

Help Center Guide to Submit Credit Cases

Overview

The Help Center is MISO's new, state-of-the-art customer engagement platform aimed at providing improved self-service capabilities for our customers.

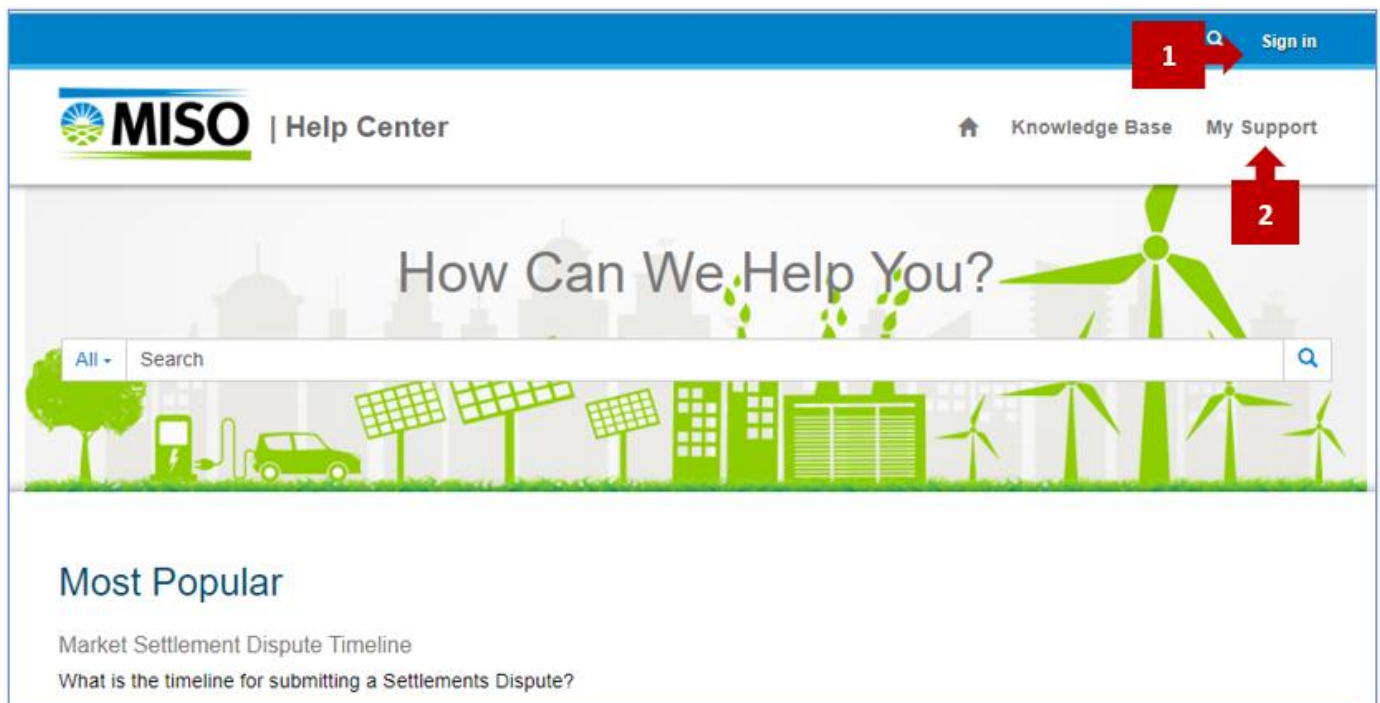
Purpose

This document describes the process for submitting Credit requests (Cases) to MISO. There are six Types of cases which can be submitted for Credit requests. Two of the Types provide Sub-Types for selection to further define the request.

