

# NERC and CMWG Outreach

System Operator Certification and Continuing Education  
Database (SOCCED) Vendor Change  
Provider Related

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# Agenda

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- New SOCCED vendor – ACGI
  - [Association Anywhere – Association Management Software](#)
- Data Migration
- Blackout period
  - Time period
  - ILA Submissions
  - CEH Upload
- Stay Tuned: What's Ahead

# Data being Migrated

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- Provider Organizations with:
  - Active Status
  - Suspended Status
  - Expired Status
    - Expired 6 months prior to November 5
  - Denied Status
    - Provider Applications denied in 2024 -2026
- Courses (ILAs) with:
  - Active status
  - Denied Status
    - Courses denied in 2024 -2026
  - Expired Status
    - Expired in 2023-2026
- Provider Transcript Access

# Data not being migrated

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Data with the following statuses prior to 2024:

- Denied Provider Courses
- Denied Provider Applicants

Data with the status below prior 2022:

- Expired Courses

Data with the status 6 months prior to November 5, 2026:

- Expired Provider Organizations
- Inactive Provider User Accounts:
  - Any provider users with an inactive account status
    - **Note:** Duplicate accounts will be merged into one account prior to move

# Username & Password

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- Username
  - Included in data migration
  - Vendor does not recommend using email address as username
- Password
  - Not included in data migration
  - Create new password in ACGI SOCCED
  - ACGI SOCCED allows user to reset their password
  - Email will be sent with reminder to change password with link

- Provider Renewals – Pay for your renewal before the Blackout period
  - Providers can renew up to 60 days prior to expiration
- Submit Courses for ILA Review
  - Courses should be submitted to SOCCED for review by:
    - **End of Day: Thursday, October 1<sup>st</sup>**
- CEH Uploads
  - Learning activities (CEHs) that were approved and delivered between ***August 22 – September 6***
    - To meet 60-day CEH upload requirement, please upload CEHs by:
      - **End of day: Wednesday, October 21<sup>st</sup>**

## Best Practice – Pre Blackout Period current SOCCED

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- Providers should become familiar with your data
- Know your username
- Verify your email address is up to date
- Verify your provider primary contact is up to date

# Blackout Period

- Go-live November 5, 2026
- Blackout period: 7-10 calendar days prior to go-live

| October |                        |      |     |                       |     |     | November |     |      |     |         |     |     |
|---------|------------------------|------|-----|-----------------------|-----|-----|----------|-----|------|-----|---------|-----|-----|
| Sun     | Mon                    | Tues | Wed | Thur                  | Fri | Sat | Sun      | Mon | Tues | Wed | Thur    | Fri | Sat |
| 25      | 26                     | 27   | 28  | 29                    | 30  | 31  | 1        | 2   | 3    | 4   | 5       | 6   | 7   |
|         |                        |      |     | 7 Day Blackout Period |     |     |          |     |      |     | Go-Live |     |     |
|         | 10 Day Blackout Period |      |     |                       |     |     |          |     |      |     |         |     |     |

- Current SOCCED – Read only access
  - Will be available for 90 calendar days

# Blackout Period

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- Providers cannot submit the following:
  - Course (ILA) Submissions
    - New or Renewals
  - Organization Submissions
    - New Applicants or Renewals
- NERC will not assign or process:
  - Course (ILA) Reviews
  - Routine Audits

- NERC suggests Providers to verify the information below:
  - Profile Information
  - Primary Contact Information
  - Courses that were submitted and processed
  - Provider Transcript Access
    - *Verify the list of System Operators that granted access to their transcript*
  - Order History

- Provider Dashboard
  - Visuals
- New Course (ILA) Format
  - Overview

# Stay Tuned: What's Ahead

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- Training
  - August or September via Webex
  - Dates will be posted to [SOC & CMP Resources page](#) and SOCCED dashboard
  - Training material will be posted to [SOC & CMP Resources page](#)
- Updates will be posted to
  - [SOC & CMP Resources page](#)
  - SOCCED dashboard
  - Industry Communication
- Submit questions to [SOCCED Help Center](#)
  - Subject line: New SOCCED – Provider Related

A light blue map of the United States is centered in the background. A vertical bar on the left side of the image transitions from dark blue at the top to a teal-green at the bottom. The text 'NERC' is written in a bold, dark blue, sans-serif font on the left side of the map.

**NERC**

**Discussion**