



RE Sign Up Guide for R100 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.

Modify Market Participant User

Company Name

DUNS

Organization Profile

Employee ID

First Name *

Last Name

Phone

User Email

Certificate Email

1 Verify with your USA that this is a valid contact phone number for you.

2 Verify with your USA that this is a valid email address for you. It is your RIOO Services user name.

Changing account information of a user that has a digital certificate will NOT update the digital certificate. To ensure the user's certificate has the correct e-mail and first/last name, submit a certificate revocation, modify the existing user with updated information and request a new certificate.

Certificate Common Name

(If left empty the default value will be "FirstName LastName")

Available Roles

Select Role(s) [Role Information](#)

- EMS_M_SOTE
- ICE_IMRE_EXTRACTS
- MARKETRAK
- MOTE_SOTE
- MP_ASSETS
- MP_VIEW_SWITCH
- NMMS_IMM
- NMMS_MOD
- NMS_M_OPERATOR

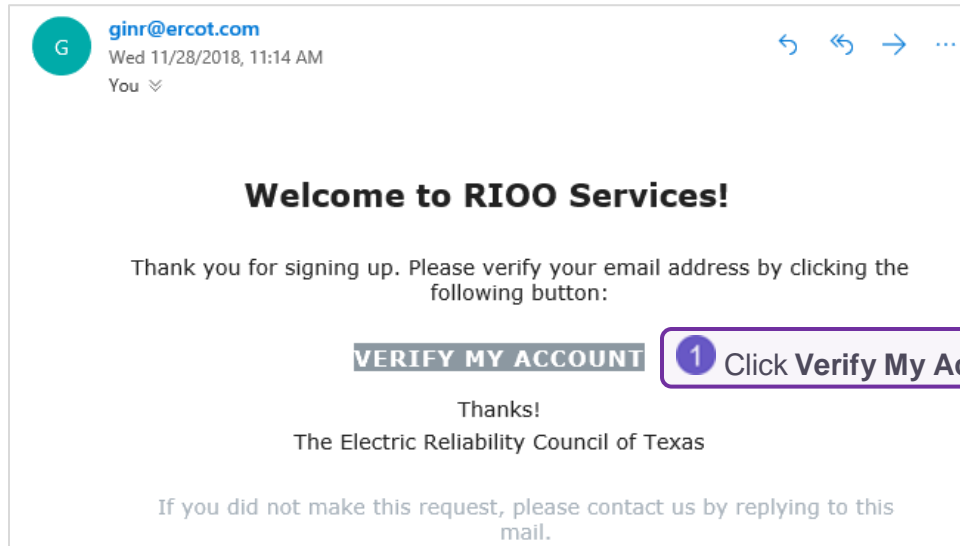
Requested Roles

- RIOORS_M_OPERATOR

3 Ask your USA to add this role here.

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

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Log In Sign Up

yours@example.com

your password

Don't remember your password?

LOG IN >

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

Enter Your Email Address

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Reset your password

Please enter your email address. We will send you an email to reset your password.

yours@example.com

SEND EMAIL >

2 Type in your email address.

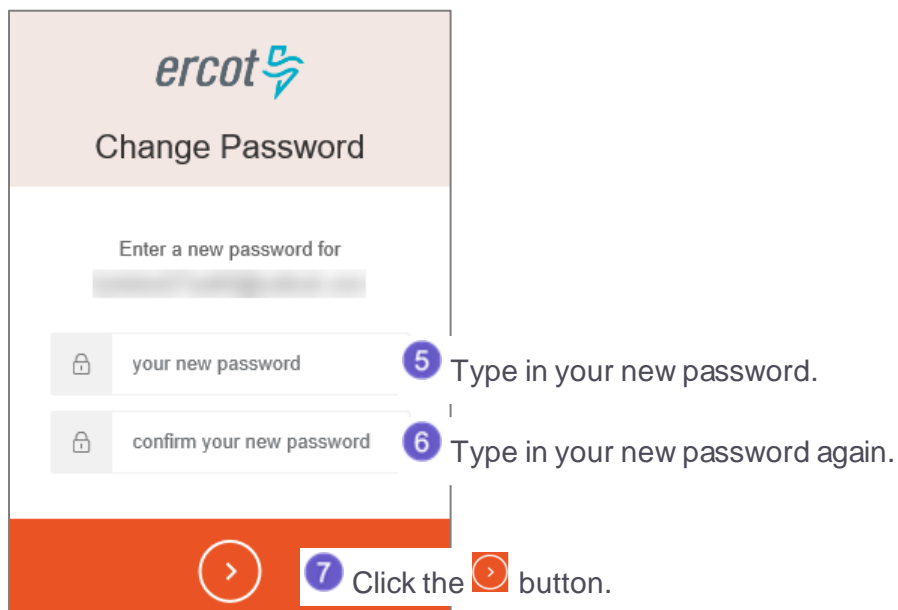
3 Click **SEND EMAIL >**.

Request to Change Password from Email




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



Confirm Your Password Was Reset



Your password has been reset successfully.

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**.

