

NERC

NORTH AMERICAN ELECTRIC
RELIABILITY CORPORATION

Align Train the Trainer Workshop

RELIABILITY | RESILIENCE | SECURITY



Regional 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.

- **Requesting Align Access**

- Prior to 3/31/2021 go-live, NERC requested information from regions via user signup/import document:
 - List of Users
 - Access Levels for each User

- **Account Setup**

- NERC set up accounts and notified Regions.

- **Account and Access Verification**

- Regions verified their accounts had desired access.

- **Requesting SEL Access**

- The Regions:
 - identified who needed SEL access
 - identified the Cabinet Custodians
 - provided this information to NERC Functional Admin
- The NERC Functional Admin:
 - added all users to SEL AD Group
 - setup ghost accounts
 - assigned the Cabinet Custodian role
- The Cabinet Custodian:
 - assigned SEL roles to other regional users i.e. Regional Custodian, Analyst

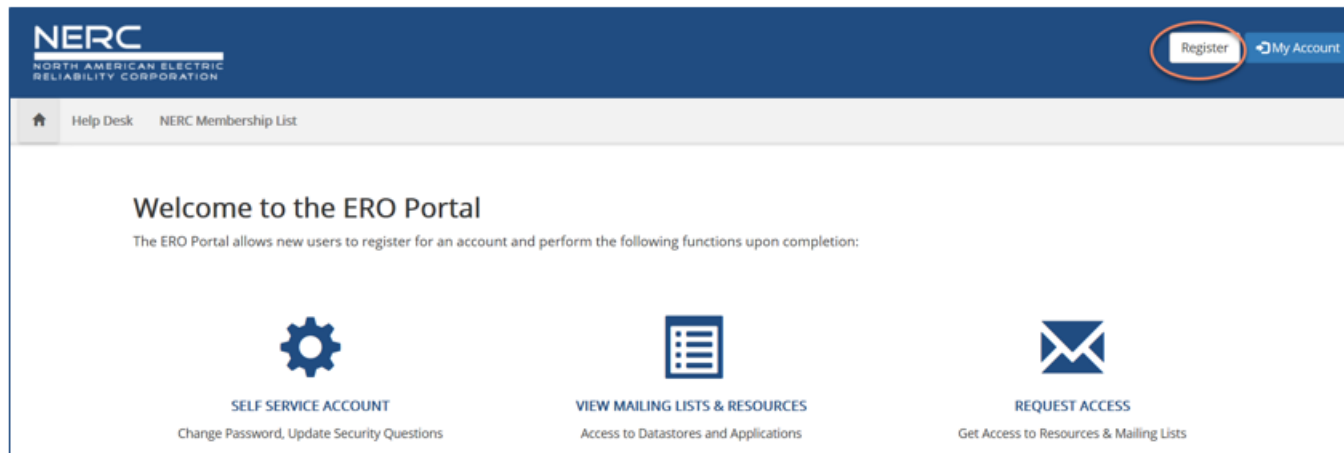


Setting up an ERO Portal Account Start a New Registration

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.

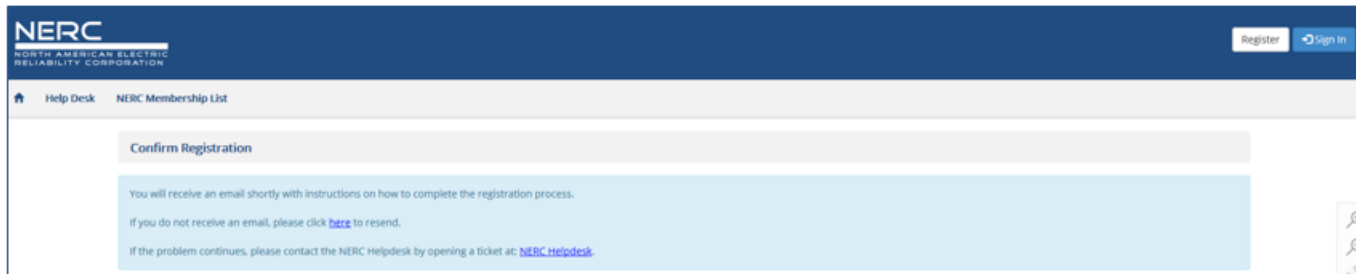
The screenshot shows the NERC ERO Portal registration page. The header includes the NERC logo and navigation links for 'Help Desk' and 'NERC Membership List'. The main content area has tabs for 'Sign In', 'Register', and 'Resend Registration Key'. The 'Register' tab is active, displaying a 'Register for a new account' form. The form includes fields for First Name, Last Name, Email, Confirm Email, Username, Password, and Confirm Password. A password strength indicator is shown below the Password field, stating: 'Minimum of 10 characters long. Must Contain at least 1 number, 1 lowercase letter, 1 uppercase letter, and 1 special character (0-9, A-Z, a-z, !, @, #, \$, %, ^, &, *)'.

