page displays on your computer screen, click the  **Auth0 Guardian** app on your phone to open the app to the scanner page.
- 4 Position your phone over the bar code on your computer screen until the bar code border turns green (which indicates it was scanned).



## Continue to the Next Page

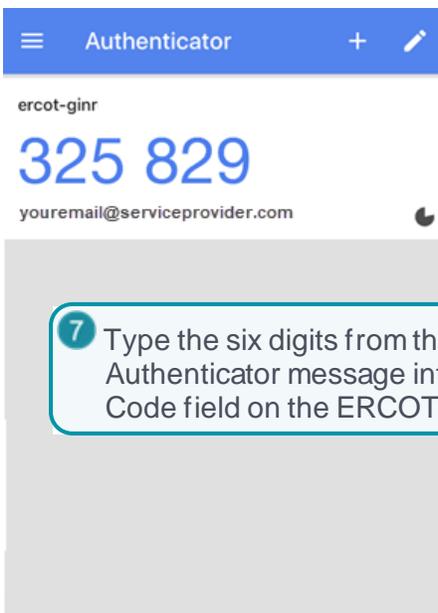


## Respond to Push Message by Checking Your Phone

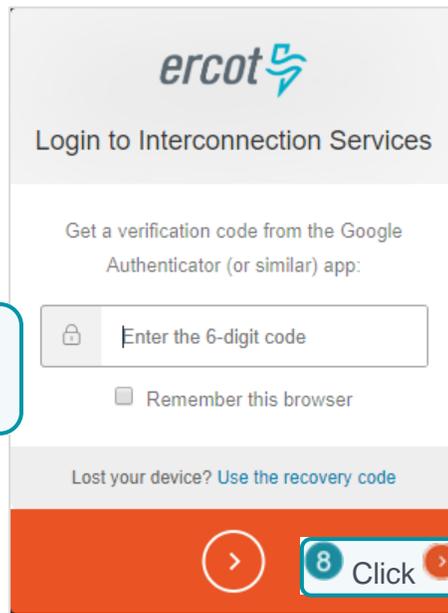


6 Go to your phone and locate the Google Authenticator message

## Enter Code



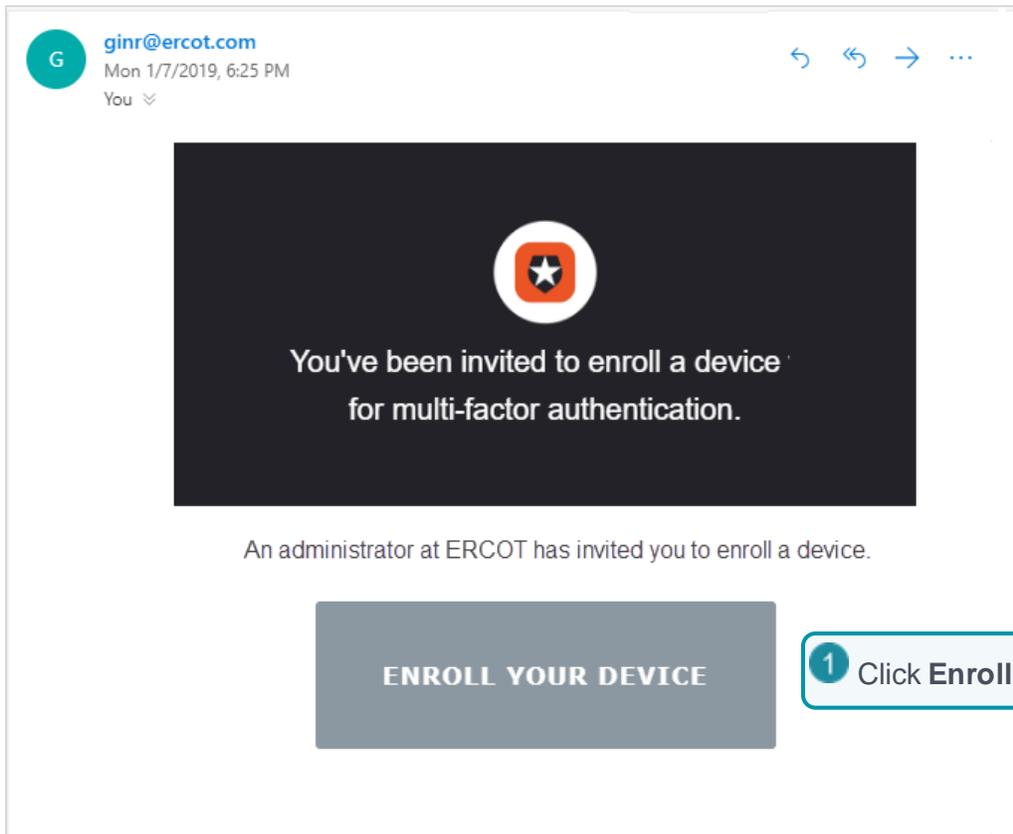
7 Type the six digits from the Authenticator message into the Code field on the ERCOT page.



