



Manage Multi Factor Authentication for PowerGADS Users

Job Aid

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Overview

This **Manage Multi Factor Authentication (MFA) job** aid provides guidance for PowerGADS users who need to configure, use, or update MFA to protect account access.

It covers three core tasks:

- Accessing Manage MFA through Account Management
- Registering a passkey or Authenticator App
- Removing a passkey or Authenticator App

Prerequisite

Users should complete Registering and Setting Up Your Stakeholder Login Account before using this job aid.

Target Audience

Audience	Description
Market Participant Users	Users who need to register for, sign in to, or maintain access to the Stakeholder Login Portal to manage MFA and password.

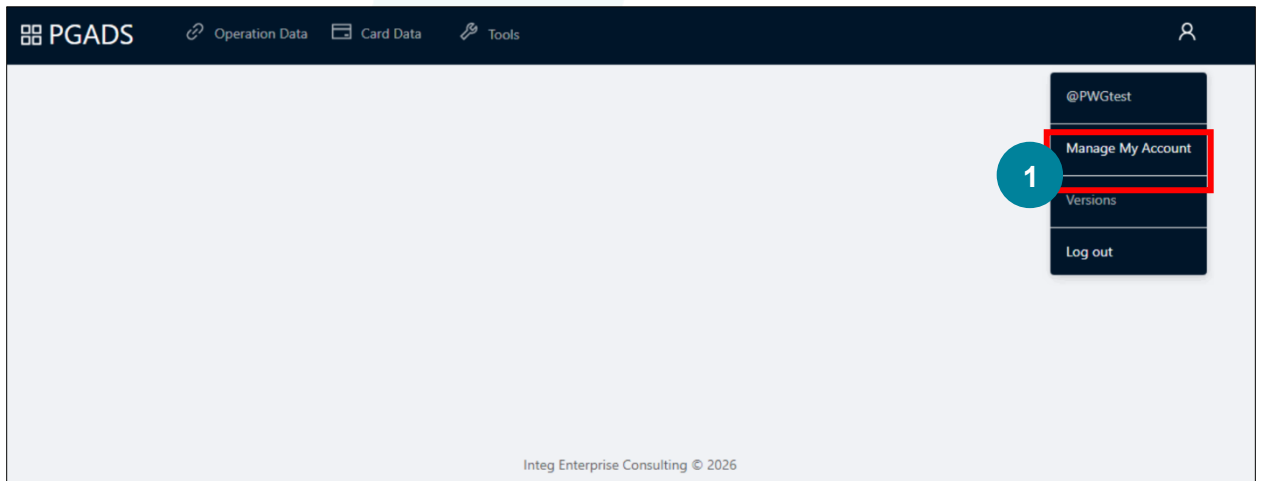


Procedural Steps: Manage MFA – Passkey Registration

To register your passkey, follow the steps below:

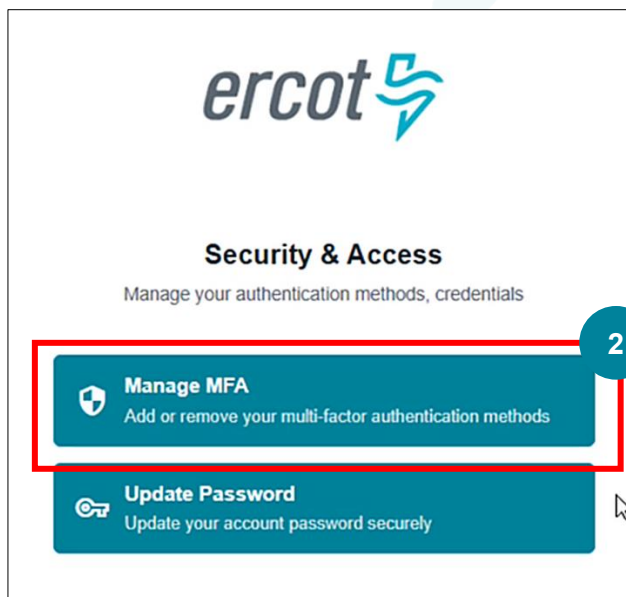
 **Note:** *Passkeys may be registered using supported devices and platforms, including Windows, macOS, iOS, and Android. The registration experience may vary depending on your device, browser, and authentication method. The examples shown in this job aid use Windows Security for illustration purposes.*

1. On the **PowerGADS** home page, click **Manage My Account**.



Note: This home page is illustrative and may look different based on your login application.

2. Click **Manage MFA**.





3. The previously enrolled method will appear in light green color.
4. Click **Add MFA Method** for passkey registration.

ercot

Manage Multi Factor Authentication

Add or remove authentication methods to secure your account.

Your enrolled methods

Authenticator App (TOTP) - Enrolled	3
Passkey / FIDO2 - Not Enrolled	

4

Add MFA Method **Exit**



5. Click **Register Passkey**.

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Add MFA Method

Select an additional authentication method to enroll.

Authenticator App (TOTP) is already enrolled. You can add a Passkey as an additional method.

Passkey / FIDO2

Register Passkey **Cancel**



6. In the **Enter verification code** box, enter the 6-digit verification code from your Authenticator app.
7. Click **Submit**.

A screenshot of the ERCOT Multi Factor Authentication page. At the top is the ERCOT logo. Below it is the title "Multi Factor Authentication" in a large, bold, black font. Under the title is the instruction "Please enter the 6 digit code from your Authenticator App" in a smaller black font. There are two main input areas: a text box labeled "Enter verification code" and a blue button labeled "Submit". Both the text box and the button are outlined with a red border. A red circle with the number "6" is positioned to the right of the text box, and a red circle with the number "7" is positioned to the right of the Submit button.



Multi Factor Authentication

Please enter the 6 digit code from your Authenticator App

Enter verification code

Submit



8. Click **Continue**.

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Register a passkey

User your fingerprint, face recognition, or device PIN to sign in securely without a password. Your biometric data never leaves your device and is never shared.

Go Back Continue

9. Enter a **display name** for your passkey.

10. Click **Continue**.

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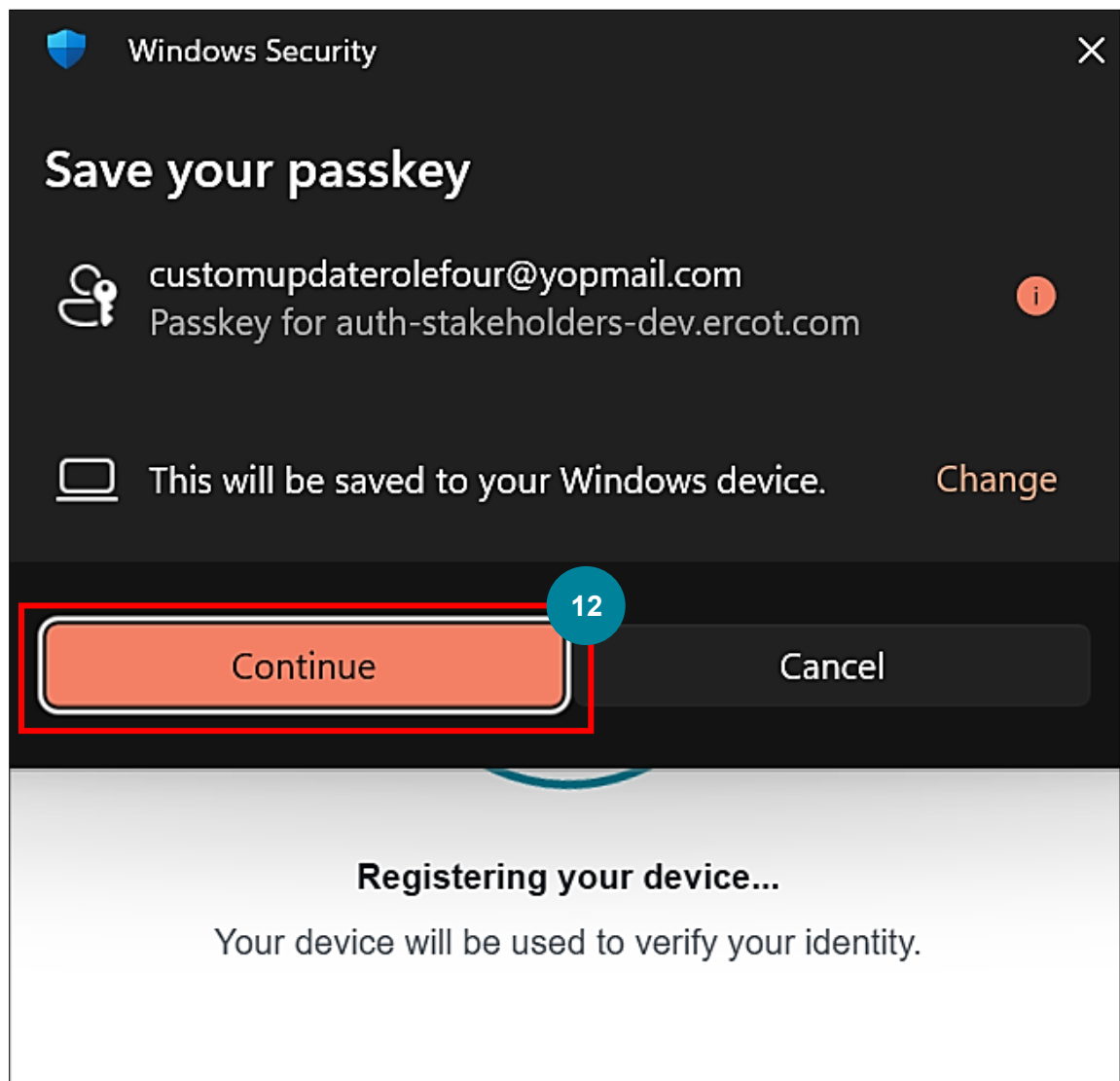
Setup your Passkey