- Access Cash Collateral Bank Statement
 - Remove Access of a Current User
 - Reset Password (Current User Only)
 - Reset Password/Security Question (Current User Only)
 - Set Up Access for New User
- Change FTR Auction Allocation
- Change Virtual MWh Limits
- Collateral Refund
- Credit Misc.
- Send Additional Cash Collateral
 - ACH Transfer
 - Wire Transfer

Submitting a Credit Case

- 1) Sign In
- 2) Click "My Support"



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3) Click "OPEN A NEW CASE"

The screenshot shows the MISO Help Center interface. At the top, there is a search bar and a user profile for 'Hello, Ted Terry'. Below the navigation bar, the 'Support' section is highlighted. A search bar is present, and a button labeled 'OPEN A NEW CASE' is visible. Below this, a table lists existing cases:

Case Number	Case Title	Category	Type	Status Reason	Modified On	Created	
C-001022	[EXT]Help!	General		New	3/31/2021 12:42 PM	3/31/2021 12:42 PM	▼
C-001021	Yada Yada	Website	Mobile App	New	3/31/2021 12:19 PM	3/31/2021 12:19 PM	▼

4) Confirm your Contact Details

5) Select an Account

The screenshot shows the 'Open a New Case' form. The form is divided into 'Contact Details' and 'Case Details' sections. In the 'Contact Details' section, the 'Contact Email' field is highlighted with a red arrow and the number 4. In the 'Case Details' section, the 'Category' dropdown menu is highlighted with a red arrow and the number 5. The form includes fields for Contact, Account, Contact Email, Contact Phone, Preferred Method of Contact (Email/Phone), and Title.

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6) Select "Credit" as the Category

The screenshot shows the MISO Help Center interface for submitting a new case. The page title is "Open a New Case". The form is divided into two main sections: "Contact Details" and "Case Details".

Contact Details:

- Contact ***: Ted Terry
- Account ***: 6551 - 4ENERGY LTD
- Contact Email ***: jeannie.terry@outlook.com
- Contact Phone ***: (317) 555-5555
- Preferred Method of Contact**: Email Phone

Case Details:

- Category ***: Credit
- Type ***: Select Type... (A red arrow points to this dropdown, which is labeled with a red box containing the number "6")
- Title ***: [Empty text field]
- Description**: [Empty text area]

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7) Select the desired Type and, if applicable, Sub-Type. Based on your selection, you will be presented with additional fields to complete.

Type	Sub-Type	Additional Fields
Access Cash Collateral Bank Statements	Remove Access of a Current User	<ul style="list-style-type: none"> • Current User Email • Current User First Name • Current User Last Name • Title
	Reset Password (Current User Only)	<ul style="list-style-type: none"> • Current User Email • Current User First Name • Current User Last Name • Title
	Reset Password/Security Questions (Current User Only)	<ul style="list-style-type: none"> • Current User Email • Current User First Name • Current User Last Name • Title
	Set Up Access for New User	<ul style="list-style-type: none"> • Current User Email • Current User First Name • Current User Last Name • Title
Change FTR Auction Allocation	N/A	<ul style="list-style-type: none"> • New FTR Auction Credit Allocation (\$)
Change Virtual MWh Limit	N/A	<ul style="list-style-type: none"> • New Virtual MWh Limit (MWh per day)
Collateral Refund	N/A	<ul style="list-style-type: none"> • Collateral Refund (\$)
Credit Misc.	N/A	<ul style="list-style-type: none"> • Title
Send Additional Cash Collateral	ACH Transfer	<ul style="list-style-type: none"> • Amount (\$) • Expected Date of Arrival • Title
	Wire Transfer	<ul style="list-style-type: none"> • Amount (\$) • Expected Date of Arrival • Title

8) Complete all required fields, as denoted by a red asterisk

9) Click the Submit button, at the bottom of the page

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Q Hello, Ted Terry -

MISO | Help Center Knowledge Base My Support

Help Center > Support > Open a New Case

Open a New Case

Contact Details

Contact *
Ted Terry

Account *
6551 - 4ENERGY LTD

Contact Email *
jeannie.terry@outlook.com

Contact Phone *
(317) 555-5555

Preferred Method of Contact
 Email Phone

If you cannot find an Account to associate to your case, please indicate the Account in the description field below.

Case Details

Category *
Credit

Type *
Change FTR Auction Allocation

New FTR Auction Credit Allocation (\$) *
8,000,000.00

MP is requesting a change to their FTR Auction Allocation that, if approved, won't be effective until tomorrow

10
You will be able to add any required documents on the next page after the case has been submitted.

SUBMIT Cancel