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RELIABILITY CORPORATION

Align User Guide

Registered Entity Request Access Process

RELIABILITY | RESILIENCE | SECURITY



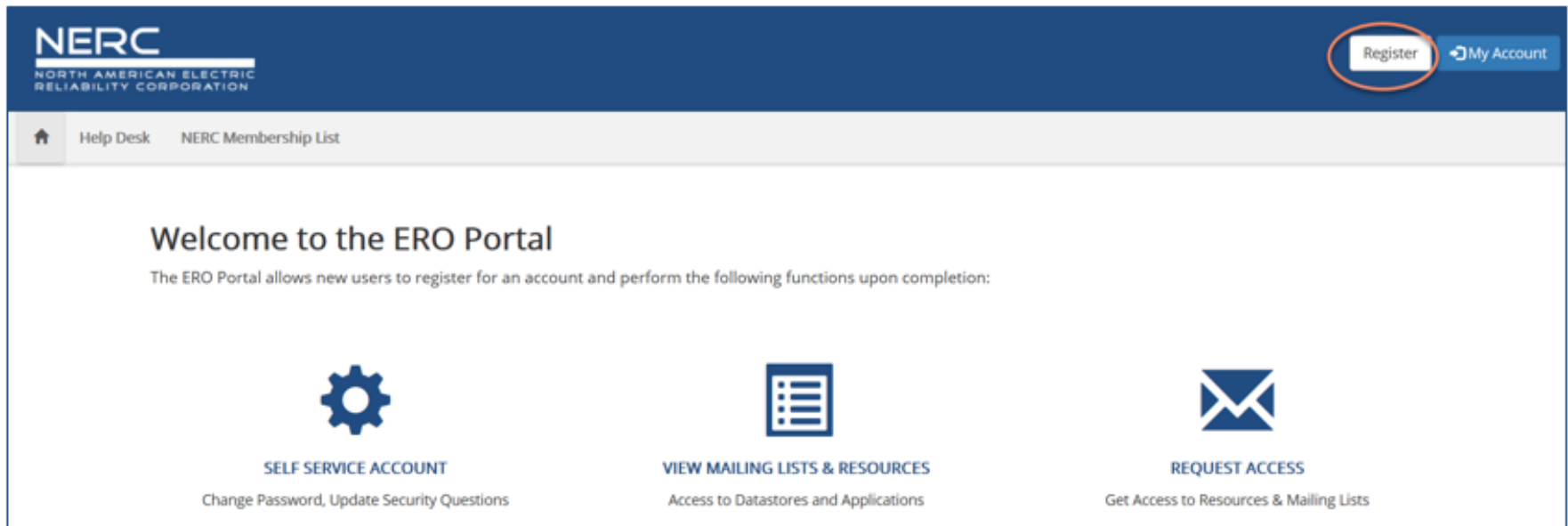
Registered Entity Requesting Access and Pre-Launch Provisioning

- **All Align users MUST have an ERO Portal Account**
 - **Set up ERO Portal Account:**
 - Navigate to <https://eroportal.nerc.net>.
 - Select “Register” in the upper left-hand corner.
 - Complete the registration form and click “Submit.”
 - **Verify ERO Portal Account:**
 - Navigate to <https://eroportal.nerc.net>.
 - Select “Sign In” in the upper left-hand corner.
 - Enter your credentials to confirm access to ERO Portal.
- Prior to 3/31/2021 go-live, NERC ensured all PCCs with ERO Portal Accounts were set up as an **Align Registered Entity Submitter** and **SEL Submitter** and **Entity Administrator** and this person is responsible for approving Align access requests

If you do not already have an ERO Portal account, you must first register for a new account. The ERO Portal can be found here: <https://eroportal.nerc.net>.

The following information walks through the process of a new user setting up an account.

1. Click on the **REGISTER** button in the upper right hand corner



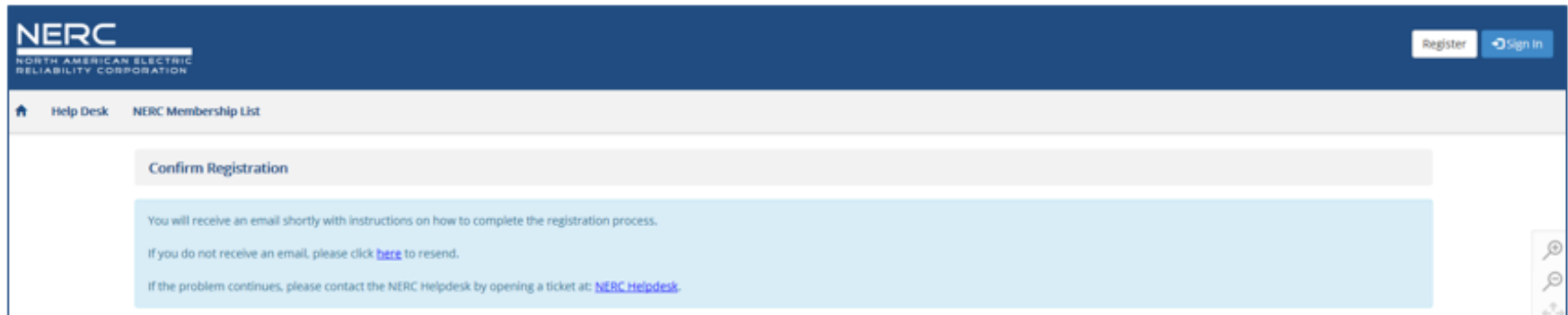
2. Fill out the form below. Please use your email and contact information that is associated with the Registered Entity you represent.

The screenshot shows the NERC ERO Portal registration page. At the top left is the NERC logo. At the top right are 'Register' and 'Sign in' buttons. Below the logo is a navigation bar with 'Help Desk' and 'NERC Membership List'. The main content area has three tabs: 'Sign in', 'Register' (which is active), and 'Resend Registration Key'. The 'Register for a new account' form includes the following fields and instructions:

- First Name:
- Last Name:
- Email:
- Confirm Email:
- Username:
- Password:
 - Minimum of 10 characters long.
 - Must Contain at least 1 number, 1 lowercase letter, 1 uppercase letter, and 1 special character (!@.#\$.%^&*)
- Confirm Password:
- Captcha: (with a CAPTCHA image showing the word 'WIAWTE')

A red circle highlights the 'Submit' button at the bottom of the form.

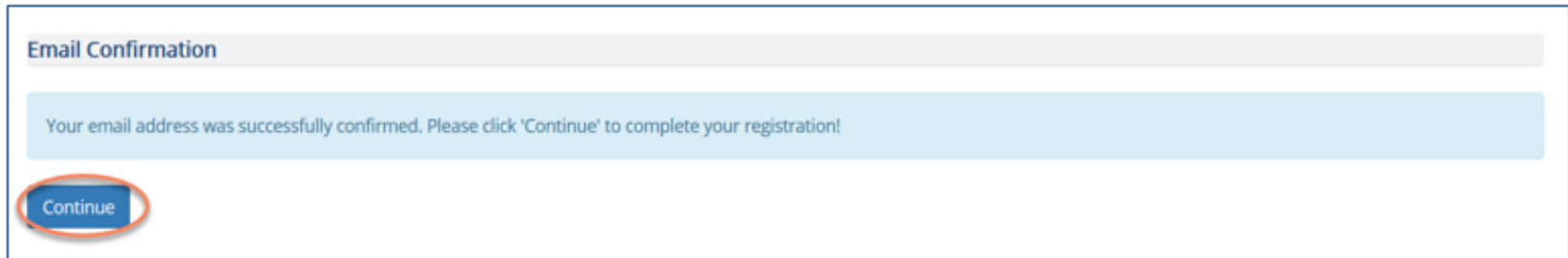
- Once you click **Submit** the system will provide a confirmation message similar to the one below with instructions on how to continue this process.



4. Login to your email inbox (the email address you entered above) to find the instructions on how to continue an example is shown below, click the **Confirm Your Email** link from the email to complete the registration process.



