



TSP 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 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 the appropriate GINR 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 GINR_M_Operator role in your Market Participant Identity Management (MPIM) profile to access and use RIOO Interconnection Services.

Modify Market Participant User

Company Name [REDACTED]
DUNS [REDACTED]
Organization Profile [REDACTED]
Employee ID [REDACTED]

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

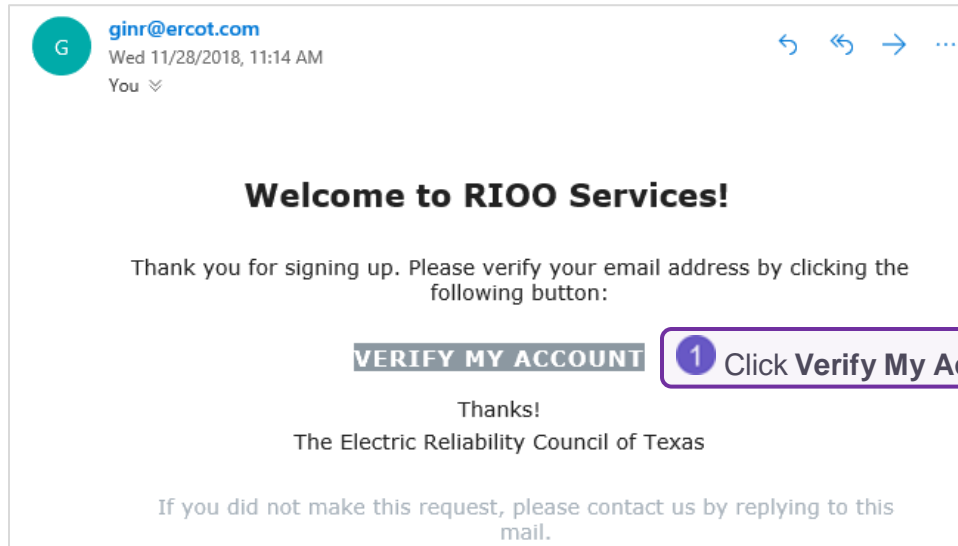
(If left empty the default value will be "FirstName LastName")

Available Roles	Requested Roles
<input type="checkbox"/> EMS_M_SOTE	<input checked="" type="checkbox"/> GINR_M_OPERATOR
<input type="checkbox"/> ICE_IMRE_EXTRACTS	
<input type="checkbox"/> MARKETRAK	
<input type="checkbox"/> MOTE_SOTE	
<input type="checkbox"/> MP_ASSETS	
<input type="checkbox"/> MP_VIEW_SWITCH	
<input type="checkbox"/> NMMS_IMM	
<input type="checkbox"/> NMMS_MOD	
<input type="checkbox"/> NMS_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 appropriate RIOO 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.

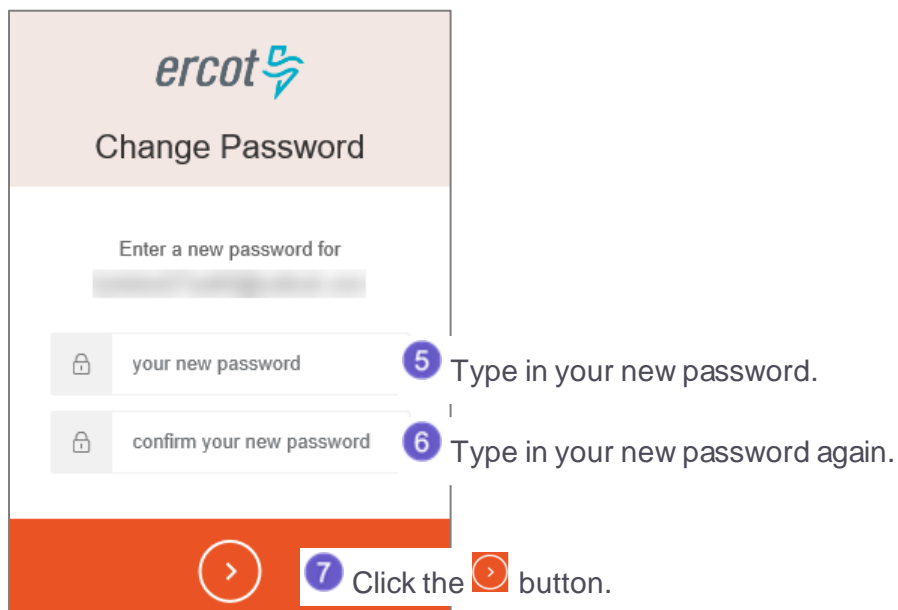
3 Click **SEND EMAIL >**.

