RE Sign Up Guide for RIOO Services Accounts

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 REs to sign up for a RIOO Services user account for creating and working INRs, which includes getting the proper role added to their existing market profile account, providing 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

ERCOT has already set up a RIOO Services account for you using your email address from your Market Participant Identity Management (MPIM) profile as your account user name and assigning a temporary password.

> It is important that this is a valid email address (not an alias) so you receive the appropriate verification and confirmation emails from the RIOO Services app.

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 RIOO app.

After verifying the information through email, you can access RIOO Services, enter your user name and request to change the preassigned password.

Finally, you must enroll 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.

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.

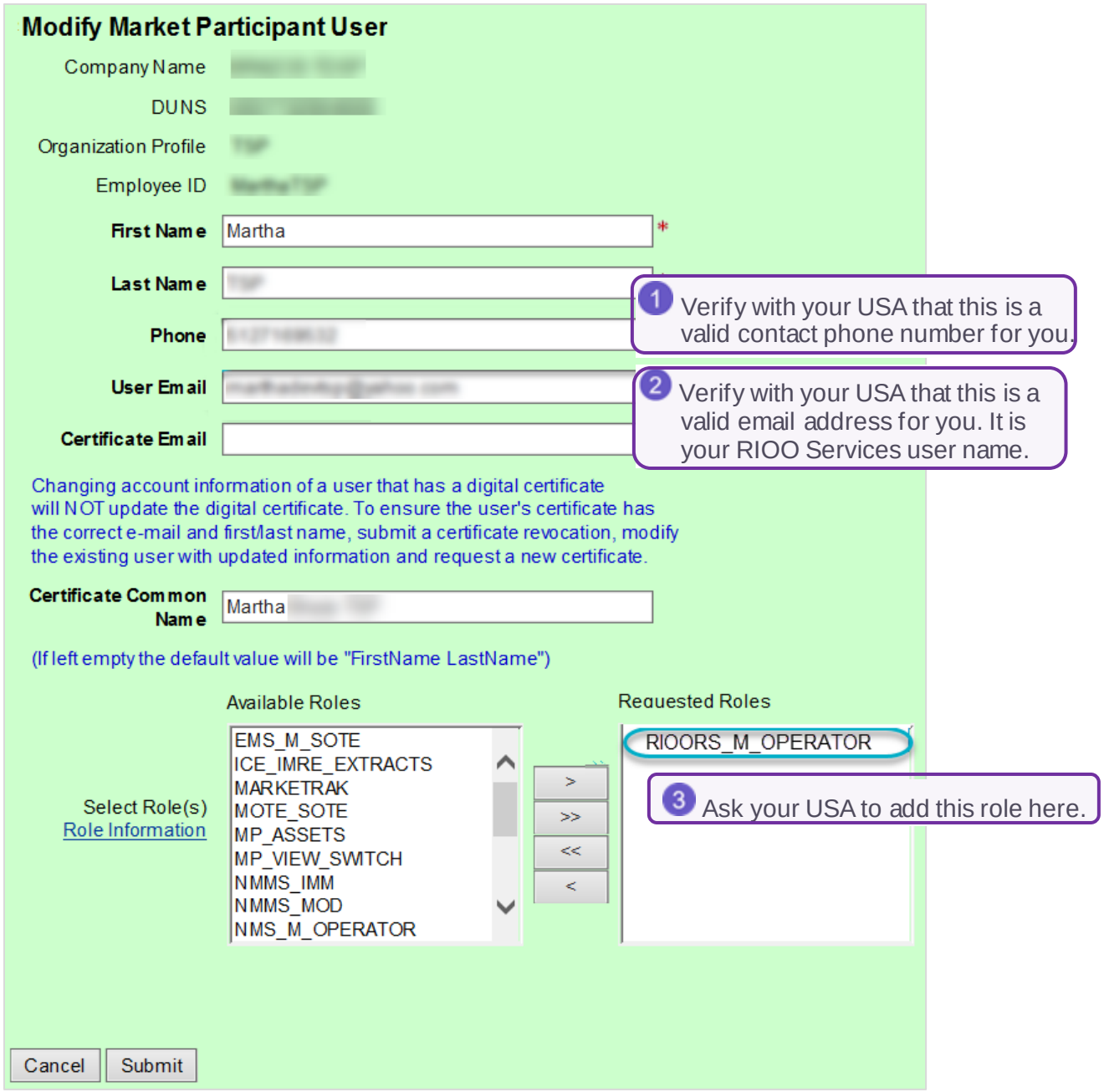
- Have your email account open to your Inbox so you can open the email message sent to verify your account.

- 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.

Asking Your USA to Modify Your MPIM Profile

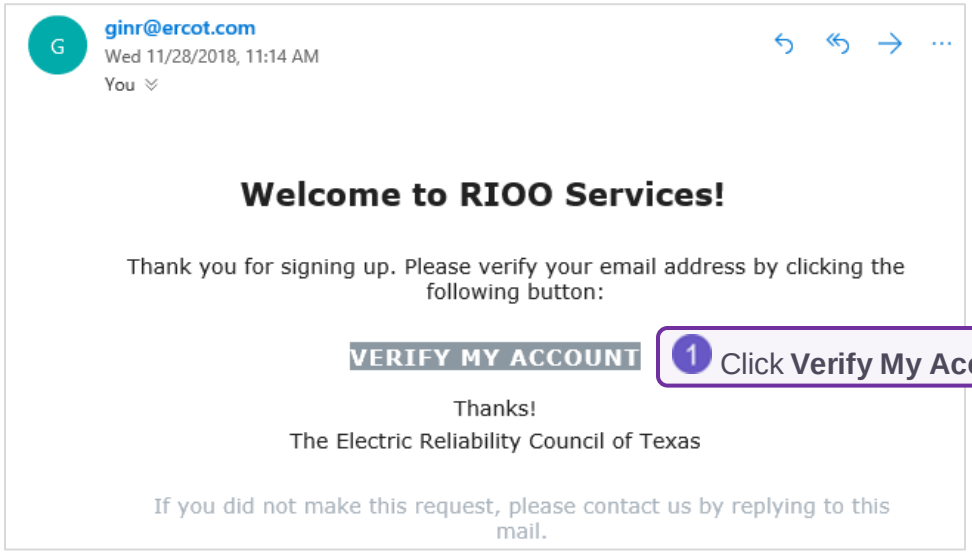
You must have the RIOORS _M_Operator role in your Market Participant Identity Management (MPIM) profile to access and use Resource Services

If you do not have an MPIM profile but are registered with ERCOT as a Resource Entity, ask the USA at your company to create one and then add the RIOORS_M_OPERATOR role to the profile.



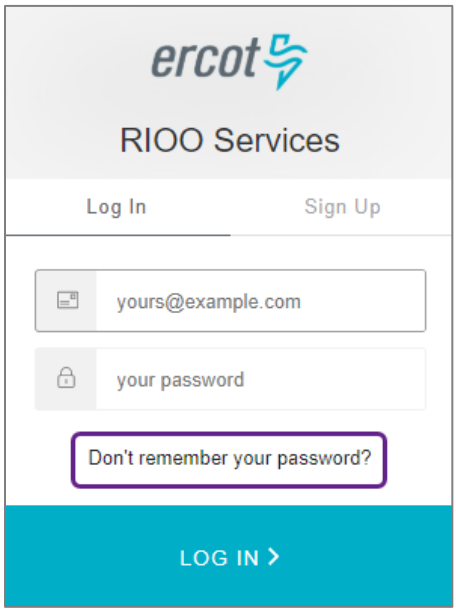
Verifying Your Account from the Welcome Email

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.



