



TLP: WHITE

Recommended Audience: General public. No restrictions for sharing.

E-ISAC Portal Access Control

May 2017

Purpose

This document outlines the E-ISAC's current portal access control process.

Current Portal Access Control Process

- Requestor must submit portal access request in writing via email to the E-ISAC; E-ISAC staff will not accept access requests over the phone or from third parties.
- Requests must be sent to E-ISAC Operations (operations@eisac.com).
- Requests must come from corporate domain email addresses, not personal email addresses.
- Once the E-ISAC receives a portal access request, the E-ISAC authenticates the requestor, which includes the following steps:

For Industry Members:

Reviewing requestor's email address to ensure requestor is an active employee of an asset owner or operator in the electricity industry within the U.S. or Canada that is responsible for generating, transmitting, or distributing electricity; email addresses are verified through:

- NERC Compliance Registry Matrix;
- Sector-specific trade association assistance; and
- Email domain matching company's main website.

For E-ISAC Partners:

Confirming requestor is:

- An active State/Province or Federal U.S. or Canadian government employee; or
- A representative from an organization within other non-energy sectors that overlap with the electricity industry.

For **all** requests, the E-ISAC reviews requestor's title and role information to determine if they are involved in a Compliance Monitoring and Enforcement Program (CMEP) role. If a requestor has a CMEP role, that individual is placed in a category specifically for regulatory domains.

If a requestor does not meet the above requirements, the E-ISAC will notify the individual via email. If the E-ISAC cannot authenticate the requestor's information, the E-ISAC will contact the requestor for more information.



- After an applicant's information is authenticated, the E-ISAC updates the requestor's access settings in the portal.
- The E-ISAC shares access instructions with the requestor to set up an account, which includes requiring the requestor to verify his or her email address.
- The E-ISAC confirms requestor has appropriate access level in the portal.

Please indicate the degree of usefulness of this E-ISAC Product, Service or Tool.

	Extremely Useful	Very Useful	Neutral	Somewhat Useful	Not Useful
How useful was this document or report?					

Any specific feedback you would like to provide?

To submit this survey, you will click "Save as" and email the document to the E-ISAC staff member Beth Gannett, Manager of Engagement. beth.gannett@eisac.com