Rules Market Information Grid Information Market Participants

About ERCOT **Contact Us**

Services **Glossary**

Committees & Groups **Careers**

Market Rules **Locations**

Market Information **Calendar**

Grid Information

Market Participants

QUICK LINKS

Ethics Point

Operations Messages

Project Status

Service Level Agreements

ERCOT Applications

Grid and Market Conditions

ERCOT Market Participants List

Resource Integration & Ongoing Operations Resource Services

STAY CONNECTED

SOCIAL

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NEWS & PRESS

Mailing Lists

News & Publications

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Sitemap Terms of Use Privacy

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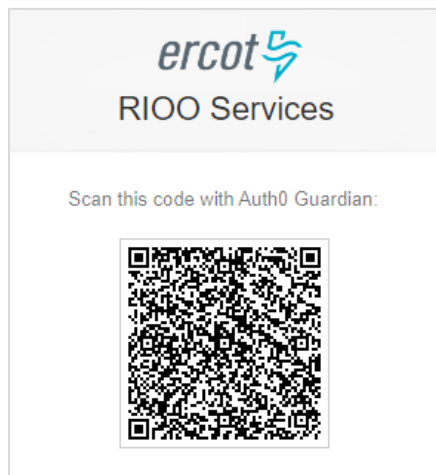
Log In


The screenshot shows the ERCOT RIOO Services login page. At the top, the ERCOT logo and 'RIOO Services' are displayed. Below this are 'Log In' and 'Sign Up' tabs. The 'Log In' tab is active. There are two input fields: one for the email address (containing 'yours@example.com') and one for the password (containing 'your password'). A 'Don't remember your password?' link is below the password field. At the bottom is a teal 'LOG IN >' button. Three purple callout boxes with numbered circles provide instructions: 2. Type in your user name. (pointing to the email field), 3. Type in your password. (pointing to the password field), and 4. Click LOG IN >. (pointing to the button).

Confirm Auth0 Guardian as the Authentication Method

The screenshot shows the ERCOT RIOO Services page with a section for downloading the Auth0 Guardian app. The text reads 'Download Auth0 Guardian for free:'. Below this are two buttons: 'App Store' (with the Apple logo) and 'Google Play' (with the Google Play logo). Below these buttons is a link that says 'I've already downloaded it'. At the bottom of the section is a link that says 'I'd rather use SMS or Google Authenticator'. A blue dashed box contains a warning: '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.' A purple callout box with a numbered circle 5 points to the 'I've already downloaded it' link with the instruction 'Click I've already downloaded it.'

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

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RIOO Services

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:

VXUD - YM3J - DRR9 - SSCR - 8Y4C - 8N63

I have safely recorded this 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

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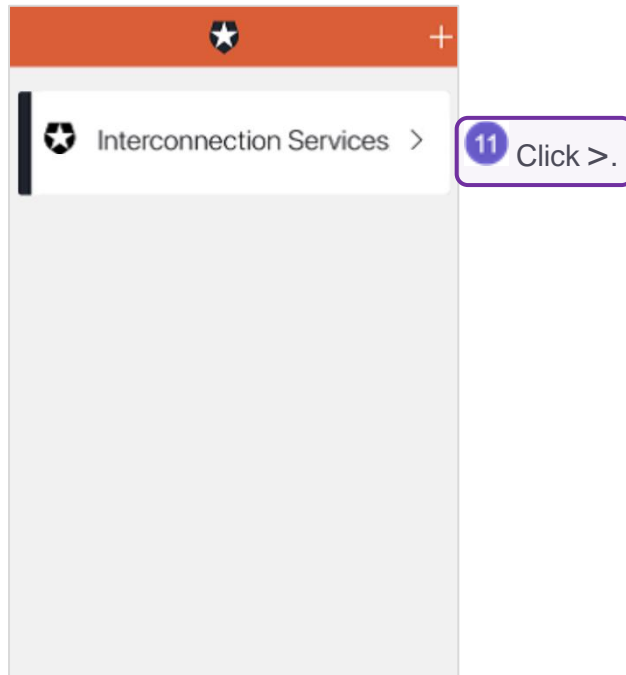
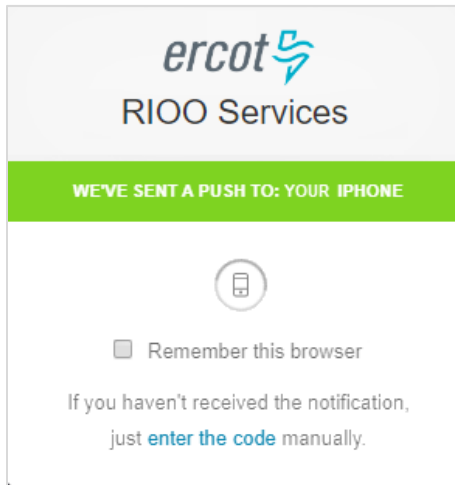
✓

Congratulations, you are all set. In the future when logging in you'll want your device handy.

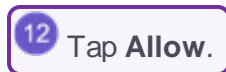
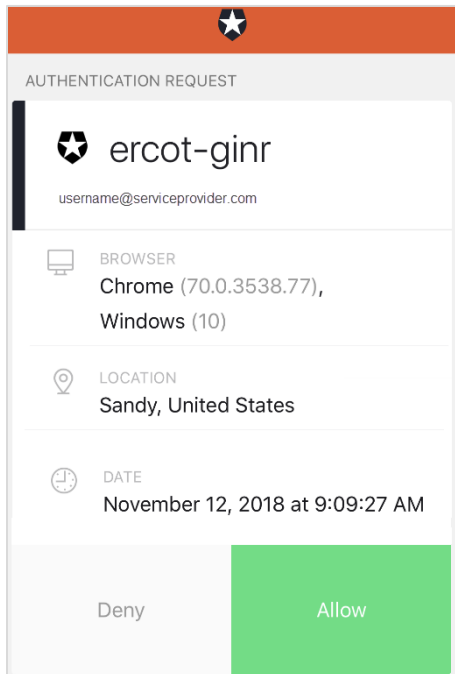
Continue

10 Click Continue.

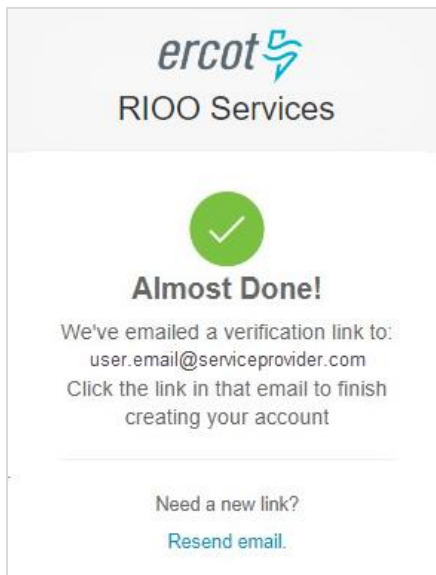
Respond to Push Message by Checking Your Phone