5. The system will inform you that your email has been confirmed, click **Continue** to complete your registration.

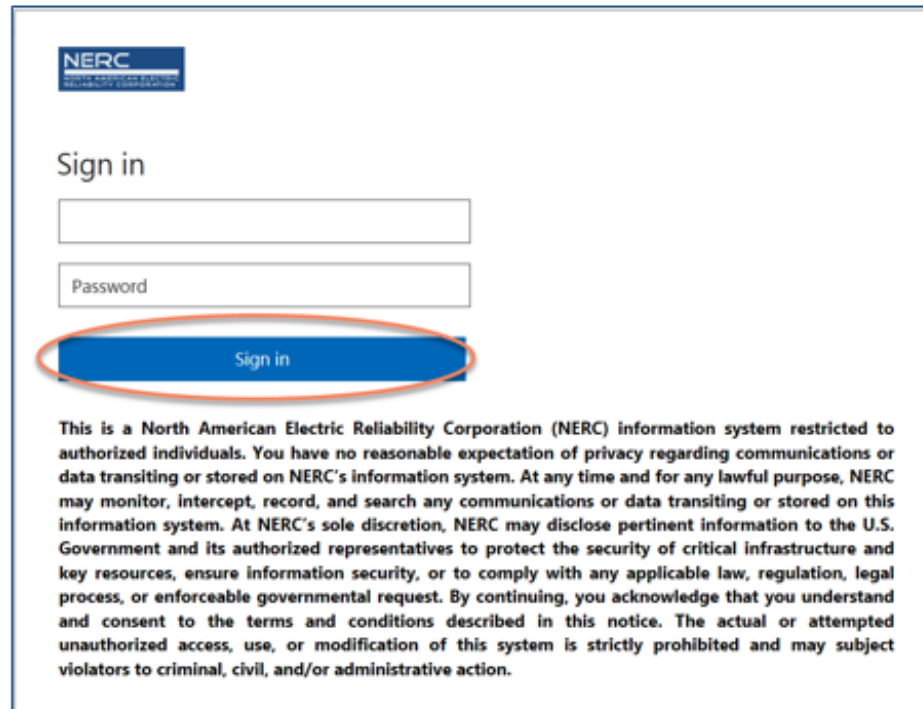


Email Confirmation

Your email address was successfully confirmed. Please click 'Continue' to complete your registration!

Continue

6. The login page below will load, you will need to enter the username and password you used on the registration page then click the **Sign in** button to continue.



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Sign in

Password

Sign in

This is a North American Electric Reliability Corporation (NERC) information system restricted to authorized individuals. You have no reasonable expectation of privacy regarding communications or data transiting or stored on NERC's information system. At any time and for any lawful purpose, NERC may monitor, intercept, record, and search any communications or data transiting or stored on this information system. At NERC's sole discretion, NERC may disclose pertinent information to the U.S. Government and its authorized representatives to protect the security of critical infrastructure and key resources, ensure information security, or to comply with any applicable law, regulation, legal process, or enforceable governmental request. By continuing, you acknowledge that you understand and consent to the terms and conditions described in this notice. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited and may subject violators to criminal, civil, and/or administrative action.

7. The Multi-Factor explanation page below will load, you will need to click the **Start setup** button to continue.



The screenshot displays a web page for NERC account security. At the top left is the NERC logo. Below it, the text reads: "For security reasons, we require additional information to verify your account". The main content area is titled "Protect Your NERC Account" and includes the following elements:

- NERC logo and "Powered by Duo Security" text.
- Links for "What is this?" and "Need help?".
- Text explaining two-factor authentication: "Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password."
- Text stating: "This process will help you set up your account with this added layer of security."
- A green "Start setup" button, which is circled in red in the original image.

8. The Add Device page below will load, you will need to select the radio button next to the type of device you are adding then click the **Continue** button to continue.

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For security reasons, we require additional information to verify your account

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[What is this?](#)

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

What type of device are you adding?

Mobile phone **RECOMMENDED**

Tablet (iPad, Nexus 7, etc.)

Landline

Continue

9. The Enter Your Phone Number page below will load, you will need to enter a valid phone number, verify the number is correct by clicking the checkbox and then click the **Continue** button to continue.

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For security reasons, we require additional information to verify your account

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[What is this?](#) [Need help?](#)

United States

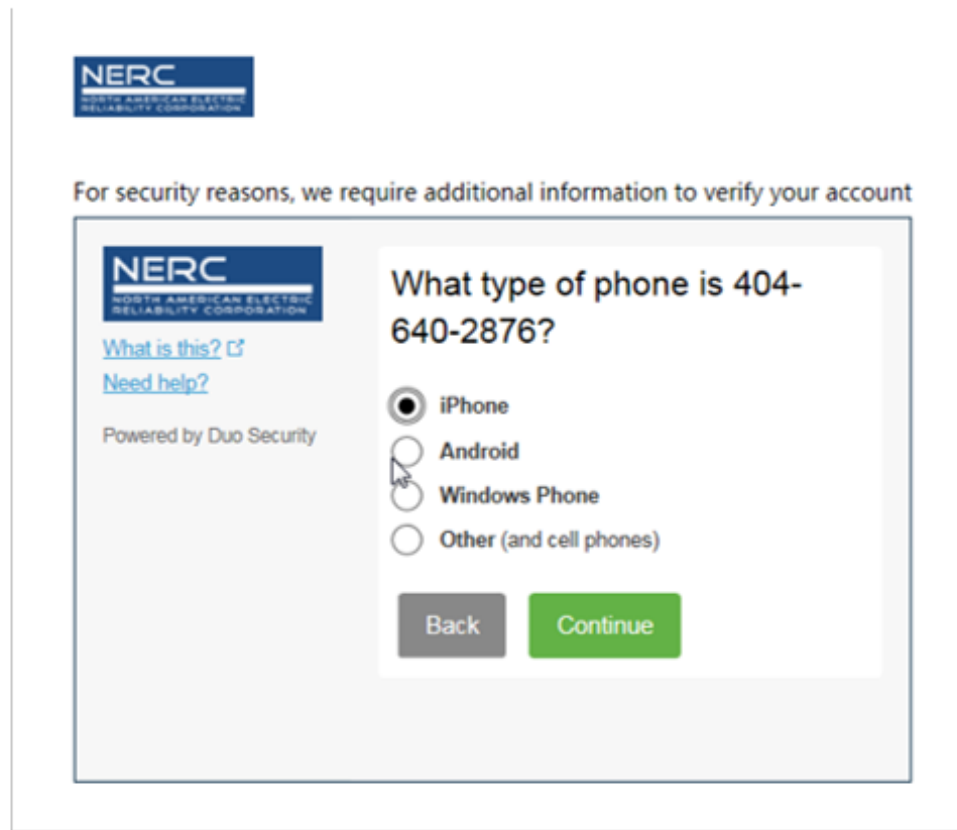
+1 18492431 ✓

Example: (201) 234-5678

You entered (404) 849-2431. Is this the correct number?

Back Continue

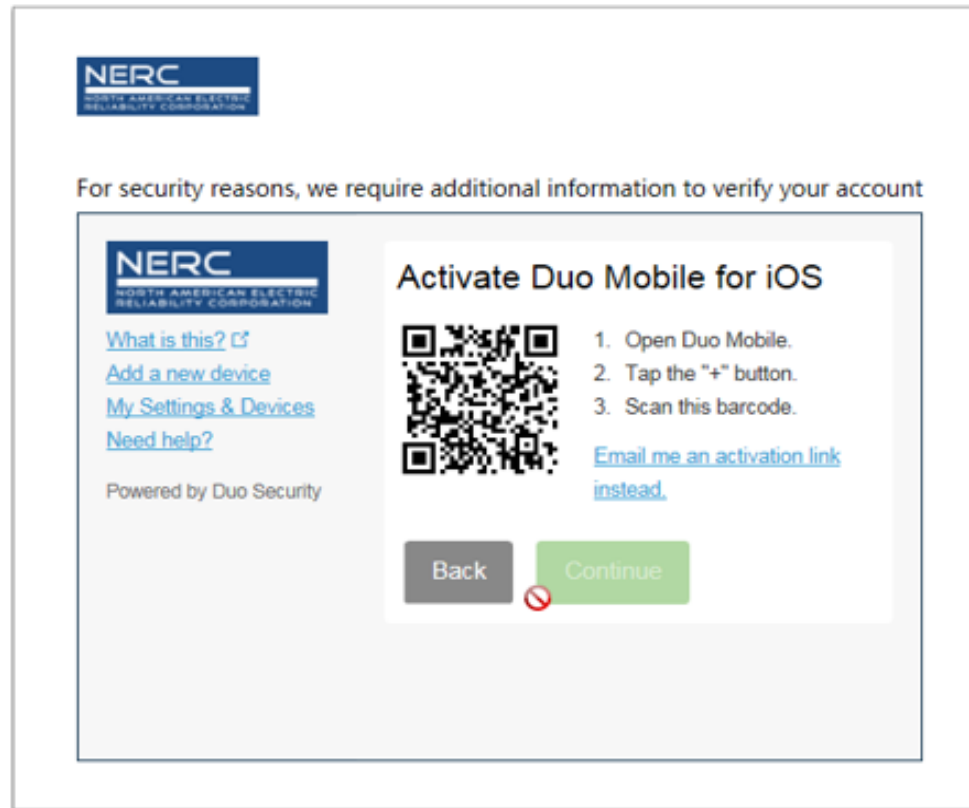
10. Select the type of mobile device you are using by selecting the radio button next to your device type and select **Continue**.