Register for a new account

- * 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 (0-9, A-Z, a-z, !, @, #, \$, %, ^, &, *)
- * Confirm Password
- * Captcha

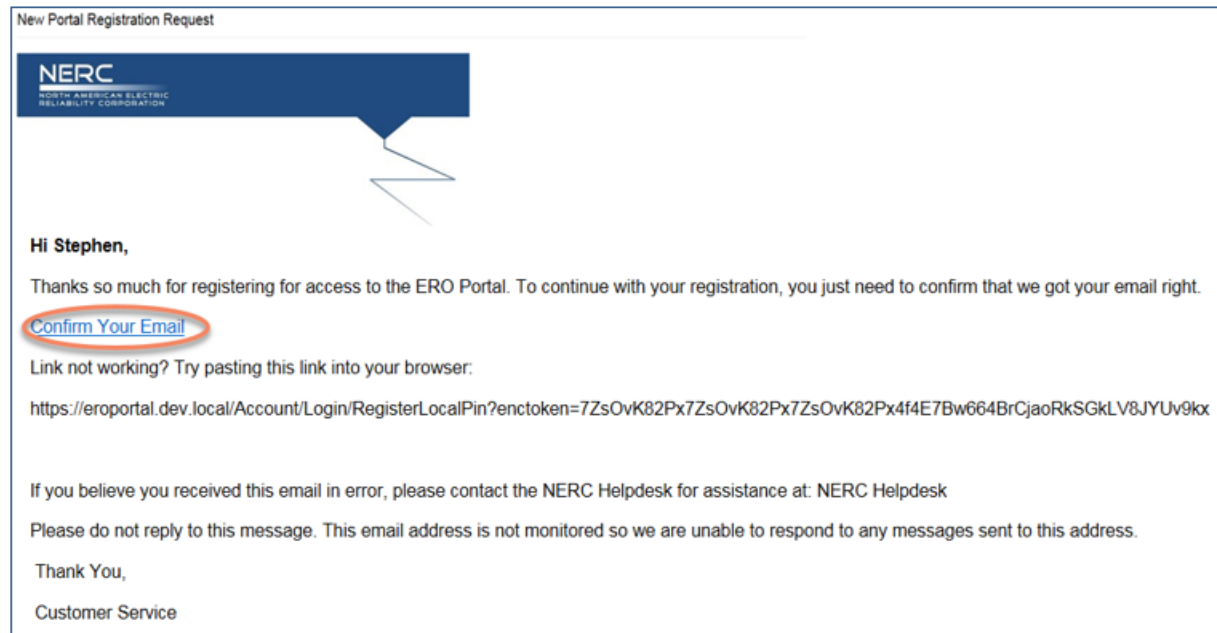


3. Once you click **Submit** the system will provide a confirmation message similar to the one below with instructions on how to continue this process.

