



Accessing Operational Telephone Numbers in the Single Market Platform (SMP) Portal

1. Click on the 'Access Single Markets Platform' link on
<https://www.neso.energy/industry-information/balancing-services/single-markets-platform>

- If you are an existing SMP user, we will set up your new NESO account.
- The first time you sign in, you'll need to reset your password (select the forgot password link) and register your mobile to enable two-step verification.
- After that you will sign in with your email address and new password.

If you have questions, get in touch with us at box.digitalhelp@neso.energy.

[Access Single Markets platform](#)

Platform development

Application Programming Interfaces (API) on SMP

Market information

Since September 2021, we have been engaging regularly with interested market participants and users on what they would like to see within the SMP and to discuss what functionality could be prioritised.

These "Show and Listen" workshops have been critical to SMP's success to date, giving us the opportunity to course correct our

2. Select 'Sign In with SSO'



Single Markets Platform

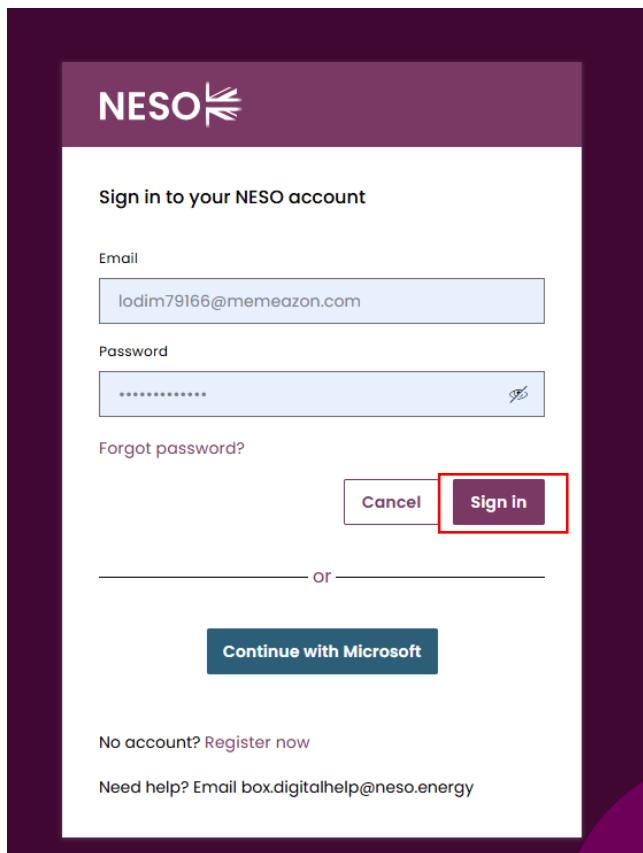
Your NESO account enables access to all our portals with a single password. You will need to be registered for an NESO account and provide additional details to access the Single Market Platform.

[Sign in with sso](#)

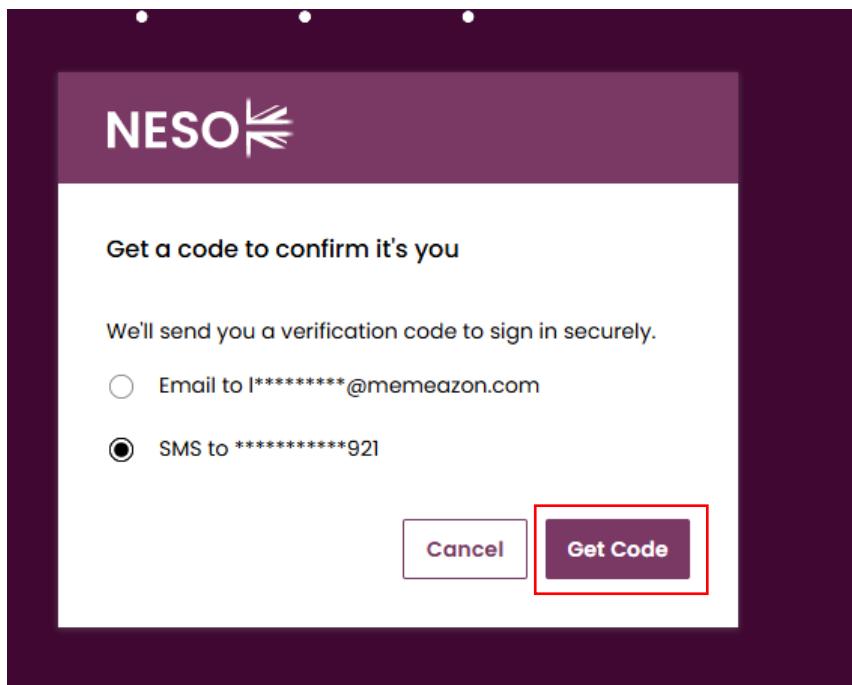
[Register new account](#)

