How to Update Contact Information

Align

For entities in the U.S.

1. Access and log into the ERO Portal website (eroportal.nerc.net).
2. Ensure the correct NCR ID is selected in the entity dropdown at the top right.
3. Select **My Entity,** then **CORES** from the navigation menu.
4. Click on **Contact Roles** in the menu at the right.
5. Click the **Create** button.
6. Enter the email address for the correct individual in the **Lookup** field.
7. Click the **Find Contact** button. Their username should appear in the **Contact** field.

NOTE: The individual must have an ERO Portal account and username before they can be assigned to a contact role. Users can visit the ERO Portal to register for an account.

8. Select the appropriate role from the Role Type dropdown and WECC in the Region field.
9. Click the Submit button. This will deactivate the current assignment and reassign the role to the correct individual.

webCDMS

For entities in Canada and Mexico

1. Access and log into the webCDMS website (cdms.oati.com).
2. Click on **Administration**, **Entity Management**, then **Entity** from the navigation menu.
3. Click the **Entity Code** hyperlink to open the **Entity Entry** window.
4. Click on **Contacts** in the menu at left to view all contacts. Click **Edit** to update an existing contact or **New Contact** to add a new record.
5. Complete or update the **Contacts Entry** form, including the appropriate contact roles.
6. Click the **Save** button. This will save your changes.