nationalgridESO

User Guide

Single Market Platform Portal

March 2023

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1. Introduction

1.1. Document Purpose

The purpose of this document is to help readers access, navigate and use the Single Market Platform (SMP) Portal to enable Balancing Service Providers and Agents market entry to engage in Balancing Services. This includes the administrative functions, initial registration and onboarding, submission & management of Assets and their respective Units including the Versioning of Units & Assets, Management of the Pre-qualification Application Process, Managing Secondary Users and Establishing Related Entities. Moreover, the document illustrates the detailed steps entailed in key functionality of the Portal.

1.2. Background to SMP

Customer and stakeholder feedback highlighted substantial opportunities to transform our interactions at all stages in market participation with the Electricity System Operator (ESO). As we transition and transform our markets to closer to the day procurement, Single Market Platform (SMP) will be the go-to place for market entry and participation; it will facilitate participation in new smart and sustainable markets, aiming to lower barriers to entry, attracting higher volumes, ensuring new technologies are onboarded faster, markets are cleared, and payment is made swiftly and accurately. As we transition and transform our markets to closer to the day procurement, SMP will be the go-to place for market entry and participation; it will facilitate participation in new smart and sustainable markets, aiming to lower barriers to entry, attracting higher volumes, ensuring new technologies are onboarded faster, markets are cleared, and payment is made swiftly and accurately.

As stated in our RIIO-2 business plan, SMP will provide a single point of entry for market participants to access data related to: how they can become a provider, how they can sell their services in a co-optimised way, how they can manage the lifecycle of their contractual relationship with ESO, review how they are performing (both operationally and financially).

1.3. Supported Browsers

For the best experience, we recommend that the latest version of **Chrome** is used to access the portal, otherwise key functionality may not render on screen

We do not recommend any version of Internet Explorer as this site has not been designed to use this browser and therefore you may encounter errors.

1.4. Requirement for Use

Access to the internet and a phone to receive two factor authentication codes.

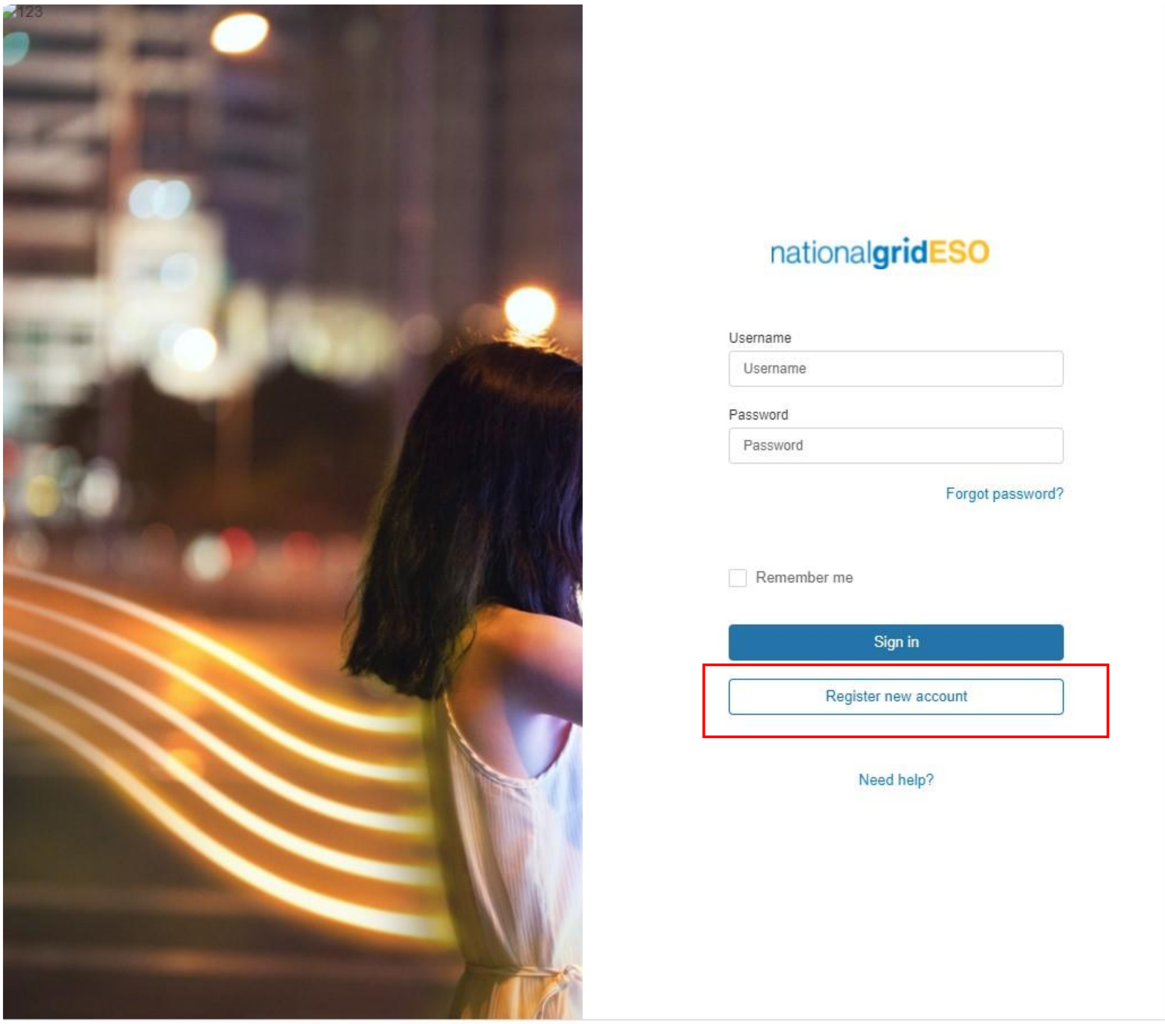
1.5. Disclaimer and Applicant's Responsibility