Passkey display name shown in the browser passkey picker. If left blank, your email will be used.

Passkey display name (optional)
fido2

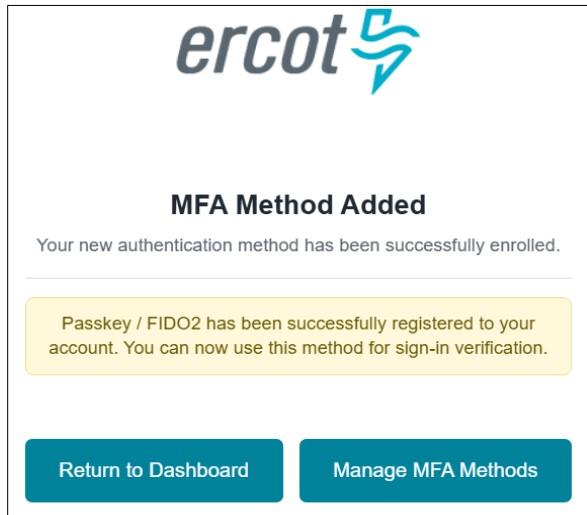
Continue

11. In the **Windows Security** pop-up that appears, click **Continue** to complete the passkey registration.

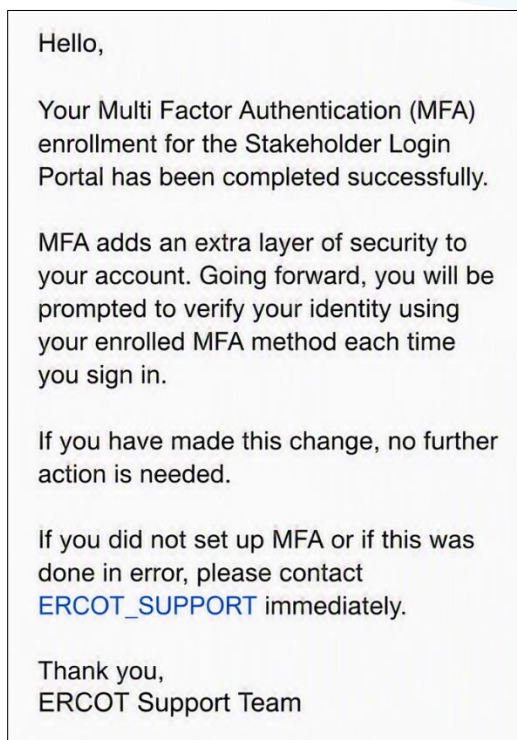




You will receive a confirmation message, indicating that the new authentication method was enrolled successfully.



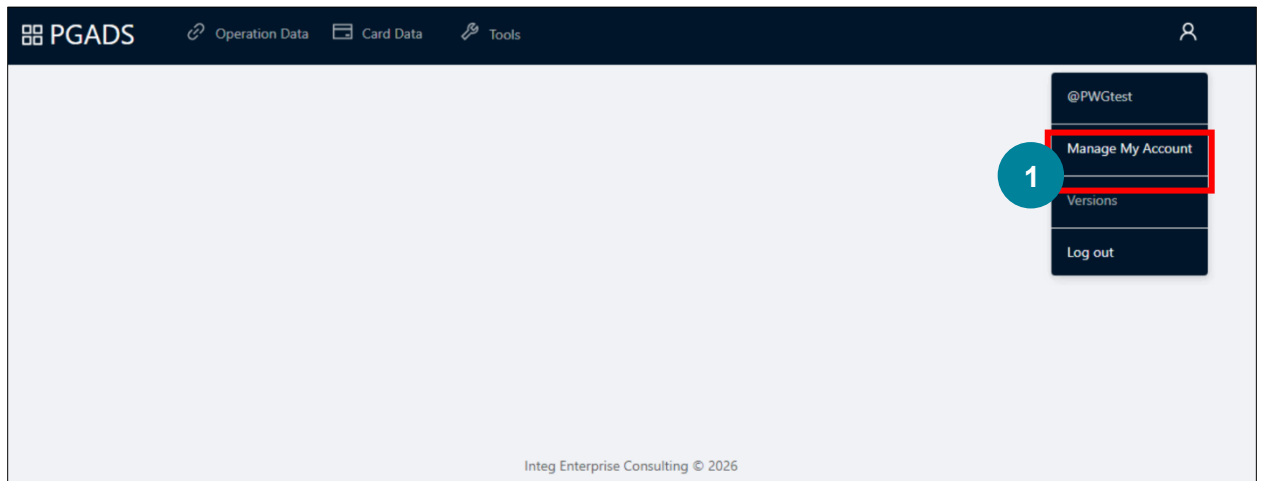
You will also receive a confirmation email indicating that your MFA enrollment was successful.



Procedural Steps: Manage MFA – Authenticator App Registration

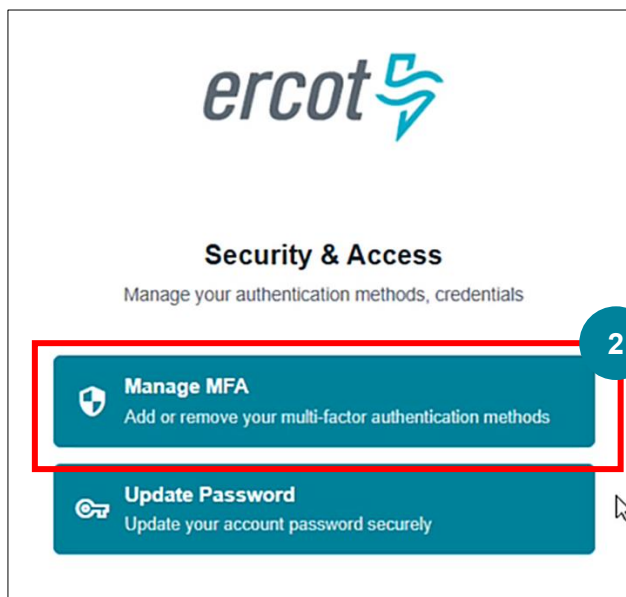
To register your Authenticator App, follow the steps below:

