

NERC

NORTH AMERICAN ELECTRIC
RELIABILITY CORPORATION

Align Train the Trainer Workshop

RELIABILITY | RESILIENCE | SECURITY



NERC Account 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, IT requested information from Departments:
 - Enforcement, Compliance Assurance, Standards
 - List of Users
 - Access Levels for each User

- **Account Setup**

- IT set up accounts (including giving SEL access) and notified users

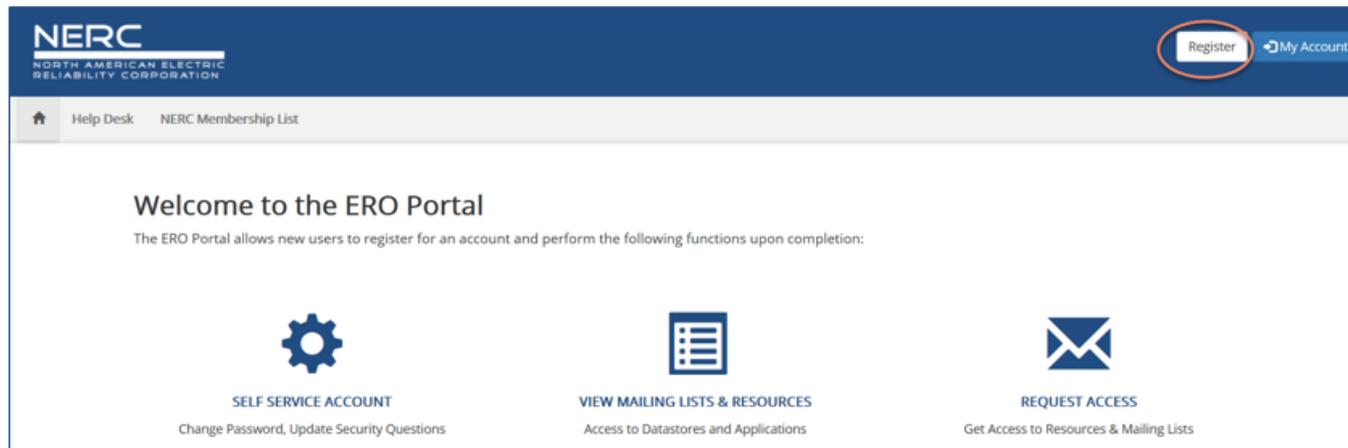
- **Account and Access Verification**

- Users verified their accounts had desired access

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. In the top right corner, there are buttons for "Register" and "Sign In". Below the header, there are navigation links for "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:

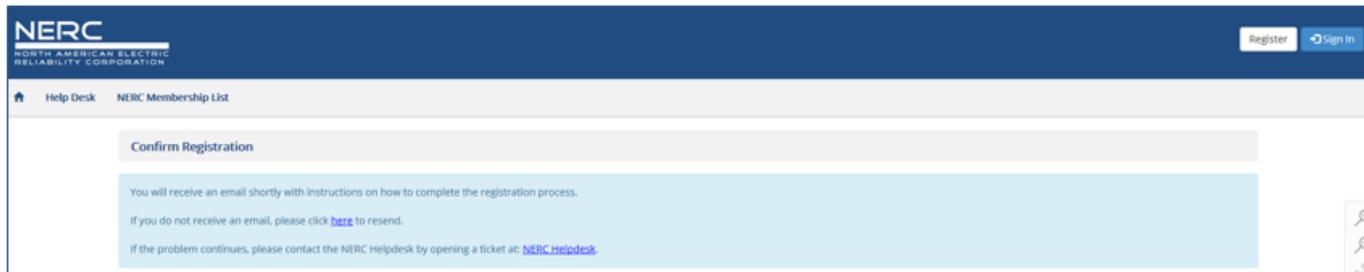
- First Name
- Last Name
- Email
- Confirm Email
- Username
- Password
- Confirm Password
- Captcha

Below the Password field, there are two bullet points for password requirements:

- Minimum of 10 characters long.
- Must Contain at least 1 number, 1 lowercase letter, 1 uppercase letter, and 1 special character (e.g., #, \$, %, ^, &, *)