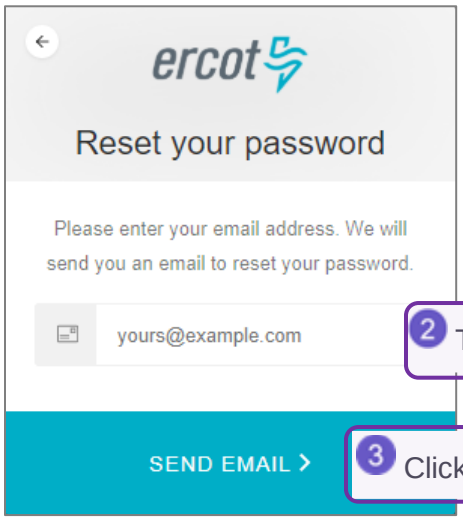
Resetting the Account Password

Click the Don't Remember Your Password Link



1 Click the **Don't remember your password?** link.

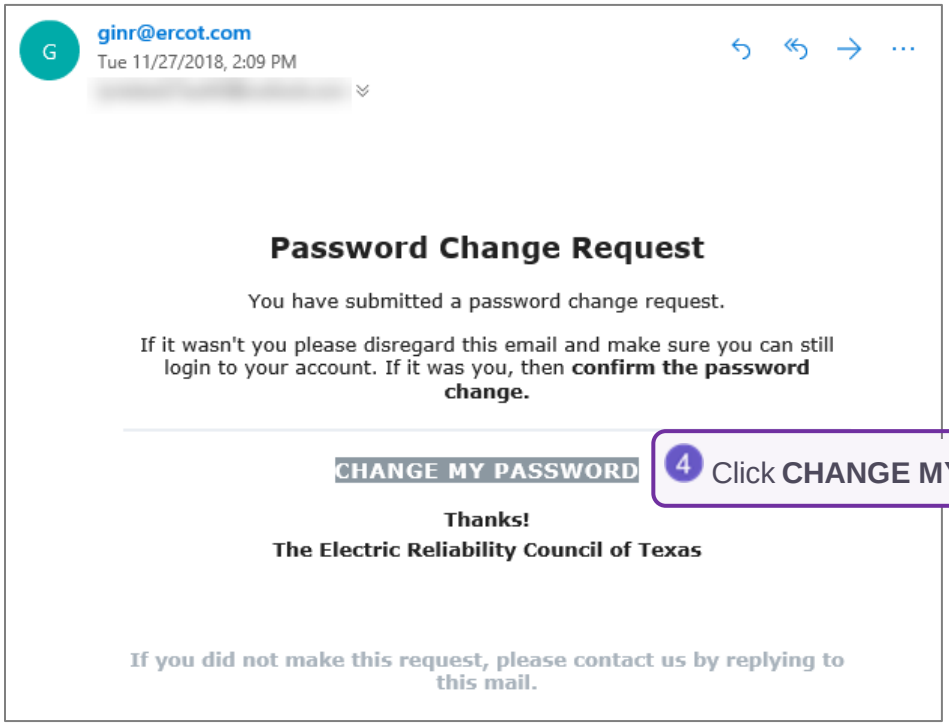
Enter Your Email Address



2 Type in your email address.

3 Click **SEND EMAIL >**.

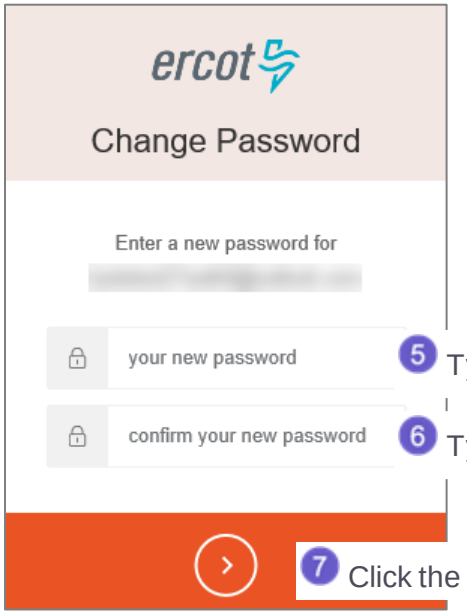
Request to Change Password from Email



4 Click **CHANGE MY PASSWORD**.

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

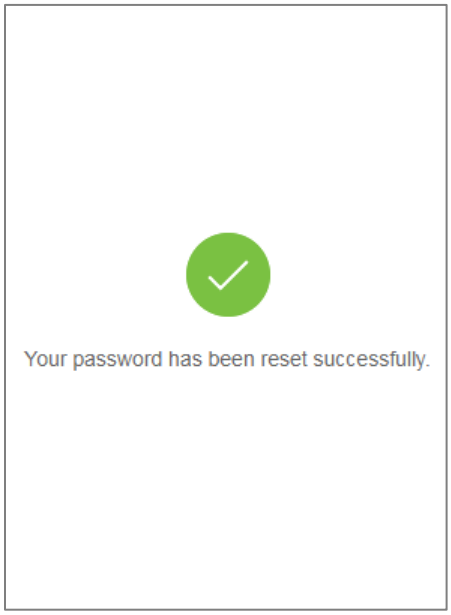


5 Type in your new password.

6 Type in your new password again.

7 Click the button.

Confirm Your Password Was Reset



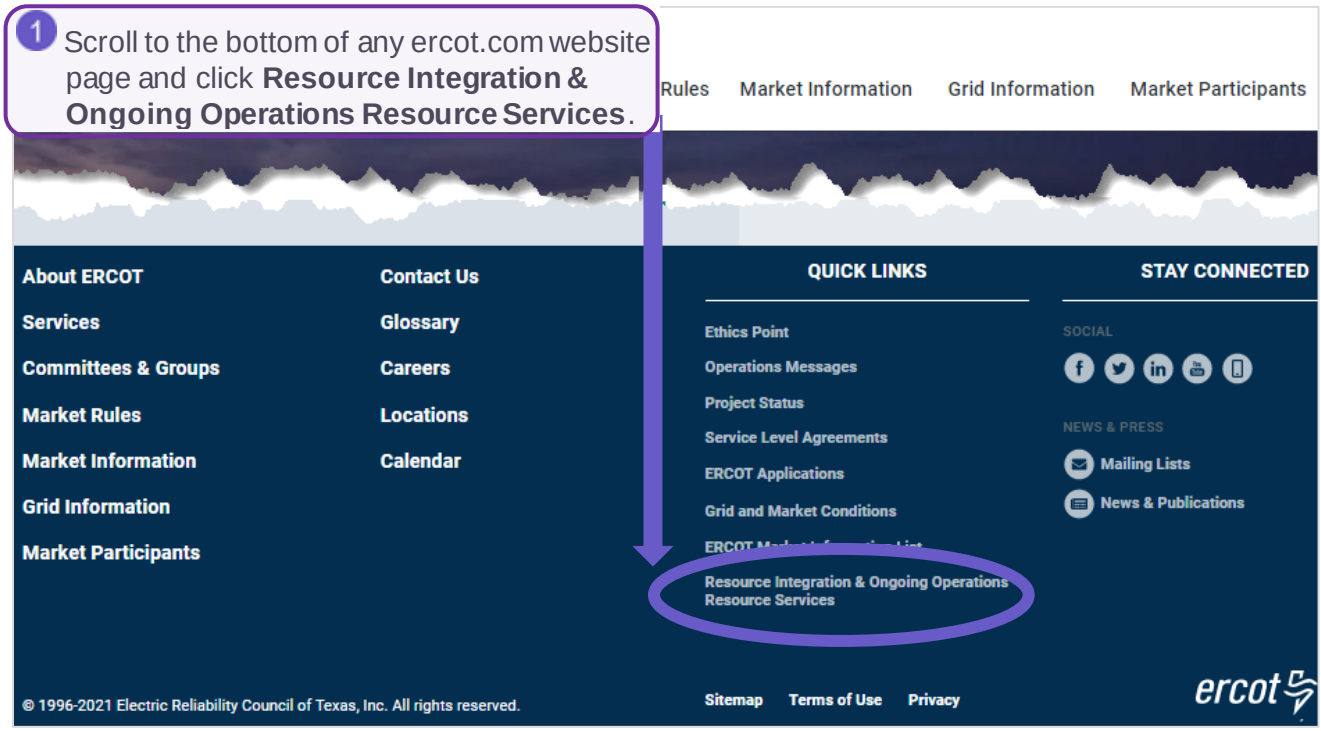
Setting Up Your MFA

You can set up Auth0 Guardian, Google Authenticator, or the SMS Messaging as the MFA.

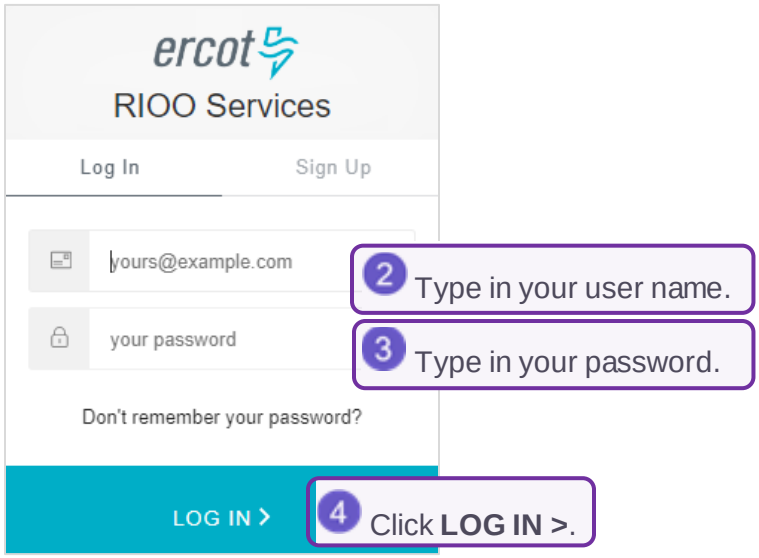
Using the Auth0 Guardian MFA

Access the RIOO Services from the ERCOT Website

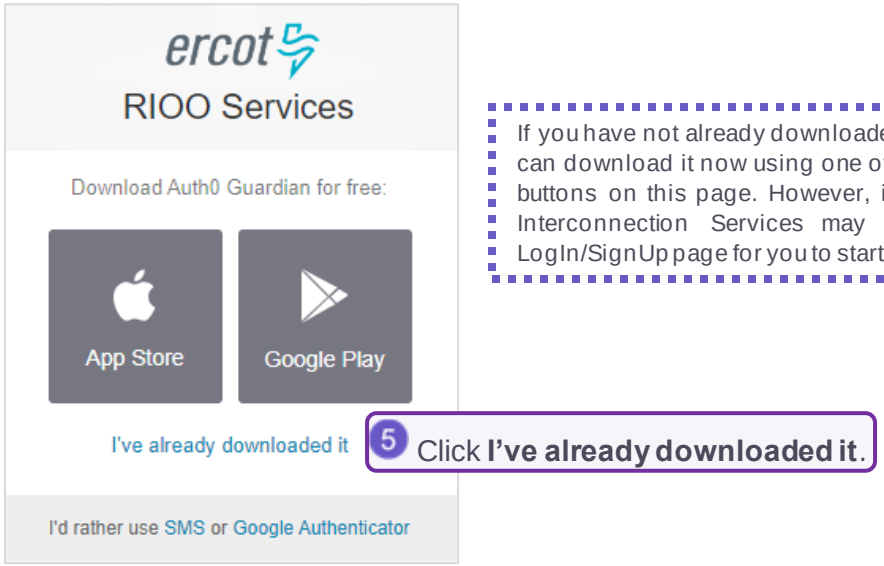
1. Scroll to the bottom of any ercot.com website page and click **Resource Integration & Ongoing Operations Resource Services**.