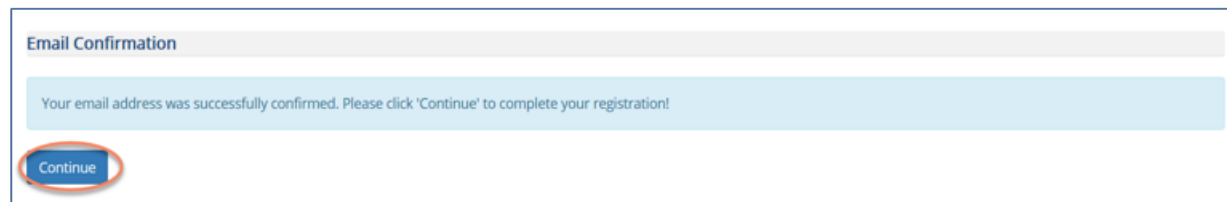




4. Login to your email inbox (the email address you entered above) to find the instructions on how to continue an example is shown below, click the **Confirm Your Email** link from the email to complete the registration process.

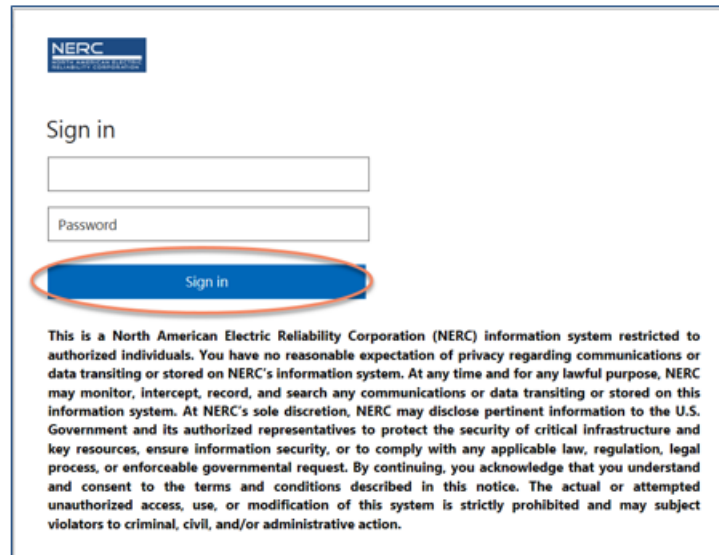


5. The system will inform you that your email has been confirmed, click **Continue** to complete your registration.





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

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.





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

What type of device are you adding?

☒ Mobile phone **RECOMMENDED**

☐ Tablet (iPad, Nexus 7, etc.)

☐ Landline

Continue

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

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

Powered by Duo Security

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

Enter your phone number

United States

+1 18492431 ✓

Example: (201) 234-5678

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

Back Continue




Setting up an ERO Portal Account Specify Device Type

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 form for NERC (North American Electric Reliability Corporation). 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, the question "What type of phone is 404-640-2876?" is displayed. Below the question are 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.



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




[What is this?](#) 

[Need help?](#)

Powered by Duo Security

Install Duo Mobile for iOS



1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

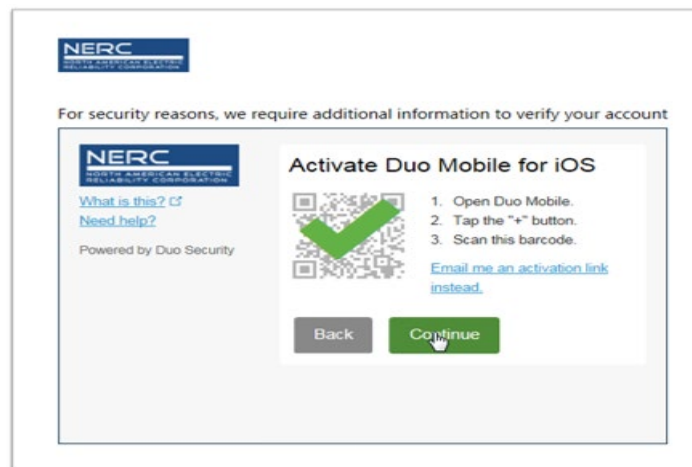
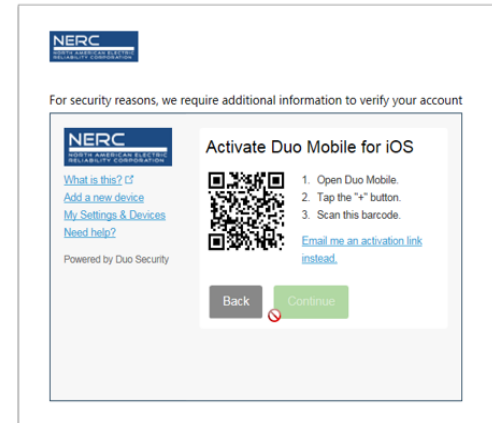
Back I have Duo Mobile

