31 Jan 2024

EMR Delivery Body New Portal Go-Live I

Company Registration & User Management Questions and Answers

ESO

Contents

Question & Answers

Thank you for your feedback received during the Go-Live 1 webinar held on Thursday 22 Jan 2024. We received a total of 76 questions and comments which we have organised into themes. We have separated the questions from the comments and, where appropriate, grouped duplicate questions together.

Registration

1. We received several questions around authorisation when registering a company in the New Portal.

The Delivery Body received customer feedback on the Company Registration process being "overdesigned" in the current portal, which led to a simplified registration process in the new portal.

When a Main Administrator (Main Admin)/Deputy Administrator (Deputy Admin) registers a company in the EMR Portal, an automated mail is issued to the selected Director email address provided of the company to inform them that the user has setup their company. If the Director does not support its creation, they are requested to contact the Delivery Body to investigate.

We are considering potential options to enhance the process on brand new company portfolios.

2. I wasn't a Main Admin in 2022 but have since become the Main Administrator. How will I register for an account?

If the company has not already been registered, then you are able to start the registration process. This, by default, will make you the Main Admin in the New Portal. Please follow the steps in our Guidance and video support to help you do this. If the company is already set up, then there will be an active Main Admin on the account, who is able to reallocate the role if required.

If a Main Admin role needs to be moved to another User but the current Main Admin is unable to action it (for example, they have left the organisation) an active Company Director can request the EMR DB promote a current User to this role by emailing the Prequalification team at box.emr.prequal@nationalgrideso.com.

3. Is there a process in place to address someone claiming one of your companies illegitimately?

As stated in our Week 1 update, we received four illegitimate company registrations where the Main Admin and Director email detail had no alignment to the relevant company. We contacted the relevant users to inform them of deletion of their records. Malicious registration will be picked up through our validation process, but please contact us if you have any further concerns.

User Management

4. A number of questions were focussed on the Deputy Administrator self-promotion functionality.

As addressed in our Go-Live update, we had previously received customer feedback that it was difficult to make changes to a Main Admin. We developed functionality in the New Portal whereby a Deputy Admin could promote themselves to become the Main Admin to address that feedback. In the Webinar and in subsequent discussions with customers we have received clarifications on the challenges that self-promotion in a portfolio could create. We have reflected on this feedback and will be removing this functionality before the full data migration takes place. We will introduce a new process to manage Main Admin change request by non-Main Admin user with more robust controls and we will keep you updated on this. Please note that an existing approved Main Admin can promote a Deputy Admin (or another user) to replace themselves as a new Main Admin.

5. There were a few questions around having multiple Main Admins.

There can only be one Main Admin per portfolio. Deputy Admins can be set up with similar access rights and the Main Admin can specify which companies the Deputy Admin(s) have access to within the portfolio.

6. **Can a user within a portfolio have Deputy Admin rights in one company but only user rights in another?**

A Deputy Admin will be a Deputy Admin across all companies they are assigned to. They cannot be set to a User status for another company within the same portfolio.

Single Sign On (SSO)

7. **Can the same e-mail address be used to log on to several different accounts?**

The new portal uses an independent email identifier as the means to access a company's data, replacing the more general user id used within the current portal.

The New Portal has been designed to allow company portfolios to be managed under a single logon, so that different companies can be seen in a single session and that we can align to principles used for other ESO systems. This is something a lot of customers were keen to see, however we do recognise that it is not possible for all customers to use that facility, especially those providing consultancy services to other companies.

Please reach out to us so that we can help you with your registration. We are exploring options for an enduring solution to enable Users to have access to multiple portfolios via a single set of login credentials and will report on the progress regularly as a priority backlog item.

8. **If DB are considering alternate options on users having access to multiple portfolios via one Single Sign On, should we be waiting to register until this is confirmed?**

The design looked to enable separate companies to be integrated into a single log-on portfolio, which could also then potentially integrate with other ESO systems.

We have raised a backlog item within the continuous improvement section of the programme to look to address this in future.

It is a complex change to the design and therefore cannot be delivered in time for the May release. This means you should not wait to register your companies.

9. **Could "Add Agent Function" be used to permit consultants to access multiple portfolios (where added by Main Admins) across portfolios but using the same email?**

No, the 'Add Agent Function' is specifically related to the formal Agent rules and still needs a different email address to access multiple portfolios.

Further, a Nominated Agent has a specific meaning within the CM Rules, allowing a person nominated by the Applicant pursuant to CM Rule 3.3.5 to perform its obligations with respect to a CMU. As no Agent may act as such for more than one Applicant at a time (unless the other Applicant is a member of the same Group), Applicants should be careful not to use this functionality incorrectly.