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

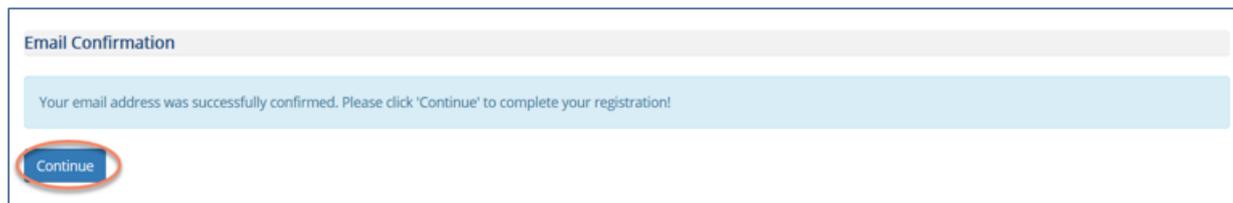
- Once you click **Submit** the system will provide a confirmation message similar to the one below with instructions on how to continue this process.



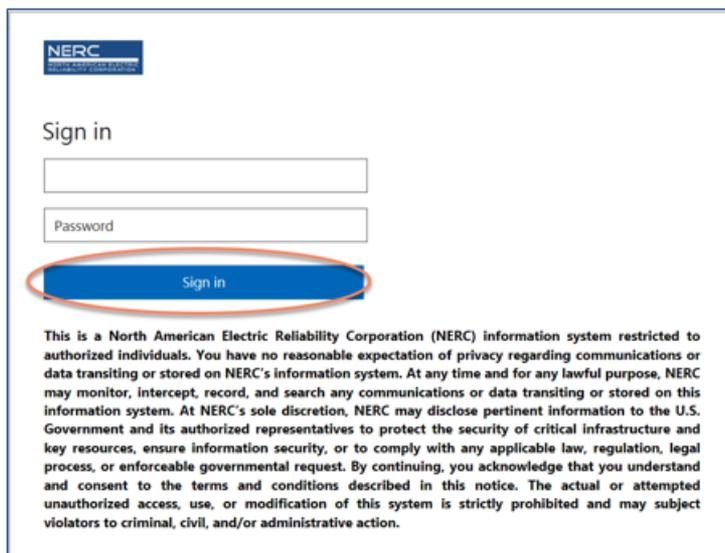
4. Login to your email inbox (the email address you entered above) to find the instructions on how to continue an example is shown below, click the **Confirm Your Email** link from the email to complete the registration process.



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



- 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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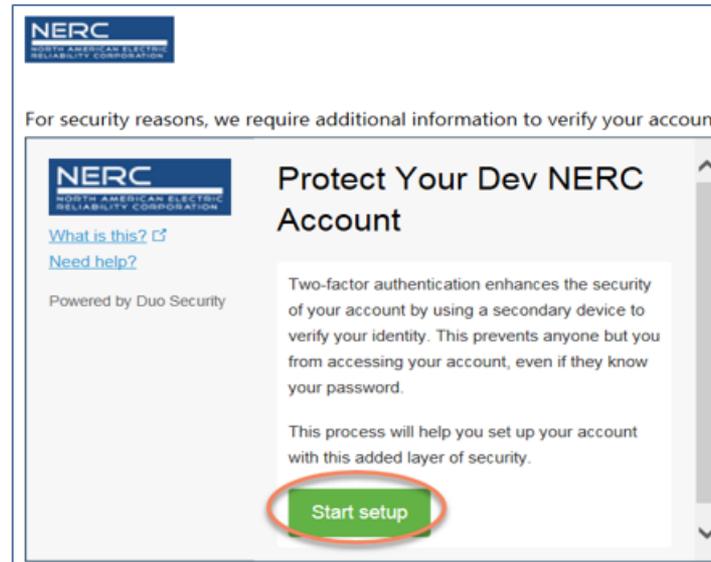
Sign in

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.



