RRC Access Management Process (RAMP)

User Guide

Railroad Commission of Texas
Information Technology Services Division
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Introduction

Overview

An RRC Access Management Process (RAMP) account allows you to have a single set of sign-in credentials for multiple RRC applications. At this time, you can only access the RRC CASES and PIPES Portal applications. In the future, other RRC applications will be accessible using RAMP.

There are two types of accounts in RAMP:

- **Delegated Administrator** - Creates and maintains Standard User accounts for those with their company who need to file forms and perform other work via applications available through RAMP. See RAMP Administrator Guide for more information.

- **Standard User** - Creates and submits filings and makes payments through applications available in the RAMP.

This guide is for Standard Users.

Getting an Account

Each company must have at least one Delegated Administrator. To become a Delegated Administrator, please complete the online Security Administrator Form – External (SAFE form). For more information, see the RAMP Administrator Guide.

If you need to become a Standard User, contact your company's Delegated Administrator.

NOTE: If you are not sure who is your company's Delegated Administrator, then send a request to the RRC at rrconline-security@rrc.texas.gov asking for a list of the Delegated Administrators for your company.

The graphic below shows the overall process for creating and managing RAMP accounts.
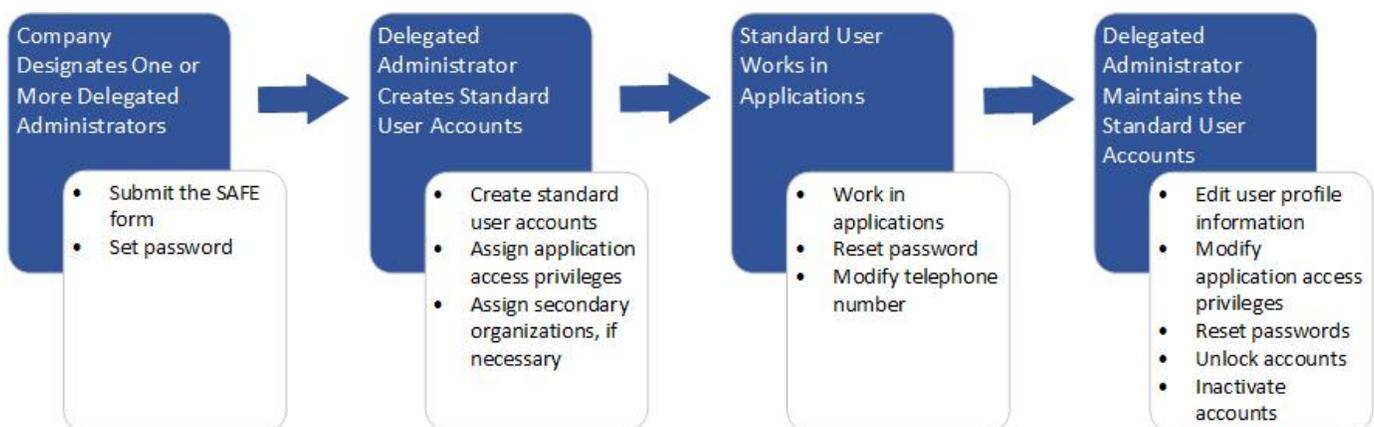
NOTE: If you need to file on behalf of another company, contact your company's Delegated Administrator. They can assign any additional companies as secondary organizations. See the Filing on Behalf of Another Company section of this user guide.

Standard Users

What is a Standard User?

Standard Users can use the applications available via RAMP to which a Delegated Administrator in their company has given them access. At this time, only the RRC CASES and PIPES Portal application is available through RAMP. In the future, other applications will become available.

Becoming a Standard User

To become a Standard User, contact the Delegated Administrator for your company. If you do not know who in your company is a Delegated Administrator, you can contact the RRC at rrconline-security@rrc.texas.gov.

Once your company's Delegated Administrator creates an account for you, you will receive an Account Setup email and be prompted to set your password. After you set your password, you will be able to use your email address and password to sign into applications to which you have been given access and to the RAMP Dashboard.

Signing In

As a Standard User, you can sign into the RAMP Dashboard to perform certain tasks to change your password or phone number.

