

# INDUSTRIAL ENERGY EFFICIENCY PROGRAM PORTAL REGISTRATION GUIDE

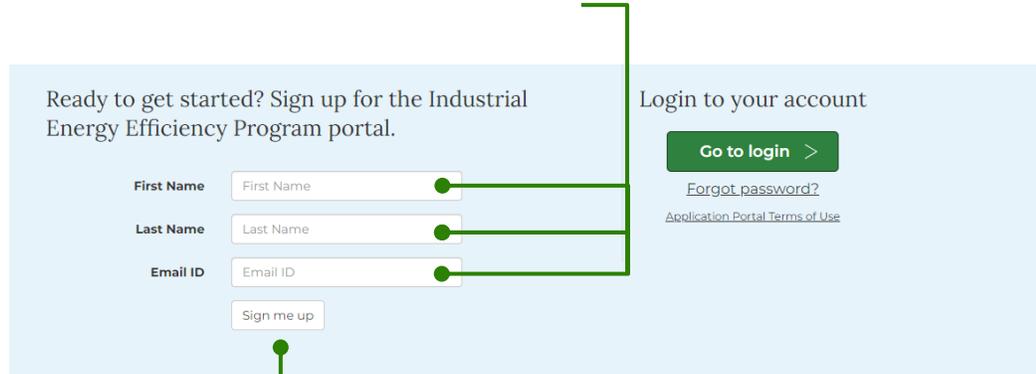
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## REGISTER FOR THE IEEP PORTAL

As a new **Applicant** you will need to create an account in order to register for the Industrial Energy Efficiency Program (IEEP). **Note: If you are registered with the Retrofit Program, please proceed directly to Login.**

- 01 Click [Industrial Energy Efficiency Program | Save on Energy](#) to visit the Industrial Energy Efficiency web page.
- 02 Enter your **first** and **last name** and **email address**.



The screenshot shows a registration form on a light blue background. On the left, it says "Ready to get started? Sign up for the Industrial Energy Efficiency Program portal." Below this are three input fields: "First Name" with a placeholder "First Name", "Last Name" with a placeholder "Last Name", and "Email ID" with a placeholder "Email ID". Each field has a green dot on its right side. Below these fields is a "Sign me up" button. On the right side of the form, it says "Login to your account" with a green "Go to login >" button. Below that are links for "Forgot password?" and "Application Portal Terms of Use". Green lines with dots at the end point from the text in step 02 to the three input fields, and from the text in step 03 to the "Sign me up" button.

- 03 Click **Sign me up**.
- 04 Retrieve the email that will be automatically sent from [noreply@ieso.ca](mailto:noreply@ieso.ca).

**i Note:** If you do not see the email in your inbox, try checking your junk or spam folder.

## REGISTER FOR THE IEEP PORTAL

**05** In the email from [noreply@ieso.ca](mailto:noreply@ieso.ca) click **Activate Account**.

**Dear Frank,**

The IESO is using Okta to manage their web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page; otherwise known as the IESO Gateway.

The IESO has created an account for you.

Your unique username is: **example@bellnet.ca**

**\*\*Please be sure to note this down as you will be using it to login to IESO Gateway going forward.**

Click the '**Activate Account**' button below to complete the set-up of your account.

**Activate Account**

Or copy and paste the below link into your browser:

<https://gateway.ieso.ca/welcome/wXwnfikF47RgwzaEARIN>

Please note, this link expires in 90 days.