The information supplied with, contained in, or referred to in this Document, and all other information is given in good faith. However, no warranty or representation or other obligation or commitment of any kind is given by National Grid, its employees or advisors as to the accuracy or completeness of any such information or that there are not matters material to the arrangements and matters referred to therein other than is contained or referred to in such information. Neither National Grid nor its employees or advisors shall be under any liability for any error or misstatement or as a result of any failure to comment on any information provided by National Grid or the recipient of the Documentation or any other person or any answers to any questions or for any omission and none of such information shall constitute a contract or part of a contract.

1.6. Help and Support

For any queries on registering and completing an application, these should be sent to commercial.operation@nationalgrid.com or you can contact the team on 01926 65 4611. For any technical issues, you can contact the helpdesk on +44 800 917 7111.

2. Initial Registration & Onboarding



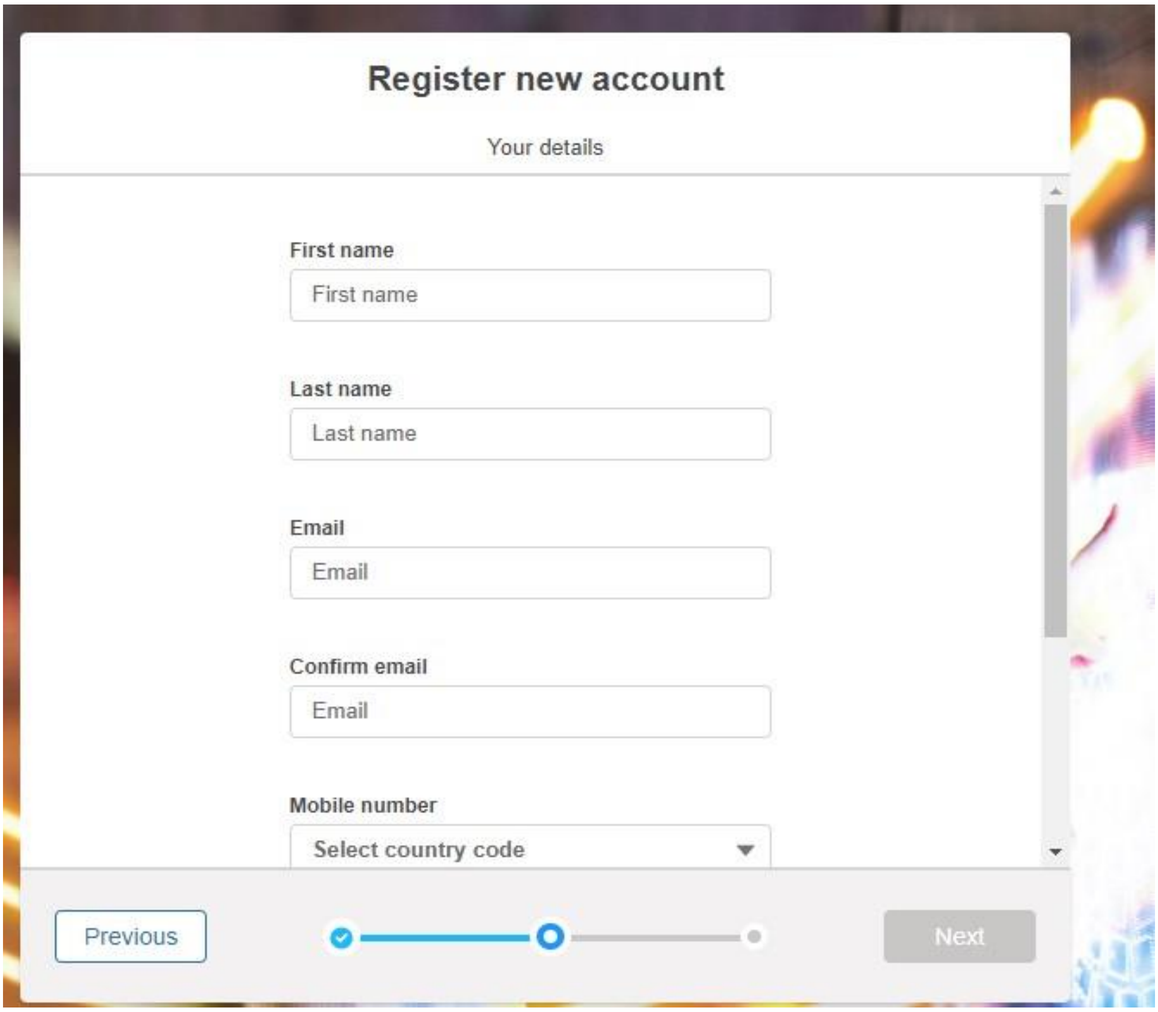
2.1. First-time User Registration