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

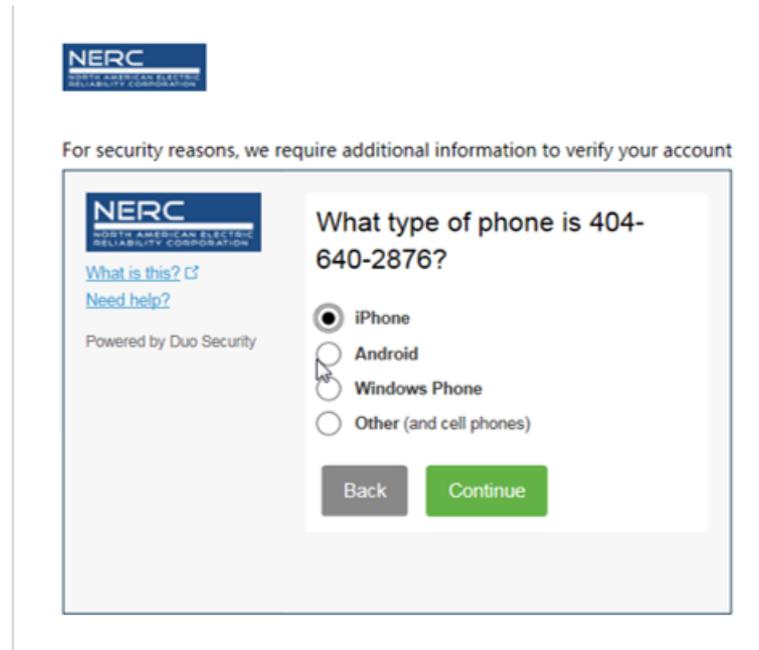
You entered (404) 849-2431. Is this the correct number?

Back Continue

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

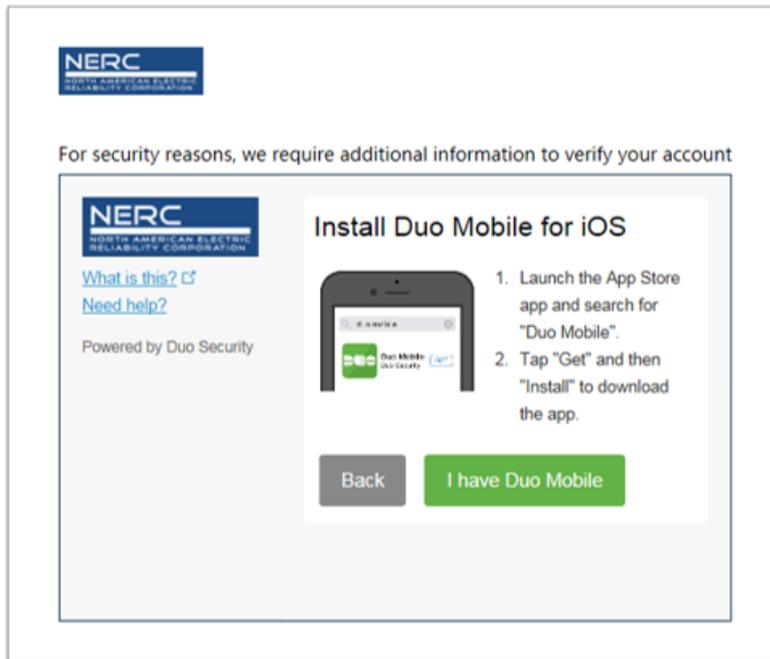
[Need help?](#)

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



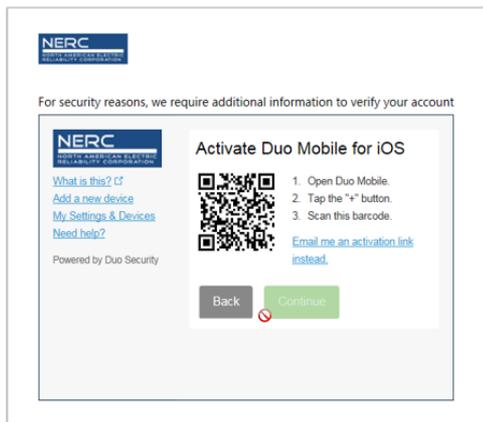
The screenshot shows a web page for account verification. At the top left is the NERC logo. Below it, the text reads: "For security reasons, we require additional information to verify your account". The main content area is a white box with a light gray border. Inside this box, on the left, is a smaller NERC logo and two links: "What is this?" and "Need help?". Below these links, it says "Powered by Duo Security". On the right side of the 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 box are two buttons: a gray "Back" button and a green "Continue" button.