### **What happens when I click on the account activation button?**

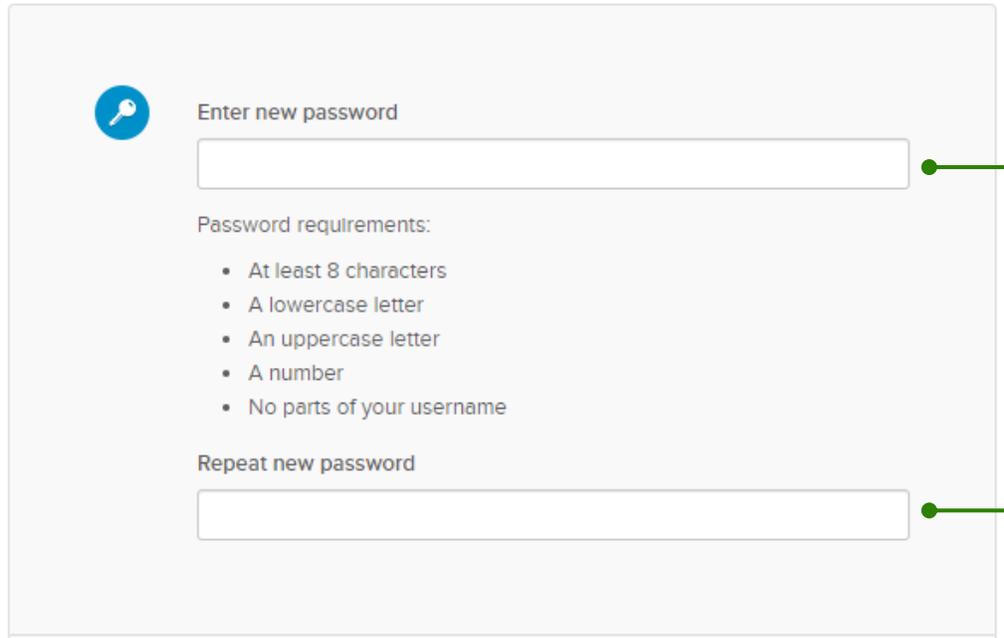
You will be directed to the account set up page where you will finalize your account details. This includes setting a new password and multifactor options for your account. Once completed, you will be able to access your IESO Gateway applications.

If you experience difficulties completing your activation, please don't hesitate to contact us.

This is an automatically generated message. Replies are not monitored or answered.

## REGISTER FOR THE IEEP PORTAL

**06** Enter a **password**, repeat this password.



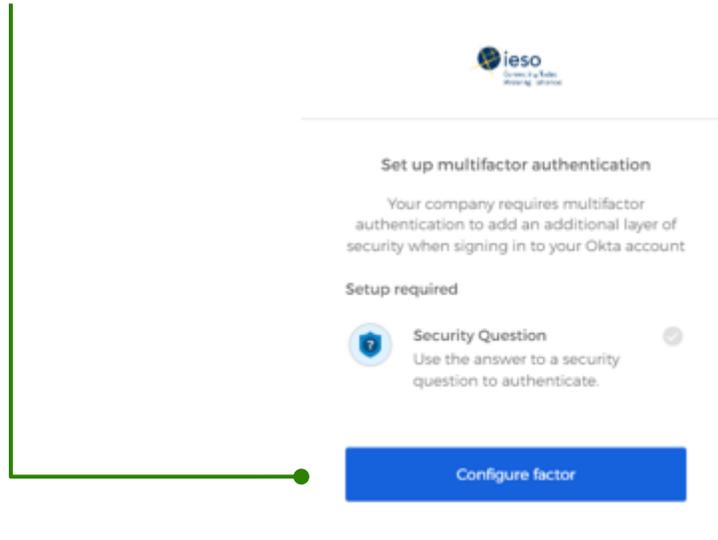
The screenshot shows a registration form with a blue key icon on the left. The form contains the following elements:

- A text input field labeled "Enter new password".
- A section titled "Password requirements:" with a bulleted list:
  - At least 8 characters
  - A lowercase letter
  - An uppercase letter
  - A number
  - No parts of your username
- A text input field labeled "Repeat new password".

Green lines and dots highlight the two input fields.