Log In

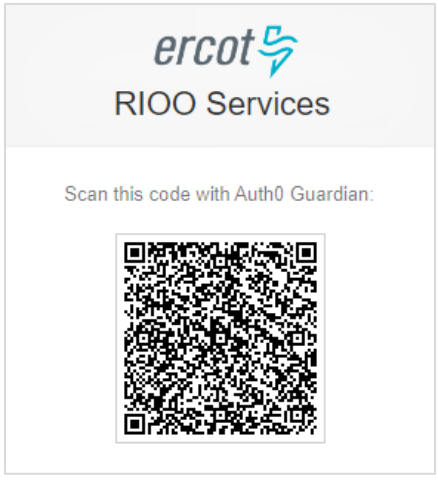


Confirm Auth0 Guardian as the Authentication Method



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.

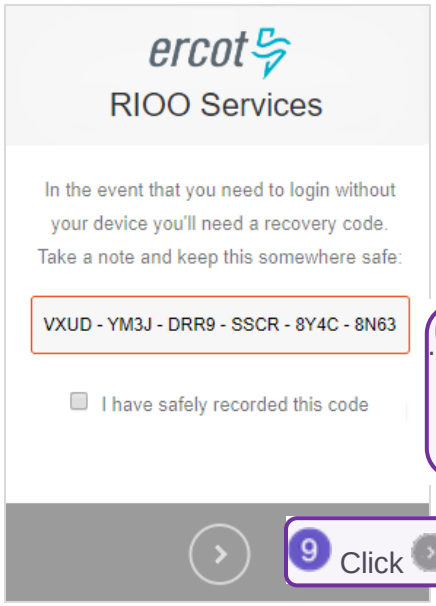
Scan the Bar Code



6 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.

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

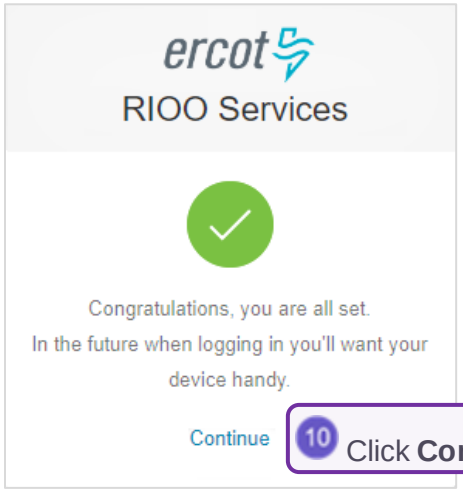
Record Your Recovery Code



8. 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.

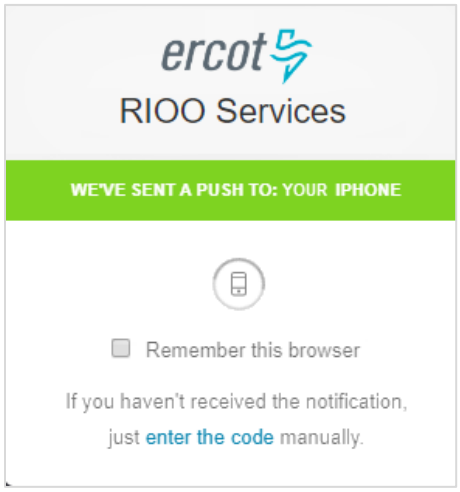
9. Click .

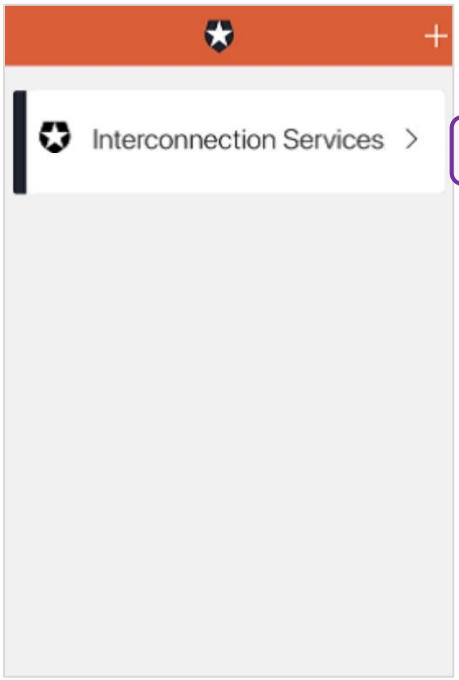
Continue to Next Page



10. Click **Continue**.

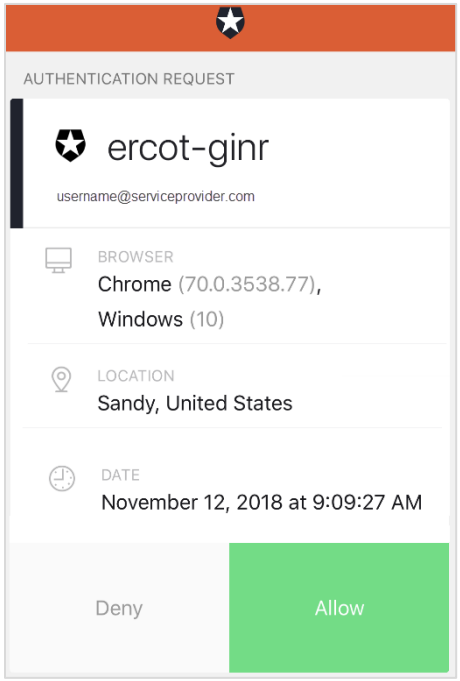
Respond to Push Message by Checking Your Phone





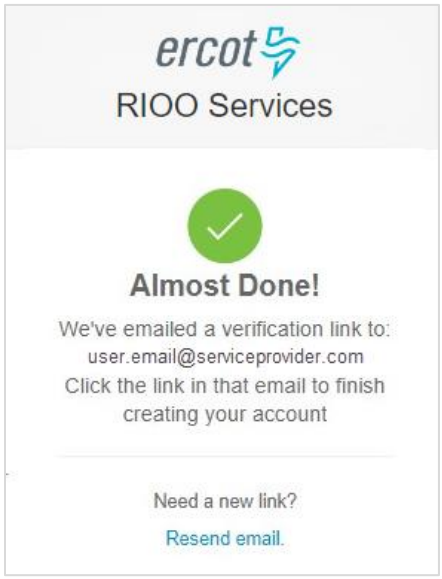
11 Click >.

Allow Your Login

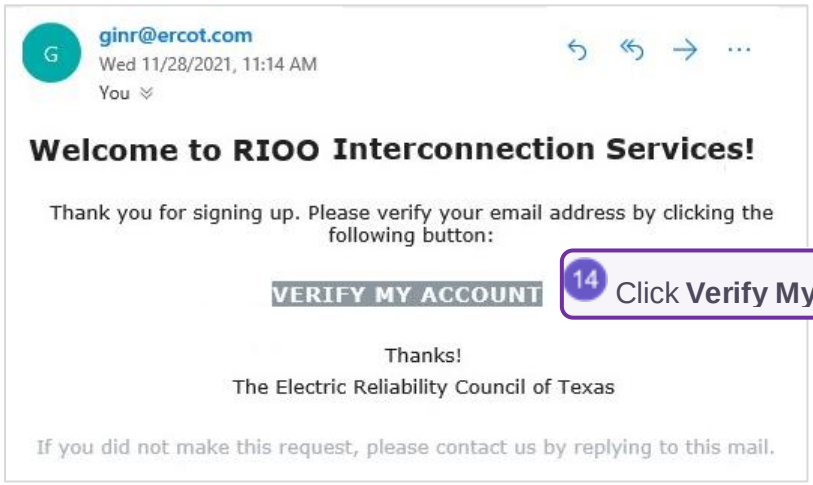


12 Tap **Allow**.

Verify Your Account

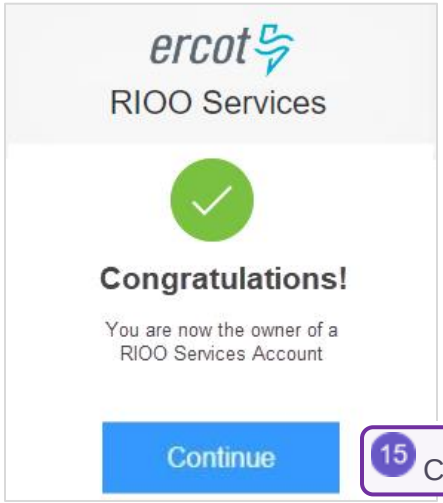


13 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



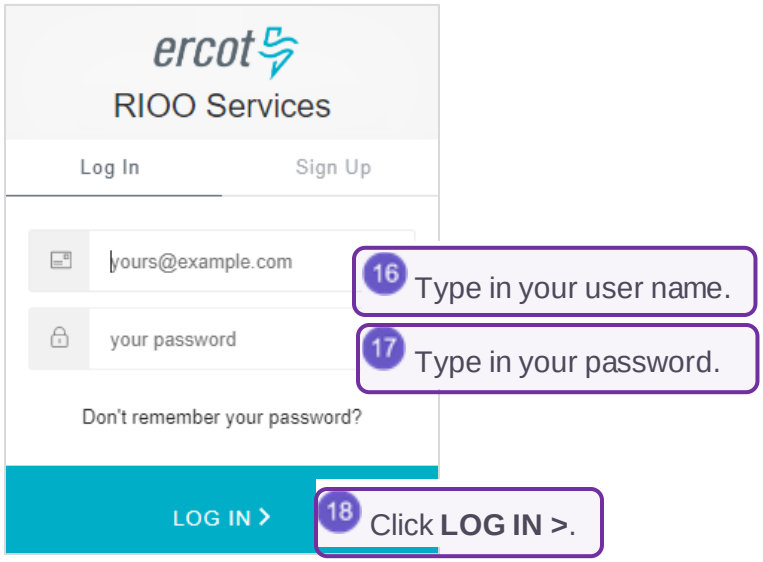
14 Click **Verify My Account**.

