

## Procedures for Requesting a User Name and Password

Please be aware that the use of a Commission issued user name and password constitutes verification that a filer has the requisite authority to make an electronic filing on their own behalf or on behalf of the entity that they claim to represent.

**Step 1:** Open your Internet browser and enter the Commission's web address.

<http://rca.alaska.gov/RCAWeb/Home.aspx>.

Please note that a user name and password is not required in order to submit public comments with the Commission. If you wish to submit a public comment without having to obtain a user name and password, please see the **Procedures for Submitting a Public Comment without a User Name and Password**.

**Step 2:** From the website's home page, you will see a list of dark blue tabs that run horizontally across the top of the screen. The second tab in this list is the **RCA Exchange** tab. Place your cursor over the tab and click the **Request a Login** menu option.

The screenshot shows the home page of the Regulatory Commission of Alaska. At the top, there are navigation links: "About the RCA", "Contact Us", "Site Map", and "Help". Below these is a search bar with "name" and "password" fields and a "login" button. The main header features the RCA logo and the text "Regulatory Commission of Alaska" with the tagline "Protecting consumer interests. Promoting economic development." Below the header is a horizontal menu with tabs: "What's New at the RCA", "RCA Exchange", "For Consumers", "For Legislators", "RCA Library", "Programs and Utilities", and "Provisional Certification". The "RCA Exchange" tab is circled in red. A dropdown menu is open under "RCA Exchange", with the "Request a login" option highlighted in light blue. A red arrow points from a red circle containing the text "Click the Request a Login drop down menu item, once it is highlighted in light blue." to the "Request a login" option. The page also features a "Calendar of Events" section with "HEARINGS" and "PUBLIC MEETINGS" listed, a "Public Information" section with links to "View Public Notices & Submit Comments", "File an Informal Complaint", "Regulatory Affairs & Public Advocacy", and "Utility Rate Information", and a "Top Searches" section with various search filters and input fields.

**Step 3:** On the initial **Request Login** screen you will be asked to provide basic contact information. This will include your first and last name, position title and the name of the entity you work for, electronic mail address, phone number, fax number and mailing address. An **Electronic Mail Address** is required in order for the Commission to verify and approve any login request.

At the bottom of the **Request Login** screen, you will be asked to enter and confirm a **Password**. You may create and confirm your own password. If you forget, lose or wish to change your password contact the Commission at [RCAElectronicFiling@alaska.gov](mailto:RCAElectronicFiling@alaska.gov).

Once you have entered the required contact information and confirmed a password, click the **Submit** button.

The screenshot shows the 'Request Login' page of the Regulatory Commission of Alaska. The page header includes the commission's logo and name, along with navigation links like 'About the RCA', 'Contact Us', 'Site Map', and 'Help'. Below the header is a navigation menu with categories such as 'What's New at the RCA', 'RCA Exchange', 'For Consumers', 'For Legislators', 'RCA Library', 'Programs and Utilities', and 'Provisional Certification'. The main content area is titled 'Request Login' and contains a form with the following fields: First Name (Jana), MI (checkbox), Last Name (Grenn), Title (Common Carrier Special Agent), Firm Name (Regulatory Commission), Email (jana.grenn@alaska.gov), Phone (907-276-6222), Fax, Address (701 West 8th Avenue, Suite 300, Anchorage, ALASKA), and Password (with a confirm password field). A red oval highlights the 'Submit' button at the bottom. A red arrow points from a text box to the email field.

**Basic Contact Information** should be entered here, including an **Electronic Mail Address**.

**Step 4:** If you are currently a contact in the Commission's electronic filing system, a second **Request Login** screen will open that will list the contact information entered in **Step 3**.

There will be a set of **Light Blue Boxes** in the middle of the screen that lists all of the contact names that match the information entered in **Step 3**. Once you have located the contact name you wish to associate with the requested user name and password, place your cursor over the name and **Left Click**.

About the RCA    Contact Us    Site Map    Help



# Regulatory Commission of Alaska

Protecting consumer interests. Promoting economic development.

