

# Contracts for Difference Company Registration & User Guidance

## Guidance Document

Version 2.0

July 2026

Public

## Contents

|      |                                                                          |    |
|------|--------------------------------------------------------------------------|----|
| 1.   | Purpose.....                                                             | 4  |
| 2.   | Scope .....                                                              | 4  |
| 3.   | CfD Portal – System Requirements .....                                   | 4  |
| 4.   | Changes to the Registration and User Management Process for AR8 .....    | 5  |
| 5.   | Company Registration Overview .....                                      | 6  |
| 6.   | Company Structure and Sub-Companies.....                                 | 7  |
| 7.   | How To Register Your Company .....                                       | 9  |
| 7.1  | Auto Populate Form: For Companies registered on Companies House.....     | 10 |
| 7.2  | Manual Completion: For Companies Not Registered on Companies House ..... | 14 |
| 7.3  | Further Information .....                                                | 16 |
| 7.4  | Signing the Registration Form.....                                       | 18 |
| 8.   | CfD Company Registration Verification.....                               | 22 |
| 8.1  | Delivery Body Assessment of registration.....                            | 22 |
| 8.2  | Post Delivery Body Assessment .....                                      | 22 |
| 9.   | Creating Sub-Companies.....                                              | 23 |
| 10.  | Registering for a NESO Single Sign On Account (SSO) .....                | 24 |
| 11.  | Login to the EMR CfD Portal .....                                        | 29 |
| 12.  | Troubleshooting Scenarios when trying to access the EMR CfD Portal ..... | 34 |
| 13.  | User Management and Privileges .....                                     | 35 |
| 13.1 | Overview .....                                                           | 35 |
| 13.2 | Main Admin .....                                                         | 35 |
| 13.3 | Deputy Main Admin .....                                                  | 35 |
| 13.4 | User .....                                                               | 36 |
| 13.5 | Privileges.....                                                          | 36 |
| 13.6 | Managing your Users.....                                                 | 36 |
| 13.7 | Editing users on the EMR Portal .....                                    | 38 |
| 13.8 | Updating an Authorised Person.....                                       | 39 |

## Public

|       |                                                |    |
|-------|------------------------------------------------|----|
| 13.9  | How to assign a new Main Admin .....           | 40 |
| 13.10 | Change of Company Name.....                    | 41 |
| 13.11 | Change of company address.....                 | 41 |
| 13.12 | Change of Preferred Contact Email Address..... | 43 |

|                                                         |           |
|---------------------------------------------------------|-----------|
| <b>Appendix A: CIAM Frequently Asked Questions.....</b> | <b>44</b> |
|---------------------------------------------------------|-----------|

|                                             |           |
|---------------------------------------------|-----------|
| <b>Legal Disclaimer and Copyright .....</b> | <b>46</b> |
|---------------------------------------------|-----------|

## Public

**Please be advised that, due to frequent updates and changes to the Contract Allocation Framework each year, AI tools may produce inaccurate summaries of documents. To ensure accuracy and avoid potential misinterpretation, it is recommended to read all material including the Allocation Regulations, Contract Allocation Framework and guidance thoroughly.**

### 1. Purpose

Any company or organisation that wishes to apply for a Contract for Difference (CfD) must first register with the EMR Delivery Body. This is to ensure that an application is being made with the consent of an authorised person (usually a director or partner) from that organisation. This embeds a level of governance around the process to prevent unauthorised applications.

The aim of this guide is to explain the information required to complete the company registration form; and provide information on how to submit the EMR company registration form to the EMR Delivery Body for verification and to complete the company registration process.

### 2. Scope

This guidance document is intended to be used by organisations considering whether to make an application to participate in the Contracts for Difference Scheme. This document outlines how to submit a company registration in the EMR Delivery Body Portal and how to manage user access.

Provided solely as an informational resource, this document should not be considered a substitute for independent professional advice, which applicants are encouraged to obtain where appropriate.

All information contained herein is accurate as of the date of publication and reflects the details outlined in the Contract Allocation Framework.

### 3. CfD Portal – System Requirements

Ensure that your computer and browser are compatible with the CfD Portal:

- Recommended PC Operating System: Microsoft Windows (Windows 2003 to Windows 11)
- Supported Internet Browsers:



Microsoft Edge



Google Chrome

**Please note:** Safari and Firefox are not supported.

## 4. Changes to the Registration and User Management Process for AR8

### Overview

The CfD Portal has been integrated into **NESO CIAM** (Central Identity and Access Management) to ensure compliance with NESO's platform standards, providing Users with a more uniform sign-in experience across NESO services.

To be able to log into the EMR CfD Portal **all users (existing and new)** will need to register for their NESO Account with the email address linked to their user ID(s) **(unless already registered with the same email address for another area of the business)**. Please refer to [Section 10](#) of this Guidance on how to Register for a NESO Account.

### What does it mean for AR8?

- ✓ All users **(existing and new)** will need to register for a NESO account to gain access to the EMR CfD Portal.
- ✓ The CfD login page has been modified to reflect the new process.
- ✓ Modification of the User login process via SSO (Single Sign On), a customer's email address is their User ID (no more password and Pin).
- ✓ Once in the Portal, introduction of a **Switch Profile** feature to help Users manage multiple IDs associated with the same email address.
- ✓ The **Managing Login Credentials** function has been removed from the **User Management** section of the Portal as this is no longer applicable under CIAM.
- ✓ Changes with regards to certain email notifications triggered at Company Registration and User Management levels prompting registration for a NESO account. For instance, when creating users and amending email addresses.

Please note that the **Company Registration** (the process of registering a Company in the EMR CfD Portal) and **User Registration via CIAM** (the process of a User registering for a NESO Account to access the EMR CfD Portal) are two different processes.

Public

## 5. Company Registration Overview

The following information is required to complete the EMR Company Registration form:

### Company/Organisation details

The relevant details for the company or organisation wishing to register, including company name, registered address, and company registration number.

### Authorised Person details

The authorised person should be named as an active company director or company secretary as registered with Companies House for UK registered companies (or an equivalent body for non-UK registered companies). If your organisation is not a limited company, please see further details in [Section 7.3](#)

An authorised person may nominate a person(s) to act as a main administrator (main admin) on their behalf, to carry out the necessary activities for their application and sealed bid submissions. A main admin can subsequently assign additional main admins to assist in this process and to receive notifications.

### Main Admin Details

- a) The main admin for each company should ordinarily be the person with managerial responsibility for the day-to-day participation in the Contracts for Difference mechanism.
- b) The main admin will initially be responsible for the registering, editing and removal of other users within their organisation, and for the creation of sub-companies if required. They will also act as the main point of contact for any communications with the Delivery Body.
- c) Only main admins can edit user privileges on the EMR DB Portal for all relevant users linked to their company. If a person leaves the company, it is the responsibility of the main admin to deactivate them on the EMR DB Portal. It is permissible for the main admin of a registered company or organisation to be the same person as the authorised person.

### Registration Deadline

As the Delivery Body manually validates Company Registrations before an Application can be started, we would urge you to complete the process as early as possible. Your company registration should be submitted no later than midday on the 7<sup>th</sup> of August 2026 to allow sufficient time before the closure application submission window.

Public

## 6. Company Structure and Sub-Companies

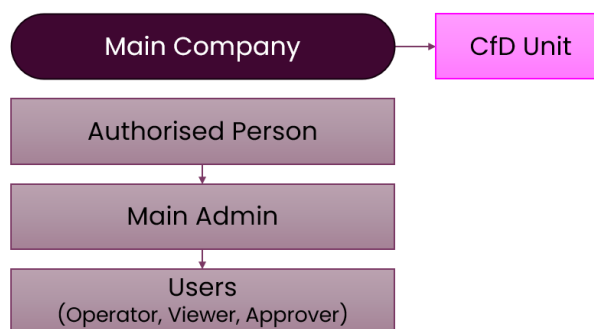
Each participant organisation can create a structure in the system to suit their governance and control requirements.

- The Main Company is established through the initial company registration process.
- A Sub-Company is a subsidiary company linked to the Main Company, created by the Main Administrator.

Typical structures are shown below.

A standard structure can consist of a single Main Company linked to a CfD unit (or multiple CfD units), a Main Admin who can be the same person as the authorised person or a different person. The Main Admin can then setup multiple users linked to that organisation.