1. On the **PowerGADS** home page, click **Manage My Account**.

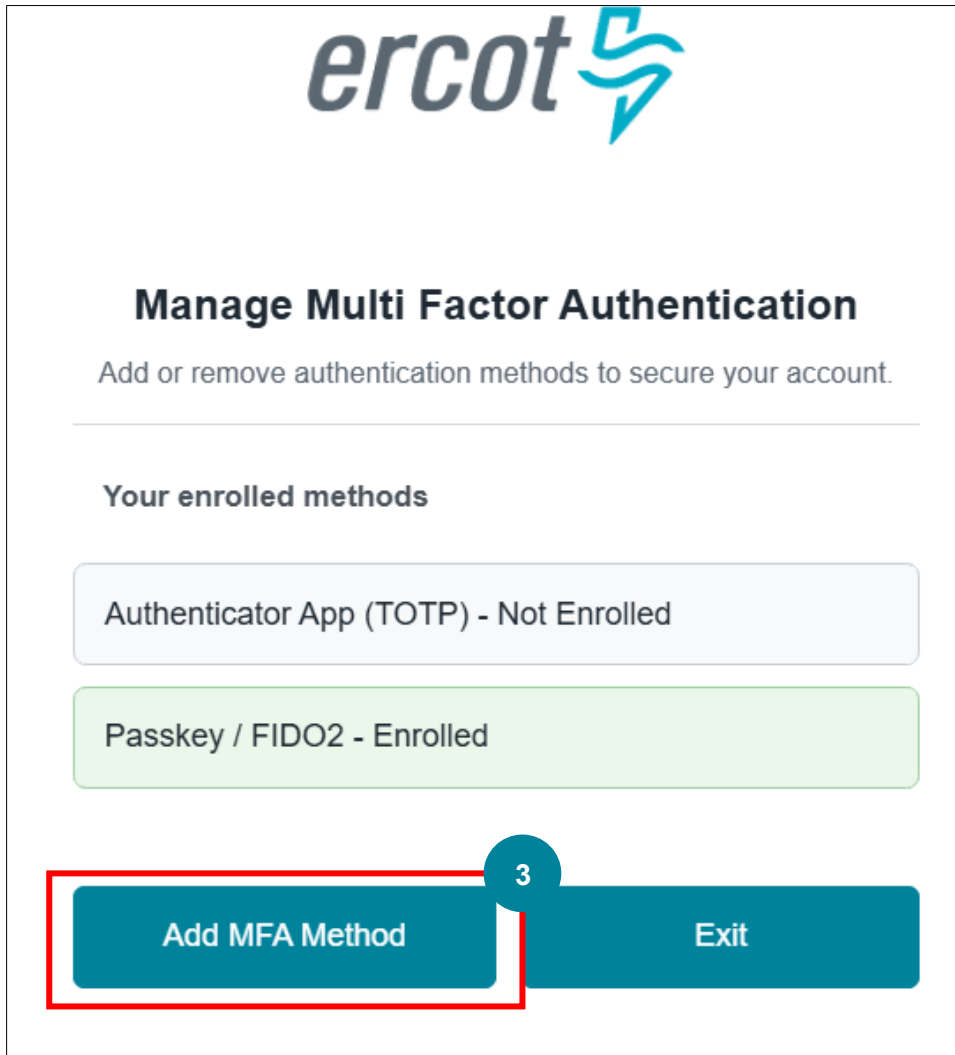


Note: This home page is illustrative and may look different based on your login application.

2. Click **Manage MFA**.



3. Click **Add MFA Method** for Authenticator App registration.





Manage Multi Factor Authentication

Add or remove authentication methods to secure your account.

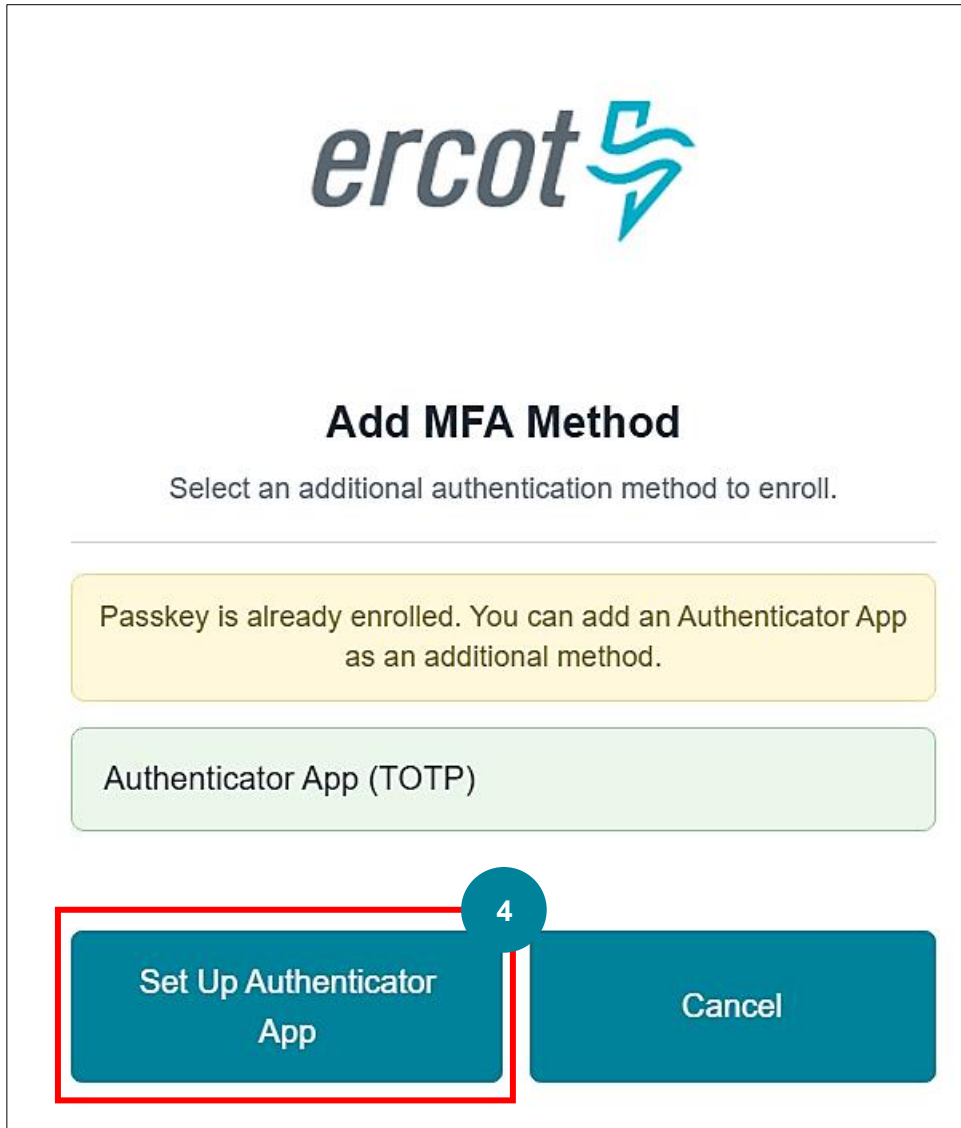
Your enrolled methods

Authenticator App (TOTP) - Not Enrolled

Passkey / FIDO2 - Enrolled

Add MFA Method **Exit**

4. Click **Set Up Authenticator App**.





Add MFA Method

Select an additional authentication method to enroll.

Passkey is already enrolled. You can add an Authenticator App as an additional method.

