



ERCOT Public Portal

Registration | Forgot Password Reset

Version 1.0

If the Applicant Contact is also the submitting entity's Authorized Representative (AR) or Backup Authorized Representative (BAR) and used their AR/BAR email address to access the ERCOT Public Portal prior to April 24, 2024, **then you may continue to use those credentials**. In other words, if you used your AR/BAR email address last year to access the 2024 Membership Application and Agreement, then you will be able to use those credentials this year.

If the Applicant Contact is also the submitting entity's Authorized Representative (AR) or Backup Authorized Representative (BAR) and did **not** use their AR/BAR email address to access ERCOT's Public Portal prior to April 24, 2024, then the Applicant Contact may **not** use their AR/BAR email address to login to the ERCOT Public Portal and complete the Membership Application – **an alternate email address must be used**. In other words, if you have been your company's AR/BAR since **before April 24, 2024**, but have never used your AR/BAR email address to access ERCOT's Public Portal, then you will not be able to use your AR/BAR email address to gain access to the Public Portal; the system will block you.

Please note the Membership Application and Agreement does not have to be submitted by your entity's AR or BAR. This login issue is scheduled to be resolved next year. Send registration or login issues to portalsupport@ercot.com.

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1. Registration

IMPORTANT: You must use an email address that is not associated with ERCOT as an Authorized Representative (AR) or Backup Authorized Representative (BAR).

1. Navigate to <https://www.publicportal.ercot.com>

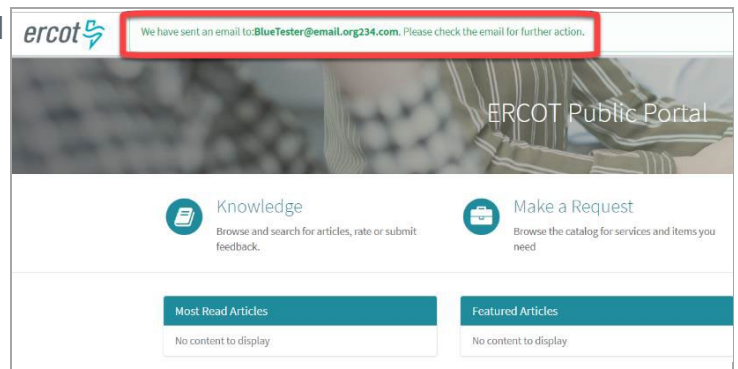
2. Click **Register** in the upper-right corner



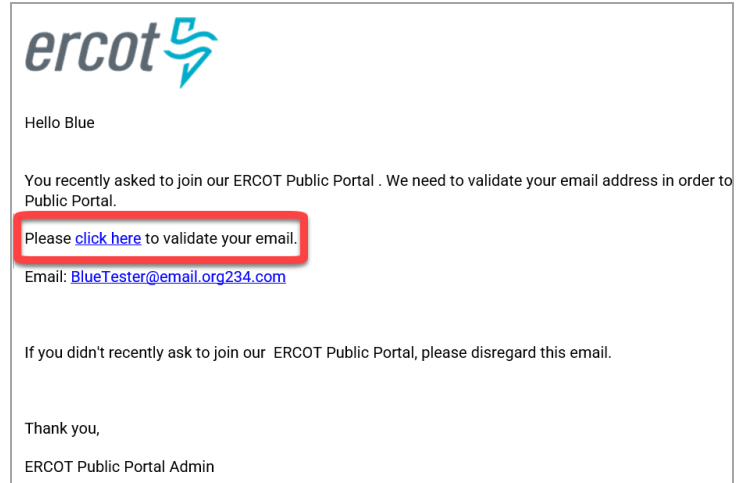
3. Complete the required fields

4. An email has been sent to the email address you used to register

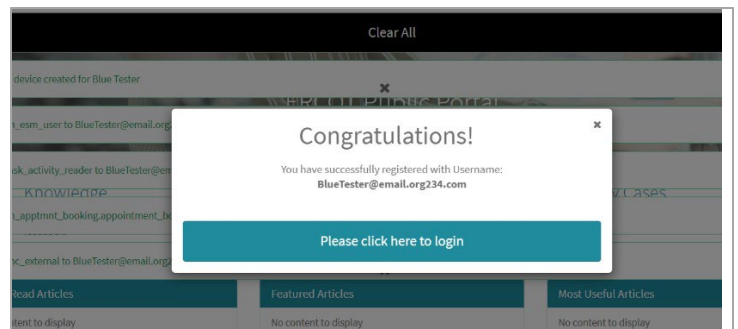
NOTE: Be sure to check your Junk or Spam folders if the email is not in your Inbox



5. Click the “click here” hyperlink in the email you received from ERCOT



6. You’ll see this confirmation of the completion of your registration



2. Forgot Password Reset

IMPORTANT: If you are trying to log in or reset your password using an email address registered with ERCOT as an Authorized Representative (AR) or Backup Authorized Representative (BAR), you will not be able to reset your password using the Public Portal, unless you registered the email to the portal before April 24, 2024. Please register with a non-AR or BAR associated email address to access the Public Portal.