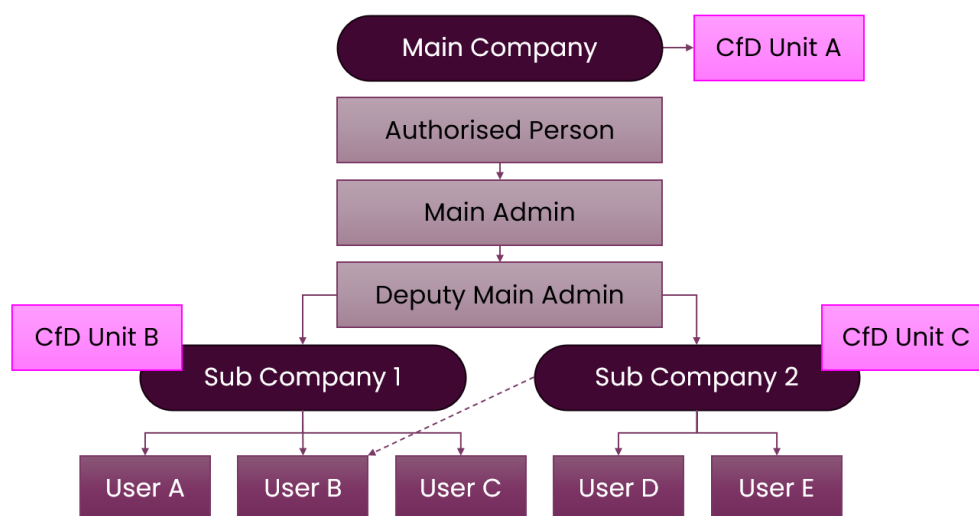
### Standard Structure



A more complex structure can also be created which may be beneficial for certain organisations where subsidiary companies who own CfD Units can be created all under the control of the parent (main) company. A Deputy Main Admin can also be introduced to provide contingency cover for the Main Admin during annual leave or other absences. Users can be assigned by the Main Admin or Deputy Main Admin to subsidiary companies

Public

### Complex Structure



Public

## 7. How To Register Your Company

To access the EMR CfD Portal, a customer must first register their company (if your company is already registered, you do not need to register again).

The **main company** is established through the initial company registration process. When a user logs into the EMR DB Portal, it is this main company account that they are logging into.

After registering your main company, a **sub-company** (a subsidiary company to the main company), can be created and managed by the main admin user.

Go to the [EMR CfD Portal](#) and click on **Register Company**. See below.



If the Registration Window is closed the below screen will be displayed.

## Public



Electricity Market Reform  
Delivery Body

The company registration window is currently closed.

For key information and updates regarding the upcoming CfD round please visit the [Allocation Round Resource Website](#).

Should you have any additional inquiries, please contact our team who will be happy to assist you further:

01926 655300 Option 3

[box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy)

**Opening Times:**

Monday to Friday: 9am to 4pm

If the Registration Window is open, you will then be taken to the Contracts for Difference landing page /Company Section. See below.



Electricity Market Reform  
Delivery Body

**Company Section**

Is this company registered at Companies House UK?\* ☐ Yes

☐ No (If No, you will be required to fill in the form manually)

If your company is registered on Companies House UK, there is an option to partially auto-populate the registration form by pulling through data from Companies House. If your company or organisation is not registered on Companies House, the form will need to be manually completed.

### 7.1 Auto Populate Form: For Companies registered on Companies House

To auto populate your registration form, go to the **Company Section** and select **Yes**. Enter your company registration number and click **Fetch Company Data**. See below.

## Public



Electricity Market Reform  
Delivery Body

### Company Section

Is this company registered at Companies House UK? ☒ Yes  
☐ No (If No, you will be required to fill in the form manually)

Please enter the Company Registration Number \* :  [Fetch Company Data](#)

The company registration form will appear with the **Company Section** populated using data taken from Companies House. See below.



Electricity Market Reform  
Delivery Body

### Company Section

Is this company registered at Companies House UK? ☒ Yes  
☐ No (If No, you will be required to fill in the form manually)

Please enter the Company Registration Number \* :  [Fetch Company Data](#)

Company Name \*

Company Registration Type

Address 1 \*

Address 2

Address 3

City/Town \*

Post code \*

Country \*

## Public

Select an authorised person from the drop-down list. This section will also be partially populated. Enter the relevant mobile number and email address (when entering the mobile number please DO NOT include the '0' at the beginning). See below.

### Authorised Person Section

Authorised Person Name \*

Landline Number

Role/Position \*

Country \*

Mobile Number \*

Email Address \*

Address 1 \*

Address 2

Address 3

City/Town \*

Country Code \*

Confirm Mobile Number \*

Confirm Email Address \*

Copy Company Address

Post Code \*

## Public

Fill out the **Main Company Admin User Section**. This can be the same person as the authorised person. If this is the case, select **Copy Authorised Person Address**. See below.

### Main Company Admin User Section

First Name \*

Last Name \*

Landline Number

Country \*

Country Code \*

Mobile Number \*

Confirm Mobile Number \*

Email Address \*

Confirm Email Address \*

Address 1 \*

Address 2

Address 3

City/Town \*

Post Code \*

Copy Authorised Person Address

Cancel

Submit

Once you have completed all the cells, click the **Submit** button

The system will then validate the company registration number against existing matching company registrations that are already in the Portal under the number specified. See below.

Error

This company is already registered on the EMR CfD portal

OK

If the company is already registered, verify that all company details in the existing account are accurate. If you can't access the company's account or if you have any queries, reach out to the Delivery Body at [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy).

If the system does not identify any existing entries for the company in question you will then be able to carry on with the registration process and a confirmation pop up window with your details will appear. Click **OK** to continue. See below.

## Public

Confirmation

Please confirm if the below details are correct for Authorised Person:

Email Address: [REDACTED]

Mobile Number: [REDACTED]

Please ensure that you complete the process within **7 calendar days**. The company registration will be cancelled if no action is taken by **17/06/2025**.

Click OK to continue or Cancel to go back to the previous screen.

OK

Cancel

### 7.2 Manual Completion: For Companies Not Registered on Companies House

To manually fill out the company registration form, go to the **Company Section** and select **No**.

If you clicked **No** on the **Company Section** page, you will be navigated to the company registration form and will need to complete it manually. See below.

Company Section

Is this company registered at Companies House UK?\* ☐ Yes

☒ No (If No, you will be required to fill in the form manually)

Company Name \*

Company Registration Type

CFD

Address 1 \*

Address 2

Address 3

City/Town \*

Country \*

United Kingdom

Company Registration Number

Post code \*

The form consists of three sub-sections: **Company Section** (as above), **Authorised Person Section** and the **Main Company Admin User Section** as shown below. Please complete these sections manually.

## Public

### Authorised Person Section

First Name \*

Last Name \*

Landline Number

Role/Position \*

Country \*

United Kingdom ▼

Country Code \*

Mobile Number \*

Confirm Mobile Number \*

Email Address \*

Confirm Email Address \*

Address 1 \*

Copy Company Address

Address 2

Address 3

City/Town \*

Post Code \*

### Main Company Admin User Section

First Name \*

Last Name \*

Landline Number

Country \*

United Kingdom ▼

Country Code \*

Mobile Number \*

Confirm Mobile Number \*

Email Address \*

Confirm Email Address \*

Address 1 \*

Copy Authorised Person Address

Address 2

Address 3

City/Town \*

Post Code \*

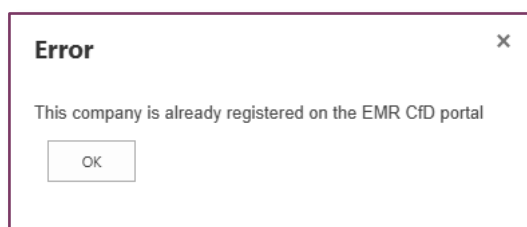
Cancel

Submit

Once you have completed all the cells, click the **Submit** button.

