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Preface

Electricity is a key component of the fabric of modern society and the Electric Reliability Organization (ERO) Enterprise serves to strengthen that fabric. The vision for the ERO Enterprise, which is comprised of the North American Electric Reliability Corporation (NERC) and the six Regional Entities (REs), is a highly reliable and secure North American bulk power system (BPS). Our mission is to assure the effective and efficient reduction of risks to the reliability and security of the grid.

Reliability | Resilience | Security
Because nearly 400 million citizens in North America are counting on us

The North American BPS is made up of six RE boundaries as shown in the map and corresponding table below. The multicolored area denotes overlap as some load-serving entities participate in one RE while associated Transmission Owners (TOs)/Operators (TOPs) participate in another.

| MRO   | Midwest Reliability Organization |
| NPCC  | Northeast Power Coordinating Council |
| RF    | ReliabilityFirst |
| SERC  | SERC Reliability Corporation |
| Texas RE | Texas Reliability Entity |
| WECC  | WECC |
Overview

This document is the MIDAS Portal’s user guide and provides extensive instructions on the various functionality that is made available through the MIDAS Portal. This document is not intended to instruct users how to gather nor document information relating to Misoperations.

Please email your Regional contact and MIDAS@nerc.net with any questions that you are unable to answer using this document or if any of the information within this document needs updating.

Please note that all information relating to any given entity or company shown within this document exists only within the staging environment of the MIDAS Portal. It does not reflect actual information which has been or will be submitted by the entity or company.
Creating an Account

1. Navigate to NERC.com

2. In the upper right, click “Account Log-In/Register”

3. Under “Application Link”, Click “ERO Portal” (or go directly to https://eroportal.nerc.net)

4. In the upper right, click “Register”
5. Complete the required fields and click “Register”

6. Look for the email that will come from NERC to confirm the account.

7. Click “Confirm Your Email” to verify the account.
8. Click “Continue” once the window is open on your screen.

9. Click “Start setup” to setup the two-factor authentication.

10. Choose the preferred device type and click “Continue”.

11. Enter the preferred phone number, confirm the phone number and click “Continue”. Choose the phone type.
12. Install DUO Mobile, then click “I have Duo Mobile”.

![Install Duo Mobile for iOS]

13. Open the app and tap the “+” button and scan the barcode, then click “Continue”.

![Activate Duo Mobile for iOS]

14. Click “Continue to Login”.

![Saved Continue to Login]

15. Click “Send Me a Push” and follow the instructions that are sent to your phone to continue.

![Choose an authentication method]

16. At a minimum complete the required fields (First Name, Last Name, and Business Phone) for personal information.
17. Click “Next”.

18. Complete at least the required fields (Street 1, City, State/Province, ZIP/Postal Code, Country) for work address information

19. Click “Next”.
20. Click the magnifying icon.

21. Choose your company:
   a. Type your company’s name\(^1\) in the search bar
   b. Click the magnifying glass or enter
   c. Click your company\(^2\),
   d. Click “Select”.

\(^1\) If reporting for multiple companies, select the primary company. Your account will be associated with additional companies later in the process.

\(^2\) If the company is not found, click “Cancel” and select “No” under “Did you find your company?” Complete the form on the screen that appears and click “Next”.
22. Click “Next”

23. Create two security questions then click “Save”

---

**Requesting Access to MIDAS**

1. On the navigation bar, click “My Applications”, then click “Request Application Access”.

2. Click “Create New Application Access Request”.

Application Access Requests

Below is the list of submitted application requests. To request access to an ERO Portal application, please use the link below to submit your access request information. Your request will be submitted to the corresponding entity administrator for approval.

