



# Guideline

## SERC Website Login and Event Registration User Guide

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 1 of 26



## TABLE OF CONTENTS

<b>1.0</b>	<b>Purpose.....</b>	<b>4</b>
	<b>1.1 Business Need .....</b>	<b>4</b>
<b>2.0</b>	<b>Scope .....</b>	<b>4</b>
<b>3.0</b>	<b>Responsible SERC Group(s) .....</b>	<b>4</b>
<b>4.0</b>	<b>Review and Re-approval Requirements.....</b>	<b>4</b>
<b>5.0</b>	<b>General Procedure .....</b>	<b>4</b>
	<b>5.1 General Login Information .....</b>	<b>4</b>
	<b>5.2 How do I log in to the SERC Website? .....</b>	<b>5</b>
	<b>5.3 How do I log in to the Compliance &amp; Committee Portal or Reliability Data Reporting Portal?.....</b>	<b>6</b>
	<b>5.4 What if I do not have a Portal username and password?.....</b>	<b>6</b>
	<b>5.5 How do I create a SERC Website account? .....</b>	<b>6</b>
	<b>5.6 How do I create a secure password? .....</b>	<b>8</b>
	<b>5.7 How do I update my profile information?.....</b>	<b>9</b>
	<b>5.8 How do I change my password?.....</b>	<b>10</b>
	<b>5.9 What if I forgot my username or password?.....</b>	<b>11</b>
	<b>5.10 Why can't I update my profile or change my password? .....</b>	<b>14</b>
	<b>5.11 Event Registration .....</b>	<b>15</b>
	<b>5.11.1 How do I register for an event?.....</b>	<b>15</b>
	<b>5.11.2 How do I register multiple attendees for an event? .....</b>	<b>19</b>
	<b>5.12 Payment Information .....</b>	<b>25</b>
	<b>5.12.1 I want to pay by check. Where do I send my payment? .....</b>	<b>25</b>
	<b>5.12.2 How do I change my payment method for an event I have registered to attend?.....</b>	<b>25</b>
	<b>5.13 Support.....</b>	<b>26</b>
	<b>5.13.1 Whom do I contact at SERC for questions? .....</b>	<b>26</b>
	<b>5.14 Whom do I contact to cancel my event registration? .....</b>	<b>26</b>
<b>6.0</b>	<b>References.....</b>	<b>26</b>
<b>7.0</b>	<b>Revision History .....</b>	<b>26</b>

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 2 of 26



## List of Figures

Figure 1: Website Login Page .....	5
Figure 2: Portal Login Options.....	6
Figure 3: Portal Login Page.....	<b>Error! Bookmark not defined.</b>
Figure 4: Login: Sign Up Option .....	7
Figure 5: Sign Up Fields.....	8
Figure 6: View Profile Page: Edit Profile Option .....	9
Figure 7: Edit Profile: Update Account Option .....	10
Figure 8: Change Password Page.....	11
Figure 9: Login: Forgot Username Option .....	12
Figure 10: Forgot Username Page.....	12
Figure 11: Login: Forgot Password Option .....	13
Figure 12: Forgot Password Page.....	13
Figure 13: View Profile: Warning Message, Link to the Edit Contact Page .....	14
Figure 14: Event Details Page: Register Option .....	15
Figure 15: Event Registration Page.....	16
Figure 16: Event Registration Summary Page: Complete Checkout Option .....	16
Figure 17: Checkout Page: Billing Address Fields.....	17
Figure 18: Checkout Order Summary and Payment Options.....	17
Figure 19: Checkout: Complete Payment Option .....	18
Figure 20: Checkout: Print and Add Event to iCal Outlook Options .....	18
Figure 21: Event Details: Register Option .....	19
Figure 22: Event Registration: Add Attendee Option .....	20
Figure 23: Add Attendee: Search for an Existing Attendee, Add Attendee Options .....	21
Figure 24: Add Attendee Fields.....	22
Figure 25: Event Registration: Continue Option .....	22
Figure 26: Event Registration Summary: Checkout Option.....	23
Figure 27: Checkout: Billing Address: Continue Option .....	23
Figure 28: Checkout Order Summary: Continue Option .....	24
Figure 29: Checkout Details: Complete Payment Option.....	24
Figure 30: Checkout Confirmation: Add Event to iCal Calendar Option.....	25

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 3 of 26



## 1.0 Purpose

The purpose of this user guide is to explain how registered entities and interested parties can log in to the SERC Website and register for SERC events.

### 1.1 Business Need

This user guide meets the need to explain the SERC Website login and event registration processes.

## 2.0 Scope

This user guide is intended for registered entities and interested parties who want to use the SERC Website to register for SERC events.

### 3.0 Responsible SERC Group(s)

The SERC group responsible for this document is Information Technology.

### 4.0 Review and Re-approval Requirements

This document will be reviewed every number calendar years or as appropriate for possible revision. The existing or revised document will be re-approved by approving entity and distributed to recipient(s) .

## 5.0 General Procedure

This section explains how to log in to the SERC Website, manage your account, and register for SERC events.

### 5.1 General Login Information

A SERC Website account is not necessary to use the SERC Website, but it is required to register for an event posted on the SERC Website. If a user representing a SERC registered entity does not have a SERC Portal account (username and password), the user can create a SERC Website account to allow event registration.

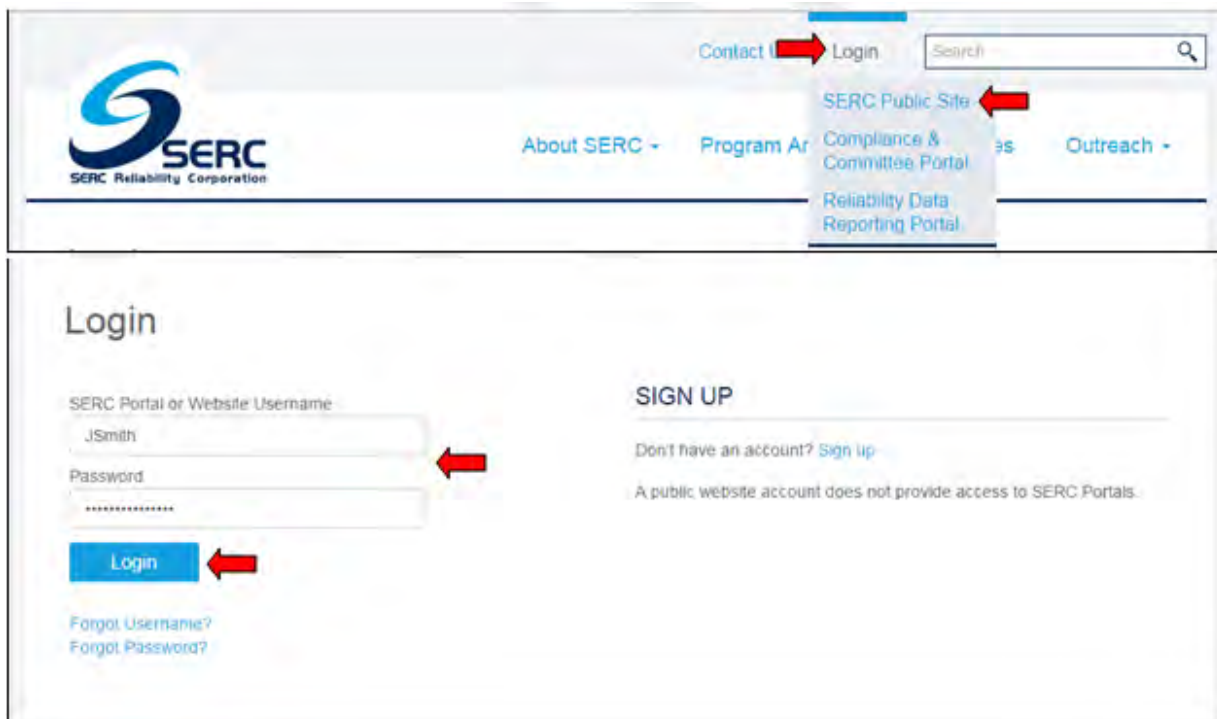
A SERC Website account does not provide access to the Compliance & Committee Portal or Reliability Data Reporting Portal (Portals); however, a valid Portal account allows the user to register for events through the SERC Website. The SERC Portals are intended to conduct SERC business and to facilitate the exchange of information between SERC and registered entities within SERC. SERC Portals are not applicable or available to other interested parties. If your company is a registered entity and you require access to the SERC Portals, contact your Entity Administrator or Support@serc1.org.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 4 of 26

## 5.2 How do I log in to the SERC Website?

Follow these steps to log in to the SERC Website to register for an event:

1. Click **Login**.
2. From the drop-down list, select **SERC Public Site**.
3. Enter your username and password.
4. Click **Login**.