- If you and your organisation are new to NGESO and to the SMP Portal, then it is required that you register directly via the portal using the following instructions. If however, you have already registered yourself and your organisation previously using the portal and wish to add additional secondary users then you will have to follow the instructions in Chapter 11 entitled ‘’User Management’’
- **The User should visit and bookmark the following link: https://portal.nationalgrideso.com/smp/s/login/**
- As a first time User, you will need to click on the ‘**Register New Account**’ Button
- The User will be navigated to the first ‘screen’ to capture registration

2.2. Registering the Primary User

- In order to access the SMP Portal, it is expected that upon initial registration the main or ‘primary’ contact (user) at your organisation/company will undertake the registration steps.
- Registration involves submitting one’s contact details and their organisation/company details. The successive order is contact details followed by company details.
- Figure 1.0 below illustrates the fields required for the Contact/User’s details.

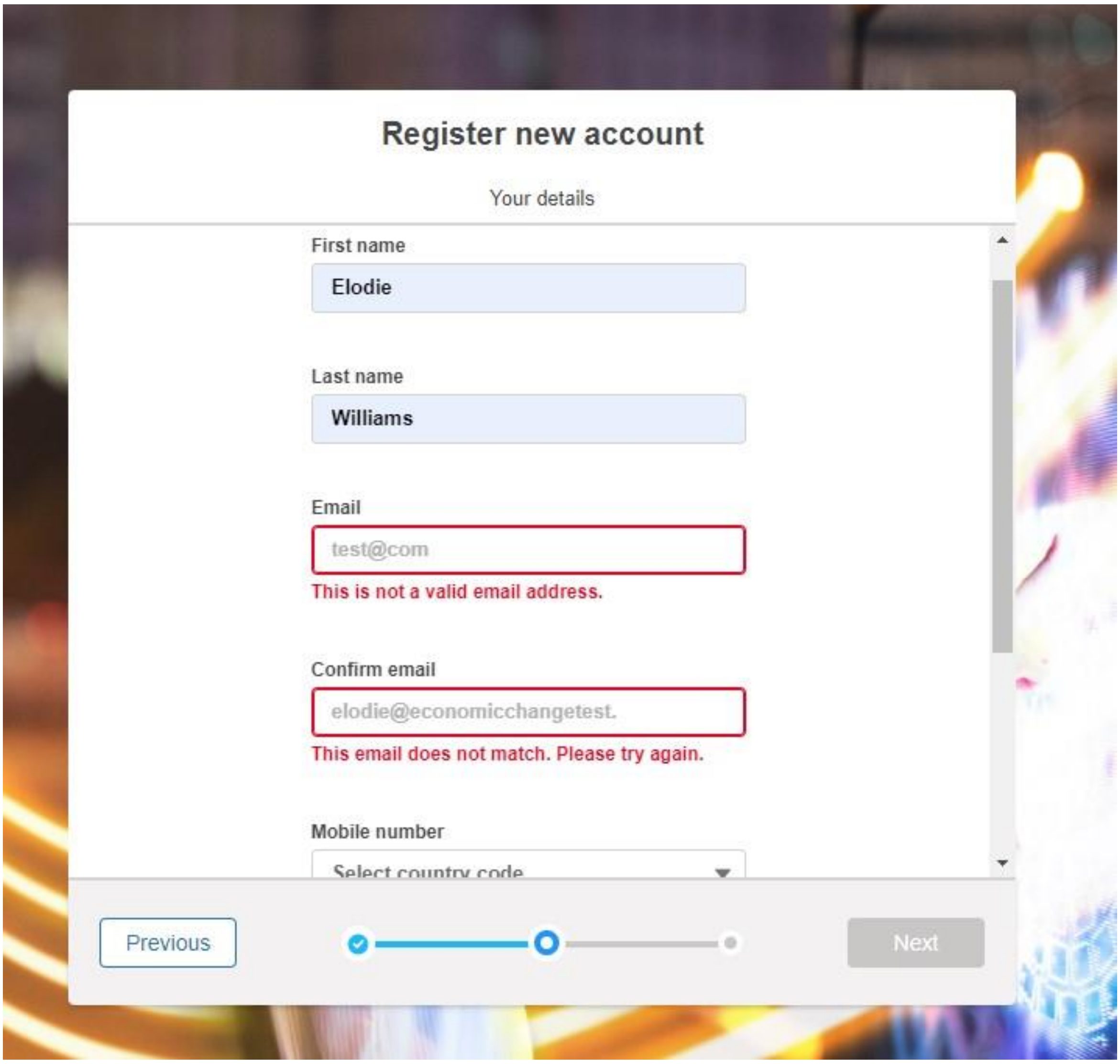
Figure 1.0: Capturing User/Contact Details