3. Click the search icon for the Entity field.

4. Choose your company:
   a. Type your company’s name in the search bar
   b. Click the magnifying glass or enter
   c. Click your company,
   d. Click “Select”

5. Click the arrow for the Requested Application Role field.

6. Choose “MIDAS User” (or “MIDAS Read-Only” if read-only access is what is needed) from the dropdown.
Chapter 1: User Setup

7. Add any comments that will be sent to the Entity Admin (who will approve the request).

8. Confirm the information then click “Submit”.

Entity Admins Only - Vet Access Requests and Manage User Permissions

Approve Access Requests

1. In the navigation bar, click “My Entity”, then click “Entity Application Access Requests”.

2. Review the pending Application Requests on the Application Access Requests home page.

Application Access Requests

The following are the current application access requests for your registered entity. To approve or reject a request, select “Manage Access Request” from the item menu. When rejecting an access request, you must provide a reason for denying a request.

You can also view and manage all users for your entity on the Manage Entity Page.

3. Click the dropdown arrow on the right side of any pending access request and click “Approve Request”.
Chapter 1: User Setup

4. Add any additional comments if needed, then click “Approve Request”. The user will immediately receive access to the selected entity for the requested application.

5. View any previously accepted requests by clicking “Approved Application Requests” in the Menu.

---

Reject Access Requests

1. In the navigation bar, click “My Entity”, then click “Entity Application Access Requests”.

2. Review the pending Application Requests on the Application Access Requests home page.
3. Click the dropdown arrow on the right side of any pending access request and click “Reject Request”.

4. Click the dropdown arrow for “Rejection Reason” and select one of the three available options.

5. If the selected Rejection Reason is “Other”, you must provide additional details in the “Reasons for Rejecting Request” box.

6. Once all applicable fields are filled in, click “Reject Request”.

**Add Users**

1. Check to ensure the correct company is selected in the top right corner.
2. Click your name then click “Manage Entity”

3. To add a new contact, click “Add User”.

   Manage Entity Users

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>NERC Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Company 2-1</td>
<td>NCR55555</td>
</tr>
</tbody>
</table>

   Entity Users

   The following users are associated with this entity:

4. Select the user
   a. In the search bar, type the email address of the user to be vetted
   b. Click “Search Contacts”
   c. Click their contact information
   d. Click “Submit”

   Add Contact to Entity

5. Under “Permissions User Has”, click “Edit”.

   Permissions User Has
6. Select permissions the user should have then click “Submit”

User Permissions

Note: MIDAS Read-Only only allows the user to view records and reports, it does not allow the user to create or modify records. MIDAS User allows the user to view, create, and edit records and reports.

Edit Existing Users

1. Check that you have the company you wish to vet selected in the top right corner.

2. Click your name then click “Manage Entity”.

3. Click the name of the user that you wish to edit.
4. Click “Edit”.

User Information

<table>
<thead>
<tr>
<th>Role</th>
<th>Entity</th>
<th>NERC Number (Portal User Parent Account)</th>
<th>Created On</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDAS User</td>
<td>Test Company 2-1</td>
<td>NCR55555</td>
<td>9/16/2020 7:54 PM</td>
</tr>
<tr>
<td>MIDAS Read-Only</td>
<td>Test Company 2-1</td>
<td>NCR010000</td>
<td>9/16/2020 7:34 PM</td>
</tr>
</tbody>
</table>

5. Check any new permissions you wish to add and uncheck any permissions you wish to remove. Click “Submit”.

User Permissions

Remove Users

1. Check to ensure the correct company is selected in the top right corner.

2. Click your name then click “Manage Entity”.

Profile
Manage Entity
Sign Out
3. Find the user who should be removed.

4. Click “Remove User”.

Manage Entity Users

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>NEIC Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Testing Company Name Update, LLC</td>
<td>NCR055555</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Entity Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following users are associated with this entity:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User</th>
<th>City</th>
<th>Phone</th>
<th>Email Address</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buzz GasTech</td>
<td>Atlanta</td>
<td></td>
<td><a href="mailto:margaret@pata.com">margaret@pata.com</a></td>
<td>Remove User</td>
</tr>
<tr>
<td>Jack Norris</td>
<td>Hometown</td>
<td></td>
<td><a href="mailto:JackNorris2@mailinator.com">JackNorris2@mailinator.com</a></td>
<td>Remove User</td>
</tr>
</tbody>
</table>


Chapter 2: Entity Admins Only – Reporting Confirmation

1. In the navigation bar, click “My Entity”, then click “Section 1600 Reporting Confirmation”.

2. Any Generator Owner, Transmission Owner, or Distribution Provider scope for an entity will be listed in the Section 1600 Reporting Confirmation for MIDAS.