**Figure 1: Website Login Page**

**Note:** You can log in to the SERC Website using your SERC Portal username and password. If you do not have a Portal username and password or a SERC Website username and password, see section 5.5.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 5 of 26



### 5.3 How do I log in to the Compliance & Committee Portal or Reliability Data Reporting Portal?

Follow these steps to log in to the SERC Portals:

1. Click **Login**.
2. From the drop-down list, select **Compliance & Committee Portal** or **Reliability Data Reporting Portal**. The Portal Login page appears.

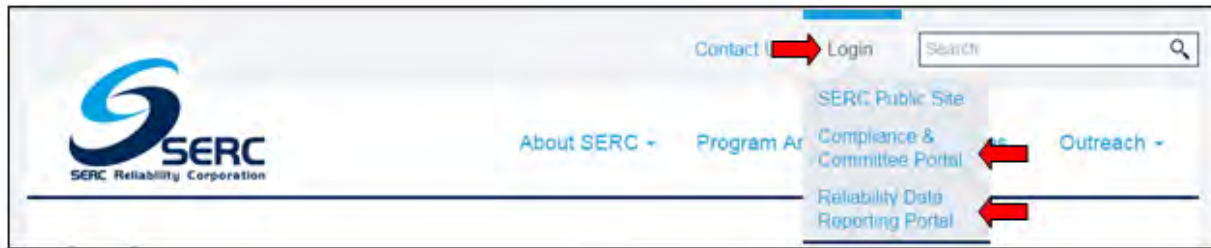


Figure 2: Portal Login Options

3. Enter your username and password.
4. Click **Log In**.

### 5.4 What if I do not have a Portal username and password?

If you do not have a Portal username and password, you can create a SERC Website account to register for an event. To create a SERC Website account, see section 5.5.

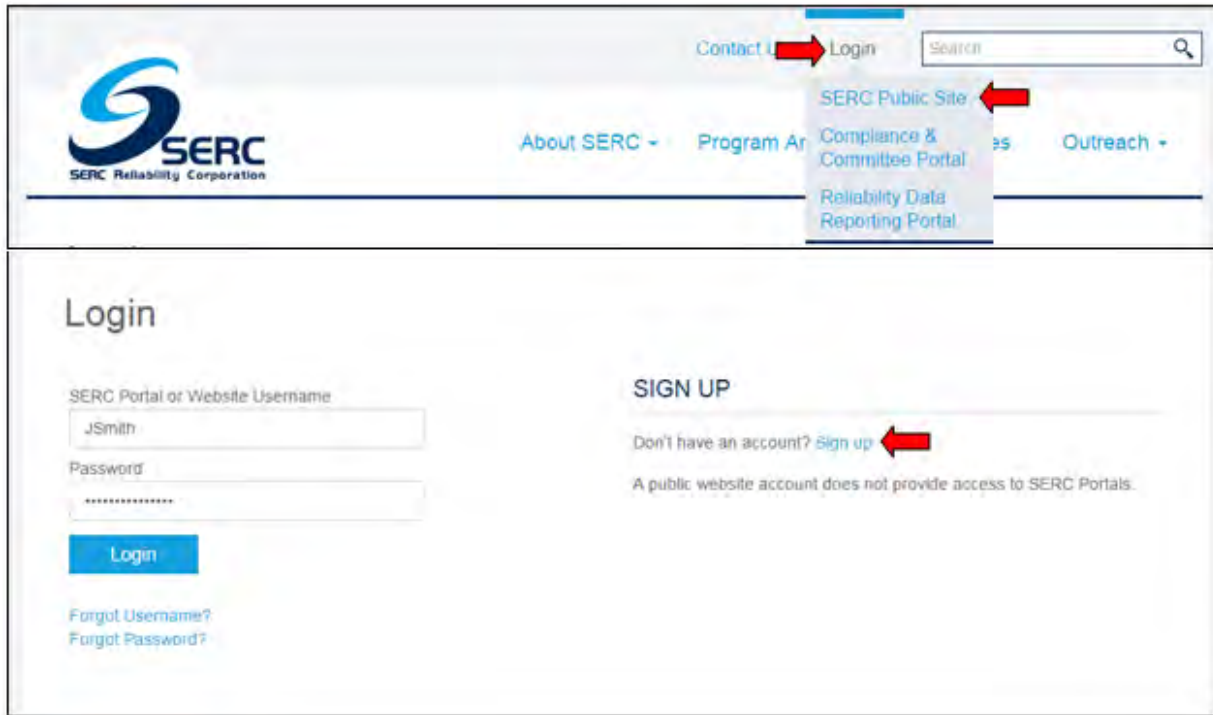
If you require a Portal username and password, contact your Entity Administrator or Support@serc1.org.

### 5.5 How do I create a SERC Website account?

Follow these steps to create a SERC Website account:

1. Select **Login**.
2. Click **SERC Public Site**.
3. Click **Sign up**.

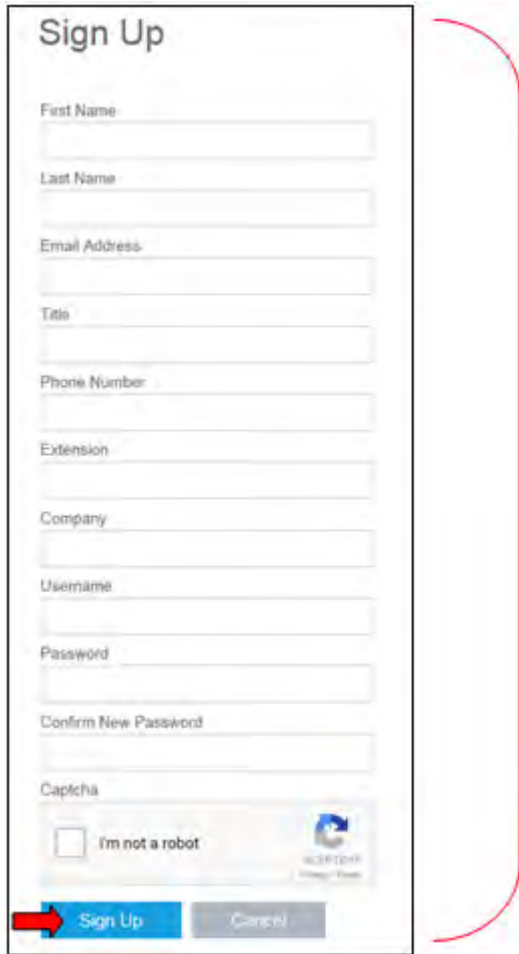
Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 6 of 26



**Figure 3: Login: Sign Up Option**

4. Complete all fields on the Sign Up page. In the Captcha area, click the box beside **I'm not a robot**.
5. Click **Sign Up** at the bottom of the page.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 7 of 26



**Sign Up**

First Name

Last Name

Email Address

Title

Phone Number

Extension

Company

Username

Password

Confirm New Password

Captcha  
 I'm not a robot 

**Figure 4: Sign Up Fields**

**Note:** The username must be unique and cannot match an existing username for a Website or Portal account. Once a username is established, it cannot be changed. Also, the password must meet the complexity requirements as defined by SERC. See section 5.6 for password complexity requirements.

