



# OE-417 E-Filing System Training Reference Guide

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**U.S. Department of Energy  
Office of Electricity Delivery and Energy Reliability**

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## OE-417 Training Reference Guide

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## I. About OE-417 E-Filing

### **The New OE-417 E-Filing System:**

OE-417 Electronic Filing (E-Filing) refers to the updated online filing system for the Electric Emergency Incident and Disturbance Reporting Form (OE-417). Through the OE-417, information is collected on major electric system incidents to inform the Department of Energy (DOE).

### **Benefits of E-Filing:**

For respondents, E-Filing is a convenient, fast, and secure way to submit an OE-417 Form. The updated OE-417 E-Filing also contains the ability to e-mail Forms as they are submitted, assisting companies in fulfilling NERC and other reporting requirements with no additional burden. The E-Filing system is available 24 hours a day, 7 days a week. The OE-417 E-Filing system supports Microsoft Internet Explorer ver. 7.0, 8.0 and 9.0

### **OE-417 Security:**

The OE-417 E-Filing system is a fully secured website hosted at DOE's National Energy Technology Laboratory (NETL) and adheres to best practices to ensure data and system securities. NETL also ensure compliance with all of DOE's security policies and procedures.

### **Updated Features in the new OE-417 E-Filing system:**

- Secure Login feature to authenticate credentials of individual (registered) respondents prior to granting account access.
- A password recovery system providing respondents the ability to reset/change their own password.
- Ability to submit test OE-417 Forms, allowing respondents to train on the E-Filing system.
- Registered respondent information (such as Organization Name, Address and Additional Point of Contact) are pre/auto-populated into the Form to reduce entry time.
- Ability to update and finalize incident reports without the need to re-enter the entire Form again.
- Ability to save a draft OE-417 Form for later completion/submission.
- Ability to download PDF versions of previous submissions at any time.
- A search engine to find previous OE-417 submissions.
- Option for delivery of OE-417 Form submission as a .pdf attachment to recipients via e-mail

### **Additional Ways to Submit a Form:**

OE-417 submissions will continue be accepted via e-mail, phone and fax.

### **Contact Us**

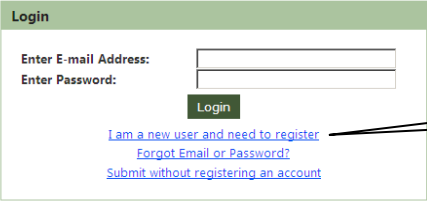
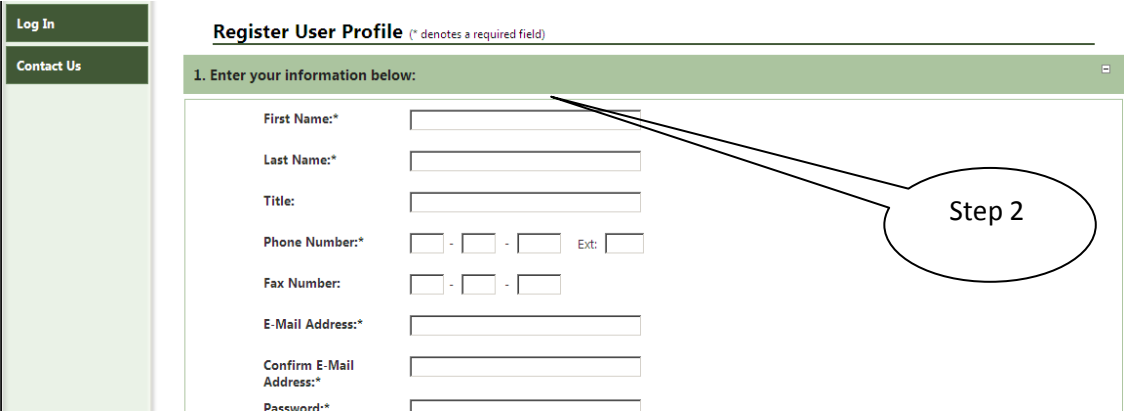
If you have any questions, contact [OE417@oe.netl.doe.gov](mailto:OE417@oe.netl.doe.gov).