What's New at the RCA
RCA Exchange
For Consumers
For Legislators
RCA Library
Programs and Utilities
Provisional Certification

Home » Request Login

## Request Login

First Name:     MI:     Last Name:   
 Title:   
 Firm Name:   
 Email:   
 Phone:   
 Fax:

**Contact already exists! Select the contact you wish to create the Login for:**

Contact Name	Title	Firm Name	Email Address	Phone	Fax
Jana Greenn	Utility Tariff Analyst	Regulatory Commission of Alaska	jana.greenn@alaska.gov	1-907-263-2137	
JANA GRENN	Pub Advocate Util Analyst I	DEPARTMENT OF LAW - RAPA	jana.greenn@alaska.gov	1-907-263-2166	
Jana A Greenn	Common Carrier Specialist III	Regulatory Commission of Alaska	jana.greenn@alaska.gov		

**Address:**   
  
 City:   
 State:     ZIP Code:   
 Password:   
 Confirm Password:

A list of all of the **Contact Name(s)** that are associated with the information entered in Step 3 will be listed here.

password you created.

Once you have entered the required contact information and confirmed a password, click the **Submit** button.

Request Login

Request Login

First Name:  MI:  Last Name:

Title:

Firm Name:

Email:

Phone:

Fax:

Address:

State:  ZIP Code:

Password:

Confirm Password:

In order to complete your request for a Commission issued username and password, you must email a letter of authorization with the Commission at [RCAElectronicFiling@alaska.gov](mailto:RCAElectronicFiling@alaska.gov).

The letter must include your name and the list of entities that you have been authorized to submit electronic filings for via the Commission's electronic filing system. In addition, the letter must be signed by an entity representative (i.e. General Manager, Chief Executive Officer, Regulatory Affairs Manager, etc.).

If you are seeking a Commission issued username and password in order to file on behalf an attorney's office, the required authorization letter may be signed by the attorney on whose behalf you will be submitting electronic filings. The letter should still include a list of entities that your attorney has been authorized to submit electronic filings for via the Commission's electronic filing system.

A sample Commission issued username and password authorization letter can be found at <http://rca.alaska.gov/RCAWeb/Documents/Help/UserAuthorization.pdf>

request has been approved by the Commission.

Request Login

Request Login

Your Request Has Been Submitted, An email will be sent to you once your login Request is Approved

**Step 7:** In order to complete your request for a Commission issued username and password, you must email a **Letter of Authorization** to the Commission at [RCAElectronicFiling@alaska.gov](mailto:RCAElectronicFiling@alaska.gov).

The Letter of Authorization must include your name and the list of entities that you have been authorized to submit electronic filings for via the Commission's electronic filing system. In addition, the Letter of Authorization letter must be signed by an entity representative, with the



appropriate authority to do so, such as a General Manager, Chief Executive Office, Regulatory Affairs Manager, etc.

If you are seeking a Commission issued username and password in order to file on behalf of an attorney's office, the required authorization letter must be signed by the attorney on whose behalf you will be submitting electronic filings. The letter shall include a list of entities that the attorney's practice is currently authorized to submit electronic filings for via the Commission's electronic filing system.

The Commission has found numerous cases of improper use of usernames and passwords. The Commission requests that individuals receiving usernames and passwords and/or entity(ies) requesting authorizations remember the following:

- The Commission shall be notified within 15 business days before the individual with the issued usernames and passwords leaves the attorney's or entity's employment or has moved to another position where the authorization is no longer required.
- A username and password will only be issued to one individual. The issued username and password shall not be shared with any other individual, whether or not that unauthorized individual is employed or otherwise affiliated with the entity that originally requested the authorization.
- The assigned username and/or password shall not be misused in such a way that the use could pose a cybersecurity risk or cause other IT problems for the Commission.

Please remember that failure to comply with any of the above issues related to the use of an assigned username and password could negatively impact an entity in such a manner that would preclude the entity's ability to electronically file all types of documents for a period of time up to 30 days for the first offense.

An entity that is required to file regulatory cost charge (RCC) documents with the Commission, the entity will be only allowed **two authorizations**. Entities with more than two authorizations to file RCC documents will not be granted additional authorizations to file RCC documents until the existing authorizations for filing RCC documents numbers drop to two.

An entity that is required to file annual operating reports (AOR) with the Commission, the entity will be only allowed **one authorization**. Entities with more than two authorizations to file AORs will not be granted additional authorizations to file AORs until the existing AORs authorizations numbers drop to one.

There are no limits for authorized users to file Tariff Advice (TA and TL) filings, docket related filings, or comments, etc. on behalf of the entity

A sample Commission issued username and password authorization letter can be found at <https://rca.alaska.gov/RCAWeb/Documents/Help/UserAuthorization.pdf>.