## 5.6 How do I create a secure password?

SERC requires that you use a secure password that meets the following requirements:

- Must be at least eight characters in length.
- Cannot be a repeat of your last three passwords.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 8 of 26



- Must contain at least one character from all of the following categories:
  - Uppercase character (A through Z)
  - Lowercase character (a through z)
  - Number (0 through 9)

## 5.7 How do I update my profile information?

You must be logged in to the SERC Website to manage your account information. Once you have logged in to the SERC Website, follow these steps to manage your Website account information:

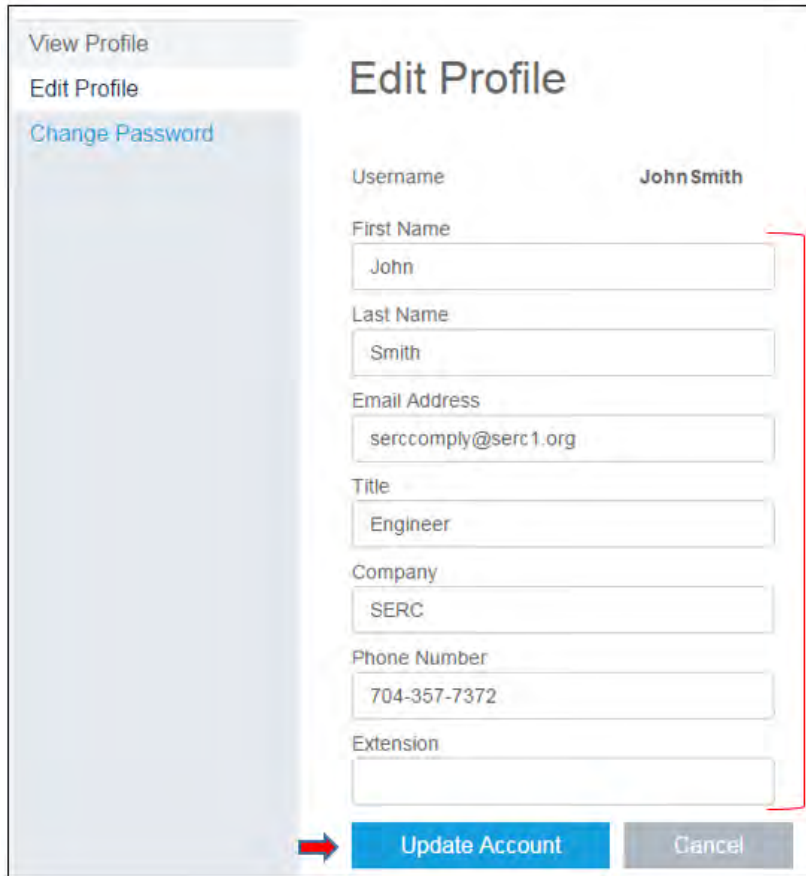
1. Select **My Profile**.
2. Click **Manage My Profile**.



**Figure 5: View Profile Page: Edit Profile Option**

3. Click **Edit Profile**.
4. Update the appropriate information.
5. Click **Update Account**.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 9 of 26



View Profile  
Edit Profile  
Change Password

**Edit Profile**

Username **John Smith**

First Name  
John

Last Name  
Smith

Email Address  
serccomply@serc1.org

Title  
Engineer

Company  
SERC

Phone Number  
704-357-7372

Extension

**Update Account** Cancel

**Figure 6: Edit Profile: Update Account Option**

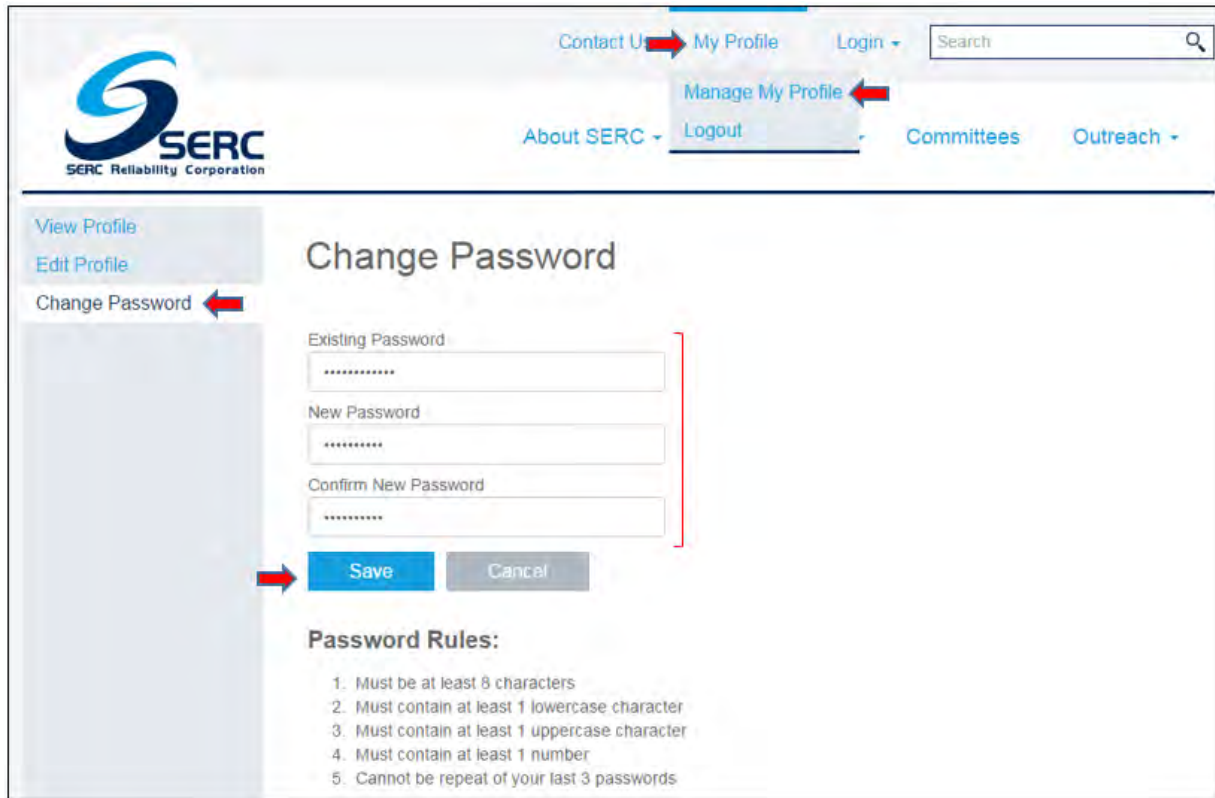
**Note:** Once a username is established, it cannot be changed. Also, if you are unable to update your Profile, see section 5.10.

## 5.8 How do I change my password?

You must be logged in to the SERC Website to manage your password. Once you have logged in to the SERC Website, follow these steps to change your password:

1. Select **My Profile**.
2. Click **Manage My Profile**.
3. Click **Change Password**.
4. Enter your current password in the Existing Password field.
5. Enter the new password in the New Password and Confirm New Password fields.
6. Click **Save**.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 10 of 26



**Figure 7: Change Password Page**

For password complexity requirements, see section 5.6.

**Note:** Users who also have access to the SERC Portals cannot change a password through the SERC Website. You must click the **I forgot my password** link from the Compliance Portal Login page (Figure 3) to change your password. For more information, see section 5.10.

