

Frequently Asked Questions – CORES

April 23, 2019

April 23, 2019		
	Question	Response
1	Where will I access the CORES application?	Access to the CORES application will be via the ERO portal. Users will either input their existing ERO account user name and password to log into the portal or register and create a new ERO account to gain access in to the portal. The ERO portal is located at https://eroportal.nerc.net/
2	Who is responsible for managing and/or maintaining CORES users or contacts?	The registered entities are responsible for managing and maintaining up to date contact information.
3	What does CORES acronym stand for?	CORES is defined as the Centralized Organization Registration ERO System.
4	How does CORES change what I do?	A registered entity will change from submitting registration requests via email to submitting registration requests via the online CORES application. CORES will be the application used to submit online entity registration requests. The same basic information will be collected that has been collected previously on the Common Registration Form .
5	What will I have to do to register my entity in the new system?	An entity will need to create an ERO portal account, gain access, and submit a request for registration. A user guide and training will be provided that will detail registration steps. The process is very similar to the existing submittal of the Common Registration Form .
7	Why the change?	This tool will provide consistency and alignment across the ERO for registration activities. The Compliance and Certification Committee's Alignment Working Group surveyed the industry and identified that there is a need to consolidate registration activities across the ERO and the NERC Board approved the change. CORES is a platform that will allow the entity to manage their registration information, contact information, and entity affiliate information from one location. This tool will make it easier for the ERO Enterprise and registered entities to collaborate on registration information.

April 23, 2019

	Question	Response
8	When will I have to start using the CORES tool?	The CORES tool is planned to be implemented and released for use in mid-June. For all new registration activities, registered entities will need to use the CORES tool to submit registration changes and new registrations. Additional information will be provided as the date approaches. Entities are encouraged to coordinate any registration changes with their regional entity directly before, during and after the application has been released.
9	What is the implementation plan for CORES?	CORES is planned to go live approximately mid-June. The registration functionality of CORES will be available for all new registration and any updated changes. The contact functionality will be phased in over the next several months. For example, registered entity contacts will continue to be added and updated via the registered entities existing CMEP platforms, i.e. CITS or webCDMS until the new Align (CMEP) application goes live, slated for October 2019.
10	Who will be impacted by the CORES application?	This impacts currently registered entities on the NERC Compliance Registry (NCR) and/or any organization who intends to register with NERC.
11	What are the benefits of CORES?	A centralized registration tool for consistent data requests for registration activities. Provides a one-stop shop for registration needs. The system captures forms and consolidates data across regions. In addition, JRO, CFR and other registration needs can be completed on the ERO portal. Some additional features will enable the capture of key data elements, create consistent processes, and give the ERO control over the future of the application.
12	What is CORES functionality?	The information collected in CORES will be based upon the existing Common Registration Form that each Regional Entity currently uses for processing registration requests. The information collected will include entity names, contact information, functional registration request information, parent company and affiliate information, Joint Registration Organization (JRO) information, Multi-Regional Registered Entity (MRRE) information, functional model relationships, and role information for specific contacts. In addition, entities may provide other documents to assist with the registration request, including one-line diagram(s),

April 23, 2019		
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		interconnection agreements(s), a GO/GOP Asset Verification Form, and any other pertinent document(s). CORES will expand current functionality, align regional registration processes, and provide an improved system-based approach to processing registration requests.
13	Is using CORES mandatory?	Yes. All entity registration activities will be performed on the CORES application.
14	Will CORES have a transition period? If so, what activities will happen in the transition period and how much time will be allowed for the transition?	CORES is being implemented with a phased approach for contacts, otherwise the tool will be used for registration activities starting in mid-June. The implementation plan for contact functionality is dependent upon the CMEP schedule. The activities required during the transition period will include updating contact data in webCDMS and CITS for contact changes.
15	Will there be a help desk or enterprise help desk to assist entities?	Yes. A registered entity may submit a ticket through the help desk, located at https://support.nerc.net/
16	Who is responsible for creating or modifying a registration request?	The entity's user will be responsible for creating or modifying a registration request. It will be reviewed and approved by ERO registration staff.
17	When will CITS and webCDMS go away?	TBD. The approximate date is planned to coincide with the go-live on the Align tool.
18	Will my existing information in CITS or webCDMS be migrated to CORES?	All existing registered entity data existing in CITS or webCDMS will be transferred into CORES. There will not be a need to populate the existing information again. There is an implementation schedule for contacts. Some information that has been supplied in the past and has not been captured in CITS or webCDMS. In addition, there is some information that may not have been captured in the old process and that information may be requested.
19	Can I begin my application or modification request, save it, and then come back to it at a later time?	Yes. The form fields are AutoSaved. If the form is accidentally closed, the information will remain when you log back in.
20	Do we need to complete all fields before we submit?	All mandatory fields are required. Mandatory fields will be marked with an asterisk.