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

f t in y i

NEWS & PRESS

Mailing Lists

News & Publications

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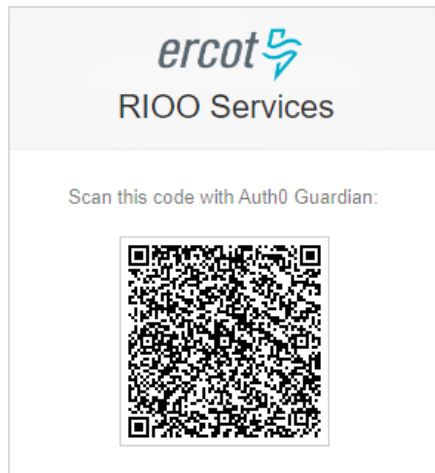
Log In


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. 3. Type in your password. 4. Click LOG IN >.

Confirm Auth0 Guardian as the Authentication Method

The screenshot shows the ERCOT RIOO Services app download page. At the top, the ERCOT logo and 'RIOO Services' are displayed. Below this is the text 'Download Auth0 Guardian for free:'. There are two buttons: 'App Store' and 'Google Play'. Below these is a link 'I've already downloaded it'. At the bottom is a link 'I'd rather use SMS or Google Authenticator'. A dashed blue callout box contains the text: '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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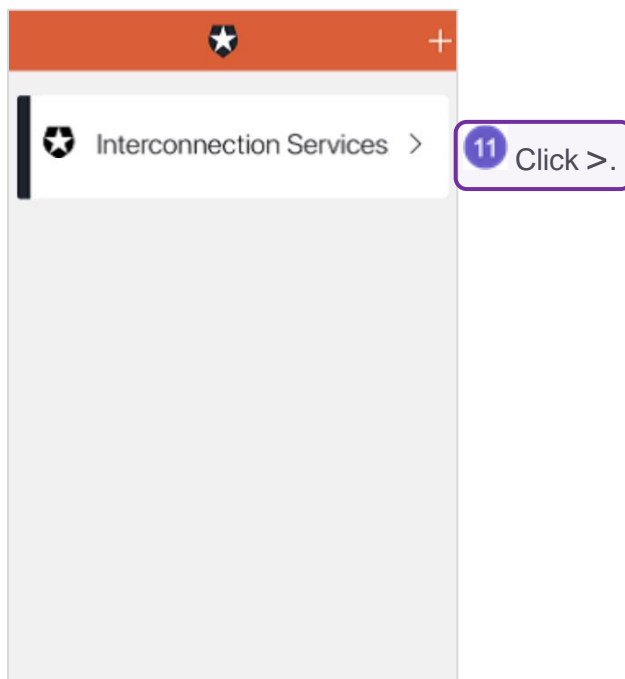
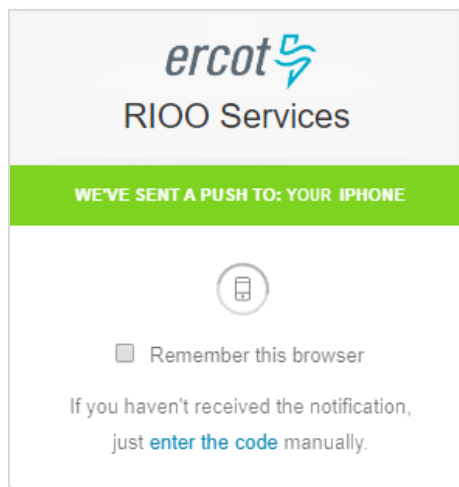
✓