Allow Your Login



Verify Your Account

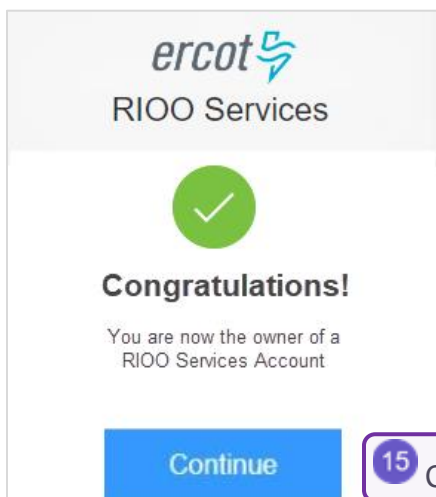


13 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



14 Click **Verify My Account**.

Confirm Your Account Was Created



15 Click **Continue**.

Log In

The screenshot shows the ERCOT RIOO Services login page. At the top, the ERCOT logo and 'RIOO Services' are displayed. Below this are 'Log In' and 'Sign Up' links. The 'Log In' link is underlined. There are two input fields: one for the email address (containing 'yours@example.com') and one for the password (containing 'your password'). A 'Don't remember your password?' link is below the password field. At the bottom is a blue 'LOG IN >' button. Three purple callout boxes with white text and blue numbers are overlaid on the page: callout 16 points to the email field, callout 17 points to the password field, and callout 18 points to the 'LOG IN >' button.

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Log In Sign Up

yours@example.com

your password

Don't remember your password?

LOG IN >

16 Type in your user name.

17 Type in your password.

18 Click LOG IN >.

Respond to Push Message by Checking Your Phone

The screenshot shows the ERCOT RIOO Services mobile app interface. At the top, the ERCOT logo and 'RIOO Services' are displayed. Below this is a green banner that says 'WE'VE SENT A PUSH TO: YOUR IPHONE'. Underneath is a mobile phone icon and a checkbox labeled 'Remember this browser'. Below the checkbox is the text: 'If you haven't received the notification, just enter the code manually.' To the right of the app interface is a mobile notification card with an orange header, a star icon, and the text 'Interconnection Services >'. A purple callout box with white text and a blue number '19' points to the '>' symbol in the notification card.

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WE'VE SENT A PUSH TO: YOUR IPHONE


Remember this browser

If you haven't received the notification,
just enter the code manually.


Interconnection Services >


19 Click >.


Allow Your Login




AUTHENTICATION REQUEST

 **ercot-ginr**
username@serviceprovider.com




 BROWSER
Chrome (70.0.3538.77),
Windows (10)

 LOCATION
Sandy, United States

 DATE
November 12, 2018 at 9:09:27 AM

Deny **Allow**

20 Tap **Allow**.

 Your Interconnection Requests Hello, User Name My Account  Log Out 

[Home](#) [Interconnection](#)

Interconnection Request List [Start New INR Request](#)

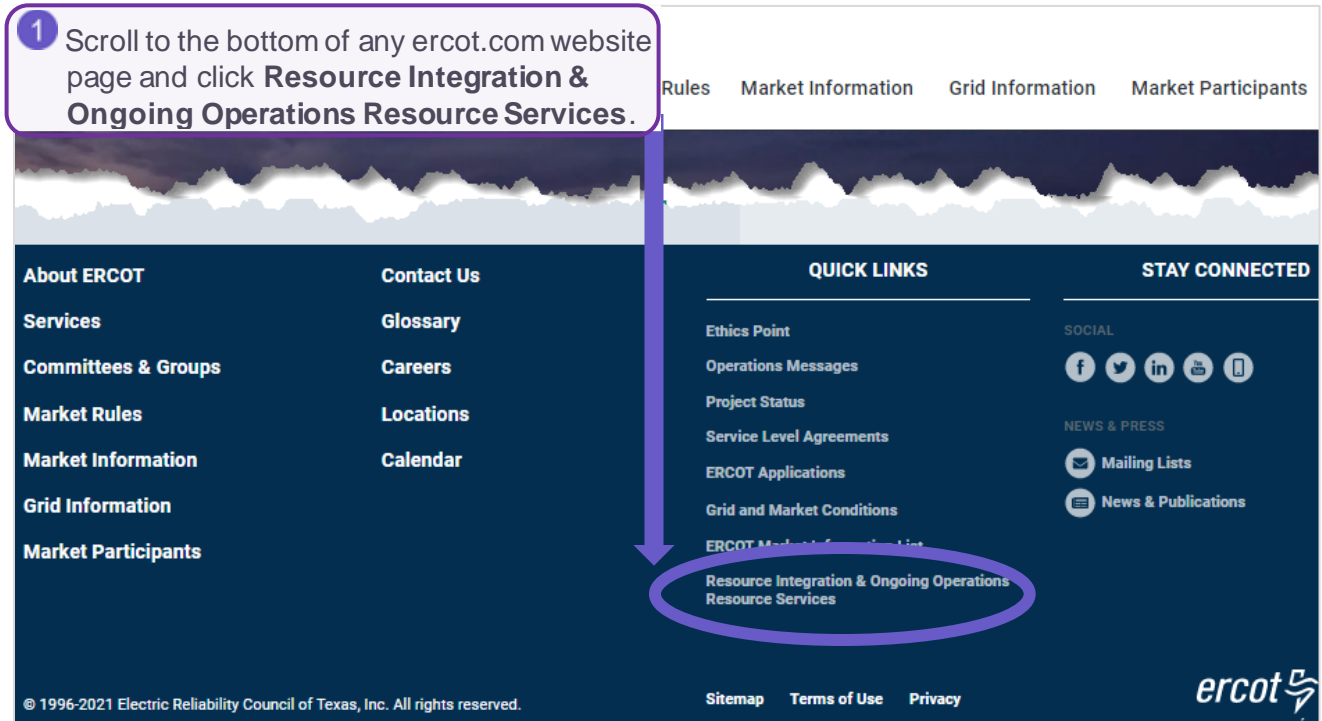
Show entries Search: [Reset All](#)

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.