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



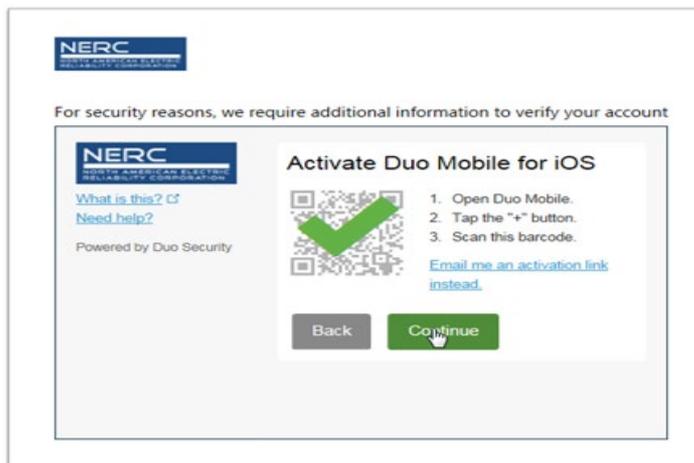
The screenshot shows a mobile application interface for NERC. At the top left is the NERC logo. Below it, the text reads: "For security reasons, we require additional information to verify your account". The main content area is titled "Install Duo Mobile for iOS" and contains a list of two steps: "1. 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 steps is a small image of an iPhone displaying the Duo Mobile app icon. Below the steps 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 are links for "What is this?" and "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.



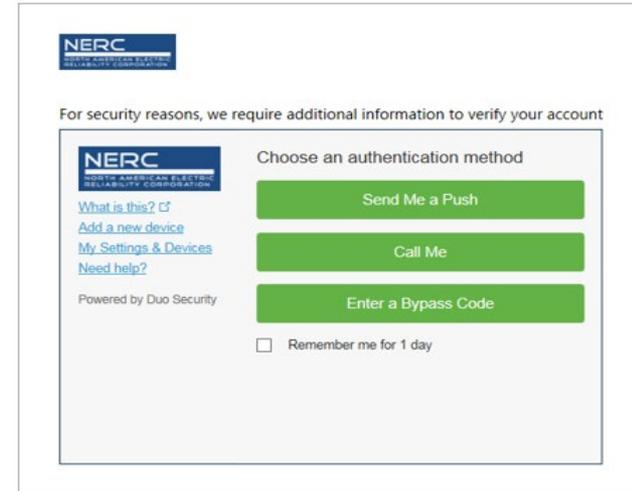
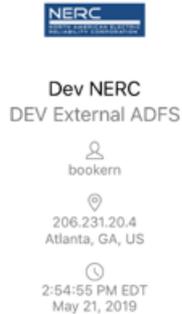
13. Follow the steps below to activate your mobile device for Multi-Factor Authentication (MFA) for the ERO Portal. You will only have to do this once.

- 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.

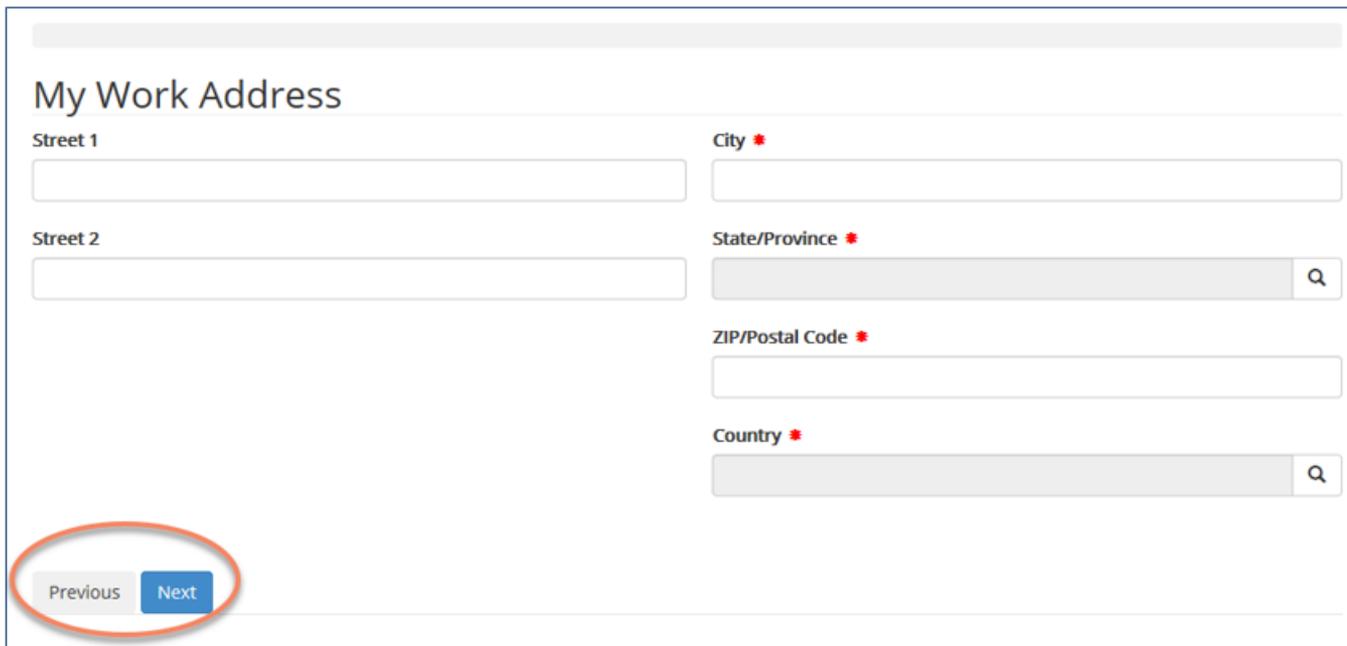
- Selecting **Call Me** will place a phone call to your mobile device. Follow the voice prompts to complete the authentication process. You will be taken the ERO Portal Profile where you can add the required information to complete your ERO Portal profile.
- Selecting **Send Me a Push** will activate 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 displays 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, Change Security Questions), and a user profile for 'jay smoove'. The main content area contains 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 colored bars (red and yellow) with close icons. 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 area.