Confirm Your Account Was Created

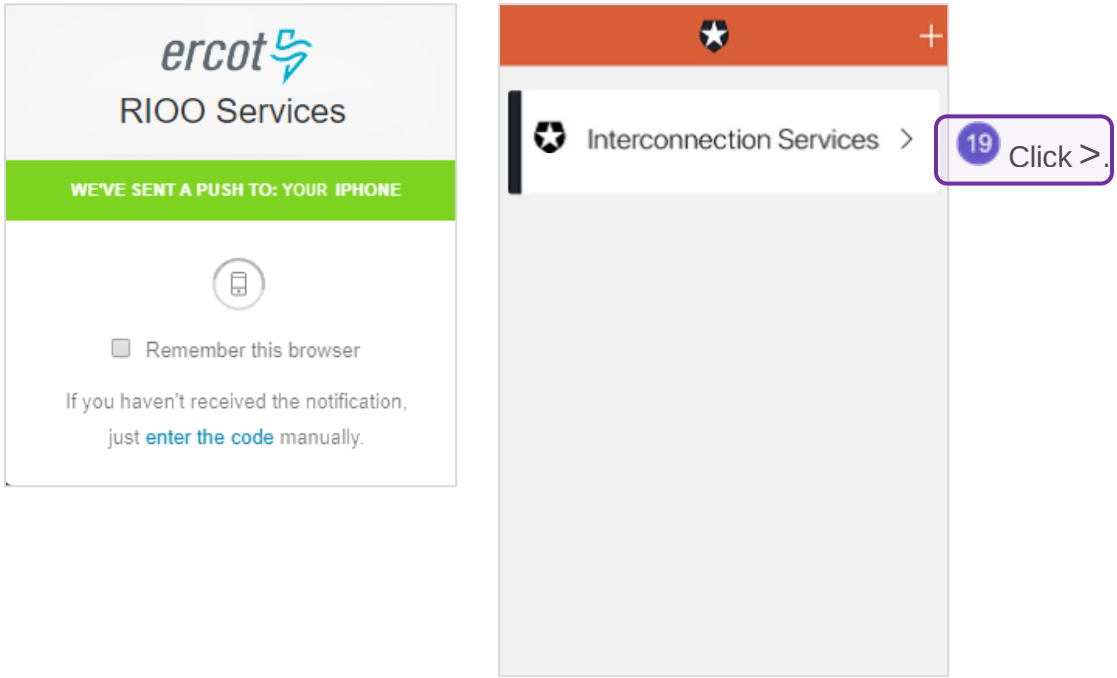


15 Click **Continue**.

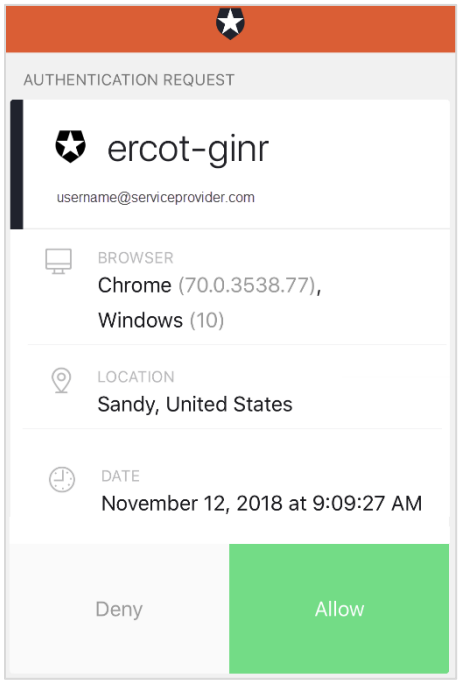
Log In



Respond to Push Message by Checking Your Phone



Allow Your Login



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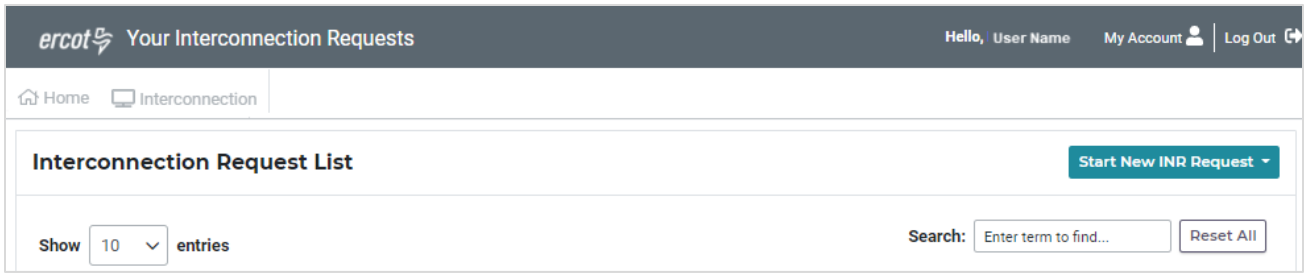
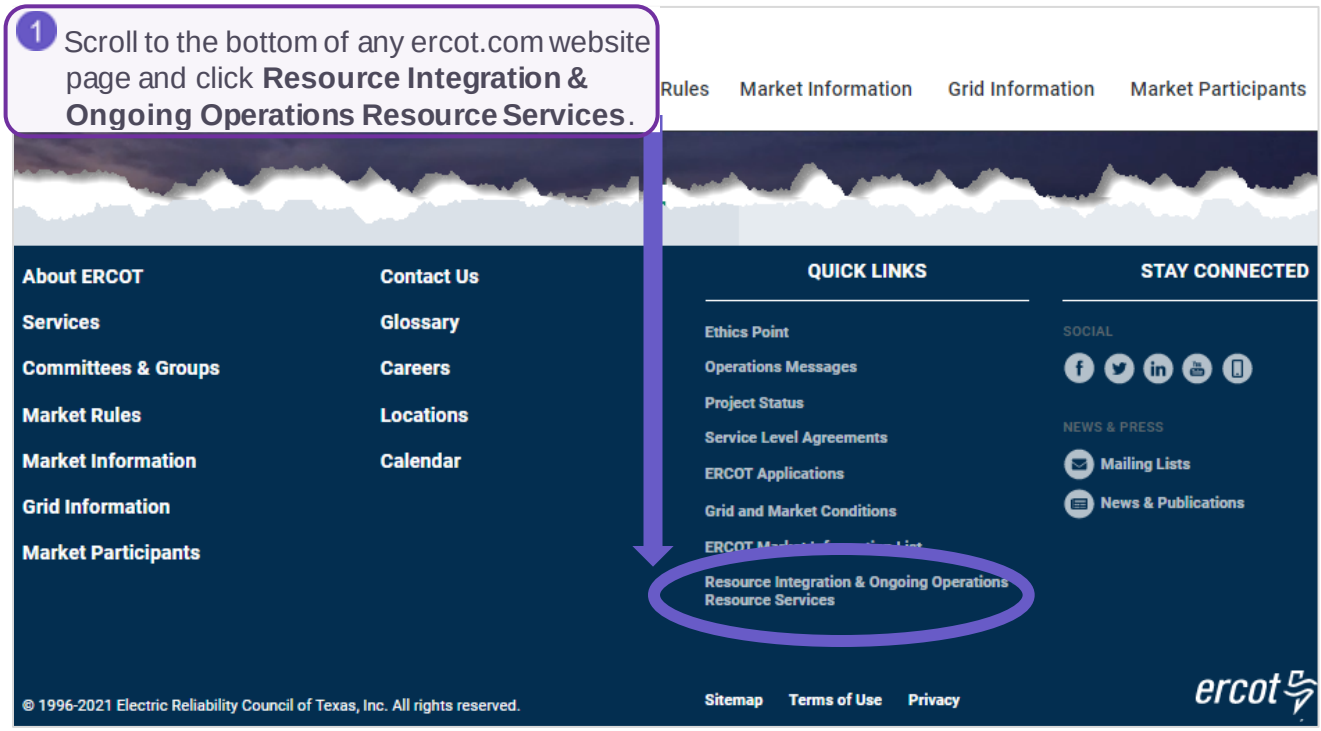