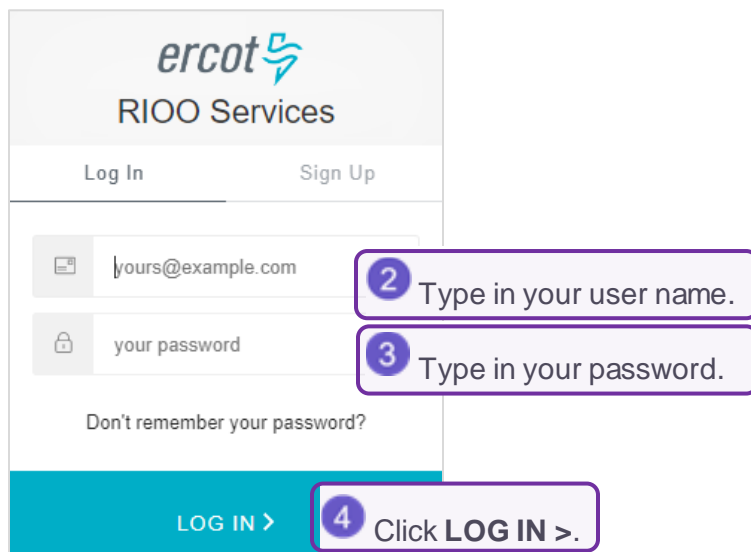
Access the RIOO Services from the ERCOT Website

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 the number '1' points to the link 'Resource Integration & Ongoing Operations Resource Services' in the 'QUICK LINKS' section. The footer also includes navigation links like 'Rules', 'Market Information', 'Grid Information', and 'Market Participants' at the top. Other sections include 'About ERCOT', 'Services', 'Committees & Groups', 'Market Rules', 'Market Information', 'Grid Information', 'Market Participants', 'Contact Us', 'Glossary', 'Careers', 'Locations', 'Calendar', 'ETHICS POINT', 'Operations Messages', 'Project Status', 'Service Level Agreements', 'ERCOT Applications', 'Grid and Market Conditions', 'ERCOT Market Participants List', 'SOCIAL' (Facebook, Twitter, LinkedIn, YouTube, Instagram), 'NEWS & PRESS' (Mailing Lists, News & Publications), 'Sitemap', 'Terms of Use', 'Privacy', and the ERCOT logo.

Log In



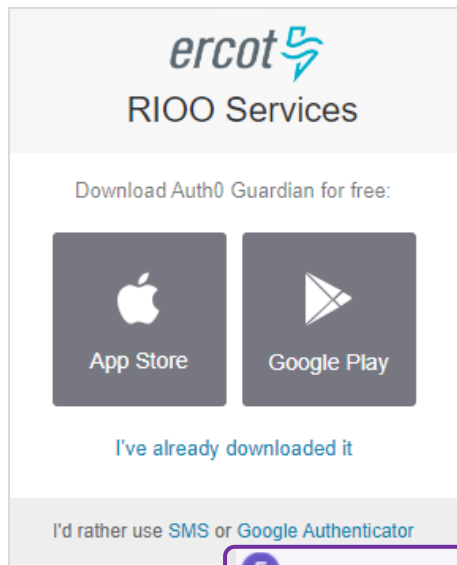
The screenshot shows the login page for ERCOT RIOO Services. It features the ERCOT logo and the text 'RIOO Services'. There are two buttons: 'Log In' and 'Sign Up'. Below these are two input fields: one for the email address (containing 'yours@example.com') and one for the password (containing 'your password'). A link 'Don't remember your password?' is located below the password field. At the bottom, there is a large teal button labeled 'LOG IN >'. Numbered callouts (2, 3, and 4) are overlaid on the page to guide the user through the login process.

2 Type in your user name.

3 Type in your password.

4 Click **LOG IN >**.

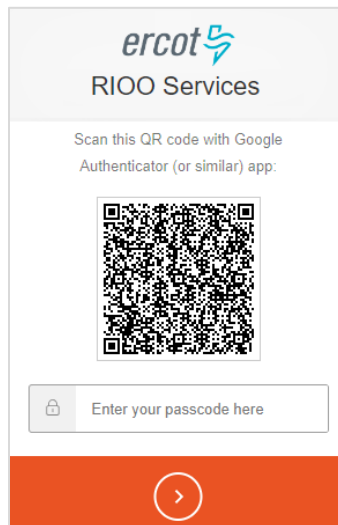
Confirm the Authentication Method




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.

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

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RIOO Services

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:

VXUD - YM3J - DRR9 - SSCR - 8Y4C - 8N63

I have safely recorded this 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