Need help? Get in touch

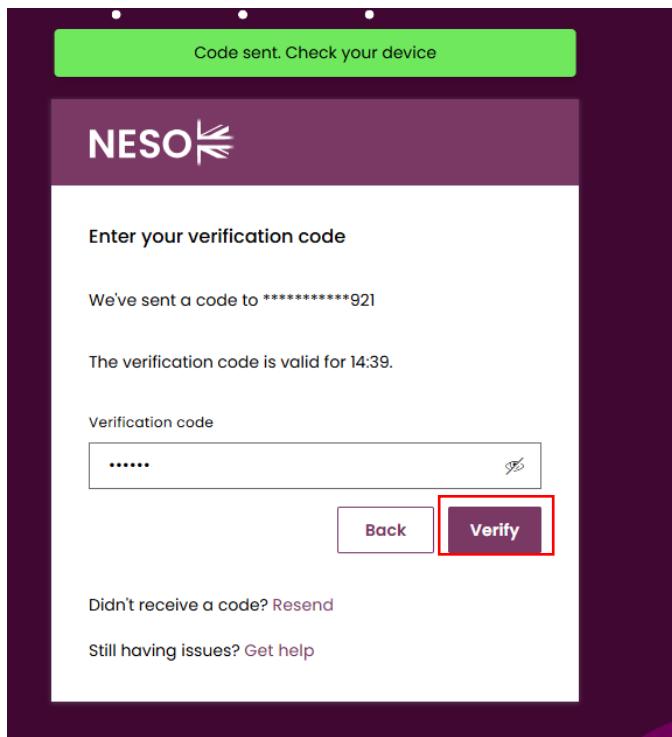
3. Enter the email address and password you registered with and press 'Sign In'



