



# Plan of Correction Submittal & RAMP Account Process

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# Agenda



- Plan of Corrections (POCs)
- Pipeline Inspection, Permitting, & Evaluation System (PIPES)
- How to Access PIPES
- RRC Access Management Process (RAMP)
- Uploading POCs
- Demonstration

# Plan Of Correction



Expression of intent or action taken to address an alleged violation (non-compliance).

# POC Submission



- By email to [safety@rrc.texas.gov](mailto:safety@rrc.texas.gov)
- Online through RRC PIPES (Pipeline Inspection, Permitting, & Evaluation System)  
<https://rrc.texas.gov/pipeline-safety/rrc-pipes/>

# POC Request



- POC request letter issued from the office of the Pipeline Safety Director.
- Before you respond, send, or upload any document, wait to receive POC request letter.

# PIPES Access



- To access PIPES, go to RRC main webpage at <https://www.rrc.texas.gov/> Click on RRC applications









A screenshot of the Railroad Commission of Texas (RRC) website homepage. The browser address bar shows "rrc.texas.gov". The website header includes the RRC logo, a search bar, and navigation links: "ABOUT US", "RESOURCES", "FORMS", "EVENTS", "COMPLAINTS", "ACCIDENTS", and "CONTACT US". A red box highlights the "RRC APPLICATIONS" link in the top right corner. Below the navigation is a large blue banner with the text "RRC First in Nation to Utilize Federal Funds to Plug Even More Abandoned Oil and Gas Wells" and a "Read the news" link. To the right of the banner is a red sidebar with portraits and names of RRC officials: Christi Craddick (Chairman), Wayne Christian (Commissioner), and Jim Wright (Commissioner). At the bottom, there is a row of eight circular icons representing different RRC services: OIL &amp; GAS, CRITICAL INFRASTRUCTURE, PIPELINE SAFETY, ALTERNATIVE FUELS, SURFACE MINING, GAS SERVICES, HEARINGS, and LEGAL.

# RRC PIPES



- Click on PIPES

## RRC Applications

 <p><b>AFOS</b> Alternative Fuels Online System</p> <p><b>AFOS</b> Alternative Fuels Online System</p> <p><a href="#">More Information on AFOS</a></p>	 <p><b>CASES</b> CASE ADMINISTRATION SERVICE ELECTRONIC SYSTEM</p> <p><b>CASES</b> Case Administration Service Electronic System, search and view the agency's case information online, including processed case documents.</p> <p><a href="#">More Information on CASES</a></p>	 <p><b>CERTS</b> Certification Exam Registration &amp; Training System</p> <p><b>CERTS</b> Certification Exam Registration &amp; Training System</p> <p><a href="#">Instructions for CERTS</a></p>	 <p><b>GISviewer</b> GEOGRAPHICAL INFORMATION SYSTEM VIEWER</p> <p><b>GIS Viewer (Map)</b> View oil, gas and pipeline data in a map view! See what's near you.</p> <p><a href="#">More information on GIS Viewer</a></p>	 <p><b>OIL</b> ONLINE INSPECTION LOOKUP</p> <p><b>OIL</b> Online Inspection Lookup, search for inspection and violation data recorded by RRC of oil and gas leases, wells, facilities, and other sites.</p> <p><a href="#">More information on RRC OIL</a></p>
 <p><b>ONLINE</b></p> <p><b>RRC Online</b> The RRC Online System allows authorized entities to electronically file certain forms with the Railroad Commission online or through EDI</p> <p><a href="#">More information on RRC Online</a></p>	 <p><b>PIPES</b> PIPELINE INSPECTION, PERMITTING, &amp; EVALUATION SYSTEM</p> <p><b>PIPES</b> Pipeline Inspection, Permitting, &amp; Evaluation System</p> <p><a href="#">More Information on PIPES</a></p>	 <p><b>RAMP</b> RRC ACCESS MANAGEMENT PROCESS</p> <p><b>RAMP</b> RRC Access Management Process Manage accounts and access to new RRC applications</p> <p><a href="#">More information on RAMP</a></p>		

# PIPES LOGIN



- Login to PIPES

The screenshot shows the website [rrctx.force.com/s/](http://rrctx.force.com/s/). The navigation menu includes Home, Cases, Complaints, Incidents, Inspections, and Visit RRC. A search bar is present with the text "Search...". A red box highlights the "Login" button in the top right corner. The main content area features three images: an oil pumpjack, a construction site with a large pipe, and a pipeline. Below the images, the text reads: "This application allows you to electronically search RRC dockets and cases, review and submit filings for CASES, find inspections with". The PIPES logo (PIPELINE INSPECTION, PERMITTING & EVALUATION SYSTEM) and CASES logo (CASE ADMINISTRATION SERVICE ELECTRONIC SYSTEM) are displayed at the bottom.