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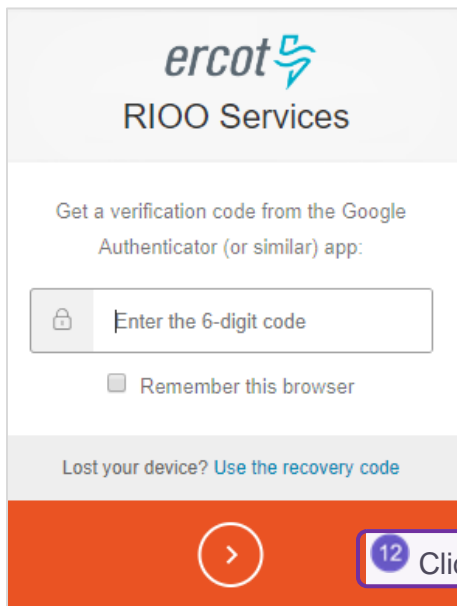
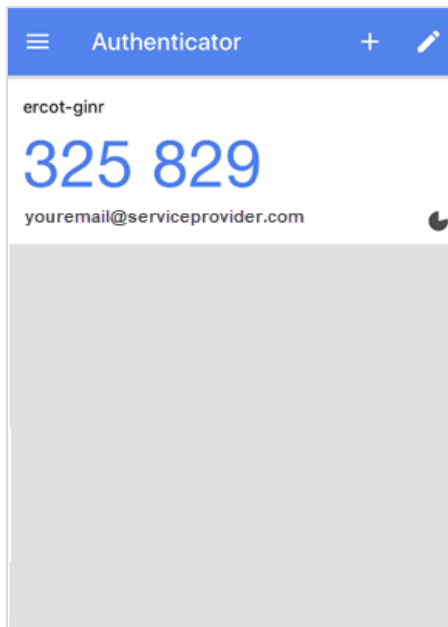
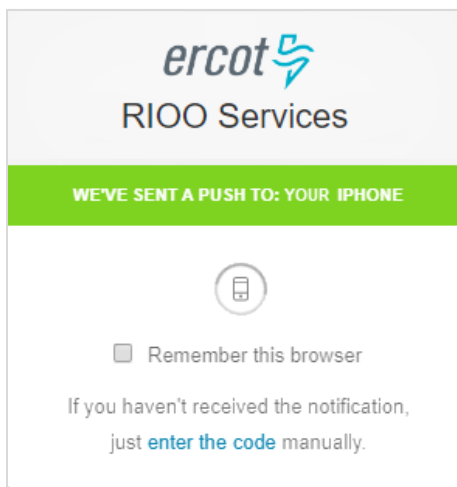
✓

Congratulations, you are all set. In the future when logging in you'll want your device handy.

Continue

10 Click Continue.

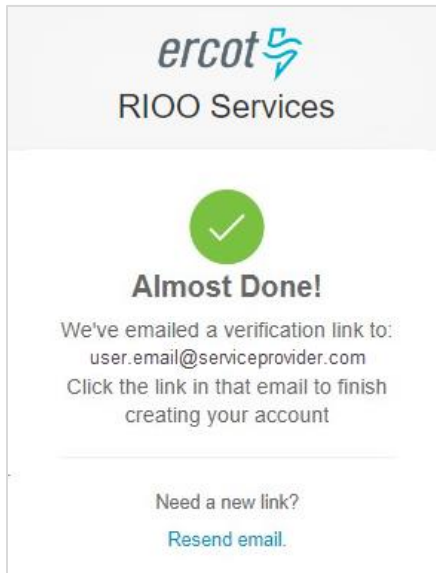
Respond to Push Message by Checking Your Phone



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

12 Click 

Verify Your Account

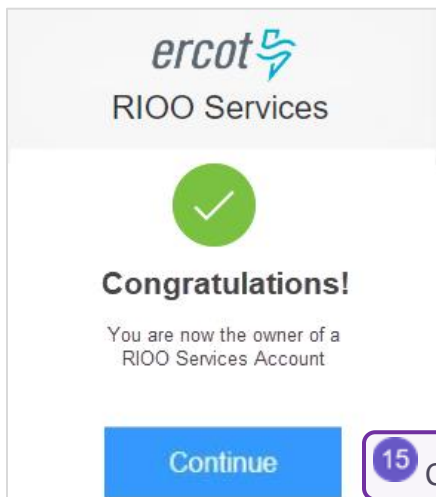


13 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



14 Click **Verify My Account**.

Confirm Your Account Was Created



15 Click **Continue**.

Log In

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- 16 Type in your user name.
- 17 Type in your password.
- 18 Click LOG IN >.

Respond to Push Message by Checking Your Phone

The left screenshot shows the ERCOT RIOO Services login page with a green banner that reads 'WE'VE SENT A PUSH TO: YOUR IPHONE'. Below the banner is a mobile phone icon and a checkbox labeled 'Remember this browser'. Below the checkbox is the text: 'If you haven't received the notification, just enter the code manually.' The right screenshot shows an Authenticator app interface with a blue header 'Authenticator'. Below the header, it displays 'ercot-ginr', a large blue code '325 829', and the email address 'youremail@serviceprovider.com'.

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RIOO Services

Get a verification code from the Google Authenticator (or similar) app:

Enter the 6-digit code

Remember this browser

Lost your device? [Use the recovery code](#)