2.3. Registering the Primary User – Part 2

- Figure 2.0 below illustrates the additional fields required for the Contact/User's details.
- Field Names with a red asterisk symbol are mandatory fields. Please note that a User will not be able to complete the registration process without submitting a field value – if the field is left empty, the User will be prompted with a red outline of the field in question and a prompt notice as illustrated in Figure 2.0 below.

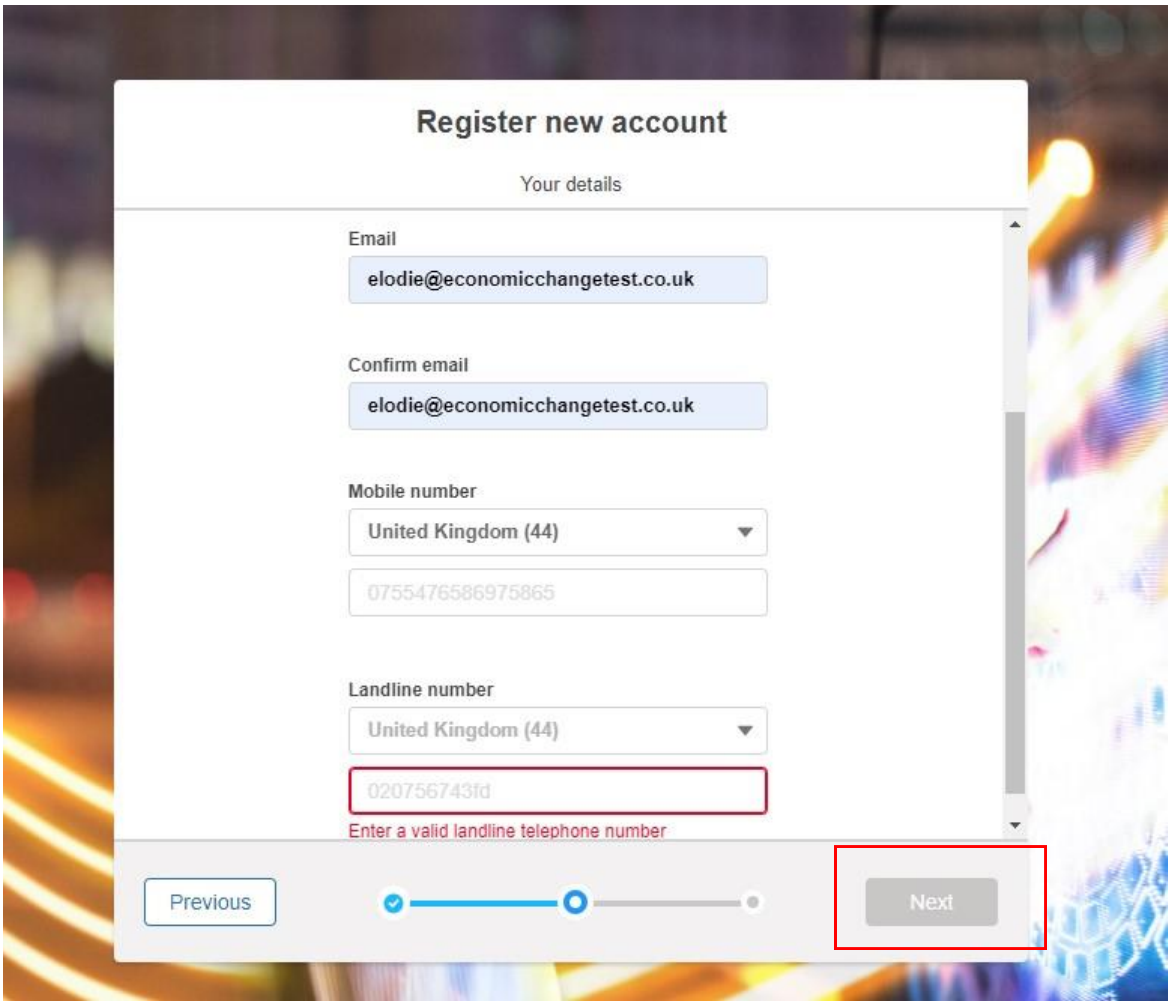
Figure 2.0: Capturing User/Contact Details



