



# User Access Administrator (UAA) Walk Through

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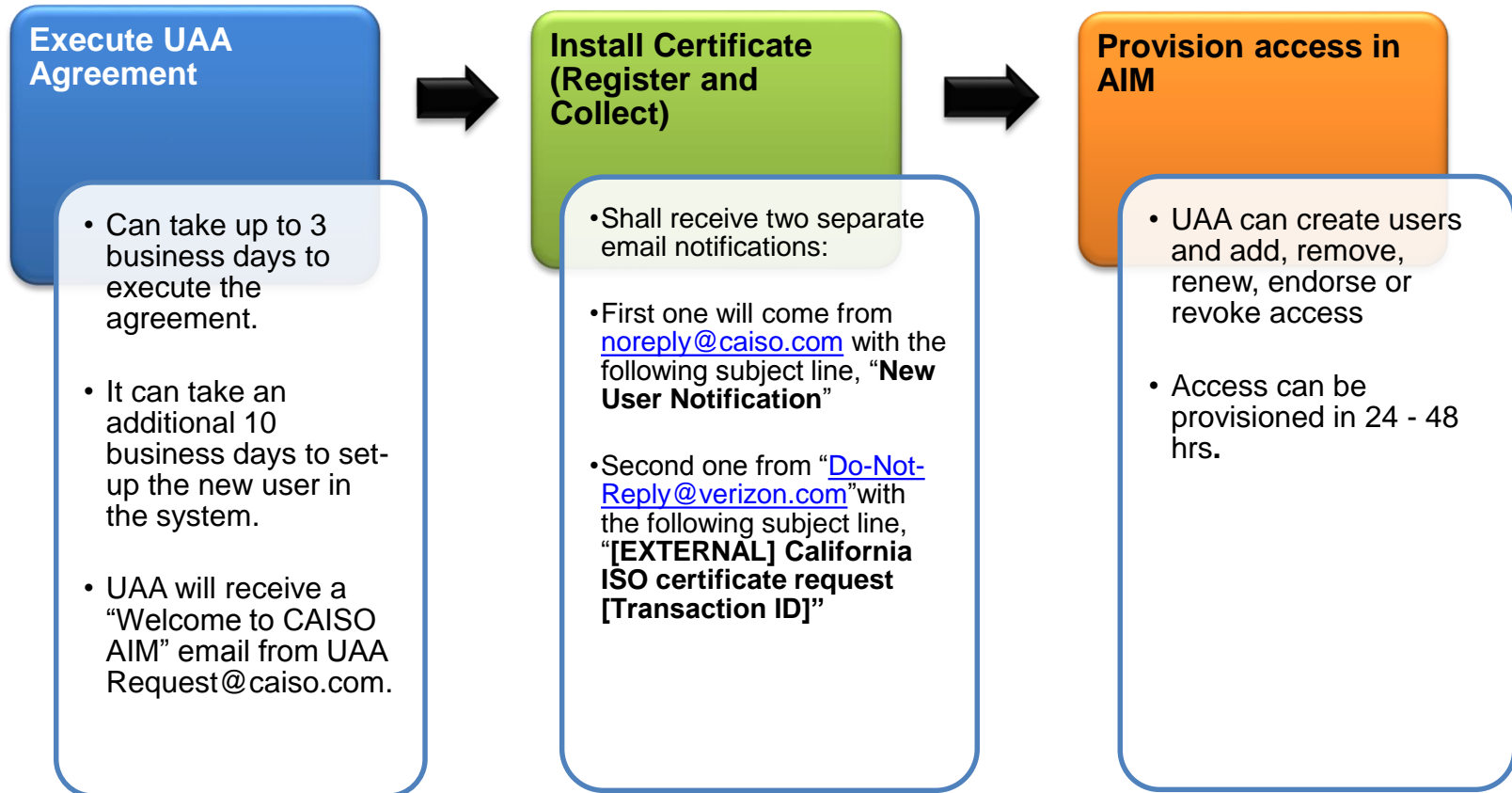
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# Topics

- UAA Workflow**
- UAA Role**
- UAA Agreement**
- ISO Certificate Installation**
- Access Identity Management (AIM) Functions**
- Helpful Tips**



# UAA Workflow



# UAA Role

The UAA can be any person in their organization that has been designated to become responsible for managing the organization's user access and information in AIM.