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

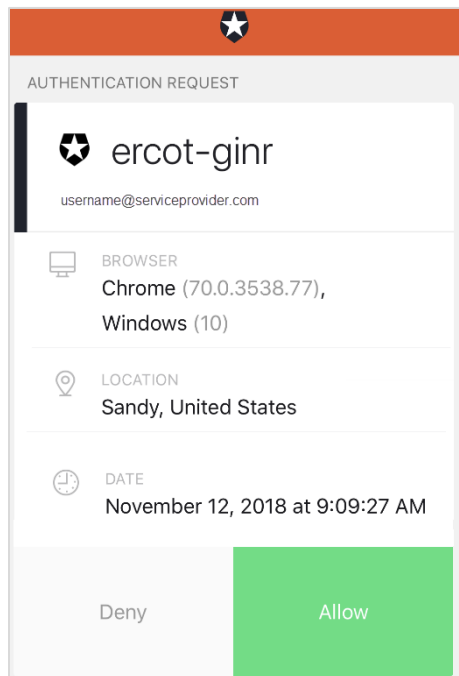
Continue

10 Click Continue.

Respond to Push Message by Checking Your Phone

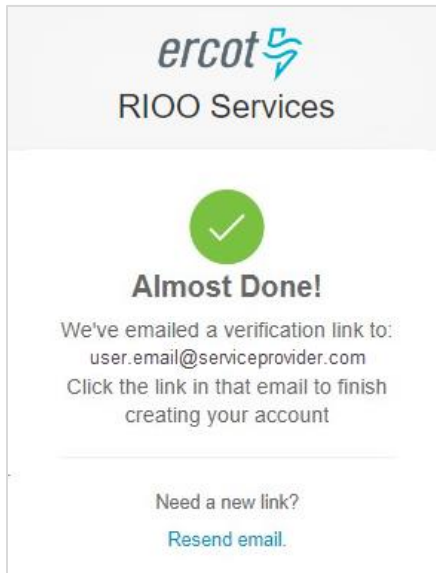


Allow Your Login



12 Tap **Allow**.

Verify Your Account

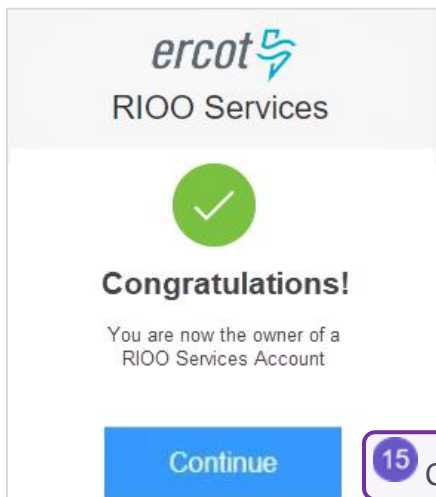


13 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



14 Click **Verify My Account**.

Confirm Your Account Was Created



15 Click **Continue**.

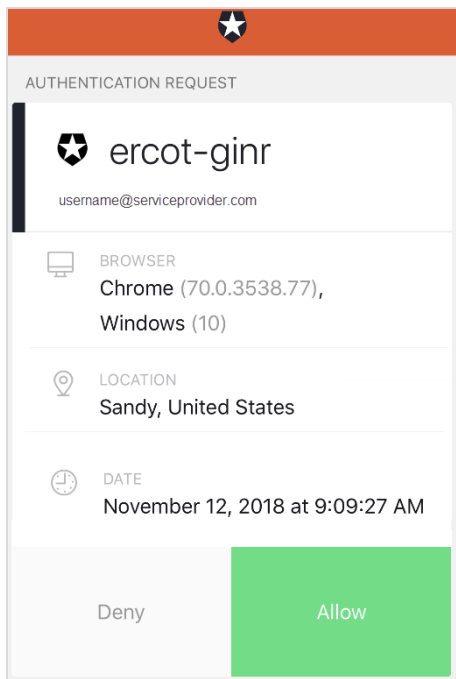
Log In

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 with the text 'Type in your user name.', callout 17 points to the password field with the text 'Type in your password.', and callout 18 points to the 'LOG IN >' button with the text 'Click LOG IN >.'

Respond to Push Message by Checking Your Phone

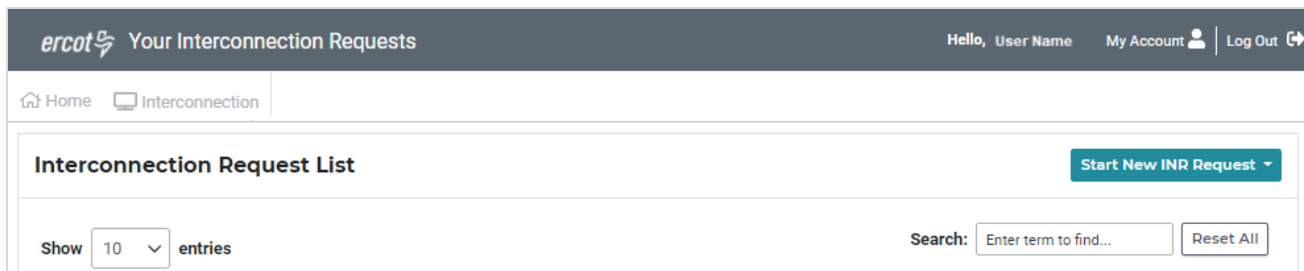
The screenshot shows the ERCOT RIOO Services mobile app interface. On the left, the desktop version of the page is visible, showing the ERCOT logo, 'RIOO Services', a green banner that says 'WE'VE SENT A PUSH TO: YOUR IPHONE', a mobile phone icon, a 'Remember this browser' checkbox, and a message: 'If you haven't received the notification, just enter the code manually.' On the right, a mobile notification card is shown with an orange header containing a star icon and a plus sign. The card has a white background with a star icon and the text 'Interconnection Services >'. A purple callout box with white text and a blue number 19 points to the '>' symbol with the text 'Click >.'

Allow Your Login



A screenshot of an authentication request dialog. At the top, there is an orange bar with a white star icon. Below it, the text "AUTHENTICATION REQUEST" is displayed. The main content area shows the "ercot-ginr" logo and the email address "username@serviceprovider.com". Three sections provide details: "BROWSER" (Chrome (70.0.3538.77), Windows (10)), "LOCATION" (Sandy, United States), and "DATE" (November 12, 2018 at 9:09:27 AM). At the bottom, there are two buttons: "Deny" (grey) and "Allow" (green).