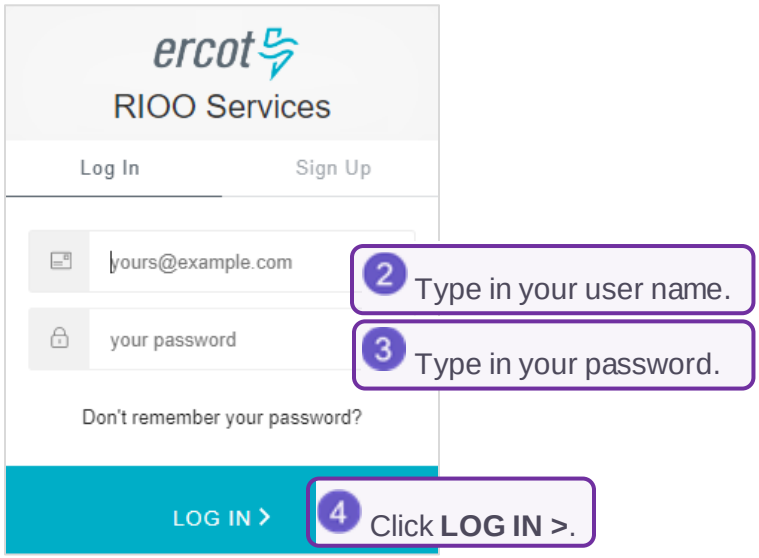
Using the Google Authenticator MFA

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

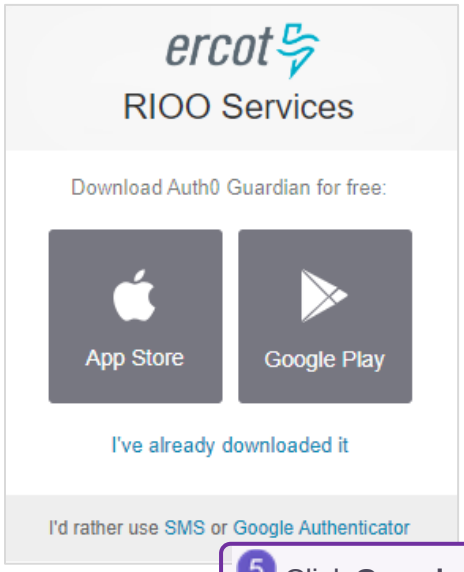
Access the RIOO Services from the ERCOT Website



Log In



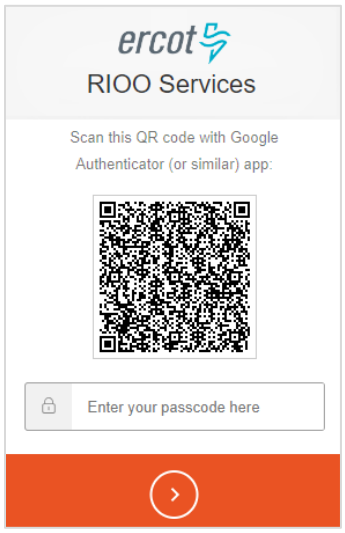
Confirm the Authentication Method



If you have not already downloaded the 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.

5 Click **Google Authenticator**.

Scan the Bar Code



6 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.

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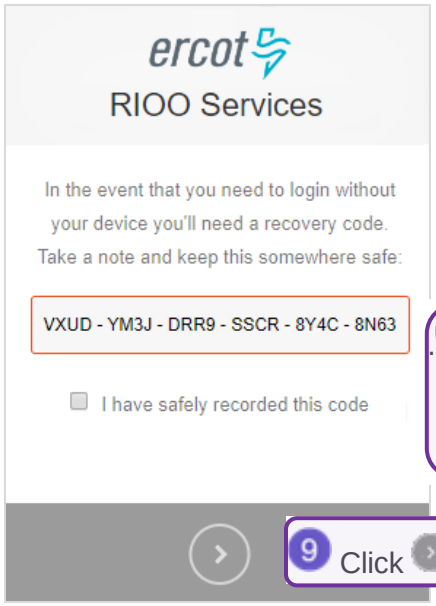
Record Your Recovery Code



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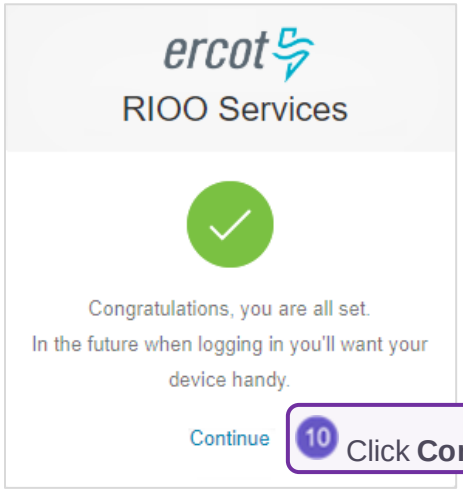

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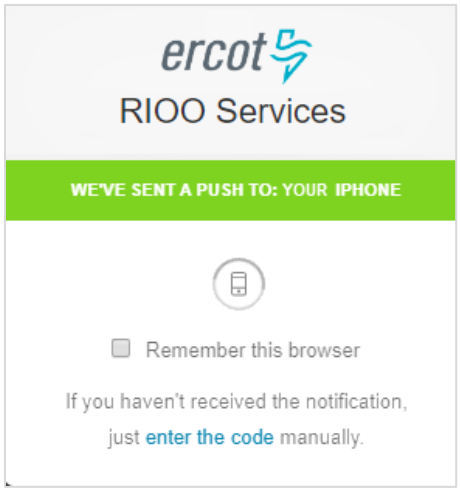
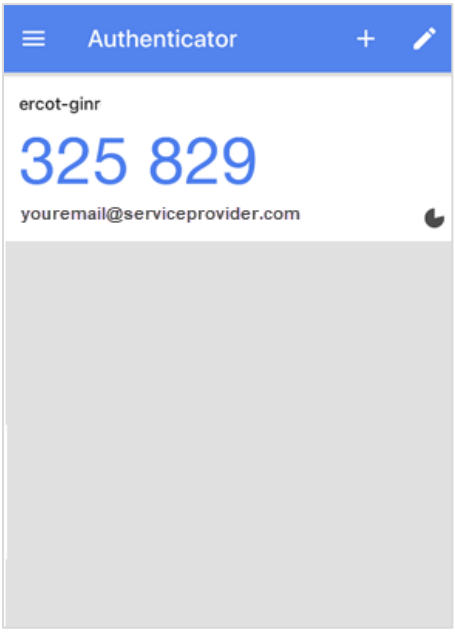
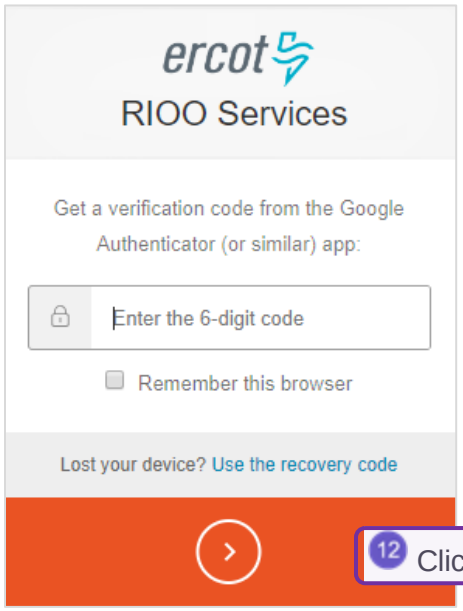
Respond to Push Message by Checking Your Phone



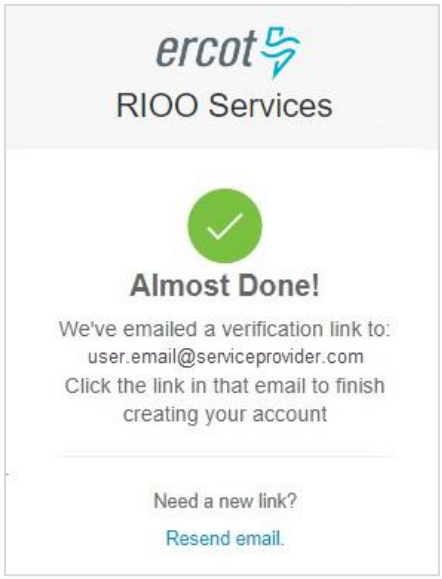




11 Type the six digits from the Authenticator message into the Code field on the RIOO Services page.

12 Click

Verify Your Account



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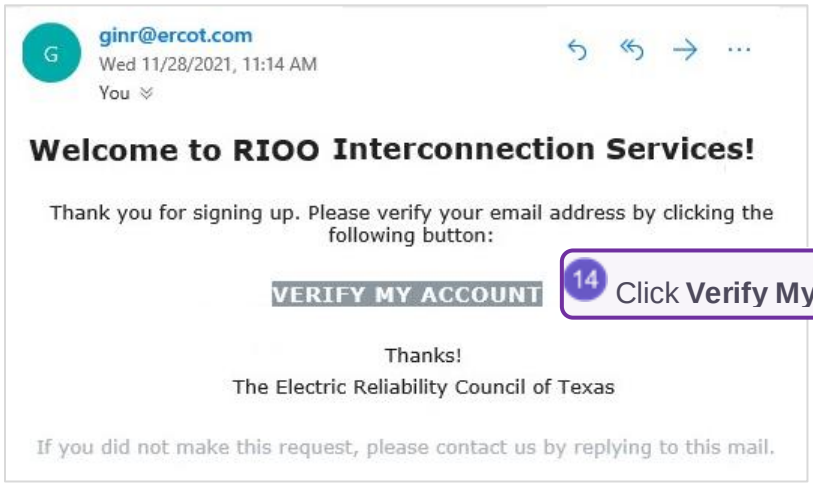