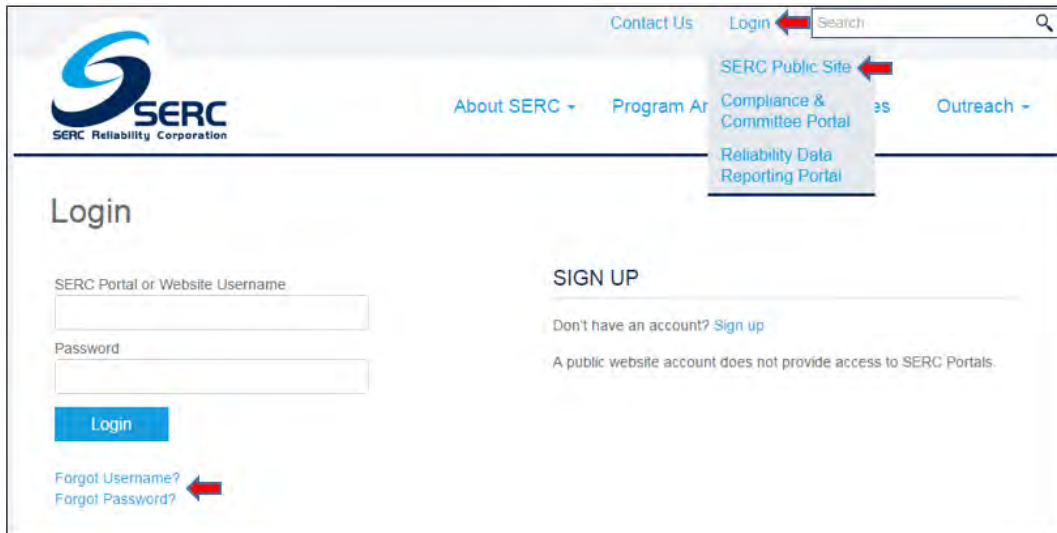
## 5.9 What if I forgot my username or password?

If you forgot your username or password, this section explains how to request your username and/or change your password.

Follow these steps to request your username:

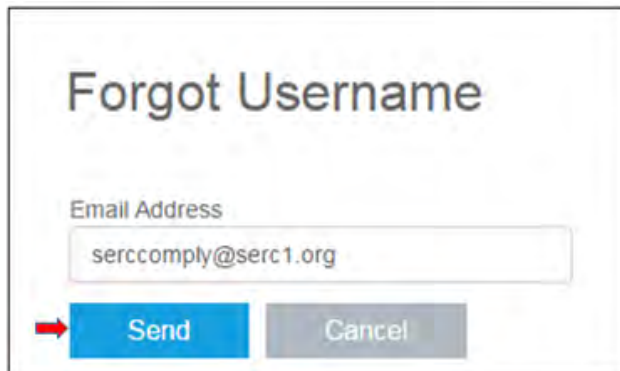
1. Select **Login**.
2. Click **SERC Public Website**.
3. Click **Forgot Username?**

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 11 of 26



**Figure 8: Login: Forgot Username Option**

4. Provide the email address associated with your account.
5. Click **Send**. You will receive an email with your username.

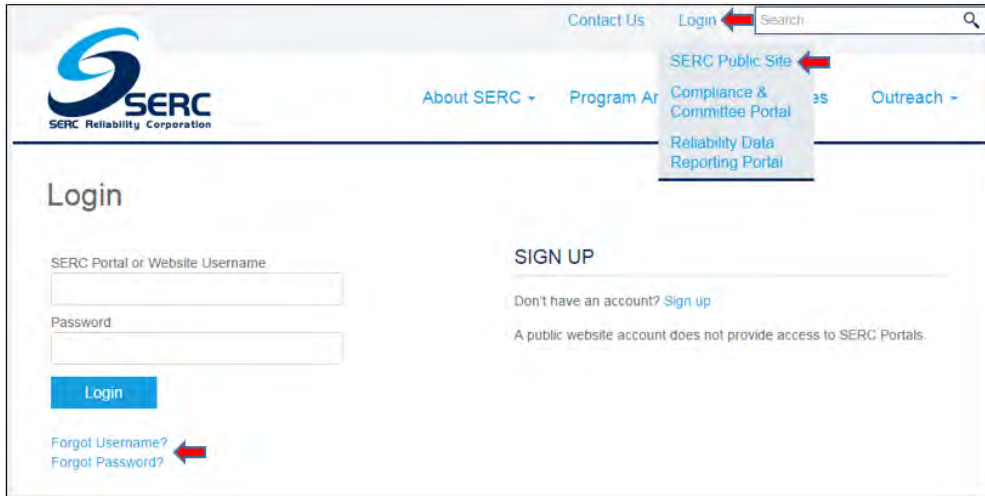


**Figure 9: Forgot Username Page**

Follow these steps to change your password:

1. Select **Login**.
2. Click **SERC Public Website**.
3. Click **Forgot Password?**

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 12 of 26



**Figure 10: Login: Forgot Password Option**

4. Provide the username and email address associated with your account.
5. Click **Reset Password**.



**Figure 11: Forgot Password Page**

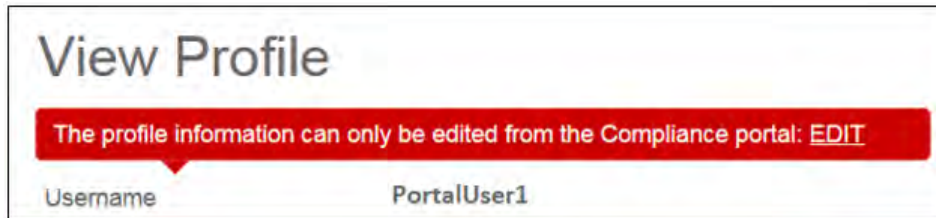
You will receive an email at the email address you provided with a link to change your password.

**Note:** Users who also have access to the SERC Portals cannot change a password through the SERC Website. You must click the **I forgot my password** link from the Compliance Portal Login page (Figure 3) to change your password. For more information, see section 5.10.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 13 of 26

## 5.10 Why can't I update my profile or change my password?

For accounts that also have access to the SERC Compliance & Committee Portal or the Reliability Data Reporting Portal, you can only edit your profile and password from the Compliance Portal. When accessing the Manage My Profile page on the SERC Website, you will be provided with an **Edit** link, shown in Figure 13, that will direct you to the SERC Compliance Portal login page. Once logged in, you can edit your account information as explained below.



**Figure 12: View Profile: Warning Message, Link to the Edit Contact Page**

You can also update your account information and/or change your password directly in the Compliance Portal. Follow these steps to update your Portal account information:

1. Access the [SERC Compliance Portal](#).
2. Enter your username and password.
3. Click **Log In**.
4. Select **System Administration**.
5. From the drop-down list, select **My Contact Information**.
6. Update the appropriate information.
7. Click **Save**, located in the upper left.

To change your password:

1. Access the [SERC Compliance Portal](#).
2. Enter your username and password.
3. Click **Log In**.
4. Select **System Administration**.
5. From the drop-down list, select **Change Password**.
6. Enter your current password in the Old Password field.
7. Enter your new password in the New Password and Password (Again) fields.
8. Click **Change Password**.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 14 of 26



If you have trouble updating your profile or changing your password, contact [SERCWebsite@serc1.org](mailto:SERCWebsite@serc1.org).

