



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

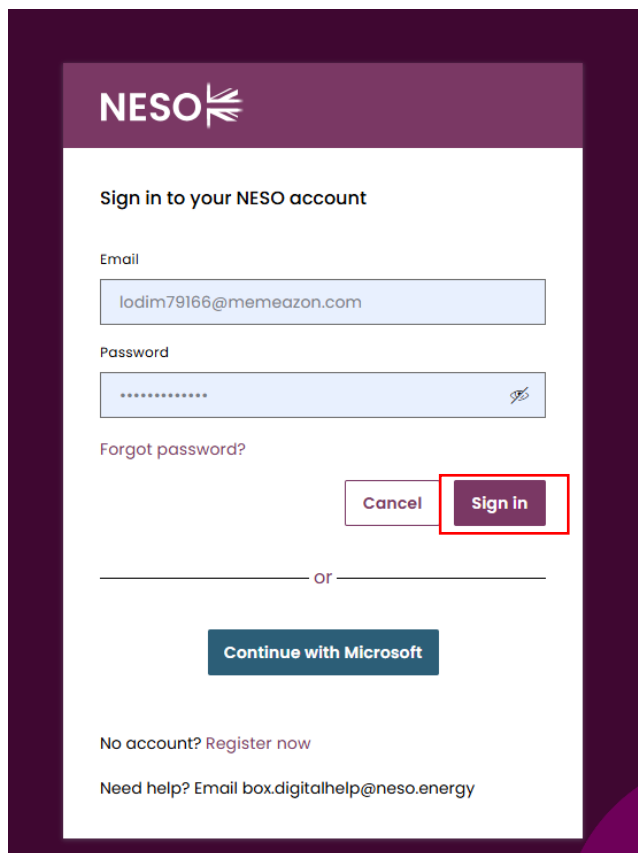
Your NESO account enables access to all our portals with a single password. You will need to be registered for an NESO account and provide additional details to access the Single Market Platform.

Sign in with SSO

Register new account

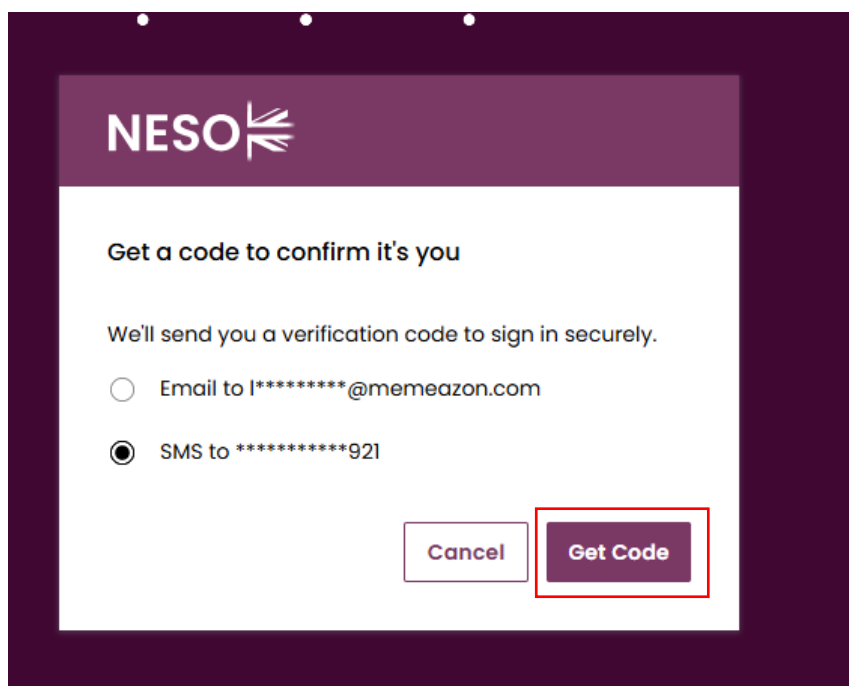
Need help? Get in touch

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



The screenshot shows the NESO sign-in interface. At the top is the NESO logo. Below it, the heading "Sign in to your NESO account" is displayed. There are two input fields: "Email" containing "lodim79166@memeazon.com" and "Password" with masked characters. A "Forgot password?" link is positioned below the password field. At the bottom of the form are two buttons: "Cancel" and "Sign in", with the "Sign in" button highlighted by a red rectangle. Below the form, there is a horizontal line with "or" in the center, followed by a "Continue with Microsoft" button. At the very bottom, there are two links: "No account? Register now" and "Need help? Email box.digitalhelp@neso.energy".

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



The screenshot shows the NESO verification page. At the top is the NESO logo. Below it, the heading "Get a code to confirm it's you" is displayed. A message states: "We'll send you a verification code to sign in securely." There are two radio button options: "Email to l*****@memeazon.com" (which is unselected) and "SMS to *****921" (which is selected). At the bottom right are two buttons: "Cancel" and "Get Code", with the "Get Code" button highlighted by a red rectangle.

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

Code sent. Check your device

NESO

Enter your verification code

We've sent a code to *****921

The verification code is valid for 14:39.

Verification code


.....

Back Verify

Didn't receive a code? [Resend](#)


Still having issues? [Get help](#)

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




[Overview](#) [Market Entry](#) [Unit Management](#) [ABSVD Delivery Allocation](#) [My Reports](#) [My Dashboard](#)

Account

 **My Company Details**
Manage your company details and financial information.

Your onboarding checklist




Update Company details
View/update your company details to keep them accurate at all times.

[View Video](#) [Update Company details →](#)

Register Assets
Register/create new assets in participate in auctions.


[View Video](#)



[Overview](#) [Market Entry](#) [Unit Management](#) [ABSVD Delivery Allocation](#) [My Reports](#) [My Dashboard](#)

[Home](#) / [Unit Management](#)

Unit Management

 If you want to create the UNIT for RDP MW Dispatch, Please register a new Asset and the UNIT will be created autom

[Units](#) [Assets](#) [Trading Agent \(EDT\)](#) [Control Point \(EDL\)](#) [Interconnector User](#) [Change Request](#)

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	<div>⋮ View Details</div>

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

Operational Telephone Number

44 0000000000

Location

Building Name

Test

Street

Test

City

Test

Countv

Post Code

Countrv

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

Q Search unit name

6 unit(s)

Test 0912

Accepted

Unit Id | ACA-129

Applicable Market

Balancing Services

Type

Generation Unit

Generation Capacity

11.11

Demand Capacity

0

Assets

1

NONBMSERVICE

Draft

Unit Id |

Applicable Market

Balancing Services

Type

Generation Unit

Generation Capacity

12

Demand Capacity

0

Assets

1

PSASBMU

Pre-qualify for Services

View Details

Download unit registration form

Deregister Unit

Generation Capacity

28

Demand Capacity

28

Assets

1

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

Home / Unit Management / Unit Details

< Back

PSASBMU

> Test 1209

Unit Information

Applicable Market

Balancing Services

Status

Accepted

Asset Number

1

Control Point : Operational Telephone Number

+44 1234555666