Freedom of Information Public Records Request (PRR) Portal Guide



Contents

Req	uester User Guide	0
Con	tents	1
<u>1.0</u>	Requester Portal	2
<u>2.0</u>	Creating a Request	2
<u>3.0</u>	Reset your Password	5
<u>4.0</u>	Checking the Request Status	6
<u>5.0</u>	View/Send Messages	7
<u>6.0</u>	Download the Documents	8

1.0 Requester Portal

• A requester may submit a request for information, under the Freedom of Information and Protection of Privacy Act (FIPPA), to access general records held by an institution.

• Please contact our FOI team at <u>freedomofinformation@ieso.ca</u> for any questions regarding this process.

2.0 Creating a Request

- 1. Navigate to IESO FOI Public Records Request Portal from the link on the IESO web page.
- 2. Click Create Request and the create request page is displayed (displayed below).

Connecting Todas. Powering Tomorea					🗄 Check Previous Request Statu
	SUBMIT YOUR REQUEST			Search Request	Create Request
	REQUEST	VALIDATION	PROCESSING	COMPLETE	
	The received of Antomation and Protection of boards and commissions, as well as commun January 1, 2012). To submit a Freedom of Information (FOI) request providing you access to the IESO's Public Records (interaction with the FOI team in relation to your sp A \$5.00 Application Fee, payable by cheque, I Mail a cheque to: 120 Adelaide St. W, Suite 1600, T For further information, please contact <u>freedomofin</u>	ty colleges, universities, to the IESO, click the Create PRR) Portal, which consists c edific request(s) throughout is to the Independent Electr foronto, ON M5H 1T1 formation@ieso.ca	Request button at the top of the features that comply with the duration of the FOI proce ricity System Operator , is	A ministries and most provinci- Networks (LHINS) and hospital f page. This will allow you to initiate with FIPPA. The PRR portal enables : ess. required to begin processing your F	a request, eamless OI request.

- 3. Provide the required details in the form.
- 4. Click Submit Request and the request will be submitted.

Connecting Today: Powering Tomarrow		✓ The Reques	🗄 Check Previous Request Status	ඛ		
	RE	QUEST SUBMITT	ED SUCCESSFUL	LY		
	REQUEST SUBMITTED	VALIDATION	PROCESSING	COMPLETE		
Thai	nk you for submitting the	request. Check your emai	for further instructions to	validate your identity.		

- 5. You will receive an email notification to verify the email address.
 - a) Click Click here to verify your email address. The email verification status will be displayed.

Connecting Today Powering Today
Dear Bob Smith, We received the following request submitted by you on
Aug 31, 2022 All records related to
In order to enable us to process your request, please
to validate your email. Once your email validation is complete and your \$5.00 Application Fee has been received, we will begin processing your request.
This message was sent from an unmonitored email address; Please DO NOT reply to this email.

6. You will also receive an email notification confirming the request submission.



a) Select

Click here to v

to view the request details.

b) If you do not have a password, select screen.

Click here and complete the set password

SET YOUR PASSWORD	
bob.smith@email.com	
Password *	
Enables the System Administrator to set the help text that has to be displayed while settings a new passward.	
Confirm Password *	6
	Set Password

3.0 Reset your Password

1. Navigate to the IESO FOI Public Records Request Portal.

Connecting Today, Powering Tomorrow						Check Previous Request Stat
	SUBMIT YOUR REC	QUEST			Search Re	quest 🖉 Email Address *
						A Password *
		REQUEST	VALIDATION	PROCESSING	COMPLETE	Forgot Password? Sign In
	The Freedom of Inform boards and commission January 1, 2012).	ation and Protection of ns, as well as communit	Privacy Act (FIPPA) app y colleges, universities,	plies to Ontario's provinci Local Health Integration	al ministries and most prov Networks (LHINs) and hos	incial ag pitals (as of
	To submit a Freedom of Ir providing you access to th interaction with the FOI te	nformation (FOI) request to le IESO's Public Records (P eam in relation to your spe	o the IESO, click the Create RR) Portal, which consists of cific request(s) throughout	Request button at the top o of the features that comply w the duration of the FOI proce	f page. This will allow you to in vith FIPPA. The PRR portal enabless.	itiate a request, bles seamless
	A \$5.00 Application Fee	e, payable by cheque, to	the Independent Electr	icity System Operator, is	required to begin processing yo	our FOI request.
	Mail a cheque to: 120 Ade	elaide St. W, Suite 1600, To ease contact <u>freedomofinf</u>	ronto, ON M5H 1T1 ormation@ieso.ca			

2. Click **Forgot Password** and enter the email you used to submit your request and click **Reset Password**.

FORGOT PASSWORD?
Enter your registered email address to receive the password reset link
Registered Email Address *
Reset Password
 Instructions regarding resetting your password have been sent to your email address. If no email is received within ten minutes, check that the submitted address is correct.