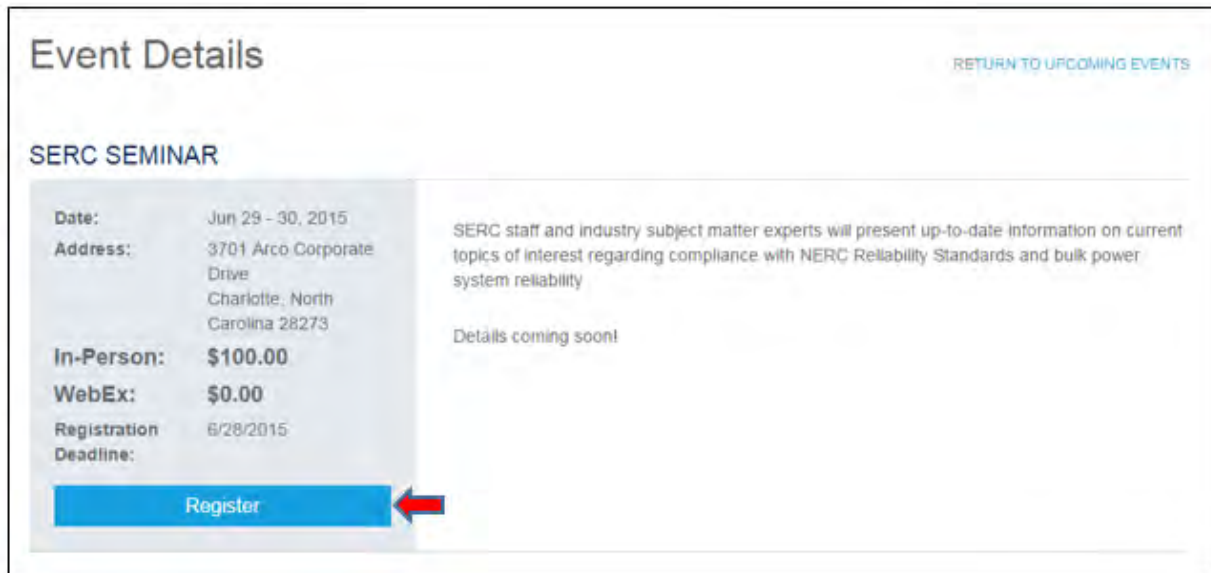
## 5.11 Event Registration

This section explains how to register for an event.

### 5.11.1 How do I register for an event?

Follow these steps to register for an event:

1. Click the name of the event you want to attend. (You can access the list of events through the Events Calendar or Upcoming Events page.)
2. Click **Register**. (If you are not logged in to the SERC Website, you may be prompted to log in before you can continue.)

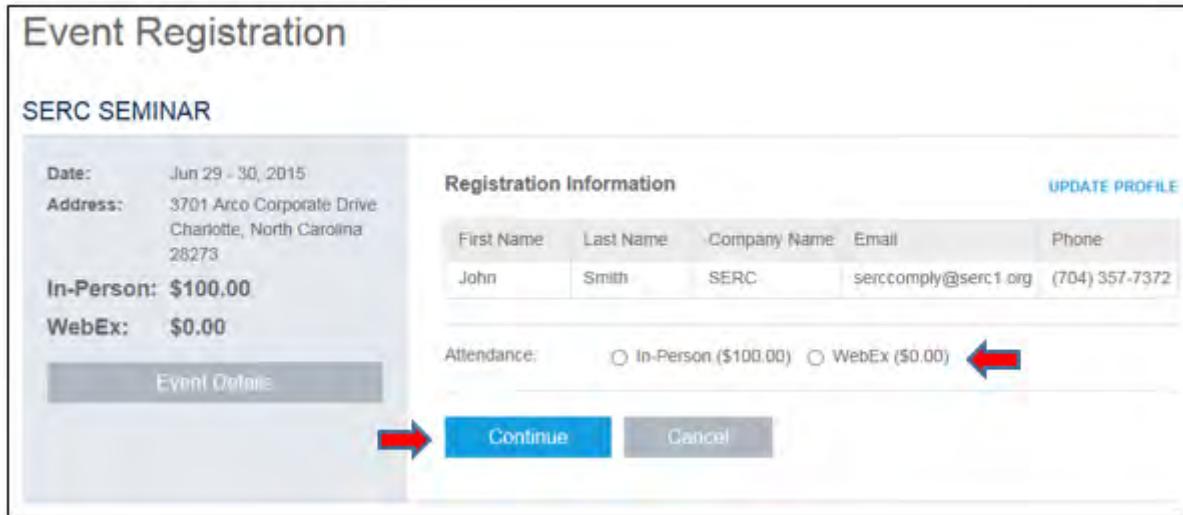


**Figure 13: Event Details Page: Register Option**

3. Select the **Attendance** option if applicable.
4. Click **Continue**.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 15 of 26





**Event Registration**

**SERC SEMINAR**

**Date:** Jun 29 - 30, 2015  
**Address:** 3701 Arco Corporate Drive  
 Charlotte, North Carolina  
 28273

**In-Person:** \$100.00  
**WebEx:** \$0.00

[Event Details](#)

**Registration Information** [UPDATE PROFILE](#)

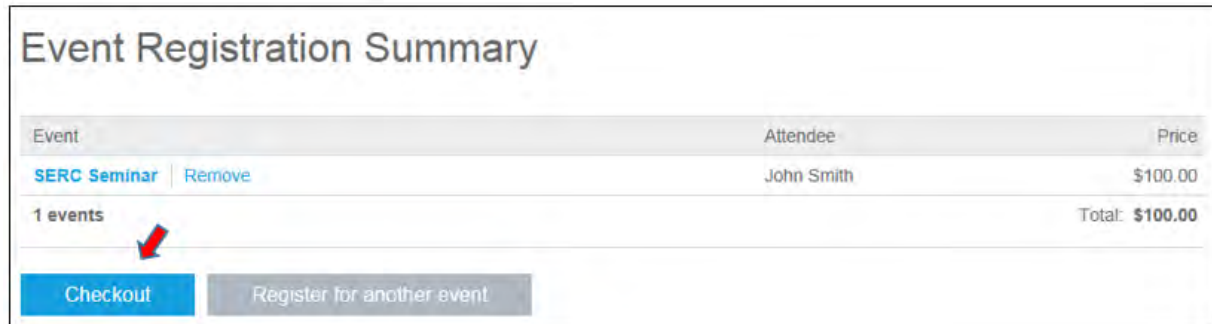
First Name	Last Name	Company Name	Email	Phone
John	Smith	SERC	serccomply@serc1.org	(704) 357-7372

**Attendance:**  In-Person (\$100.00)  WebEx (\$0.00)

[Continue](#) [Cancel](#)

**Figure 14: Event Registration Page**

- Review the Event Registration Summary and click **Checkout**. The Checkout page opens. (If you want to register for another event before paying, click **Register for another event**.)



**Event Registration Summary**

Event	Attendee	Price
SERC Seminar <a href="#">Remove</a>	John Smith	\$100.00
1 events		Total: \$100.00

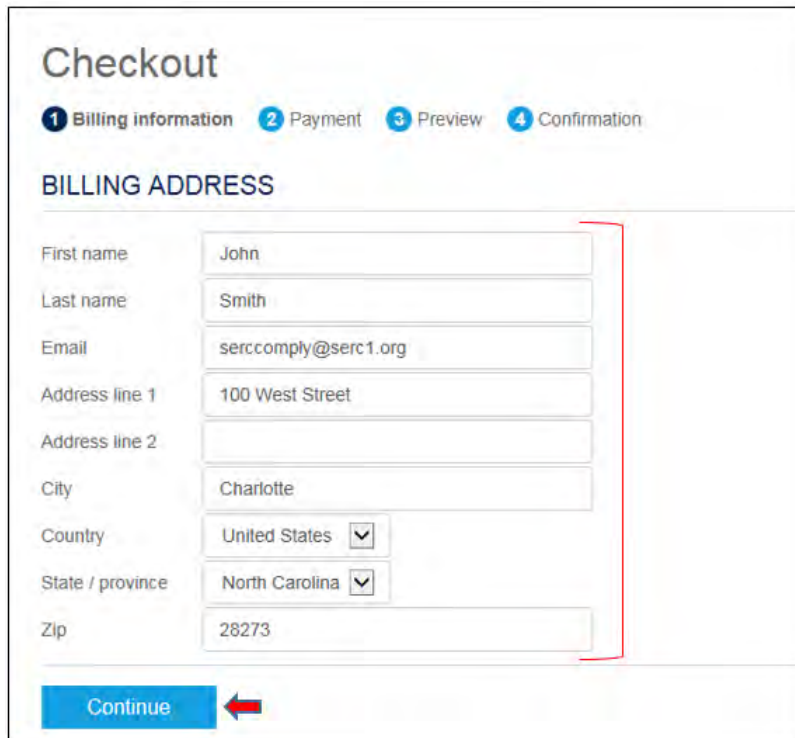
[Checkout](#) [Register for another event](#)