   Misoperations Information Data Analysis System (MIDAS)
   Transmission Owners, Generator Owners or Distribution Providers.

   Reporting Obligations

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Region</th>
<th>Meets Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/9/2019</td>
<td>MRO</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>8/1/2020</td>
<td>Texas RE</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>11/8/2019</td>
<td>SERC</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>7/14/2019</td>
<td>RF</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>10/3/2020</td>
<td>NPCC</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>10/2/2020</td>
<td>WECC</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

3. Select either “Yes” or “No” for each entity scope depending on the setup of the scope. Once all rows are completed, click “Submit”.

4. On December 1 of each year, the following year’s Reporting Obligation will be available to be completed.
Chapter 3: Access the MIDAS Portal

1. Navigate to the NERC ERO Portal (https://eroportal.nerc.net/) and login.
2. In the navigation bar, click “My Applications”, then click “MIDAS Portal”.

![Diagram showing navigation steps to MIDAS Portal]
Chapter 4: Bulk Submission

1. Under the “Menu”, click “Bulk Submissions”.

   ![Bulk Submissions Menu](image)

   - Create
   - Deactivate
   - View

2. From this screen, users are able to create, deactivate, view, and export previously submitted Bulk Submissions.

Bulk Submissions

From this page, submit misoperations and protection system operations using the MIDAS Reporting Template located [here](#). Additionally, previous submissions and deactivated bulk submissions that have not been processed can both be viewed.

**Note:** Deactivating a Bulk Submission does not deactivate or remove processed records.

<table>
<thead>
<tr>
<th>Submission Date</th>
<th>Entity</th>
<th>Lead Region</th>
<th>Submission Quarter</th>
<th>Submission Year</th>
<th>Submitter Name</th>
<th>Status Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/14/2020 5:03 PM</td>
<td>Test Company 2-1</td>
<td>RF</td>
<td>Qtr 2 (Apr 1 - Jun 30)</td>
<td>2020</td>
<td>Rachel Rieder</td>
<td>Processed Successfully</td>
</tr>
<tr>
<td>9/14/2020 5:03 PM</td>
<td>Test Company 2-1</td>
<td>RF</td>
<td>Qtr 2 (Apr 1 - Jun 30)</td>
<td>2020</td>
<td>Rachel Rieder</td>
<td>Processed Successfully</td>
</tr>
<tr>
<td>9/14/2020 5:03 PM</td>
<td>Test Company 2-1</td>
<td>RF</td>
<td>Qtr 2 (Apr 1 - Jun 30)</td>
<td>2020</td>
<td>Rachel Rieder</td>
<td>Validation Failed</td>
</tr>
</tbody>
</table>
Create a Bulk Submission

1. Click the “Create” button.
2. Select the company’s region, year and quarter for the data submittal.
3. Click “Browse…” then attach the completed MIDAS Reporting Template by double-clicking.
4. Click “Submit”.

Upload Bulk Submission

Submission

Submitted By
Rachel Rieder

Entity
NCR55555 - Test Company 2-1

Select Region (Lead Region if MBBR)
RF

Submission Year *
2020

Submission Quarter *
Qtr 1 (Jan 1 - Mar 31)

Attach a file *
| Browse... |

Submit.

5. After a few seconds click “Refresh Status”.

MIDAS Bulk Submission Status

Refresh Status

6. Repeat step 5 until the submission’s status indicates successful or failed.

Submission Status

Status
Validation Successful
7. If the validation failed, perform necessary corrections and resubmit the file. A file containing all related validation errors can be exported by clicking “Export to Excel”.

8. Once the record has been validated, an email will be sent to you and your regional contact. The regional contact reviews for completeness.