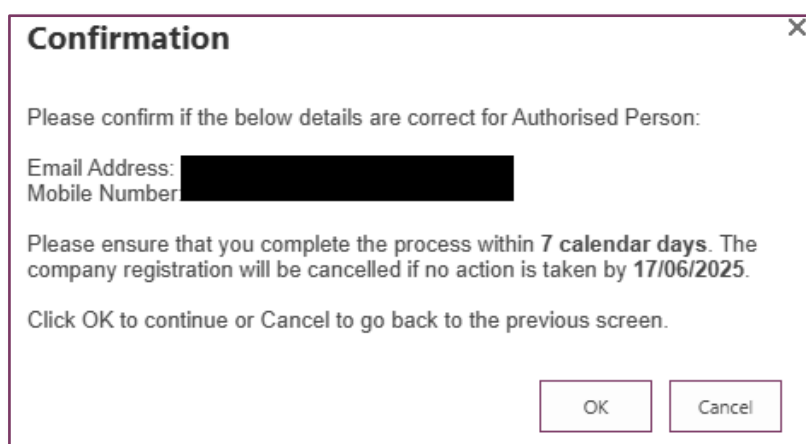
## Public

Again, the system will validate the company registration number against existing matching company registrations that are already in the Portal under the number specified. See below.



If the company is already registered, verify that all company details in the existing account are accurate. If you can't access the company's account or if you have any queries reach out to the Delivery Body at [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy)

If the system does not identify any existing entries for the company in question you will then be able to carry on with the registration process and a confirmation pop up window with your details will appear. Click **OK** to continue. See below.



### 7.3 Further Information

All fields in the company registration form must be completed with the required information. Fields marked with an asterisk are mandatory fields

Company names should precisely match the description as held on Companies House or, for non- companies, on any relevant register. This includes abbreviations, e.g. Limited as opposed to Ltd.

A Company Registration Number (CRN) needs to be provided if you are an incorporated body. A CRN (sometimes referred to as a Companies House Number in the UK) is a unique number issued by Companies House when a limited company or Limited Liability Partnership (LLP) is incorporated.

Where your company is in the United Kingdom, your CRN will consist of eight numbers, or two letters followed by six numbers. It will be displayed on your Certificate of Incorporation, and it will also appear on the public register next to your company details.

## Public

Where your company is not located in the United Kingdom, there is no specific format for the CRN but you must provide the relevant reference.

You cannot choose or change your CRN. It will be generated by Companies House on a sequential basis depending on your country of incorporation and the type of company you are setting up:

- Companies formed in England and Wales have CRNs beginning with 0 (zero) or 1 (one)
- Scottish companies are given CRNs with the prefix 'SC'
- Limited Liability Partnerships (LLPs) are issued with CRNs beginning with 'OC'
- Scottish LLPs have CRNs beginning with 'SO'

If you are a non-listed company for the following types, then you need to provide the relevant evidence as detailed below:

- a) **Joint Venture (JV)** – a JV agreement/structure chart or a letter signed by the directors on letter headed paper to state that he/she is a director for the organization;
- b) **Partnership** – a letter signed by the partner on letter headed paper to state that he/she is a partner/owner of the organization;
- c) **Community Project/Charity** – a letter signed by the head of the organisation on letter headed paper to state that he/she has the relevant decision-making authority.

Foreign companies that legally own or control a CfD Unit (which must be in Great Britain) can apply for a CfD and are therefore eligible for registration. To verify ownership or legal control of a CfD Unit, the foreign company can provide:

- a) A valid tax certificate (if providing a group certificate, the Applicant company name must be included) and/or
- b) A structure chart showing ownership or legal control of the holding company owning the CfD assets; and/or
- c) Letter signed by the directors of the parent company;

This information should be emailed directly to the Delivery Body to [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy)

## Public

### 7.4 Signing the Registration Form

An email will be sent to the **authorised person** and an acknowledgement email to the main admin requesting for the authorised person to **sign** the registration form, i.e. authorise the registration request. Click the **Sign Registration Form** link contained in the email. See below.

Dear Marina Smith,

marina testing has been registered on our portal. To complete the registration process, please click the link below and follow the instructions on screen to digitally sign the form:

[Sign Registration Form](#)

Please ensure that you complete the process within 7 calendar days. The company registration will be cancelled if the process is not completed by 17/06/2025.

Thank You,  
National Energy SO - EMR Delivery Body

**Please Note:** It is the **authorised person who needs to sign the registration form**. This cannot be completed by the main admin.

Click the **Generate/Resend OTP** button. See below.

**NESO** Electricity Market Reform  
Delivery Body

**Please Verify Your One-Time Password (OTP)**

Please click on the Generate/Resend OTP button to generate OTP for verification. An OTP will be sent to your mobile number and you will need to enter the OTP in the text-box and click on Submit OTP button.

Please fill the OTP(One-Time Password) received on your Mobile Number (+44 XXXXXXXX35)\*:

[Generate/Resend OTP](#)

[Submit OTP](#)

An **OTP** (One Time Password) will be sent to the authorised person's mobile phone number as registered in the form and a confirmation pop up message will appear in green text.

Enter your OTP into the cell and click the **Submit OTP** button which will now be shaded in purple. See below.

**NESO** Electricity Market Reform  
Delivery Body

**Please Verify Your One-Time Password (OTP)**

Please click on the Generate/Resend OTP button to generate OTP for verification. An OTP will be sent to your mobile number and you will need to enter the OTP in the text-box and click on Submit OTP button.

Please fill the OTP(One-Time Password) received on your Mobile Number (+44 XXXXXXXX35)\*:

[Generate/Resend OTP](#)

[Submit OTP](#)

## Public

The authorised person is required to tick the declaration and enter their full name. Click the **Sign** button. See below.

If you believe the information above is incorrect please contact the EMR Delivery Body. When you are ready to accept the completed application form, above, please tick the box below and sign the form by providing your full name in the text box below :

Signature

☒ I, being a director / authorised signatory of the above named applicant, HEREBY CERTIFY as at the date of this document, having made due and careful enquiry and to the best of my knowledge, information and belief that the information contained within this document is true and accurate.\*

Full Name \*:

Date : 10/06/2025

A confirmation message will appear "Are you sure you want to sign the Company Registration Form?" Click **OK**. See below.

**Confirmation** ✕

Are you sure you want to sign the Company Registration Form?

Click "OK" to continue or  
Click "Cancel" to go back to the previous screen.



## Public

A completion message will appear, and an email will be sent confirming your signed registration request, see below.

Dear Marina Smith,

Your company marina testing Registration form has now been signed and submitted. You will receive an email confirming if your registration was successful.

Thank You,

National Energy SO - EMR Delivery Body

## Public

# 8. CfD Company Registration Verification

## 8.1 Delivery Body Assessment of registration

Once the company registration form has been submitted, the Delivery Body receives an automated email notification. To complete the verification process, the Delivery Body will check:

- a) Company details against public records such as Companies House
- b) The authorised person is associated with the company for which the registration form has been submitted.

Once the required verification checks have been completed by the Delivery Body, both the main admin and authorised person will receive an email confirmation of the outcome.

If the details provided cannot be verified, both the main admin and the authorised person will receive an email that the company's registration request has been rejected by the Delivery Body, with an outline of the reasons for the rejection.

If there are any issues that arise during the examination of the registration request, the Delivery Body will contact the main admin in the first instance.

## 8.2 Post Delivery Body Assessment

After the Delivery Body has assessed the company registration form (within the 5-day SLA), the main admin will be notified of the outcome via the email provided during the company registration process. The authorised person will also be copied into this email.

Dear MARINA SMITH,

Company [REDACTED] has been Approved.

Comment:

Registration Approved 12/06/2025

Thank You,

National Energy SO - EMR Delivery Body

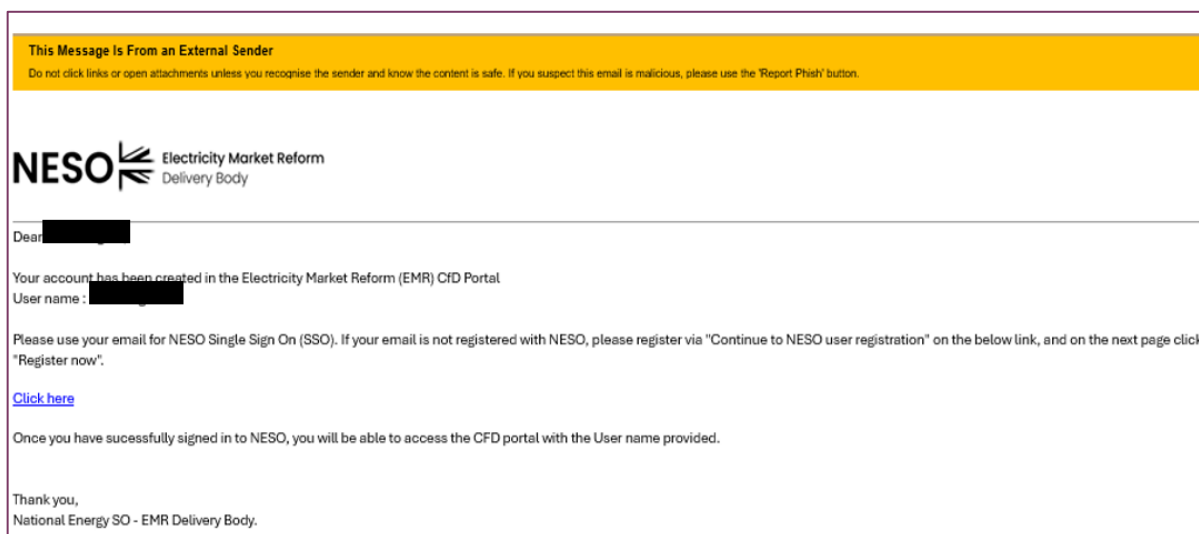
Please note: This is an automated email which cannot be replied to. If the company registration is rejected, the reason(s) for rejection will be in the comment section.