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, each with a red asterisk indicating it is required. The fields are: "Street 1", "Street 2", "City", "State/Province", "ZIP/Postal Code", and "Country". The "State/Province" and "Country" fields have a search icon (magnifying glass) on the right side. At the bottom left of the form, there are two buttons: "Previous" and "Next". The "Next" button is highlighted with a blue background, and both buttons are circled in orange.

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](#)

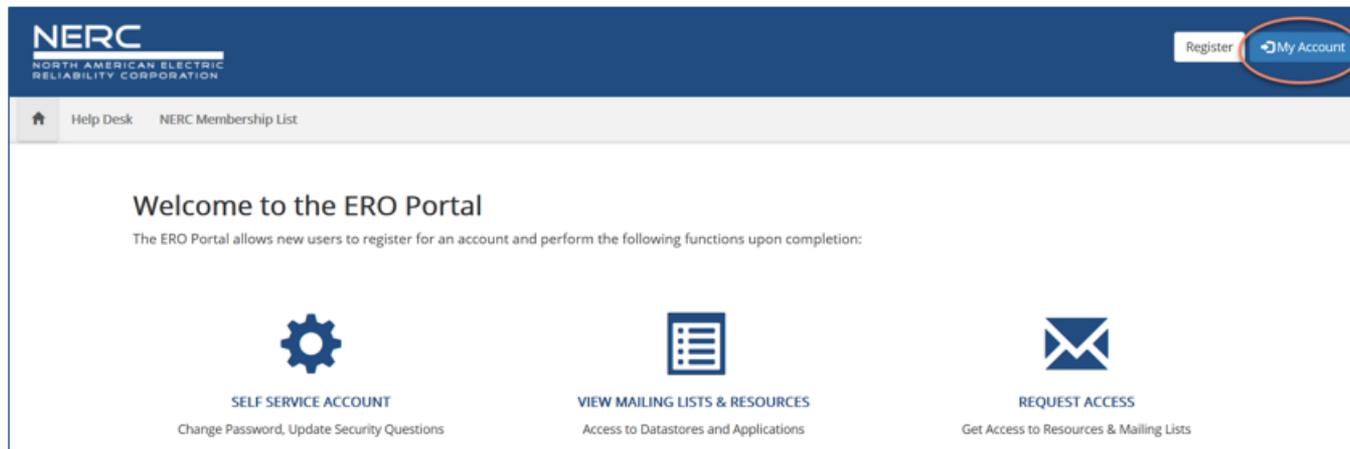
19. Once you click **Save** the system will let you know the process is complete (your ERO Portal registration is completed), see below.