2.4. Registering the Primary User – Part 3

- Figure 3.0 below illustrates the additional fields required for the Contact/User's details.
- When entering email addresses or telephone numbers, standardised formats are expected, if a User/Contact does not submit field values compatible with the expected format then the field will be flagged in a red border with a prompt instruction. For example if an email address has been submitted with the incorrect format i.e. *john.smith_.testcom* rather than *john.smith@test.com*
- Once all of the fields have been completed on the User/Contact section, the 'Next' button will no longer be shaded grey, instead it will be converted into a blue 'button', allowing you to proceed to the next step.

Figure 3.0: Capturing User/Contact Details

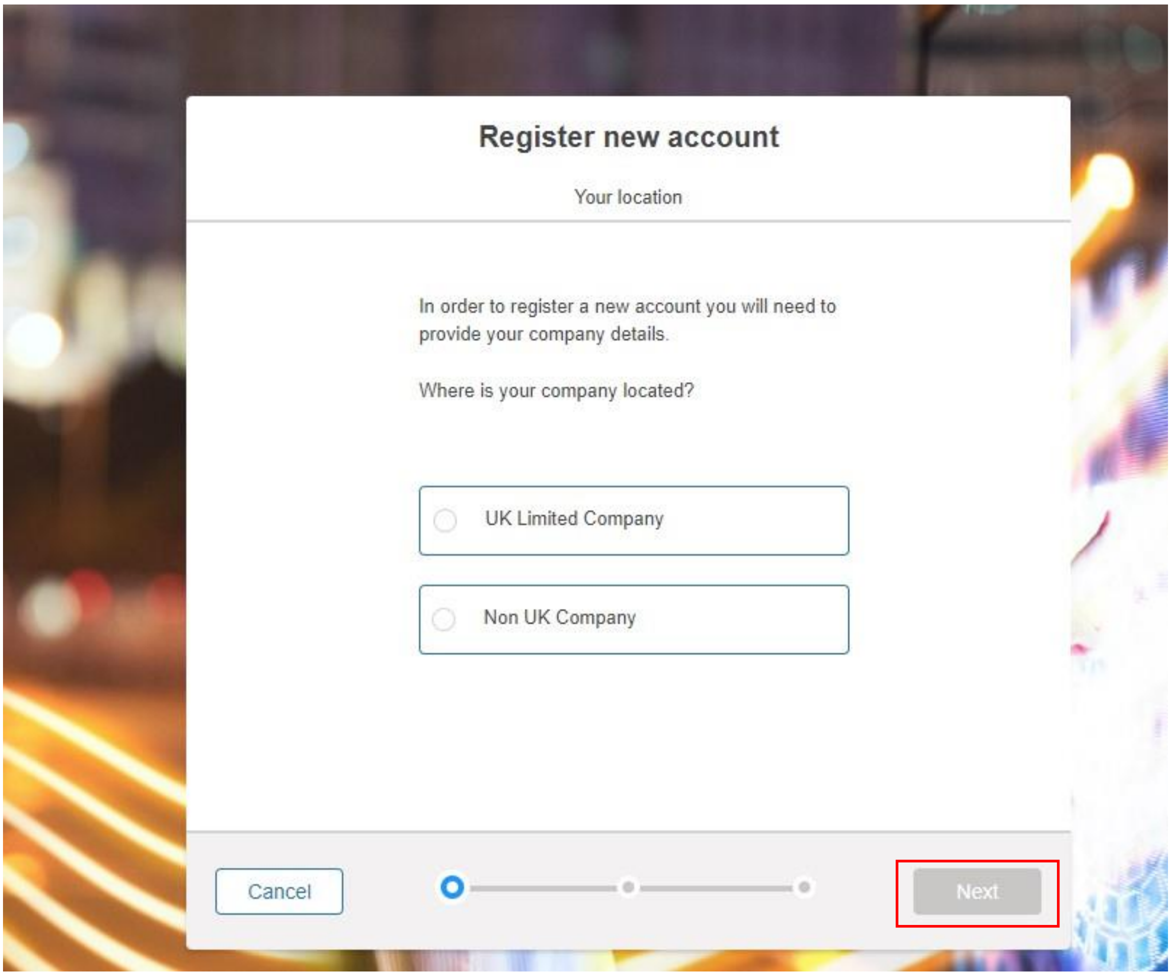


2.5. Registering the Primary User's Company

- Figure 4.0 below illustrates the initial screen for capturing the Company/Organisation details.

