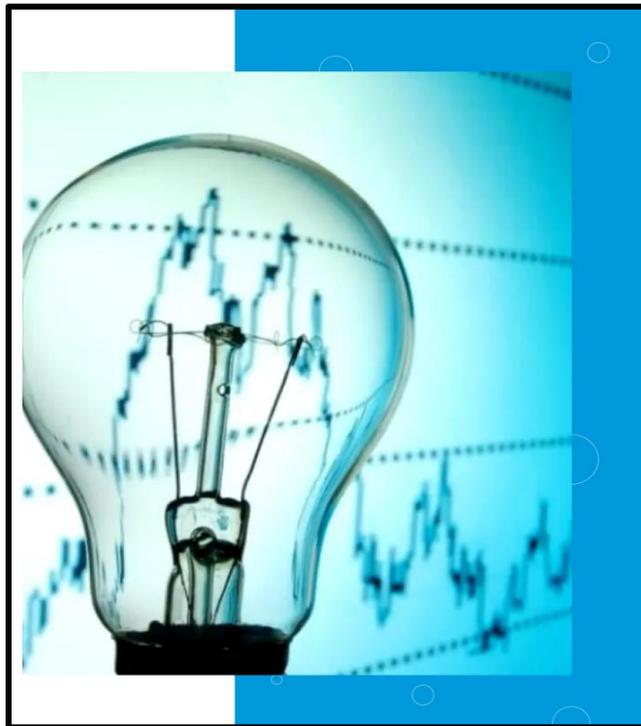


CenterPoint Energy Non-REP Third Party

***Competitive Retailer Information Portal (CRIP)* User Guide**



CenterPoint Energy (CNP) Competitive Retailer Relations System Administrators will setup and grant access to an organizations assigned contact administrator.



Competitive Retailer Information Portal (CRIP)

Table of Contents:

- CRIP Homepage: [Competitive Retailers \(centerpointenergy.com\)](https://centerpointenergy.com)
 - Login
 - Request Access
 - Forgot Password
 - Request Access
 - CRIP User Guide (PDF)
- Online Agreement
- Historical Usage Request/LOA
- Change Password

- Administration (CRIP Administrators only)
 - Pending User Requests
 - View Users
 - Manage User DUNS
 - View Organization Details
 - Manage Organization
- Resources
 - CRIP User Guide
 - Online Agreement

CenterPoint Energy Competitive Retailer Relations Home Page

The Competitive Retailer Relations Homepage includes the CRIP Login path for the Non-REP Third Party Historical Request/LOA, “Request Access” and “Forgot Password” Features. Use the link [CenterPoint Energy :: Competitive Retailer Information Portal - Login Page](#) to access this site.

Quick Links

- Start Doing Business
- Processes, Standards & Forms
- Metering
- Contact Us
- Market Information

Additional Resources

- Usage History
- Retail Market Guide
- TxSET Guides
- Tariff for Retail Delivery Services
- Houston Electric Residential Rates
- Critical Load Eligibility Form

2023 Market Notices

Name	Notice Date
CNP-R-A031023-02 CNP Competitive Retailers Information Portal (CRIP) Outage REMINDER	3/16/2023
CNP-R-A031023-01 CNP Competitive Retailers Information Portal (CRIP) Outage – Initial	3/14/2023
CNP-M-A030723-02 CNP LSE Files Delayed due to the beginning of Daylight-Saving Time - Reminder	3/10/2023
CNP-M-A030322-01	3/7/2023

Competitive Retailers Information Portal

[Login Now](#)

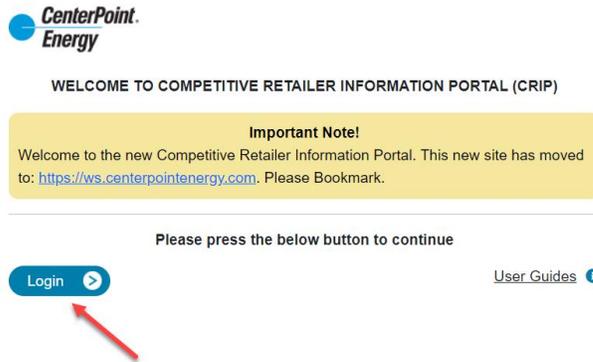
[Request Access](#)

Use of this site constitutes agreement to our [Online Terms of Use](#) and [Privacy Policy](#).

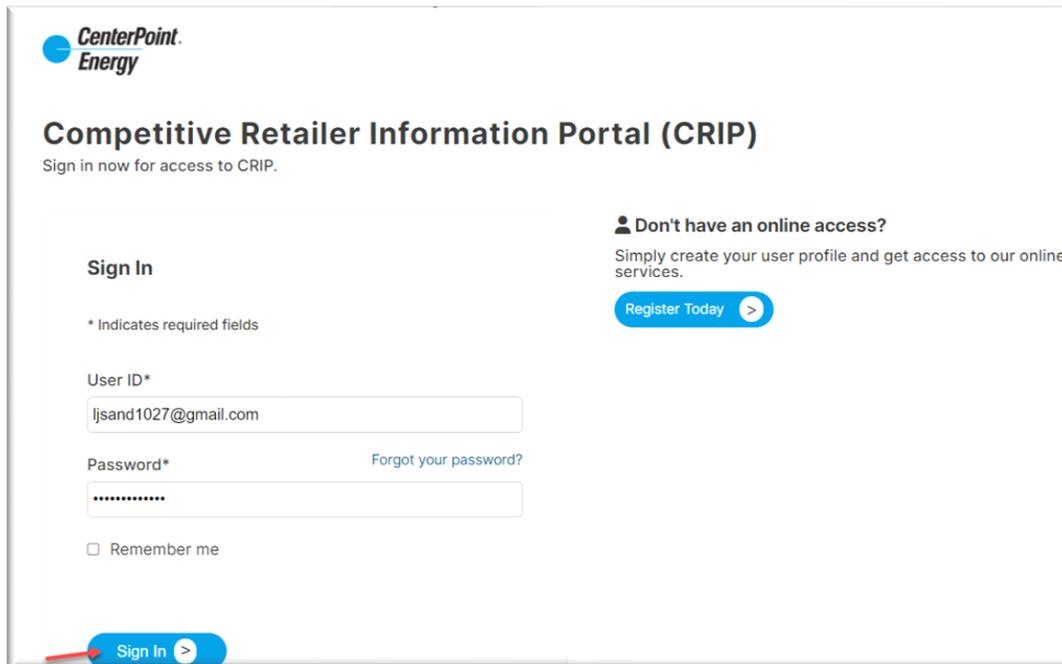
CRIP Enhancement Project

Login:

Click Login to take you to the Login page.

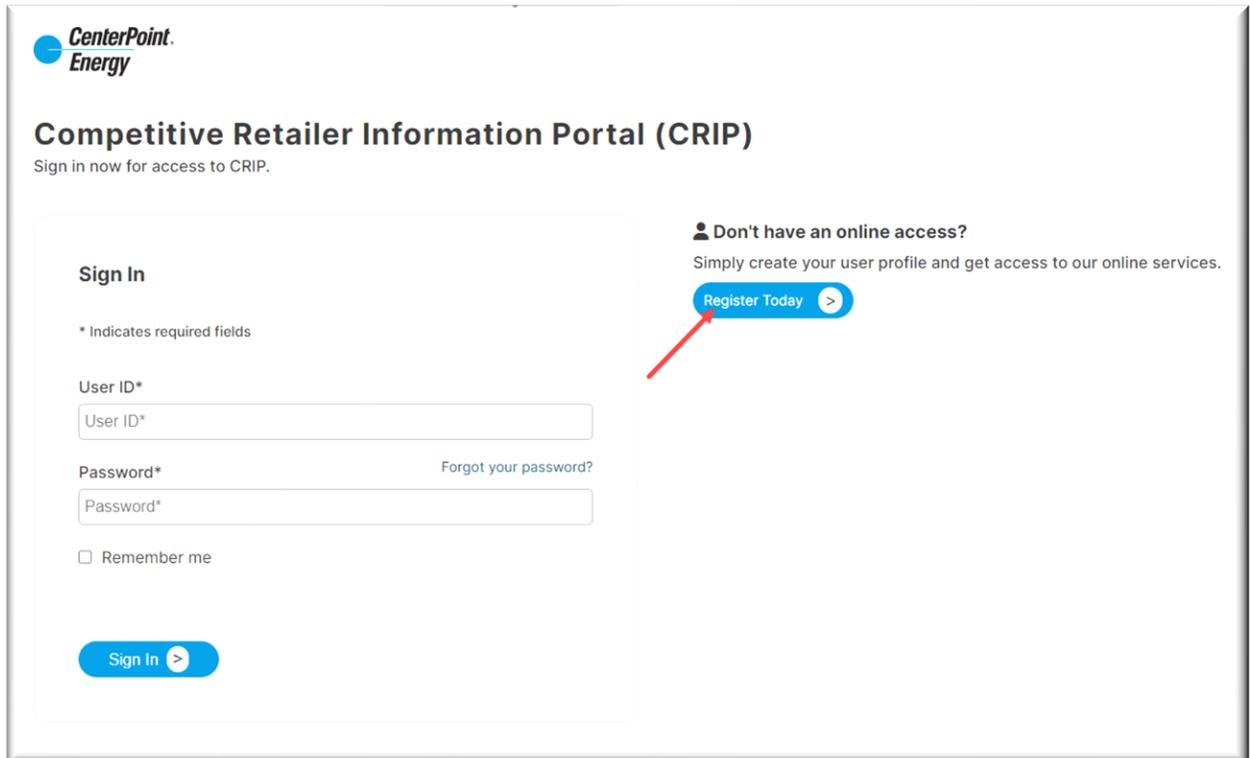


Enter your User ID and Password, and then click "Sign In".



Request Access:

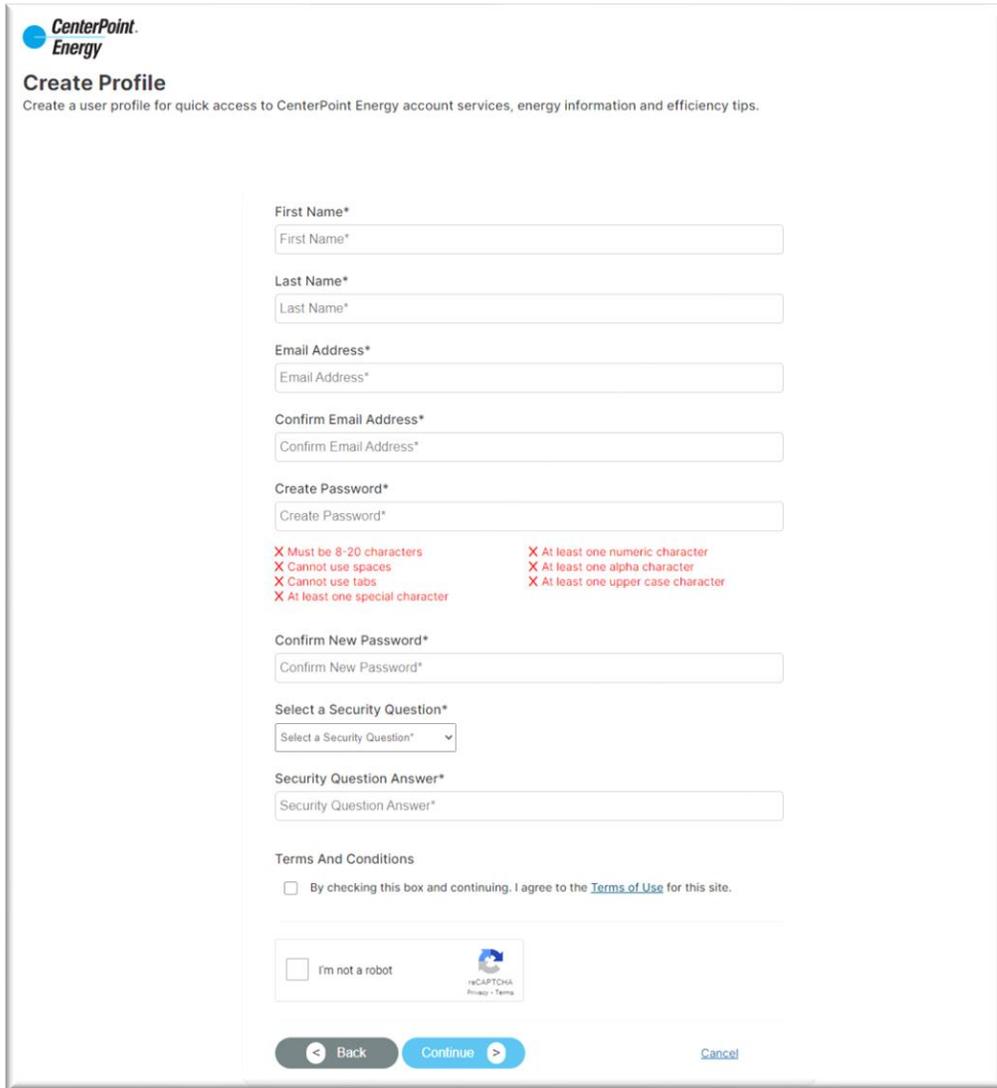
- For new organizations needing access, please contact CenterPoint Energy’s CR Relations at CR.Support@CenterPointEnergy.com to request information.
- For existing organizations already setup in our system, please proceed with the directions below. Click on “**Register Today**” to begin the process of being added to an organization



The screenshot shows the CenterPoint Energy Competitive Retailer Information Portal (CRIP) interface. At the top left is the CenterPoint Energy logo. Below it, the title "Competitive Retailer Information Portal (CRIP)" is displayed, followed by the instruction "Sign in now for access to CRIP." The main content area is divided into two sections. On the left is a "Sign In" form with the following elements: a note "* Indicates required fields", a "User ID*" input field, a "Password*" input field with a "Forgot your password?" link, a "Remember me" checkbox, and a "Sign In >" button. On the right is a section titled "Don't have an online access?" with the text "Simply create your user profile and get access to our online services." and a blue "Register Today >" button. A red arrow points to the "Register Today >" button.