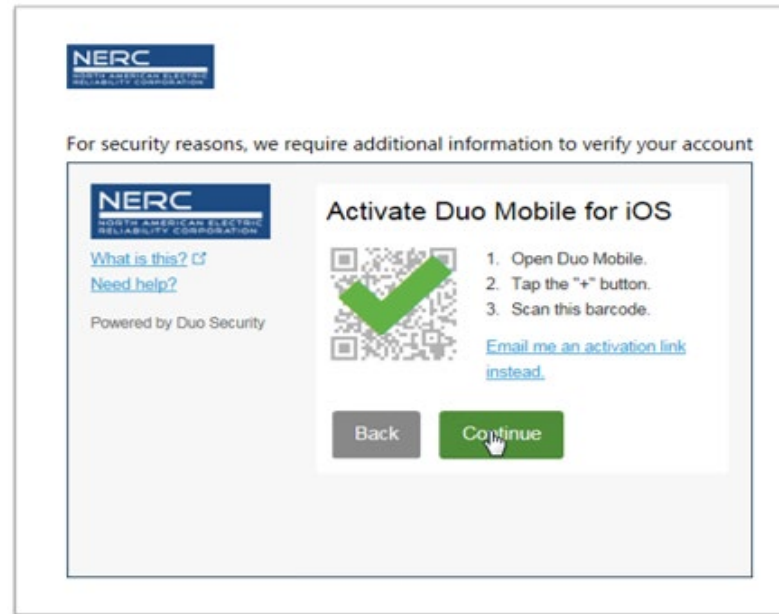
The screenshot shows a web interface for account verification. At the top left is the NERC logo. Below it, the text reads: "For security reasons, we require additional information to verify your account". The main content area is a light gray box containing the NERC logo, two links: "What is this?" and "Need help?", and the text "Powered by Duo Security". To the right of this box is a form titled "What type of phone is 404-640-2876?". The form has four radio button options: "iPhone" (selected), "Android", "Windows Phone", and "Other (and cell phones)". At the bottom of the form are two buttons: "Back" (gray) and "Continue" (green).

11. Follow the instructions to download the Duo app if you don't already have it installed.

The screenshot shows a web page for installing the Duo Mobile app. At the top left is the NERC logo. Below it, the text reads: "For security reasons, we require additional information to verify your account". The main content area is titled "Install Duo Mobile for iOS" and includes a list of instructions: "1. Launch the App Store app and search for 'Duo Mobile'." and "2. Tap 'Get' and then 'Install' to download the app." To the left of the instructions is an image of an iPhone displaying the Duo Mobile app icon. Below the instructions are two buttons: a grey "Back" button and a green "I have Duo Mobile" button. On the left side of the main content area, there is a smaller NERC logo, a link for "What is this?", a link for "Need help?", and the text "Powered by Duo Security".



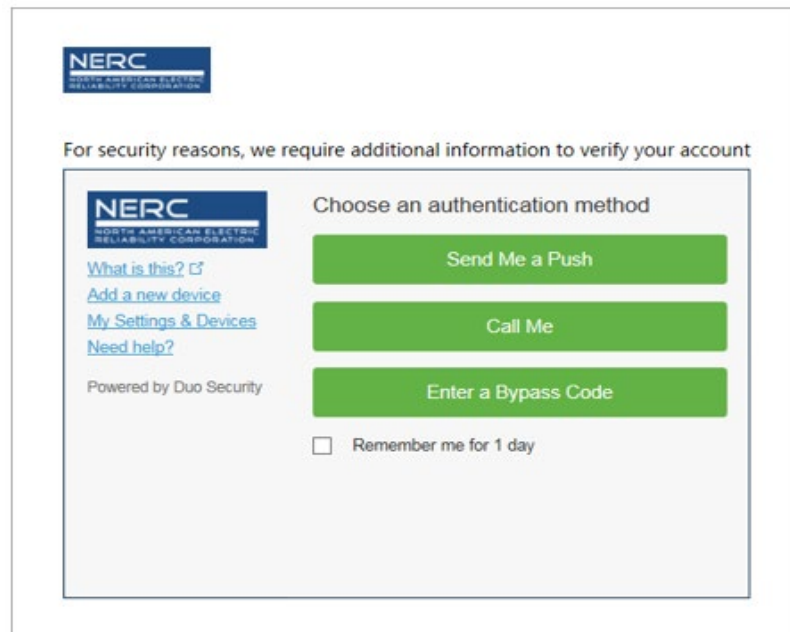
12. Once you have downloaded and installed the Duo Mobile app to your mobile device, or, if the Duo app is already installed on your device select the **"I have Duo Mobile"** button. The *Activate Duo Mobile* screen will appear with a QR code displayed.



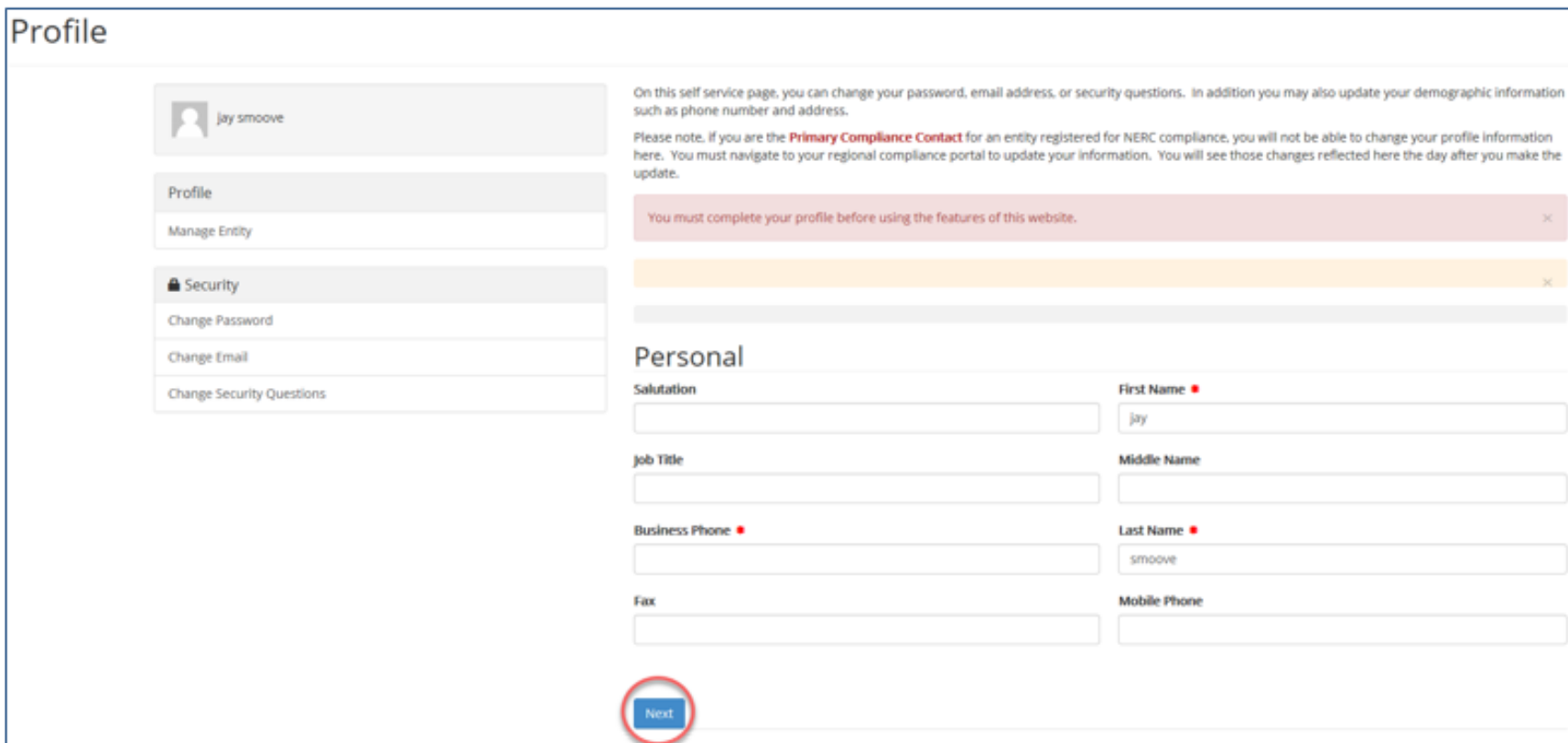
13. Follow the steps below to activate your mobile device for Multi-Factor Authentication (MFA) for the ERO Portal. You will only have to do this once.
- Open the app and tap the "+" button in the app to add a new ERO Portal account to Duo Mobile
 - If you are prompted to allow Duo Mobile to send your notifications, select **OK or Allow**.
 - If you are prompted to allow Duo Mobile access to your camera, select **Ok or Allow**.
 - Point the camera so that the QR code presented on your monitor is visible on your mobile device's screen.
 - Once the Duo Mobile app reads the QR Code, a large green check mark will appear over the QR code. Select **Continue**.