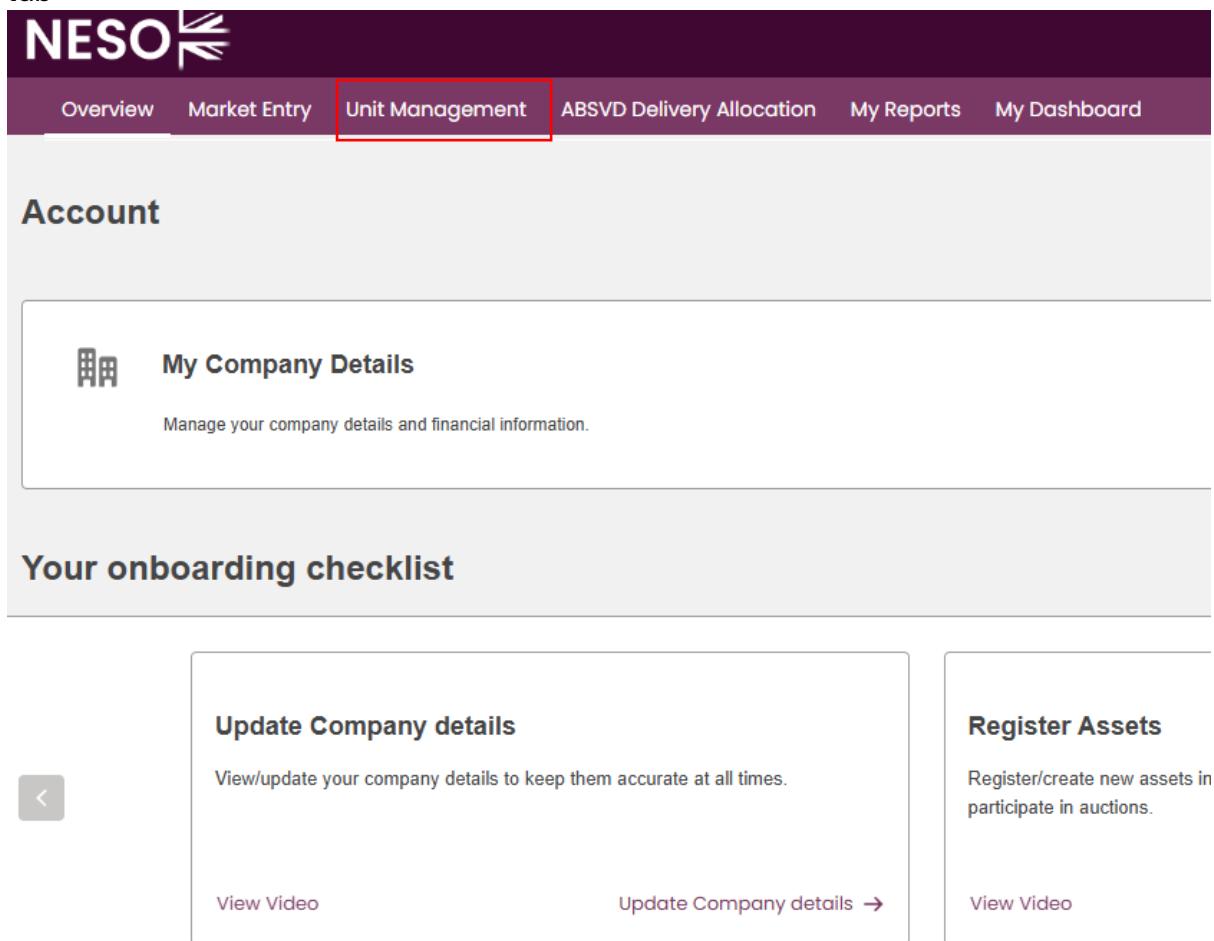
4. Select one of the two verification methods you registered with and press 'Get Code'