**Figure 15: Event Registration Summary Page: Complete Checkout Option**

- Update or confirm your billing address and click **Continue**.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 16 of 26





**Checkout**

1 Billing information 2 Payment 3 Preview 4 Confirmation

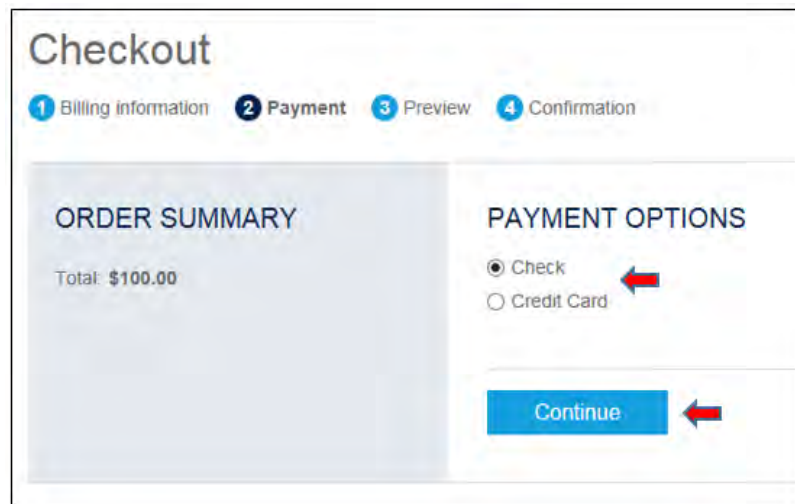
**BILLING ADDRESS**

First name: John  
 Last name: Smith  
 Email: serc.comply@serc1.org  
 Address line 1: 100 West Street  
 Address line 2:   
 City: Charlotte  
 Country: United States  
 State / province: North Carolina  
 Zip: 28273

Continue

**Figure 16: Checkout Page: Billing Address Fields**

7. Select the desired Payment Option (check or credit card) and click **Continue**.



**Checkout**

1 Billing information 2 Payment 3 Preview 4 Confirmation

**ORDER SUMMARY**

Total: \$100.00

**PAYMENT OPTIONS**

Check  
 Credit Card

Continue

**Figure 17: Checkout Order Summary and Payment Options**

8. Review your registration details and click **Complete Payment**.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 17 of 26

### Checkout

1 Billing information 2 Payment 3 Preview 4 Confirmation


**BILLING ADDRESS:**

John Smith  
100 West Street  
Charlotte, NC 28273  
United States  
[Change](#)

**PAYMENT METHOD:**

Check [Change](#)

Event	Attendee	Price
SERC Seminar	John Smith	\$100.00
		Total: \$100.00

[Complete Payment](#) 

**Figure 18: Checkout: Complete Payment Option**

When you have completed the payment, you can print the Confirmation page and add the event to your calendar, as shown in the figure below. You will also receive an email confirmation.



### Checkout

1 Billing information 2 Payment 3 Preview 4 Confirmation


Confirmation No. 118  
Order Date 6/23/2015  
Total \$100.00  
Payment Method Check

**Billing inquiries and check remittance should be addressed to:**  
SERC Reliability Corporation  
ATTN: Accounts Receivable  
3701 Arco Corporate Drive, Suite 300  
Charlotte, NC 28273  
Include your confirmation number with any correspondence.

**Thank you for your registration. A confirmation has been sent to your email address.**

 [Print](#) 

Event	Attendees	Price
SERC Seminar 6/29/2015 - 6/30/2015 <a href="#">Add Event to iCal Outlook</a>	John Smith	\$100.00
1 event		



**Figure 19: Checkout: Print and Add Event to iCal Outlook Options**

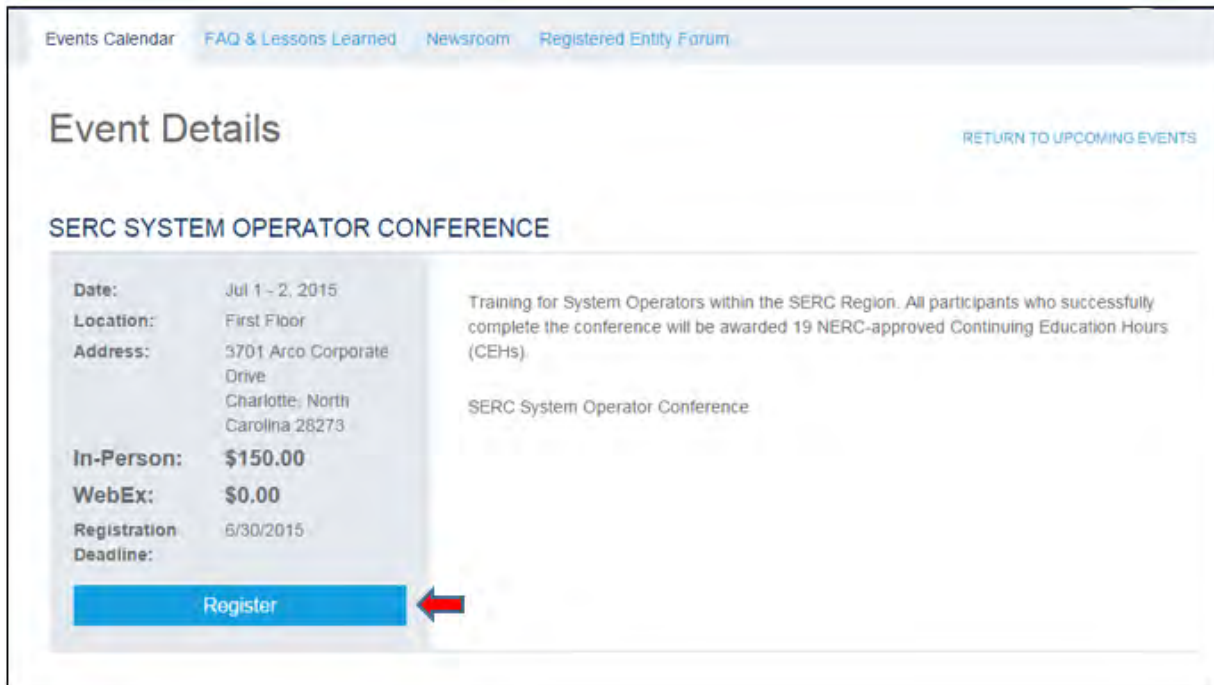
If the event allows for multiple attendees to register at once, see section 5.11.2.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 18 of 26

### 5.11.2 How do I register multiple attendees for an event?

You can add an attendee by searching for an existing user or adding the user's information directly by completing the Add Attendee fields. Follow these steps to register yourself and/or other attendees for an event:

1. Click the name of the event you want to attend. (You can access the list of events through the Events Calendar or Upcoming Events page.)
2. Click **Register**. (If you are not logged in to the SERC Website, you may be prompted to log in before you can continue.)