## REGISTER FOR THE IEEP PORTAL

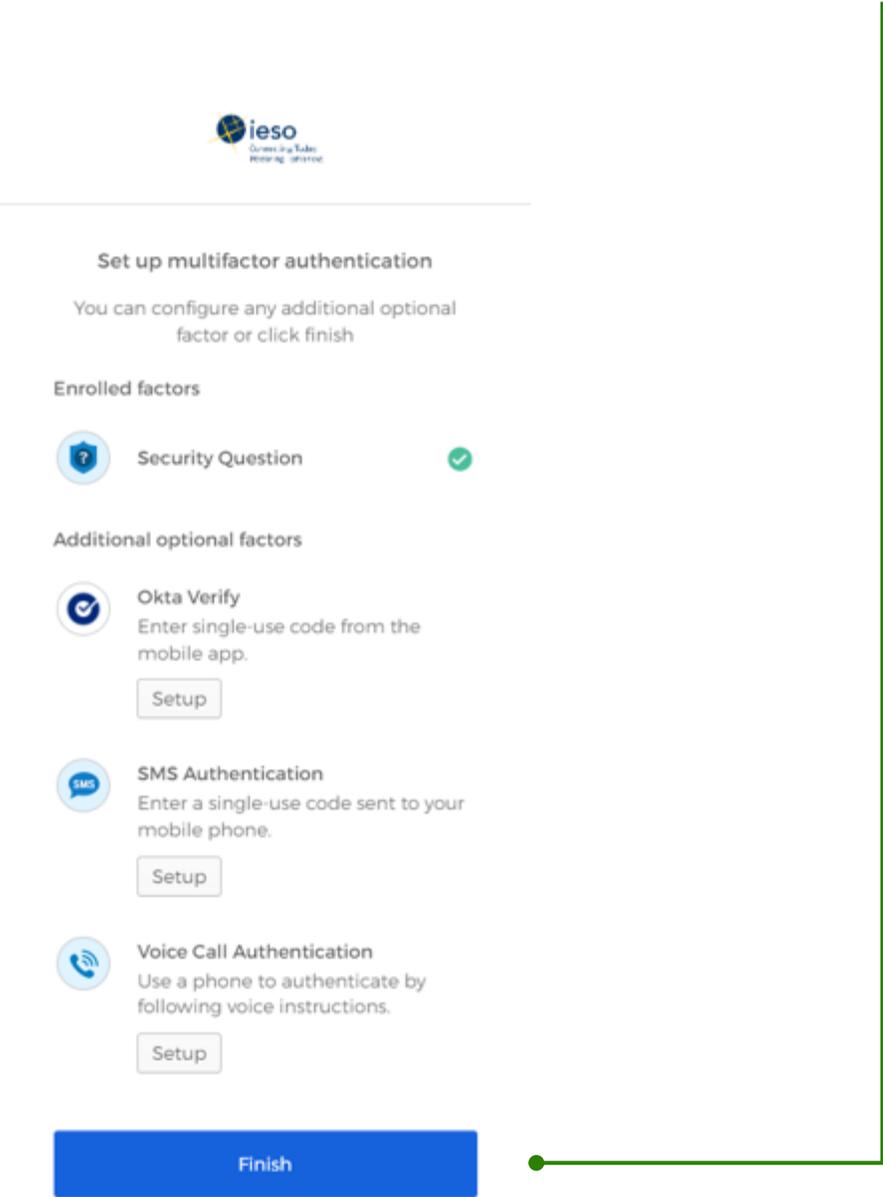
**07** Set up your Multifactor Authentication (MFA) starting with **Security Question** by clicking **Configure factor**.



**i** **Note:** The user may or may not see this step; if you do, proceed. If you do not, continue to **Updating Security Options** to set up extra verification options.

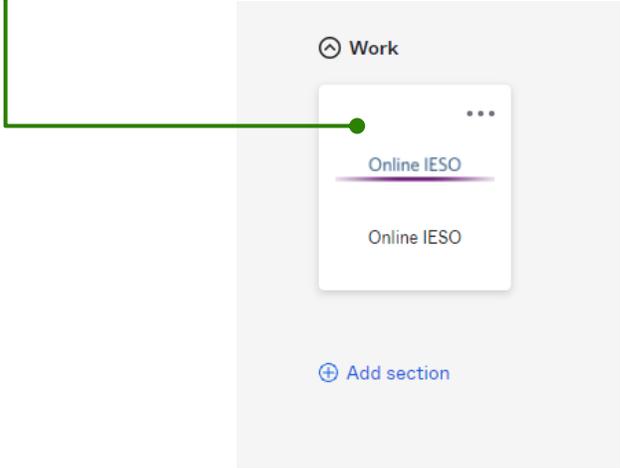
# REGISTER FOR THE IEEP PORTAL

**08** Setup **Additional optional factors** if desired, and click on **Finish** when done.



# REGISTER FOR THE IEEP PORTAL

09 Click **Online IESO**.



# REGISTER FOR THE IEEP PORTAL

**10** Click on the **Industrial Energy Efficiency Program** 'Tile'.

Welcome to the IESO Programs dashboard. Please select the program you wish to participate in below to proceed to the appropriate site.

