

Logging in to Online IESO for the first time

Step 1 - Log in to Portal to change your Password and Secret Questions

- Go to <https://portal.ieso.ca/> and log in with your user account name and temporary password.
- Follow the prompts to set up a new password and answers to 5 secret security questions. These are not case sensitive, but be sure to use more than 4 characters for your answers. These answers will allow you to reset your password on-line. Protect them like a password. They should be known only to you and the IESO will ever ask for them.

Your registration was originally submitted by your organization's Rights Administrator or the Applicant Representative. You should have received an email notification that the request was made.

The request is normally processed by the IESO within 5 business days. Your user account name will be emailed to you and a temporary password will be provided by telephone.

Your main password and security profile are always managed through the IESO Portal, even if you usually log on to another IESO system. Depending on the access required, you may be provided with a second user account.

Step 2 - Log in to Online IESO

- Navigate the Registration System at <http://online.ieso.ca/>

Online IESO includes a social community. This gives you an opportunity to choose to interact with your colleagues to complete work within the system.

Know that anything you post outside of a specific registration activity, or any messages you send, can be viewed by the IESO or can be searched and read by other registered users. Please read the guidelines before using Online IESO at http://www.ieso.ca/documents/registration/User_Guidelines.pdf

All IESO systems have specific supported platform requirements. These are found at: <http://www.ieso.ca/Pages/Participate/Supported-Client-Platforms.aspx>.

Please note that other browsers and operating systems may work with IESO systems, but they are not supported.

Additional information about IESO Online is available www.ieso.ca/Online-IESO.

For more information, contact IESO Customer Relations:

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