Request Access (cont.):

Create a new profile by completing the required information in the form below.



CenterPoint Energy

Create Profile

Create a user profile for quick access to CenterPoint Energy account services, energy information and efficiency tips.

First Name*

Last Name*

Email Address*

Confirm Email Address*

Create Password*

X Must be 8-20 characters
X Cannot use spaces
X Cannot use tabs
X At least one special character
X At least one numeric character
X At least one alpha character
X At least one upper case character

Confirm New Password*

Select a Security Question*

Security Question Answer*

Terms And Conditions

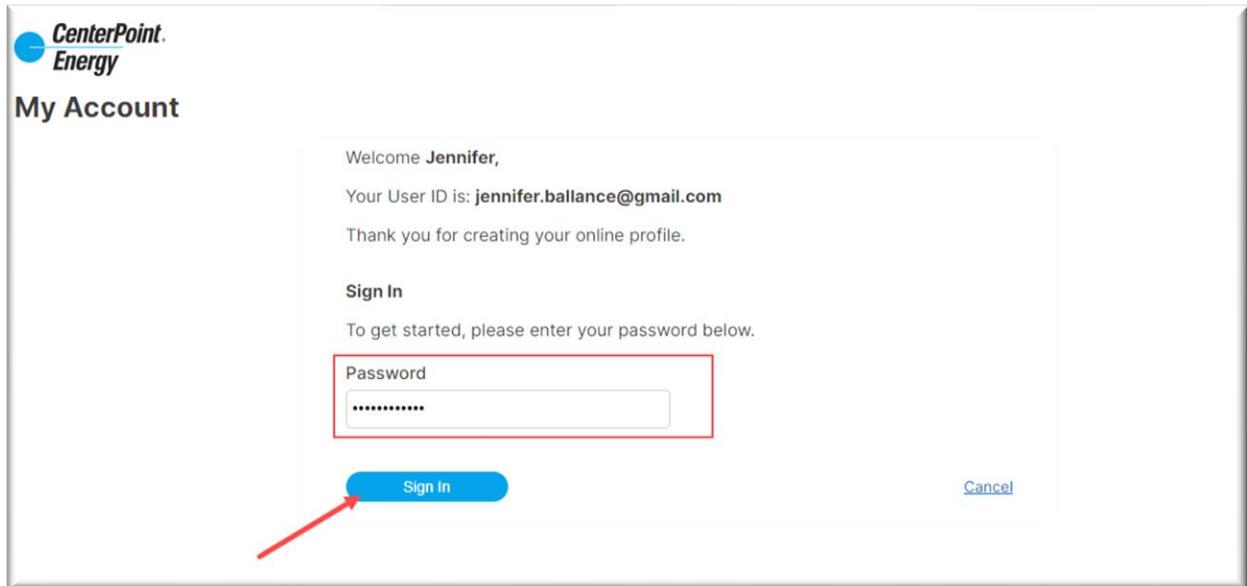
By checking this box and continuing, I agree to the [Terms of Use](#) for this site.

I'm not a robot 

[Cancel](#)

Request Access (cont.):

Enter the password and click **“Sign In”**. This will take you to the ADD NEW USER screen.



CenterPoint Energy
My Account

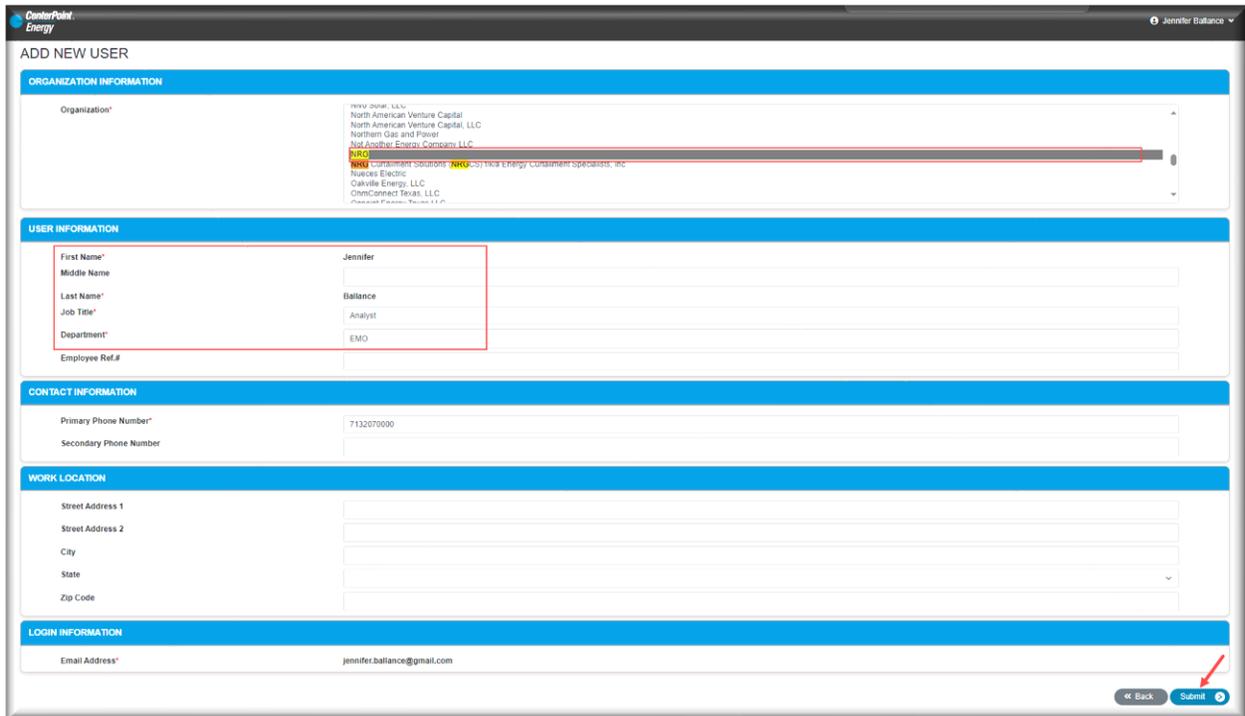
Welcome **Jennifer**,
Your User ID is: **jennifer.ballance@gmail.com**
Thank you for creating your online profile.

Sign In
To get started, please enter your password below.

Password

Sign In [Cancel](#)

Select the Organization that you want and enter the required information. Click **“Submit”**



CenterPoint Energy Jennifer Ballance

ADD NEW USER

ORGANIZATION INFORMATION

Organization*
new power, LLC
North American Venture Capital
North American Venture Capital, LLC
Northern Gas and Power
Not Another Energy Company, LLC
P.R.G.
P.R.G. Consultant Solutions
P.R.G. -> Iwika Energy Consultant specialists, etc
Purcell Electric
Oakville Energy, LLC
OncorConnect Texas, LLC
Pinnacle Partners, Texas, L.P.

USER INFORMATION

First Name* Jennifer
Middle Name
Last Name* Ballance
Job Title* Analyst
Department* EMO
Employee Ref.#

CONTACT INFORMATION

Primary Phone Number* 7132070000
Secondary Phone Number

WORK LOCATION

Street Address 1
Street Address 2
City
State
Zip Code

LOGIN INFORMATION

Email Address* jennifer.ballance@gmail.com

[Back](#) **Submit**

Request Access (cont.):

Your request will be submitted to the Administrator for that Organization for approval. The user will

not be able to log into CRIP until the Administrator approves the user.

INFORMATION

Information

Your request for approval has been submitted. You will NOT be able to log in until the site administrator approves your request

Once the user has been approved, the new user will receive an email confirming approval. At this time, the new user will be able to log into CRIP.

From: Competitive Retailer Relations <CR.Support@centerpointenergy.com>
Sent: Wednesday, February 7, 2024 1:20 PM
To: jennifer.ballance@gmail.com
Subject: Competitive Retailer Information Registration Request Status Update

[Contact Us](#)

February 07, 2024

Hello Jennifer Ballance

Your Competitive Retailer Information Portal (CRIP) registration request has been approved.

Login to the CRIP to view or manage your information. Additional support is available in the user guide link below or contact your site administrator if you have additional questions.

[CRIP User Guide](#)

Thank you
Competitive Retailer Relations

CR.Support@CenterPointEnergy.com

PLEASE DO NOT REPLY TO THIS EMAIL - REPLIES TO THIS MAILBOX ARE NOT MONITORED

This email was sent to: jennifer.ballance@gmail.com

This email was sent by: CenterPoint Energy Houston Electric, LLC

We respect your right to privacy. Click [here](#) to view our privacy policy.

Forgot Password:

Click on Login button.

WELCOME TO COMPETITIVE RETAILER INFORMATION PORTAL (CRIP)

Important Note!

Welcome to the new Competitive Retailer Information Portal. This new site has moved to: <https://ws.centerpointenergy.com>. Please Bookmark.

Please press the below button to continue

Login >

[User Guides](#) ⓘ



Select the “Forgot your password?” link:

Competitive Retailer Information Portal (CRIP)

Sign in now for access to CRIP.

Sign In

* Indicates required fields

User ID*

Password*

Remember me

Sign In >

Don't have an online access?

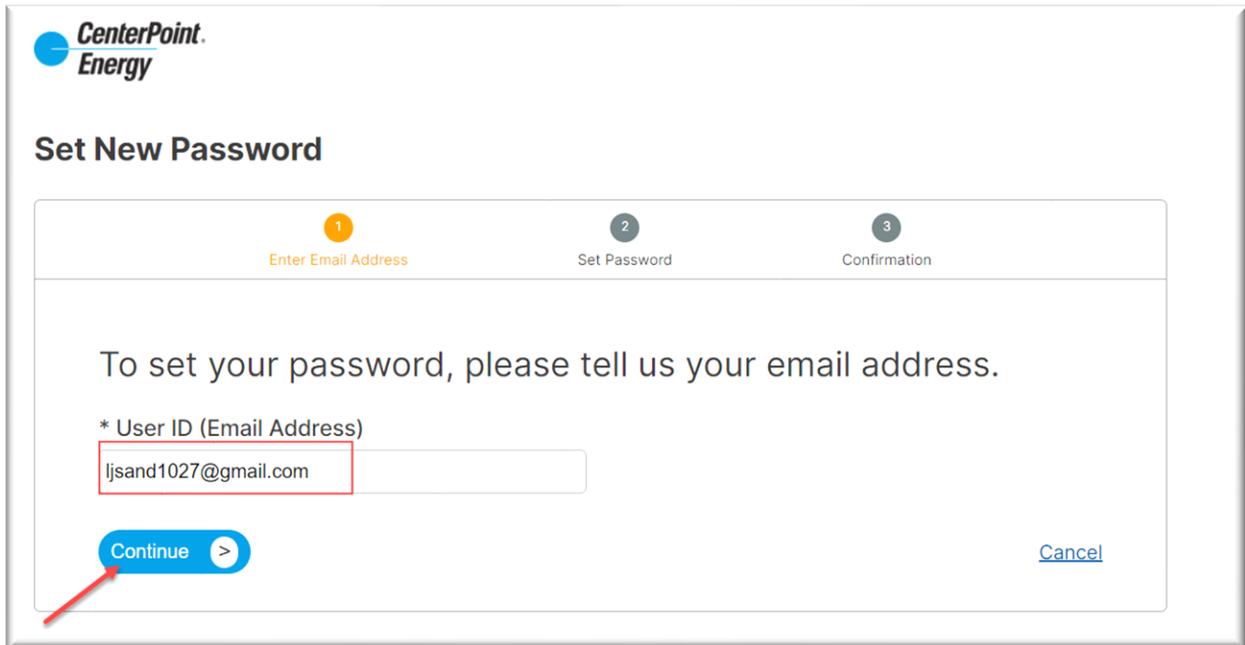
Simply create your user profile and get access to our online services.