Setting up an ERO Portal Account Active DUO

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.

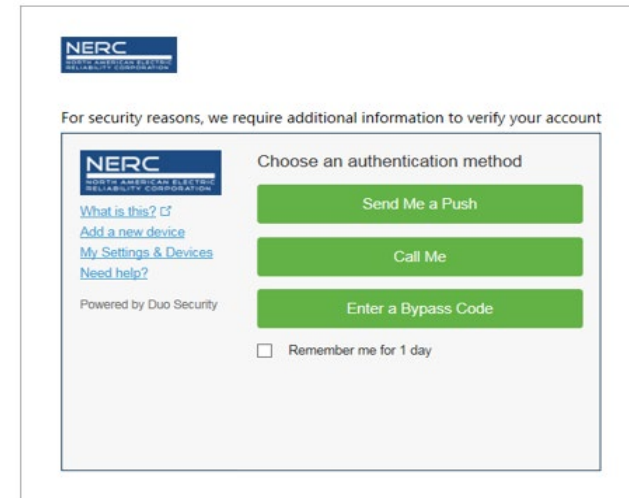
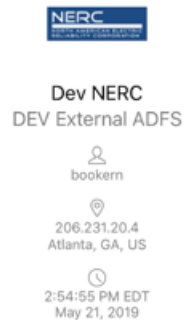
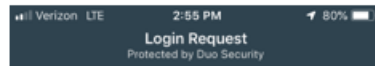
- Open the app and tap the "+" button in the app to add a new ERO Portal account to Duo Mobile
- If you are prompted to allow Duo Mobile to send your notifications, select **OK or Allow**.
- If you are prompted to allow Duo Mobile access to your camera, select **Ok or Allow**.
- Point the camera so that 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**.



Setting up an ERO Portal Account DUO Setup is Complete

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.

Profile

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Profile

Manage Entity

Security

Change Password

Change Email

Change Security Questions

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.

You must complete your profile before using the features of this website.

Personal

Salutation	First Name *
<input type="text"/>	<input type="text" value="jay"/>
Job Title	Middle Name
<input type="text"/>	<input type="text"/>
Business Phone *	Last Name *
<input type="text"/>	<input type="text" value="SMOOVE"/>
Fax	Mobile Phone
<input type="text"/>	<input type="text"/>

Next



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.

My Work Address

Street 1	City *
<input type="text"/>	<input type="text"/>
Street 2	State/Province *
<input type="text"/>	<input type="text"/> Q
	ZIP/Postal Code *
	<input type="text"/>
	Country *
	<input type="text"/> Q

Previous Next



Setting up an ERO Portal Account Complete Company Section

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



Setting up an ERO Portal Account Setup Security Questions & Answers

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.