- The ‘Register new Account’ stage involves two pathways depending on the Company Status. If the User/Contact’s organisation is a **UK Limited Company**, they select the first checkbox. If the User/Contact’s organisation is a **non-UK Company** then they select the second checkbox.
- Once the option is selected, the user clicks on the ‘Next’ Button.

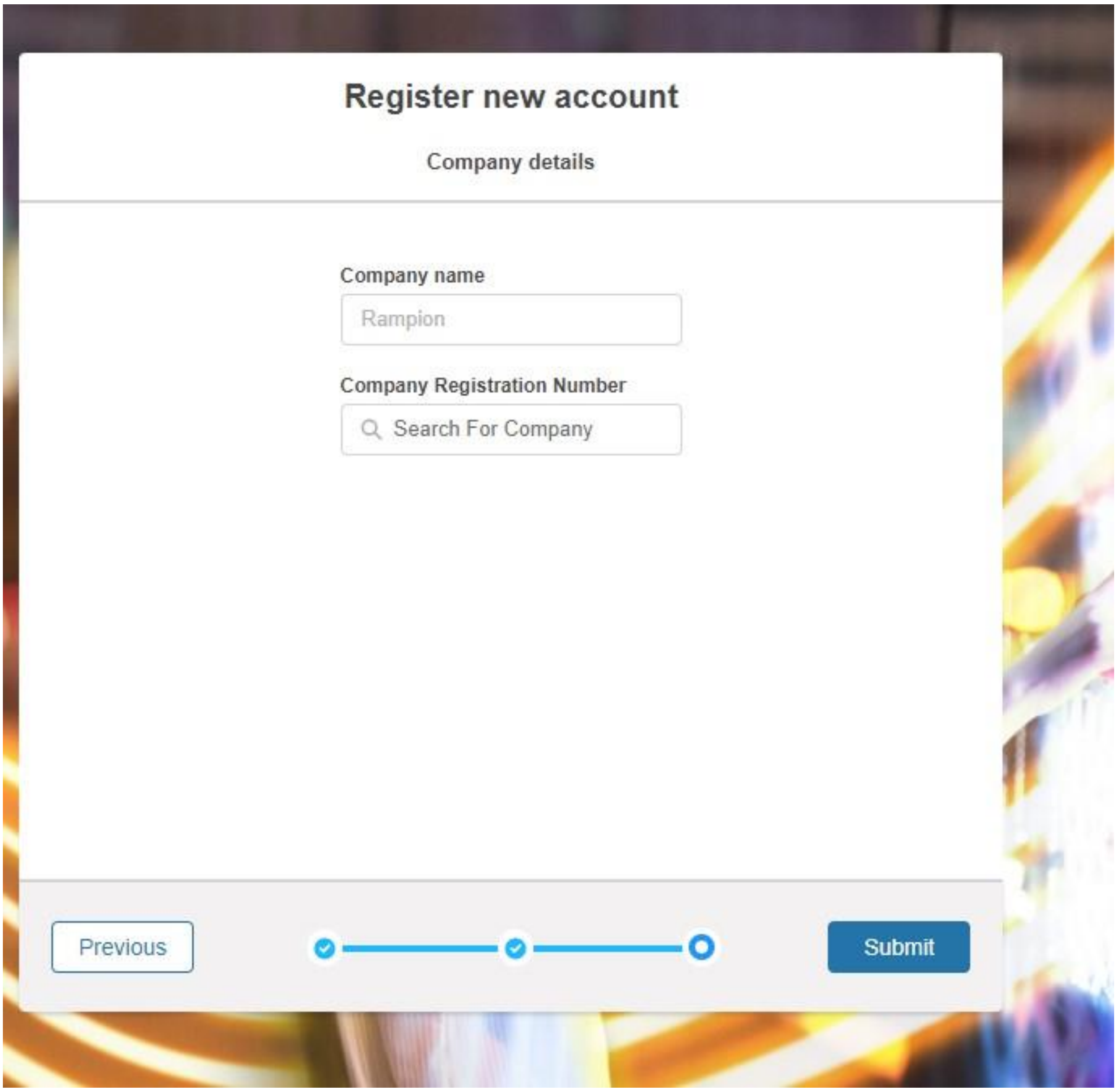
Figure 4.0: Capturing Company/Organisation Details – Company Status



2.4 Registering a UK Company

- Figure 5.0 below illustrates the screen for determining the Company/Organisation.
- The User/Contact will be prompted to search for the Company Name and the Company Registration Number.
- For Company Name - they will be expected to enter the name, which will trigger a lookup search/listing of similar names for the user to choose from.
- For Company Registration Number - they will be expected to enter the exact reference number, which will trigger a lookup search/listing for the user to select and confirm.
- Please note that only valid and accurate Registration Numbers will be accepted and appear in the search exercise.