Register Today >

[Forgot your password?](#)

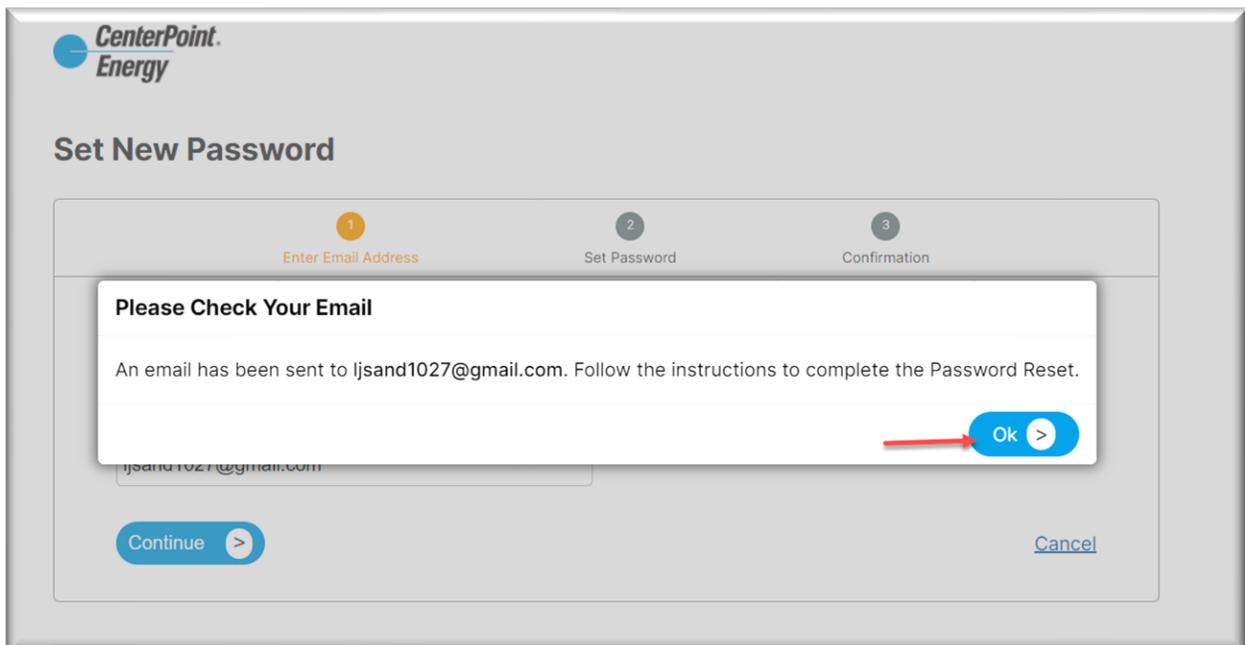
Forgot Password (cont.):

After entering the User ID, click “Continue”:



The screenshot shows the 'Set New Password' page with the 'Enter Email Address' step highlighted in orange. The page title is 'Set New Password'. Below the title, there are three numbered steps: 1. Enter Email Address (highlighted), 2. Set Password, and 3. Confirmation. The main content area says 'To set your password, please tell us your email address.' Below this, there is a label '* User ID (Email Address)' and a text input field containing 'ljsand1027@gmail.com'. A red box highlights the input field. At the bottom left, there is a blue 'Continue >' button with a red arrow pointing to it. At the bottom right, there is a blue 'Cancel' link.

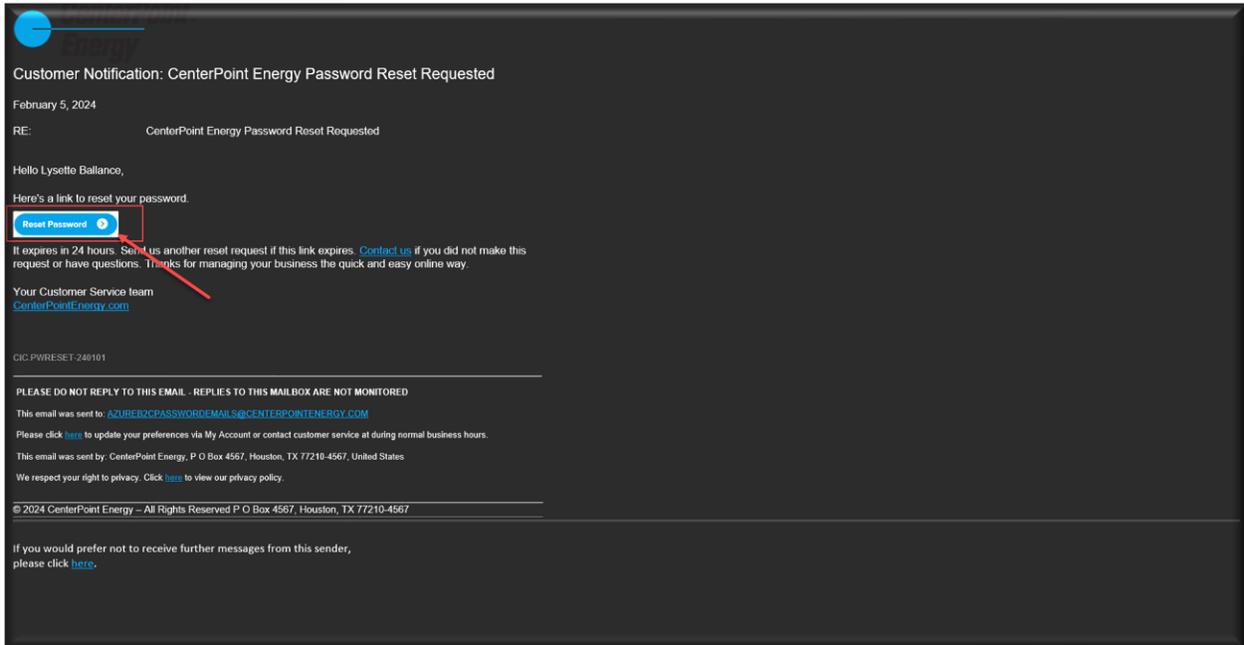
An email will be sent to the address entered with additional information needed to reset the password:



The screenshot shows the 'Set New Password' page with a modal dialog box overlaid. The dialog box has the title 'Please Check Your Email' and the text 'An email has been sent to ljsand1027@gmail.com. Follow the instructions to complete the Password Reset.' At the bottom right of the dialog box, there is a blue 'Ok >' button with a red arrow pointing to it. The background page is dimmed, showing the 'Set New Password' title and the three numbered steps. The 'Enter Email Address' step is still highlighted in orange. The 'Continue >' button and 'Cancel' link are visible at the bottom of the page.

Forgot Password (cont.):

Click on “Reset Password” in the received email.



Forgot Password (cont.):

After entering the qualifying password and confirming the reCAPTCHA, click on “Continue”.



Set New Password

1
Enter Email Address2
Set Password3
Confirmation

New Password

- ✓ Must be 8-20 characters
- ✓ Cannot use spaces
- ✓ Cannot use tabs
- ✓ At least one special character
- ✓ At least one numeric character
- ✓ At least one alpha character
- ✓ At least one upper case character

Confirm New Password

✓I'm not a robot

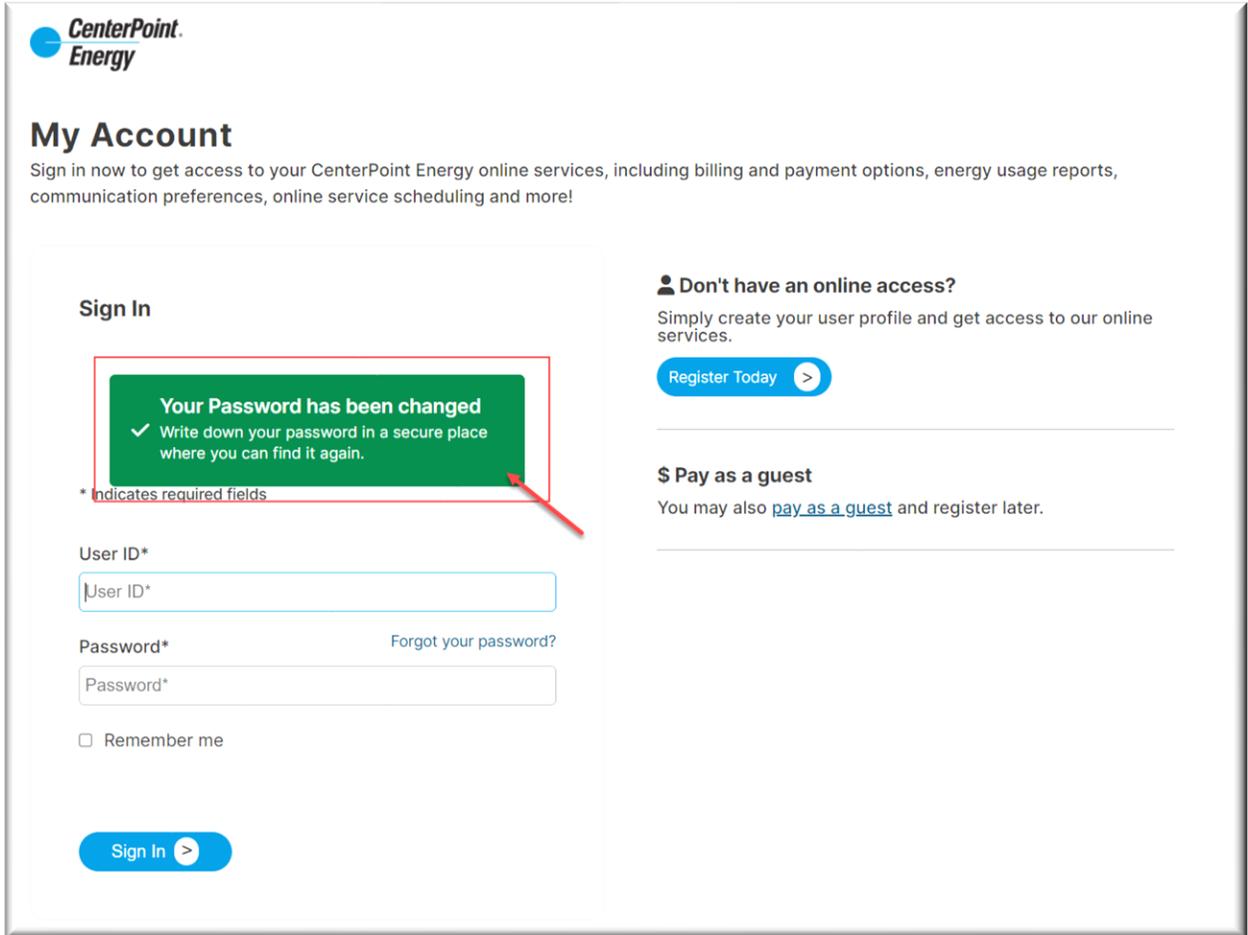
Questions or Comments? [Email us](#)

Continue >

[cancel](#)

Forgot Password (cont.):

You will receive notification that the password has been changed.



CenterPoint Energy

My Account

Sign in now to get access to your CenterPoint Energy online services, including billing and payment options, energy usage reports, communication preferences, online service scheduling and more!

Sign In

Your Password has been changed
✓ Write down your password in a secure place where you can find it again.

* Indicates required fields

User ID*

Password* [Forgot your password?](#)

Remember me

[Sign In >](#)

Don't have an online access?

Simply create your user profile and get access to our online services.

[Register Today >](#)

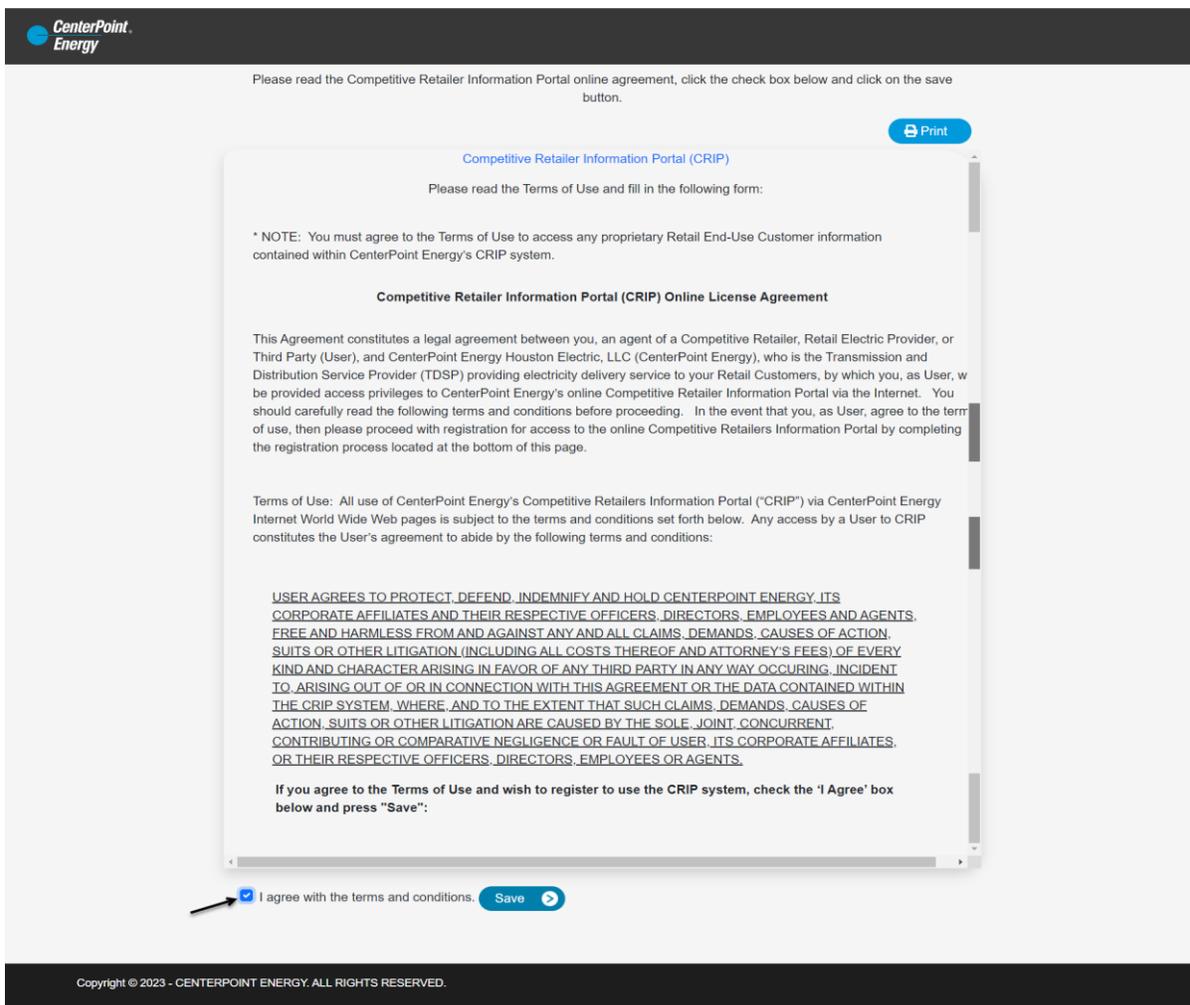
\$ Pay as a guest

You may also [pay as a guest](#) and register later.