April 23, 2019

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21	Can we review data before submitting?	Yes. There will be a summary page for review before submitting.
22	Where are the documents uploaded into CORES stored? Are these documents stored in a secure environment?	Yes. The records are stored on servers on the NERC on premise internal network on dedicated hardware. The existing framework of NERC security controls will be applied, including segmented networks, application proxies, IDP solutions, encryption, multi-factor authentication, quarterly penetration testing, and more.
23	Who do I contact for questions? Email for FAQ?	Contact your Regional Registration contact. Questions can be submitted for FAQs, asked at Regional workshops and via email. Also, one may email nerc.registration@nerc.net
24	Will NERC offer a guide on what the terms/fields mean in CORES? For example:	Yes. There will be a user guide, training and training materials provided.
25	What is the definition of parent company and affiliate? What do I do if I do not have a parent company or affiliates?	Parent company and affiliates are linked by common control. Parent company is an upstream holding company. There are three options to select for an affiliate: a holding company, an affiliate, and a subsidiary.
26	What contact types are mandatory vs. optional?	Primary Compliance Officer and Primary Compliance Contact are required or mandatory. There are several additional contact roles that are optional.
27	Does the Primary Compliance Contact have to be a person?	Yes, the PCC needs to be an identified person. The email listed for the PCC may be a distribution list email.
28	What training will be offered?	The ERO will be offering multiple opportunities for training, including in-person and WebEx. The training sessions will be offered in June 2019. In addition, there will be training videos and a user guide posted for assistance with the new system.
29	How is information about the CORES project being communicated to the industry?	Information is posted on the NERC website, regional workshops, NERC committees and subcommittees, and through regional and NERC newsletters.
30	Is there a limit to the number of registered entity users on CORES (overall system and individual organizations)? Is there a limit to the number of contacts?	In CORES, there will not be a limit to the number of users for an organization. For someone who is creating a registration on behalf of an entity, there is no limit to how

April 23, 2019		
	Question	Response
		many people can log in and do work on behalf of that entity.
31	Will this change the way NERC notifies me of registration changes for my entity?	The registered entity will continue to get the same notifications from NERC once registered with an NCR ID number - an email and a certified letter. The system will also send notices as the entity progresses through the registration request and submittal.
32	What is the functional relationship between CORES and the new Align CMEP tool?	A modular design enables the efficient migration of registration information directly in to the Align or CMEP tool. There will be some integration or linkages with Align that are being worked on for the ERO portal.
33	If I have a JRO or are a member to a JRO, what do I need to do?	JRO registration information will now be collected via the CORES tool. JRO members will need to register as an ERO portal user to access and manage JROs.
34	Do registered entities require a digital certificate for access?	There will not be a digital certificate required for access to the ERO portal or CORES.
35	How do I access CORES in the ERO Portal account?	CORES will be accessed from the ribbon on the top of the ERO portal home page - begin registration request.
36	What is the maximum file size (MB) for a document to be uploaded? Is there a maximum storage capacity for my entity?	50 MB per file. There is not a specified maximum storage capacity for each entity.
37	What is CRATS, CITS, and webCDMS?	CRATS is a NERC system that houses registry data. CITS is the CMEP system for NPCC, SERC and FRCC. WebCDMS is the CMEP system for WECC, MRO, Texas RE, and RF. These systems will be retired as part of the CORES and Align projects.
38	How do I become involved, either for awareness or a more active role?	Awareness communications will be provided through newsletters, website updates, and training. In addition, there are a few limited opportunities for an early access active role for User Acceptance Testing. The CCC, ORCS and AWG are receiving update presentations.
39	How will communications with my Regional Entity (ies) work in CORES?	There will be a notes field for communicating with the ERO within the system. Email notifications will be sent to registering entities as they progress through the

April 23, 2019

	Question	Response
		registration process. Upon final approval of registration change requests, the entity will be provided an NCR id number and will be notified by NERC via email and certified mail. Entities may reach out to their Regional Entity to get their questions answered.
40	Will NERC provide a detailed response to “What do I need to put for <i>New Facility test power sync date</i> ?”	The New Facility Test Power Sync Date is needed for GO/GOP registrations. The New Facility Test Power Sync Date represents the forecasted date of synchronization with the grid as a result of the commissioning process for new generators. This date may need to be updated as the schedule for commissioning is often changed. Registrations for GO/GOP will not be accepted until the final New Facility Test Power Sync Date is provided.
41	How will Multi-Factor Authentication (MFA) work in the ERO Portal (CRM)?	TBD. Generally, Multi-Factor Authentication is a secure log-in method using a username, password and at least one additional identifying parameter. The additional identifying parameter is usually a token or a randomly generated password tied to the account for a short period of time.
42	What change request information does the Regional Entity and NERC need to approve?	All registration changes will be accepted by the ERO - Registration activation and Deactivation, name, dates, JRO, CFR requests. Contact information does not require ERO acceptance.
43	Is there a training schedule?	Yes. Training material will begin to be posted the week of June 3, 2019. A WebEx session is planned for pre-release during the week of June 10, 2019. An additional WebEx / in-person session is planned for the week after release (the week of June 24, 2019). Another training session is planned for July.
44	I have been registered since June 2007. Do I have to do anything other than establish a Primary user ID? NERC and my Region already have me registered. Am I being required to register again?	An entity that has been registered since 2007 would already have an NCR ID and would not need to establish a new one. A primary user id will be required when registering in the ERO portal account. Registration data will be transferred to the new system. A previously registered entity will not need to update unless their information has changed or their information was not fully complete upon initial registration. There is not a requirement to reregister for a NCR ID number.

April 23, 2019		
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45	Do I need to include asset information?	The Regional Entities currently have asset information for registered Generator Owners in a common spreadsheet, also known as the GO/GOP asset form. Existing Generator Owners are encouraged to upload this spreadsheet in to CORES. There are plans to enhance the tool to have a web form for asset information in the future. We will announce that upgrade before it is issued.