>

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

20 Click >

ercot Your Interconnection Requests

Hello, User Name My Account Log Out

Home Interconnection

Interconnection Request List Start New INR Request

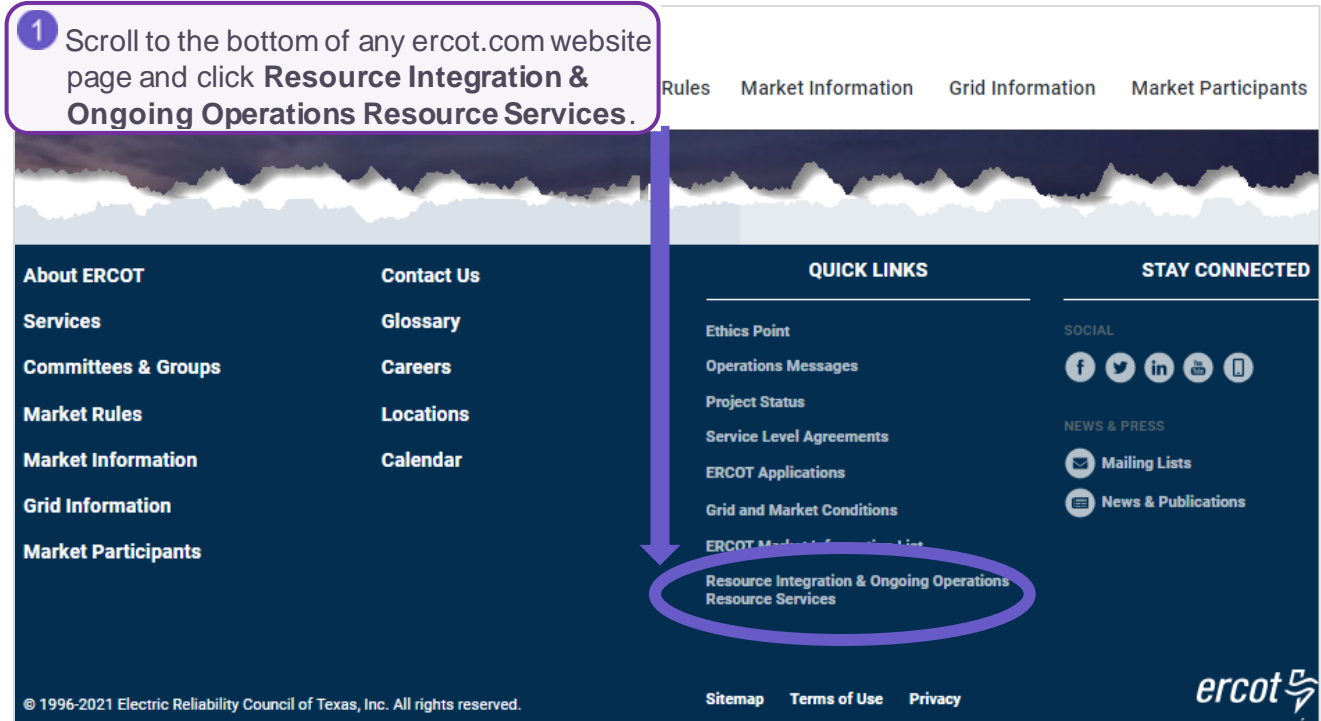
Show 10 entries Search: Enter term to find... Reset All

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.

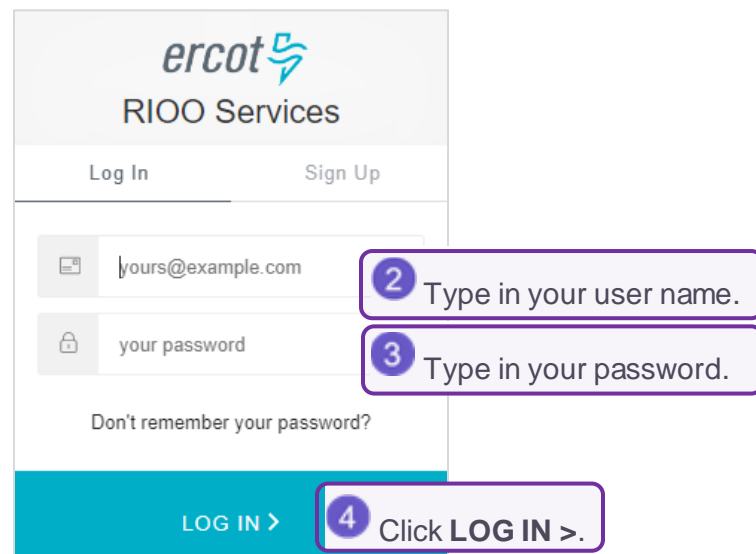
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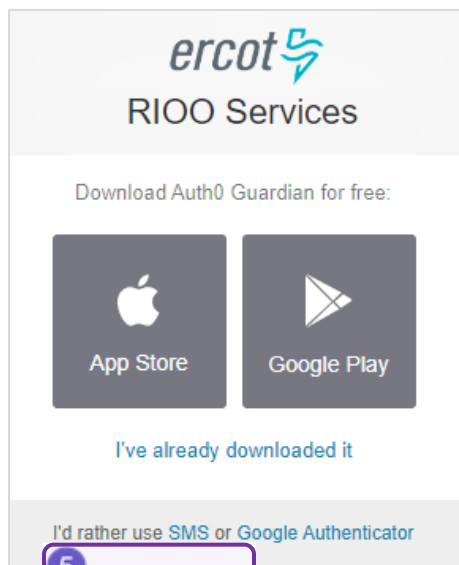
The screenshot shows the footer of the ERCOT website. A callout box with a purple border and the number '1' points to the link 'Resource Integration & Ongoing Operations Resource Services' in the 'QUICK LINKS' section. The footer also includes navigation links like 'Rules', 'Market Information', 'Grid Information', and 'Market Participants' at the top, and 'About ERCOT', 'Services', 'Committees & Groups', 'Market Rules', 'Market Information', 'Grid Information', and 'Market Participants' on the left. The 'QUICK LINKS' section lists 'Ethics Point', 'Operations Messages', 'Project Status', 'Service Level Agreements', 'ERCOT Applications', 'Grid and Market Conditions', and 'ERCOT Market Participants List'. The 'STAY CONNECTED' section includes 'SOCIAL' links for Facebook, Twitter, LinkedIn, YouTube, and Instagram, and 'NEWS & PRESS' links for 'Mailing Lists' and 'News & Publications'. The footer also contains '© 1996-2021 Electric Reliability Council of Texas, Inc. All rights reserved.', 'Sitemap', 'Terms of Use', 'Privacy', and the ERCOT logo.