1. Click “Forgot Password?”

The screenshot shows the 'Log in' form with fields for 'Email Address' and 'Password'. A red box highlights the 'Forgot Password?' link located below the password field. A 'Log in' button is to the right, and a 'New Users Click here to Register' link is at the bottom.

2. Enter the Email Address of the registered account
Click “Next”

The screenshot shows the 'Forgot password?' screen. It has a progress indicator with '1 Identify' selected, '2 Verify', and '3 Reset'. The 'Email Address' field is empty. The 'Next' button is highlighted with a red box.

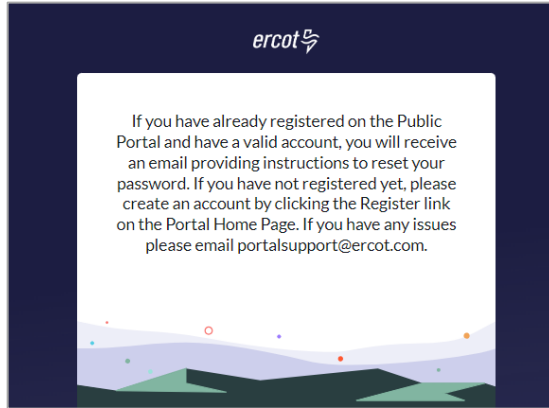
The screenshot shows the 'Forgot password?' screen with the email address 'bluetester@email.org234.com' entered in the 'Email Address' field. The 'Next' button is highlighted with a red box.

3. Enter the Email Address again to confirm the address
Click “Next”

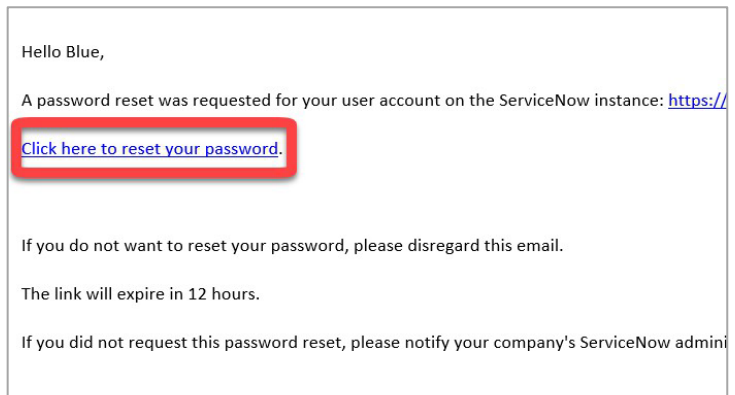
The screenshot shows the 'Confirm Email Address' screen. The progress indicator shows '1 Identify', '2 Verify' selected, and '3 Reset'. The 'Email Address' field is empty. The 'Next' button is highlighted with a red box.

The screenshot shows the 'Confirm Email Address' screen with the email address 'bluetester@email.org234.com' entered in the 'Email Address' field. The 'Next' button is highlighted with a red box.

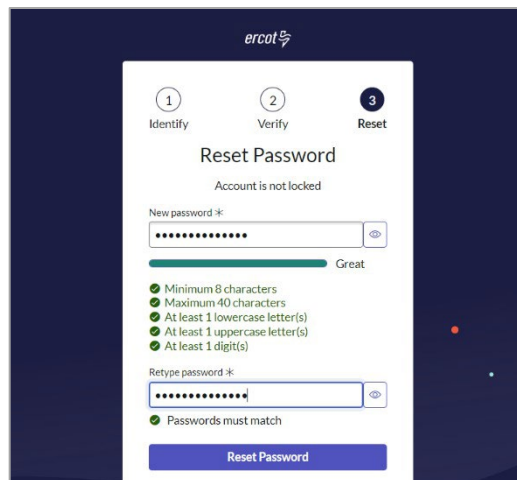
4. If the Email Address is registered to the Public Portal and has been validated, you will receive an email



5. Click the link in the email you received to continue the password reset



6. Follow the password requirements Click "Reset Password"



7. Click “Done”

