

Freedom of Information

Public Records Request (PRR) Portal Guide

Contents

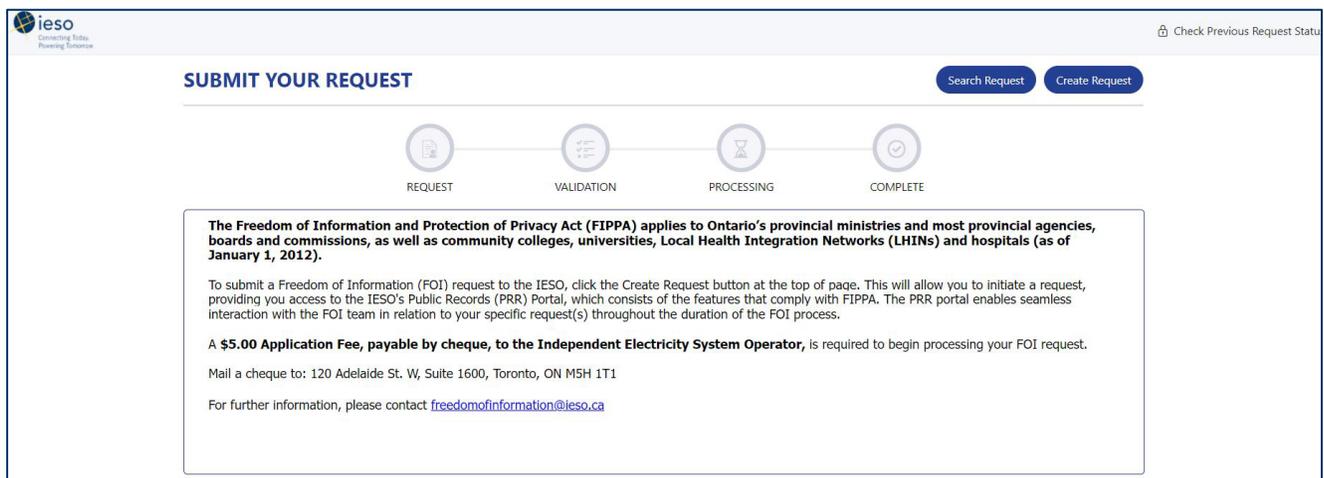
Requester User Guide.....	0
Contents	1
1.0 Requester Portal	2
2.0 Creating a Request	2
3.0 Reset your Password	5
4.0 Checking the Request Status	6
5.0 View/Send Messages	7
6.0 Download the Documents	8

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 freedomofinformation@ieso.ca 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  and the create request page is displayed (displayed below).



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

 [Check Previous Request Status](#) 

✓ The Request has been created.

REQUEST SUBMITTED SUCCESSFULLY

REQUEST SUBMITTED VALIDATION PROCESSING COMPLETE

Thank you for submitting the request. Check your email 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.