14. Your Multi-Factor Authentication device is now setup, the *MFA Home Screen* will load. Select the check box next to **Remember Me for 1 Day** and select the method you would like to use to complete authentication into the ERO Portal.

- Selecting **Call Me** will place a phone call to your mobile device. Follow the voice prompts to complete the authentication process. You will be taken the ERO Portal Profile where you can add the required information to complete your ERO Portal profile.
- Selecting **Send Me a Push** will activate the following prompt via the Duo Mobile app on your mobile device. Select **Approve** to complete the authentication process. You will be taken the ERO Portal Profile where you can add the required information to complete your ERO Portal profile.

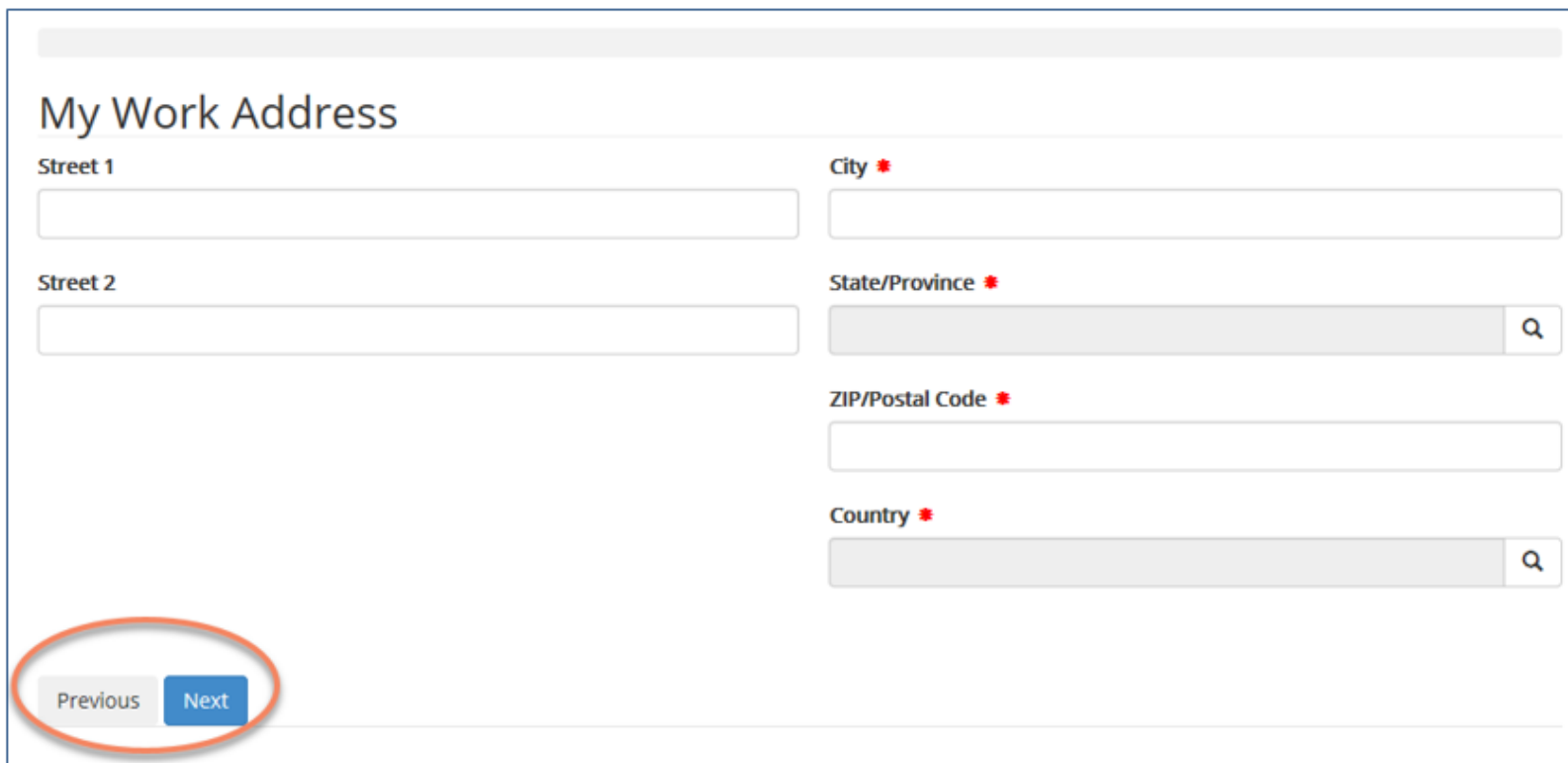


15. Once you have returned to the ERO Portal profile page, you may populate the fields required to complete your ERO Portal profile.



The screenshot shows the 'Profile' page of the ERO Portal. On the left, there is a navigation menu with options: Profile, Manage Entity, Security, Change Password, Change Email, and Change Security Questions. The main content area displays the user's name 'jay smoove' and a message: 'On this self service page, you can change your password, email address, or security questions. In addition you may also update your demographic information such as phone number and address. Please note, if you are the **Primary Compliance Contact** for an entity registered for NERC compliance, you will not be able to change your profile information here. You must navigate to your regional compliance portal to update your information. You will see those changes reflected here the day after you make the update.' Below this message are two warning banners: a red one stating 'You must complete your profile before using the features of this website.' and a yellow one. The 'Personal' section contains several input fields: Salutation, Job Title, Business Phone, Fax, First Name (filled with 'jay'), Middle Name, Last Name (filled with 'smoove'), and Mobile Phone. A blue 'Next' button is circled in red at the bottom left of the form.

16. The Work Address page below will load, you will need to provide data for any field marked with a red asterisk then click **Next** to continue or **Previous** to return to the previous page.

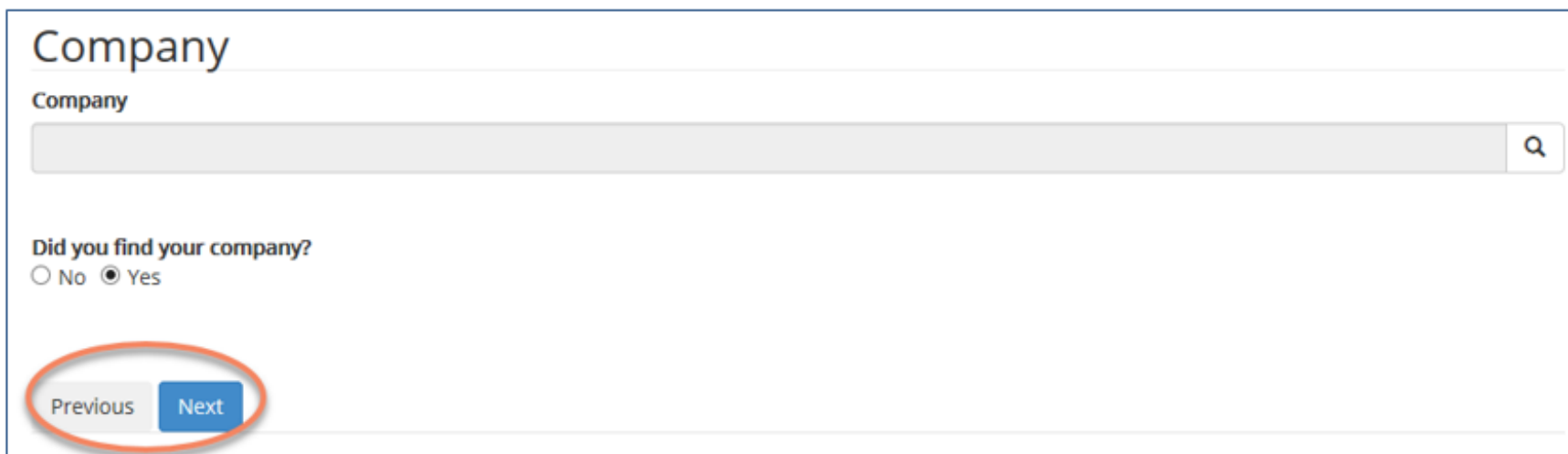


The screenshot shows a web form titled "My Work Address". It contains several input fields, some of which are required as indicated by a red asterisk (*). The fields are:

- Street 1 (text input)
- Street 2 (text input)
- City (*) (text input)
- State/Province (*) (dropdown menu with a search icon)
- ZIP/Postal Code (*) (text input)
- Country (*) (dropdown menu with a search icon)

At the bottom left of the form, there are two buttons: "Previous" and "Next". The "Next" button is highlighted with a red circle, indicating it is the button to click to proceed.