<p><b>FIT-microFIT Supplier</b></p>  <p><b>Register Supplier Contact</b></p> <p><i>The Feed-In Tariff (FIT) Program was developed to encourage and promote greater use of renewable energy sources. The microFIT Program supports the development of small or "micro" renewable electricity generation projects (10 kilowatts (kW) or less in size) such as solar panel installations.</i></p>	<p><b>Industrial Energy Efficiency Program</b></p>  <p><b>Submit an Industrial Project Proposal</b></p> <p><i>The Save on Energy Industrial Energy Efficiency Program (IEEP) is a new program for large industrial consumers in Ontario. It provides financial incentives to implement projects that deliver electricity savings through upgrading of industrial processes. The IEEP is intended to support large, complex, customer-driven solutions that result in verifiable electricity system benefits from implementing proven, commercially available technologies.</i></p>	<p><b>Retrofit</b></p>  <p><b>Register for Retrofit</b></p> <p><i>The Retrofit program is designed to provide a variety of options for businesses, so you can find the right fit for your operations, regardless of your industry.</i></p>
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## REGISTER FOR THE IEEP PORTAL

Review and update if necessary your **first** and **last name** and then click on **Complete Registration**. Note that your Email cannot be updated.



Register for Industrial Energy Efficiency Program (IEEP)

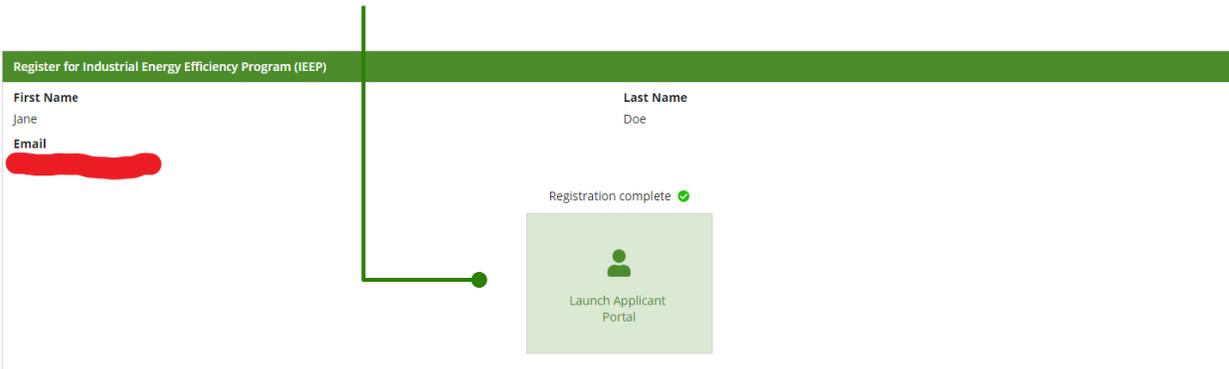
First Name\*  
Jane

Last Name\*  
Doe

Email  
[Redacted]

COMPLETE REGISTRATION

**11** Click on **Launch Applicant Portal**. This opens up the Portal and your **Save on Energy Industrial Energy Efficiency Program** registration is now complete.