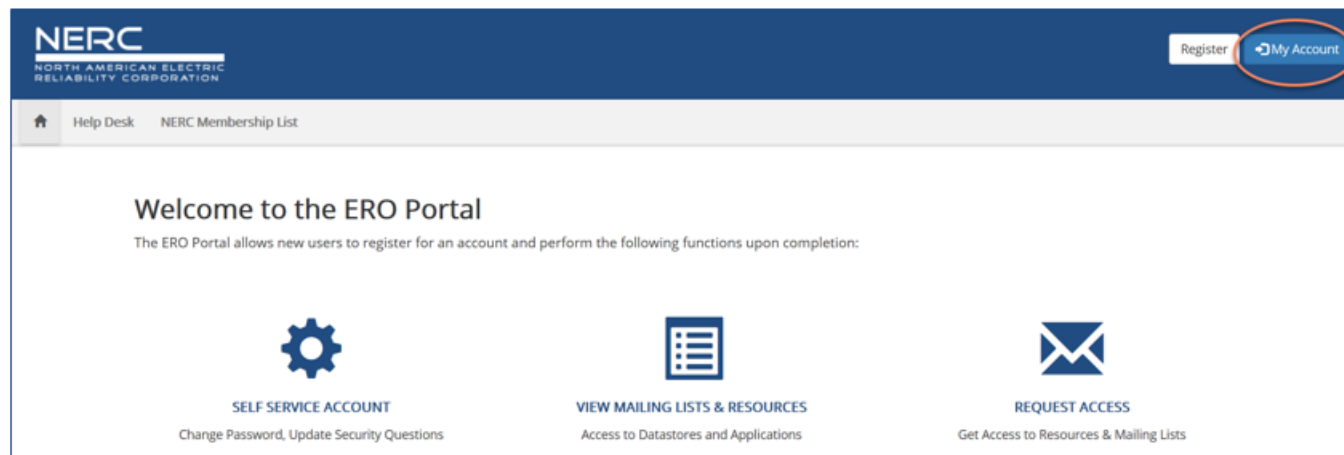
✔ Your profile has been updated successfully.

Existing User ERO Portal Login

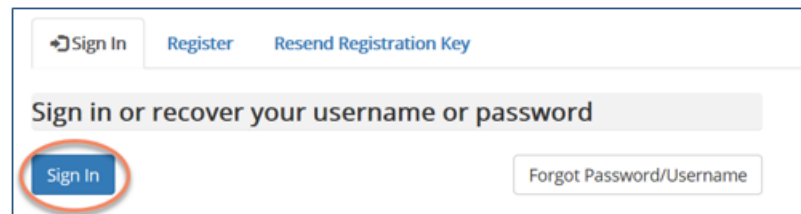


The following information walks through the process of an existing user logging into the ERO Portal.

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

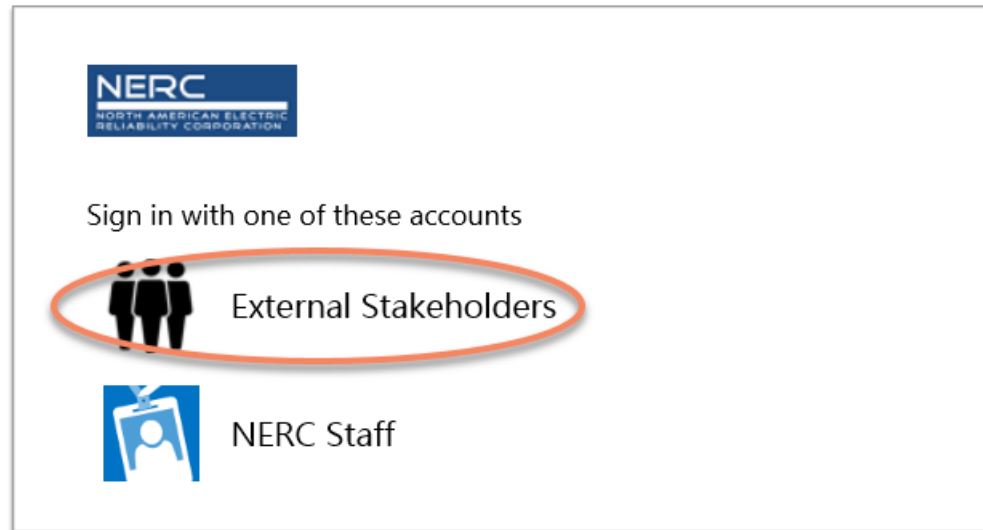


2. The Sign in or recover your username or password page shown below will load, click **Sign In** to continue.





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

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.