3. You will receive an email from the tool. Click the link provided in the email (displayed below). If you do not receive a link to reset your password, please email <u>freedomofinformation@ieso.ca.</u>



Dear Bob Smith

We've received a request to reset your password for Public Records Request (PRR) Portal. To continue, please click on the following link.

https://iesoedd.exterro.net/portal/prr.htm?target=iesoedd&cp=yYUc8yXoG707uOgHWZABrgFQZRuRB% 2FjiW2r3h5U6Zlh2lDccOesxED0H%2BWcYBVbrKnygBvVhixl2%0AGAgjZodicdc86c%2BXxXhCbpvVRB4s6yo%3D For security reasons, the reset password link will expire in 24 hours.

This message was sent from an unmonitored email address; please DO NOT reply to this email.

4. Enter your new password and click Set Password.

SET YOUR PASSWORD	
your email address will be displayed here	
······	٩
re password should contain minimum of 8 characters with at least one upper baracter and one numeric character.	case, one lowercase, one special

4.0 Checking the Request Status

1. Navigate to the IESO FOI Public Records Request Portal from the IESO Web Site.

2. Click Check Previous Request Status.

Connecting Today. Powering Today.				읍 Check Previous Request Status
	SUBMIT YOUR REQUEST		Search Request Create Request	
		X	\odot	
	REQUEST VALIDATION	PROCESSING	COMPLETE	
	The Freedom of Information and Protection of Privacy Act (FIPPA) app boards and commissions, as well as community colleges, universities, L January 1, 2012).	ies to Ontario's provincia ocal Health Integration I	al ministries and most provincial agencies, Networks (LHINs) and hospitals (as of	
	To submit a Freedom of Information (FOI) request to the IESO, click the Create I providing you access to the IESO's Public Records (PRR) Portal, which consists of interaction with the FOI team in relation to your specific request(s) throughout th	Request button at the top of the features that comply wi the duration of the FOI proce	page. This will allow you to initiate a request, ith FIPPA. The PRR portal enables seamless ss.	
	A \$5.00 application fee, payable by cheque, to the Independent Electric	ity System Operator, is re	equired to begin processing your FOI request.	
	Mail a cheque to: 120 Adelaide St. W, Suite 1600, Toronto, ON M5H 1T1			
	For further information, please contact freedomofinformation@ieso.ca			

- 3. Enter your Email Address and Password.
- 4. Click **Sign In** and your My Requests page is displayed.



My Requests ↔	New	Req-45 over
Reg-45 Open	Aug 19, 2022	
Req-44 Open	Aug 19, 2022	SUBMITED Aug 19, 2022
Req=43 Open	Aug 16, 2022	ABOUT YOUR REQUEST
Reg-42 Open	Aug 16, 2022	Request Type
Req-41 Open	Aug 15, 2022	Please describe the records you are requesting, providing as much detail as possible Please add attachments, if any
Req:40 Open	Aug 12, 2022	Type of Request (the IESO does not disclose any records in their native format) Date Range of Requested Include
Req-39 Open	Aug 12, 2022	ABOUT YOU
Reg-37 Open	Aug 08, 2022	First Name Last Name
Req-35 Open	Jul 29, 2022	Email

5.0 View/Send Messages

1. From the My Request page, click regarding your request to the IESO.

to go to the **Messages** page to view or send messages

My Requests +	New	Req-45 Open					(E) 🛓
Req-45 Open A	Nug 19, 2022						
Req-44 Open A	Nug 19. 2022		SUBMITTED Aug 19, 2022	VALIDATED Aug 19, 2022	PROCESSING	COMPLETE	
Req-43 Open A	Aug 16, 2022	ABOUT YOUR REQUEST					
Req-42 Open A	Aug 16, 2022	Request Type		Freedom Of Information to access general records	Request "A requester may submi s held by an institution, such as th	it a request for information, under the Free he IESO, together with a \$5.00 administrati	dom of Information and Protection of Privacy Act, ve fee*

2. You can type in your message in the **Type Your Message** field and click **Enter** or **C** to send the message.

Req	0012 Open		1
MESS	AGES		\otimes
		Hi, could you please let me know when this will be completed?	1
		Oct 26, 2021 09:34 pm	_
毘	this will be completed by Oct 30		
	Oct 26, 2021 09:42 pm		
		Thank you	1
		Oct 26, 2021 09:43 pm	
iype	your message		

6.0 Download the Documents

1. Once you have been notified the request has been completed log in to your portal account, click the up to download the documents sent to you.

My Requests ↔	New	Req-45 Open					
Req-45 Open	Aug 19, 2022				X		_
Req-44 Open	Aug 19, 2022		SUBMITTED Aug 19, 2022	VALIDATED Aug 19, 2022	PROCESSING	COMPLETE	
Req-43 Open	Aug 16, 2022	ABOUT YOUR REQUEST					
Req-42 Open	Aug 16, 2022	Request Type	Freedom Of Information Request "A requester may submit a request for information, under the Freedom of Information and Protection of Privacy Act, to access general records held by an institution, such as the IESQ, together with a \$5.00 administrative fee"				

Independent Electricity System Operator 1600-120 Adelaide Street West Toronto, Ontario M5H 1T1

E-mail: freedomofinformation@ieso.ca

ieso.ca

<u>@IESO Tweets</u>
 <u>linkedin.com/company/IESO</u>