If you require further information, please contact [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy).

Following approval of the company registration form by the Delivery Body, the main admin will receive an email containing their username as well as a link to Register for a NESO account before gaining access to the EMR CfD Portal. See below.

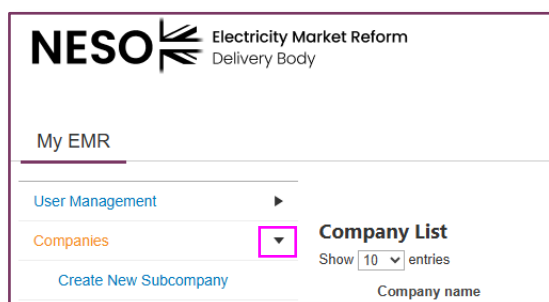
To Register for a NESO Account please see [Section 10](#) of this guidance

## Public



## 9. Creating Sub-Companies

Log in to the **EMR CfD Portal** and click on **My EMR** Click on the dropdown arrow next to **Companies** in the left-hand menu. See below.



Click on **Create New Sub-company**. Complete all mandatory fields. See below.

**NESO** Electricity Market Reform  
Delivery Body

My EMR

User Management

Companies

My Profile

Messaging

Contracts for Difference

**Subcompany form**

Is this company registered at Companies House UK? ☐ Yes ☒ No (If No, you will be required to fill in the form manually)

Company Name\* :  Company Registration Number :

Related Main Company :  Authorised Person :

Sub-company Address line 1\* :

Sub-company Address line 2 :

Sub-company Address line 3 :

City\* :  Post Code\* :

Country\* :

Company Type : CFD

\* Required field

Cancel Submit

Click **Submit**. A pop-up message will appear confirming that the sub-company has been created successfully.

## Public

### 10. Registering for a NESO Single Sign On Account (SSO)

Accessing the portal now requires a NESO SSO (single Sign On) account.

Before you can use SSO credentials to sign into the portal you must have a CfD user ID. This means either:

- You have registered a company and are Main Admin for that company (*See section 7 for how to register a company*)
- A CfD user account has been created for you by the Main Admin of an already registered company. (*See section 13.6 for how to add a user to an existing company*)

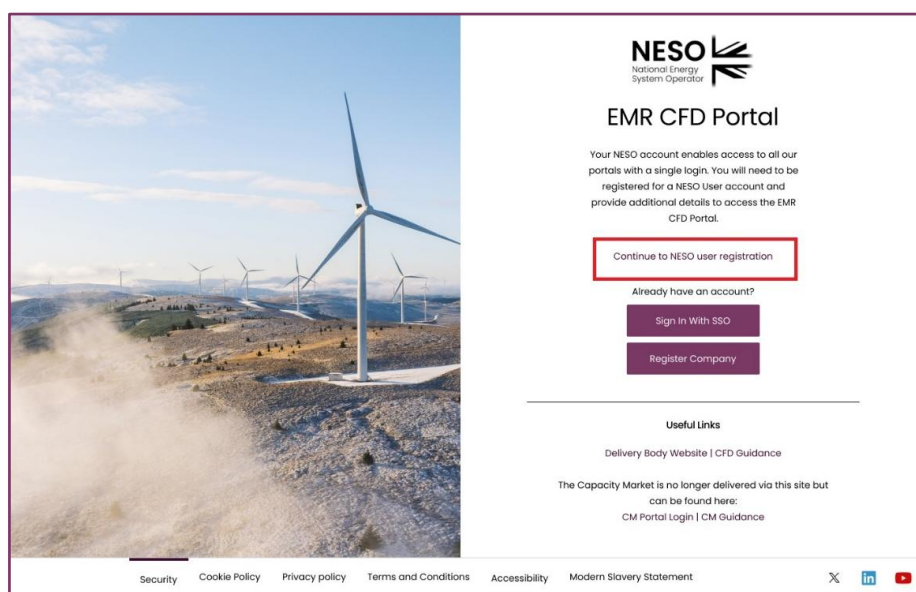
If you have NESO SSO credentials from another area of the business, you may only use them to access the CfD portal if the email address associated with your SSO login matches the email registered to your CfD user ID.

If your CfD User ID email differs from your SSO email, please register for new NESO SSO credentials by following the instructions below and making sure to use the email address associated with your CfD user ID.

You may have multiple CfD user IDs which have different email addresses associated with them. If that's the case, you would need to register for new SSO credentials for each email address that has been used.

The EMR CfD Portal can be accessed here: [EMR CfD Portal](#)

Click **Continue to NESO user registration**



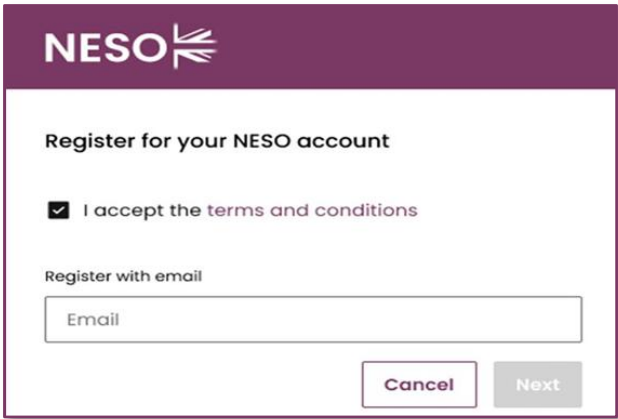
## Public

Select **Register now**.

Select **Next**.

On the following screen, check the box for **I accept the terms and conditions**, enter the same email address you used to create your CfD, and click **Next**.

## Public



**NESO**

**Register for your NESO account**

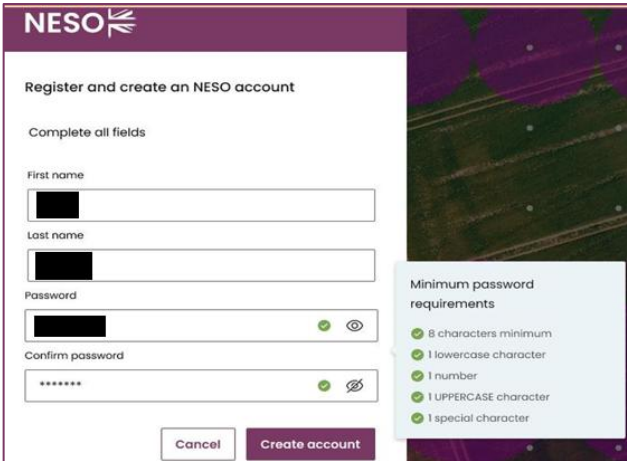
☒ I accept the terms and conditions

Register with email

Email

Cancel Next

Enter your name and create a password following the system requirements, then click **Create account**.



