

Activity and Discovery System Q&A

External Portal

- Q: Can the Organization Administrator approve Access Requests for other Organization Administrators?
- A: The PUC must approve Organization Admins.
- Q: Is there a cutoff timeline for submitting presentations for the public meetings?
- A: Yes. Presentations should be submitted 5 business days prior to the meeting.
- Q: Will confidential documents still need to be zipped and encrypted?
- A: No. You will no longer need to email zip file or encrypted files. ADS is secure. Access is limited to authorized users only. There are folders for non-confidential, confidential, and highly confidential documents. All files can be uploaded through the ADS.
- Q: Testimony - when uploading testimony, should we upload one (1) combined testimony or can we upload testimony per witness? Meaning uploading multiple testimonies. Preference from Company is by witness?
- A: Yes, we prefer you upload per witness. ADS converts and combines the files in one format and one document.
- Q: What email do we use to report Pilot issues or give feedback?
- A: ADS.Help@puc.oregon.gov
- Q: Can we submit documents in the same day a new organization is created?
- A: Yes. There are multiple steps needed to create a new organization and to submit documents. If all people involved in the multiple step process complete their tasks quickly, then an authorized person can submit documents the same day the organization is created.
- Q: How long does it take to setup an organization?
- A: To setup an organization, the steps are as follows: Requestor registers for an online account on the ADS Portal, Registered requestor requests Organization Administrator Access and associates to or, if not already in system, creates a new Organization, PUC Power User approves the request. The Registration process takes 10 minutes on average. The Organization Administrator Access and Create new Organization process takes 5 minutes on average. PUC Power User approval process should take place within 24 hours. Once the Organization Administrator is granted access, the Organization Administrator sets up roles for others in the Organization, for example, filer, discoverer, or subscriber.
- Q: How do I set up Law firms and represented Organizations?
- A: For law firms representing other organizations, first, you need to request access for your law firm and set your Primary Organization to your law firm. Once you have established a Primary Organization (the law firm), you can then request access to the other organization for security roles you need and set the other organization as your Represented Organization. If you are a law firm that represents an organization which will not have direct users of the system, with the organization's permission, you will also set up a primary organization account for the represented organization (You will need to

do this to grant access to the law firm.) Please review Glossary for Primary and Represented Organization definitions.

Q: When ADS goes live, will stakeholders need to register to service lists again or will the current service list transfer over?

A: No, stakeholders will not need to register to service list again. Data migration will migrate all Service Lists to ADS. Stakeholders will need to request access to organizations as Administrator, Filer, Discoverer, or Subscriber when first using ADS.

Q: How many documents can you upload at once and what is the file size limit?

A: There is no limit for the number of files that can be uploaded. The upload file size limit is currently 50 MB. We hope to increase to 2 GB per file by the time we go live.

Q: If multiple documents were uploaded, will system convert and combine all documents into one PDF, or will there be multiple PDF files?

A: It will be converted into one file. The original uploaded files in native format are available for the public to review and download.

Q: How do I find Orders?

A: When looking for an Order on Portal, open the PUC Activity details page, look under the Order section, which is below the Action section. Another way is to open "All Actions" tab, then filter by "Order".

Q: What If the represented Organization does not have an Organization Administrator?

A: User of Organization representing another Organization, can request administrator access to the Represented Organization. PUC will approve the Access Request. For example, a law firm can represent Walmart or Oregon Farm Bureau as representing Administrator as long as the Administrator has the law firm as their Primary Organization.

Q: We trained in the Test environment, when moving into Real Pilot, do users need to reregister?

A: Yes. User registration is required to have an account and to request access to Organizations. The data in the Test environment will not transfer to the Pilot environment.

Q: Is there a limit to number of Administrators for each Organization?

A: No. There is no limit to the number of Administrators per Organization. However, the PUC recommends at least two Administrators per Organization as a best practice.

Q: What is the best way to make a filing?

A: As a registered user with filer access, login to the Portal, select the down arrow next to "All Actions," select "Submit an Action," select either "Create an Action in an EXISTING PUC ACTIVITY" or "Create an Action to Create a NEW PUC ACTIVITY (Docket or other PUC Activity). For the pilot, you will be using the "Submit an Action feature."

Q: Primary Organization vs Represented Organization, if Walmart does not have an administrator, how does a law firm register in the ADS to represent Walmart?

A: The law firm needs to be the Primary Organization of the Administrator representing Walmart. The Administrator first registers for a portal account; the Administrator then requests access with the law firm as Primary Organization (the security role could be anything); after the Administrator has a Primary Organization registered, the Administrator would then make a request for the Administrator role for Walmart; PUC will then approve the Access Request.

Q: When does the pilot end?

A. The pilot runs through September 30, 2022.