**Figure 20: Event Details: Register Option**

3. Click **Add Attendee**. You can add an attendee by searching for an existing user or adding the user's information directly.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 19 of 26

[Events Calendar](#)   [FAQ & Lessons Learned](#)   [Newsroom](#)   [Registered Entity Forum](#)

## Event Registration

### SERC SYSTEM OPERATOR CONFERENCE

**Date:** Jul 1 - 2, 2015

**Location:** First Floor

**Address:** 3701 Arco Corporate Drive  
Charlotte, North Carolina  
28273

**In-Person:** \$150.00

**WebEx:** \$0.00

Event Details

**Register yourself and/or other attendees**

Add Attendee

Cancel

**Figure 21: Event Registration: Add Attendee Option**

4. Follow these steps to search for an existing user:
  - A. Select **Search for existing attendee**.
  - B. Enter the user's username and email address.
  - C. Click **Search**. (Once the username and email are validated, the attendee information will auto-populate.)
  - D. Select the **Attendance** option, if applicable.
  - E. Click **Add Attendee**.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 20 of 26

### ADD ATTENDEE x

Search for existing attendee   
  Add new attendee

Username:

Email:

---

Attendance:   
  In-Person (\$150.00)   
  WebEx (\$0.00)

First Name:

Last Name:

Company:

Phone:

Email:

**Figure 22: Add Attendee: Search for an Existing Attendee, Add Attendee Options**

- OR -

5. Follow these steps to add an attendee directly:
  - A. Select **Add new attendee**.
  - B. Select the **Attendance** option, if applicable.
  - C. Provide the requested information.
  - D. Click **Add Attendee**.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 21 of 26

### ADD ATTENDEE

Search for existing attendee
  Add new attendee

Attendance:
  In-Person (\$150.00)
  WebEx (\$0.00)

First Name:

Last Name:

Company:

Phone:

Email:

**Figure 23: Add Attendee Fields**

6. Once all attendees have been added, click **Continue**.

## Event Registration

### SERC SYSTEM OPERATOR CONFERENCE

**Date:** Jul 1 - 2, 2015

**Location:** First Floor

**Address:** 3701 Arco Corporate Drive  
Charlotte, North Carolina  
28273

**In-Person:** \$150.00

**WebEx:** \$0.00

Event Details

**Register yourself and/or other attendees**

Add Attendee

First Name	Last Name	Company Name	Phone	Email
Jane	Anderson	Smith Power Company	(704) 944-1234	janderson@spc.com
<input type="button" value="Edit"/> <input type="button" value="Remove"/>				

---

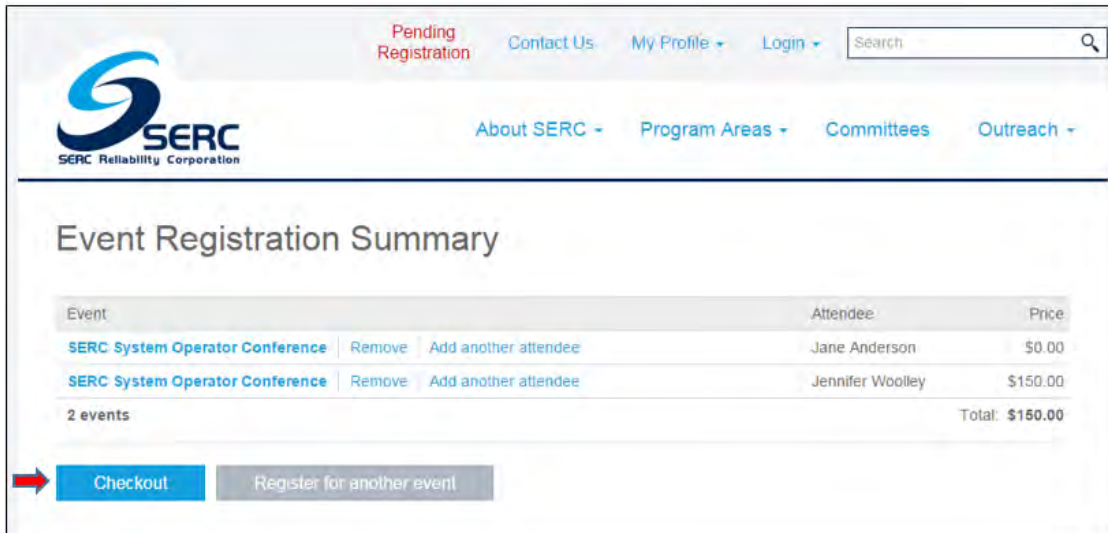
First Name	Last Name	Company Name	Phone	Email
Jennifer	Woolley	SERC Reliability Corporation	(704) 940-8218	jwoolley@serc1
<input type="button" value="Edit"/> <input type="button" value="Remove"/>				

**Figure 24: Event Registration: Continue Option**

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 22 of 26



- Review the Event Registration Summary and click **Checkout**. (If you would like to register for another event before paying, click **Register for another event**. If you would like to add another attendee, click **Add another attendee**.)

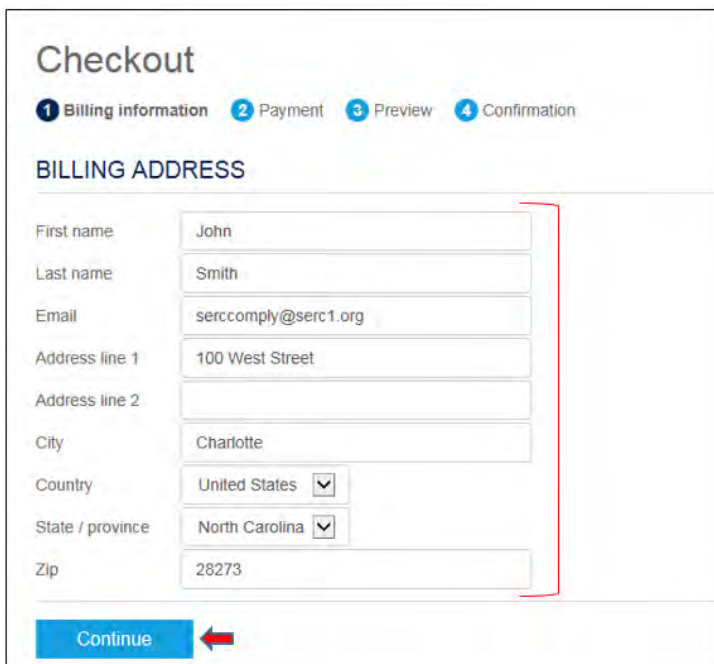


Event	Attendee	Price
SERC System Operator Conference <a href="#">Remove</a> <a href="#">Add another attendee</a>	Jane Anderson	\$0.00
SERC System Operator Conference <a href="#">Remove</a> <a href="#">Add another attendee</a>	Jennifer Woolley	\$150.00
2 events		Total: \$150.00

[Checkout](#) [Register for another event](#)

**Figure 25: Event Registration Summary: Checkout Option**

- Confirm or update your billing address and click **Continue**.