ONLINE AGREEMENT:

Upon logging in, please read and accept the Online Agreement for important CRIP access information. You must agree to the Terms of Use to access any proprietary Retail End-Use Customer information contained within CenterPoint Energy's CRIP system.

The first time you log-in and accept the **ONLINE AGREEMENT**, confirmation of your acceptance will appear. After accepting the online agreement, you will have the option available to print the agreement for future reference.



The screenshot shows the 'Competitive Retailer Information Portal (CRIP) Online License Agreement' page. At the top left is the CenterPoint Energy logo. Below it, a message reads: 'Please read the Competitive Retailer Information Portal online agreement, click the check box below and click on the save button.' A 'Print' button is in the top right. The main content area is titled 'Competitive Retailer Information Portal (CRIP)' and contains the following text:

Please read the Terms of Use and fill in the following form:

* NOTE: You must agree to the Terms of Use to access any proprietary Retail End-Use Customer information contained within CenterPoint Energy's CRIP system.

Competitive Retailer Information Portal (CRIP) Online License Agreement

This Agreement constitutes a legal agreement between you, an agent of a Competitive Retailer, Retail Electric Provider, or Third Party (User), and CenterPoint Energy Houston Electric, LLC (CenterPoint Energy), who is the Transmission and Distribution Service Provider (TDSP) providing electricity delivery service to your Retail Customers, by which you, as User, w be provided access privileges to CenterPoint Energy's online Competitive Retailer Information Portal via the Internet. You should carefully read the following terms and conditions before proceeding. In the event that you, as User, agree to the term of use, then please proceed with registration for access to the online Competitive Retailers Information Portal by completing the registration process located at the bottom of this page.

Terms of Use: All use of CenterPoint Energy's Competitive Retailers Information Portal ("CRIP") via CenterPoint Energy Internet World Wide Web pages is subject to the terms and conditions set forth below. Any access by a User to CRIP constitutes the User's agreement to abide by the following terms and conditions:

USER AGREES TO PROTECT, DEFEND, INDEMNIFY AND HOLD CENTERPOINT ENERGY, ITS CORPORATE AFFILIATES AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS, FREE AND HARMLESS FROM AND AGAINST ANY AND ALL CLAIMS, DEMANDS, CAUSES OF ACTION, SUITS OR OTHER LITIGATION (INCLUDING ALL COSTS THEREOF AND ATTORNEY'S FEES) OF EVERY KIND AND CHARACTER ARISING IN FAVOR OF ANY THIRD PARTY IN ANY WAY OCCURRING, INCIDENT TO, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE DATA CONTAINED WITHIN THE CRIP SYSTEM, WHERE, AND TO THE EXTENT THAT SUCH CLAIMS, DEMANDS, CAUSES OF ACTION, SUITS OR OTHER LITIGATION ARE CAUSED BY THE SOLE, JOINT, CONCURRENT, CONTRIBUTING OR COMPARATIVE NEGLIGENCE OR FAULT OF USER, ITS CORPORATE AFFILIATES, OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES OR AGENTS.

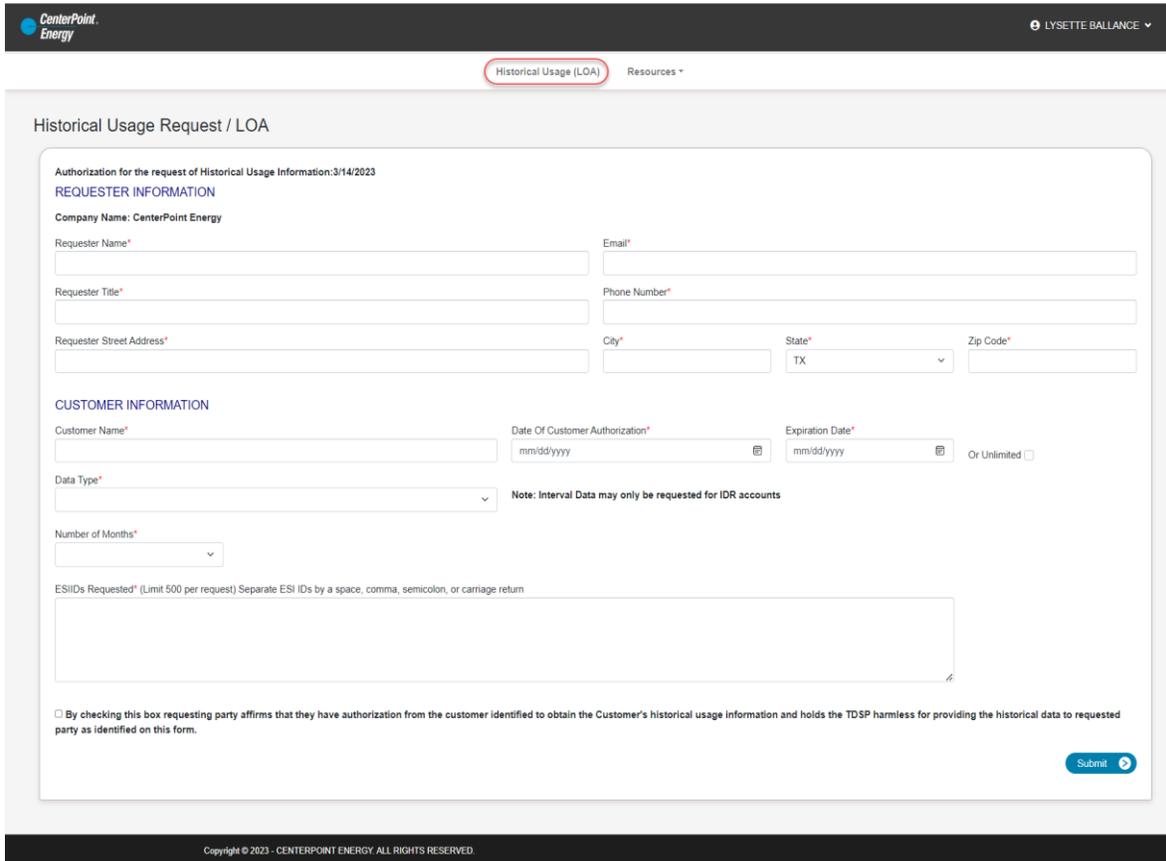
If you agree to the Terms of Use and wish to register to use the CRIP system, check the 'I Agree' box below and press "Save":

I agree with the terms and conditions.

At the bottom of the page, it says: Copyright © 2023 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.

HISTORICAL USAGE REQUEST/LOA (NEW):

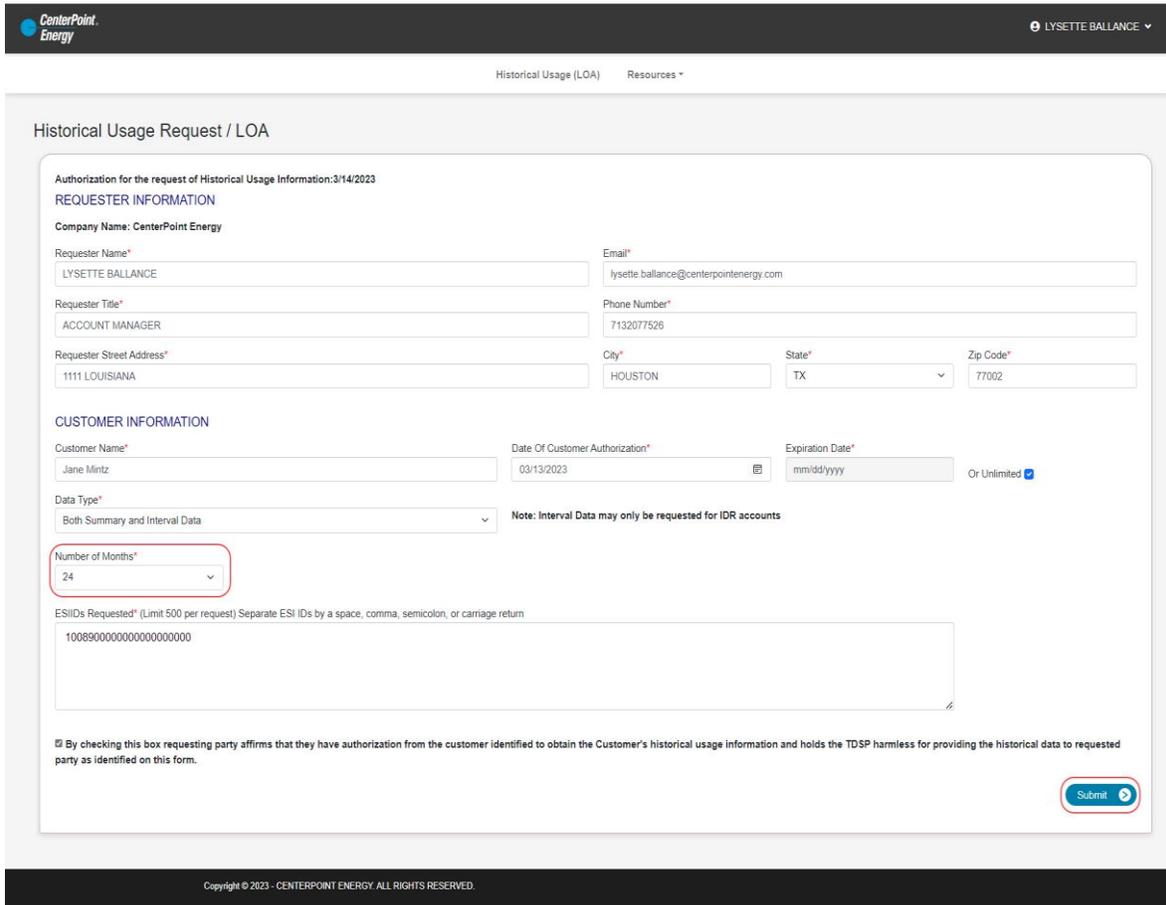
After clicking on the login button, you will be directed to the HISTORICAL USAGE REQUEST/LOA landing page.



The screenshot shows the 'Historical Usage Request / LOA' form within the CenterPoint Energy CRIP portal. The page header includes the CenterPoint Energy logo and a user name 'LYSETTE BALLANCE'. A navigation bar contains 'Historical Usage (LOA)' and 'Resources'. The form title is 'Historical Usage Request / LOA'. Below the title, there is an authorization notice: 'Authorization for the request of Historical Usage Information: 3/14/2023'. The form is divided into two main sections: 'REQUESTER INFORMATION' and 'CUSTOMER INFORMATION'. The 'REQUESTER INFORMATION' section includes fields for 'Requester Name*', 'Email*', 'Requester Title*', 'Phone Number*', 'Requester Street Address*', 'City*', 'State*' (with 'TX' selected), and 'Zip Code*'. The 'CUSTOMER INFORMATION' section includes fields for 'Customer Name*', 'Date Of Customer Authorization*' (format: mm/dd/yyyy), 'Expiration Date*' (format: mm/dd/yyyy), and an 'Or Unlimited' checkbox. There is also a 'Data Type*' dropdown menu and a 'Number of Months*' dropdown menu. A note states: 'Note: Interval Data may only be requested for IDR accounts'. Below these fields is a large text area for 'ESIDs Requested* (Limit 500 per request) Separate ESI IDs by a space, comma, semicolon, or carriage return'. At the bottom of the form, there is a checkbox for a legal disclaimer: 'By checking this box requesting party affirms that they have authorization from the customer identified to obtain the Customer's historical usage information and holds the TDSP harmless for providing the historical data to requested party as identified on this form.' A 'Submit' button is located at the bottom right of the form. The footer of the page reads 'Copyright © 2023 - CENTERPOINT ENERGY ALL RIGHTS RESERVED.'

HISTORICAL USAGE REQUEST/LOA (NEW) cont.

- Fill out the required information on the LOA request form (Note: you can now select up to 24 months of historical usage)
- Check the authorization box
- Click Submit



The screenshot shows a web form titled "Historical Usage Request / LOA" for CenterPoint Energy. The form is divided into two main sections: "REQUESTER INFORMATION" and "CUSTOMER INFORMATION".