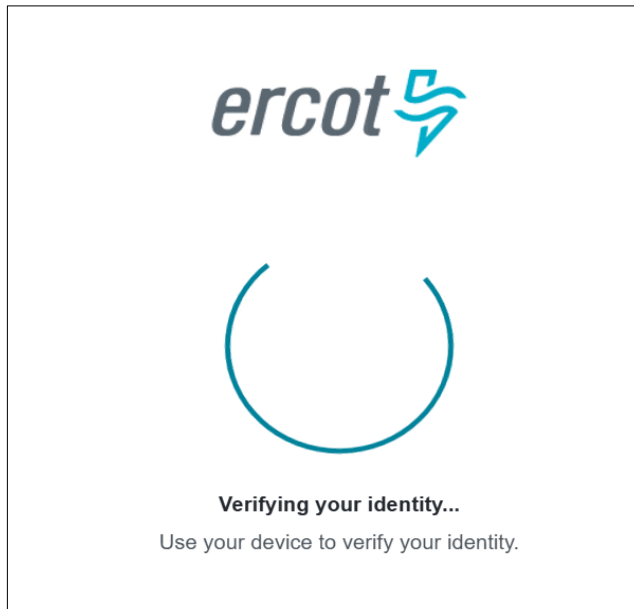
Authenticator App (TOTP)

4 Set Up Authenticator App

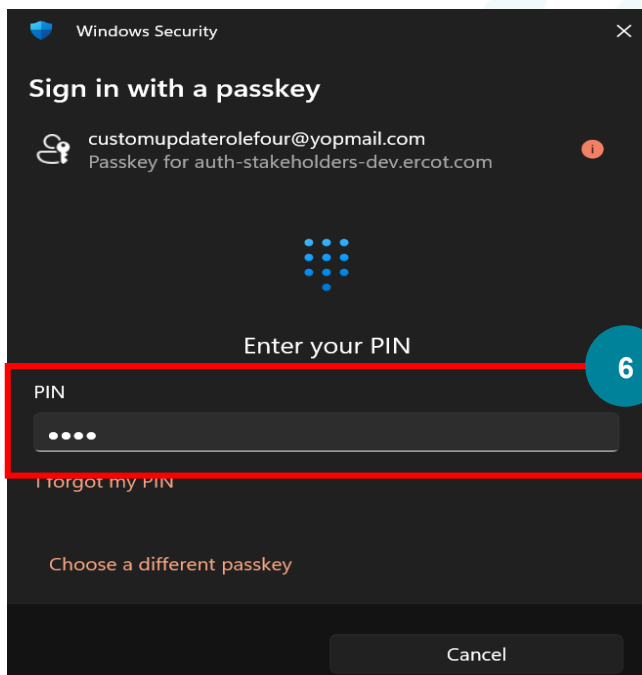
Cancel



5. Verify your Identity using your passkey.



6. Enter your **PIN**.

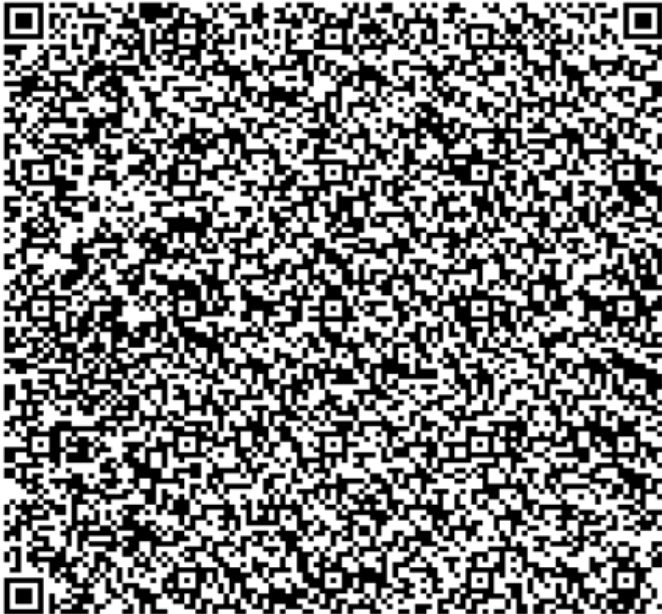




7. A QR code will appear. Scan the QR code using the Authenticator App on your device, to register it.
8. Click **Next**.



Scan the QR code image below with any Authenticator app to register your device with your login.

7

On a mobile device?

8

Next



9. In the **Enter verification code** box, enter the 6-digit verification code from your Authenticator app.
10. Click **Submit**.

A screenshot of the ERCOT Multi Factor Authentication page. The page has a light gray background. At the top center is the ERCOT logo. Below it is the title "Multi Factor Authentication" in a large, bold, black font. Under the title is the instruction "Please enter the 6 digit code from your Authenticator App" in a smaller black font. Below this instruction is a red rectangular border enclosing two elements: a text input field and a submit button. The text input field is light gray with the placeholder text "Enter verification code". The submit button is a solid teal color with the word "Submit" in white. To the right of the input field is a teal circle with the number "9" in white. To the right of the submit button is a teal circle with the number "10" in white.

Multi Factor Authentication

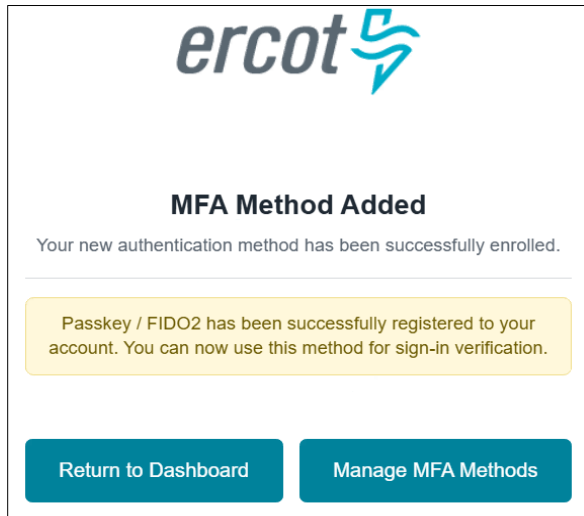
Please enter the 6 digit code from your Authenticator App

Enter verification code

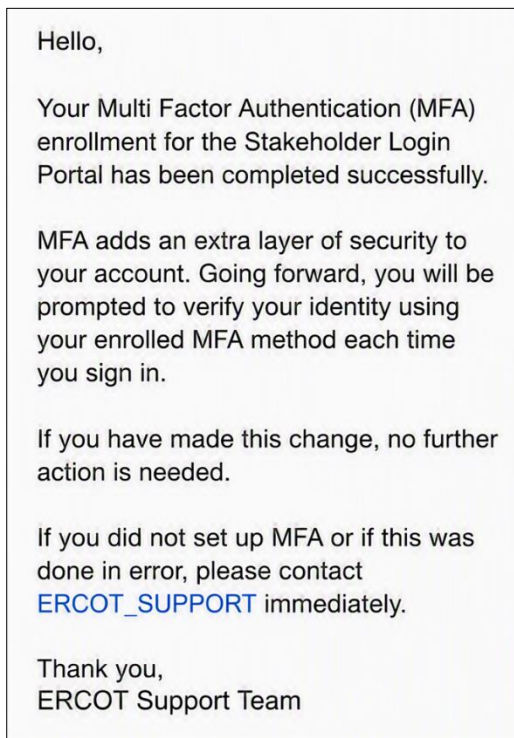
Submit



You will receive a confirmation message, indicating that the new authentication method was enrolled successfully.



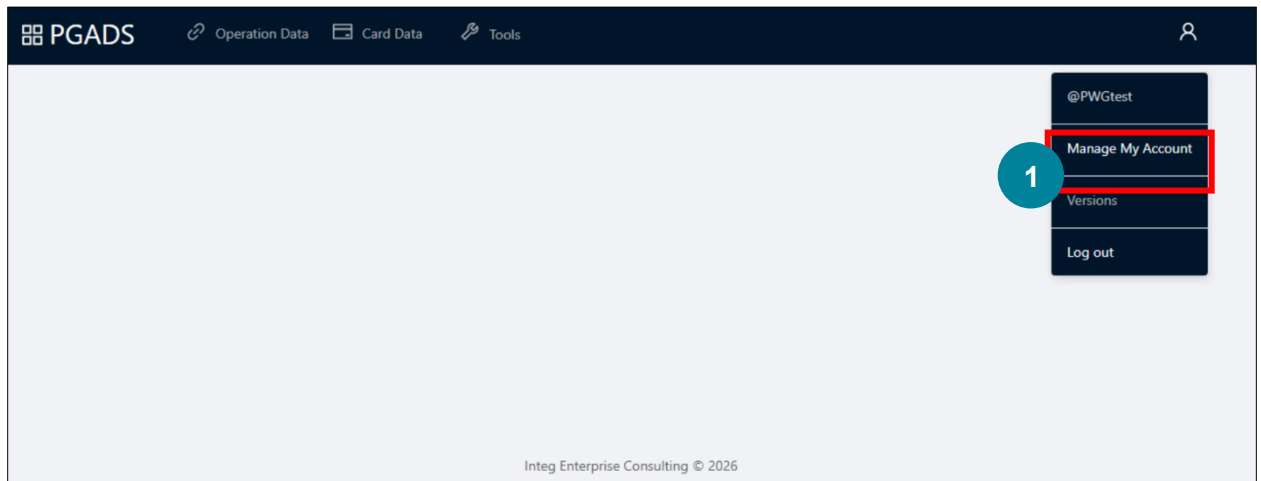
You will also receive a confirmation email indicating that your MFA enrollment was successful.



