

User Access Administrator Agreement Submission Guide

This guide provides simple step-by-step instructions for completing and submitting a User Access Administrator (UAA) Agreement to CAISO. It's designed to help new customers who may be unfamiliar with CAISO's processes.

Step-by-Step Instructions:

1. Submit the UAA Agreement Form

To begin:

- Access the Form [here](#).
 - Include your organization's legal name and an authorized signer to designate a User Access Administrator (UAA).
 - The Authorized Signer will receive an email to review and approve the submission (see more information in step #5).
 - Make sure the form is signed by an authorized representative- someone with legal authority such as an executive (e.g., CEO, COO), director or manager with signing authority, or a legal/contracts representative.
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2. Complete the UAA Agreement Form

Fill out all required sections:

- Submitter Contact Information
 - Company Information
 - Add New UAA Information
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3. Selecting Contract Boxes

The contracts you select depend on the type of business relationship your organization has with CAISO.

- Each contract type provides access to different ISO Applications. Please only select the associated checkboxes which your organization has active contracts.
 - If your organization does not have an active contract and you are seeking endorsed user access, please select ‘Basic UAA (Market Participant Portal Only)’

If you're unsure which contract boxes to check:

- Email UAARRequests@caiso.com for assistance.
 - For onboarding clients (obtaining new contracts) please email SCRRequests@caiso.com for additional assistance as needed.
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4. NDA Requirement for Specific Applications

Access to the following CAISO applications requires a confirmed Non-Disclosure Agreement (NDA):

- Transmission Planning (TP)
- Congestion Revenue Rights Full Network Model (CRR FNM)
- Market Modeling Data (MMD)

Important: Do not complete this section unless your NDA is already in place with CAISO. Following confirmation of a new NDA, CAISONDA will alert the submitter to submit a new UAA Agreement.

To confirm NDA status, email CAISONDA@caiso.com.

5. Submission and Follow-Up

Once the form is completed and submitted:

- The authorized company signatory will receive the agreement via email.

- You may need to follow up with them to ensure they review and submit the signed DocuSign agreement. CAISO will not begin processing the agreement until the submission is signed.

6. Confirmation from CAISO

After submission:

- CAISO will review your form. If clarification is needed, the UAARquests team will contact you via email.
- Once approved, the authorized signatory will receive a counter-signed copy from CAISO. This confirms that CAISO has accepted the agreement.
- Following approval, CAISO will add the new contracts, project codes, or ID's for application access within 10 business days (average timeline is 5 business days).

7. Begin Access Management

New UAA's:

- The designated UAA will receive a certificate bundle and a Welcome to Access and Identity Management (AIM) email from CAISO.
- These certificates act as a digital key to CAISO systems.
- The UAA can now manage user access and digital certificates for your organization.

Existing UAA's:

- Per step #6, the associated new contracts, project codes, or ID's will be available within AIM for provisioning within 10 business days (average timeline is 5 business days).

Helpful Resources

<https://www.caiso.com/systems-applications/portals-applications/access-and-identity-management-aim>

Here you will find:

- **Access and Identity Management (AIM) User Guide**
- **AIM Overview Computer-Based Training**
- **Video Tutorial – How a User Access Administrator (UAA) Grants Endorsed User Access for RIMS Project Codes**
- **Step-by-Step Tutorial – UAA Granting Endorsed User Access for RIMS Project Codes**
- **Access Control List (ACL) Training for AIM**

Need Help?

For questions or further assistance, please email UAARRequests@caiso.com.