REQUESTER INFORMATION:

- Company Name: CenterPoint Energy
- Requester Name*: LYSETTE BALLANCE
- Email*: lysette.ballance@centerpointenergy.com
- Requester Title*: ACCOUNT MANAGER
- Phone Number*: 7132077526
- Requester Street Address*: 1111 LOUISIANA
- City*: HOUSTON
- State*: TX
- Zip Code*: 77002

CUSTOMER INFORMATION:

- Customer Name*: Jane Mintz
- Date Of Customer Authorization*: 03/13/2023
- Expiration Date*: mm/dd/yyyy
- Or Unlimited
- Data Type*: Both Summary and Interval Data
- Note: Interval Data may only be requested for IDR accounts
- Number of Months*: 24
- ESIDs Requested*: 10089000000000000000

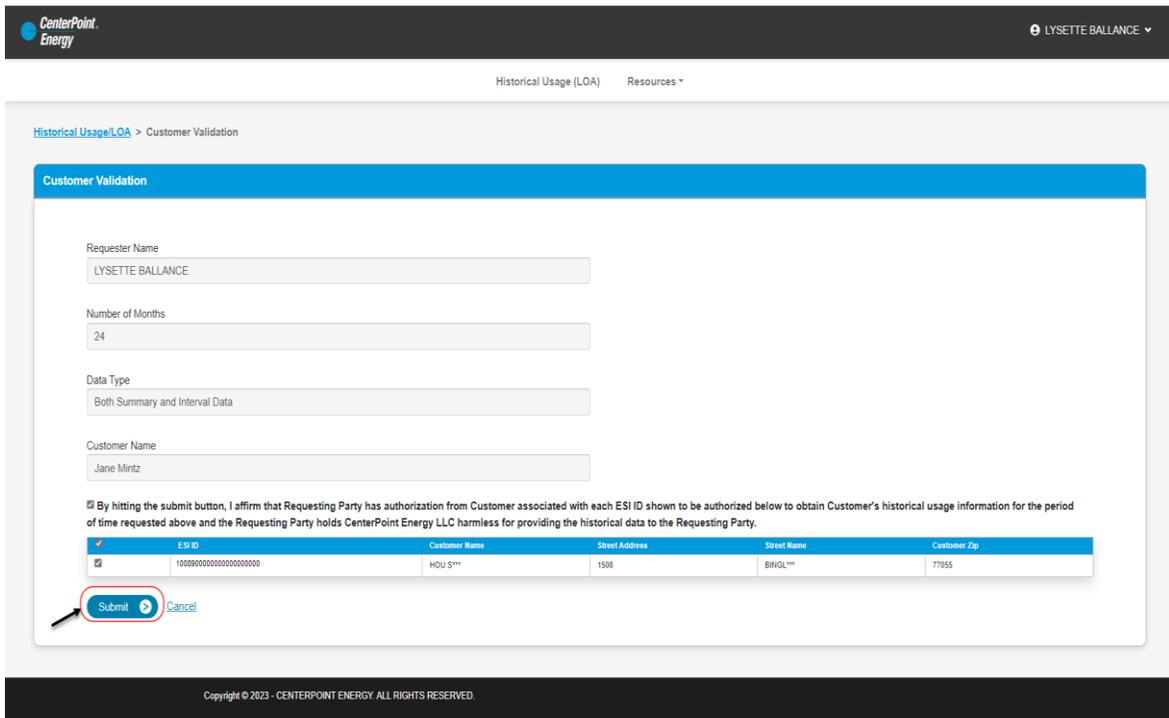
At the bottom of the form, there is a checkbox: By checking this box requesting party affirms that they have authorization from the customer identified to obtain the Customer's historical usage information and holds the TDSP harmless for providing the historical data to requested party as identified on this form.

A "Submit" button is located at the bottom right of the form.

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HISTORICAL USAGE REQUEST/LOA (NEW) cont.

- Review and select ESI-IDs
- Check authorization box
- To cancel without submitting, click cancel
- Click Submit



CenterPoint Energy LYSETTE BALLANCE ▾

Historical Usage (LOA) Resources ▾

Historical Usage/LOA > Customer Validation

Customer Validation

Requester Name
LYSETTE BALLANCE

Number of Months
24

Data Type
Both Summary and Interval Data

Customer Name
Jane Mintz

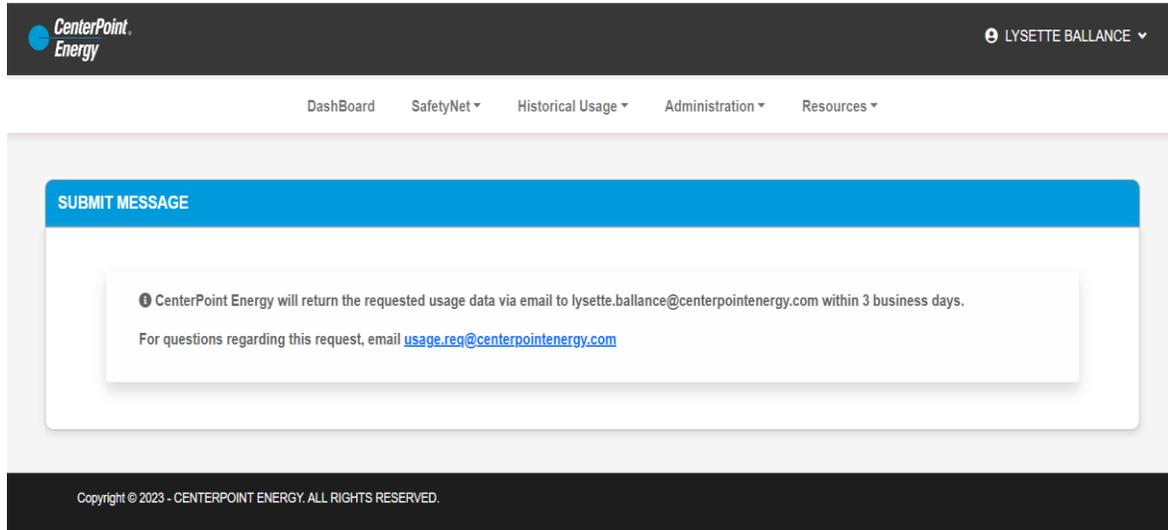
By hitting the submit button, I affirm that Requesting Party has authorization from Customer associated with each ESI ID shown to be authorized below to obtain Customer's historical usage information for the period of time requested above and the Requesting Party holds CenterPoint Energy LLC harmless for providing the historical data to the Requesting Party.

ESI ID	Customer Name	Street Address	Street Name	Customer Zip
<input checked="" type="checkbox"/> 100090000000000000000000	HOU S***	1500	BINGL***	77055

Copyright © 2023 - CENTERPOINT ENERGY ALL RIGHTS RESERVED.

HISTORICAL USAGE REQUEST/LOA (NEW) cont.

Once confirmed, a “submit message” will verify your LOA request has been made. You will receive an email with the historical usage data requested.



The screenshot shows a web portal interface. At the top left is the CenterPoint Energy logo. At the top right, the user name 'LYSETTE BALLANCE' is displayed with a dropdown arrow. Below the header is a navigation menu with links: 'DashBoard', 'SafetyNet', 'Historical Usage', 'Administration', and 'Resources'. The main content area features a blue header for a 'SUBMIT MESSAGE' box. Inside this box, a message states: 'CenterPoint Energy will return the requested usage data via email to lysette.ballance@centerpointenergy.com within 3 business days.' Below this message, it says 'For questions regarding this request, email usage.req@centerpointenergy.com'. At the bottom of the page, a footer contains the text: 'Copyright © 2023 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.'

CHANGE PASSWORD:

The **CHANGE PASSWORD** link gives individuals the ability to independently change their password.

CenterPoint Energy
LYSETTE BALLANCE Change Password
Logout

[Historical Usage \(LOA\)](#) [Resources](#)

Historical Usage Request / LOA

Authorization for the request of Historical Usage Information: 3/15/2023

REQUESTER INFORMATION

Company Name: CenterPoint Energy

Requester Name*	Email*		
<input type="text" value="LYSETTE BALLANCE"/>	<input type="text" value="lysette.ballance@centerpointenergy.com"/>		
Requester Title*	Phone Number*		
<input type="text" value="ACCOUNT MANAGER"/>	<input type="text" value="7132077526"/>		
Requester Street Address*	City*	State*	Zip Code*
<input type="text" value="1111 LOUISIANA"/>	<input type="text" value="HOUSTON"/>	<input type="text" value="TX"/>	<input type="text" value="77002"/>

CUSTOMER INFORMATION

Customer Name*	Date Of Customer Authorization*	Expiration Date*	Or Unlimited <input type="checkbox"/>
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>	

Data Type*

Number of Months*

ESIDs Requested* (Limit 500 per request) Separate ESI IDs by a space, comma, semicolon, or carriage return

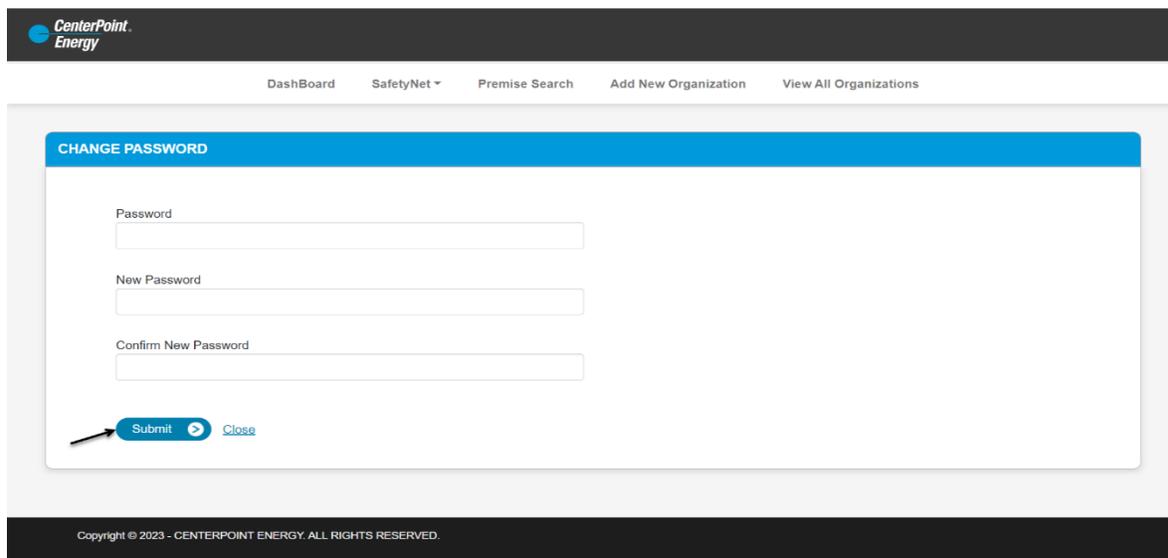
By checking this box requesting party affirms that they have authorization from the customer identified to obtain the Customer's historical usage information and holds the TDSP harmless for providing the historical data to requested party as identified on this form.

Submit

Copyright © 2023 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.

CHANGE PASSWORD cont.

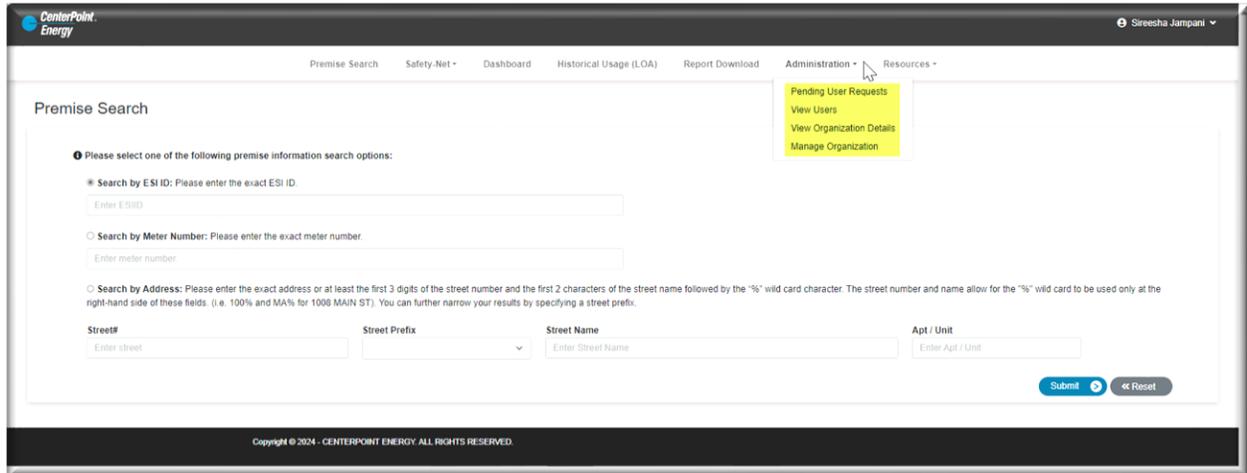
- Enter current Password and New Password and Confirm New Password
- Select Submit
- Password must satisfy the following:
 - Must contain at least 8 characters
 - Must contain a combination of uppercase letters, lowercase letters, numbers, and symbols



The screenshot shows the 'CHANGE PASSWORD' form within the CRIP portal. The form is titled 'CHANGE PASSWORD' and contains three input fields: 'Password', 'New Password', and 'Confirm New Password'. Below the input fields are two buttons: 'Submit' and 'Close'. A mouse cursor is pointing at the 'Submit' button. The form is set against a light gray background with a blue header bar. The portal's navigation menu is visible at the top, including 'DashBoard', 'SafetyNet', 'Premise Search', 'Add New Organization', and 'View All Organizations'. The footer of the page contains the copyright notice: 'Copyright © 2023 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.'

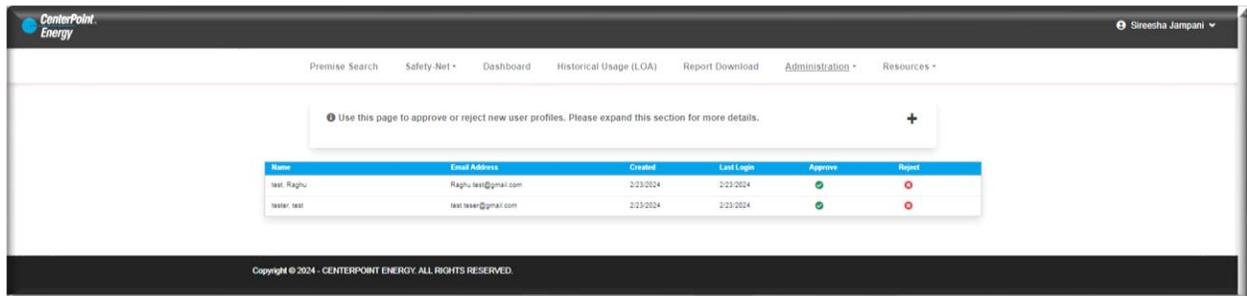
Administration:

The **Administration** header link allows administrators to respond to Pending User Requests, View Users View Organization Details, and Manage Organization Details.