Procedural Steps: Manage MFA – Remove Passkey

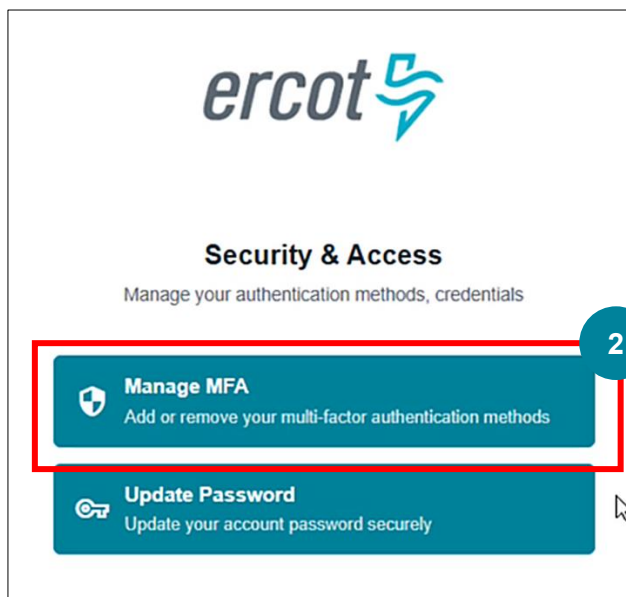
To remove passkey from your MFA Method, follow the steps below:

1. On the **PowerGADS** home page, click **Manage My Account**.

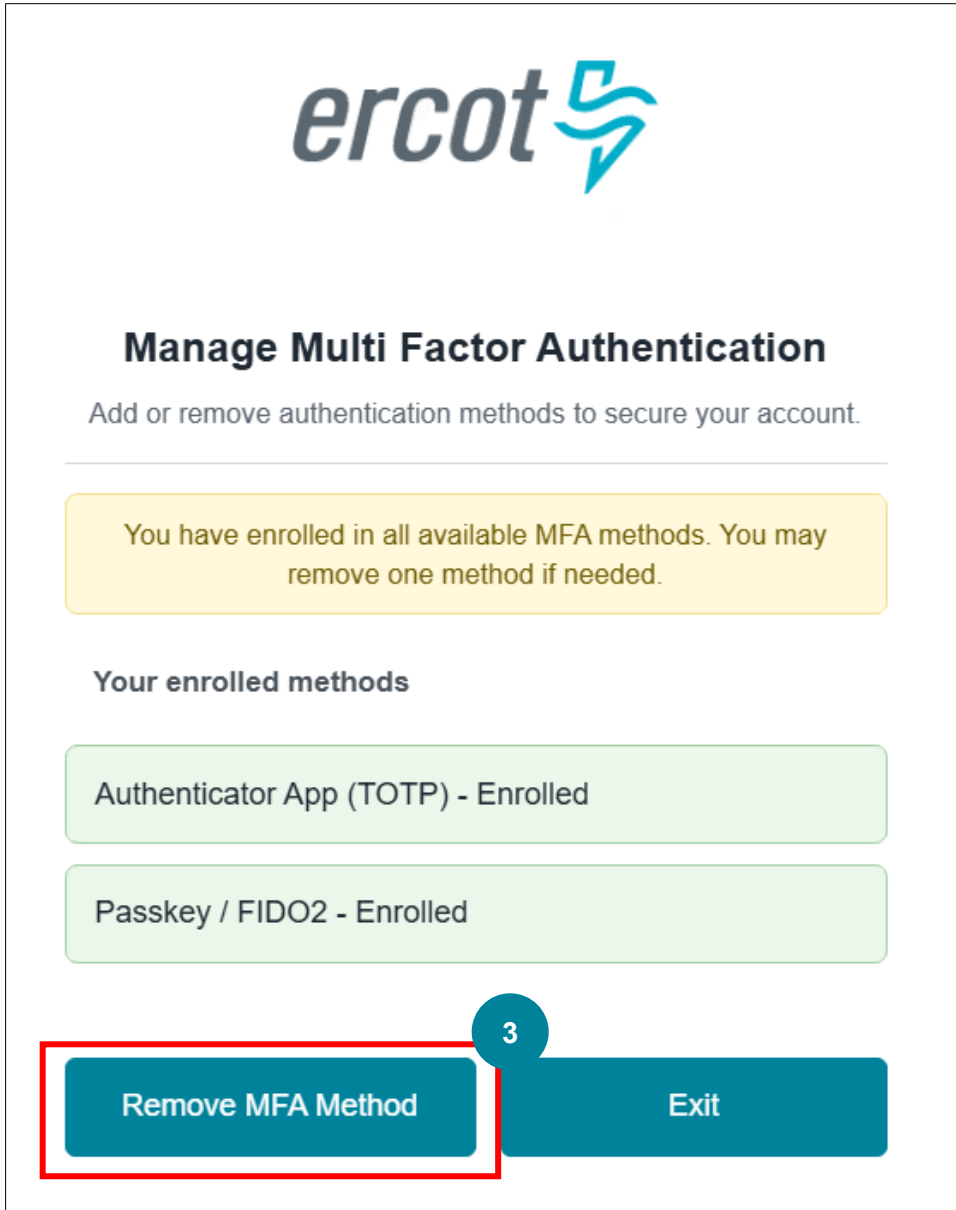


Note: This home page is illustrative and may look different based on your login application.

2. Click **Manage MFA**.



3. Click **Remove MFA Method**.





Manage Multi Factor Authentication

Add or remove authentication methods to secure your account.

You have enrolled in all available MFA methods. You may remove one method if needed.