17. The company page below will load, you have the option to identify the company you are affiliated with; however, this information is not required. Click **Next** to continue or **Previous** to return to the previous page.



Company

Company

Did you find your company?

No Yes

Previous Next

18. The final step in the Registration Process is to provide Security Questions and Answers this information is used if you ever forget your password or username and need to reset your login information. The Security page below will load, you must provide 2 questions and answers for those questions in order to complete the process.

Security

Security Question 1 *

Security Answer 1 *

Security Question 2 *

Security Answer 2 *

[Previous](#) [Save](#)

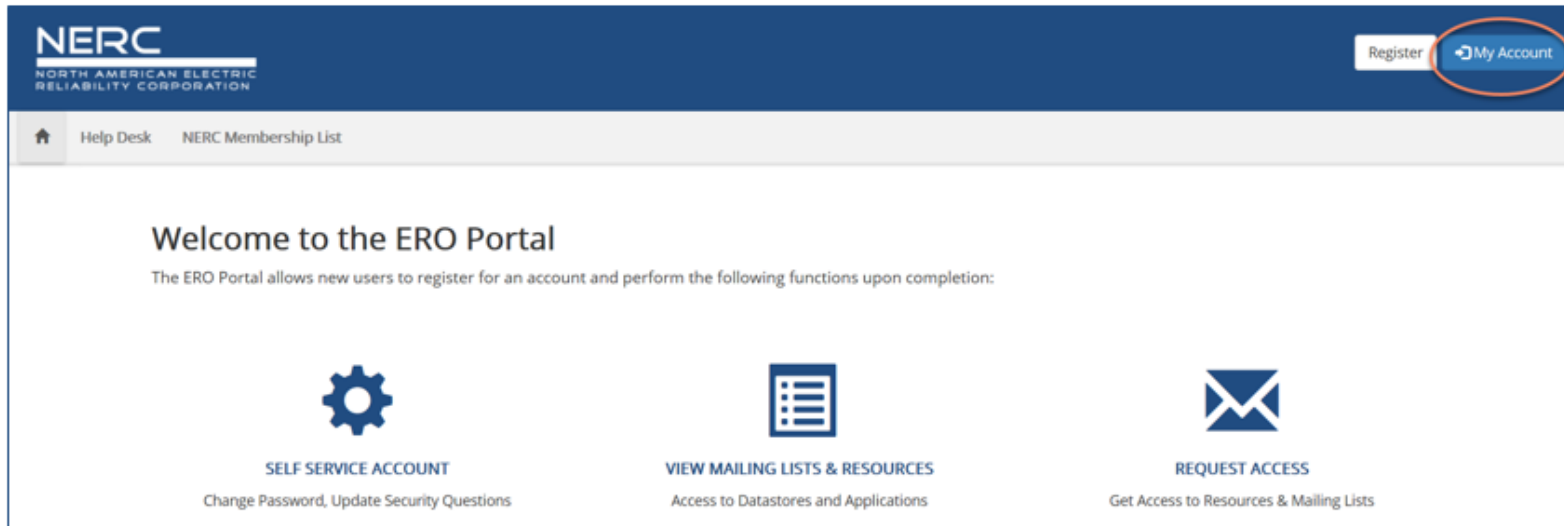
19. Once you click **Save** the system will let you know the process is complete (your ERO Portal registration is completed), see below.

✔ Your profile has been updated successfully. [×](#)

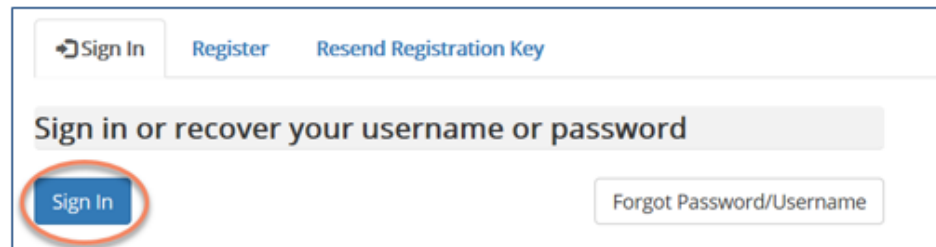
Existing User Login

The following information walks through the process of an existing user logging into the ERO Portal.

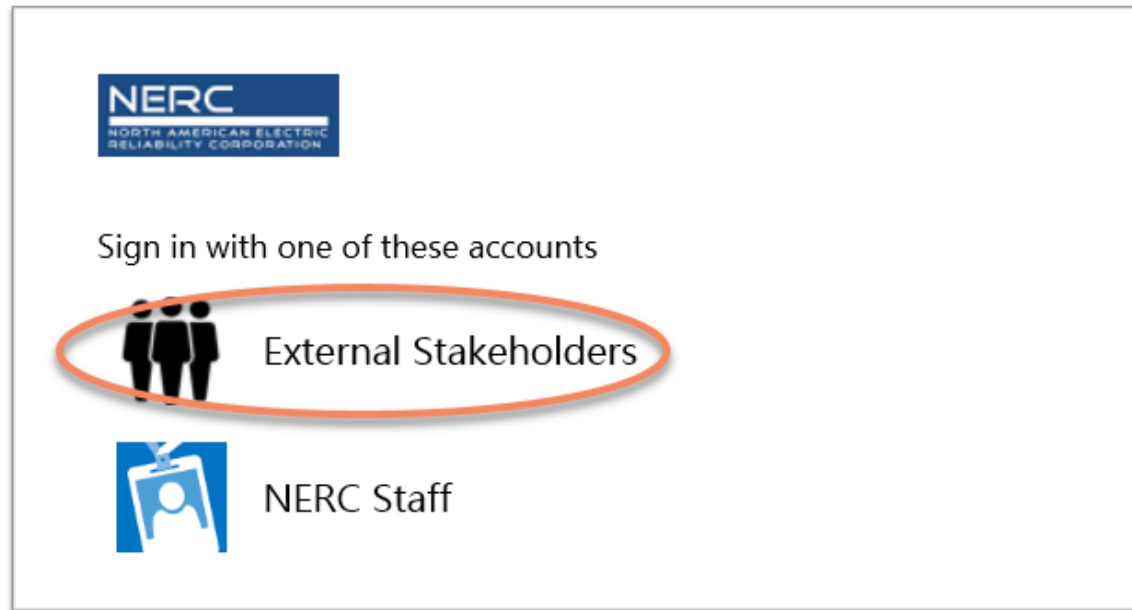
1. Click on the **My Account** button in the upper right hand corner



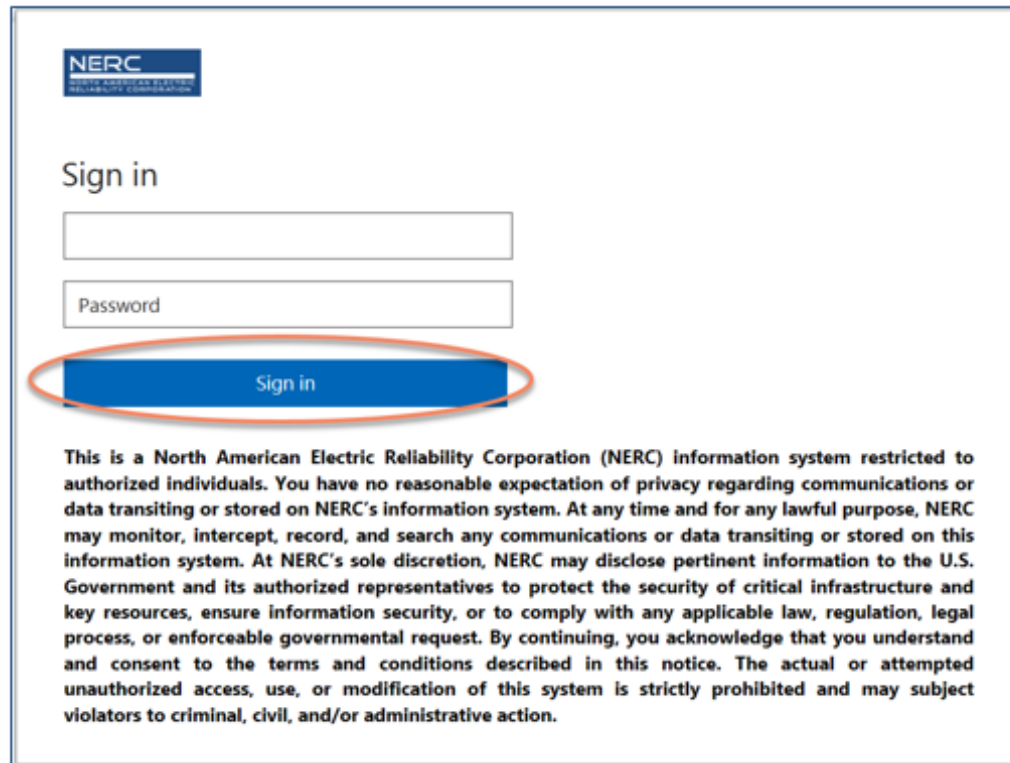
2. The Sign in or recover your username or password page shown below will load, click **Sign In** to continue.