20 Tap **Allow**.



A screenshot of the "ercot Your Interconnection Requests" website. The header includes the ercot logo, the page title "Your Interconnection Requests", and user information: "Hello, User Name", "My Account" (with a user icon), and "Log Out" (with an external link icon). Below the header is a breadcrumb trail: "Home" and "Interconnection". The main content area is titled "Interconnection Request List" and features a "Start New INR Request" button. At the bottom of this section, there is a "Show 10 entries" dropdown menu and a search bar with the placeholder text "Enter term to find..." and a "Reset All" button.

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

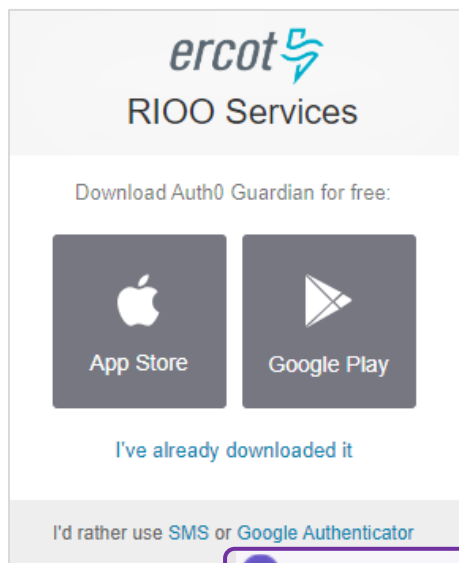
1 Scroll to the bottom of any ercot.com website page and click **Resource Integration & Ongoing Operations Resource Services**.

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 for Rules, Market Information, Grid Information, and Market Participants, as well as sections for About ERCOT, Services, Committees & Groups, Market Rules, Market Information, Grid Information, Market Participants, Contact Us, Glossary, Careers, Locations, and Calendar. There are also sections for 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) and STAY CONNECTED (SOCIAL, NEWS & PRESS, Mailing Lists, News & Publications). The footer includes copyright information for 1996-2021 Electric Reliability Council of Texas, Inc. and links for Sitemap, Terms of Use, and Privacy.

Log In

The screenshot shows the login page for ERCOT RIOO Services. The page has 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'). There is a link for 'Don't remember your password?'. At the bottom, there is a large blue button labeled 'LOG IN >'. Four numbered callouts are present: 1. 'Type in your user name.' pointing to the email field. 2. 'Type in your password.' pointing to the password field. 3. 'Click LOG IN >.' pointing to the LOG IN button. 4. (This callout is not explicitly present in the image, but the instruction implies clicking the button).

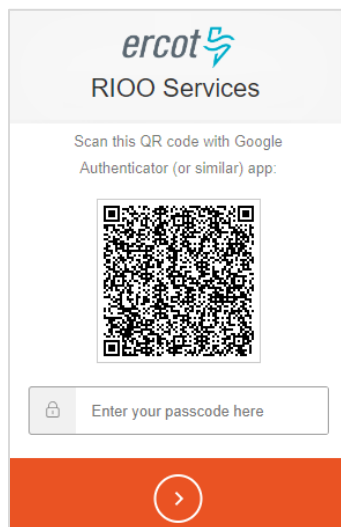
Confirm the Authentication Method




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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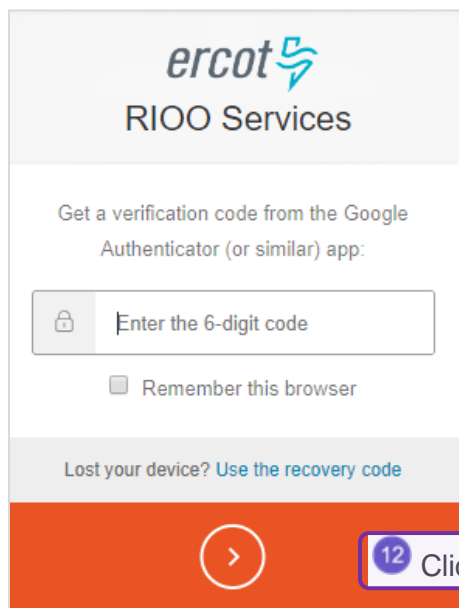
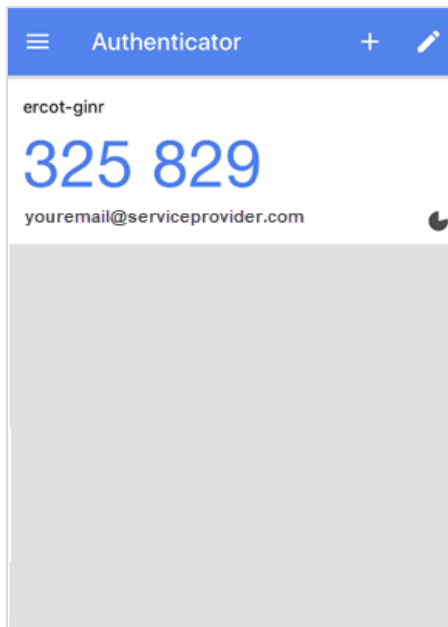
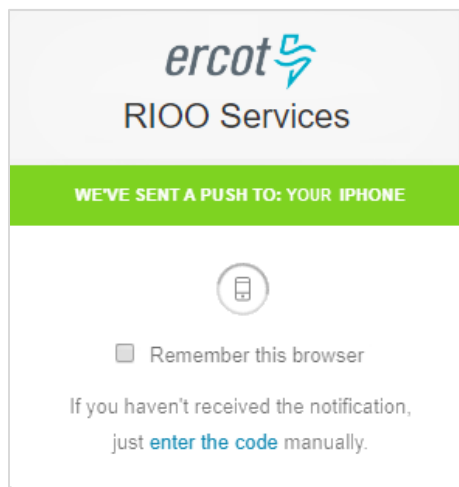
✓