✔ Your profile has been updated successfully. ×

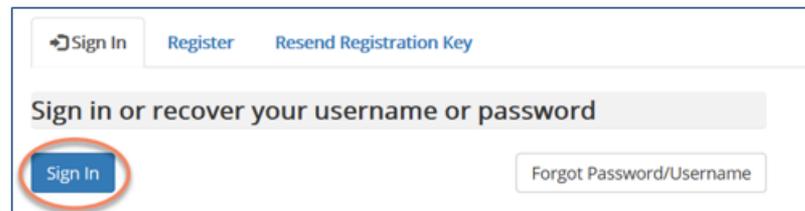
Existing User Login

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

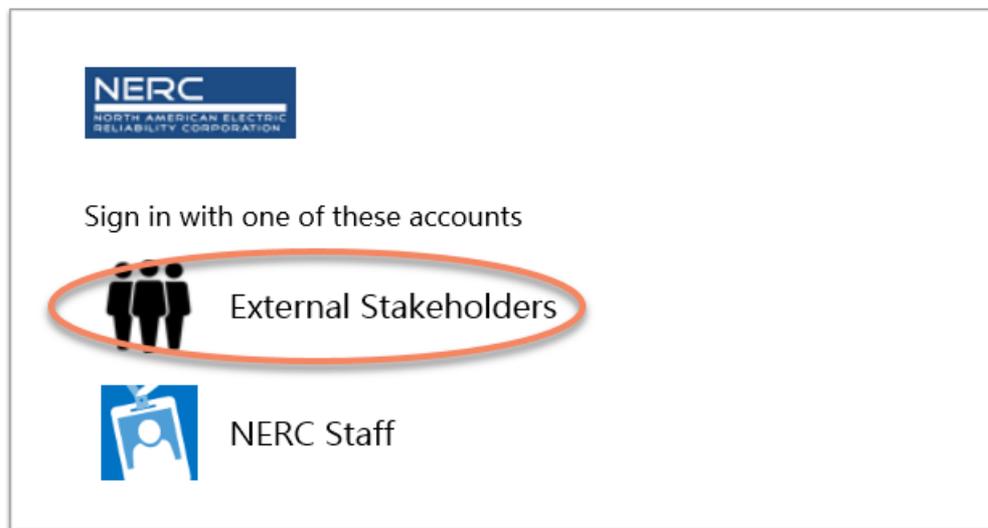
1. Click on the **My Account** button in the upper right hand corner



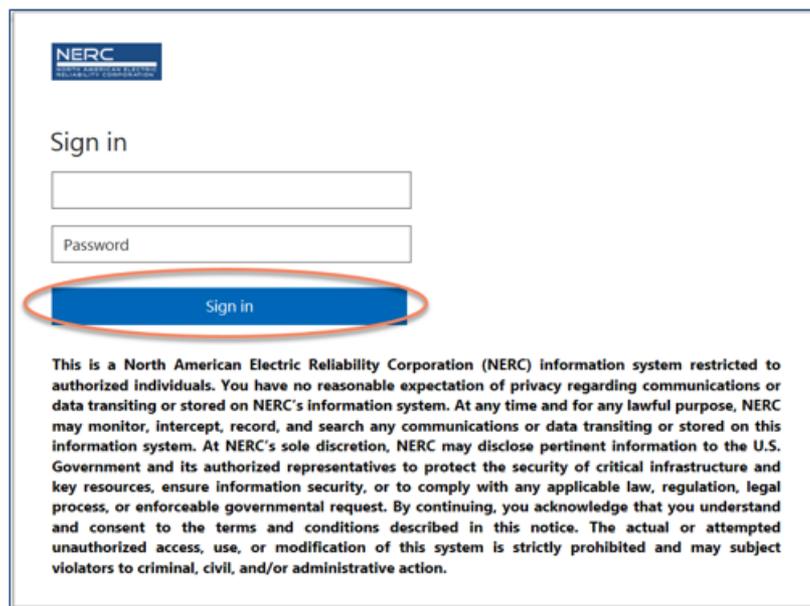
2. The Sign in or recover your username or password page shown below will load, click **Sign In** to continue.