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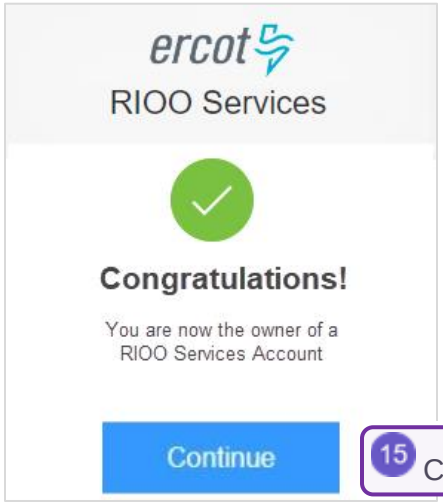
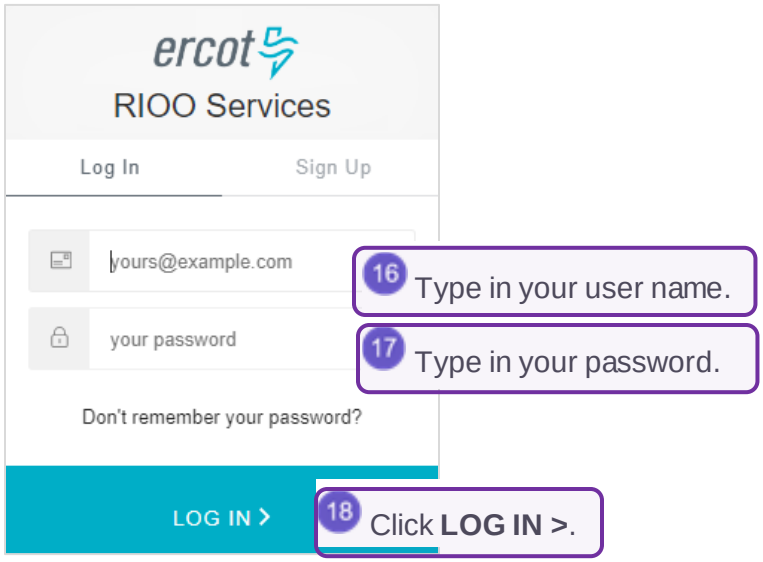
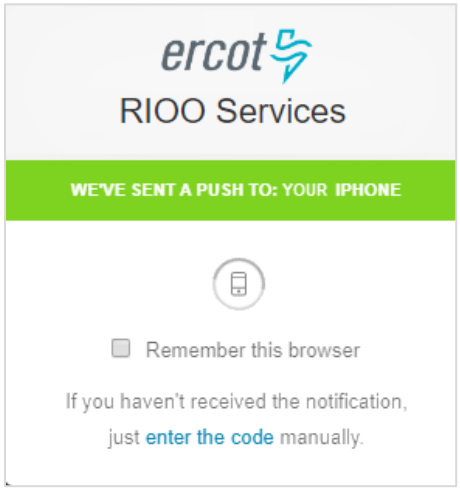


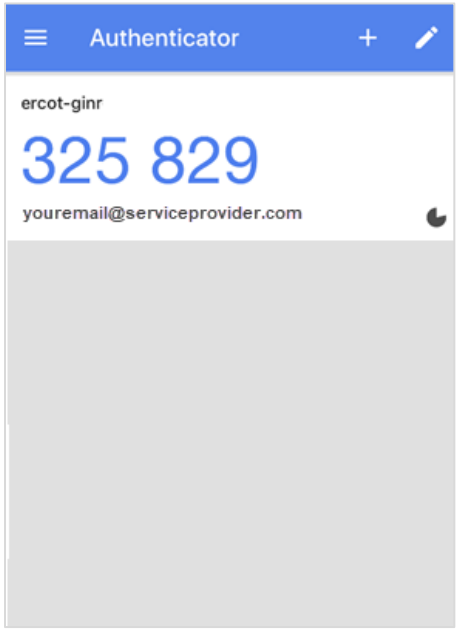
15 Click **Continue**.