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

Continue

10 Click Continue.

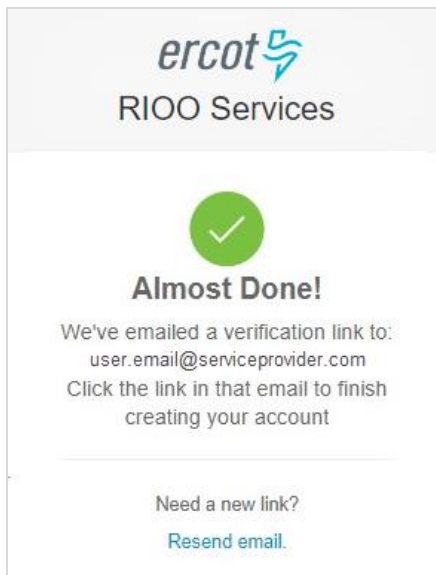
Respond to Push Message by Checking Your Phone



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

12 Click 

Verify Your Account

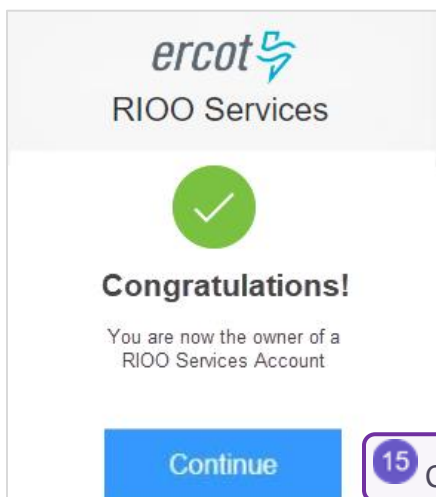


13 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



14 Click **Verify My Account**.

Confirm Your Account Was Created



15 Click **Continue**.

Log In

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 selected. 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 numbers are overlaid on the page: 16 points to the email field, 17 points to the password field, and 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 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

WE'VE SENT A PUSH TO: YOUR IPHONE

Remember this browser

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

Authenticator

ercot-ginr

325 829

youremail@serviceprovider.com

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RIOO Services

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

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

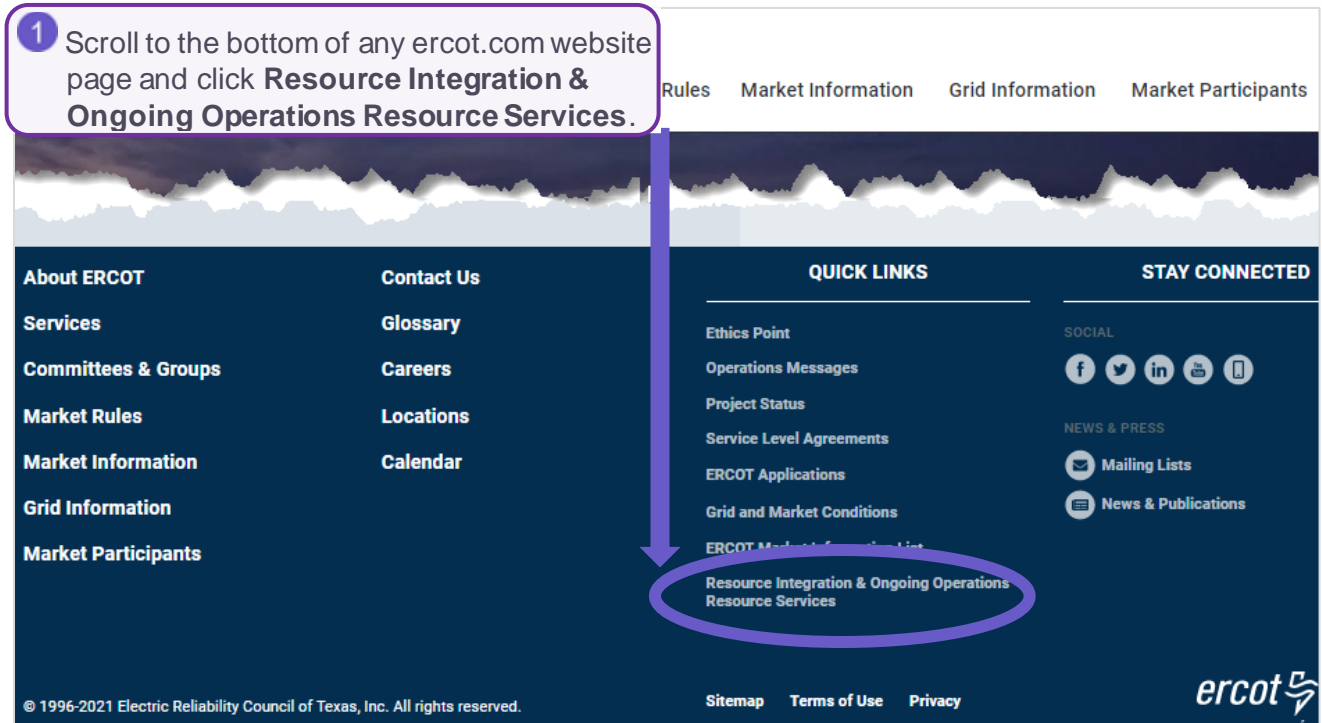
Show 10 entries Search: Enter term to find... Reset All