## II. Registering an Account

Registering for an account in the new system takes three steps:

1. Click the “I am a new user and need to register” link on the E-Filing home page:  
[https://www.oe.netl.doe.gov/OE417\\_Form.aspx](https://www.oe.netl.doe.gov/OE417_Form.aspx).
2. Complete all required fields and submit
  - a. Required fields are marked with an \*.
  - b. Note the password requirements in the registration
  - c. There is a checkbox which can be selected if you are the POC (for lines 13-17 on the OE-417 Form) for your company.
  - d. If you wish to add e-mail addresses to send Forms to, you must click the ADD button before you click the submit button
3. Validate your account upon receiving an e-mail

Step	Description
1	<p>Click the <a href="#">I am a new user and need to register</a> link on your OE-417 Homepage to create a new account in the OE-417 E-Filing system</p> 
2	<p>After completing step 1 you will be routed to the registration page, complete all required fields and <b>Click Submit</b> to initiate the account activation process (Refer to FAQ below for a summary of required fields).</p> <p><b>Note:</b> If you missed entering any required fields after you click submit and will be prompted to complete all required fields and will need to Click Submit again to complete the submission.</p> 
3	<p>After you have successfully submitted for an account, you will receive an account activation notice at your registered e-mail address. Click the Activate link in that e-mail address to complete the account registration process, after completing this step you will be routed to the OE-417 Login page where you can enter your e-mail/password and start using the new system.</p>



## FAQ's on How to Register/Account Management

### **Q. What should I do if I have not received a confirmation e-mail after completing the registration process and/or submitting electronic documents?**

Prior to contacting the OE office, please verify that your spam filters are not blocking e-mails from OE417@oe.netl.doe.gov. If this is not the problem, please contact the OE E-Filing Help Desk at [OE417@oe.netl.doe.gov](mailto:OE417@oe.netl.doe.gov).

### **Q. What are the required fields to register for an account?**

Required Fields for registration are:

1. Name
2. Email Address
3. Password
4. Point of Contact (Can be the same)
5. Security Q&A
6. Organization Profile

### **Q. Why can't I login?**

If you are getting a message that says "incorrect password and/or username" verify your login and password and that your Caps Lock key is not on (your password is case sensitive). If you have forgotten your login or password, click the "Forgot Link or Password" link on the logon screen.

### **Q. What should I do if I get a message saying my account is locked?**

The system will lock a user's account after three failed login attempts. If you have locked your account, e-mail the Help Desk at [OE417@oe.netl.doe.gov](mailto:OE417@oe.netl.doe.gov) to have it unlocked.

### **Q. How do I change my password? Can I update other information like my name, phone number and e-mail address?**

All information (except your username) can be updated. You can change your password or any other user account information at any time by clicking on the "My Account" on the left navigation panel once you are logged in. After you update your information, make sure to reinput your password and then click "Save."

### **Q. Can I check the status of my filing if I submitted a Form without registering an account and logging into the E-Filing system?**

No. In order to be able to see past filings, you must create an account, log in, and submit a Form through your account. Users will be able to see all Forms they have submitted.



### III. Submitting OE-417 Forms

The new OE-417 E-Filing system has 4 main features to help respondents to manage their Forms effectively and efficiently.

1. Submitting a new Form
2. Updating an existing Form
3. Saving a draft
4. Search function

**Note:** The purpose of this section of the training reference guide is to help users understand the new features in the E-Filing system. For detailed instructions on how to fill out the OE-417 Form itself, see the [Form Instructions](#).

Figure 1

The screenshot shows the user interface of the OE-417 E-Filing system. On the left is a navigation menu with options: Home, Enter New OE-417, Search, My Account, Contact Us, and Log Out. The main content area displays a 'Welcome' message and a section for 'Pending Submissions and Updates'. A table lists pending forms with columns for File Number, Alert Status, Date/Time Incident Began, and Filing Criteria. Below this is a search function with an 'Event ID' input field and a 'Search' button. Further down is a section for 'New Event Submissions and Updates' with a table of recent events. Callouts point to specific features: 'Submitting a new Form' points to the 'Enter New OE-417' button; 'Search Function' points to the search input field; 'Saving a Draft - Step 2' points to the 'Edit' link in the pending submissions table; 'Updating a new Form - Step 1' points to the 'Update' icon in the new submissions table; and 'Updating a new Form - Step 2' points to the 'Search' button.

#### A. Submitting a New Form

Step	Description
1	Once you have activated your OE-417 account log on with your credentials at <a href="https://www.oe.netl.doe.gov/OE417_Form.aspx">https://www.oe.netl.doe.gov/OE417_Form.aspx</a> .
2	In your homepage, click on the “Enter New OE-417” button (see Figure 1) to begin a Form submission. <b>Note:</b> All relevant information in your registration like your name, POC, Organization information will be pre populated for your convenience.