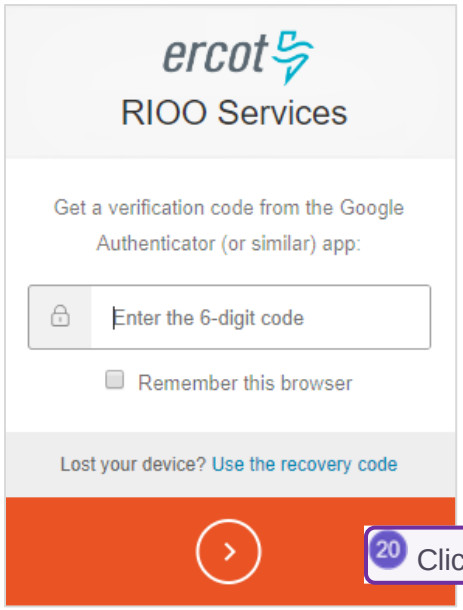
Log In



Respond to Push Message by Checking Your Phone

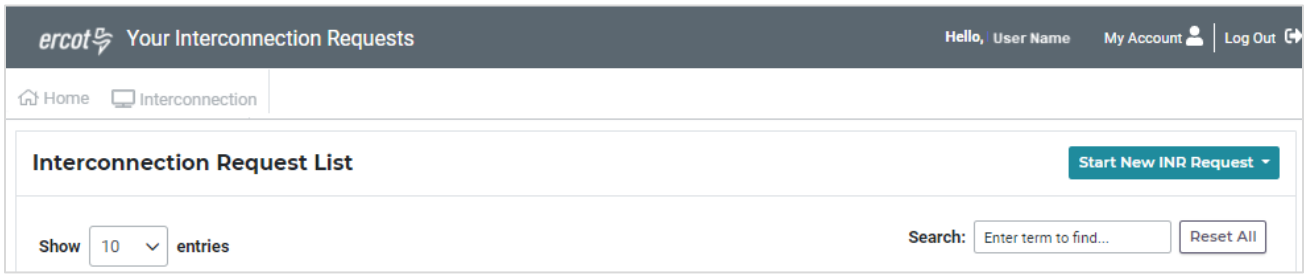






19 Type the six digits from the Authenticator message into the Code field on the RIOO Services page.

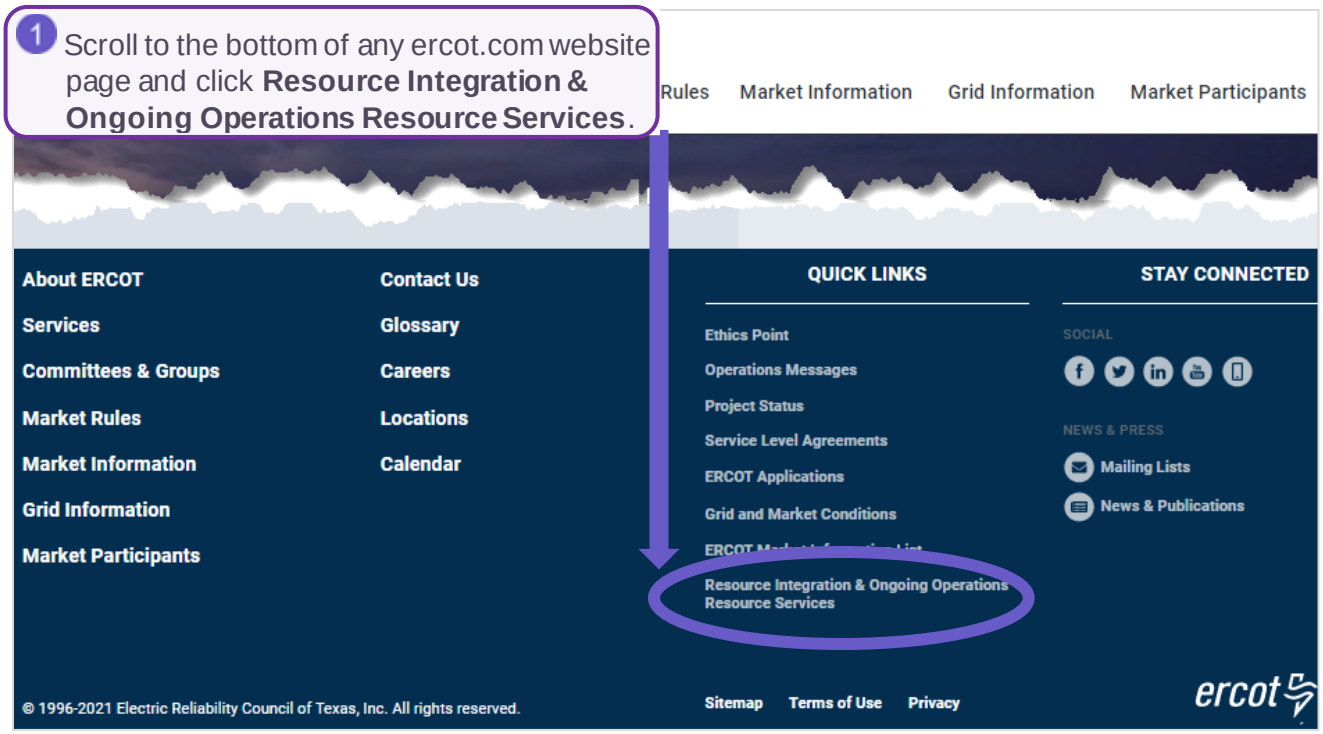
20 Click



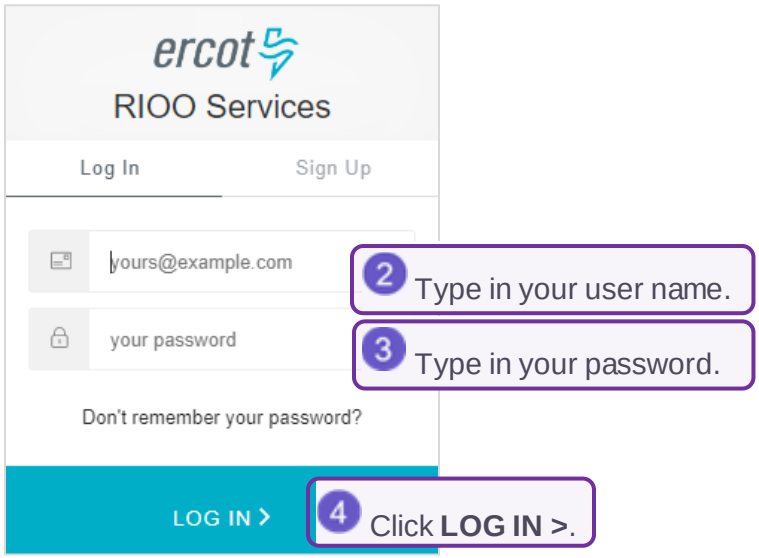
Using SMS as the MFA

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

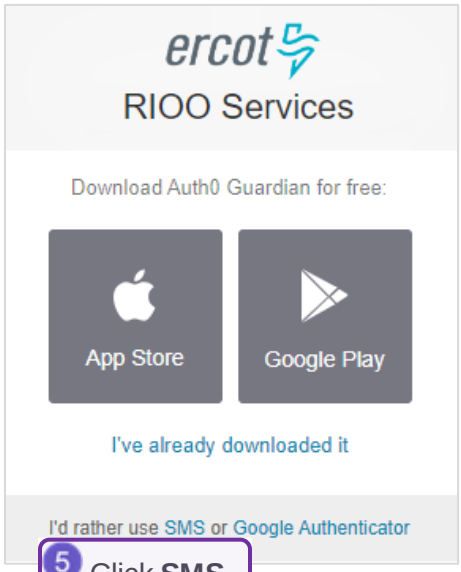
Access the RIOO Services from the ERCOT Website



Log In

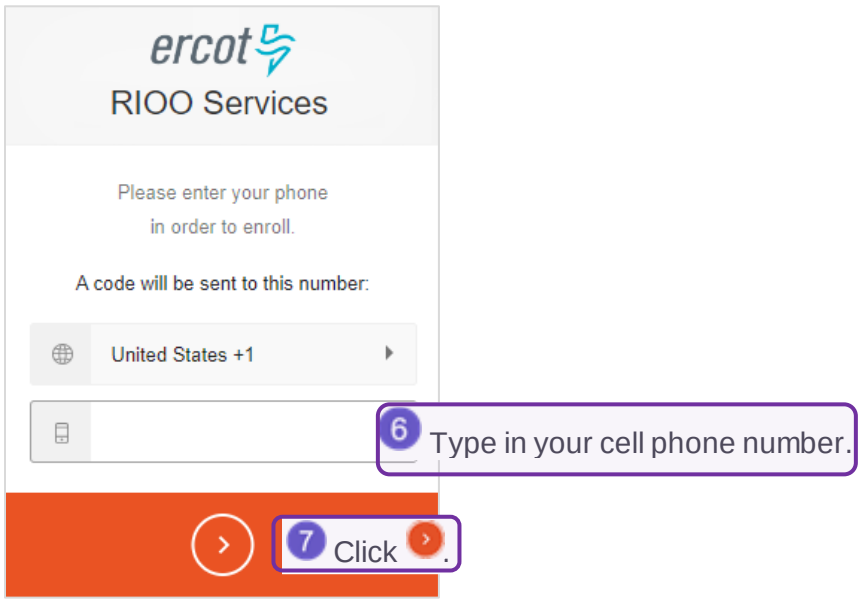


Confirm the Authentication Method

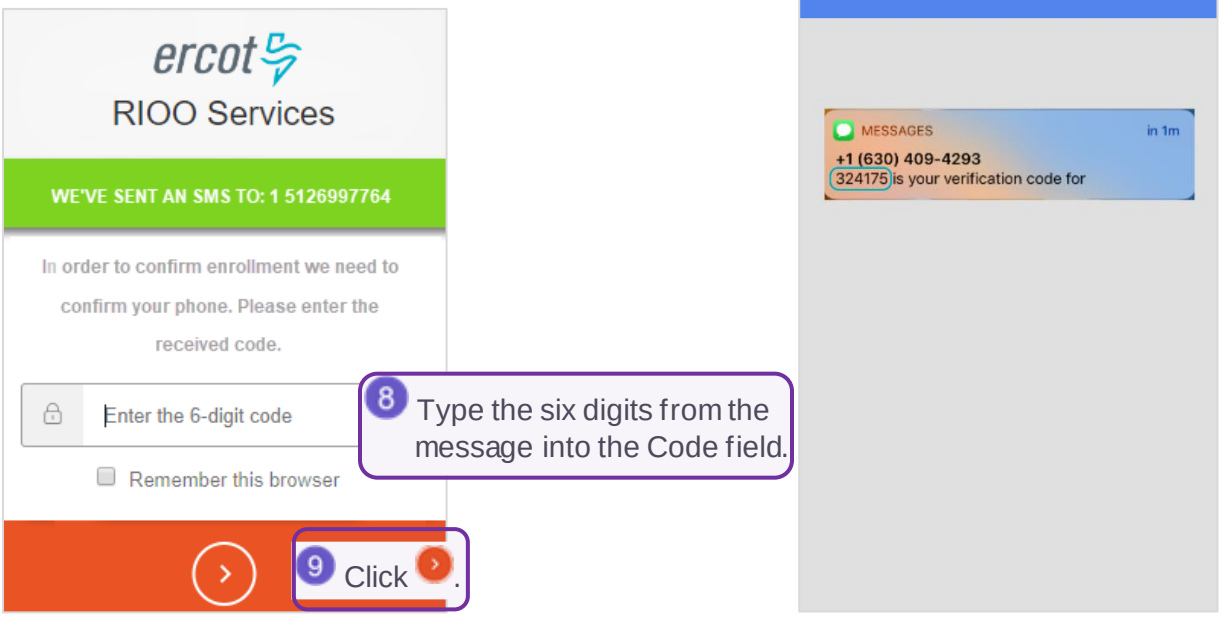


5 Click **SMS**.

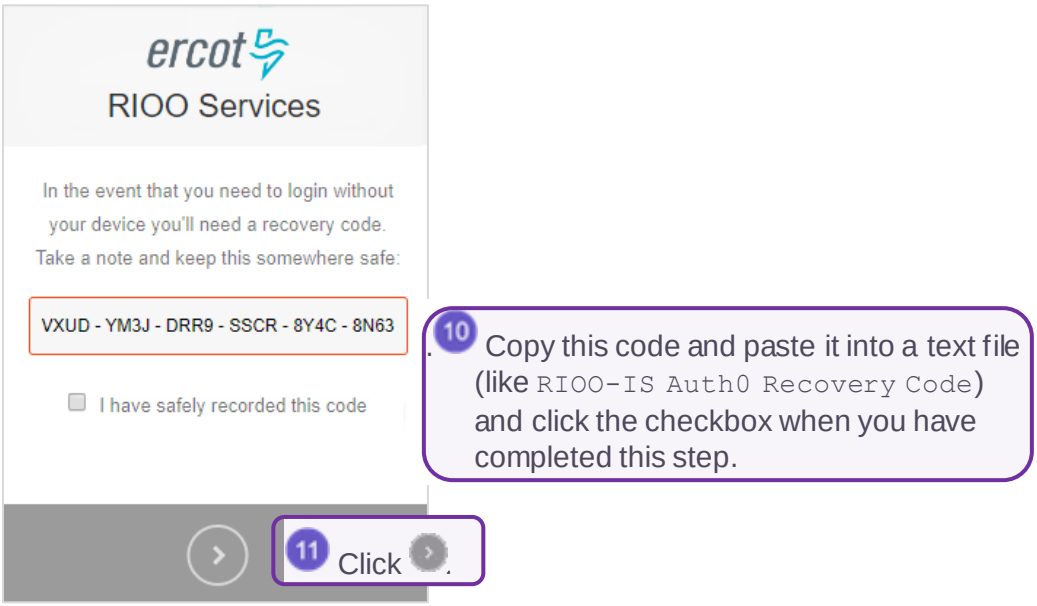
Provide Your Phone Number



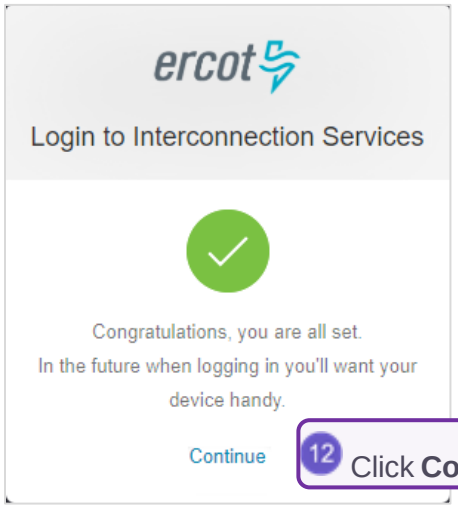
Respond to Push Message by Checking Your Phone



