



# ERCOT Public Portal

Registration | Forgot Password Reset

**Version 1.0**

If the registrant to the ERCOT Public Portal is also registered to use their email address in the Weatherization Portal, please review the following:

If you have registered to the ERCOT Public Portal prior to April 24, 2024, **then you may continue to use those credentials.**

If you have not previously registered to use the ERCOT Public Portal and are intending to use the same email address – **an alternate email address must be used.** Attempting to use the same email address will result in the system blocking you.

Send registration or login issues to [portalsupport@ercot.com](mailto:portalsupport@ercot.com).

## Table of Contents

1. Registration.....	1
2. Forgot Password Reset .....	3

# 1. Registration

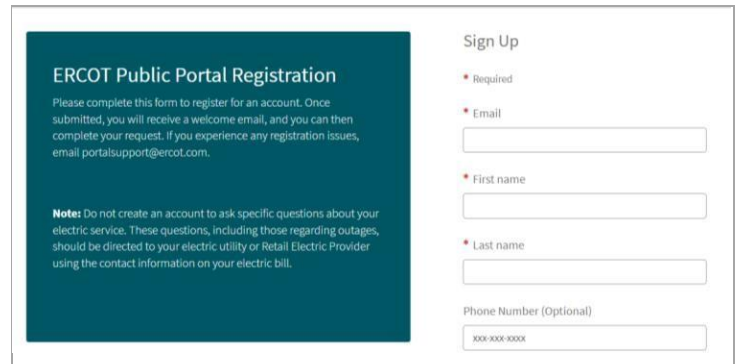
**IMPORTANT:** You must use an email address that is not used to access the ERCOT Weatherization Portal.