Log In



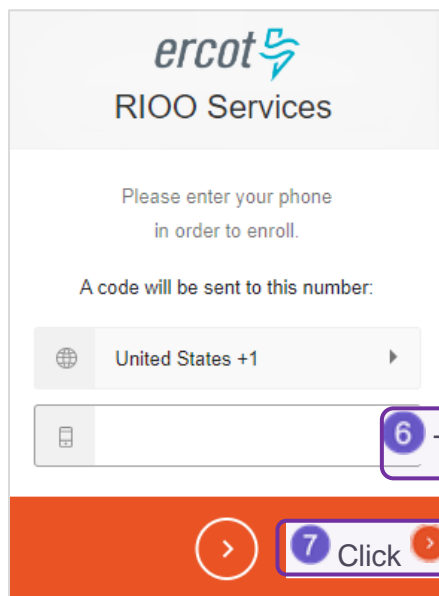
The screenshot shows the login page for ERCOT RIOO Services. It features the ERCOT logo and the text 'RIOO Services'. There are two buttons: 'Log In' and 'Sign Up'. Below these are two input fields: one for the email address (containing 'yours@example.com') and one for the password (containing 'your password'). A link 'Don't remember your password?' is located below the password field. At the bottom, there is a large teal button labeled 'LOG IN >'. Four numbered callouts provide instructions: '2 Type in your user name.' points to the email field, '3 Type in your password.' points to the password field, and '4 Click LOG IN >.' points to the login button.

Confirm the Authentication Method



5 Click **SMS**.

Provide Your Phone Number



6 Type in your cell phone number.

7 Click .

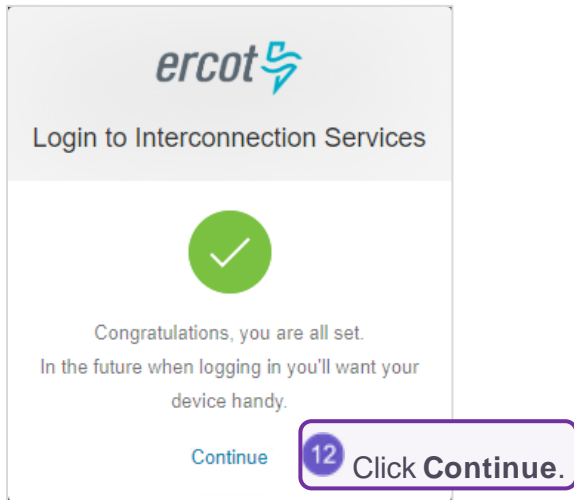
Respond to Push Message by Checking Your Phone

The screenshot shows the ERCOT RIOO Services app interface. At the top, the ERCOT logo and "RIOO Services" are displayed. A green banner states "WE'VE SENT AN SMS TO: 1 5126997764". Below this, a message reads: "In order to confirm enrollment we need to confirm your phone. Please enter the received code." A text input field contains the placeholder "Enter the 6-digit code". A checkbox labeled "Remember this browser" is present. At the bottom, there is a red navigation bar with a white right-pointing arrow and a "Click" button with a red right-pointing arrow. A callout box with a purple border and the number "8" points to the input field, containing the text: "Type the six digits from the message into the Code field." To the right, a separate screenshot shows an SMS message from "+1 (630) 409-4293" received "in 1m". The message content is "324175 is your verification code for". A callout box with a purple border and the number "9" points to the "Click" button in the app screenshot, containing the text: "Click".

Record Your Recovery Code

The screenshot shows the ERCOT RIOO Services app interface. At the top, the ERCOT logo and "RIOO Services" are displayed. 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:". Below this, a text box contains the recovery code "VXUD - YM3J - DRR9 - SSCR - 8Y4C - 8N63". A checkbox labeled "I have safely recorded this code" is present. At the bottom, there is a grey navigation bar with a white right-pointing arrow and a "Click" button with a grey right-pointing arrow. A callout box with a purple border and the number "10" points to the recovery code text box, containing the text: "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." A callout box with a purple border and the number "11" points to the "Click" button in the app screenshot, containing the text: "Click".

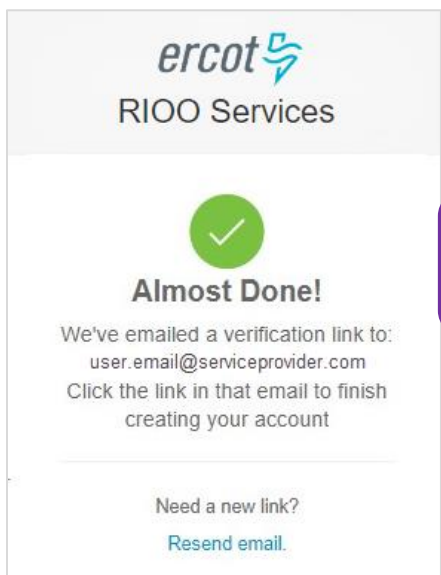
Continue to Next Page



The screenshot shows the ERCOT login page for Interconnection Services. At the top is the ERCOT logo and the text "Login to Interconnection Services". Below this is a 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 left is a "Continue" button. A purple callout box with the number 12 points to the "Continue" button.

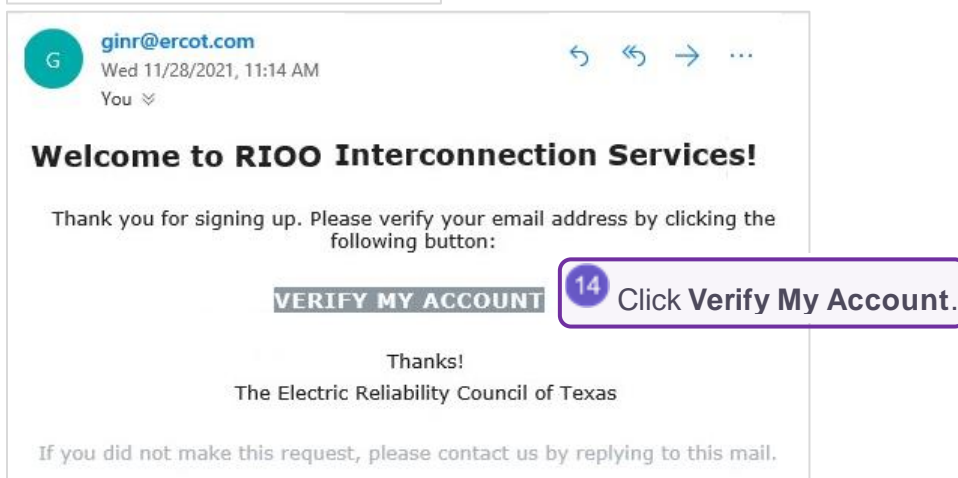
12 Click **Continue**.