Your enrolled methods

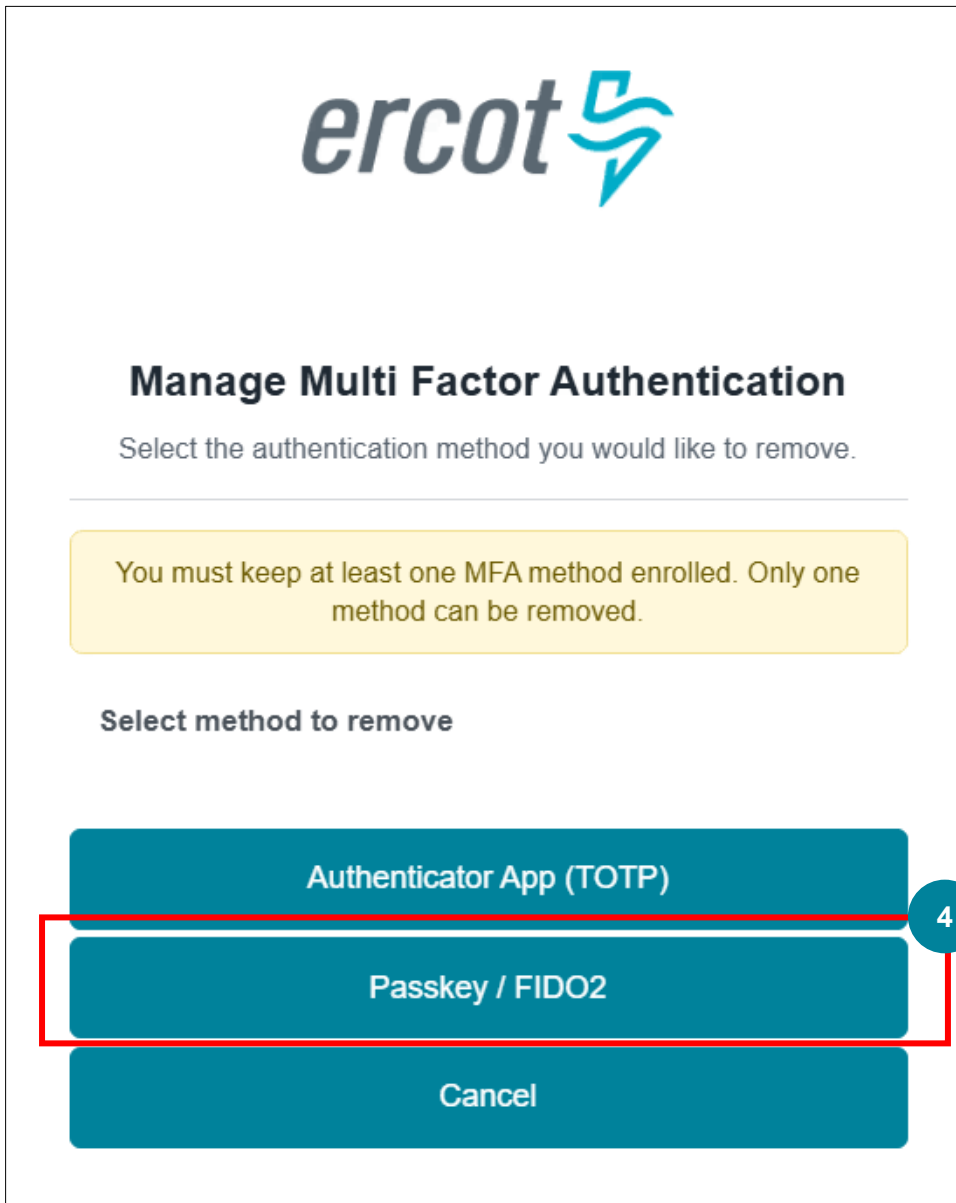
Authenticator App (TOTP) - Enrolled

Passkey / FIDO2 - Enrolled

3

Remove MFA Method **Exit**

4. Click **Passkey**.





Manage Multi Factor Authentication

Select the authentication method you would like to remove.

You must keep at least one MFA method enrolled. Only one method can be removed.

Select method to remove

Authenticator App (TOTP)

Passkey / FIDO2

Cancel



5. Click **Yes, Remove Method** to confirm the removal.



Confirm Removal

Are you sure you want to remove this MFA method?

You are about to remove Passkey/FIDO2 from your account. This action cannot be undone. You will need to re-enroll if you wish to use this method again.

Passkey / FIDO2

5

Yes, Remove Method

No, Keep Method



6. In the **Enter verification code** box, enter the 6-digit verification code from your Authenticator app.
7. Click **Submit**.

A screenshot of the ERCOT Multi Factor Authentication page. At the top is the ERCOT logo. Below it is the title "Multi Factor Authentication" in a large, bold, black font. Under the title is the instruction "Please enter the 6 digit code from your Authenticator App" in a smaller black font. There are two main input areas: a light gray rectangular box with the placeholder text "Enter verification code" and a teal rectangular button with the text "Submit". A red rectangular border highlights both the input box and the submit button. A teal circle with the number "6" is positioned to the right of the input box, and a teal circle with the number "7" is positioned to the right of the submit button.

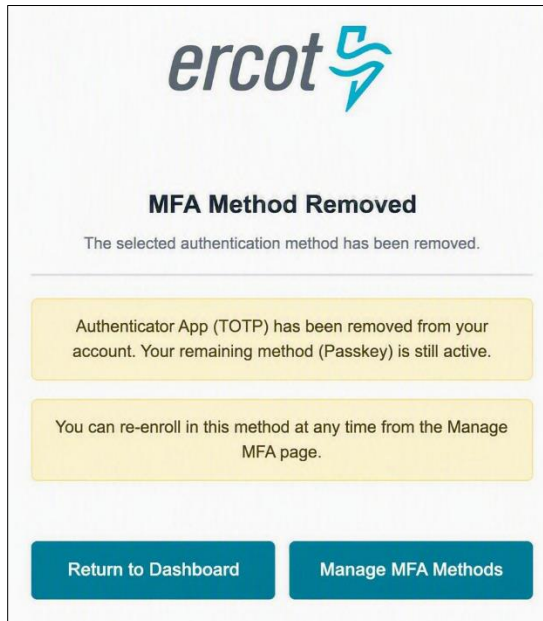


Multi Factor Authentication

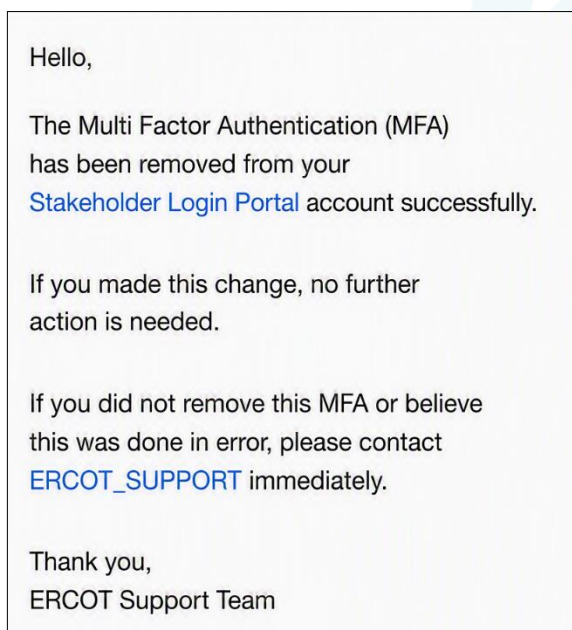
Please enter the 6 digit code from your Authenticator App



After verifying your identity, a confirmation message appears, indicating that the new authentication method has been removed successfully.



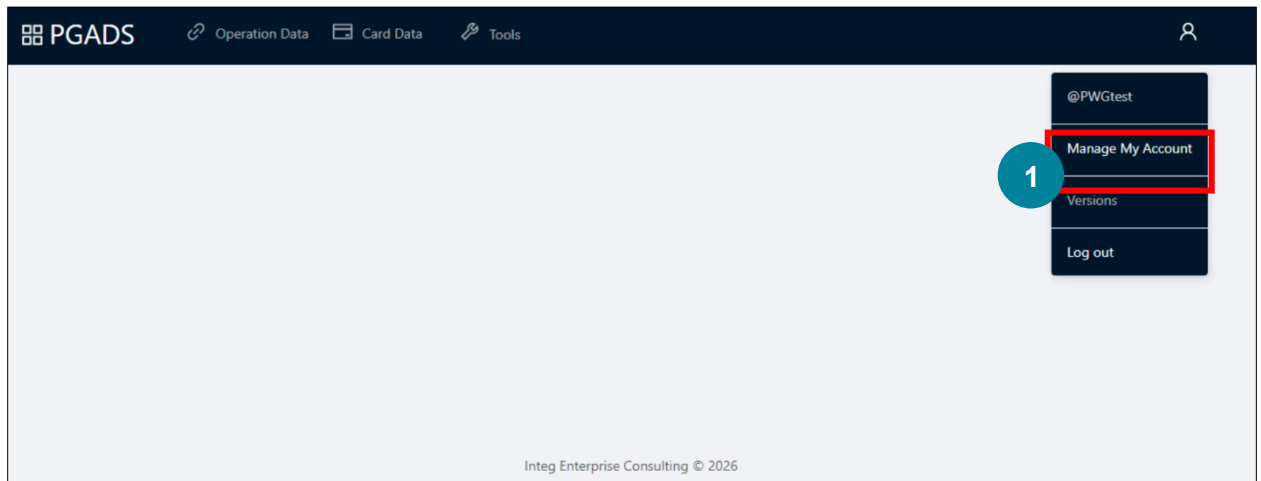
You will also receive a confirmation email indicating that your MFA was successfully removed from your account.