# SIGN IN



- Request access through RAMP (RRC Access Management Process)

## RRC SIGN IN

[Forgot Password](#)

## RRC SIGN IN

The RRC Sign In allows authorized users to electronically file permit applications, forms and documents with and submit fees, penalties and other payments to the Railroad Commission of Texas (RRC).

## ACCEPTABLE USE POLICY

Unauthorized access to this computer system is prohibited. Evidence of criminal liability will be provided to law enforcement agencies. This system is subject to monitoring and stored data may be accessed and recorded. Anyone using this system consents to monitoring and should have no expectation of privacy except as otherwise provided by applicable privacy laws. Use of this system indicates your acknowledgement of and consent to comply with the agency's [security policies](#).

## ACCESSIBILITY









The RRC is committed to making its website and applications accessible to all users. For more information on accessibility, reference the agency's [Accessibility Policy](#).

# RAMP



- Go to RRC applications page to access RAMP
- Click and follow instructions

## RRC Applications

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- RRC Access Management Process (RAMP) authenticated user account allows users to have a single set of sign-in credentials for multiple RRC applications.
- There are two types of Authenticated User accounts in RAMP:
  - Delegated Administrator
  - Standard User

# Delegated Administrator



- All companies must have at least one Delegated Administrator.
- To become a Delegated Administrator, complete and submit the online Security Administrator Form – External (SAFE form) from the RRC website.

# Becoming a Delegated Administrator



- You must submit the online Security Administrator Form – External (SAFE) request to become a Delegated Administrator
- You will receive an email confirmation from the RRC once your request has been approved.

The screenshot shows two main options in a light blue interface. On the left is the "SAFE" option, which includes a shield icon with a lock. Below it, the text reads: "SAFE", "Security Administrator Form - External", "Request an **administrator** account to manage your organization's users/filers", and "(will replace the SAD form)". A red arrow points to the top-left corner of this box. On the right is the "RAMP Dashboard" option, which includes a key icon. Below it, the text reads: "RAMP Dashboard", "Users - Manage your own account", and "Administrators - Manage your organization's user accounts for new applications (not RRC Online)".

# Creating a Standard User (1 of 2)



- After receiving the confirmation email from RRC and setting your password, a delegated administrator can create Standard Users.
- To create a Standard User, click the “New User” button. The New user dialog box displays.

# Creating a Standard User (2 of 2)



The screenshot shows a web application interface for user management. On the left is a dark blue sidebar with a list of navigation items: Dashboard, Profile, SAFE Form, Org Admin Promotion, Accept Certificate, and User. The "User" item is highlighted with a red box. The main content area has a white background and a header with a user profile icon. Below the header, the word "User" is displayed in a large font, followed by the subtitle "Hosted identity resources". A prominent blue button with a white plus sign and the text "+ New User" is highlighted with a red box. Below this button is a search input field with a magnifying glass icon and the placeholder text "Search". At the bottom of the main content area, there are four small, light gray upward-pointing triangles.

# Inspection Search



- After successful login to PIPES
- Enter INSPKG number and search

The screenshot shows the PIPES application interface. At the top, there is a navigation bar with the RRC logo on the left and the text "Home Cases Complaints Incidents **Inspections** Payments Visit RRC More". The "Inspections" menu item is highlighted with a red box. To the right of the navigation bar is a search bar with a magnifying glass icon and the text "Search", also highlighted with a red box. Below the navigation bar, there is a section titled "Inspection Packages" with a gear icon. Below this section is a table with columns: Name, Type, Begin Date, End Date, Business Area, and Organization. At the bottom of the page, there is a light blue footer area containing the following text: "If you have a specific question that the instructions do not address, contact [publicassist@rrc.texas.gov](mailto:publicassist@rrc.texas.gov). Please use the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari when using RRC CASES. For an optimal experience, Google Chrome is recommended. If you cannot run the latest version of the listed browsers, technical issues may occur."



# File Upload (1)



- Select option to upload file at the top right corner.
- Click on upload file and proceed

The screenshot shows the user interface of the Railroad Commission of Texas portal. At the top, there is a navigation bar with links for Home, Cases, Complaints, Incidents, Inspections, Payments, Visit RRC, and More. A search bar contains the text "RRC TRAINING" and a user profile for Jane Smith is visible. Below the navigation bar, the main content area displays the "Inspection Package" details for "INSPPKG-0000079472". A red box highlights the "Upload a File" button in the top right corner of this section. On the left, there is a "Details" section with fields for Inspection Package ID, Organization (RRC Training Only), Unit (Training Unit-1), Status (Complete), and Uncorrected Status. On the right, there are sections for "Inspection Documents (0)" and "Inspections (1)", with a table listing inspection details.