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

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

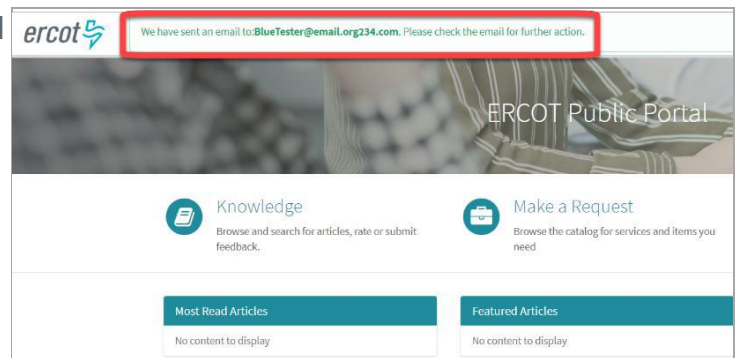


3. Complete the required fields

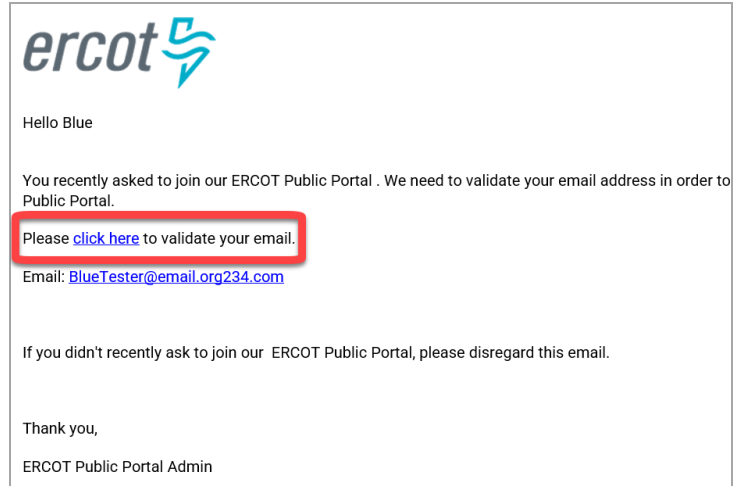


4. An email has been sent to the email address you used to register

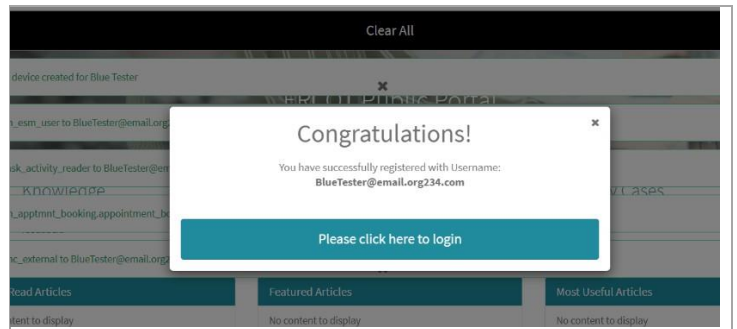
**NOTE:** Be sure to check your Junk or Spam folders if the email is not in your Inbox



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



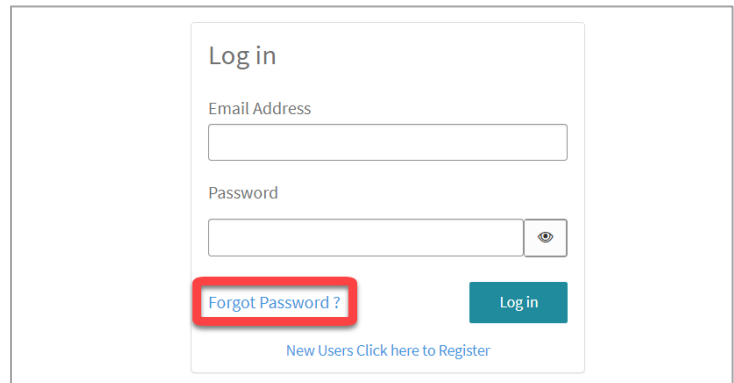
6. You'll see this confirmation of the completion of your registration



## 2. Forgot Password Reset

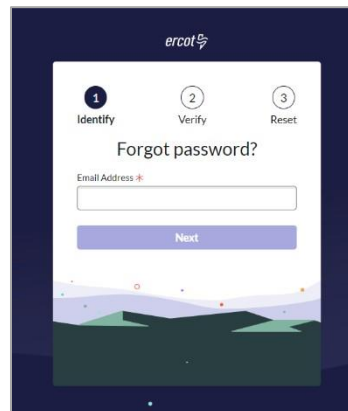
**IMPORTANT:** If you are trying to log in or reset your password using an email address registered with the ERCOT Weatherization Portal, you will not be able to reset your password using the Public Portal, unless you registered the email to the portal before April 24, 2024. Please register with an alternate email address to access the Public Portal.

1. Click “Forgot Password?”

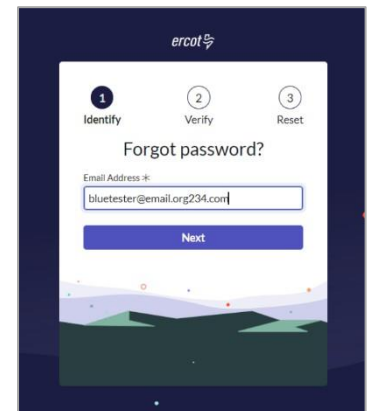


The screenshot shows the 'Log in' form with fields for 'Email Address' and 'Password'. A red box highlights the 'Forgot Password?' link located below the password field. A 'Log in' button is to the right, and a link for 'New Users Click here to Register' is at the bottom.

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

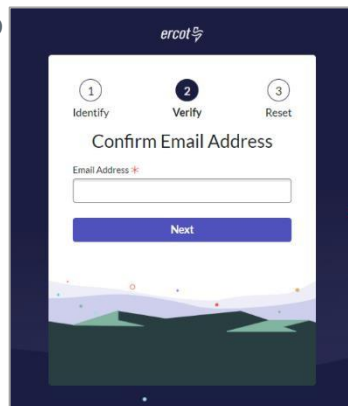


The screenshot shows the 'Forgot password?' screen with a progress indicator (1 Identify, 2 Verify, 3 Reset). The 'Email Address' field is empty, and the 'Next' button is highlighted with a red box.