Procedural Steps: Manage MFA – Remove Authenticator App

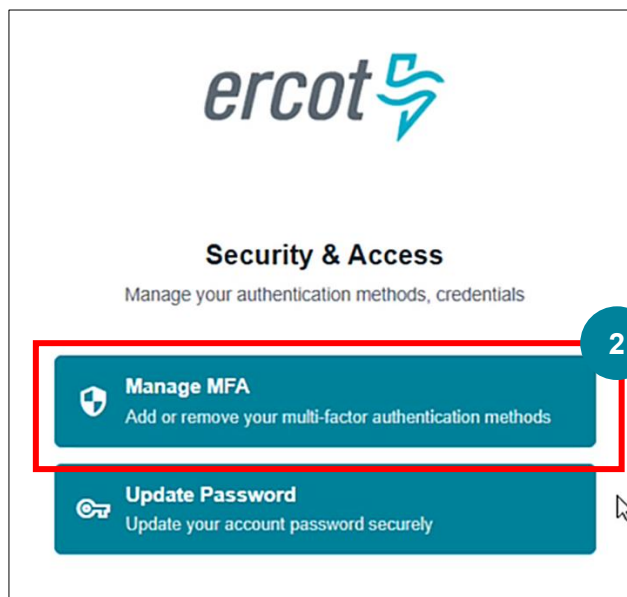
To remove the Authenticator App from your MFA method, follow the steps below:

1. On the **PowerGADS** home page, click **Manage My Account**.

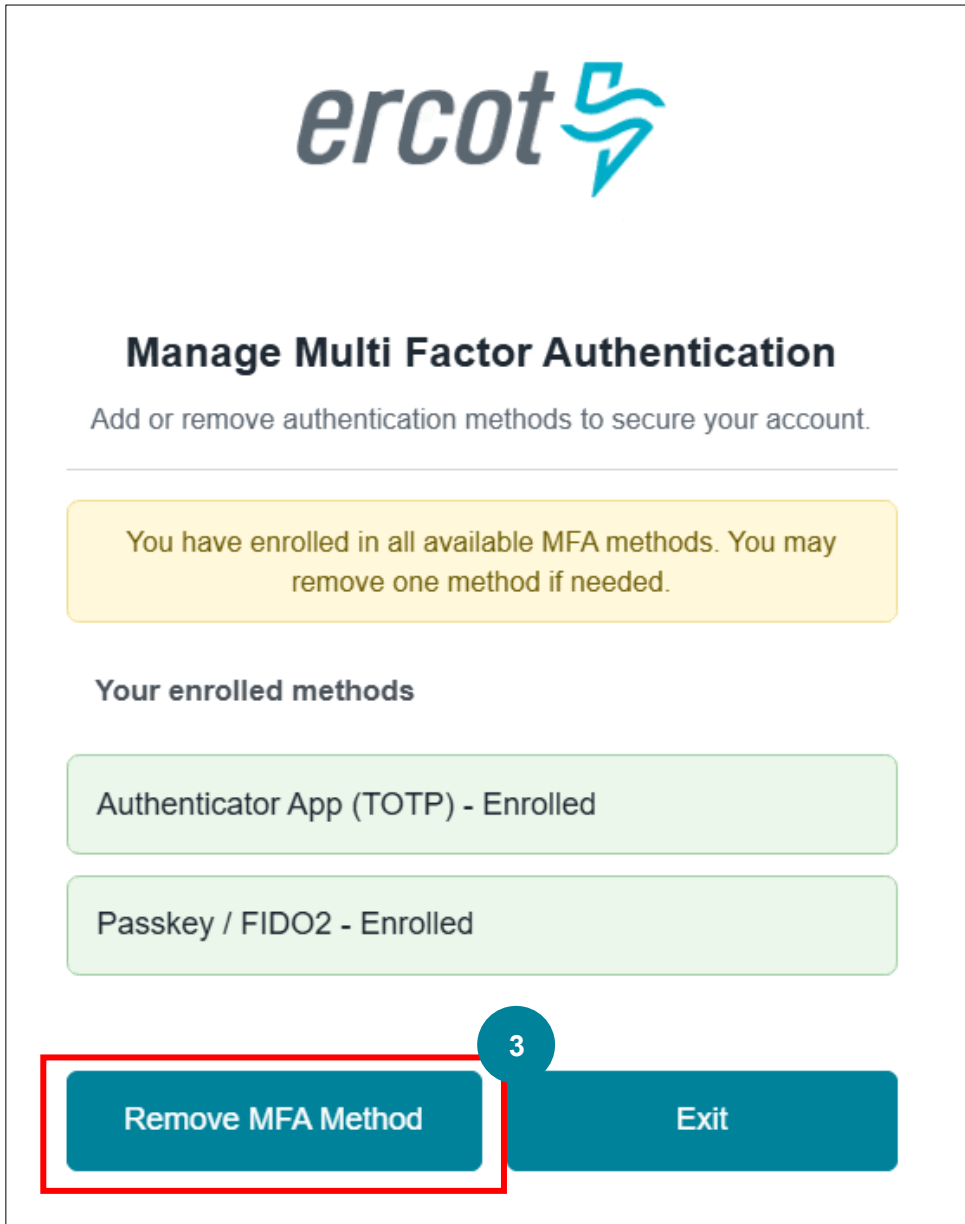


Note: This home page is illustrative and may look different based on your login application.

2. Click **Manage MFA**.



3. Click **Remove MFA Method**.





Manage Multi Factor Authentication

Add or remove authentication methods to secure your account.

You have enrolled in all available MFA methods. You may remove one method if needed.