5. Enter the code you have been sent and press 'Verify'

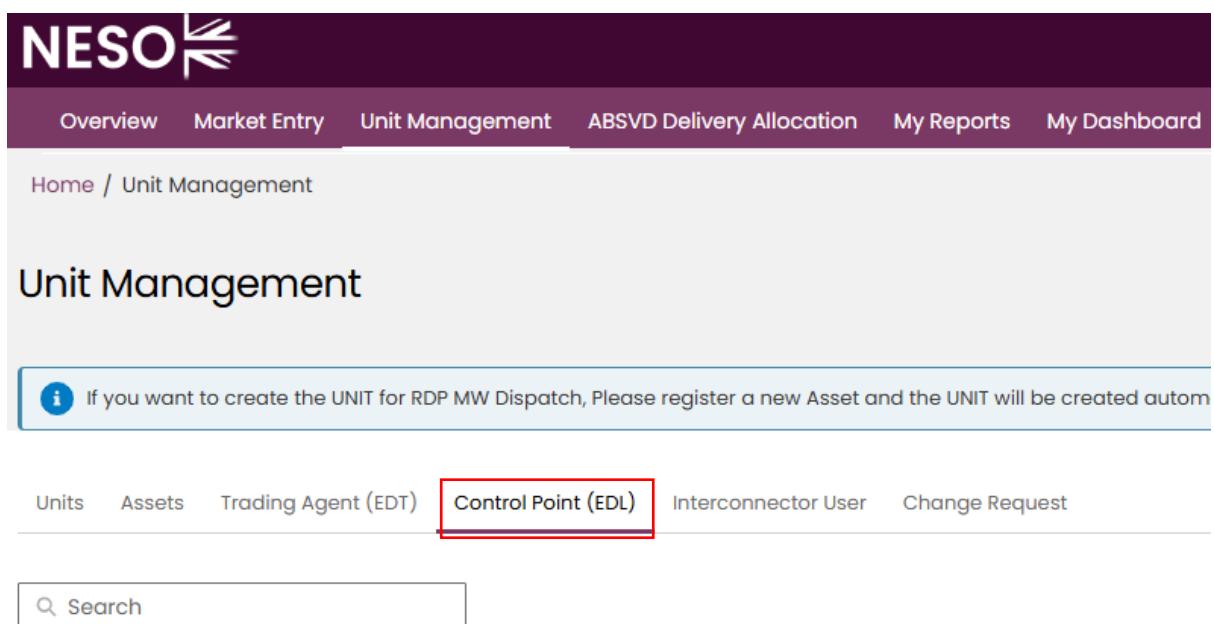


6. Select 'Unit Management' on the Overview page, and then the 'Control Point(EDL)' tab



The screenshot shows the NESO Market Entry interface. At the top, there is a dark purple header with the NESO logo. Below the header, a navigation bar contains the following tabs: Overview, Market Entry, **Unit Management** (which is highlighted with a red box), ABSVD Delivery Allocation, My Reports, and My Dashboard. The main content area is titled "Account". Below this, there is a section titled "My Company Details" with a sub-section titled "Your onboarding checklist". The "Your onboarding checklist" section contains two items: "Update Company details" and "Register Assets". Each item has a "View Video" link and an "Update Company details" or "Register Assets" link with a right-pointing arrow.

Section	Item	Action
Your onboarding checklist	Update Company details	View Video
	Update Company details	→
Register Assets	Register Assets	View Video
	Register Assets	→



The screenshot shows the Unit Management page. At the top, there is a dark purple header with the NESO logo. Below the header, a navigation bar contains the following tabs: Overview, Market Entry, Unit Management (which is highlighted with a red box), ABSVD Delivery Allocation, My Reports, and My Dashboard. The main content area is titled "Unit Management". At the top of this section, there is a blue info box with a white icon and the text: "If you want to create the UNIT for RDP MW Dispatch, Please register a new Asset and the UNIT will be created autom...". Below this, there is a horizontal navigation bar with the following items: Units, Assets, Trading Agent (EDT), **Control Point (EDL)** (which is highlighted with a red box), Interconnector User, and Change Request. At the bottom of the page is a search bar with the placeholder text "Search".

7. Under 'Actions', click on the three dots for the Control Point you wish to know the Operational Telephone Number for, then select 'View Details'

1 EDL Control Point(s)

EDL System Provider Name	Control Point ID	Control Point Name	Connectivity Type	Status	Actions
Test	CP-000002	Test	WA API	Accepted	⋮ View Details

Load more
1 / 1 EDL Control Point(s)

8. Scroll down to the 'Operational Contact' section. Here you will find the Operational Telephone Number

Test	CP-000002	WA API
Effective From Date		
28/11/2025		
Operational Contact		
<div style="border: 2px solid red; padding: 5px;"> Operational Telephone Number 44 0000000000 </div>		
Location		
Building Name	Street	City
Test	Test	Test
Country	Post Code	Country

9. Alternatively, you can view the Operational Telephone Number of the Control Point associated with a Unit by clicking on the three dots of the Unit Tile and going to View Details

Units Assets Trading Agent (EDT) Control Point (EDL) Interconnector User Change Request

Search unit name

6 unit(s)

Unit	Applicable Market	Balancing Services	Type	Generation Capacity	Demand Capacity	Assets
Test 0912	Accepted	Unit Id ACA-129	Market	11.11	0	1
NONBMSERVICE	Draft	Unit Id	Market	12	0	1
PSASBMU	Pre-qualify for Services	Download unit registration form	Generation Unit	28	28	1
	View Details	Deregister Unit	Generation Capacity	28	Demand Capacity	Assets

Then you will find the Control Point: Operational Telephone Number under 'Unit Information'

Home / Unit Management / Unit Details

< Back

PSASBMU

Unit	Applicable Market	Balancing Services	Status	Asset Number	Control Point : Operational Telephone Number
Test 1209	Accepted	1	1	+44 1234555666	