3	<p>The new OE-417 Form has 5 Key parts that you will need complete the Form submission process.</p> <ol style="list-style-type: none"> <li>1. <b>Schedule 1</b> – Enter all relevant and required fields in the Schedule 1 tab and click next at the bottom of the screen.</li> <li>2. <b>Schedule 2</b> - Enter all relevant and required fields in the Schedule 2 tab and click next at the bottom of the screen.</li> <li>3. <b>Add E-mail Recipients</b> – Add additional e-mail recipients not added during registration that you would like this Form delivered to via e-mail. You will need to enter recipients e-mail address, select schedule 1 or 1 &amp; 2 and <b>Click Add</b>, repeat these steps to add additional e-mail addresses for additional recipients. <b>Note:</b> You can also delete a recipient by checking e-mail recipients and <b>Click Delete</b> to remove a recipient.</li> <li>4. <b>Review</b> – After completing the first 3 steps you will <b>Click Review</b> at the bottom of the page. This will show all lines of the Form and the e-mail recipients you have selected. If there are required fields not filled in, red text next to the field will alert you to fields that still need to be filled in. You have the ability to edit all fields on this screen.</li> <li>5. <b>Click Submit</b> at the bottom of the Review screen to submit the completed OE-417 Form. A Confirmation screen will appear containing an Event ID and a confirmation e-mail will be sent to the user’s e-mail address. Any e-mail recipients will be sent a pdf of the submitted Form. <b>Note:</b> If you missed any required fields you will be prompted to complete all required fields and will need to Click Submit again to complete the submission.</li> </ol>
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### ***B. Updating Submitted Forms***

Step	Description
1	Locate the Form you need to update on your OE-417 Homepage Dashboard (Refer to Figure 1 – Updating a Form Part 1) and double click the Update icon, the selected Form will open. You can add, updated and modify any fields in the selected Forms that require updates and follow the Form submission process explained earlier.
2	Enter the Event ID on your OE-417 Homepage (Refer to Figure 1 – Updating a Form Part 2); your Form will be displayed on your OE-417 Dashboard. Continue to update Form the as described in step 1.

### ***C. Save a Draft for Later Submission***

In the new OE-417 E-Filing system the respondents have the ability save draft Form for later submissions which require two simple steps:

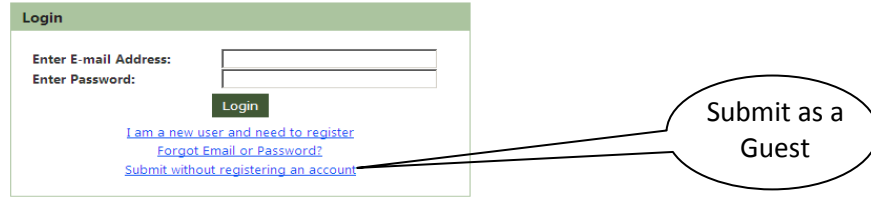
Step	Description
1	When entering an OE-417 Form click “Save Draft” button on the bottom the screen anytime and your Form will be saved and displayed in your homepage
2	When you are ready to submit a saved draft, double click on the draft displayed on your home page to open Form and follow the Form submission process (Refer to Figure 1 - image above Saving a draft Part 2)



### D. Submitting as a Guest

There is also an option to submit a Form as a guest user without registering for an account. Click on “Submit without registering an account.” Then follow step 3 under Submitting a New Form, above. The e-mail listed in the Official Contact will receive a copy of the Form submitted as a Guest.

**Note:** You will lose most of the benefits of the OE-417 E-Filing system if you submit as a guest as the information you submitted is not saved for updates and reference. Creating an OE-417 account is recommended to ensure full benefit of the system. If you wish to register after submitting a Form as a Guest, select the link on the Confirmation page after the Form was successfully submitted.



### E. Submitting a Test

Users can use the E-Filing system for testing and training. If the Form being submitted is only for testing purposes, click the box next to “Test Submission” located at the bottom of the Form. If a test Form is submitted, users will not receive a confirmation e-mail. The submitted Test Form will also not be listed in the list of previously submitted Forms and it will not be able to be found through searches.