**NESO**

**Register and create an NESO account**

Complete all fields

First name

Last name

Password

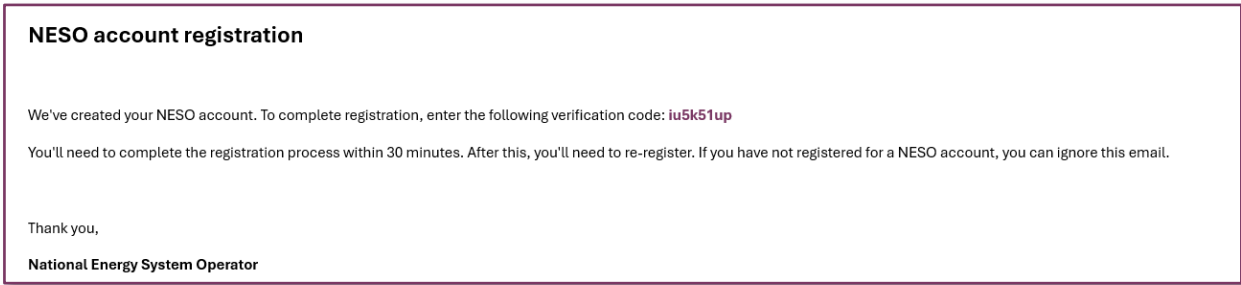
Confirm password

Minimum password requirements

- 8 characters minimum
- 1 lowercase character
- 1 number
- 1 UPPERCASE character
- 1 special character

Cancel Create account

You should receive an email confirmation that your NESO account has been created, with a **verification code** that you will need to use to complete user registration. Copy the **verification code** provided in the email notification.



**NESO account registration**

We've created your NESO account. To complete registration, enter the following verification code: **iu5k51up**

You'll need to complete the registration process within 30 minutes. After this, you'll need to re-register. If you have not registered for a NESO account, you can ignore this email.

Thank you,

National Energy System Operator

Back in the registration screen on the browser, paste the **verification code** from the email notification and select **Verify**. If you have not received an email notification containing the **verification code** or if the code has expired, select **Resend** to get a new **verification code**.

## Public

Once registered, you will see the following screen confirming your NESO account has been set up. Select **Next** for further details.

The following screen prompts the user to create a mobile number authentication, which will be used to receive a verification code via SMS. Mobile number verification is optional, select **Skip mobile verification** if you want to skip this step, otherwise enter your country code and mobile number and select **Submit**.

## Public

**NESO**

### Set up secure sign in

Enter your mobile number if you want to register it for secure authentication.

If you skip this step, We'll send your verification code to your registered email address next time you sign in.

Select your country

United Kingdom +44

Mobile number

Mobile number

Cancel Submit

Skip mobile verification

In the next screen, enter the verification code sent via SMS and select **Verify**. If you do not receive an SMS notification containing the verification code, select **Resend** to get a new code.

**NESO**

### Enter your verification code

We've sent a code to \*\*\*\*\*498

Verification code

667277

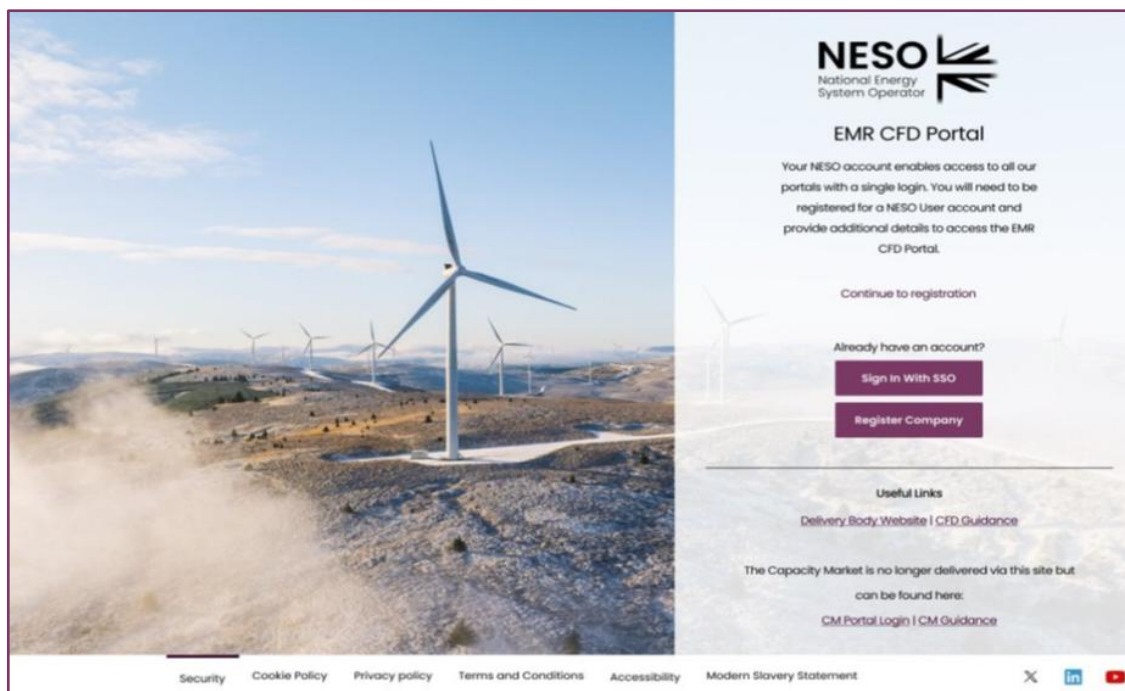
Cancel Verify

Didn't receive a code? Resend

Public

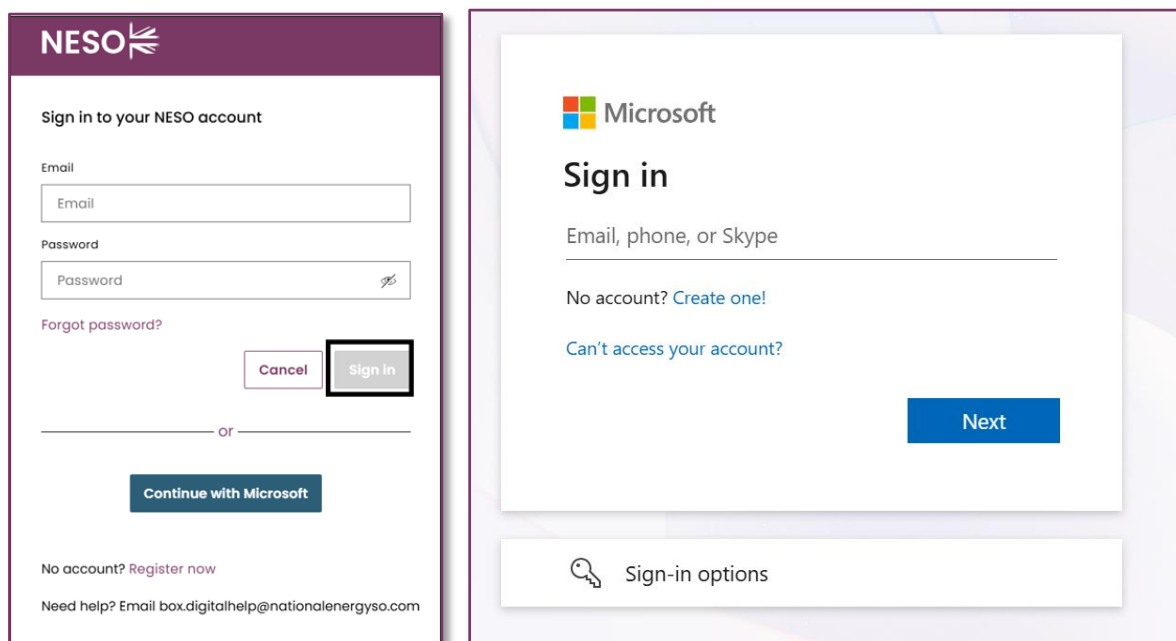
## 11. Login to the EMR CfD Portal

Once you have set up your SSO credentials, select **Sign on with SSO** to login to the EMR CfD Portal.



Enter the email address and password used to register your NESO account and select **Sign in** OR **Continue with Microsoft**.

If selecting **Continue with Microsoft**, enter the email address and password as per below screenshot.



## Public

To reset password, select **Forgot password** to receive a recovery code via email and enter a new password.

**NESO**

Sign in to your NESO account

Email

Password

[Forgot password?](#)

[Cancel](#) [Sign in](#)

or

[Continue with Microsoft](#)

No account? [Register now](#)

Need help? Email [box.digitalhelp@nationalenergyso.com](mailto:box.digitalhelp@nationalenergyso.com)

You will then be prompted to enter the **Registered email** and click on **Submit**.

**NESO**

Reset your password

Enter your email and we'll send you a code to reset your password.