1. Navigate to the RAMP Dashboard sign-in page.

2. Enter the email address associated to your account.

3. Enter your password.

4. Click **Sign In**.

5. If it is the first time you have signed in from your device, you will be asked to perform a multifactor authentication.

    a. Choose to receive an authentication code by text/SMS, phone call, or email.
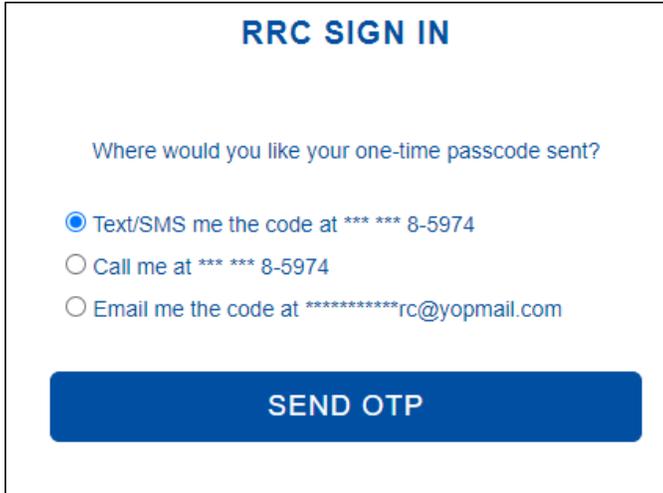
    b. Click **Send OTP**. An authentication code is sent by text/SMS, phone call, or email.

    c. Enter the authorization code.
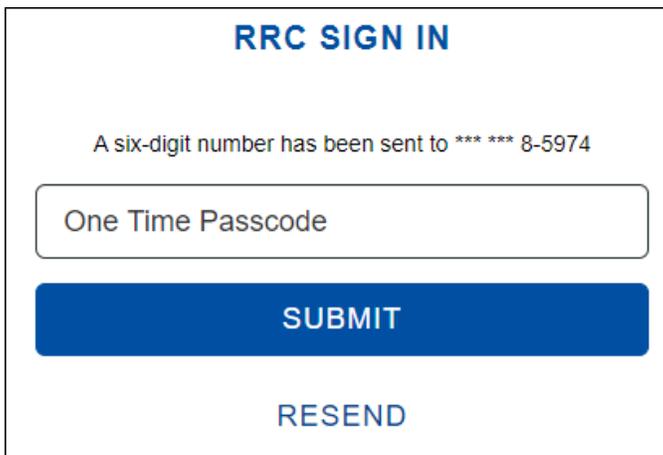
    d. Click **Submit.**

e. Select **Yes** to save the device to your profile.

NOTE: If you save the device to your profile, you will not need to perform a multifactor authentication the next time you sign in. You can save up to five devices to your profile.

f. Click **Sign In**.

Resetting Your Password

As a Standard User, you are required to change your password at least every 150 days. You will receive an email notification before the 150-day deadline.

1. Log in to the RAMP Dashboard.
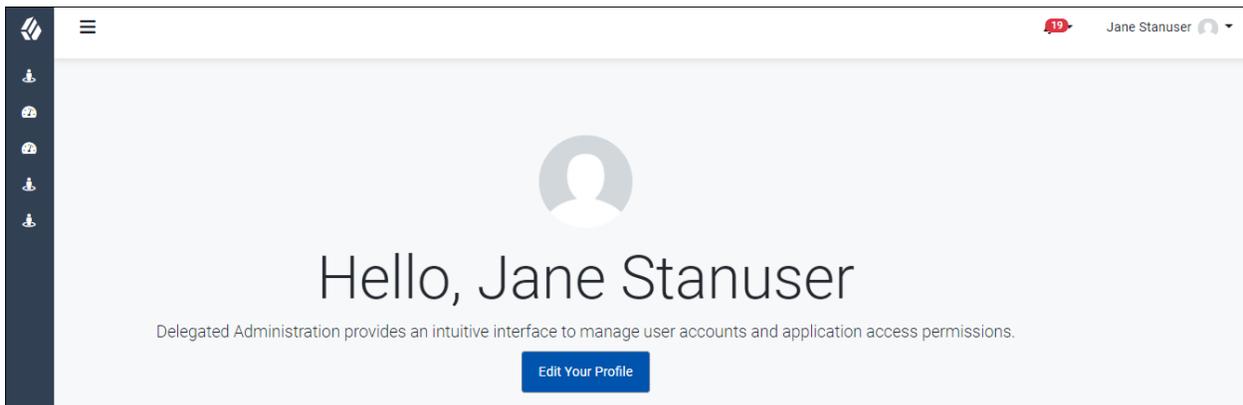
2. Click your name in the top right corner.

3. Select **Profile**.

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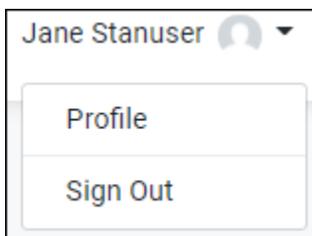
4. In the *Account Security* area, select **Reset** in the *Password* row**.**