Register for Industrial Energy Efficiency Program (IEEP)

First Name  
Jane

Last Name  
Doe

Email  
[Redacted]

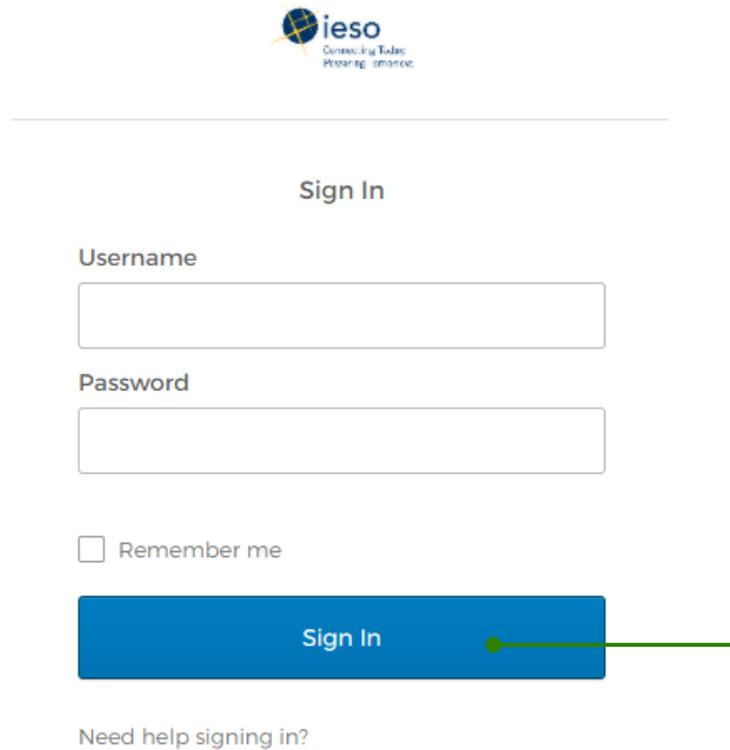
Registration complete ✓

Launch Applicant Portal

## SELF-SERVICE PASSWORD RESET

If all requirements beginning on page 5 are in place and you continue to have issues logging in, you can attempt a **Self-Service password reset**.

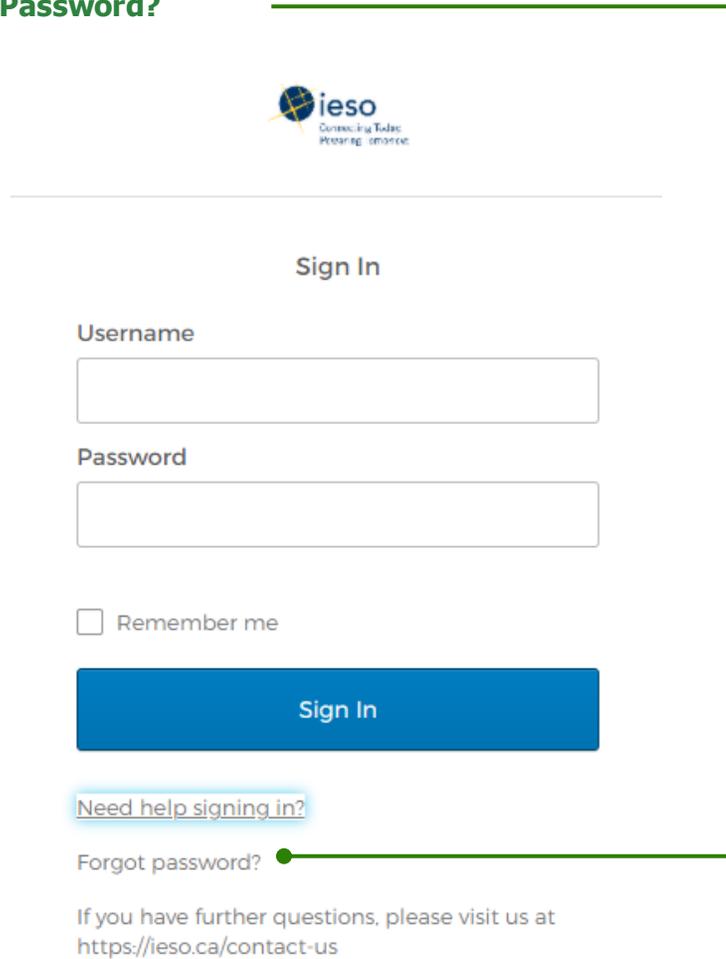
**01** Under the **Sign in** button, click on **Need help signing in?**



The screenshot shows the IESO Sign In page. At the top center is the IESO logo with the tagline "Connecting Texas. Preparing tomorrow." Below the logo is a horizontal line, followed by the text "Sign In". Underneath are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". At the bottom of the form is a blue "Sign In" button. A green line originates from the text "Need help signing in?" in the instruction above, points to the right, then down, then left, ending with a dot on the right side of the "Sign In" button. Below the button is the text "Need help signing in?".