3. The Sign In with External Stakeholders or NERC Staff page shown below will load, select External Stakeholders



4. The ADFS Username and Password page shown below will load, enter your username and password then click Sign in to continue.



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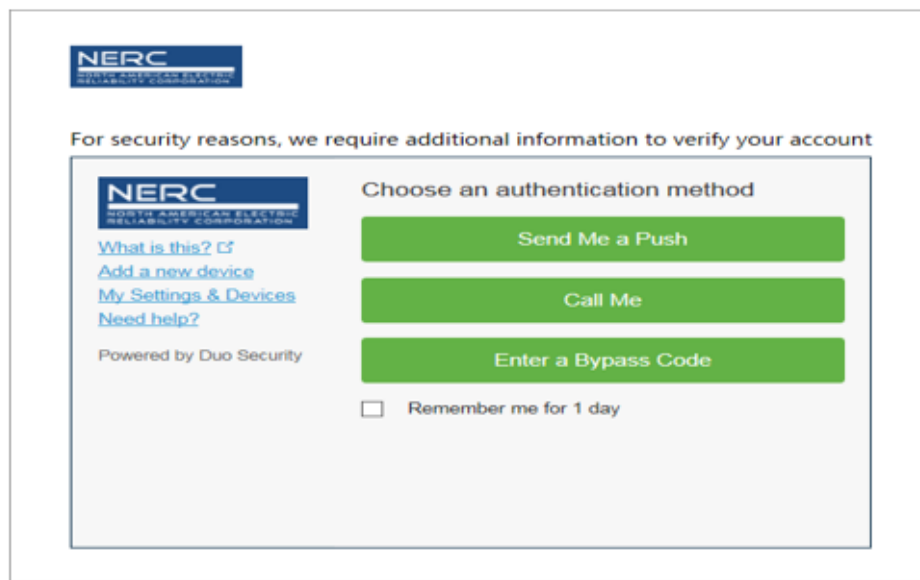
Sign in

Password

Sign in

This is a North American Electric Reliability Corporation (NERC) information system restricted to authorized individuals. You have no reasonable expectation of privacy regarding communications or data transiting or stored on NERC's information system. At any time and for any lawful purpose, NERC may monitor, intercept, record, and search any communications or data transiting or stored on this information system. At NERC's sole discretion, NERC may disclose pertinent information to the U.S. Government and its authorized representatives to protect the security of critical infrastructure and key resources, ensure information security, or to comply with any applicable law, regulation, legal process, or enforceable governmental request. By continuing, you acknowledge that you understand and consent to the terms and conditions described in this notice. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited and may subject violators to criminal, civil, and/or administrative action.

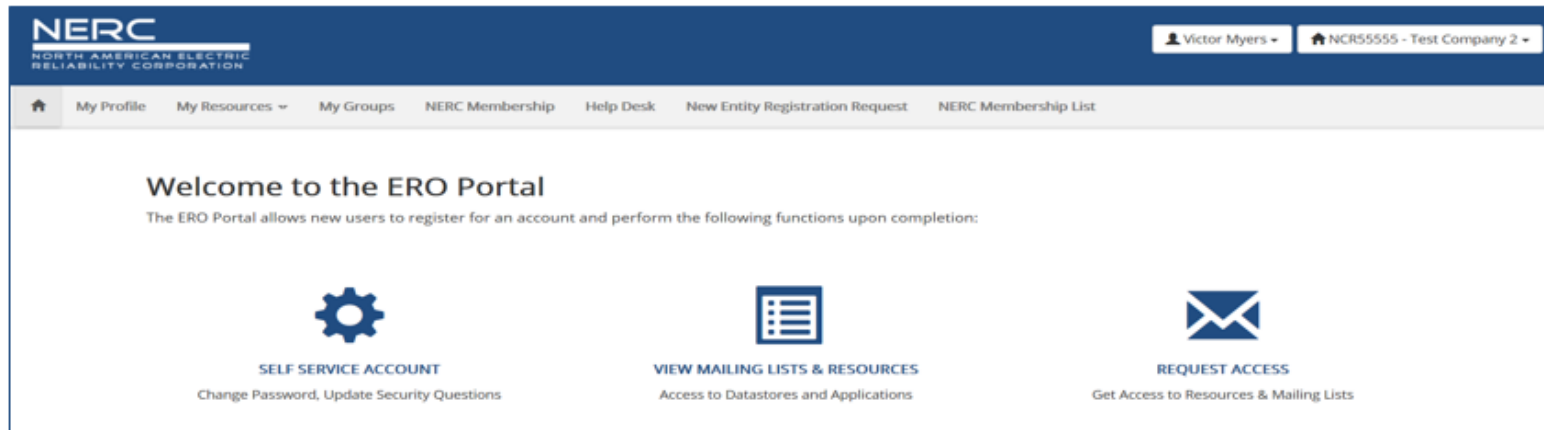
5. The *MFA Home Screen* will load. Select the method you would like to use to complete authentication into the ERO Portal.



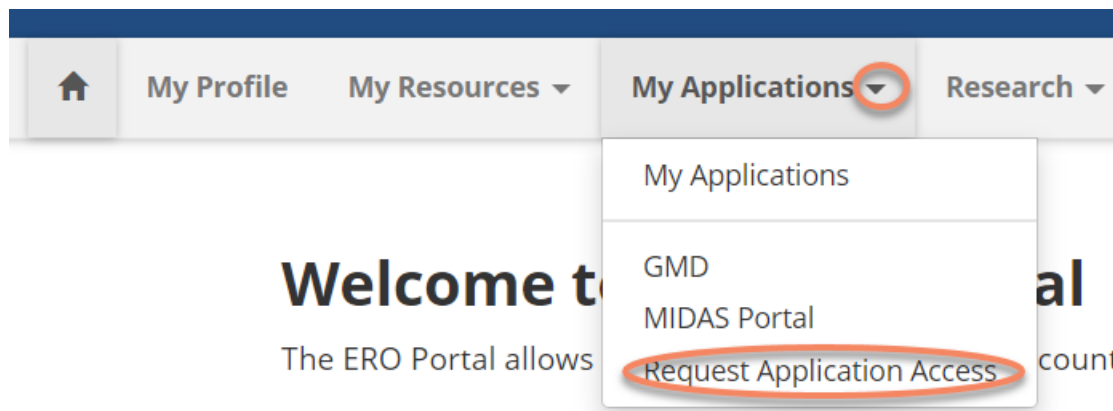
The screenshot displays the NERC MFA Home Screen. At the top left is the NERC logo. Below it, the text reads: "For security reasons, we require additional information to verify your account". The main content area is titled "Choose an authentication method" and contains three green buttons: "Send Me a Push", "Call Me", and "Enter a Bypass Code". To the left of these buttons are links: "What is this? ⓘ", "Add a new device", "My Settings & Devices", and "Need help?". At the bottom left, it says "Powered by Duo Security". At the bottom right, there is a checkbox labeled "Remember me for 1 day".

- Selecting **Call Me** will place a phone call to your mobile device. Follow the voice prompts to complete the authentication process. You will be taken the ERO Portal Profile where you can add the required information to complete your ERO Portal profile.
- Selecting **Send Me a Push** will activate the following prompt via the Duo Mobile app on your mobile device. Select **Approve** to complete the authentication process. You will be taken the ERO Portal Profile where you can add the required information to complete your ERO Portal profile.

6. You are now successfully logged into the ERO portal and this landing page will appear below.



Requesting Align Access



The screenshot shows a navigation bar with the following items: Home (house icon), My Profile, My Resources (dropdown arrow), My Applications (dropdown arrow), and Research (dropdown arrow). The 'My Applications' dropdown menu is open, showing the following options: My Applications, GMD, MIDAS Portal, and Request Application Access. The 'Request Application Access' option is circled in red. In the background, a 'Welcome to' message is partially visible.