Dear Bob Smith,

We received the following request submitted by you on

Aug 31, 2022

All records related to

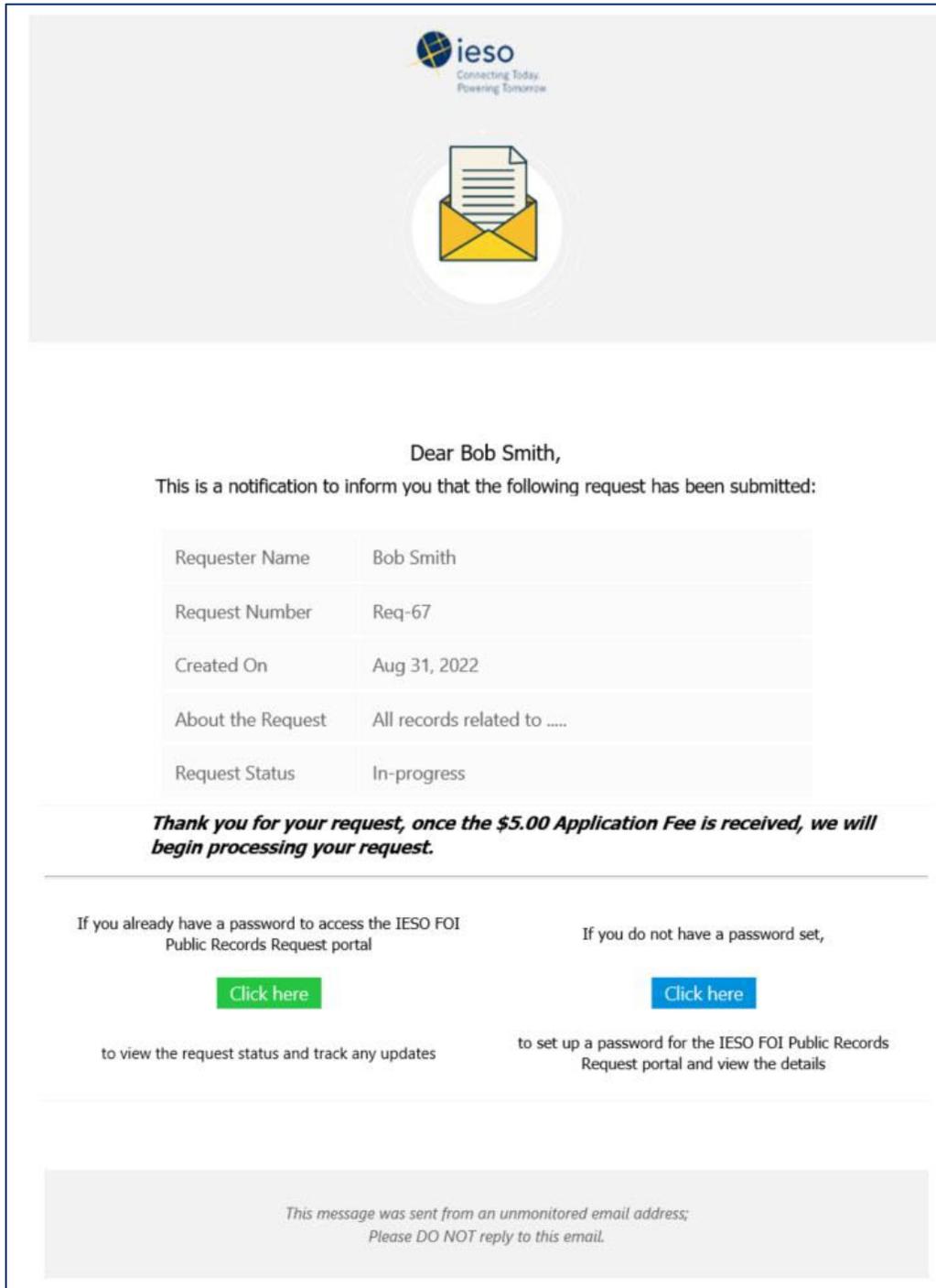
In order to enable us to process your request, please

[Click here](#)

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 view the request details.
- b) If you do not have a password, select [Click here](#) and complete the set password screen.

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 password.

Confirm Password *

Set Password

3.0 Reset your Password

1. Navigate to the [IESO FOI Public Records Request Portal](#).

ieso
Connecting Today. Powering Tomorrow.

SUBMIT YOUR REQUEST

Search Request

Check Previous Request Status

REQUEST VALIDATION PROCESSING COMPLETE

Forgot Password? Sign In

The Freedom of Information and Protection of Privacy Act (FIPPA) applies to Ontario's provincial ministries and most provincial boards and commissions, as well as community colleges, universities, Local Health Integration Networks (LHINs) and hospitals (as of January 1, 2012).

To submit a Freedom of Information (FOI) request to the IESO, click the Create Request button at the top of page. This will allow you to initiate a request, providing you access to the IESO's Public Records (PRR) Portal, which consists of the features that comply with FIPPA. The PRR portal enables seamless interaction with the FOI team in relation to your specific request(s) throughout the duration of the FOI process.

A **\$5.00 Application Fee, payable by cheque, to the Independent Electricity System Operator**, is required 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

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 freedomofinformation@ieso.ca.



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%2BWcYBVbrKnyqBvVhixl2%0AGAgjZodicdc86c%2BXxXhCbvpVRB4s6yo%3D>

For security reasons, the reset password link will expire in 24 hours.

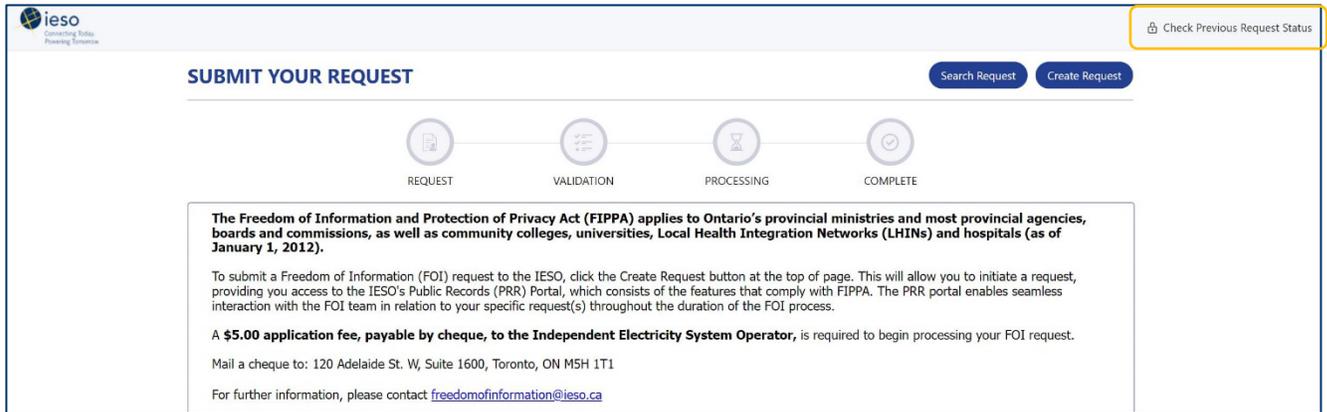
This message was sent from an unmonitored email address; please DO NOT reply to this email.