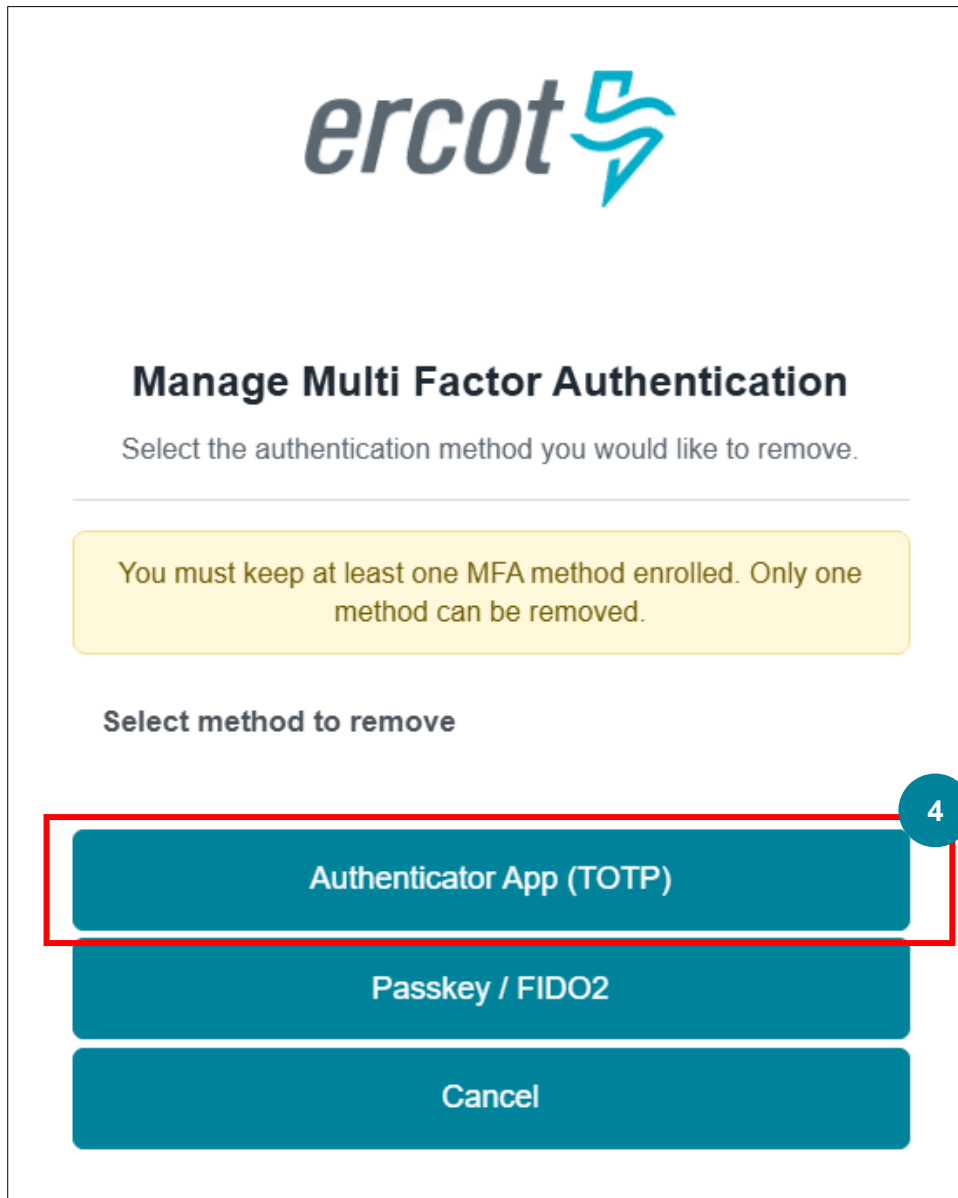
Your enrolled methods

Authenticator App (TOTP) - Enrolled

Passkey / FIDO2 - Enrolled

Remove MFA Method **Exit**

4. **Click** Authenticator App.





Manage Multi Factor Authentication

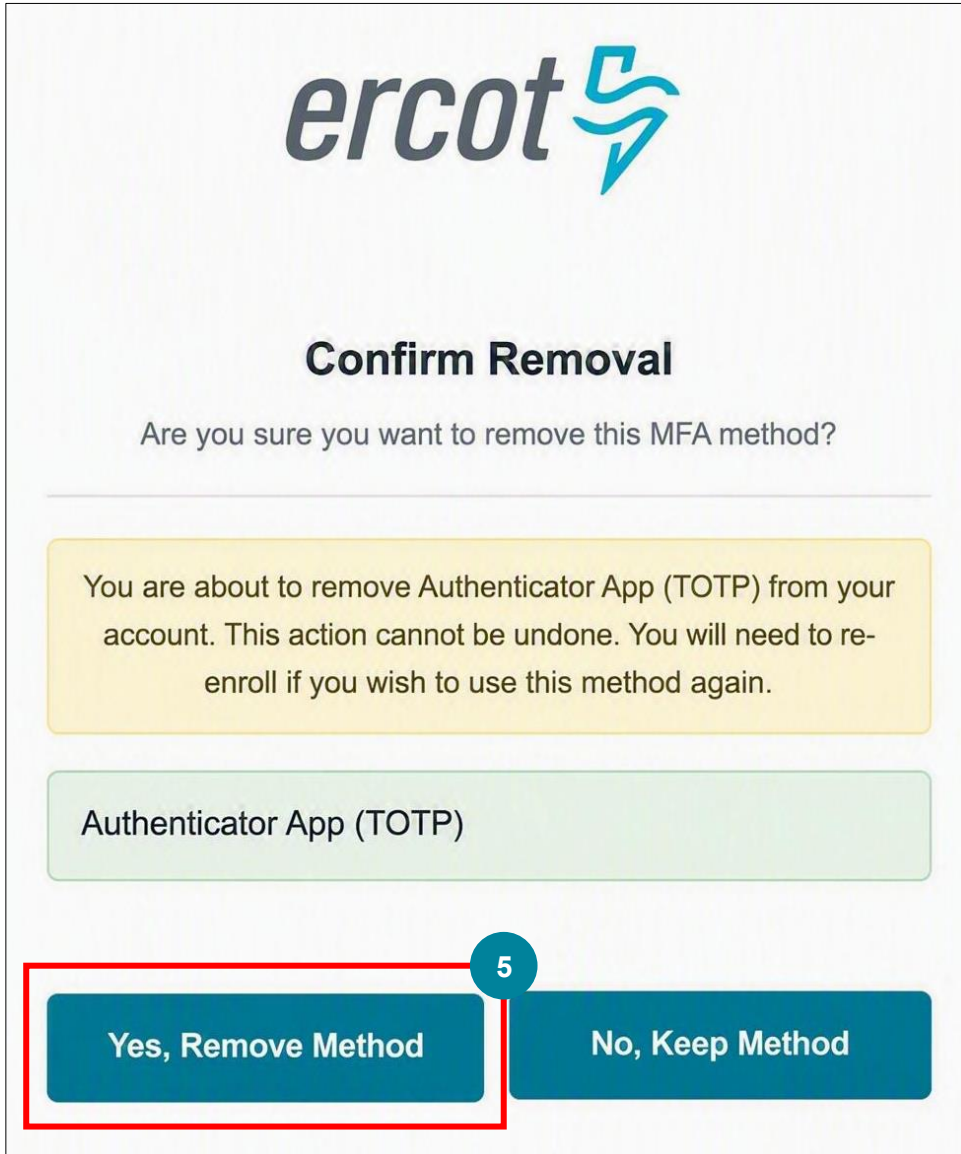
Select the authentication method you would like to remove.

You must keep at least one MFA method enrolled. Only one method can be removed.

Select method to remove

- Authenticator App (TOTP)
- Passkey / FIDO2
- Cancel

5. Click **Yes, Remove Method** to confirm the removal.





Confirm Removal

Are you sure you want to remove this MFA method?

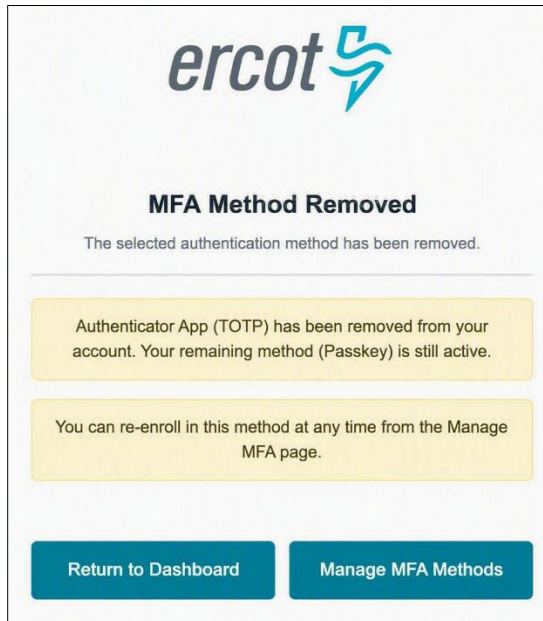
You are about to remove Authenticator App (TOTP) from your account. This action cannot be undone. You will need to re-enroll if you wish to use this method again.

Authenticator App (TOTP)

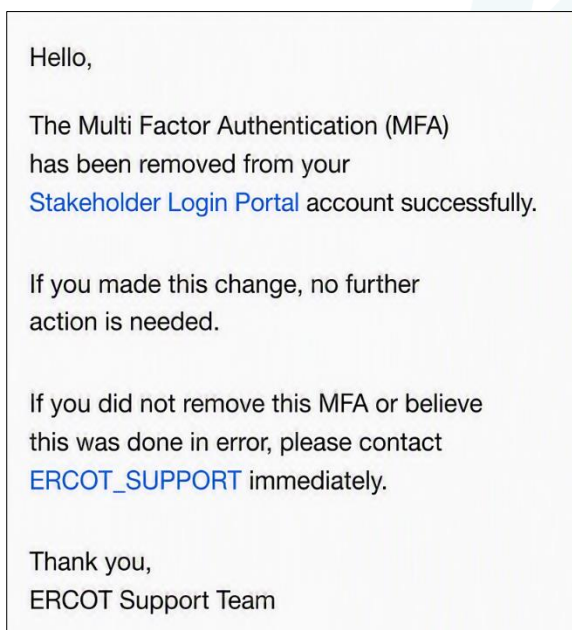
5 Yes, Remove Method No, Keep Method



After verifying your identity, a confirmation message appears, indicating that the selected authentication method was removed successfully.



You will also receive a confirmation email indicating that the authentication method was removed successfully.





Further Support

You have reached the end of the job aid.

For assistance with the activities described in this job aid, please contact IAM2FutureReady@ercot.com for **further support**.

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