[Home](#) / [My Applications](#) / [Application Access Requests](#)

Application Access Requests

Below is the list of submitted application requests. To request access to an ERO Portal application, please use the link below to submit your access request information. Your request will be submitted to the corresponding entity administrator for approval.

[+ Create New Application Access Request](#)

Request access to an ERO Portal application by using the form below. Here is a list of applications you may request access to:

Application	Role	Role Description
All Applications	Entity Administrator	This person has read and write access to GMD data, MIDAS data, and CORES data. In addition this person can make others the Entity Administrator and give others access to Align, GMD, MIDAS and CORES or remove access to those system from others.
ALIGN	Align Registered Entity Editor	This person can create and edit items in Align for the Entity he/she is associated with.
ALIGN	Align Registered Entity Reader	This person can view items in Align for the Entity he/she is associated with.
ALIGN	Align Registered Entity Submitter	This person can create/edit and submit items in Align for the Entity he/she is associated with.
CORES	CORES User	This person can create/edit registration information (including CFRs/JROs) and run registration reports for the entity he/she is associated with
GMD	GMD User	This person can view and submit GMD data and run GMD reports for the entity he/she is associated with.
GMD	GMD Read-Only	This person can view GMD data and run GMD reports for the entity he/she is associated with.
MIDAS Portal	MIDAS User	This person can create/edit and submit MIDAS data and run MIDAS reports for the entity he/she is associated with.
MIDAS Portal	MIDAS Read-Only	This person can view MIDAS data and run MIDAS reports for the entity he/she is associated with.

Entity *



Requested Application Role *



Requester Comments

Submit

- **Account Access Levels**

- **Align Registered Entity Reader**

- Can log into Align and see everything for their Registered Entity, but cannot make changes.

- **Align Registered Entity Editor**

- Can log into Align, see everything for their Registered Entity, and make changes, but cannot submit anything to the CEA for review or processing.

- **Align Registered Entity Submitter**

- Can log into Align, see everything for their Registered Entity, make changes, and submit things to the CEA for review or processing.

Entity *



- all entities registered with NERC for compliance purposes and non-registered entities that have a reporting obligation (MIDAS/GADS/TADS)
- can only select 1 entity



Requested Application Role *

- list of available roles are shown on the previous slide with a description
- can only select 1 role



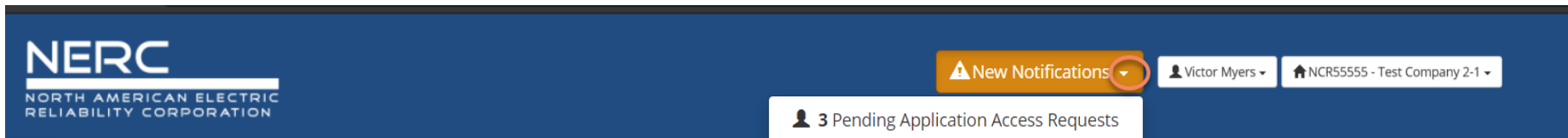
Requester Comments

Submit

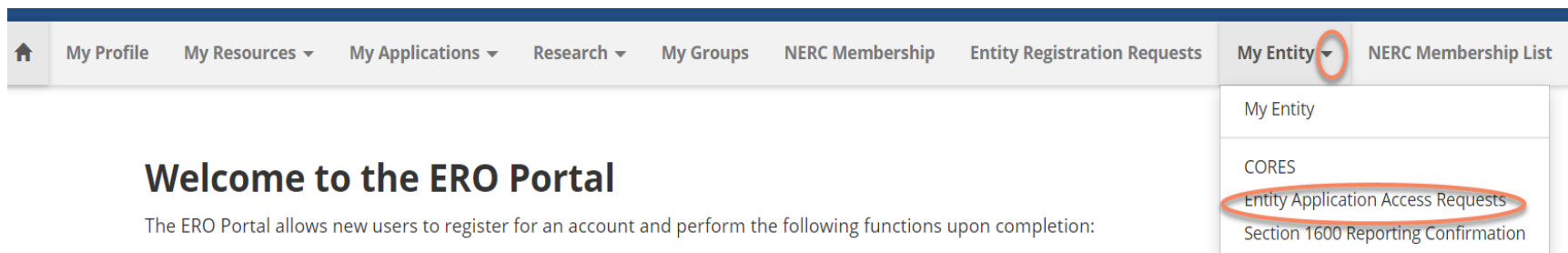
- comments are optional
- click submit button to complete request
 - system generates an email to alert you this request has been submitted for review

Review and Approve Align Access Request

- Option 1:



- Option 2:



- Landing Page – shows open request:

Application Access Requests

The following are the current application access requests for your registered entity. To approve or reject a request, select "Manage Access Request" from the item menu. When rejecting an access request, you must provide a reason for denying a request.

You can also view and manage all users for your entity on the [Manage Entity Page](#).

Requested By	Email Address	Phone	Requested Application Role	Requester Comments	Request Status	Created On ↑	
victor LT myersssssss	victormyers1906@gmail.com	404-555-1212	CFR Administrator	kjjj	Pending	6/24/2020 5:42 PM	▼
Kwame Jones	kwame.jones@nerc.net	4044462570	Entity Admin	Testing Entity Admin Request	Pending	5/27/2020 1:04 PM	▼
Rachel Rieder	rachel.rieder@nerc.net	404-852-3981	GMD Submitter	CAN I HAVE ACCESS PLEASE	Pending	4/29/2020 12:42 PM	▼

- Option to Approve/Reject:

- Once Align access is approved the system automatically grants access to SEL

Application Access Requests

The following are the current application access requests for your registered entity. To approve or reject a request, select "Manage Access Request" from the item menu. When rejecting an access request, you must provide a reason for denying a request.

You can also view and manage all users for your entity on the [Manage Entity Page](#).

Requested By	Email Address	Phone	Requested Application Role	Requester Comments	Request Status	Created On ↑	
victor LT myersssssss	victormyers1906@gmail.com	404-555-1212	CFR Administrator	kjjj	Pending	6/24/2020 5:42 PM	▼
Kwame Jones	kwame.jones@nerc.net	4044462570	Entity Admin	Testing Entity Admin Request	Pending	5/27/2020 1:04 PM	▼
Rachel Rieder	rachel.rieder@nerc.net	404-852-3981	GMD Submitter	CAN I HAVE ACCESS PLEASE	Pending	4/29/2020 12:42 PM	▼

- ✓ Approve Request
- ✗ Reject Request

Registered Entity User Requests Access to SEL Overview

- PCCs were automatically assigned access when the system went live on 3/31/2021.

- Registered Entity users that have permission to SUBMIT in Align will be given permission to UPLOAD to the SEL

- Registered Entity admins will approve SEL access requests similar to how other ERO Enterprise Applications (CORES, GADS Wind) are approved. Any ERO Portal User will be able to request access, subject to approval by their Entity Admin.

Registered Entity User Requests Access to SEL Manual Processes

- For Day 1 and Day 2, there may be additional Registered Entity users that need access to the SEL.
- These users will need to be added manually. The following slides describes the process

- **Access Approval**
 - Region approves and routes request to NERC SEL Systems Admin.
- **Account Setup**
 - NERC puts user into SEL Submitter group and routes back.
- **Access Verification**
 - Region verifies user has desired access and closes Request.

Entity Request SEL Access

- User submits an ERO-Enterprise Help Desk Ticket

Region
Their Region

Service
ERO Enterprise Applications

Category
Secure Evidence Locker

Sub-Category
Registered Entity Account Access

Description
The name and email address of the person for whom they are requesting access.

