California ISO

Instructions For
Renewing Your
CAISO Multiple Application (CMA)
End User Digital Certificate

The certificate renewal email is triggered by your organization's User Access Administrator (UAA) approving continued access. Once you receive the renewal email from the California ISO's Certificate Requests mailbox, you will need to register for a replacement certificate. CAISO's renewal process is to issue a new certificate and let the old certificate expire. Once you register for a replacement, you will receive emails with further instructions.

The purpose of this document is to provide supplemental information with screen shots that can be used in conjunction with the instructions received in the New User Notification email.

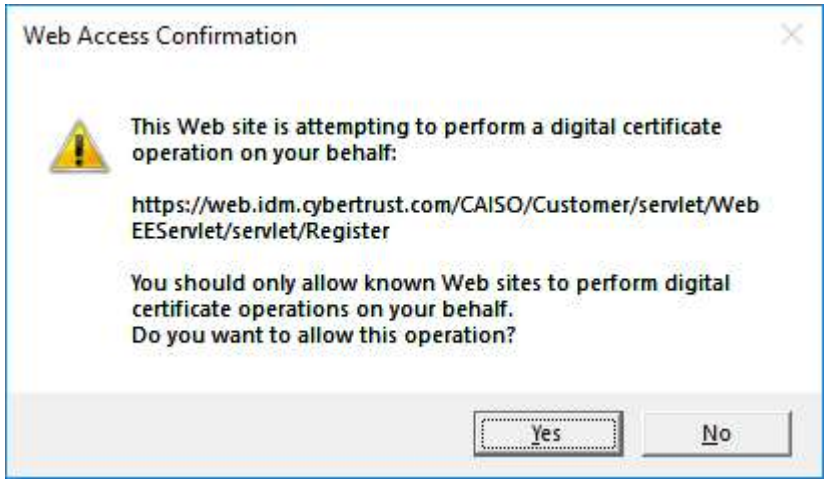
1. Have your UAA approve you for continued access.

2. Register for a new digital certificate using the information provided in the Renew User Certificate email.

3. From the PC that you plan to use the certificate on, click on the http://www.caiso.com/pages/Cybertrust.aspx link provided in the email – **only compatible using Microsoft Edge in Internet Explorer Compatibility Mode.** **https://www.caiso.com/Documents/UsingEdgeforCybertrustCertificates.pdf**

4. Choose the certificate type you are registering for. Unless you are an ISO Employee or contractor, you will choose Participants & External Users.

Click **Yes** if you receive a Web Access Confirmation pop-up window.

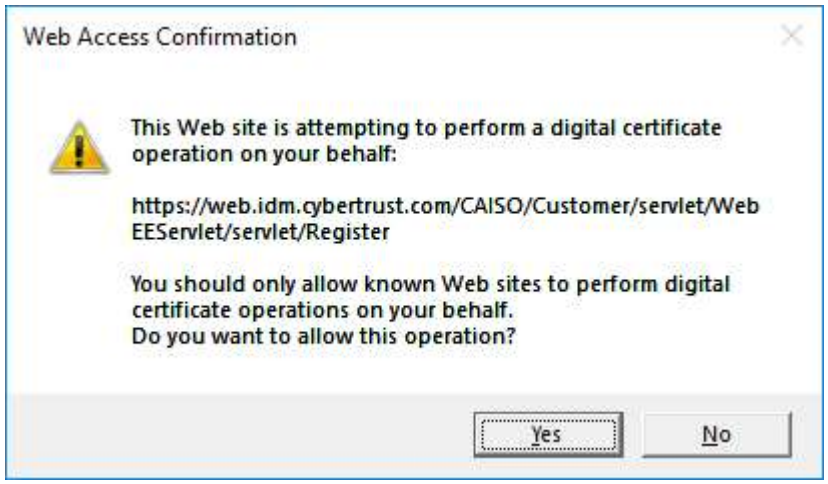


4. Complete the registration form:
    - Enter the Common Name that is provided in the New User Notification email
    - Enter your email address
    - Enter a passphrase that is at least 8 characters and contains a mix of upper- and lowercase characters, digits and punctuation in both the Pickup Passphrase and Pickup Passphrase Confirmation fields.

REMEMBER THIS PASSPHRASE, AS IT WILL BE REQUIRED LATER FOR INSTALLING THE CERTIFICATE.