4. Enter your new password and click **Set Password**.

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**.



3. Enter your Email Address and Password.

4. Click **Sign In** and your My Requests page is displayed.

Check Previous Request Status

Email Address *

Password *

Forgot Password? Sign In

My Requests + New

Request Number	Status	Date
Req-45	Open	Aug 19, 2022
Req-44	Open	Aug 19, 2022
Req-43	Open	Aug 16, 2022
Req-42	Open	Aug 16, 2022
Req-41	Open	Aug 15, 2022
Req-40	Open	Aug 12, 2022
Req-39	Open	Aug 12, 2022
Req-37	Open	Aug 08, 2022
Req-25	Open	Jul 29, 2022

Req-45 Open

SUBMITTED
Aug 19, 2022

ABOUT YOUR REQUEST

Request Type

Please describe the records you are requesting, providing as much detail as possible

Please add attachments, if any

Type of Request (the IESO does not disclose any records in their native format)

Date Range of Requested Include

ABOUT YOU

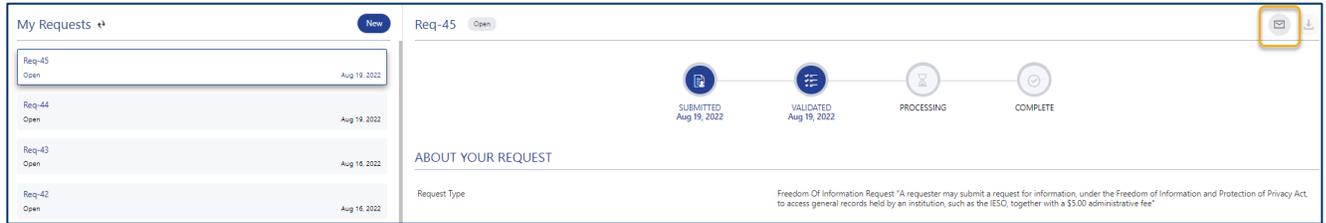
First Name

Last Name

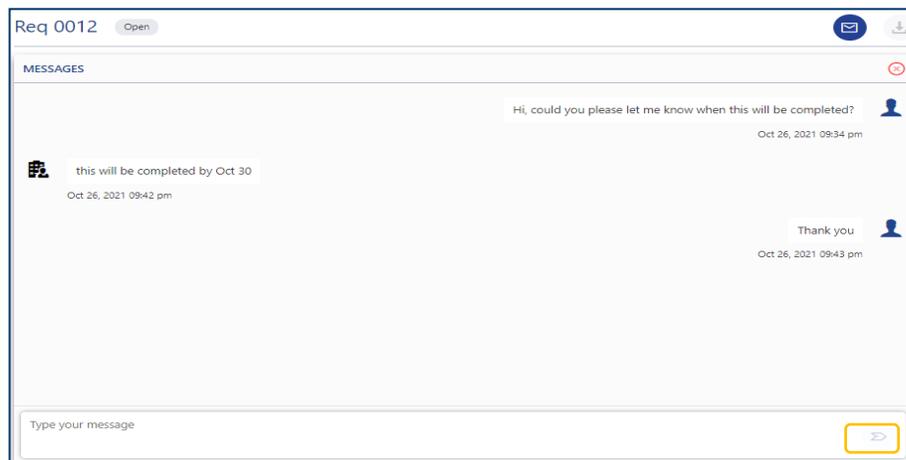
Email

5.0 View/Send Messages

1. From the My Request page, click  to go to the **Messages** page to view or send messages regarding your request to the IESO.



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



**Independent Electricity
System Operator**

1600-120 Adelaide Street West
Toronto, Ontario M5H 1T1

E-mail: freedomofinformation@ieso.ca

ieso.ca



[@IESO_Tweets](https://twitter.com/IESO_Tweets)



[linkedin.com/company/IESO](https://www.linkedin.com/company/IESO)