User Access Administrator (UAA) AARF & SFTP Form Reference Guide

When do I use the AARF and not AIM?
Please use the AARF to request access to RMR Discussion Board.   All other applications are provisioned using the Access and Identity Management (AIM) application.
The most recent version of the AARF should always be used, and can be found here, on the User Access Administrator page, under Provision Access section. Please do not use saved versions of the AARF on your hard drive, as they may be out of date.

How do I fill out the AARF?
Section 1:
Everything in this section is required to be filled out completely and submitted by an authorized UAA on file with the ISO.

Section 1 (REQUIRED): Company and Requestor Information		
Company Full Legal Name		
User Access Administrator Name	**UAA Email Address**	**UAA Phone Number**

Section 2:
Certificate name, user ID, email and phone number must be filled in for every user for which access is being requested. If the request is for an endorsed user (a user from another company), the company name of that endorsed user must also be included.

Section 2: User Certificate Information (REQUIRED) - Certificate name, User ID, and email address must be an exact match to the user information in AIM.
Instructions to create/look up users in AIM can be found in the AIM User Guide: http://www.caiso.com/Documents/AccessandIdentityManagement_AIM_UserGuide.pdf

#	Certificate Common Name (ie: Jane Doex1234)	Company Name (If User is Endorsed)	User ID (ie: JDoex1234)	Email Address	Phone Number
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

The User ID (UID) can be found in AIM, and is auto-generated once the user has been created (see below). All users must be created in AIM and their UIDs included on the AARF. If the request is for an endorsed user, the UAA for the company that the certificate belongs to must provide you the UID for that user so that it can be entered on the AARF.

The quickest way to see the UID in AIM is to look up your user on the User tab.

Section 3:
It is important that each required field in this section be completed, missing information will cause your AARF to be returned.

Action: Select Add or Remove from the dropdown pick-list.

Entity ID: this is where you enter the SCID that grants permission to the specific data you are requesting.

Environment: Select the checkbox for Production.

Access Role: This tells us what role within the application the user needs access to. There must be at least one role selected from the dropdown pick-list.

Section 3 (REQUIRED): Complete section 3 by selecting the action, entity IDs, environments and roles you wish to request access for.				
Action (REQUIRED)	**Application**	**Entity ID(s) (REQUIRED)**	**Environment (REQUIRED)**	**Access Role (REQUIRED)**
Click here to select action	RMR Discussion Board	Click Here To Select Site Owner or PTO (Required)	☐ Production	Click Here To Select Role For Access (Required)

How do I submit the completed AARF?
Submit form through Customer Inquiry, Dispute and Information system (CIDI). If you do not have CIDI access, please contact your Scheduling Coordinator.

SC Users with CIDI access have the ability to view all requests, statuses and submitted comments. The AARF is submitted through CIDI as an AARC ticket type. CIDI can be accessed through the Market Participant Portal.

How do I fill out the SFTP Form?
Section 1:
Everything in this section is required to be filled out completely and submitted by your authorized Scheduling Coordinator (SC) on file with the ISO.

Section 1 Company Information: Section 1 MUST be completed for ALL requests.
A separate form MUST be used for each account unless the company, applications, and resources needed are EXACTLY the same for all users listed.

Company Full Legal Name

User Access Administrator Name	UAA Email Address	UAA Phone Number

Section 2:
An Action of Add or Remove must be selected, followed by the application needed. Please use a separate line for each environment. A valid SCID, which has been used to make a bid in the market, must be included.

Section 2 SFTP Application Access Information: Section 2 must be completed for ALL requests.

This form MUST be submitted by a CAISO-authorized User Access Administrator (UAA).
SFTP requests for an SCID must not be submitted until 9 Business Days after the initial trade date. SFTP Request for each SCID being requested must have a bid or schedule in the market. Requests received prior to that occurring will NOT be accepted. An SFTP request only needs to be submitted once per SCID. Questions? Contact UAARequests@caiso.com

Select ADD or REMOVE. Select desired application(s) and, for MRI-S requests, enter company SCID(s).

Add or Remove (REQUIRED)	Application (REQUIRED)	Company SCID (Leave Blank Except for MRI-S Requests)
Click here to select action	Click here to select application	
Click here to select action	Click here to select application	
Click here to select action	Click here to select application	
Click here to select action	Click here to select application	
Click here to select action	Click here to select application	

Section 3:
The account name the access is being requested for is filled in here. If the account already exists, please fill in the bottom section. For new accounts, please complete the top portion.

Section 3 Username Instructions: To add access for a NEW SFTP user, request a preferred username.

Username Rule: Use all lowercase letters. Avoid spaces, numbers, special characters, and CMA certificate names.

To add access for up to five EXISTING SFTP user accounts, specify the usernames:

1)	
2)	
3)	
4)	
5)	

How do I submit the completed SFTP Form?
The AARF/SFTP Form must be submitted by a SC.

SC Users with CIDI access have the ability to view all requests, statuses and submitted comments. The AARF is submitted through CIDI as an AARC ticket type. CIDI can be accessed through the Market Participant Portal.

 More details on the SFTP process can be found in the SFTP User Guide.

AARFs/SFTP Forms will not be accepted via email.

All links to submit access requests can be found at the bottom of the AARFs.

How do I know when my request has been completed?
Once the request has been completed you will receive an auto-generated notification email from CIDI.
Provisioning can take up to 10 business days from the submission of a complete and accurate AARF.

How do I check the status of my CIDI case?
Please log into CIDI to view your application access request. The case status will be on the CIDI Case

Submitted	An AARF document was submitted
In Progress	The AARF is under review
Awaiting Client Response	Additional information is needed
Approved	The AARF has been approved and is being provisioned
Rejected	Request denied, explained in the comments field
Completed	All tasks complete

Helpful Links:
Application Access information page
AIM
AIM User Guide