10. **If I am selling an asset can I give a buyer access to just that one CMU in the portfolio without them being able to see my other CMUs.**

It is not possible to provide access to another user for a single CMU prior to the transfer. The CMU Transfer feature will provide access to the transferee but only on completion of the transfer.

We would like to understand if this presents any challenges for customers so please get in touch to discuss.

11. **Could providing customers with 'additional parameters' for their emails avoid the need for multiple email addresses?**

The demonstration was undertaken in a test environment and parameters on the email log in are unique to this type of environment.

12. Do we need unique telephone numbers for each Single Sign On account?

No, you can use the same telephone contact details across multiple Single Sign On accounts.

13. My company has 3 SPVs. Normally we use company emails to manage SPVs on the portal. Do I have to create emails for user1@spv1, user1@spv2, user1@spv3?

The number of companies held within a portfolio is not constrained and the arrangement of companies is determined by the decision maker, i.e., a separate email address does not have to be used for each separate company.

If this does not answer the intended question, please get in touch.

Portfolio

14. Do portfolio companies have to be under the same parent company?

No, the content of the portfolio is up to the Main Admin, but please be aware that the Main Admin will have access to all companies' information and should be authorised to do so. We have moved away from the Parent Company & sub-company set up from the current portal. The first company registered becomes the primary account to which you can then add further companies to build the overall portfolio and take advantage of the single sign on option.

15. Does 'portfolio companies' mean third-party company CMUs managed by a primary company?

No, this is a technical term used for a combination of companies which has been set up under a Single Sign On

16. Does it matter what company we set up to start off with if we need access to several companies?

No, it doesn't matter which company is initially used to create a portfolio.

17. Do we need to set up new companies for our portfolio in the new portal?

Yes, New companies need to be registered in the New Portal.

Company Transfer

18. We received a number of questions around acquiring new companies.

A detailed guidance document will be available soon on how to request a company transfer, which will be dependent on specific scenarios i.e., whether an EMR Portfolio already exists for the transferee.

Familiarisation Window

19. Do we have to be available every day of the 3-week Window?

The days you need to be available depend on the cycle(s) and activities you wish to take part in. In the full journeys through the Capacity Market process there are dependencies between each stage, therefore you would need to be available for each part of cycle to progress your application to the next activity. If you wish to familiarise yourself with just the Prequalification application, or Agreement Management activities (for users with existing agreements), you can do this at any point during the Familiarisation Window.

To register for the Familiarisation Window, please use this link.

Testing

20. Before pre-qual do you have time to proper end to end testing of this?

During February, we are running end to end testing across the whole system and are then running the Familiarisation Window in March for customers. This gives us time for any system 'tweaks' identified as being required before going fully live in May 2024.

Migration

21. Where companies are currently spread across several accounts how can we combine them into one if you are migrating data from the current system?

The data held against a company in the current portal will migrate to wherever that same company has been set up in the new portal. The arrangement of companies in new portal can be part of the same portfolio (as described in answer to question 14) or in separate portfolios but this will require individual log on details as per the SSO approach (described in answer to question 7).

Our data migration team will contact customers to confirm which current account will be migrated and it may be necessary to realign details within their accounts via CMU Transfers.

22. I have set everyone to Main Admin in the old Portal. If we can only have one Main Admin in the new Portal what is going to happen?

There can only be one Main Admin per portfolio, but you can set up Deputy Admins with the same level of access. Email notifications have been designed to send to both Main Admin and Deputy Admins.

Implementation

23. What happens if someone doesn't register in the new portal but has Agreements.

If obligations against Agreements are still active, then you will need to register in the new portal to continue managing the Agreements.

Clarification

24. There was a "new portal" initiated in 2022 which we were asked to register for. Is that now redundant and this new system replaces that as the "new portal"?

We have reactivated the same portal which was released in 2022.

25. Given the new portal is being launched close to prequal, will there be flexibility in terms of errors made during prequal on the new portal?

We would encourage you to register your interest in the Familiarisation Window which will give you the opportunity to check how the Prequalification process will work in the New Portal. A full suite of Guidance documents and Tutorial videos will also be provided on how the Prequalification process works and the new portal functionality.

There is a process within the Regulations to reconsider any Prequalification decision which provides an opportunity to dispute the decision.

26. Within the Portal, what does the "Add Nominated Agent" function allow?

An 'Agent' is defined in the Capacity Market Rules and 'means a person nominated by an Applicant pursuant to Rule 3.3.5 to perform its obligations with respect to a CMU (whether as Applicant, Bidder or Capacity Provider) under the Regulations and the Rules. Please refer to User Registration and Management Guidance for further information.

Communication

27. "May 2024" could quite quickly become too close to prequal deadlines. At what point will we know 100% which Portal is going to be used?

We are confident that the May 2024 deployment is achievable will make every effort to resolve any problems in the New Portal if they occur and we will continue to update customers on progress.