**ERCOT Market Participant Help Reference Sheet**

**Where to Get Help:**

| **Situation** | **Best Contact Method** |
| --- | --- |
| **Non-urgent questions or issues** | Use the ERCOT CSP (Customer Service Portal). Login required. Submit tickets for triage during business hours (8 AM – 5 PM CT). [ERCOT Public Portal](https://www.ercot.com/about/contact) |
| **General Market Operations or Long-term Topics** | Contact your assigned **Client Service Representative** |
| **Development/Technical Interface Issues** | Post questions to the [ERCOT Developer Portal](https://devportal.ercot.com/). Forum monitored by ERCOT developers and Market Participants. |
| **Urgent system issues, outages, or critical problems** | **ERCOT Service Desk** (24/7 support)  - 📞 Phone: **877-647-4357**  - 📧 Email: **servicedesk@ercot.com** |

**When Creating a Ticket (Help Us Help You Faster!):**

Include the following if possible:

* **Application/Service** (e.g., FlighTrak, MarkeTrak, Find Transaction, Find ESIID, Retail API, NAESB/EDI, MDT, MIS, ERCOT Web Services)
* **Brief Issue Description:**
* **User Impact:** GUI/User level or System/System interface level
* **URL/Interface Name:**
* **Issue Start Time:**
* **Market Participant Name & DUNS#:**
* **Environment:** PROD, MOTE, CERT, RMTE, MSE
* **Are others impacted too?**

**Optional but Helpful:**

* Screenshots, logs, or error messages
* User ID or Certificate details
* Troubleshooting steps, you have already tried

**ERCOT Help Ticket Email Templates**

**Blank Email Template**

**To:** [servicedesk@ercot.com](mailto:servicedesk@ercot.com)  
**Subject:** [Application Name] - [Brief Issue Summary] - [Environment]

**Body:**

Hello ERCOT Service Desk,

I would like to report an issue. Details below:

* **Application/Service:** [Insert Application Name] (e.g., MarkeTrak, MIS, EWS)
* **Issue Summary:** [Insert short description of the problem]
* **User Impact:** [GUI User-Level Issue OR System-to-System Issue]
* **ERCOT URL/Interface:** [Insert link or name, if applicable]
* **Issue Start Time:** [Insert date and time]
* **Market Participant Name and DUNS#:** [Insert name and DUNS number]
* **Environment:** [PROD, MOTE, CERT, etc.]
* **Other Users Impacted?** [Yes/No/Not Sure]

**Optional Attachments/Info:**

* [Screenshots, logs, error messages if available]
* [User ID or Certificate Information]
* [Any troubleshooting steps attempted]

Thank you,  
[Your Name]  
[Your Organization]  
[Your Phone Number]

**Quick Tips for a Good Ticket**

* Keep the subject line clear and specific.
* Include as much relevant information up front. Avoid “ERCOT is down”.
* Attach screenshots or logs if possible.
* Mention if multiple users are affected.
* Note any troubleshooting already performed.

**Example Filled-Out Email**

**To:** [servicedesk@ercot.com](mailto:servicedesk@ercot.com)  
**Subject:** MarkeTrak – Unable to Submit Transactions – PROD

**Body:**

Hello ERCOT Service Desk,

I would like to report an issue. Details below:

* **Application/Service:** MarkeTrak
* **Issue Summary:** Users are unable to submit new MarkeTrak transactions. Submit button is non-responsive after inputting required fields.
* **User Impact:** GUI User-Level Issue
* **ERCOT URL/Interface:** <https://mis.ercot.com/marketrak>
* **Issue Start Time:** April 29, 2025, 10:30 AM CT
* **Market Participant Name and DUNS#:** ABC Retail Energy, 1234567890123
* **Environment:** PROD
* **Other Users Impacted?** Yes – multiple users across the company are experiencing the same issue.

**Optional Attachments/Info:**

* Attached screenshots showing the non-responsive submit button.
* User ID impacted: [jsmith@abcretail.com](mailto:jsmith@abcretail.com)
* Troubleshooting steps attempted: Cleared browser cache, tried alternate browsers, no change.

Thank you,  
John Smith  
ABC Retail Energy  
(512) 555-1234