Email

xxxxxxx@gmail.com

[Cancel](#) [Submit](#)

Enter the code received via email then enter and confirm the new password and click on **Save**. If you do not receive the recovery code, click **Resend**.

## Public

**NESO**

### Enter recovery code and new password

If you have an active NESO account, we'll email you a recovery code to reset your password. The code will be valid for 5 minutes.

Your code will expire in 02:08.

Recovery code

\*\*\*\*\*

New password

\*\*\*\*\*

Confirm new password

\*\*\*\*\*

Cancel Save

Didn't receive an email? [Resend](#)

Still having issues? [Get help](#)

After entering your sign-in credentials, you will see the following screen asking you to confirm if you wish to receive the verification code via email or SMS.

**Please note the option to receive the verification code via SMS will only be available for users who registered their mobile number during their initial NESO account registration.**

**NESO**

### Get a code to confirm it's you

We'll send you a verification code to sign in securely.

☒ Email to h\*\*\*\*\*@letterprotect.net

☐ SMS to \*\*\*\*\*977

Cancel Get Code

After receiving the verification code via SMS or email, enter the code onto the following screen and select **Verify** to gain access to the EMR Portal. select **Resend** to get a new verification code.

## Public

Once successfully logged into the EMR CfD Portal the user will be taken to the **Select a Profile to login as** screen see screenshot below (this is for a scenario whereby multiple usernames (user ID's) are using the same email address).

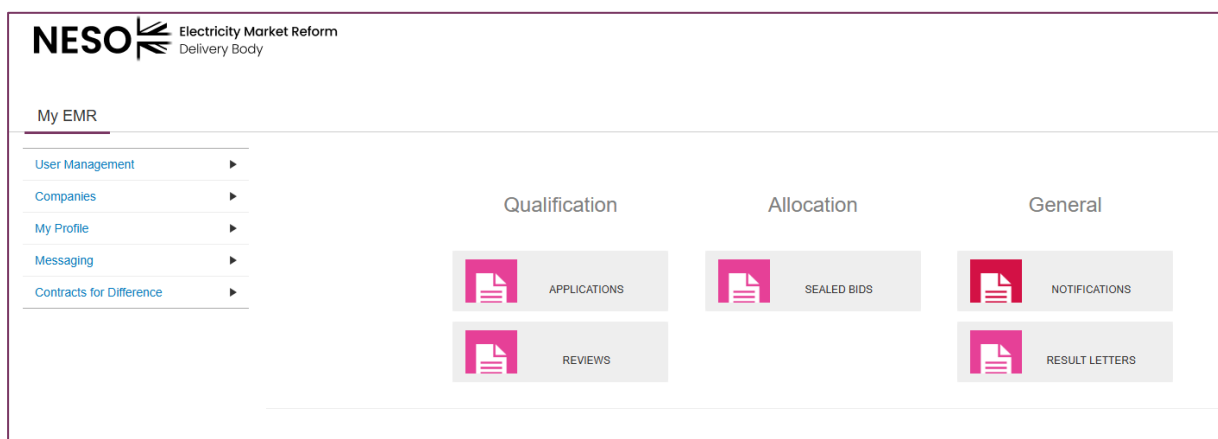
After successfully logging in, if you have more than one active CfD user, you will see these listed as below.

| User name  | Company name | Company ID | Role       |        |
|------------|--------------|------------|------------|--------|
| [REDACTED] |              | NGRID-813  | User       | Select |
| [REDACTED] |              | NGRID-814  | Main Admin | Select |

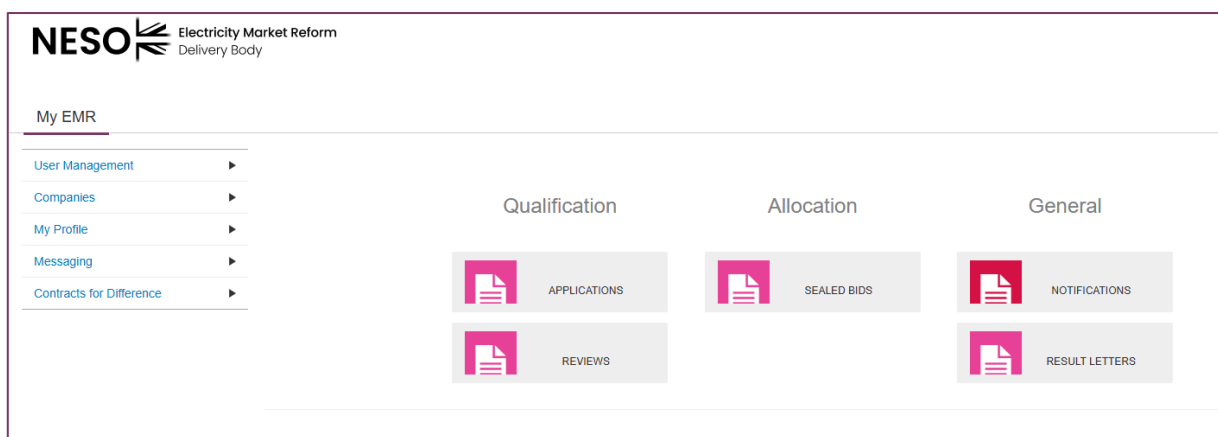
Select the profile you wish to login as and click **Continue**. The below pop-up screen will appear with a **Yes** or **No** option.

## Public

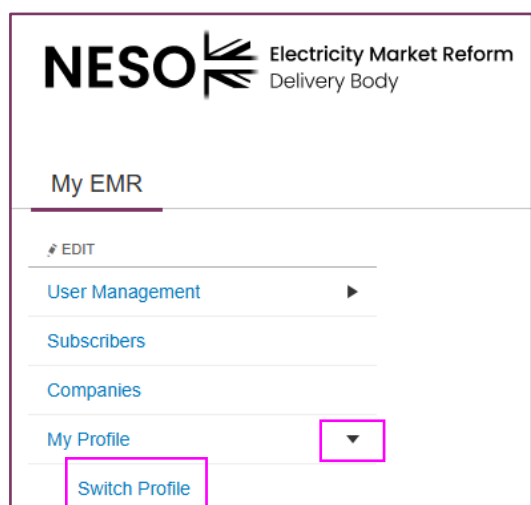
Once the appropriate Profile has been selected you can navigate to the relevant sections of the EMR CfD Portal. with the selected role and privileges as per below.



Where only a single active user is mapped to the email ID the **Select profile** option is not present and the user will be taken directly to the EMR CfD Portal home screen. See below.



To switch users, Click on the black triangle next to **My Profile** and click **Switch Profile**.