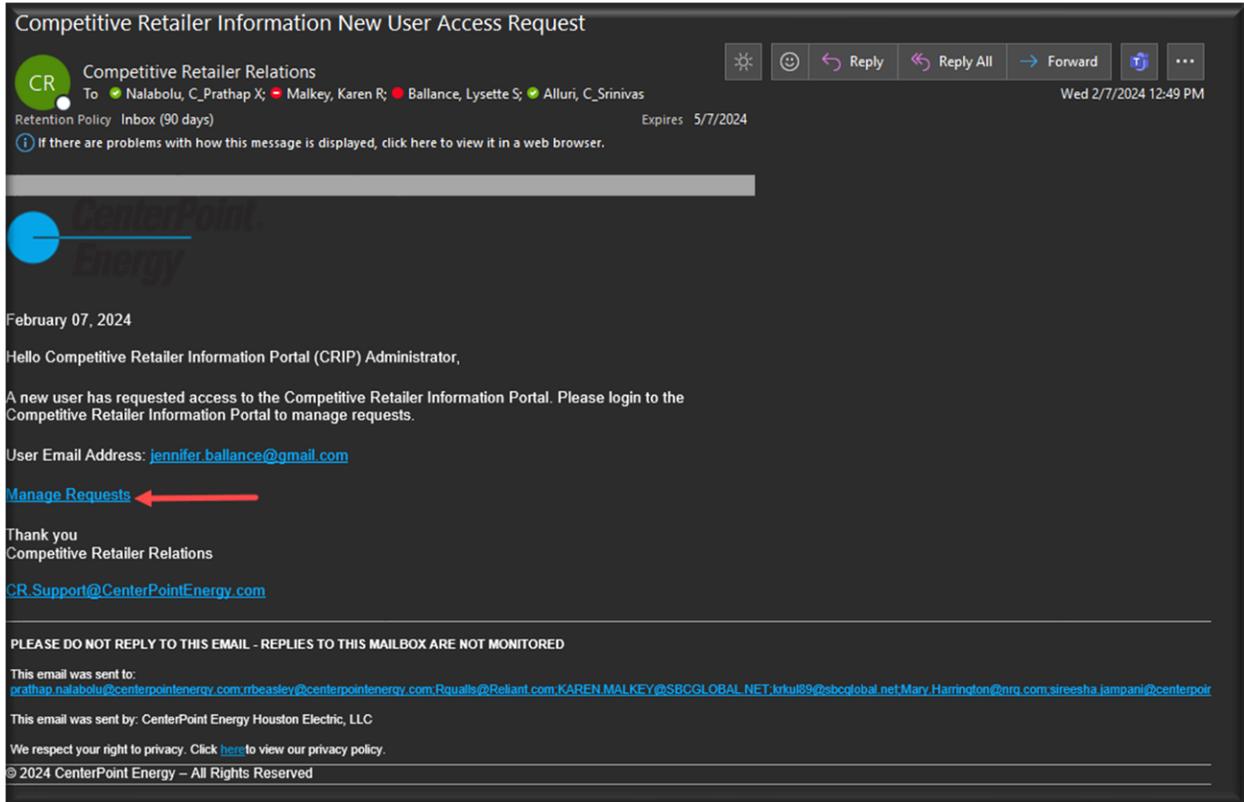
Pending User Request:

The Pending User Requests link provides the Administrator the means to approve or reject a new user request.

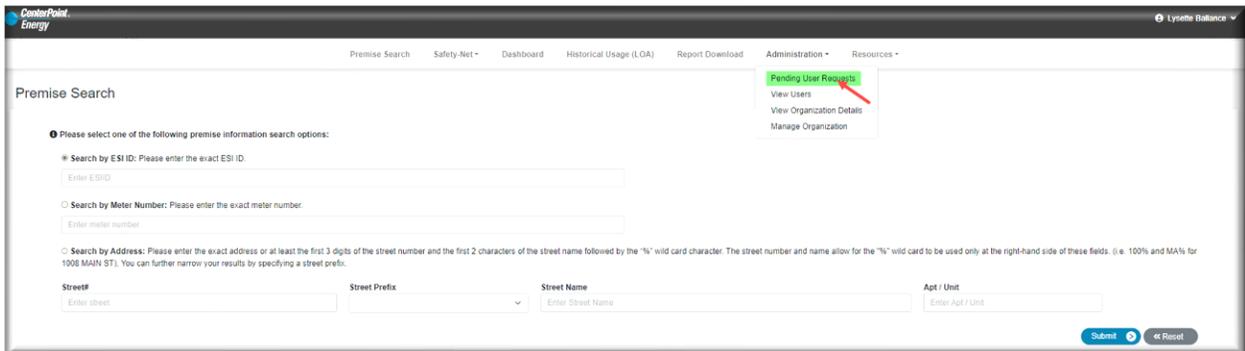


The user is responsible for creating their own profile in CRIP at the direction of the assigned Organization Administrator. Refer to the steps in the **Request Access** section of this guide. When a new request to add a user is submitted, the Administrator will receive an email notifying them of the request.

Pending User Request (cont.):

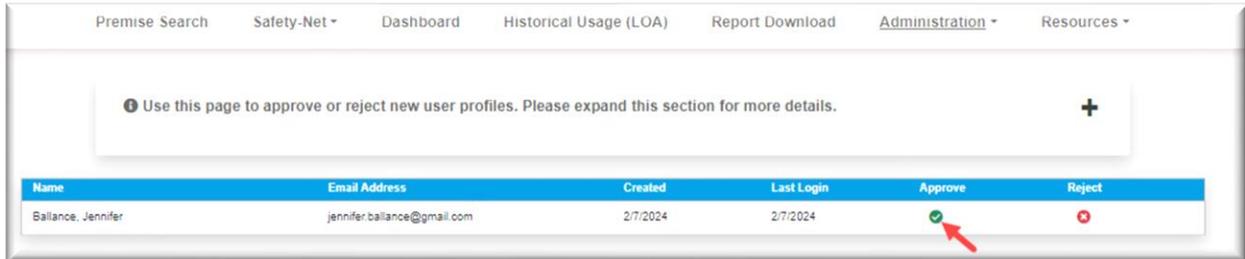


From the **Administration** header, select “**Pending User Requests**” from the drop down.

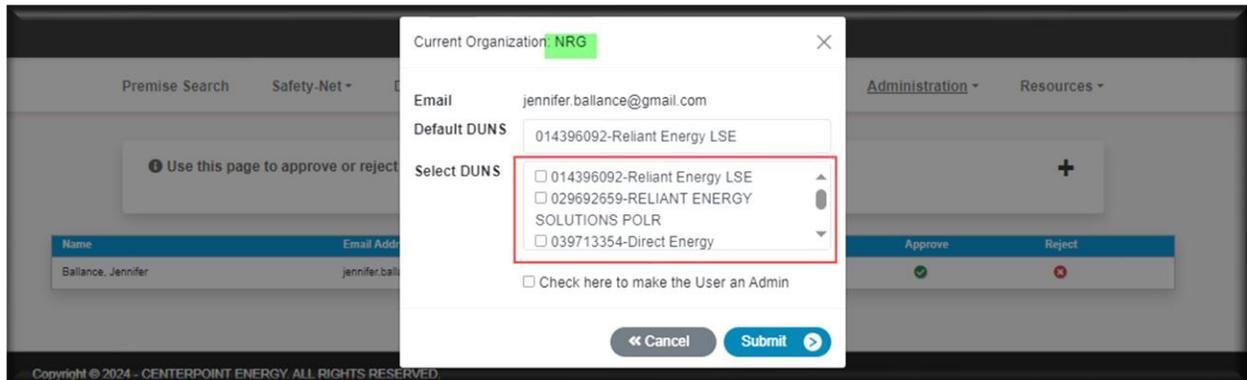


Pending User Requests (cont.):

From here the Administrator will have the option to Approve or Reject the user for the Organization.



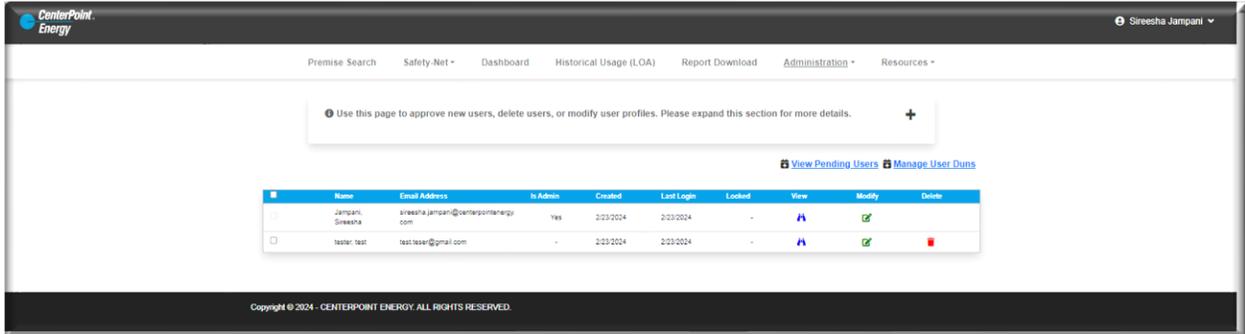
Next, the Administrator will be able to select the **Default DUNS** and all **DUNS** for which they want for that new user to have access. The Administrator will also have the option to select the check box to make the new user an Administrator.



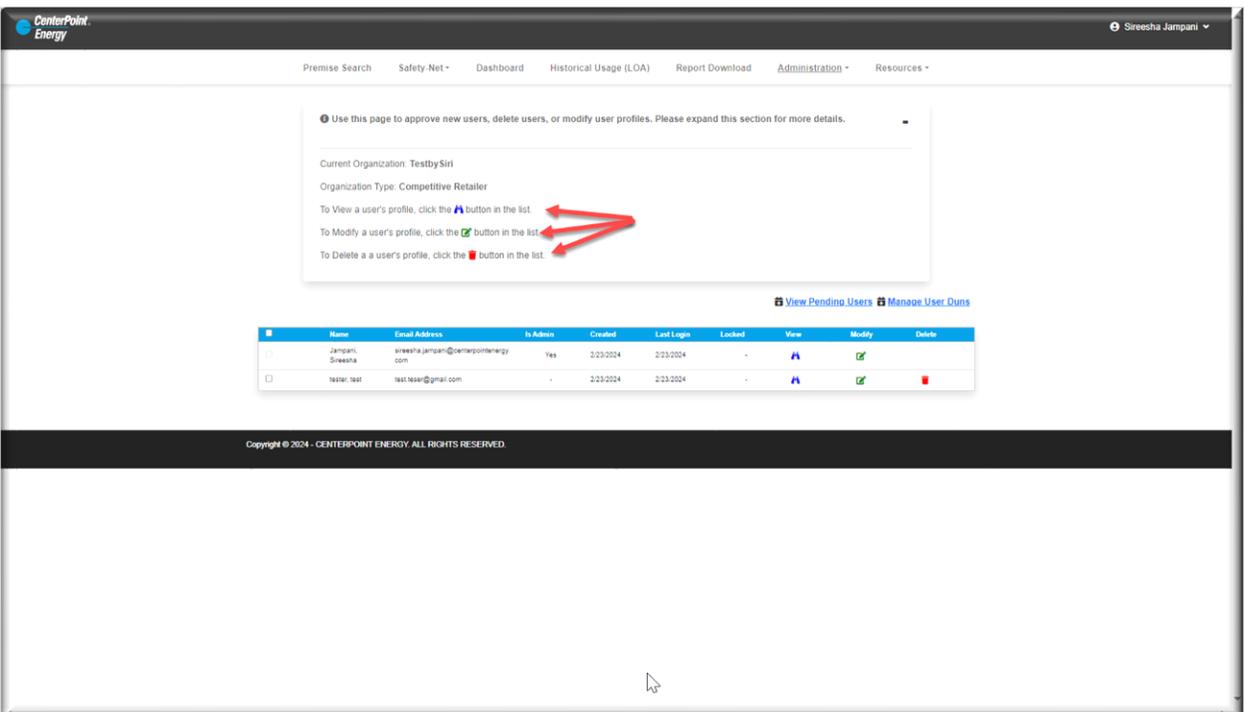
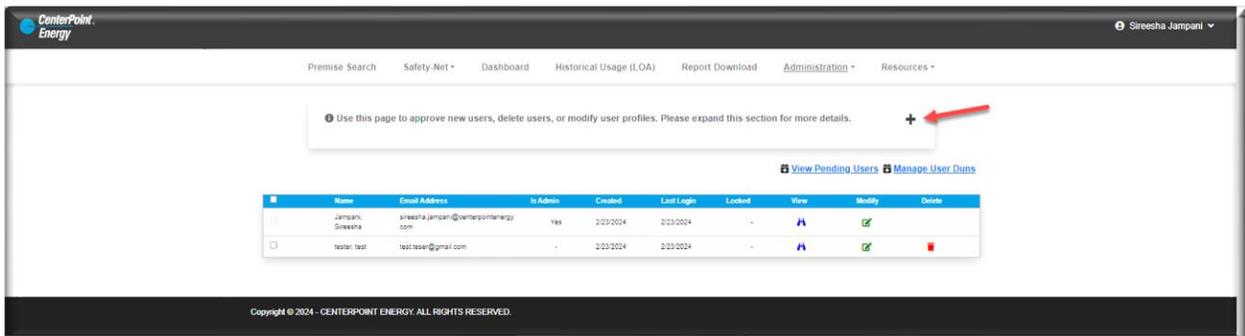
The **Default DUNS** can be selected for any user. This will typically be the DUNS that the user will use the most. If only one DUNS exist, then that DUNS will be the **Default DUNS**. In addition to selecting the **Default DUNS**, the administrator can select the DUNS that they want that user to have access to. Simply click on each DUNS that the user should have access to and click the **“Submit”** button to add the DUNS for that user.