## SELF-SERVICE PASSWORD RESET

### 02 Click on **Forgot Password?**



The screenshot shows the IESO Sign In page. At the top center is the IESO logo with the tagline "Connecting Today. Preparing Tomorrow." Below the logo is a horizontal line, followed by the text "Sign In". There are two input fields: "Username" and "Password". Below these is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. Underneath the button is a link that says "Need help signing in?". Below this link is the text "Forgot password?" with a green dot and a line pointing to the right, which is part of a larger green box that highlights the "Forgot Password?" link in the instruction above. At the bottom of the page, there is a footer that says "If you have further questions, please visit us at https://ieso.ca/contact-us".

ieso  
Connecting Today.  
Preparing Tomorrow.

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Sign In

Username

Password

Remember me

Sign In

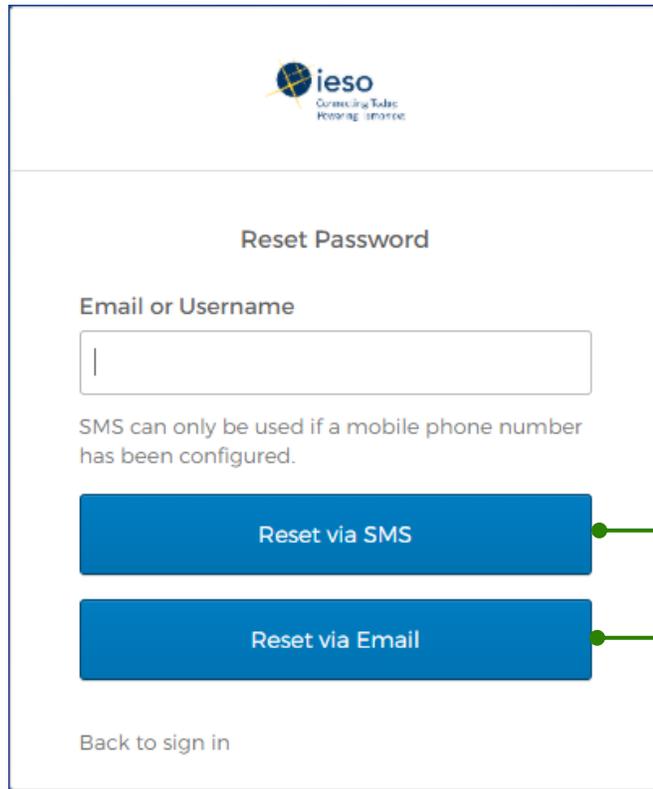
[Need help signing in?](#)

Forgot password?

If you have further questions, please visit us at <https://ieso.ca/contact-us>

## SELF-SERVICE PASSWORD RESET

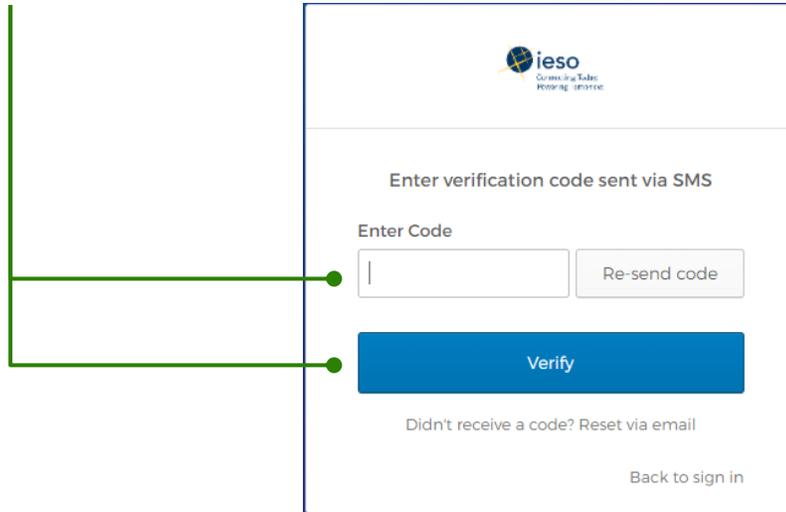
- 03** Enter your email address and choose how you wish to reset your password by clicking on either **Reset Via SMS** or **Reset via Email**.