It is recommended to have more than one UAA.



# UAA Agreement Form

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## How do I complete the UAA Agreement Form?

1. Go to **PARTICIPATE >> Application Access >> [User Access Administrator Agreement](#)**

1. Complete the *initial page* then click **Begin Signing**
2. Complete all the required fields in the red boxes and click **FINISH**.

User Access Administrator Agreement

Online form to designate a user access administrator.

**IMPORTANT:** For UAA submissions for Non-Disclosure Agreements, the NDA MUST be in place prior to submission of this form.

Please enter company full legal name and email address of person completing this form.

Company Role

**Company Full Legal Name \***

Company Name:

Company Email:

Please provide the name and email address of the individual authorized to sign this Agreement on behalf of the legal company above. Once you have completed this Agreement they will receive an email invitation to sign. If you are authorized to sign, enter your name and email address below.

Role

**Company Authorized Signer \***

Name:

Email:

Begin Signing

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California ISO

User Access Administrator Agreement

**Instructions:**

This process is to establish external User Access Administrators (UAAs) that will be responsible for providing access to ISO applications and systems. It involves cooperation with an appropriate level of authority per the respective risk management policy that applies to this work. Please ensure that all new UAAs receive the ISO User Access Administrator (UAA) Requirements of Disclosure and/or other specific requirements associated with the location.

Any business changes that impact the scope, areas of responsibility, or individuals assigned as UAAs must be communicated to ISO to avoid the plan or other authorized company representative.

**Substitute Contact Information**

Full Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Company Information**

Full Legal Name: \_\_\_\_\_ Tax ID: \_\_\_\_\_

Address, City, State, Zip Code: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Please check box, if your company has not yet established an agreement with the ISO.

Please indicate if you are in the application process for any of these business types to establish your UAA and gain AIM access:

Scheduling Coordinator (SC)  Competitive Bidding (CB)  Energy Insurance Market

CHS Huber  Energy Insurance Market

Renew existing UAA Name:

Add New UAA Information:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Check the appropriate box(es) below for new access or new business types. Establishing the UAA agreements currently in place, and provide the ISO (ISO, Project ID, etc.). If you require additional space when entering EN, please see page 3. If you check certain UAA Requirements, please ensure you are completing the form to avoid rejected submissions.

Basic UAA (Market Participant Portal only)

Scheduling Coordinator Agreement (for SCs in the physical market only)

Competitive Bidding Agreement (for CBs in the financial market only)

Competitive Bidding Rights, Early Agreement

CHS only (for local billing, better to submit first place)

CHS only (for Local Regulatory Authority)

Internal Registrar

IIM Energy Scheduling Coordinator

IIM Participating Resource Scheduling Coordinator

Reliability Coordinator (RC) Customer Transmission Operator

Reliability Coordinator (RC) Customer Reliability Authority

Transmission Owner

IIMB for Interconnection Customers

If not only project codes, do not enter account ID. Please attach project code confirmation email for new project if available. This will help to expedite the validation process.

IIMB for PTCs (no project codes required)

**Non-Disclosure Agreement**

Note: A Non-Disclosure Agreement is required for access to the following applications. Do not complete this section unless a NDA is confirmed by CAISO/ISO before you or the authorized UAA user will be required.

Transmission Planning Access  CHS PNM Access  Protected Data/Market Making Data only (A transmission consent)

FINISH

# UAA Agreement Form (Cont'd)

## A “UAA Agreement Form” is required when...

- **New UAA(s)** is added to the organization.
- **New contract types** (RIMS, Demand Response, SCID, etc.) are added to the UAA’s AIM profile.