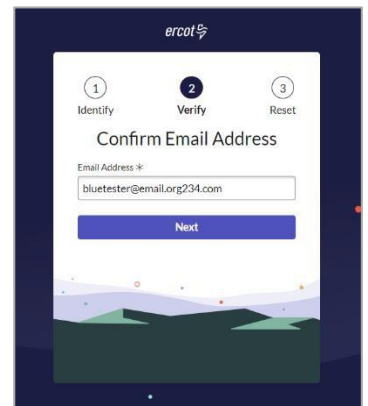


The screenshot shows the 'Forgot password?' screen with the email address 'bluetester@email.org234.com' entered in the 'Email Address' field. The 'Next' button is highlighted with a red box.

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

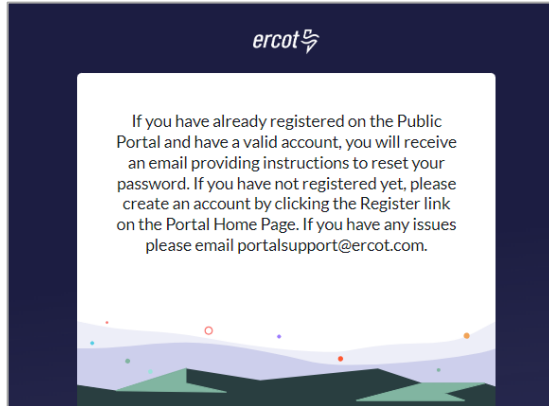


The screenshot shows the 'Confirm Email Address' screen with a progress indicator (1 Identify, 2 Verify, 3 Reset). The 'Email Address' field is empty, and the 'Next' button is highlighted with a red box.

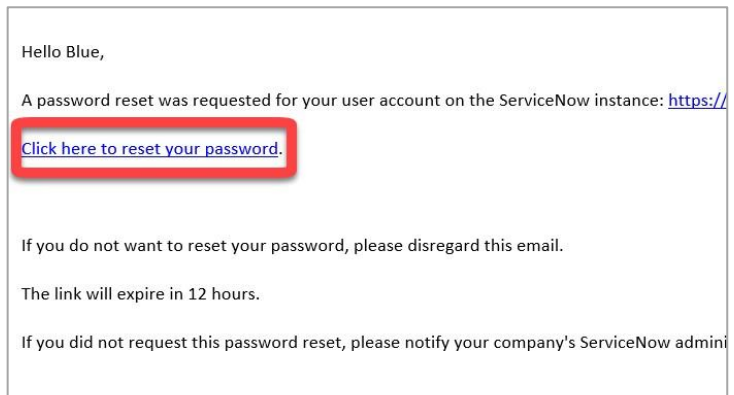


The screenshot shows the 'Confirm Email Address' screen with the email address 'bluetester@email.org234.com' entered in the 'Email Address' field. The 'Next' button is highlighted with a red box.

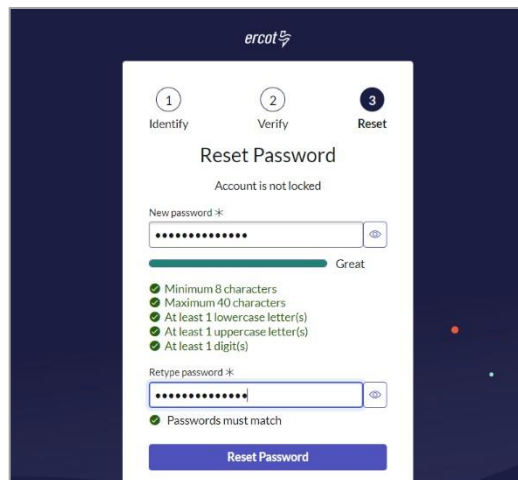
4. If the Email Address is registered to the Public Portal and has been validated, you will receive an email



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"