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.

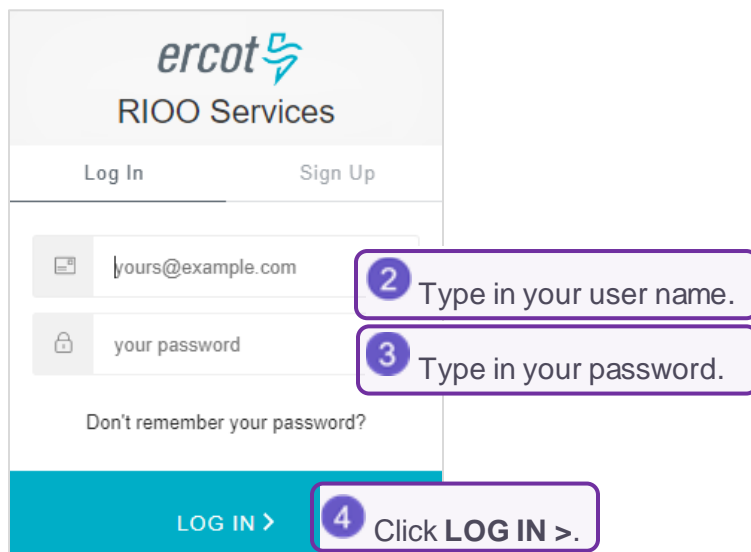
Access the RIOO Services from the ERCOT Website

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' contains the instruction: 'Scroll to the bottom of any ercot.com website page and click **Resource Integration & Ongoing Operations Resource Services**.' A purple arrow points from this callout box to a link in the 'QUICK LINKS' section of the footer, which is also circled in purple. The footer includes navigation links for Rules, Market Information, Grid Information, and Market Participants. Other sections include About ERCOT, Services, Committees & Groups, Market Rules, Market Information, Grid Information, Market Participants, Contact Us, Glossary, Careers, Locations, and Calendar. The 'QUICK LINKS' section lists: Ethics Point, Operations Messages, Project Status, Service Level Agreements, ERCOT Applications, Grid and Market Conditions, ERCOT Market Participants List, and Resource Integration & Ongoing Operations Resource Services. The 'STAY CONNECTED' section includes social media icons for Facebook, Twitter, LinkedIn, YouTube, and Instagram, and links for Mailing Lists and News & Publications. The footer also contains a Sitemap, Terms of Use, and Privacy link, along with the ERCOT logo and copyright information: © 1996-2021 Electric Reliability Council of Texas, Inc. All rights reserved.

Log In



The screenshot shows the login page for ERCOT RIOO Services. The page 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 for '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 in purple boxes provide instructions: 1. 'Type in your user name.' (pointing to the email field), 2. 'Type in your password.' (pointing to the password field), 3. 'Click LOG IN >.' (pointing to the login button), and 4. 'Click LOG IN >.' (pointing to the login button).

Confirm the Authentication Method

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Download Auth0 Guardian for free:

App Store Google Play

[I've already downloaded it](#)

[I'd rather use SMS or Google Authenticator](#)

5 Click **SMS**.

Provide Your Phone Number

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Please enter your phone
in order to enroll.

A code will be sent to this number:

United States +1

Type in your cell phone number.