9. If no Misoperations or Protection System Operations are to be submitted, complete a Waiver (Opt-Out). Instructions on how to submit a waiver can be found here.

**View Details of a Bulk Submission**

1. Click the dropdown arrow next to the Bulk Submission.
2. Click “View Details” from the dropdown selection options.
3. From this screen, one can (1) view the Bulk Submission’s status, (2) export a copy of the file submitted, and (3) export a copy of the validation errors for the file.

**Deactivate a Bulk Submission**

Deactivating a processed Bulk Submission will **not** deactivate the Misoperation or Protection System Operations records that were created. Steps to deactivate these records can be found in the Misoperations (here) and Protection System Operations (here) sections respectively.

1. Click the dropdown arrow next to the Bulk Submission you wish to be deactivated.
2. Click “Delete” from the dropdown options.

<table>
<thead>
<tr>
<th>Submission Date</th>
<th>Entity</th>
<th>Lead Region</th>
<th>Submission Quarter</th>
<th>Submission Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/17/2020 1:50 PM</td>
<td>Test Company 2-1</td>
<td>RF</td>
<td>Qtr 1 (Jan 1 - Mar 31)</td>
<td>2020</td>
</tr>
<tr>
<td></td>
<td>View Details</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delete</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

View Deactivated Bulk Submissions

1. Click the dropdown menu, labelled “Active Bulk Submission List” by default

2. Click “Deleted Bulk Submissions”
Chapter 5: Manual Misoperations

1. Under the “Menu”, click “Misoperations”.

2. From this screen users can create, deactivate, view, edit and export previously submitted individual Misoperations records.

Create a Manual Misoperation Record

1. Click the “Create” button.
2. Complete the “New Misoperation Record” form that pops up using the information about the Misoperation. All fields with a red asterisk are required.

![Create](image)

**New Misoperation Record**

- **Entity**: NCR55555 - Test Company 2-1
- **Region**: MRO
- **Jurisdiction**: 
- **Misoperation Date and Time**: 
- **CAP Target Completion Date**: 
- **CAP Actual Completion Date**: 
- **Fault Type**: 
- **Restoration Method**: 

3. Click “Submit”.

![Create](image)

**Reporter’s Phone Number (###) ###-####**: (770)-777-7777

**Reporter’s Email**: exampleuser@nerc.net

**Date Reported**: 5/1/2020

This is an example of a completed Misoperation form.

Submitted By: Rachel Rieder

4. If any errors appear correct them accordingly and repeat step 3

![Warning](image)

The form could not be submitted for the following reasons:

- Equipment Type is a required field.
- Reported By is a required field.
5. Confirm that the submitted Misoperation record appears in the Active Misoperations list.

<table>
<thead>
<tr>
<th>MIDAS Record ID</th>
<th>Region</th>
<th>Entity</th>
<th>Jurisdiction</th>
<th>Misoperation Date</th>
<th>Misoperation Local Date Time</th>
<th>Seconds</th>
<th>Time Zone</th>
<th>Facility Name</th>
<th>Facility Voltage</th>
</tr>
</thead>
<tbody>
<tr>
<td>10001536</td>
<td>RF</td>
<td>Test Company 2-1</td>
<td>United States</td>
<td>5/1/2020 5:00 PM</td>
<td>5/1/2020 12:00 PM</td>
<td>0</td>
<td>EST</td>
<td>Test</td>
<td>115kV</td>
</tr>
</tbody>
</table>

**View a Misoperation Record’s Details**

1. Click the dropdown arrow next to the Misoperation record.
2. Click “View Details” from the dropdown options.

3. From this screen you are able to review the details of the Misoperation correlating with the record in a user-friendly manner.