Verify Your Account



The screenshot shows the ERCOT RIOO Services page. At the top is the ERCOT logo and the text "RIOO Services". Below this is a green checkmark icon. The text reads: "Almost Done! We've emailed a verification link to: user.email@serviceprovider.com. Click the link in that email to finish creating your account." At the bottom left is a "Resend email" link. A purple callout box with the number 13 points to the right side of the page.

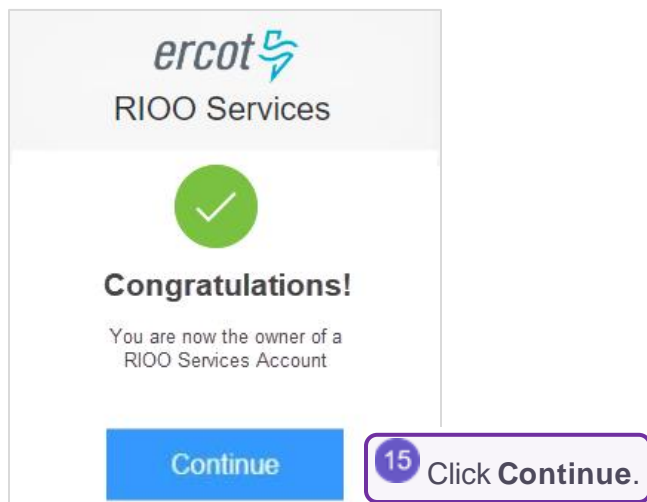
13 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



The screenshot shows an email from ginr@ercot.com dated Wed 11/28/2021, 11:14 AM. The subject is "Welcome to RIOO Interconnection Services!". The body text says: "Thank you for signing up. Please verify your email address by clicking the following button:" followed by a button labeled "VERIFY MY ACCOUNT". Below the button is "Thanks! The Electric Reliability Council of Texas". At the bottom, it says: "If you did not make this request, please contact us by replying to this mail." A purple callout box with the number 14 points to the "VERIFY MY ACCOUNT" button.

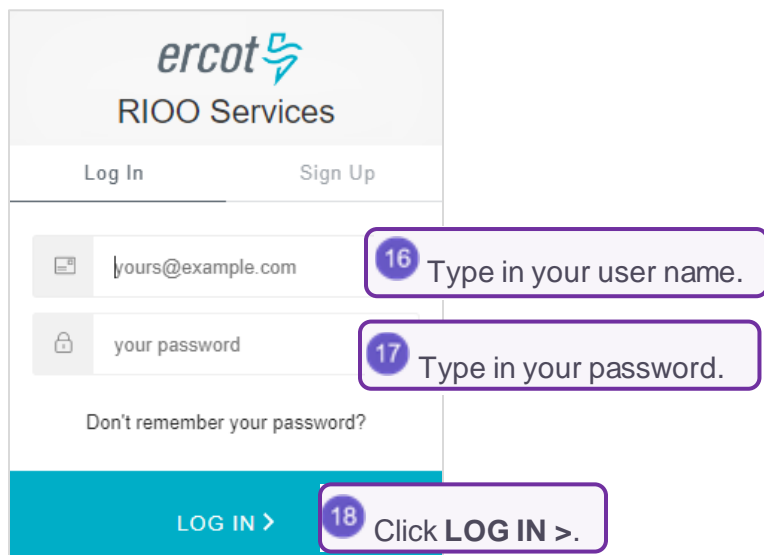
14 Click **Verify My Account**.

Confirm Your Account Was Created



The screenshot shows the ERCOT RIOO Services account confirmation page. At the top, the ERCOT logo and "RIOO Services" are displayed. Below this is a green checkmark icon, followed by the heading "Congratulations!" and the text "You are now the owner of a RIOO Services Account". A blue "Continue" button is located at the bottom left. A purple callout box with the number 15 points to the "Continue" button, containing the text "Click Continue."

Log In To Your New Account



The screenshot shows the ERCOT RIOO Services login page. At the top, the ERCOT logo and "RIOO Services" are displayed. Below this are two tabs: "Log In" (selected) and "Sign Up". There are two input fields: the first is for the user name, containing "yours@example.com", and the second is for the password, containing "your password". A link "Don't remember your password?" is located below the password field. A teal "LOG IN >" button is at the bottom. Three purple callout boxes with numbers 16, 17, and 18 point to the user name field, password field, and "LOG IN >" button, respectively, with instructions: "Type in your user name.", "Type in your password.", and "Click LOG IN >."

Respond to Push Message by Checking Your Phone

The image shows two parts of a user interface. On the left is a web page for 'ercot RIOO Services'. It features a green banner that says 'WE'VE SENT AN SMS TO: 1 5126997764'. Below this, a message states: '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'. A checkbox labeled 'Remember this browser' is below the field. At the bottom of the page is a red button with a white right-pointing arrow. On the right is a screenshot of a mobile phone's messaging app. It shows a message from '+1 (630) 409-4293' received 'in 1m'. The message content is '324175 is your verification code for'. A purple callout box with the number '19' points to the code '324175' in the message. Another purple callout box with the number '20' points to the red arrow button on the web page.

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

20 Click .

The image shows a screenshot of the ERCOT 'Your Interconnection Requests' dashboard. The header includes the ERCOT logo and the text 'Your Interconnection Requests'. On the right side of the header, 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 with 'Home' and 'Interconnection'. The main content area is titled 'Interconnection Request List'. To the right of this title is a green button labeled 'Start New INR Request'. Below the title, there is a 'Show' dropdown menu set to '10' and the text 'entries'. To the right of this is a search bar 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