Click >

6 Type in your cell phone number.

7 Click >

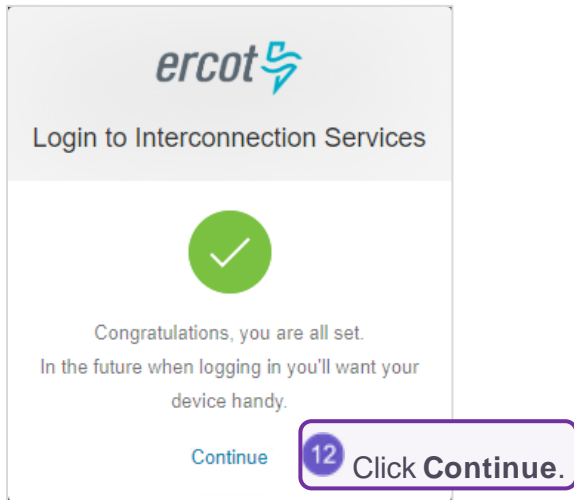
Respond to Push Message by Checking Your Phone

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 in a blue circle 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 a mobile message notification: "MESSAGES in 1m +1 (630) 409-4293 324175 is your verification code for". The code "324175" is circled in orange.

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 in a blue circle 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." Another callout box with a purple border and the number 11 in a blue circle points to the "Click" button, containing the text: "Click".

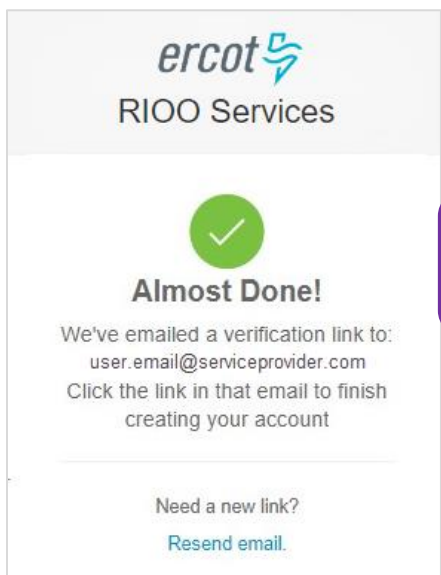
Continue to Next Page



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.

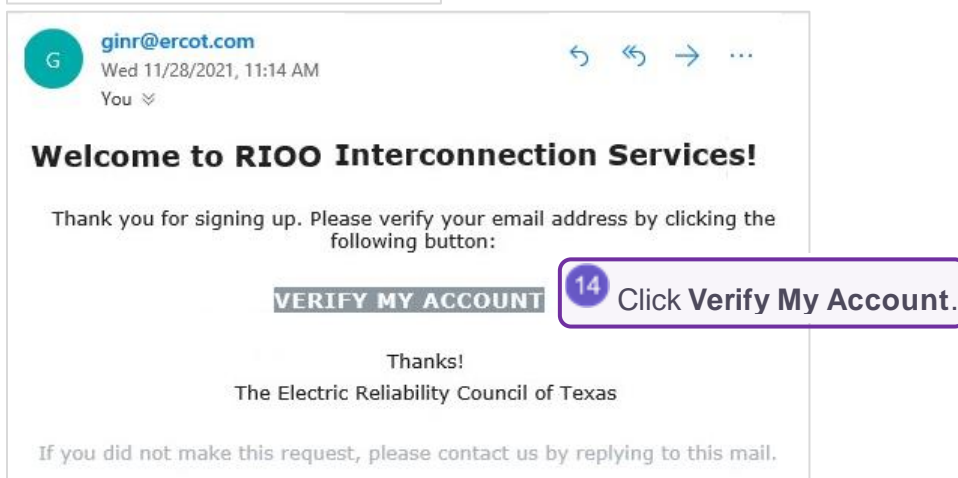
12 Click **Continue**.

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.

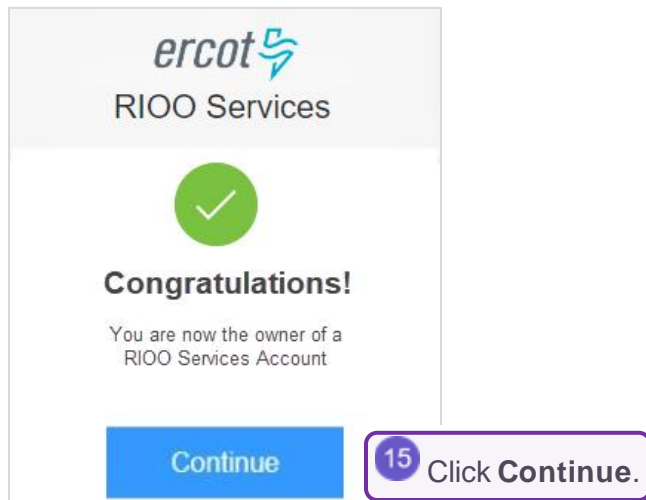
13 When the *Almost Done* page displays, open your email inbox and locate the **Welcome to RIOO Interconnection Services** email message.