**View Details**

**Misoperation Details**

**System Schemes**

- RF_CRC55555_05/01/2020_12:00:00_Test_Test

**Protection Systems and Components**

- Something

**Relay Technology**

- N/A

**Filter and Export Misoperation Records**

1. Select filters you wish to apply to the current view
2. Click “Apply”. Not all filters need to be applied

3. Click “Export to Excel”

4. Open or save the exported file as desired

**Modify an Existing Misoperation Record**

1. Click the dropdown arrow next to the Misoperation record.
2. Click “Edit” from the dropdown options.
3. Perform the necessary modifications to the record. If any locked fields need to be modified, the record should be deactivated and a new one needs to be created. Locked fields are used to concatenate a unique ID.

![Edit]

### Misoperation Details

**ID**
RF: NCR55555, 05/01/2020, 12:00:00, Test Test

**MIDAS Record ID**
10001536

**Entity**
NCR55555 - Test Company 2-1

**Region**

![Manual Entry]

System Schemes

![Protection Systems and Components]

4. Click “Submit”.

![Submit] [Delete]

#### Deactivate a Misoperation Record

1. Click the dropdown arrow next to the Misoperation record.
2. Click “Delete” from the dropdown selection options.

![Deactivate a Misoperation Record]

#### View Deactivated Misoperations

1. Click “Active Misoperations”.
2. Change the selection to “Inactive Misoperations”.

![View Deactivated Misoperations]
Chapter 6: Protection System Operations

1. Under the “Menu”, click “Protection System Operations”.

2. From this screen users can create, deactivate, view, edit and export previously submitted individual Protection System Operations records.

Create a Manual Protection System Operation Record

1. Click the “Create” button.

2. Complete the “New Protection System Operation Record” form that pops up using the information about the Protection System Operation(s).
Chapter 6: Protection System Operations

Create

New Protection System Operation Record

- **Operation Quarter**: Qtr 1 (Jan 1 - Mar 31)
- **Created By Portal User**: Rachel Rieder
- **Operation Year**: 2020
- **Operations Count**: 5
- **Voltage Class**: 138 kV

3. Click “Submit”.

- **Region**: MRO
- **Jurisdiction**: United States

4. If any errors appear correct them accordingly and repeat step 3.

The form could not be submitted for the following reasons:

Region is a required field

5. Confirm that the submitted Protection System Operation record appears in the Active Operations list.

View a Protection System Operation Record’s Details

1. Click the dropdown arrow next to the Protection System Operation record.
2. Click “View Details” from the dropdown options.

3. Review the details of the Protection System Operation correlating with the record in a user-friendly manner.

Filter and Export Protection System Operation Records

1. Select filters you wish to apply to your current view then click “Apply”. Note that not all filters need to be applied.
2. Click “Export to Excel”.

3. Open or save the exported file as desired.

Modify an Existing Protection System Operation Record

1. Click the dropdown arrow next to the Protection System Operation record.
2. Click “Edit” from the dropdown options.
3. Perform necessary modifications to the record. If any locked fields need to be modified the record should be deactivated and a new one created. Locked fields are used to concatenate a unique ID.

4. Click “Submit”.
Deactivate a Protection System Operation Record

1. Click the dropdown arrow next to the Protection System Operation record you wish to deactivate.
2. Click “Delete” from the dropdown options.

View Deactivated Protection System Operations

1. Click “Active Protection System Operations”.
2. Change the selection to “Deleted Protection System Operations”.

---

NERC | MIDAS Portal User Guide | December 2020

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Chapter 7: Waivers (Opt-Outs)

1. Under the “Menu”, click “Waivers (Opt-Outs)”.

2. From this screen users are able to create, deactivate, view and export previously submitted Waivers (Opt-Outs).

Create a Waiver (Opt-Out)

1. Click the “Create” button.

2. Select the company’s region, the year and quarter.

3. Check the box to opt out of Protection System Operations (PS Ops), Misoperations (MisOps), or both.
4. Click “Submit”.

Create New Waiver/Opt-out Record

Entity
NCR55555 - Test Company 2-1

Region
RF

Submission Year
2020

Submission Quarter
Qtr 2 (Apr 1 - Jun 30)

☐ Protection System Operations - Opt Out
☐ Misoperations - Opt Out

Submitted By
Rachel Rieder

View a Waiver’s (Opt-Out) Details

1. Click the dropdown arrow next to the Opt-Out Waiver.
2. Click “View Details” from the dropdown options.
3. From this screen view the details of the Waiver (Opt-Out) record.