The screenshot shows the IESO password reset page. At the top is the IESO logo with the tagline "Connecting Today. Powering Tomorrow." Below the logo is the heading "Reset Password". Underneath is a text input field labeled "Email or Username". Below the input field is a note: "SMS can only be used if a mobile phone number has been configured." There are two blue buttons: "Reset via SMS" and "Reset via Email". A green line with dots at the end points from the text in the instruction above to the right side of the "Reset via SMS" and "Reset via Email" buttons. At the bottom left of the form is a link that says "Back to sign in".

## SELF-SERVICE PASSWORD RESET

**04** If you selected **Reset Via SMS**, enter the verification code sent by text message and click **Verify**.



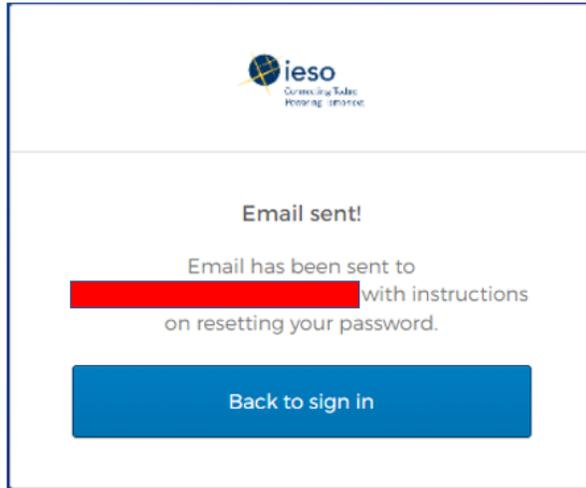
The screenshot shows the IESO verification code entry screen. At the top is the IESO logo with the tagline "Creating Today. Restoring Tomorrow." Below the logo, the text "Enter verification code sent via SMS" is displayed. Underneath, there is a label "Enter Code" followed by a text input field and a "Re-send code" button. A large blue "Verify" button is positioned below the input field. At the bottom of the screen, there is a link that says "Didn't receive a code? Reset via email" and another link that says "Back to sign in". A green line with two dots points to the input field and the "Verify" button.



**Note:** If you do not receive the SMS verification code via text message, select **Reset Via Email**.

## SELF-SERVICE PASSWORD RESET

**05** If you selected **Reset via Email**, retrieve the email.



**06** From the email from **noreply@ieso.ca** with the subject: **Reset your IESO Gateway Password**, click **Reset Password**.

From: IESO Program Admin <noreply@ieso.ca>  
Date: Tue, Jan 4, 2022 at 8:08 AM  
Subject: Reset your IESO Gateway Password  
To: [redacted]@gmail.com>

**Dear Jessica,**

Thank you for using IESO Gateway. This email will allow you to reset your password so you can access your applications.

Click the button below to reset the password for your IESO Gateway account:

**Reset Password**

Or copy and paste the below link into your browser:

[https://gateway.ieso.ca/signin/reset-password/dfpJm\\_LZTblmz4sS8kBu](https://gateway.ieso.ca/signin/reset-password/dfpJm_LZTblmz4sS8kBu)

Please note, this link expires in 7 days.