View Users:

Administrators will use this page to delete users or modify user profiles.

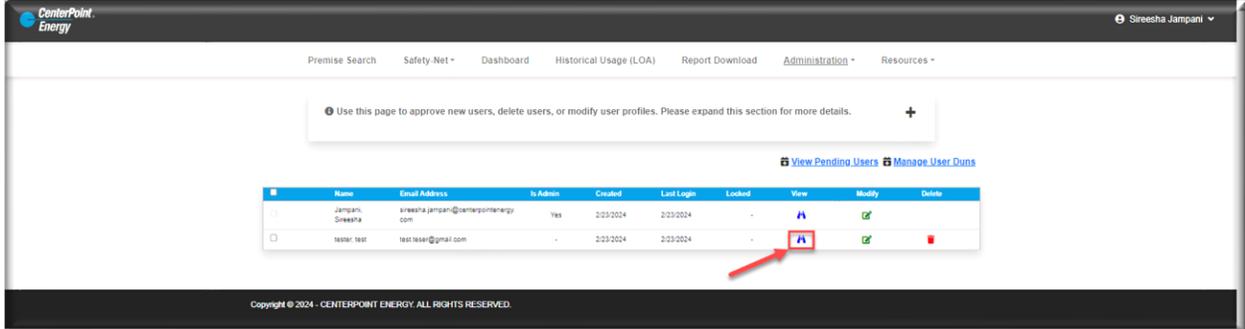


Click on the “plus” sign and receive details on the icons.

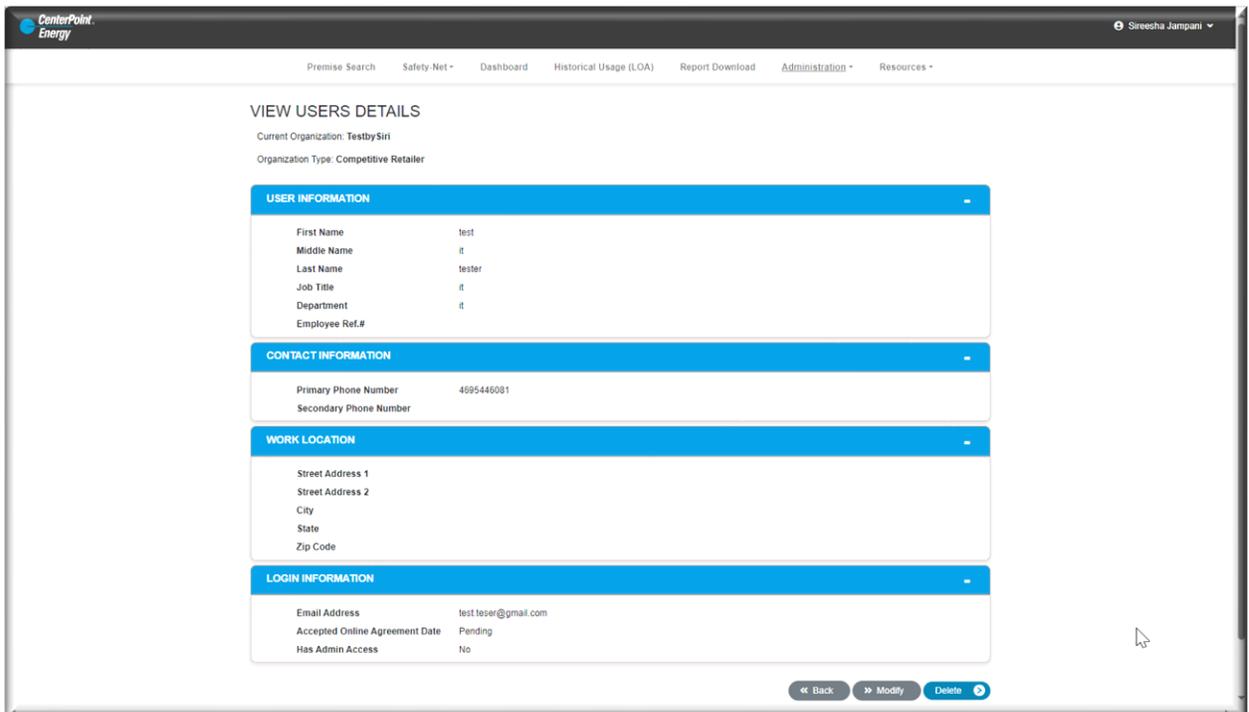


View Icon:

Clicking on the View icon will provide a view of the specific user.

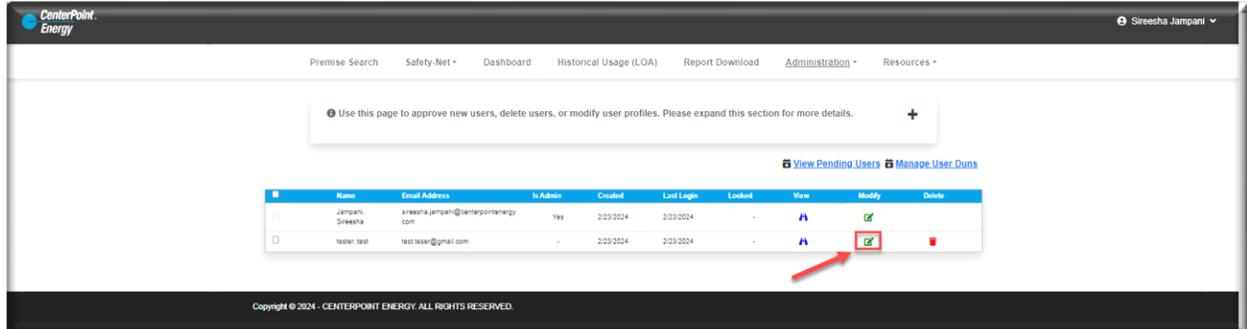


User details will appear as below.

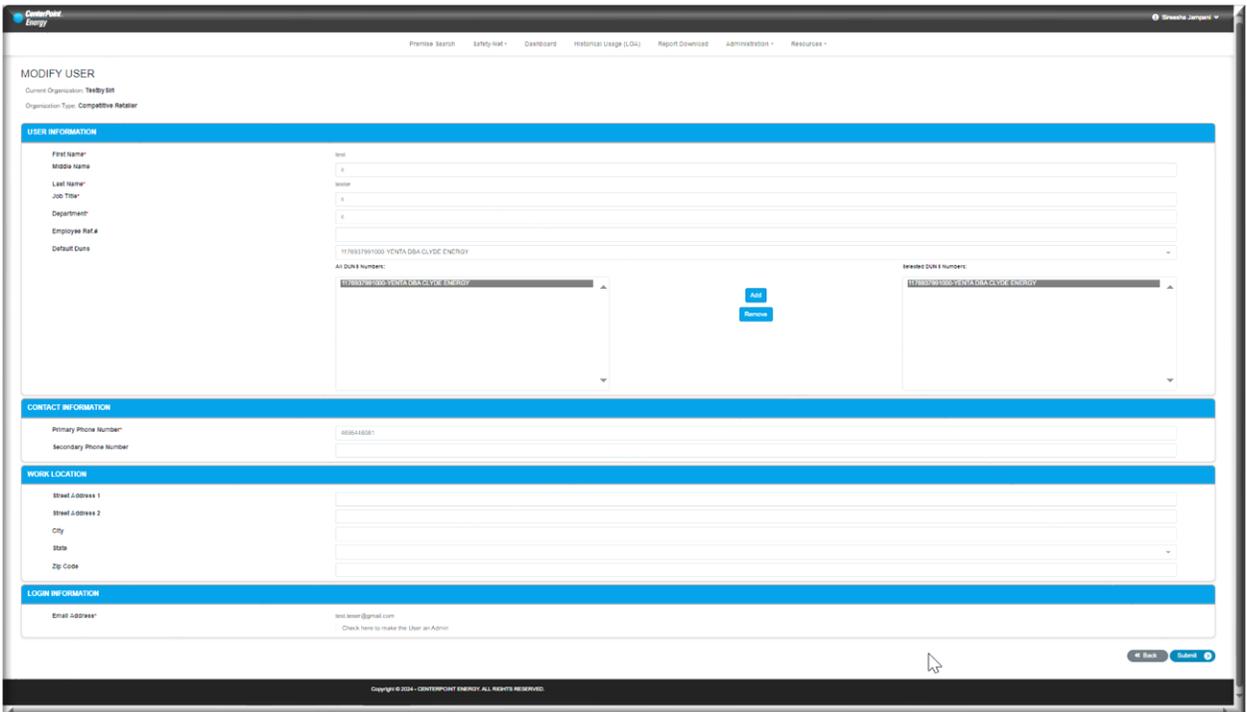


Modify Icon:

The Modify icon allows administrators to modify a user.



Clicking on this icon will bring the Administrator to the **Modify User** screen to make any changes as needed.



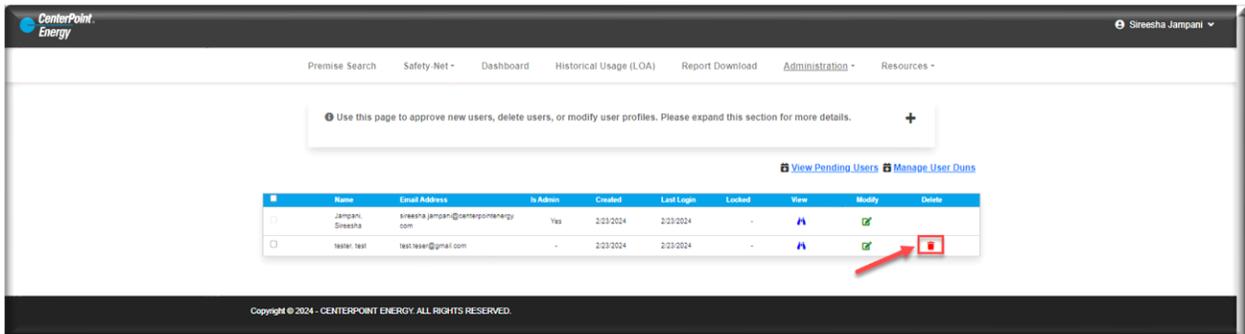
Modify Icon (cont.):

Once changes have been completed to the user click Submit to save. Confirmation will be given on the successful update.

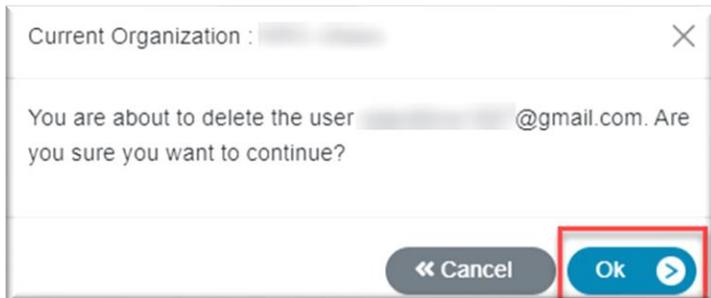


Delete Icon:

To delete a user, administrators will follow the steps below.

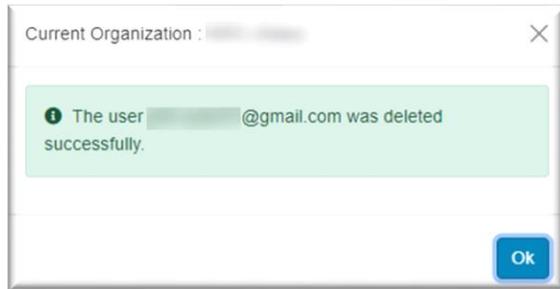


After selecting the Delete icon, the popup window below will appear. Click OK confirming that the administrator wants to delete user.



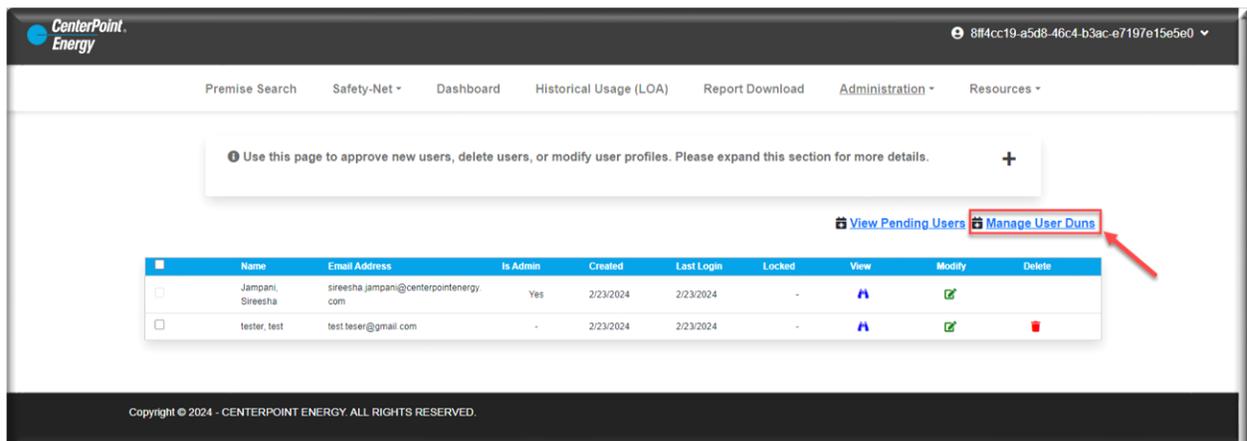
Once the user has been deleted, confirmation of this deletion will be given.