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NERC Helpdesk Ticket Submission System

[* required fields](#) | [Home](#) | [Contact Us](#)

Submit a new Ticket

Title *

Region * **Priority ***

Service * **Category *** **Sub-Category**

File Attachment *(If you need to send multiple files, please create a single zip file)*

Your Personal Information

Last Name * **First Name *** **Email Address ***

User ID **Phone *** *(Format: xxx-xxx-xxxx)* **Company ***

Description

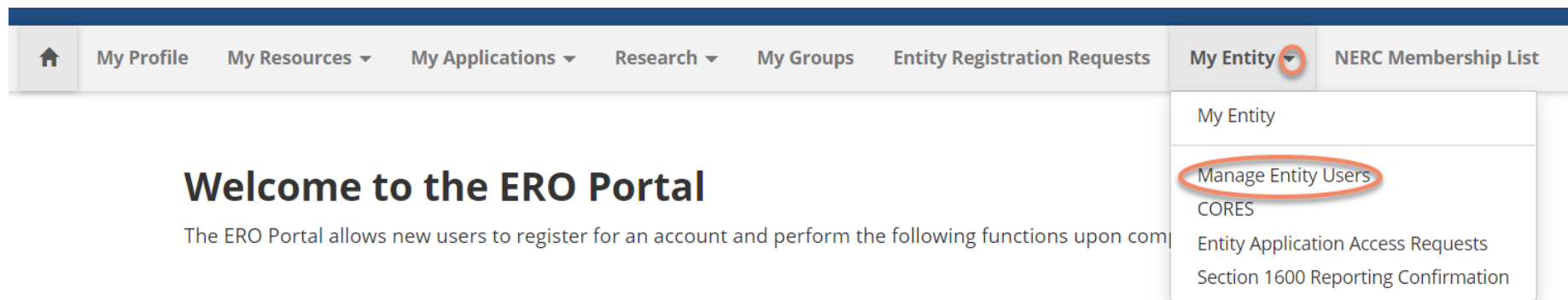
Description * *(1000 characters remaining)*

- **ERO Helpdesk Ticket is routed to the regional contact**
 - Regional Contact replies to ticket with ‘approved’ or ‘rejected’
 - If approved, the ticket is routed to NERC, and NERC puts user into the SEL Submitter group.

- For Day 1 and Day 2, there may be Registered Entity users that need their access to the SEL removed.
- A Helpdesk Ticket should be created by the Registered Entity, then approved by the Region and routed to NERC for processing.
- Alternatively, a Region may create and forward the Helpdesk Ticket directly to NERC for processing.

Managing Align and all other Application Permissions for your users

- Click the drop down arrow beside My Entity, then select Manage Entity Users:



The screenshot shows the top navigation bar of the ERO Portal. The menu items are: Home, My Profile, My Resources, My Applications, Research, My Groups, Entity Registration Requests, My Entity, and NERC Membership List. The 'My Entity' item has a dropdown arrow and is highlighted with a red circle. A dropdown menu is open below it, listing: My Entity, Manage Entity Users (circled in red), CORES, Entity Application Access Requests, and Section 1600 Reporting Confirmation.

Welcome to the ERO Portal

The ERO Portal allows new users to register for an account and perform the following functions upon completion:

- Shows all users that are currently associated with your entity:

Manage Entity Users

Entity Name	NERC Number
March 18 Test Entity	NCR1906190619061906

Entity Users

The following users are associated with this entity: [+ Add User](#)

User	City	State	Phone	E-mail Address	Action
Stephen Myers	Atlanta			victormyers@hotmail.com	Remove User

- Click Add User Button circled below:

Manage Entity Users

Entity Name	NERC Number
March 18 Test Entity	NCR1906190619061906

Entity Users

The following users are associated with this entity:

User	City	State	Phone	E-mail Address	Action
Stephen Myers	Atlanta			victormyers@hotmail.com	Remove User

[+ Add User](#)



[Home](#) / [Manage Entity Users](#) / [Add Contact to Entity](#)

Add Contact to Entity

Enter the email address of the contact you are adding to your entity

Search Contacts

Submit

- Enter the email address and click Search
 - If person is found in NERCs database a record will be returned otherwise we don't a record for that person please instruct the person to create an eroportal account (slides 4-18)

[Home](#) / [Manage Entity Users](#) / [Add Contact to Entity](#)

Add Contact to Entity

Enter the email address of the contact you are adding to your entity

Search Contacts

Submit

- Select the returned record then click the submit button:

Add Contact to Entity

Enter the email address of the contact you are adding to your entity

Show entries

First Name	Last Name	Email Address	Phone	Company	City	State
Victor	Myers	victor.myers@nerc.net	(404) 446-9619	North American Electric Reliability Corporation	Atlanta	GA

Showing 1 to 1 of 1 entries 1 row selected

Previous **1** Next

- Click the desired user shown below:

Manage Entity Users

Entity Name	NERC Number
March 18 Test Entity	NCR1906190619061906

Entity Users

The following users are associated with this entity:

[+ Add User](#)

User	City	State	Phone	E-mail Address	Action
Stephen Myers	Atlanta			victormyers@hotmail.com	Remove User
Victor Myers	Atlanta	GA		victor.myers@nerc.net	Remove User

- This screen shows you all permissions this user has, click Edit to change:

Manage User Permissions

[Back to User Management](#)

User Information

User	Username	Email
Stephen Myers	stephenmyers1906	victorymyers@hotmail.com

Permissions User Has

[Edit](#)

Role	Entity	NERC Number (Portal User Parent Account)	Created On ↑
Entity Admin	Test Entity	VR000006	11/12/2020 1:48 PM
Entity Admin	Delta-Montrose Electric Association	NCR05498	11/12/2020 5:37 PM
Align Registered Entity Submitter	Align Prod Integration Test	NCR989898989898	1/5/2021 1:58 PM

- Click the box next the permission you wish to add or remove then click Submit to finish:

User Permissions

Manage User Permissions for: Stephen Myers

- CORES User
- GMD User
- GMD Read-Only
- MIDAS User
- MIDAS Read-Only
- Entity Admin
- Align Registered Entity Editor
- Align Registered Entity Reader
- Align Registered Entity Submitter

Submit

- **Training Environment Access**

- **Align Training URLs:**

- <https://nerc-trn.bwise.net/bwise> this url will take you through SSO and you will login with your ERO Portal credentials.
- <https://nerc-trn.bwise.net/bwise/login> this will take you to the Align login where you can use the Test ID's that were created by Functional Administrator.
- **Example Test IDs:**
- NCR99999 Editor 1
- WECC Editor 2
- ERO Editor 1

Registered Entity SEL Access

- PCCs will be automatically be assigned access when the system goes live.
- Changes following go-live (adding and removing access) will be handled by submitting a Helpdesk Ticket.

- Registered Entity users that have permission to SUBMIT in Align will be given permission to UPLOAD to the SEL. These permissions will be automatically assigned and removed with Align access.
- Other changes (adding and removing access for non-Align users) will be handled by submitting a Helpdesk Ticket.

- Registered Entity admins will approve SEL access requests similar to how other ERO Enterprise Applications (CORES, GADS Wind) are approved. Any ERO Portal User will be able to request access, subject to approval by their Entity Admin.

Request for additional users to upload via the SEL will be processed as support tickets.

1. **Go to the NERC Support Site**

<https://support.nerc.net>

The screenshot shows the NERC Helpdesk Ticket Submission System interface. At the top, there is a dark blue header with the NERC logo on the left and the text "NERC Helpdesk Ticket Submission System" on the right. Below the header, the main content area is white. It starts with the text "Please complete the Captcha below." followed by a green captcha image showing the characters "43PD6" with two small icons to its right. Below the captcha is a text input field containing "43PD6" and a "Validate" button. At the bottom of the page, there is a grey footer section titled "About the ERO Portal" which contains several links: "NERC.com", "Account Log-In/Register", "Legal & Privacy", "Trademark Policy", "Careers", and "Contact Us". Below the links, it lists the Atlanta Office (3353 Peachtree Road, NE Suite 600 North Tower, Atlanta, GA 30326 | 404-446-2560) and the Washington Office (1325 G Street, NW Suite 600, Washington, DC 20005 | 202-400-3000). The footer ends with the copyright notice: "Copyright 2019 North American Electric Reliability Corporation. All rights reserved."

2. Complete a Helpdesk Ticket

Region
Your Region

Service
ERO Enterprise Applications

Category
Secure Evidence Locker

Sub-Category
Registered Entity Account Access

Description
Indicate the name and email address of the person for whom you are requesting access.

NERC
NORTH AMERICAN ELECTRIC
RELIABILITY CORPORATION

NERC Helpdesk Ticket Submission System

[Submit](#) * required fields | [Home](#) | [Contact Us](#)

Submit a new Ticket

Title *

Region * **Priority ***

Service * **Category *** **Sub-Category**

File Attachment *(If you need to send multiple files, please create a single zip file)*

Your Personal Information

Last Name * **First Name *** **Email Address ***

User ID **Phone *** *(Format: xxx-xxx-xxxx)* **Company ***

Description

Description * *(1000 characters remaining)*

[Submit](#)

3. **Submit to your Region**

Your region will receive and verify the request. Upon verification, the Region will send the ticket to NERC for processing. Once received by NERC, access requests should be processed within 2 business days.

Day1 – Removal of SEL Submitter privileges will be manually addressed by submitting a Helpdesk ticket

Day 2 – For Align users, removal from the Align Submitters group will automatically remove users from the SEL Submitters group. For non-Align users, removal of SEL Submitter privileges will be manually addressed by submitting a Helpdesk ticket.

Day 3 – The ability to upload to the SEL will be managed within the ERO Portal. Adding and removing access will be managed by the registered entity.



Questions and Answers