Record Your Recovery Code

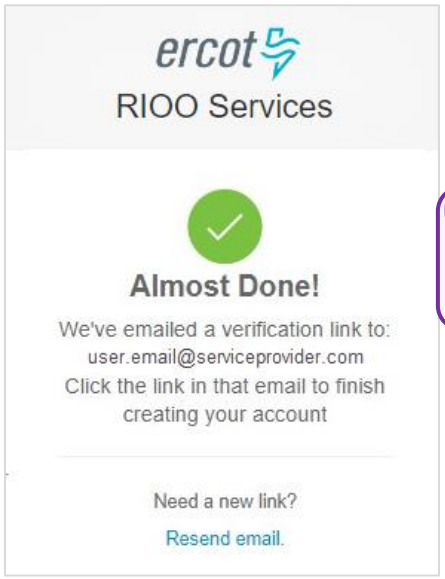


Continue to Next Page

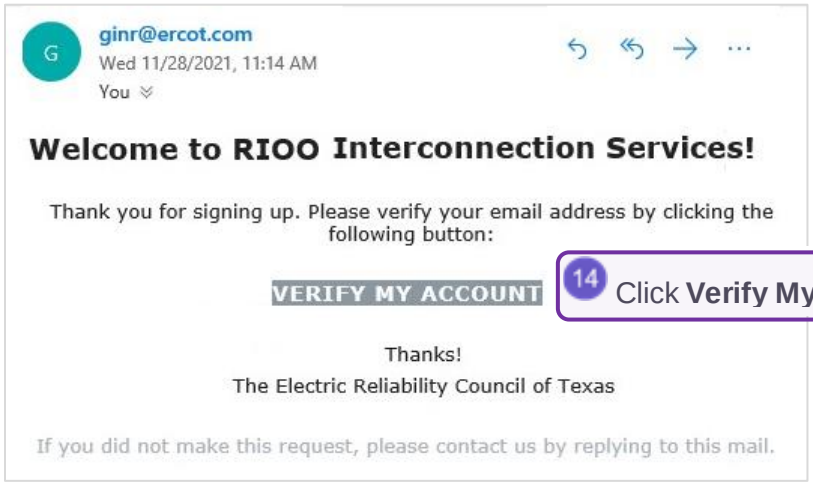


12 Click **Continue**.

Verify Your Account

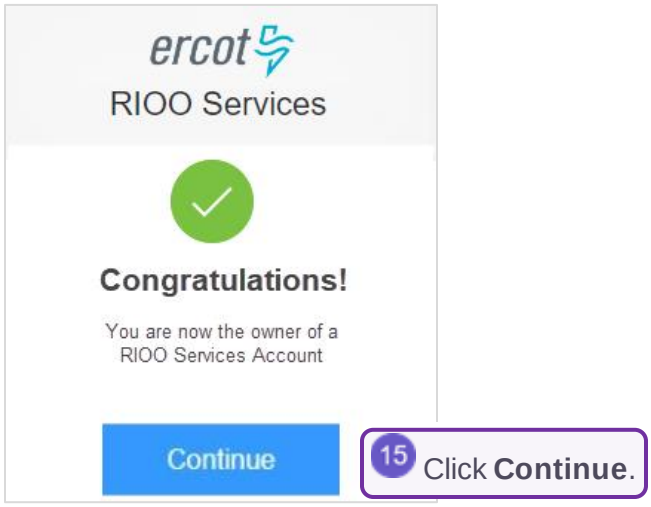


13 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.

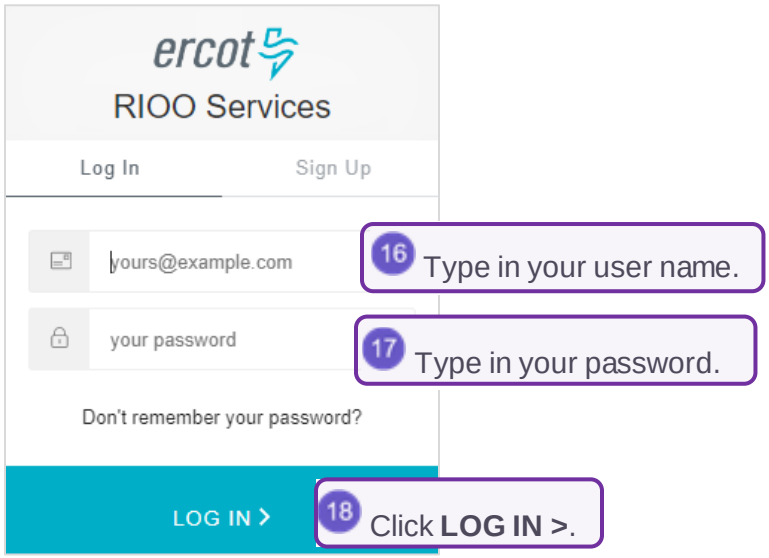


14 Click **Verify My Account**.

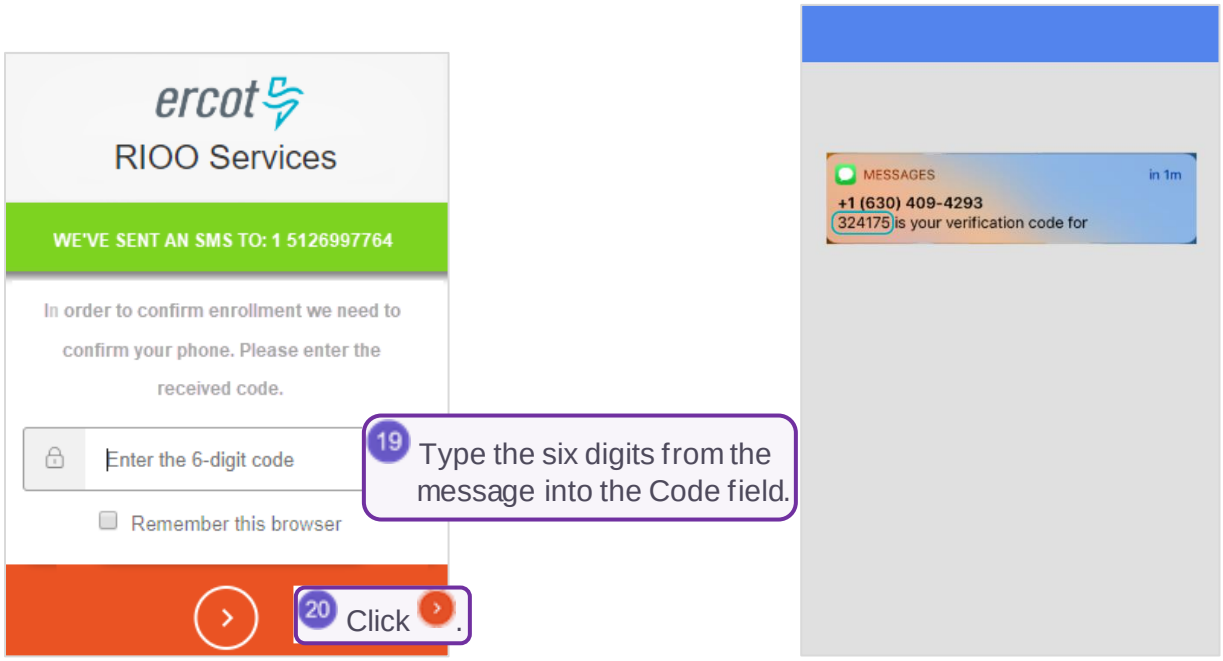
Confirm Your Account Was Created

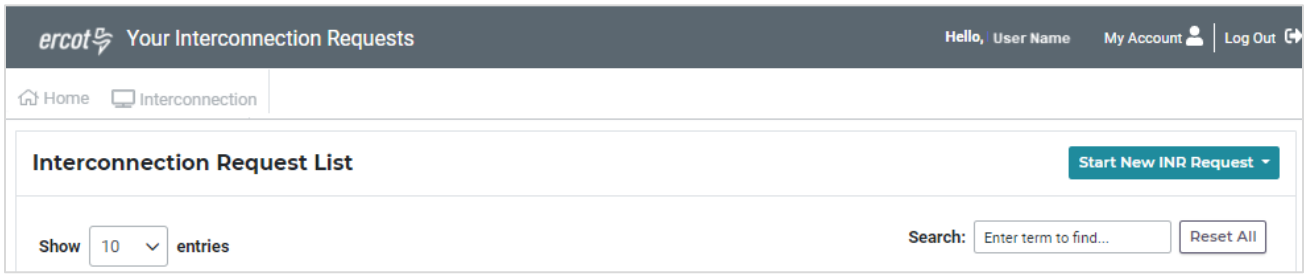


Log In To Your New Account



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