## Contract Types

- Basic UAA (Market Participant Portal only)
  - Scheduling Coordinator Agreement (for SCs in the physical market)
  - Convergence Bidding Agreement (for SCs in the financial market only)
  - Congestion Revenue Rights Entity Agreement
  - CIRA only (for Load Serving Entities to submit RA plans)
  - CIRA only (for Local Regulatory Authorities)
  - Demand Response
  - EIM Entity Scheduling Coordinator
  - EIM Participating Resource Scheduling Coordinator
  - Transmission Owner
  - RIMS for Interconnection Customers
- (Enter only project codes. Do not enter resource IDs. Please attach project available. This will help to expedite the validation process.)

# Install ISO Certificate

The new user will receive two auto generated email notifications, which requires action from the UAA/User.

## 1<sup>st</sup> Notification

- Email from [noreply@caiso.com](mailto:noreply@caiso.com)
- **Register** Certificate
- Create a new Pass phrase
- Notate the Transaction ID

## 2<sup>nd</sup> Notification

- Email from [Do-Not-Reply@verizon.com](mailto:Do-Not-Reply@verizon.com)
- **Collect** the certificate
- Save to Web Browser



# Install ISO Certificate (Cont'd)

Below are samples of the email notifications

## Notification # 1

## Notification # 2

**From "noreply@caiso.com"**

noreply@caiso.com  
New User Notification

To  
Cc

Action Items

Dear User Access Administrator,

Please register for the California ISO CMA Certificate for user **"User Common Name"** within your organization. Follow the instructions below to register your Personal Computer (PC) to receive the new certificate.

1. USING INTERNET EXPLORER - From the same PC you will use to download and install the certificate, go to <http://www.caiso.com/pages/Cybertrust.aspx>
2. Click Register
3. Select the appropriate Certificate Type
4. If you get a Web Access Confirmation pop up window, click Yes
5. Enter **"User Common Name"** in the Common Name field
6. Enter your email address in the Email Address field
7. Enter a Pickup Passphrase that is at least 8 characters and contains a mix of upper- and lowercase characters, digits and punctuation - THE COLLECTION PASSPHRASE THAT YOU CREATE WILL BE REQUIRED FOR INSTALLING THE CERTIFICATE
8. Click Submit
9. You will get a message from a webpage pop-up window, click OK
10. Add "do-not-reply@verizon.com" to your email Safe Senders List

Your registration will be validated and you will receive instructions from [do-not-reply@verizon.com](mailto:do-not-reply@verizon.com) to install your new certificate.

For other questions, please contact our support desk at [HelpDesk@caiso.com](mailto:HelpDesk@caiso.com) or (888) 889-0450.

For more information related to the Applications Access Request process, please reference the ISO System Access and California ISO Applications documentation posted on our California ISO website at: <http://www.caiso.com/participate/Pages/ApplicationAccess/Default.aspx>

By requesting access to ISO applications or tools you may occasionally receive e-mails specific to that tool, such as notifications, outages or reminders.

Regards,  
CAISO Identity Management Operations  
[CertificateRequests@caiso.com](mailto:CertificateRequests@caiso.com)

**From "do-not-reply@verizon.com"**

do-not-reply@verizon.com  
[EXTERNAL] California ISO certificate request #####

To  
Cc  Certificate Requests  
We removed extra line breaks from this message.