**Waiver (Opt-Out) Details**

<table>
<thead>
<tr>
<th>Name</th>
<th>Created By</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCR55555 - Test Company 2-1 Qtr 2 (Apr 1 - Jun 30) 2020</td>
<td>Rachel Rieder</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Entity</th>
<th>Created On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Company 2-1</td>
<td>9/21/2020 4:26 PM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Submission Year</th>
<th>Updated By</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Submission Quarter</th>
<th>Modified On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qtr 2 (Apr 1 - Jun 30)</td>
<td>9/21/2020 4:26 PM</td>
</tr>
</tbody>
</table>

**Deactivate a Waiver (Opt-Out)**

1. Click the dropdown arrow next to the Waiver (Opt-Out).
2. Click “Delete” from the dropdown options.

**View Deactivated Waivers (Opt-Outs)**

1. Click “Active Waivers (Opt-Outs)”.
2. Click “Deleted Waivers (Opt-Outs)”.

![Image of Waiver (Opt-Out) details and deactivation steps](image-url)
Chapter 8: MIDAS Reports

1. Under the “Menu” click “MIDAS Reports”.

   Menu
   
   Bulk Submissions
   Misoperations
   Protection System Operations
   Waivers (Opt-Outs)
   MIDAS Reports

2. Select the report you would like to run.

Submission Status Report

1. Click “Submission Status Report”.

   Menu
   
   Submission Status Report
   Misoperations Rate Report

2. From your associated entities, select the one(s) you wish to run the report for.

   Select Entities
   
   Align Integration Test Entity 1
   Align Integration Test 2
   Test Company 2

3. Select the Quarter and Year range you wish to run the report for.

   Target Quarter Start: Quarter 1 (January 1 - March 31)
   Target Quarter End: Quarter 4 (October 1 - December 31)
   Target Year Start: 2019
   Target Year End: 2020

4. Click “Run Report” button.

5. The Submission Status Report will provide one of the following Statuses for a given entity, region, year and quarter:

   a. In order to receive a “Complete” status, you must have submitted one of the following combinations:
      i. Misoperation submission(s), Protection System Operation submission
      ii. Misoperation opt-out waiver, Protection System Operation submission

   b. In order to receive a “Opted Out” status, you must have submitted an Opt-Out Waiver for both Misoperations and Protection System Operations
c. The “Missing Submissions” status means you have not submitted any Misoperations, Protection System Operations or Opt-Out Waivers

d. The “Missing Misoperations Submission/ Opt Out” status means you have submitted Protection System Operations, but have yet to submit Misoperations or an Opt Out Waiver

e. The “Missing PSOps Submission/ Opt Out” status means you have submitted a Misoperation(s), but have yet to submit a Protection System Operation(s)

<table>
<thead>
<tr>
<th>NERC ID</th>
<th>Entity</th>
<th>Region Name</th>
<th>Quarter</th>
<th>Year</th>
<th>Status</th>
<th>Misoperations</th>
<th>PS Operations</th>
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<tr>
<td>NCR55555</td>
<td>Test Company 2-1</td>
<td>MRO</td>
<td>Q2</td>
<td>2020</td>
<td>Missing Misoperations Submission / Opt Out</td>
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<td>No</td>
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<tr>
<td>NPCC</td>
<td>Q2</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>RF</td>
<td>Q2</td>
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<tr>
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<td></td>
</tr>
</tbody>
</table>
| WIECC   | Q2              | Yes         | No      | Yes  | No

6. The report can then be printed or exported to Excel, PDF, or Word.

Misoperations Rate Report

1. Click “Misoperations Rate Report”

2. From your associated entities select the one(s) you wish to run the report for

3. Select the Region you want the report to be run for

4. Select the Quarter and Year range you wish to run the report for
5. Click “Run Report” button

6. The report can then be printed or exported to Excel, PDF, or Word