The *Password* area expands.
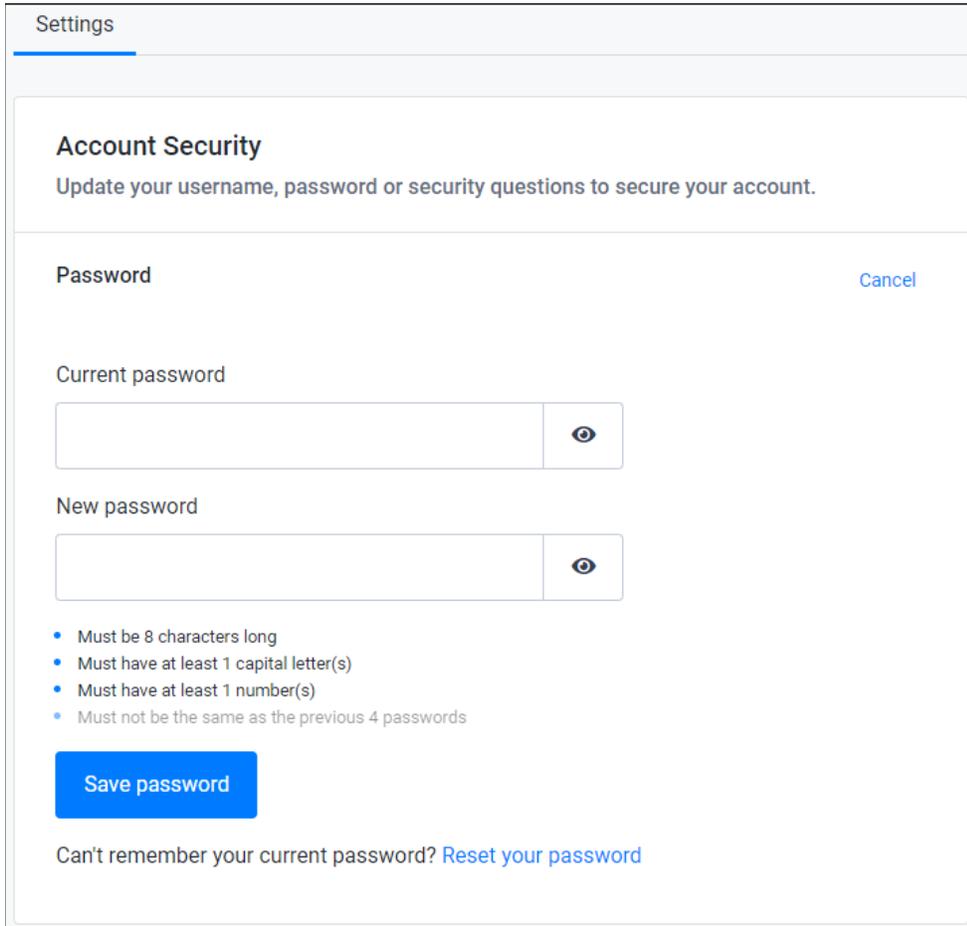
5. Enter your *Current password*.

6. Enter your *New password*.

7. Click **Save password**.

If your account is locked because you do not change your password by the deadline, contact your company's Delegated Administrator for assistance.

NOTE: If your account is locked because the wrong credentials were entered when signing in, contact your Delegated Administrator to unlock your password.

Changing Your Phone Number

As a Standard User, you can change your own phone number in your profile information. This phone number can be used for multi-factor authentication the first time you log in from a device.