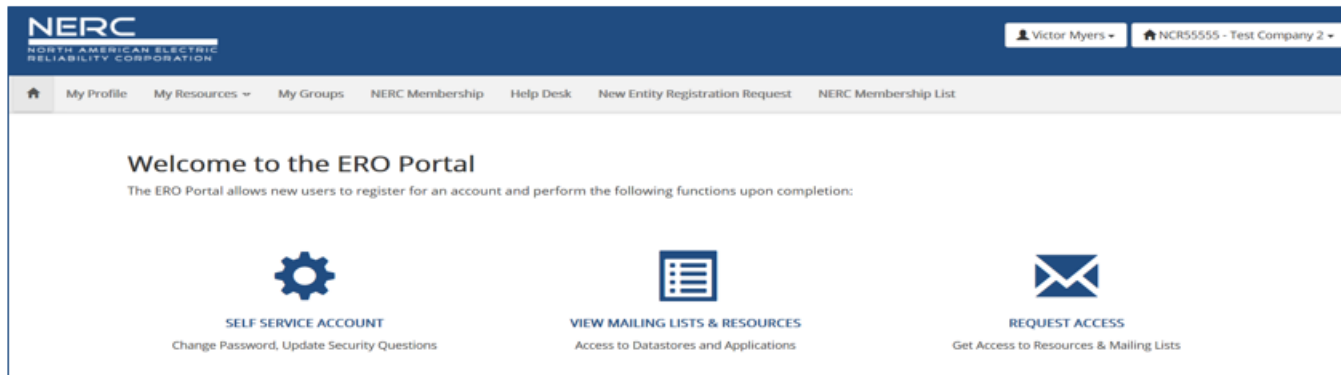
5. The *MFA Home Screen* will load. Select the method you would like to use to complete authentication into the ERO Portal.

The screenshot shows 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". To the left of the main content area, there is a sidebar with the NERC logo, a link "What is this? C?", a link "Add a new device", a link "My Settings & Devices", a link "Need help?", and the text "Powered by Duo Security". 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". Below these buttons 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.



Regional Entity User Requests Access to Align

- **Request Align Access**

- User submits an ERO-Enterprise Help Desk Ticket
- (<https://erohelpdesk.nerc.net>)

The screenshot shows the NERC Helpdesk Ticket Submission System interface. At the top, there is a header with the NERC logo and the text "NERC Helpdesk Ticket Submission System". Below the header, there is a "Submit" button and a link to "required fields | Home | Contact Us". The main form is divided into several sections: "Submit a new Ticket" with fields for Title, Region, Priority, Service, and File Attachment; "Your Personal Information" with fields for Last Name, First Name, Email Address, User ID, Phone, and Company; and "Description" with a large text area for the ticket description. Each section has a "Submit" button at the bottom.

- **Service**

- **Region Align Access**

- **Description**

- **Specify Access Level(s)**
 - Basic Access
 - Submitter Access
 - Preliminary Screener Access
 - PNC Reviewer Access
 - Enforcement Access
 - Report Writer Access

By default, all users will be given Basic Access, which means they can view and edit regional data.

Here are five additional levels of access that can be granted.

- Submitter - Can Submit a Finding to be Screened
- Screener - Can Perform a Preliminary Screen
- Reviewer - Can send a PNC to Enforcement and Process Mitigations?
- Enforcement - Can Process an Enforcement Action to Closure
- Report Writer - Can create custom Business Objects reports

The additional levels are additive, so you can set up user accounts based on how your company functions.

EXAMPLE 1	Submitter	Screener	Reviewer	Enforcement	Report Writer
Auditor	YES				
Junior Compliance Engineer		YES			
Senior Compliance Engineer			YES		
Attorney				YES	
Data Analyst					YES

EXAMPLE 2	Submitter	Screener	Reviewer	Enforcement	Report Writer
Compliance Professional	YES	YES	YES		YES
Enforcement Professional		YES	YES	YES	YES

EXAMPLE 3	Submitter	Screener	Reviewer	Enforcement	Report Writer
Auditor	YES				
Compliance Professional	YES	YES	YES		
RAPA Engineer					YES
Enforcement Attorney			YES	YES	
General Counsel					

Question: Why does the General Counsel have no access? What about the RAPA Engineer?