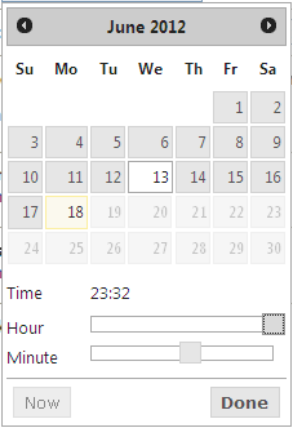
## FAQ’s on Submitting an OE-417 Forms in the new system

### Q. How can I enter a date/time on lines 5 & 6?

To enter a date/time on lines 5 & 6 click on the area to the right of “Date/Time Incident Began” and a box will appear displaying a calendar (see below). A user can select the date of the incident by clicking on the day with their mouse. To set the time, users will click and hold on the square next to “Hour” or “Minute” and while still holding down the mouse button, slide your mouse so the box moves to the right. Then the “Hour” will increase up to 23 (based on the 24 hour clock) and the “Minute” will increase up to 59. Click “Done” and the box will disappear.

**Note:** The system will not let users input a date/time in the future. So the sliding squares will only allow users to advance to the current time.

5. Date/Time Incident Began: 06/13/2012 23:32 | -Select a Time Zone- ▾

6. Date/Time Incident Ended:  | -Select a Time Zone- ▾

7. Did the incident/disturbance affect service?  Yes  No  Unknown (Check one)

8. Estimate of Number of Derogatory Comments:   Unknown

9. Estimate of Number of Customer Complaints:   Unknown

10. Type of Emergency. Check all that apply.

Physical Attack  Major Generation  Major Distribution

Cyber Event  Other

Major Transmission System Interruption

Time: 23:32

Hour:  Minute:

Now Done





**Q. How will I know if I have successfully E-Filed an OE-417 Form?**

After submission, the system will display a confirmation page. If you have registered on the system, you will also receive an e-mail receipt confirming a successful transmission. Additionally, in the user's OE-417 E-Filing "Home Page", filings submitted within the last 30 days are visible or a user can click "Search" on the left hand bar to search their past filings.

**Q. What fields are required to be filled out when completing an OE-417 Form?**

Required fields for an Emergency, Normal, or Update Submission:

Criteria and Lines 1-5, 7, 13, 15, and 17

Required fields for a Final Submission:

Criteria and Lines 1-5, 7, 10-12, 13, 15, 17, and 18

**Q. Do I need to submit a new OE-417 Form when updating or finalizing an event?**

No, you do not need to open a new submission in order to update or finalize an initial submission. Simply perform a search using the confirmation number of the event submission. Then click the "Update" next to the Form you wish to submit an Update or Final Submission for. This will open a Form with the previously submitted information already filled in. Select Update or Final in Form and you are able to make changes to it. Please note this feature only applies to users who have made submissions using a registered OE-417 account.

**Q. How will I be notified if the OE determines my submission was filed incorrectly?**

If your submission is filed incorrectly, you will receive an e-mail or phone notification of the problem and what action is required to correct the submission.

**Q. What should I do if I realize I made a mistake after completing a submission?**

If you file a document incorrectly, please go log into the system, locate the submission, click the "Update" button, make the correction, and resubmit the Form as an Update.



## IV. Other Features

### A. *Emailing the Form to Additional Respondents*

The E-Filing system now allows users to send pdf copies of a completed OE-417 Form when they submit the Form to DOE. A user can have Schedule 1 (containing only public information) or Schedule 1 and 2 (which contains protected information) sent to any e-mail address. The e-mail addresses have to be inputted before a Form is submitted and cannot be done after the fact. Below are ways to input e-mail addresses to send Forms to:

- When registering an account, users can enter e-mail addresses by typing them in and clicking the Add button in the Register Notification Options section. This must be done before clicking on the “Submit” button at the bottom of this page.
- After logging into an account, select the “My Account” button on the left hand side of the Homepage. A user can review and input or delete e-mail addresses on this screen. Again, click “Add” or “Delete” before clicking “Submit” on the bottom of the page.
- When submitting a Form on the “Recipients” screen, users will see the e-mail addresses they have already selected to be sent a Form. Email addresses can be added or deleted on this screen, but the changes made are only for the Form being submitted.

### B. *Search Features*

The OE-417 E-Filing system allows users to search and edit previously submitted Forms to assist users in updating existing Forms, additional reporting, and to reference historic Forms for analysis.

**Note:** Only Forms submitted by your account will be searchable. You cannot search on Forms submitted by other users.

Step	Description
1	Click the search tab on your homepage to initiate a search (Refer Figure 1 – Search Function)
2	You can enter any of the following search criteria - Event ID, Begin/End Date Range, Criteria for Filing, or Alert Status and click search search button and your search will be displayed in your dashboard.