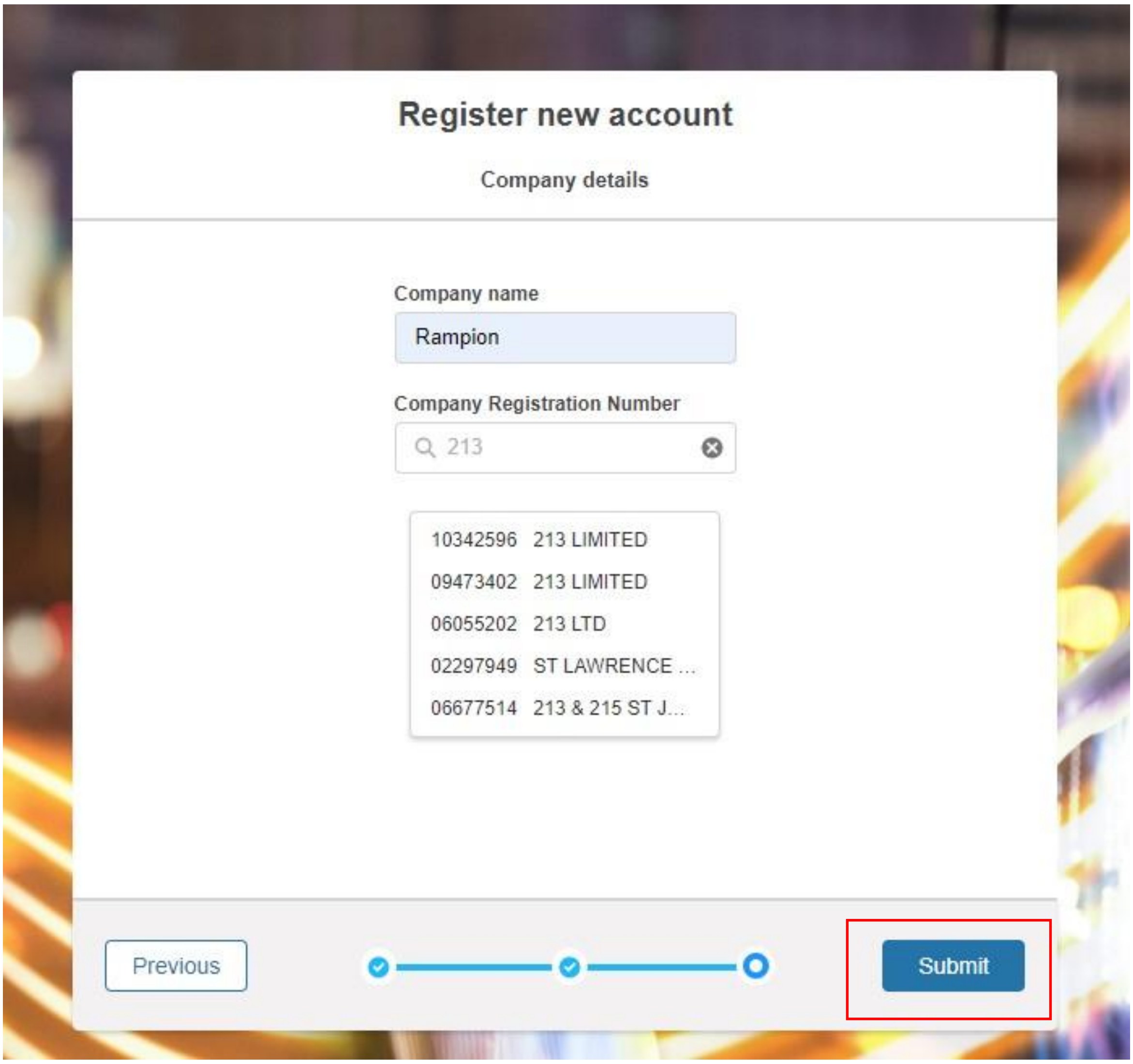
Figure 5.0: Searching for the Company



2.6. Registering a UK Company – Part 2

- For Company Registration Number - they will be expected to enter the exact reference number, which will trigger a lookup search/listing for the user to select and confirm.
- Please note that only valid and accurate Registration Numbers will be accepted and appear in the search exercise. If your Company is a UK Limited Company and the search listing is unsuccessful, you will need to reach out to your NGESO Account Manager by email
- Once a match has been found, the User/Contact must select the ‘Submit’ button to proceed to the next step.