Answer: Both will also have **Basic Access** (all users will have **Basic Access**). This will let them see and edit, but not act on, items in the system. So for example, the General Counsel might want to see status, but not actually act on items in workflow processing. Or the RAPA Engineer might add information about Risk, Root Cause, and Extent of Condition; but not actually finalize those items and move a violation to the Enforcement stage.

- **Account Access Levels**

- **Basic Access**

- Can log into Align, see all Region items in process, and make changes.
 - Every Regional User **must** have this level of access

- **Additional Access Levels**

- Submitter Access (able to create Findings)
 - Preliminary Screener Access (able to Pass or Fail a PNC in preliminary screening)
 - PNC Reviewer Access (able to move from PNC phase to EA phase)
 - Enforcement Access (able to process EAs)
 - Report Writer Access (able to create Business Objects reports)

- **Access Approval**
 - Region approves and routes request to NERC Functional Admin (NERC FA).
- **Account Setup**
 - NERC FA sets up account and requested access in Align.
 - NERC FA routes request back to Region.
- **Access Verification**
 - Region verifies user has desired access and closes Request.

Regional Entity User Requests Access to SEL

- **Access Approval**
 - Region approves and routes request to NERC SEL Systems Admin.
- **Account Setup**
 - SEL System Admin gives the user access and creates ghost account record in SEL Active Directory
- **Access Verification**
 - Region verifies user has desired access and closes Request.

- **Request SEL Access**

- User submits an ERO-Enterprise Help Desk Ticket
- (<https://erohelpdesk.nerc.net>)

The screenshot shows the NERC Helpdesk Ticket Submission System interface. At the top, there's a blue header with the NERC logo and the title "NERC Helpdesk Ticket Submission System". Below the header, there's a "Submit" button and a link to "Home | Contact Us". The main form is titled "Submit a new Ticket" and contains several sections: "Title" (text input), "Region" (dropdown menu), "Priority" (dropdown menu), "Service" (dropdown menu, highlighted with a red box), "Category" (dropdown menu, highlighted with a red box), "Sub-Category" (dropdown menu, highlighted with a red box), "File Attachment" (text input with a "Browse..." button), "Your Personal Information" (fields for Last Name, First Name, Email Address, User ID, Phone, and Company), and "Description" (text area). The "Service" dropdown is set to "ERO Enterprise Applications", "Category" is set to "Secure Evidence Locker (SEL)", and "Sub-Category" is set to "Region and NERC Account Access".

Region

Your Region

Service

ERO Enterprise Applications

Category

Secure Evidence Locker

Sub-Category

Region and NERC Account Access

Description

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

- **ERO Helpdesk Ticket is routed to the regional contact**
 - Regional Contact replies to ticket with 'approved' or 'rejected' and routes to NERC
 - If approved the SEL System Admin gives the user access and creates ghost account record in SEL Active Directory

Registered Entity User Requests Access to SEL Overview

- PCCs will be automatically be assigned access when the system goes live.

- 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

Submit

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

Submit a new Ticket

Title *

Access to SEL Upload Portal

Region *

NPCC

Priority *

Medium

Service *

ERO Enterprise Applications

Category *

Secure Evidence Locker (SEL)

Sub-Category

Registered Entity Account Access

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

Browse...

Your Personal Information

Last Name *

Contact

First Name *

Joe D.

Email Address *

joed@regent.com

User ID

Phone *

800-555-1212

Company *

Registered Entity, LLC

Description

Description * (1000 characters remaining)

Good afternoon - I am the RCC for Registered Entity, LLC. Can you provide my colleague, D. Otherguy, with access to submit to the SEL?

Email is doth@regent.com

Submit

- **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.

- **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 TestID's that were created by Functional Administrator.
 - **Example Test IDs:**
 - NCR99999 Editor 1
 - WECC Editor 2
 - ERO Editor 1



Questions and Answers