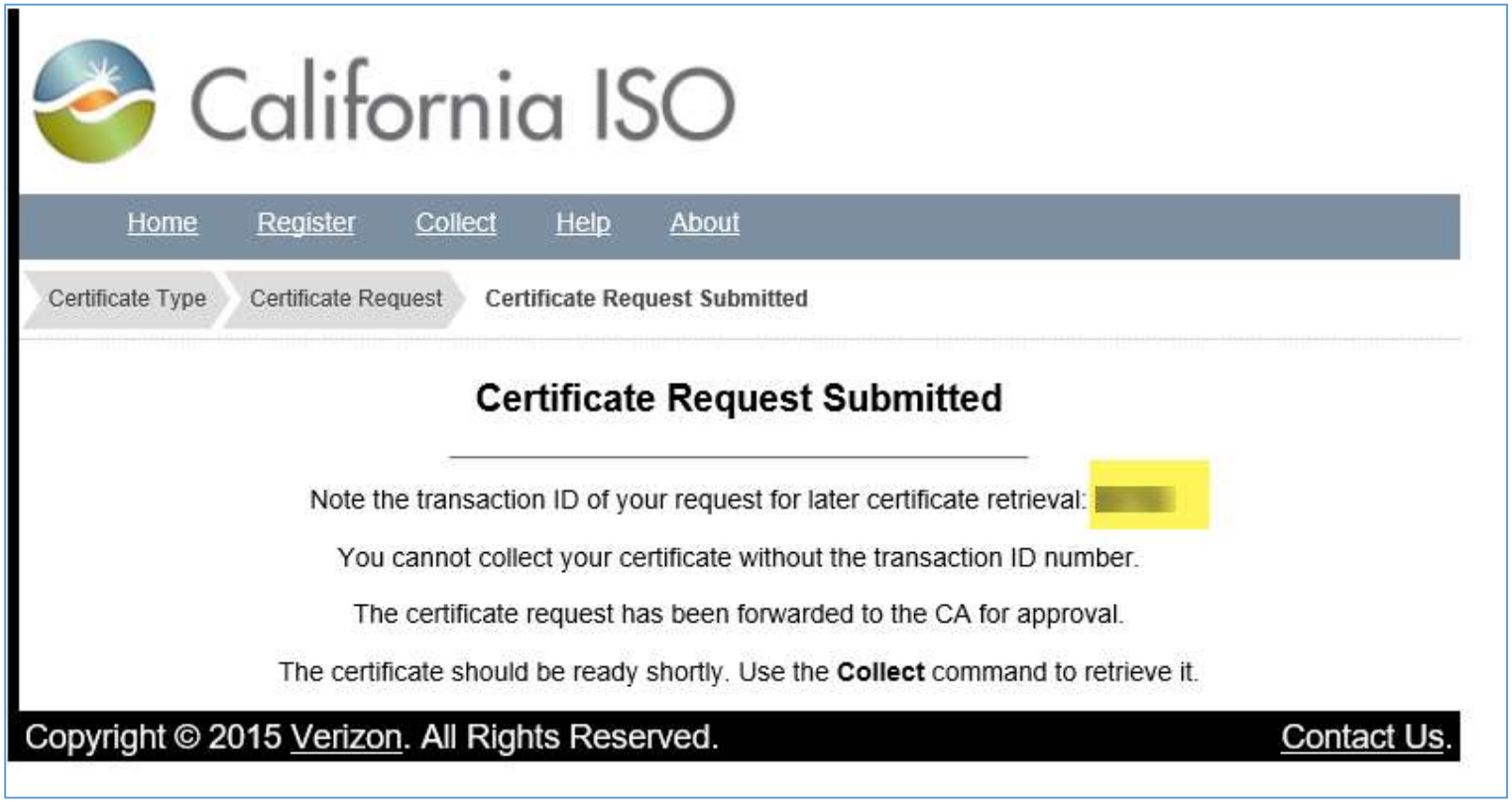
- Click Submit.

Click **Yes** if you receive a Web Access Confirmation pop-up window.



You will get a Certificate Request Submitted confirmation message.

MAKE NOTE OF THE TRANSACTION ID, AS IT WILL BE REQUIRED LATER FOR COLLECTING THE CERTIFICATE.



Within two business days, you will receive a follow-up email with instructions for installing your new certificate from: do-not-reply@verizon.com