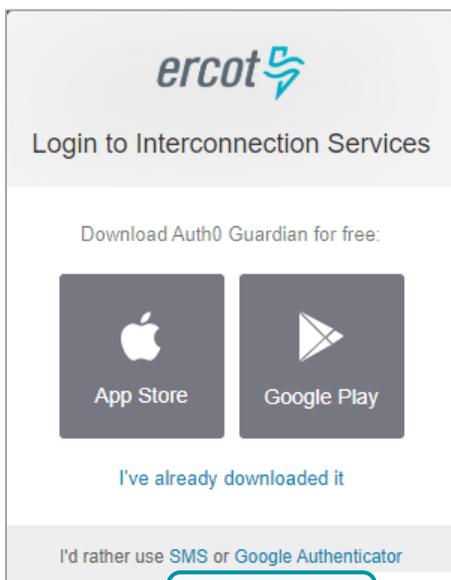
8 Click [arrow] to display your list page.

# Changing in SMS Text Authentication

## Open the Email Invitation to Enroll Your Device

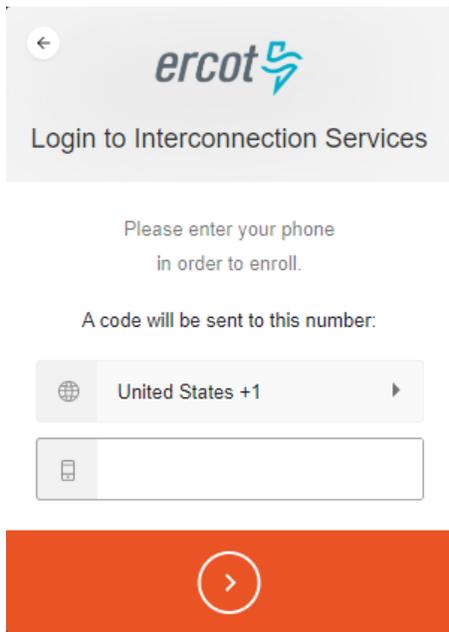


## Complete the Authentication Method Page



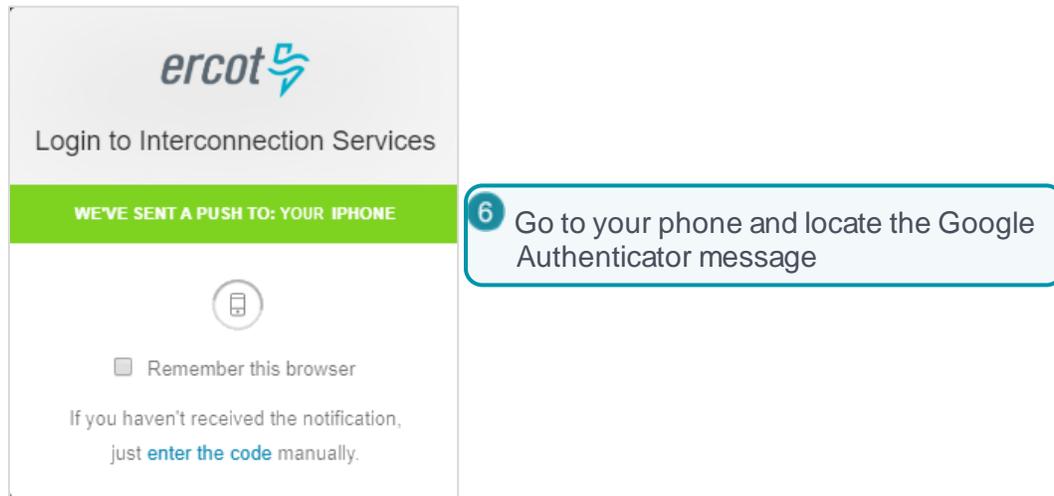
2 Click **SMS**.

## Provide Your Phone Number



The screenshot shows the ERCOT login interface. At the top, there is a back arrow and the ERCOT logo. Below the logo, the text reads "Login to Interconnection Services". A message asks the user to "Please enter your phone in order to enroll." and states "A code will be sent to this number:". There is a dropdown menu for the country, currently set to "United States +1". Below that is a text input field for the phone number. At the bottom of the form is a large orange button with a right-pointing arrow.

## Respond to Push Message by Checking Your Phone



The screenshot shows the ERCOT login page with a green banner that says "WE'VE SENT A PUSH TO: YOUR IPHONE". Below the banner is a mobile phone icon and a checkbox labeled "Remember this browser". A text message says "If you haven't received the notification, just enter the code manually." To the right of the page, a callout box with a blue border and a blue circle containing the number "6" contains the text: "Go to your phone and locate the Google Authenticator message".

## Enter Code

The image shows a mobile interface for logging into ERCOT services. On the left, a message notification is visible: "MESSAGES in 1m" from "+1 (630) 409-4293" with the text "324175 is your verification code for". The main screen displays the ERCOT logo and the heading "Login to Interconnection Services". Below this, it instructs the user to "Get a verification code from the Google Authenticator (or similar) app:". There is a text input field labeled "Enter the 6-digit code" and a checkbox for "Remember this browser". At the bottom, there is a link for "Lost your device? Use the recovery code" and a large orange button with a white right-pointing arrow. A callout box with a blue border and a white background contains the text: "7 Type the six digits from the Authenticator message into the Code field on the ERCOT page." Another callout box with a blue border and white background contains the text: "8 Click [arrow button] to display your list page." The arrow button is highlighted with a red circle in the callout.