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 reads: "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 the text "Thanks! The Electric Reliability Council of Texas". At the bottom is the text "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



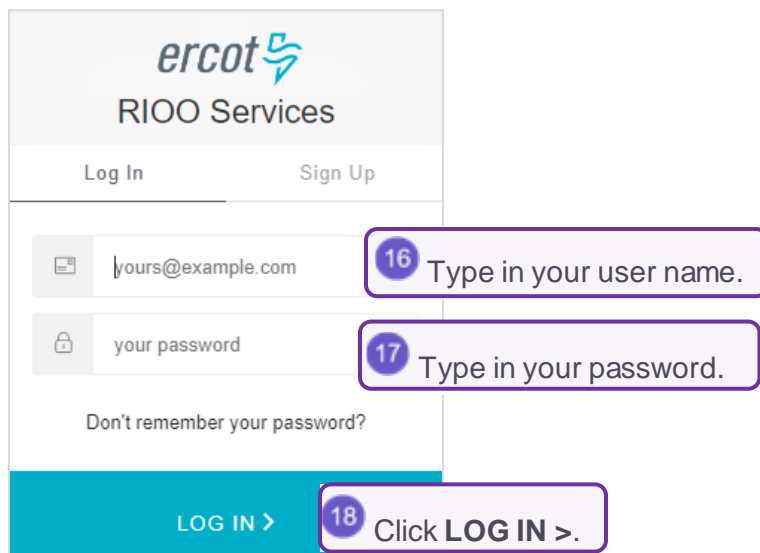
ercot
RIOO Services

Congratulations!
You are now the owner of a
RIOO Services Account

Continue

15 Click **Continue**.

Log In To Your New Account



ercot
RIOO Services

Log In Sign Up

Don't remember your password?

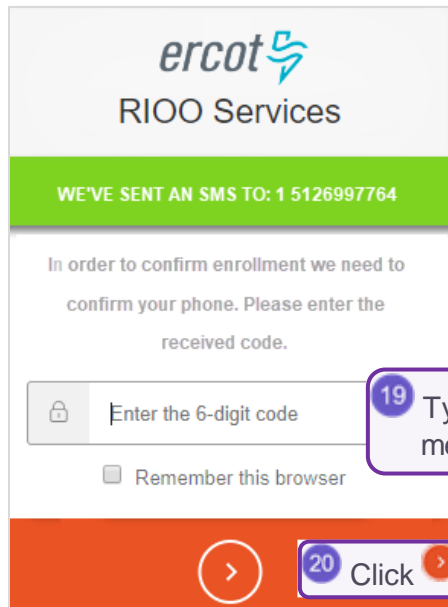
LOG IN >

16 Type in your user name.

17 Type in your password.

18 Click **LOG IN >**.

Respond to Push Message by Checking Your Phone



ercot
RIOO Services

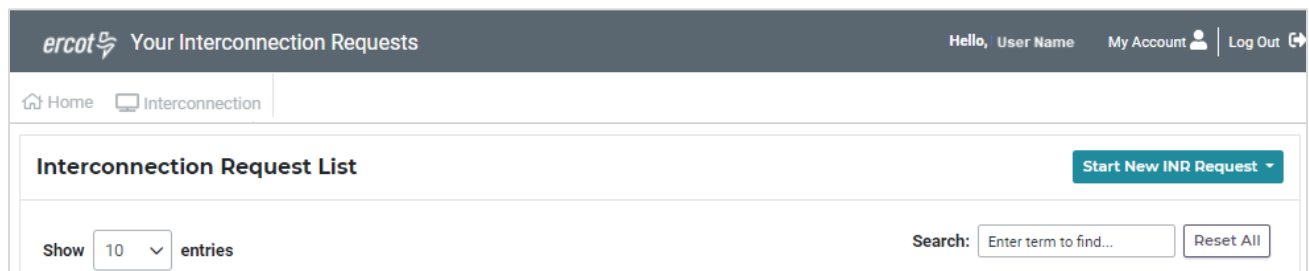
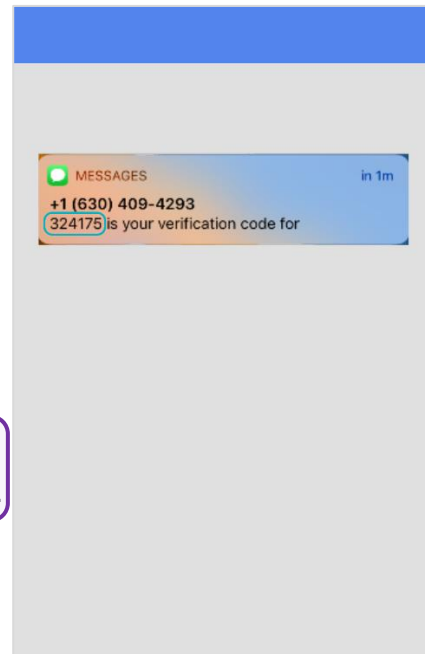
WE'VE SENT AN SMS TO: 1 5126997764

In order to confirm enrollment we need to confirm your phone. Please enter the received code.

Remember this browser

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

20 Click .



ercot Your Interconnection Requests

Hello, User Name My Account Log Out

Home Interconnection

Interconnection Request List

Show 10 entries Search:

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