1. Log in to the Standard User Dashboard.
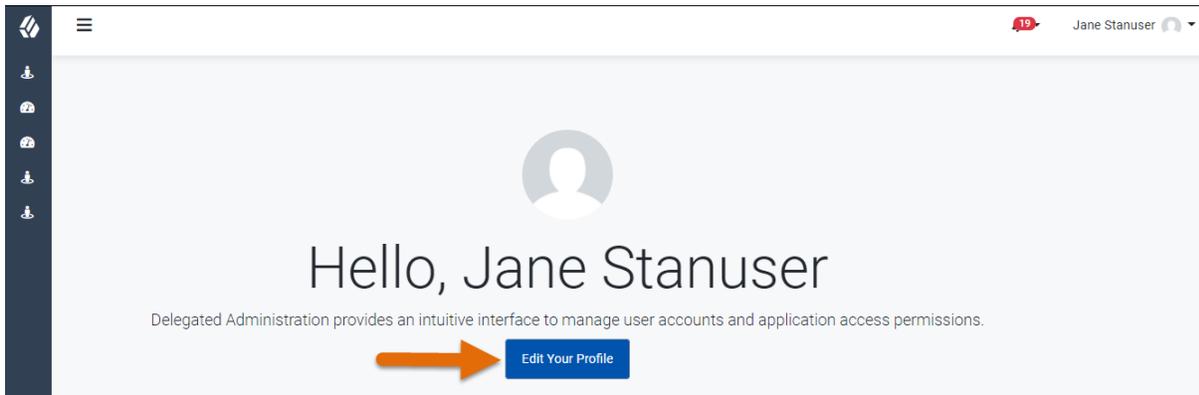
2. Click the **Edit Your Profile** button.

3. Enter the correct phone number in the *Cell Phone Number* Field.
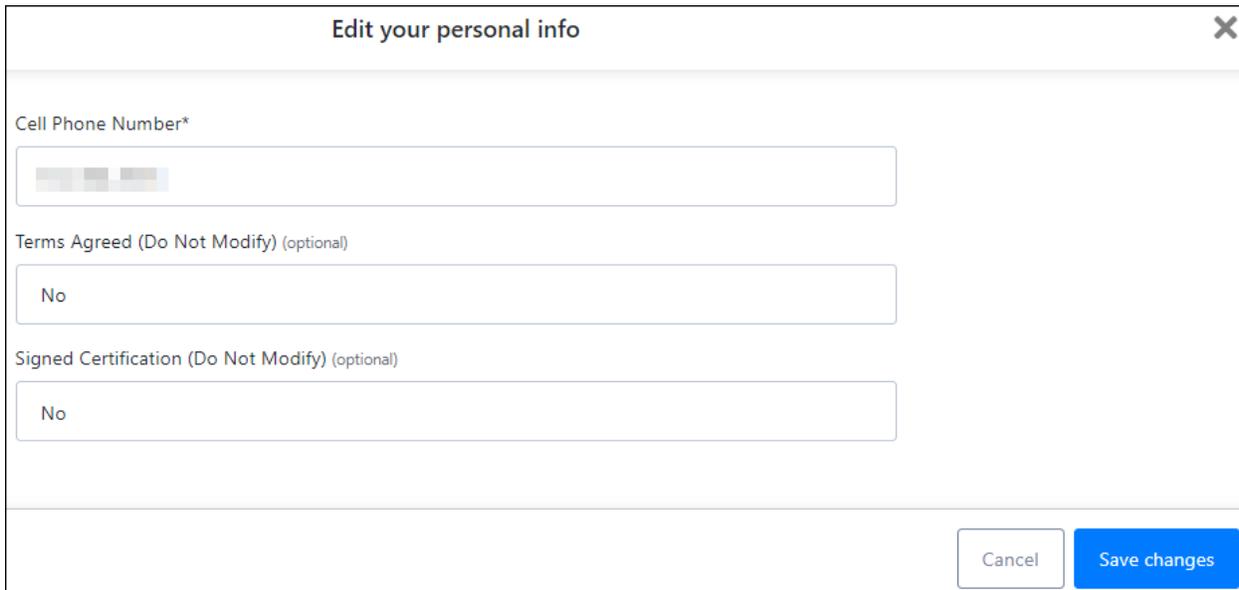
NOTE: The *Terms Agreed* and *Signed Certification* fields also display on this page. Do **not** modify these fields.

4. Click **Save Changes**.

Accepting the Delegated Administrator Certification Statement When Promoted

A Delegated Administrator for your company can request that you receive Delegated Administrator privileges. After the Delegated Administrator submits the request, you will need to accept the Delegated Administrator Certification Statement in RAMP.

1. Log in to the Standard User Dashboard. In the *My Tasks* list, a *Delegated Admin Promotion Request* task will be listed.