**Checkout**

1 Billing information 2 Payment 3 Preview 4 Confirmation

**BILLING ADDRESS**

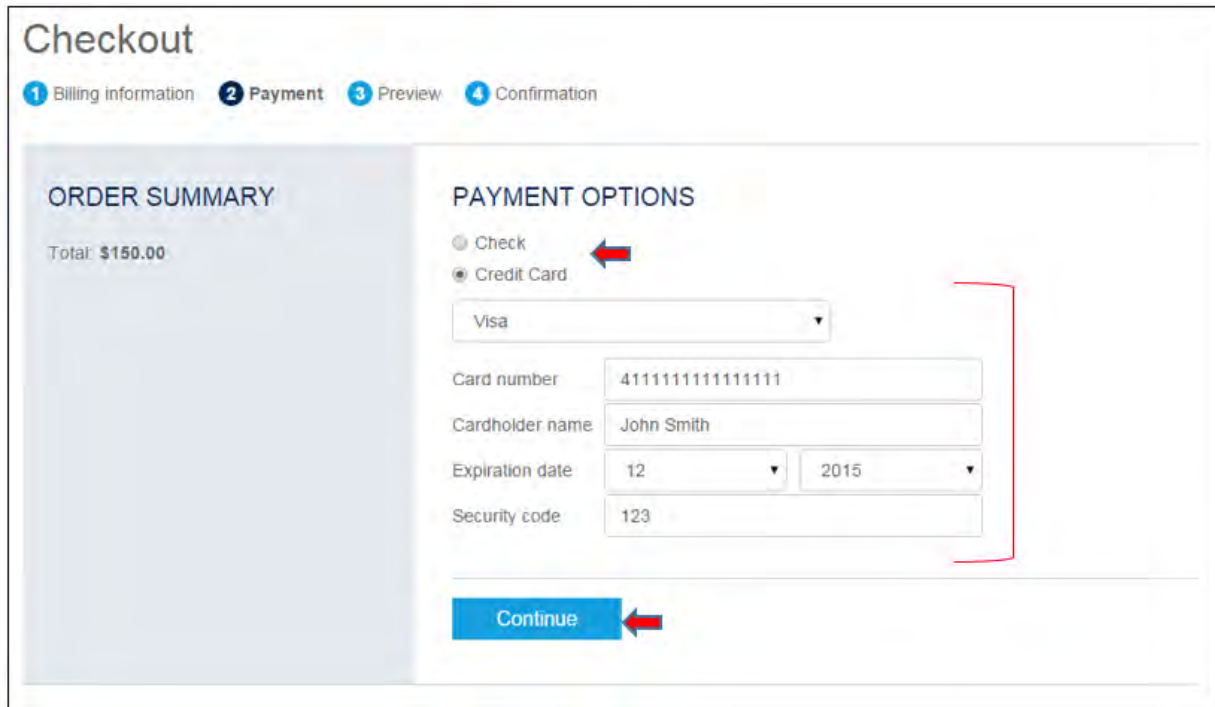
First name: John  
 Last name: Smith  
 Email: serccomply@serc1.org  
 Address line 1: 100 West Street  
 Address line 2:  
 City: Charlotte  
 Country: United States  
 State / province: North Carolina  
 Zip: 28273

[Continue](#)

**Figure 26: Checkout: Billing Address: Continue Option**

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 23 of 26

9. Select your Payment Option and click **Continue**.




**Checkout**

1 Billing information 2 **Payment** 3 Preview 4 Confirmation

**ORDER SUMMARY**  
Total: \$150.00

**PAYMENT OPTIONS**

Check 

Credit Card


Card type: Visa

Card number: 4111111111111111

Cardholder name: John Smith

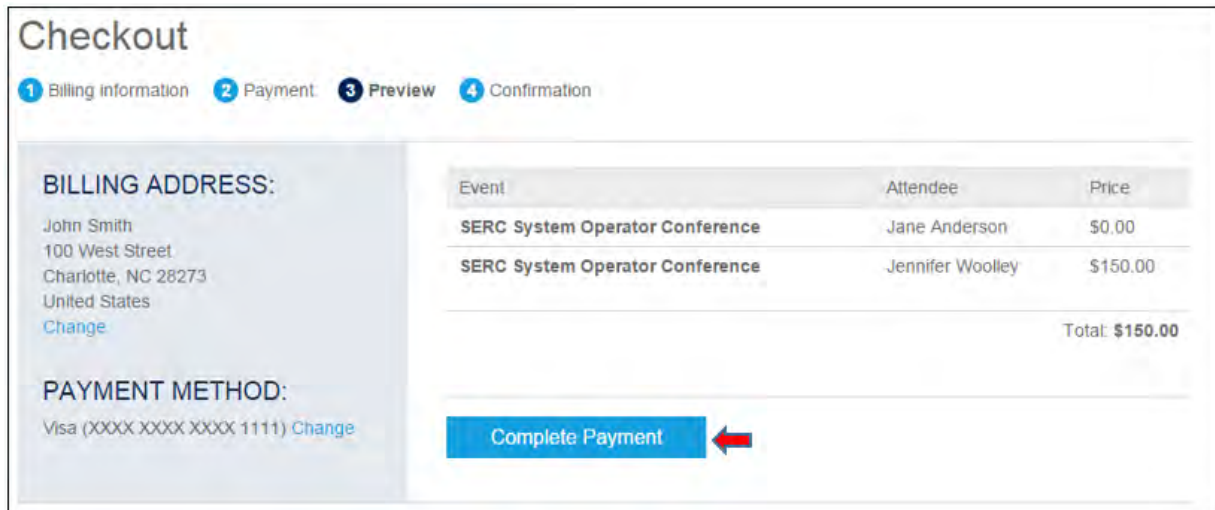
Expiration date: 12 / 2015

Security code: 123

**Continue** 

**Figure 27: Checkout Order Summary: Continue Option**

10. Review your registration details and click **Complete Payment**.




**Checkout**

1 Billing information 2 Payment 3 **Preview** 4 Confirmation

**BILLING ADDRESS:**  
John Smith  
100 West Street  
Charlotte, NC 28273  
United States  
[Change](#)

**PAYMENT METHOD:**  
Visa (XXXX XXXX XXXX 1111) [Change](#)

Event	Attendee	Price
SERC System Operator Conference	Jane Anderson	\$0.00
SERC System Operator Conference	Jennifer Woolley	\$150.00
		<b>Total: \$150.00</b>

**Complete Payment** 

**Figure 28: Checkout Details: Complete Payment Option**

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 24 of 26





Once you have completed your payment, you will have the option to print the Confirmation page and add the event to your calendar, as shown in the following figure. You will also receive a confirmation email.

## Checkout

1 Billing information
2 Payment
3 Preview
4 Confirmation

---

Confirmation No. 115

Order Date 6/23/2015

Total \$150.00

Payment Method Credit Card

**Billing inquiries and check remittance should be addressed to:**

SERC Reliability Corporation  
 ATTN: Accounts Receivable  
 3701 Arco Corporate Drive, Suite 300  
 Charlotte, NC 28273

**Include your confirmation number with any correspondence.**

**Thank you for your registration. A confirmation has been sent to your email address.**

[Print](#)

Event	Attendees	Price
SERC System Operator Conference 7/1/2015 - 7/2/2015 <a href="#">Add Event to iCal Outlook</a>	Jane Anderson	\$0.00
SERC System Operator Conference 7/1/2015 - 7/2/2015 <a href="#">Add Event to iCal Outlook</a>	Jennifer Woolley	\$150.00
2 events		

**Figure 29: Checkout Confirmation: Add Event to iCal Calendar Option**

## 5.12 Payment Information

This section explains where to send checks and how to change a payment method.

### 5.12.1 I want to pay by check. Where do I send my payment?

Please send all check payments to the address below. Be sure to include your registration information with your payment.

ATTN: Accounts Receivable  
 SERC Reliability Corporation  
 3701 Arco Corporate Drive, Suite 300  
 Charlotte, NC 28273

### 5.12.2 How do I change my payment method for an event I have registered to attend?

If you selected to pay by check when registering for an event, but you want to change the payment method to a credit card, contact SERC at 704-357-7372 and ask for the Accounts Receivable department.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 25 of 26



## 5.13 Support

This section explains how to contact SERC if you have questions or need to cancel an event registration.

### 5.13.1 Whom do I contact at SERC for questions?

For issues or questions related to the SERC Website, email [SERCWebsite@serc1.org](mailto:SERCWebsite@serc1.org).

### 5.14 Whom do I contact to cancel my event registration?

Contact SERC at 704-357-7372 and ask for the Accounts Receivable department.

## 6.0 References

Additional questions and answers related to the Website can be found under Portal and Website on the [FAQ & Lessons Learned](#) page.

## 7.0 Revision History

Revision	Date	Originator	Comments
0	June 29, 2015	Jennifer McGrane, Ken Ernst	Initial release.

Department Information Technology	Document Type Guideline	Title/Subject SERC Website Login and Event Registration User Guide		Number Guide-230-273
Owner Ken Ernst	Approved by Ken Ernst	Date June 29, 2015	Version 0	Page 26 of 26