Users may receive the following Certificate Error when accessing the NYISO website. This particular user received the error when attempting to log on to a MyNyiso account. This user was using Internet Explorer v8; note the compatibility mode button next to the URL bar. The error was received because the NYISO Root and Intermediate Certificates were not installed in the browser.

To resolve, go to the NYISO RSA Certificate Enrollment Server at the following link:
https://cert.nyiso.com

Select Obtain the NYISO CA Public Key:
Under Install the CA or Revocation List Signer Certificate into a Browser, click the Install CA Cert button:

Follow the on screen instructions and by choosing the default on most browsers, it puts the keys in the right folders.

To verify: from the IE Browser Toolbar, click Tools. From the drop-down menu, choose Internet Options. Choose the Content Tab and then choose the Certificates Button.

You should now see two new certificates in your browser. Under Trusted Root Certification Authorities, there should be one that says NYISO Root. Under Intermediate Certification Authorities, there should be one that says Certificate Manager that was issued by NYISO Root.