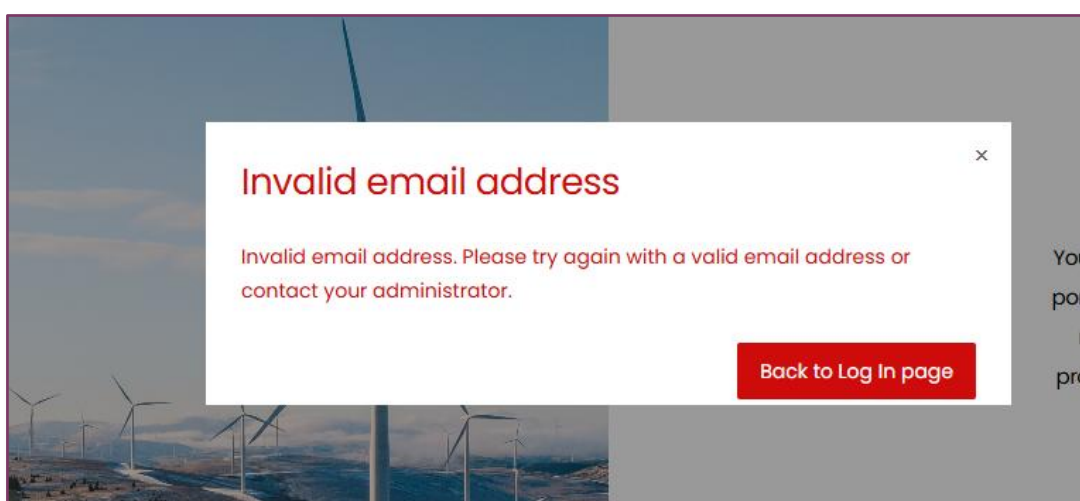


## Public

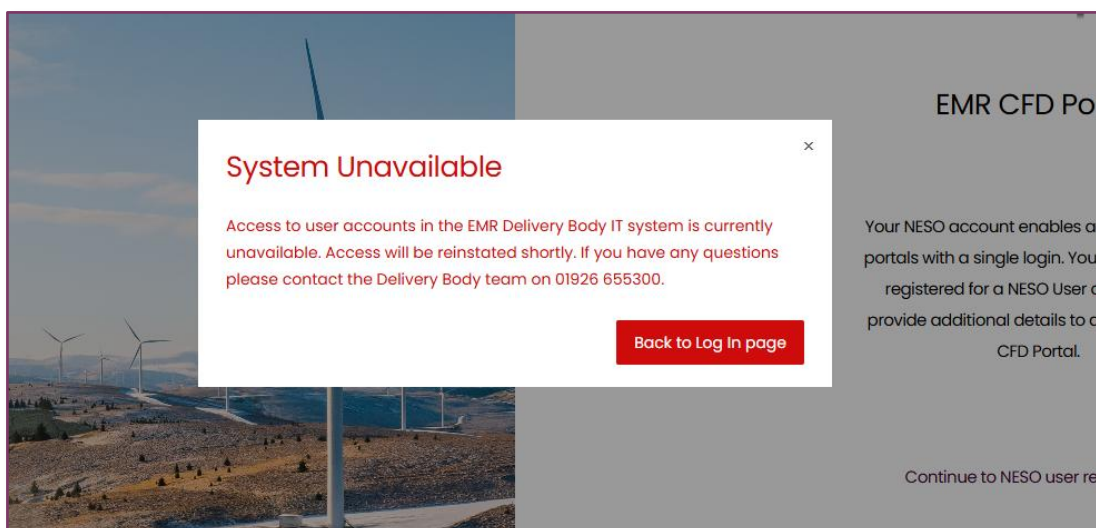
### 12. Troubleshooting Scenarios when trying to access the EMR CfD Portal

If when attempting to sign in you see an **Invalid email address** message, please check the following:

- Ensure you have entered your email address correctly.
- Ensure that the company you wish to access is registered and has been approved.
- Ensure that your CfD user ID uses the same email as your SSO credentials. If they are different, the accounts will not be linked.



In the instance the system is not available due maintenance the screen below will appear.



For further support on possible incurring issues around the new user registration process and subsequent access to the EMR CfD Portal please refer to **Appendix A**.

## Public

# 13. User Management and Privileges

## 13.1 Overview

There are three user types, and the privileges of each user type can be managed by the main admin and deputy(s). These users are called EP users (External Party Users)

## 13.2 Main Admin

The first user to register an organisation in the EMR DB Portal will automatically become its main admin.

- The main admin will act as the main point of contact for any communications from the Delivery Body.
- A company director may also serve as the Main Admin if required.
- The main admin will be responsible for the adding, editing, and removing of other users within an organisation, and for the creation of additional companies as required.
- The main admin will have read and write privileges by default.
- It is not possible for a main admin to modify usernames (user ID's) of themselves or other users.
- If a person leaves the company, it is the responsibility of the main admin and deputy(s) to deactivate them on the EMR CfD Portal.
  - In the instance that a Main Admin can no longer act in their role, they must promote another user to main Admin see [section 13.9](#)
  - This newly promoted main admin will then have all the privileges and responsibilities of the main admin.
  - The new main admin should then review the permissions of the old main admin to ensure that these are appropriate.
- If the 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 to promote a current user to this role by emailing the CfD team at [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy).

## 13.3 Deputy Main Admin

- A deputy is the first additional person that the main admin will need to register on the EMR CfD Portal.
- A main admin can register one or more deputies.
- The deputy will have read and write privileges by default.

## Public

- Where the main admin manages multiple companies, they can assign specific companies to the deputy to have access to and manage the company information depending on the privileges given to the deputy.
- A deputy with Read and Write privileges; can edit the company information, create additional companies, register other deputies or users.
- Deputies can also deactivate other deputies or users; however, they can only view the main admin details. They also serve as the principal point of contact for all communication with the Delivery Body.

### 13.4 User

- A main admin or deputy can create a user on the EMR CfD Portal to carry out specific tasks. This user can act on behalf of a main company, additional companies or sub companies where they have been assigned the relevant privileges.
- A user with Read Only privileges: can only view information for the company or sub companies and other users they are related to in the system.
- Only users with Read and Write privileges whose role is a main admin or deputy can make edits to the user details.

### 13.5 Privileges

Privileges can be assigned to EP users to enable them to carry out specific tasks for a company or multiple sub-companies. The different privileges are:

| Privilege       | Meaning                                                                     |
|-----------------|-----------------------------------------------------------------------------|
| <b>Viewer</b>   | The user can only view data and information                                 |
| <b>Operator</b> | The user can create and edit data including Applications, but cannot Submit |
| <b>Approver</b> | The user can approve and Submit data and Applications                       |

**Viewer** is the basic or default level of privilege which is applicable to all EP users.

The main admin or deputy main admin can assign more privileges to an EP user by ticking the box next to the privilege.

### 13.6 Managing your Users

The Main Admin can view all Users linked to their company. To do this, click on **My EMR**.

Next click on **User Management** in the left-hand side menu. See below.

## Public

The screenshot shows the NESO logo and 'Electricity Market Reform Delivery Body' text. Below this is a 'My EMR' section with a dropdown menu currently set to 'User Management'.

To create more users, click on **Add New EP User** under **User Management** on the left-hand side menu. This will bring up a new **User Management** screen. See below.

The screenshot shows the 'User Management' form. It includes a left-hand menu with 'Add New EP User' highlighted. The form fields are as follows:

- Team\*: CFD (dropdown)
- First Name\*: [text input]
- Last Name\*: [text input]
- Email address\*: [text input]
- Confirm email address\*: [text input]
- Country\*: United Kingdom (dropdown)
- Country code\*: 44 (text input)
- Mobile number\*: [text input]
- Confirm mobile number\*: [text input]
- Landline number: [text input]
- Role\*: User (dropdown)
- Privileges: Operator ☐, Approver ☐, Viewer ☒
- Status: Active (dropdown)

Buttons at the bottom: Cancel, Submit.

Enter the contact details for the EP user and assign roles and privileges as needed by selecting options from the drop-down menus and checking boxes. Then once all fields are completed click **Submit**.

Then click **on User Management** in the left-hand side menu. The newly created user will now be visible in the table. (see image below).

The screenshot shows the 'User Management' table with the following data:

| First name | Last name  | User name | User type  | Status    |        |
|------------|------------|-----------|------------|-----------|--------|
| Marina     | [REDACTED] |           | Main Admin | Activated | Manage |
| Melbel     | [REDACTED] |           | Main Admin | Activated | Manage |

Once the main admin or deputy main admin has successfully added a new user, this new user will receive a registration confirmation email as per below. The email will contain their username as well as a link to Register for a NESO account to gain access to the EMR CfD portal and its respective accounts. To **Register for a NESO Account** please refer to **Section 10** of this Guidance.

## Public

Dear [REDACTED]

Your account has been created in the Electricity Market Reform (EMR) CfD Portal  
User name : [REDACTED]

Please use your email for NESO Single Sign On (SSO). If your email is not registered with NESO, please register via "Continue to NESO user registration" on the below link, and on the next page click "Register now".

[Click here](#)

Once you have successfully signed in to NESO, you will be able to access the CFD portal with the User name provided.

Thank you,  
National Energy SO - EMR Delivery Body.

### 13.7 Editing users on the EMR Portal

Only a main admin can edit user privileges on the EMR DB Portal for all the relevant users linked to their company. If a user leaves the company, it is the responsibility of the main admin to deactivate the person on the EMR CfD Portal.

Click on **User Management** in the left-hand side menu of the EMR CfD Portal. Then click **Manage** on the person's name that you wish to edit

**User management**  
Show 10 entries

| First name | Last name | User name | User type  | Status    |        |
|------------|-----------|-----------|------------|-----------|--------|
| [REDACTED] |           |           | Main Admin | Activated | Manage |
|            |           |           | User       | Activated | Manage |
|            |           |           | Main Admin | Activated | Manage |

Showing 1 to 3 of 3 entries

Here you can amend the following:

- **Personal details:** name, telephone numbers, email address
- **Role:** main admin, deputy main admin, user
- **Privileges:** operator, approver, viewer
- **Status:** active or deactivated

Once the relevant changes have been made, click **Save Changes**

A main admin can deactivate their own account in the EMR CfD Portal, but they cannot reactivate it themselves and neither can the authorised person. Another main admin would be required to reactivate it if necessary.