Delete Icon(cont.):



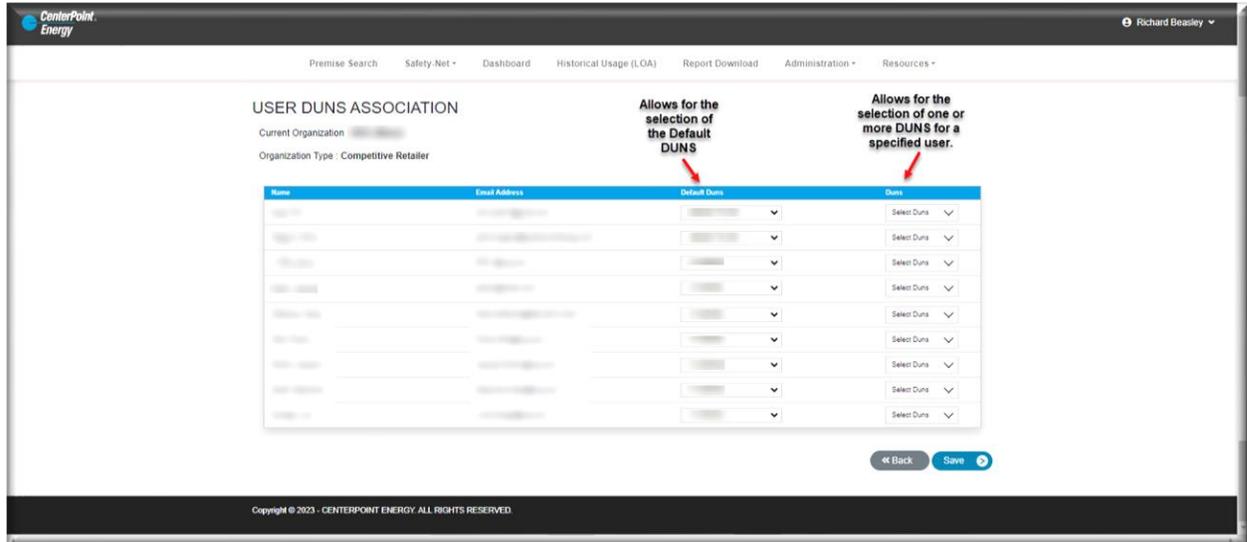
Manage User DUNS:

Manage User DUNS is an enhanced feature that allows administrators to manage the DUNS view for each user. The administrator can allow a user to see all DUNS, or the administrator select specific DUNS based on CR brand management. To manage user DUNS, click on the “Manage User DUNS” link as shown below.

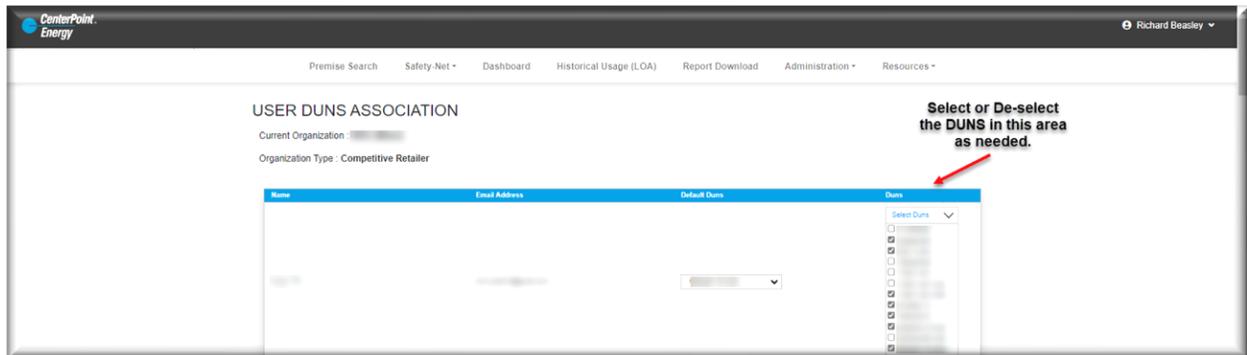


The administrator can select the Default DUNS and the DUNS that the administrator wants to allow for the selected user to access. The Default DUNS is typically the DUNS the user accesses the most and will be the DUNS users see when initially entering Dashboard.

Manage User DUNS (cont.):

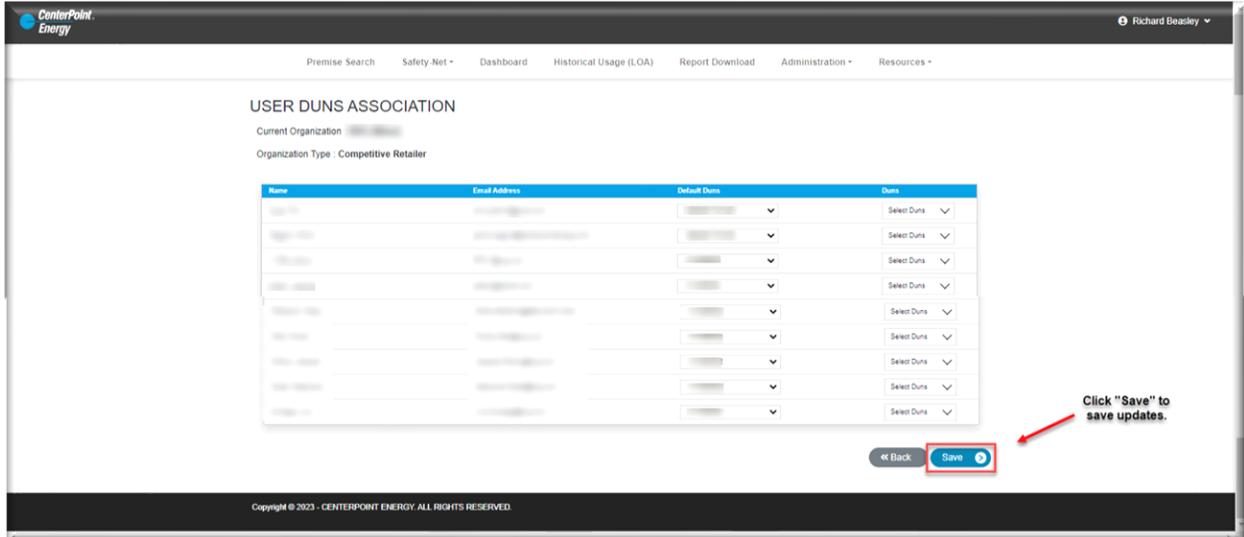


Under the DUNS column, click on the “Select DUNS” and all DUNS available for that organization will be listed. DUNS can be selected/deselected as need providing access only to the DUNS that user should have access to.



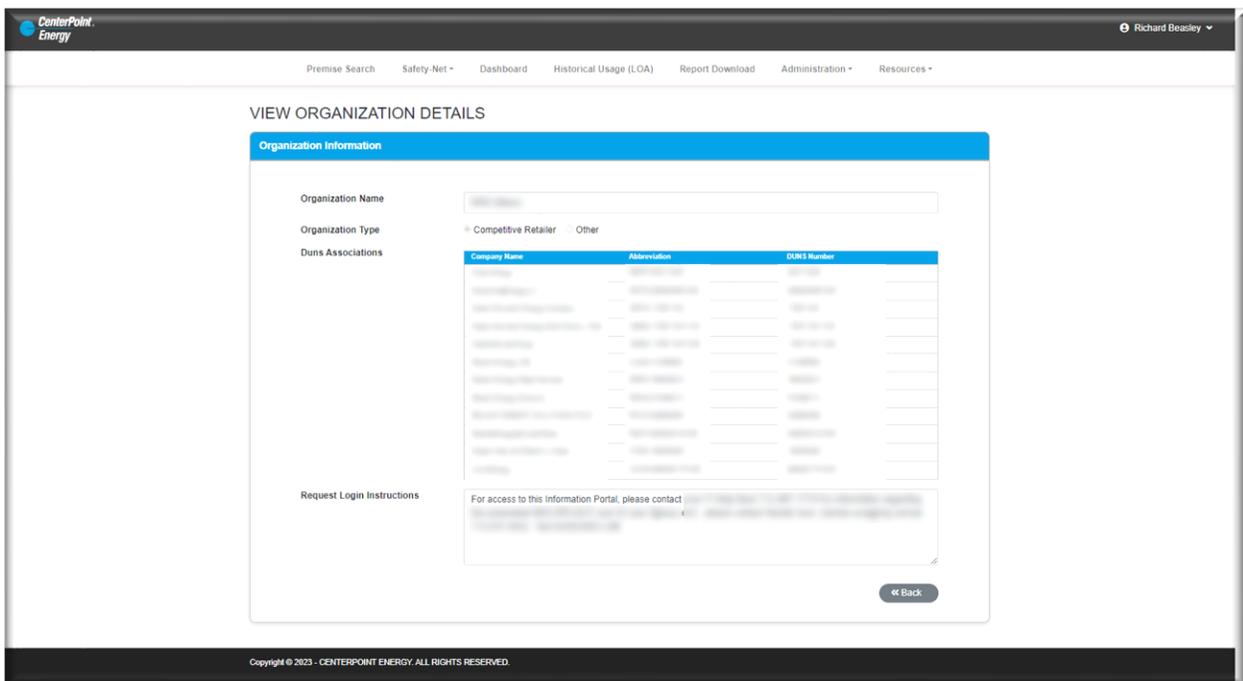
Manage User DUNS (cont.):

Click “Save” at the bottom of the page to save all updates.



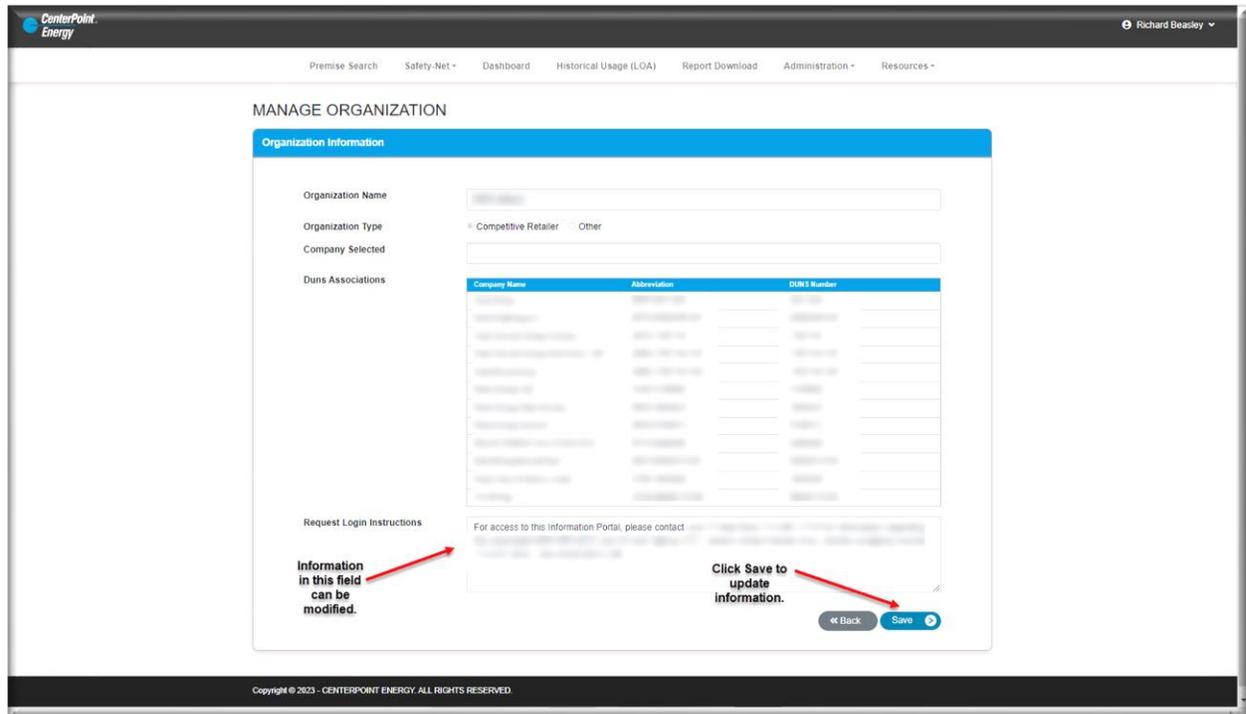
View Organization Details:

From the **Administration** link, click on “**View Organization Details**”. This view provides information on all DUNS associated with the organization and provides information on the point of contact to request access to view information related to the organization.



Manage Organization:

From the **Administration** header link, click on “**Manage Organization**”. This page allows the administrator to update/change information in the “Request Login Instructions” box.



Resources:

From the Resources link, the user will have access links to the CRIP User Guide and the most current Online Agreement completed by the user.