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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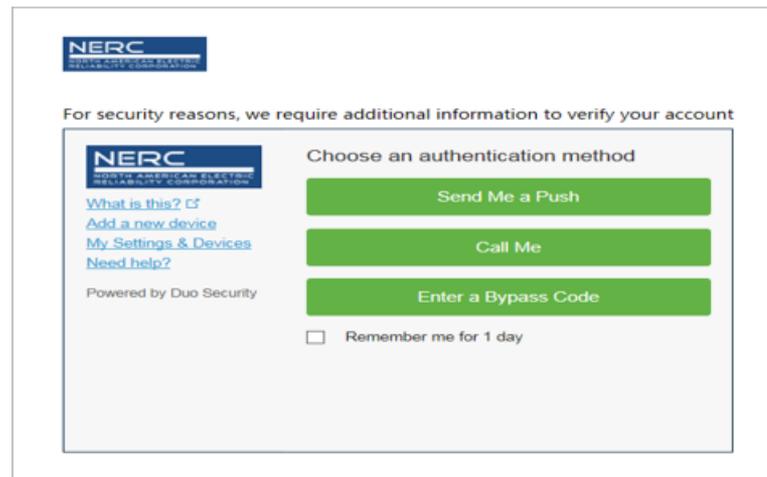
Sign in

Password

Sign in

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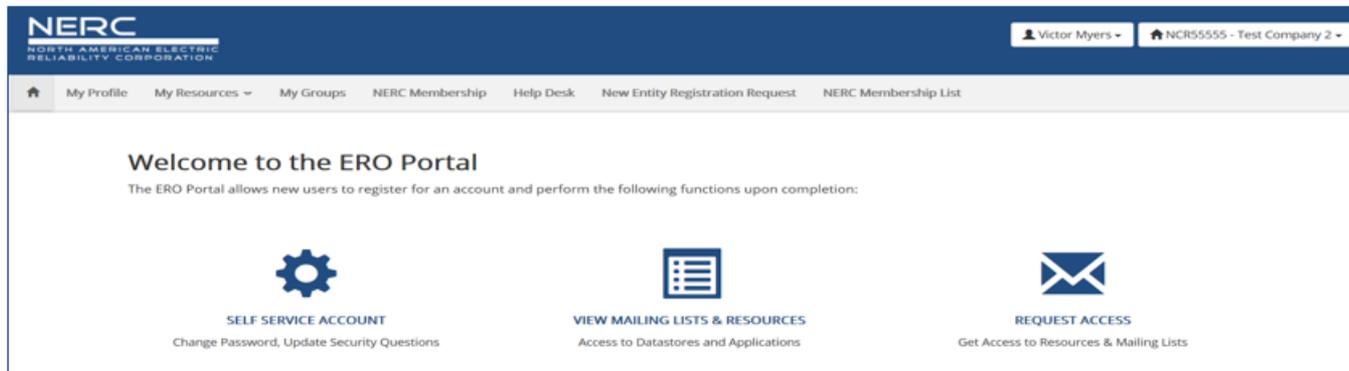
5. The *MFA Home Screen* will load. Select the method you would like to use to complete authentication into the ERO Portal.



The screenshot displays the MFA Home Screen for the ERO Portal. 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 for "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". Below the links, it says "Powered by Duo Security". At the bottom, 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.



- **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 left is the NERC logo. The main header reads "NERC Helpdesk Ticket Submission System". Below this is a "Submit" button and a link for "* required fields | Home | Contact Us". The 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 details. A "Submit" button is located at the bottom left of the form.

- **Service**

- **NERC Align Access**

- **Description**

- **Specify Access Level(s)**
 - Basic Access
 - Report Writer Access
 - Standards Editor Access

- **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)

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.

- **Access Approval**
 - Client Services verifies request with Department Manager and routes request to NERC Functional Admin.
- **Account Setup**
 - NERC FA sets up account and requested access in Align.
 - NERC FA routes request back to Client Services.
- **Access Verification**
 - Client Services verifies user has desired access and closes Request.

In general, SEL Access to specific activities for Enforcement staff will be granted by the regions as needed. Requests for access should be made by contacting the regional contact identified in the Align system.

Other users may request access via the Helpdesk Ticket system.

- **Access Approval**

- A NERC SEL Business Owner receives the helpdesk ticket and approves request.

- **Account Setup**

- NERC System Admin sets up account and requested access in Align.
- NERC System Admin routes request back to Client Services.

- **Access Verification**

- Client Services verifies user has desired access and closes Request.

- **Request Align Access**

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

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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)*

Region

NERC

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 NERC SEL Business Owner**
 - NERC SEL Business Owner replies to ticket with ‘approved’ or ‘rejected’
 - If approved the SEL System Admin gives the user access and creates ghost account record in SEL Active Directory

- **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 Windows 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