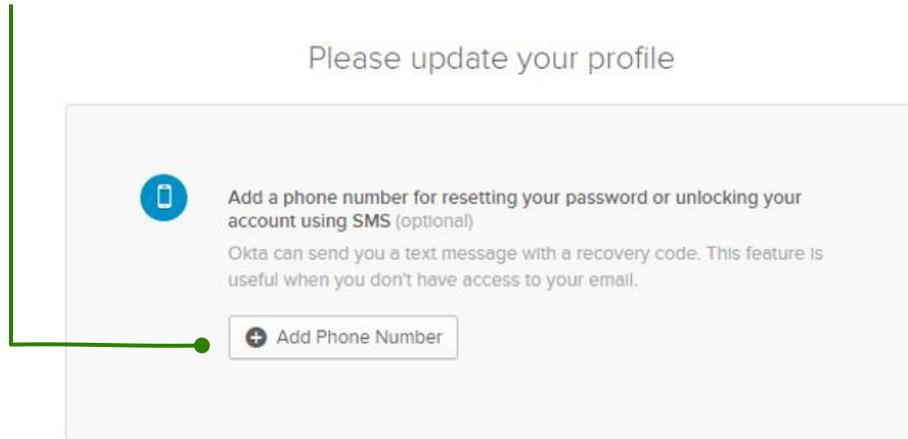
## SELF-SERVICE PASSWORD RESET

- 07** Reset your password by entering **a new password** and then re-entering the password. Click **Reset Password**.

The screenshot shows the IESO password reset interface. At the top is the IESO logo with the tagline 'Connecting Today. Powering Tomorrow'. Below the logo is the heading 'Reset your Okta password'. Underneath is a section for 'Password requirements:' with a bulleted list: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'No parts of your username', and 'Your password cannot be any of your last 4 passwords'. There are two input fields: 'New password' and 'Repeat password'. A blue button labeled 'Reset Password' is positioned below the input fields. A link 'Back to sign in' is located at the bottom right of the form. Three green callout lines are present: one points to the 'New password' input field, another points to the 'Repeat password' input field, and a third points to the 'Reset Password' button.

## SELF-SERVICE PASSWORD RESET

**08** If you have not added a phone number, you will be prompted to **update your profile**. Click **Add Phone Number**.



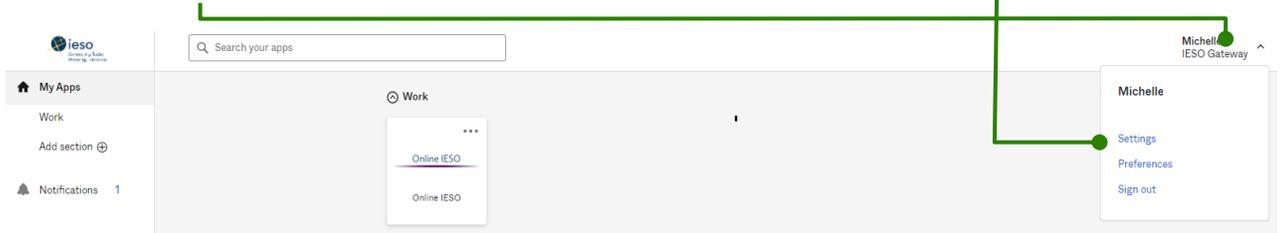
**Note:** If you are still having issues or receive an error trying to reset your password, please email [IndustrialEProgram@ieso.ca](mailto:IndustrialEProgram@ieso.ca).

## UPDATING SECURITY OPTIONS

To update your **password** or **security question**, follow the steps below.

**01** Log in at <https://gateway.ieso.ca>

**02** Click on **your name** in the upper right corner and click on **Settings**.



From here you can **change your password** and update **security** and **language** options.

A screenshot of the user settings page, divided into several sections. Annotations with green lines point to specific features:

- Personal Information:** Fields for First name, Last name, Okta username, Primary email, and Mobile phone. Annotation: "Update your first and last name, primary email and mobile phone".
- Display Language:** Shows the current language is English. Annotation: "Update your Display Language".
- Recently Used Apps:** A section to enable recently used apps. Annotation: "Click here to enable Recently Used Apps".
- Change Password:** Fields for Current password, New password, and Confirm new password. A "Change Password" button is at the bottom. Annotation: "Update your password to a new password".
- Extra Verification:** A section with a checkmark and "Set up" buttons for Okta Verify, SMS Authentication, Voice Call Authentication, and Security Question. Annotation: "Add Extra Verification for a more secure log-in".