Bing Maps

California ISO certificate request #####

California ISO is pleased to inform you that your CMA certificate is ready for pick-up. Please do the following four things:

\*\*\*IMPORTANT NOTICE\*\*\* As of June 17, 2015, a new Certificate Authority trust chain file must be installed. Follow these steps:

1. To Install CAISO's root certificate (if not already installed), follow these steps:
  - Click <http://www.caiso.com/Documents/CyberTrustCAISO-IssuingCertificate-SHA2.crt>
  - Click Open > Install Certificate > Next > Next > Finish > OK
  - Click <http://www.caiso.com/Documents/CyberTrustCAISO-IssuingRootCertificate-SHA2.crt>
  - Click Open > Install Certificate > Next
  - Select the "Place all certificates in the following store" radio button
  - Click Browse
  - Select the "Trusted Root Certification Authorities" folder
  - Click OK > Next > Finish > OK
  - Click OK to close the Certificate window
2. To install the new certificate, follow these steps:
  - IMPORTANT: FROM THE SAME PC you used to register, click <http://www.caiso.com/pages/Cybertrust.aspx> (you will be redirected)
  - Click Collect
  - Click My Certificate
  - Enter your Transaction ID #####
  - Leave the Serial Number field blank
  - Enter the Collection Passphrase you created when you registered for the certificate
  - Click Submit
  - Click the "Save in Browser" link
  - Click Yes on the confirmation window
3. To save a "P12" copy of the certificate to a network drive or removable media (CD-ROM or USB drive) so that you have a backup and it can be installed on multiple machines if needed, follow the instructions located at:
  - For Windows 7 users - <http://www.caiso.com/Documents/Instructions-SavingCopy-Certificate-Windows7.pdf>
  - For Windows XP users - <http://www.caiso.com/Documents/Instructions-SavingCopy-Certificate-WindowsXP.pdf>
4. To remove any old CMA certificate(s) you previously installed, follow these steps:
  - Click Tools > Internet Options > Content Tab > Certificates button
  - Under the Personal tab, select your old certificate and left-click the Remove button
  - Click Yes on the confirmation window



# AIM Functions

## What is AIM?

Access and Identity Management (AIM) is an application that allows a UAA to **manage** their user's access to the ISO applications. Please note that an ISO certificate is required to access the portal.

## How can I access the AIM application portal?

You can go to <https://portal.caiso.com/> and click on the **AIM** icon or go directly to <https://portal.caiso.com/aim>.



### Application Access



**AIM**



[AIM Computer Based Training](#)

### Inquiries & Disputes



**CIDI**

Customer Inquiry Dispute and Information

### Market & Operations



**CMRI**

Customer Market Results Interface



**CRR**

Congestion Revenue Rights



**SIBR**

Scheduling Infrastructure & Business Rules



**SIBR Reports**

Scheduling Infrastructure & Business Rules Reports

# AIM Functions (Cont'd)

## What are some of the functions that the UAA can perform in AIM?

- Create and manage the user's access
- Renew, add, remove, or revoke access
- Endorse user access
- Create Access Control List (ACL) group
- Update user contact information (i.e. email, contact numbers)

\*\*Instructions on how to perform these actions are available in the AIM User Guide.

[http://www.caiso.com/Documents/AccessandIdentityManagement\\_AIM\\_UserGuide.pdf](http://www.caiso.com/Documents/AccessandIdentityManagement_AIM_UserGuide.pdf)

# Helpful Tools



## **AIM User Guide:**

[http://www.caiso.com/Documents/AccessandIdentityManagement\\_AIM\\_UserGuide.pdf](http://www.caiso.com/Documents/AccessandIdentityManagement_AIM_UserGuide.pdf)

## **ISO User Access Administrator Establishment and Requirements:**

<http://www.caiso.com/Documents/ISO-UserAccessAdministratorEstablishment-Requirements.pdf>

## **Access Identity Management (AIM) CBT:**

<http://content.caiso.com/training/AIM/story.html>

## **UAA Agreement Form:**

<https://na2.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=1142ad5b-6d24-4a83-b34c-9173989a1aba>

# Helpful Tools (Cont'd)

## **For general inquiries or assistance:**

- Submit a CIDI case.
- Contact Client Services at 916-608-7320.

## **For certificate installation inquiries:**

- Contact ISO Service Desk at 888-889-0450 or [ServiceDesk@caiso.com](mailto:ServiceDesk@caiso.com).