If a main admin attempts to deactivate themselves, a warning message would appear asking them to confirm that they wish to proceed.

## Public

### 13.8 Updating an Authorised Person

#### 13.8.1 Changing the Authorised Person

A main admin does not have the privileges to change an authorised person in the EMR Portal. To do this, the proposed new authorised person must send an email to the Delivery Body at [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy) with the current authorised person and a main admin copied in, requesting the change and providing full details of the new authorised person as follows:

- First Name and Last Name
- Role/Position
- Mobile Number
- Email address
- Address

The new authorised person should be named as an active company director or company secretary as registered with Companies House for UK registered companies (or an equivalent body for non- UK registered companies).

#### 13.8.2 Updating the Authorised Persons Details

If the authorised person is not changing, but their contact details need to be updated, the main admin or authorised person must send an email to the Delivery Body at [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy) requesting the change and providing full details of the new authorised person as follows:

- First Name and Last Name
- Role/Position
- Mobile Number
- Email address
- Address

These details should match those (where available) on Companies House, and the authorised person must be copied into the email to the Delivery Body requesting the change.

## Public

### 13.9 How to assign a new Main Admin

If you need to deactivate a current main admin on your CfD Company Section of the EMR CfD Portal. Please ensure that there are at least two user accounts assigned the company you are wishing to amend (if you are unsure how to do this, please refer to the previous [Section 13.7 Editing Users](#) of this guidance.

Assign all 3 privileges to the user that is looking to take over as main admin (the three privileges are: Operator, Approver and Viewer) and click save. See below.

Once these privileges have been assigned to the desired user you can de-activate the current main admin.

This account will now default the main admin to the next user with all three privilege permissions assigned.

My EMR

User Management

Companies

My Profile

Messaging

Contracts for Difference

User Management

Team\*

CFD

First Name\*

Last Name\*

Email address\*

Confirm email address\*

Country\*

United Kingdom

Country code\*

44

Mobile number\*

Confirm mobile number\*

Landline number

Role\*

User

Privileges

Operator

Approver

Viewer

Status

Active

\* Required field

Cancel

Submit

## Public

### 13.10 Change of Company Name

Once your company is registered in the EMR Portal, you can change the name of the company by sending an email to the Delivery Body. The request must be done by the authorised person of the account copying in the main admin. The email must include:

- the old company name with the NGRID number (NGRID-XXXX) which can be found on the original registration form on the EMR Delivery Body Portal, and the new company name you want to change it to.
- The new company name must be registered on Companies House
- The company director assigned as the authorised person must be active on Companies House.
- A 'Certificate of Incorporation of Change of Name' showing the name change must be attached to the email. See Below.



Please make sure the company registration number on this document matches exactly with the company registration number on Companies House.

Once the Delivery Body receives the email, the system will be updated to reflect the new company name, and you will be advised when it has been done.

### 13.11 Change of company address

Once you have registered your company, you are able to change the address details.

Only main admins can complete this step.

The user should log in to the EMR Portal and navigate to **My EMR**.

## Public

My EMR

User Management ▶

Companies ▶

| Status ▾ |  | Detail ▾ | Edit ▾ |
|----------|--|----------|--------|
| Approved |  | Details  | Edit   |
| Approved |  | Details  | Edit   |
| Approved |  | Details  | Edit   |
| Approved |  | Details  | Edit   |

Previous1Next

Click on **Companies** in the menu on the left-hand side. See below.

Find the relevant company under **Company List** and select **Edit**. Amend the address details and then select **Submit**.

## Public

### 13.12 Change of Preferred Contact Email Address

During the application window you will be unable to change any details of your application up until the auction has finished, **this includes the Preferred Contact Email Address (this is the preferred contact for the Company if successful in the Allocation process)**. If the CfD Unit changes ownership during this window and to ensure that the CfD Contracts are distributed to the correct administrators of the account, please follow the steps below:

- a) If there is a change of personnel on the CfD Account, please refer to Section 13.8 Updating an Authorised Person and Section 13.9 Assign a new Main Admin of this guidance document.
- b) **If you need to change the Preferred Contact Email Address**, the main admin will need to email the NESO CfD Shared Mailbox: [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy) and copy in LCCC's shared mailbox: [Enquiries@CFDAllocationround.uk](mailto:Enquiries@CFDAllocationround.uk) informing both parties of the Change in Preferred Email contact with the authorised person cc'd into the email. The email must also include a preferred name and contact number.

Once received NESO and LCCC will make a note of the change and update the Notification Report which is sent to LCCC once the Auction has been finalised. This will then inform LCCC of who to contact in order to accept a valid CfD offer.

## Public

### Appendix A: CIAM Frequently Asked Questions

➤ **What should a user do if they forget their password?**

A user that has a NESO account will need to select 'Forgot password?' on the sign-in screen. The user should then receive an email notification with a recovery code that the user will need to copy onto the browser and create a new password.

➤ **What will happen if a User enters an incorrect Password multiple times?**

When the user consecutively enters 7 incorrect passwords, then they will be locked out of their account for 30min.

The user will not be able to login during the lockout period (including obtaining the verification code).

The user will not be able to access the forgotten password journey during the lockout period

When the user has an active session on x browser, if a login attempt is made on another browser, then the former session will remain active. The session with the failed login attempt will be locked out.

➤ **What will happen if a user enters an incorrect OTP multiple time?**

When the user consecutively enters 5 incorrect OTPs, on the 6th attempt the user multi factor identification method will be locked for 30min.

The user will not be able to request a new OTP for the same method during the lockout period.

➤ **How can the user recover their EMR CfD Account/CIAM Account if they lose their email ID as a user or deputy?**

If the user and deputy cannot recover their email ID from their end, then the user and deputy will have to be re-added by the main admin of the relevant company registered in the EMR CfD Portal, with a new email ID, and they will have to register on CIAM with the new email ID again..

➤ **What happens when a customer, who is already registered in the EMR CfD Portal, misspells their email address?**

If the incorrect email address has been entered during registration, this will mean the user will not receive a verification code after 30 minutes, so the user should contact the Delivery Body using the email address they would like to register with, and the Delivery Body will investigate and confirm if there was an email discrepancy. Once that has been confirmed, the user can register again with the correct email address.

➤ **Does the user have to use the same email address as the one provided in the EMR CfD Portal?**

Yes, if the user still wants to retain access to the company(s) they are already registered against in the EMR CfD Portal.

## Public

- **What to do if a User is having trouble logging in to CIAM?**  
Please try using **incognito** mode on your browser, as this could be a cookies and caches issue. If this does not work, contact the Delivery Body via email [box.emr.cfd@neso.energy](mailto:box.emr.cfd@neso.energy)
- **Can multiple users share the same email ID?**  
Yes, multiple user profiles can be linked to the same email. User must select the appropriate profile after login.
- **Why is the user getting an error after login even though credentials are correct?**  
This happens when no active user is mapped in the EMR CfD Portal.
- **What should the user do if they don't receive a verification code?**  
The user should use the **Resend** option during registration or login verification

Public

## Legal Disclaimer and Copyright

This document has been prepared by National Energy System Operator Limited (NESO) and is provided voluntarily and without charge. Whilst NESO has taken all reasonable care in preparing this document, no representation or warranty either expressed or implied is made as to the accuracy or completeness of the information that it contains and parties using information within the document should make their own enquiries as to its accuracy and suitability for the purpose for which they use it.

Neither NESO nor any Directors or employees of any such company shall be liable for any error or misstatement or opinion on which the recipient of this document relies or seeks to rely other than fraudulent misstatement or fraudulent misrepresentation and does not accept any responsibility for any use which is made of the information or the document or (to the extent permitted by law) for any damages or losses incurred.

In the event of any conflict or inconsistency between this document and the relevant CfD Allocation Round Framework or the Contract for Difference (Allocation) Regulations, the latter documents take precedence. Capitalised terms used in this document shall have the same meanings given in the Contracts for Difference Framework.

No part of this document may be reproduced in any material form (including photocopying and restoring in any medium or electronic means and whether or not transiently or incidentally) without the written permission of NESO.

**Copyright National Energy System Operator Limited 2025, all rights reserved.**