   My Tasks

   Delegated Admin Promotion Request submitted by janetesterrrc@yopmail.com for standarduser@yopmail.com   Cancel   Review

2. Click **Review**.

   My Tasks

   Delegated Admin Promotion Request submitted by janetesterrrc@yopmail.com for standarduser@yopmail.com   Cancel   Review

   Click to view Acceptance Certification Statement.
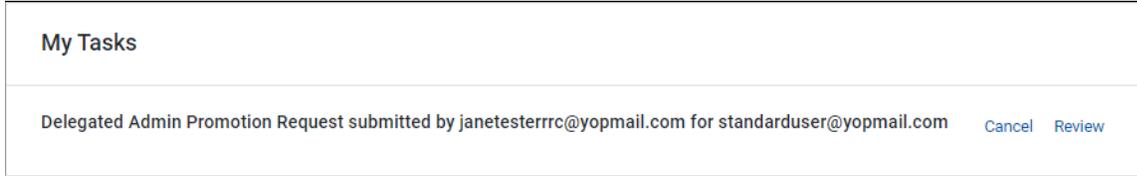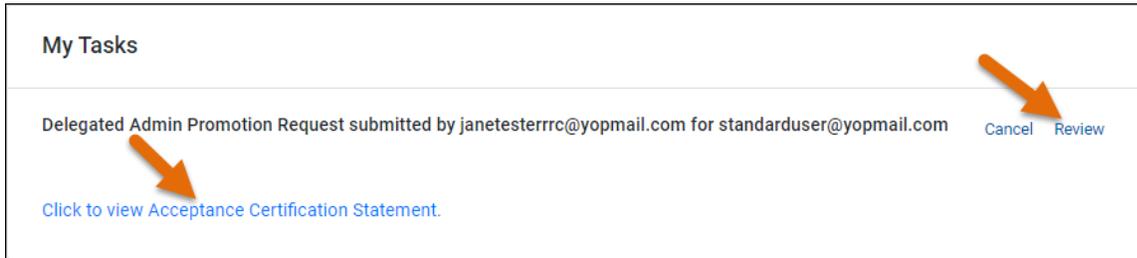
3. Click the **Click to view Acceptance Certification Statement** link. The *Accept certification* page displays.

   ## Accept certification

   I declare, under penalties prescribed in Sec. 91.143, Texas Natural Resources Code, that I am authorized to make this Security Administrator Designation, that it was prepared by me or under my supervision and direction, and that the information stated herein is true, correct, and complete, to the best of my knowledge and belief.

   I further declare that all electronic filings made pursuant to this designation will be in the manner prescribed by the Railroad Commission of Texas and will be compatible with the software, equipment, and facilities required by the Railroad Commission of Texas. All electronic filings will comply with any required procedures for participation in electronic filing.

   I further declare that any filings which I make on behalf of another party will be made only if I have been authorized by that party to file on its behalf and I acknowledge that any filings made on behalf of an operator by me as an independent third party which are subsequently determined by the Commission to be made without the operator's authorization may result in the suspension or revocation of this Security Administrator Designation and/or the right to make any filings at the Commission on behalf of other parties.

   ☐ Accept certification

   Submit

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4. Select the **Accept certification** checkbox.

5. Click **Submit**. A *Task created* dialog box displays.

   NOTE: There may be a short lag after clicking the *Submit* button. Do **not** click the *Submit* button twice. Wait several seconds for the request to process.

Task created	✕
A task has been created for processing.	
	Confirm
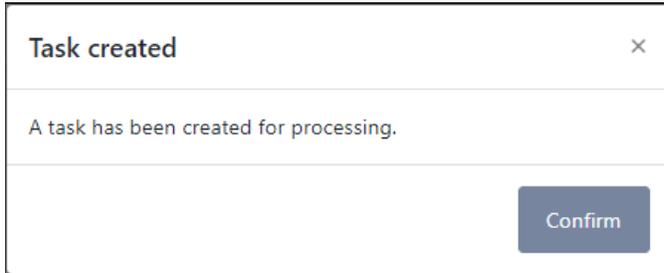
6. Click **Confirm**.

   When the promotion request is approved by the RRC, you will receive an email notification.

   NOTE: You must click the *Back* button in your browser window to return to the Dashboard.

Filing on Behalf of Another Company

Consultants, attorneys, and other non-operators may need to file on behalf of another company. Also, in some instances, an operator's employees may need to file on behalf of a related company, such as a subsidiary.

Your company's Delegated Administrator can add secondary organizations to your Standard User account to allow you to file on behalf of the secondary organization.