Home Cases Complaints Incidents Inspections Payments Visit RRC More

RRC TRAINING Jane Smith

Inspection Package  
INSPPKG-0000079472

Upload a File

Details

Inspection Package ID  
INSPPKG-0000079472

Organization  
RRC Training Only

Unit  
Training Unit-1

Status  
Complete

Uncorrected Status

Inspection Documents (0)

Inspections (1)

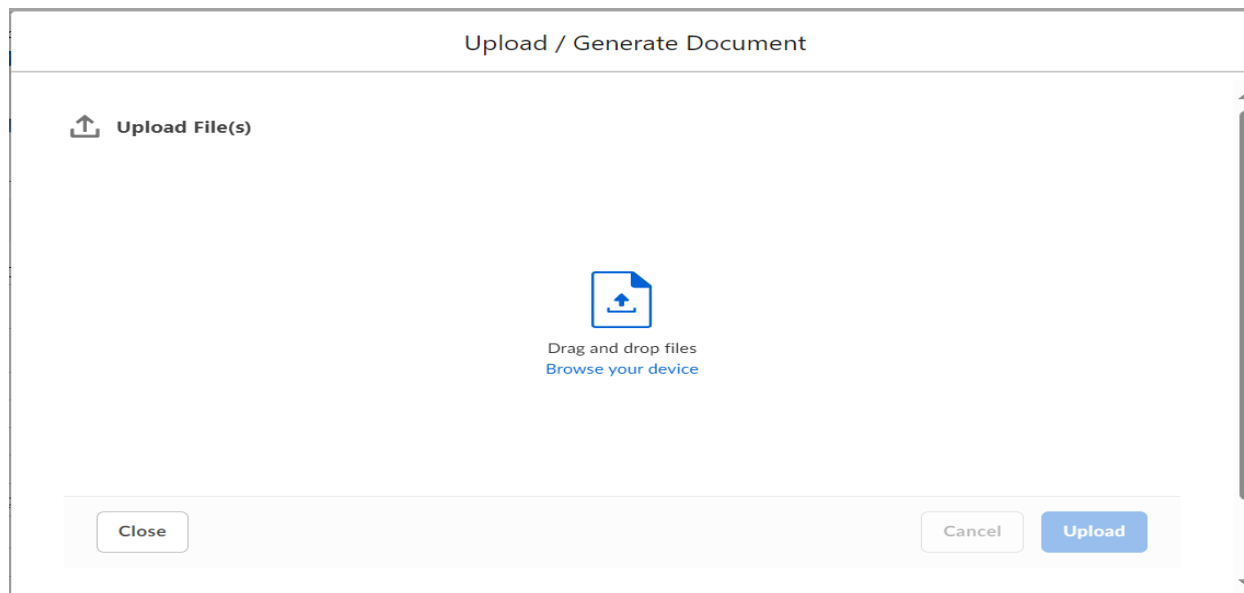
Inspectio...	Regulated...	Inspection...	Entity ID a...
<a href="#">INSP-000...</a>	<a href="#">Training U...</a>	Incomplete	00199316

View All

# File Upload (2)



- Users can upload any type of document file
  - Word, pdf, jpeg etc.
- Drag & drop or browse your device to upload





# Verify Upload



- To verify upload, refresh the page and check the uncorrected status of the Inspection package.
- If the upload is successful, INSPKG Uncorrected Status will change to POC Waiting for Approval.

# Upload Issues



- If upload is unsuccessful notify RRC Pipeline Safety at [safety@rrc.texas.gov](mailto:safety@rrc.texas.gov)

# POC Review



- POC is either approved or rejected. You will receive a letter indicating status.
- If POC is rejected, letter will state the reason for rejection and the timeline for re-submission.
- POC status can be checked online on RRC PIPES.

# Conclusion



- Follow up alleged violations until completely resolved to avoid enforcement.
- Do not hesitate to reach out if you encounter any issues with any of the applications.

# Contacts



- For RAMP access contact RRC ITS at [RRCOnline-Security@rrc.texas.gov](mailto:RRCOnline-Security@rrc.texas.gov)
- For uploading issues contact the RRC help desk at [help.desk@rrc.texas.gov](mailto:help.desk@rrc.texas.gov)
- For all other POC issues, contact RRC Pipeline Safety at [safety@rrc.texas.gov](mailto:safety@rrc.texas.gov)



# Demonstration



- PIPES
- RAMP

# Question