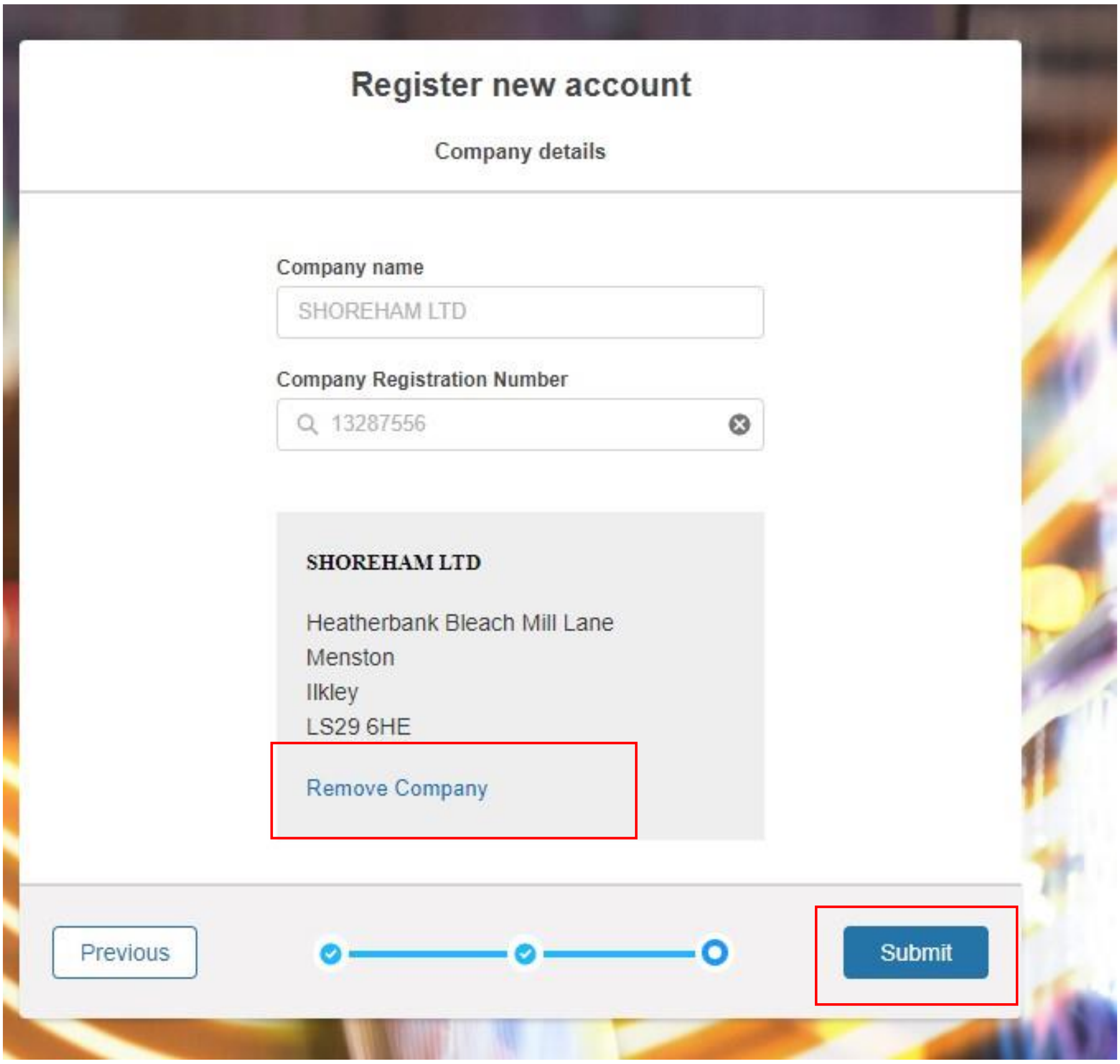
Figure 5.0: Searching for the Company



2.7. Registering a UK Company – Part 3

- Figure 6.0 illustrates the screen to present the User/Contact with the Company Listed Registered Address Details based on the Company Name selected as a result of the lookup search
- If the search result is incorrect or the User/Contact wishes to undertake a new search, then they are expected to click on the **‘Remove Company’** link to refresh the search functionality.
- Once the search result is correct, then the User/Contact selects the ‘Submit’ button on the bottom ~~right ~~right-hand corner of the screen.

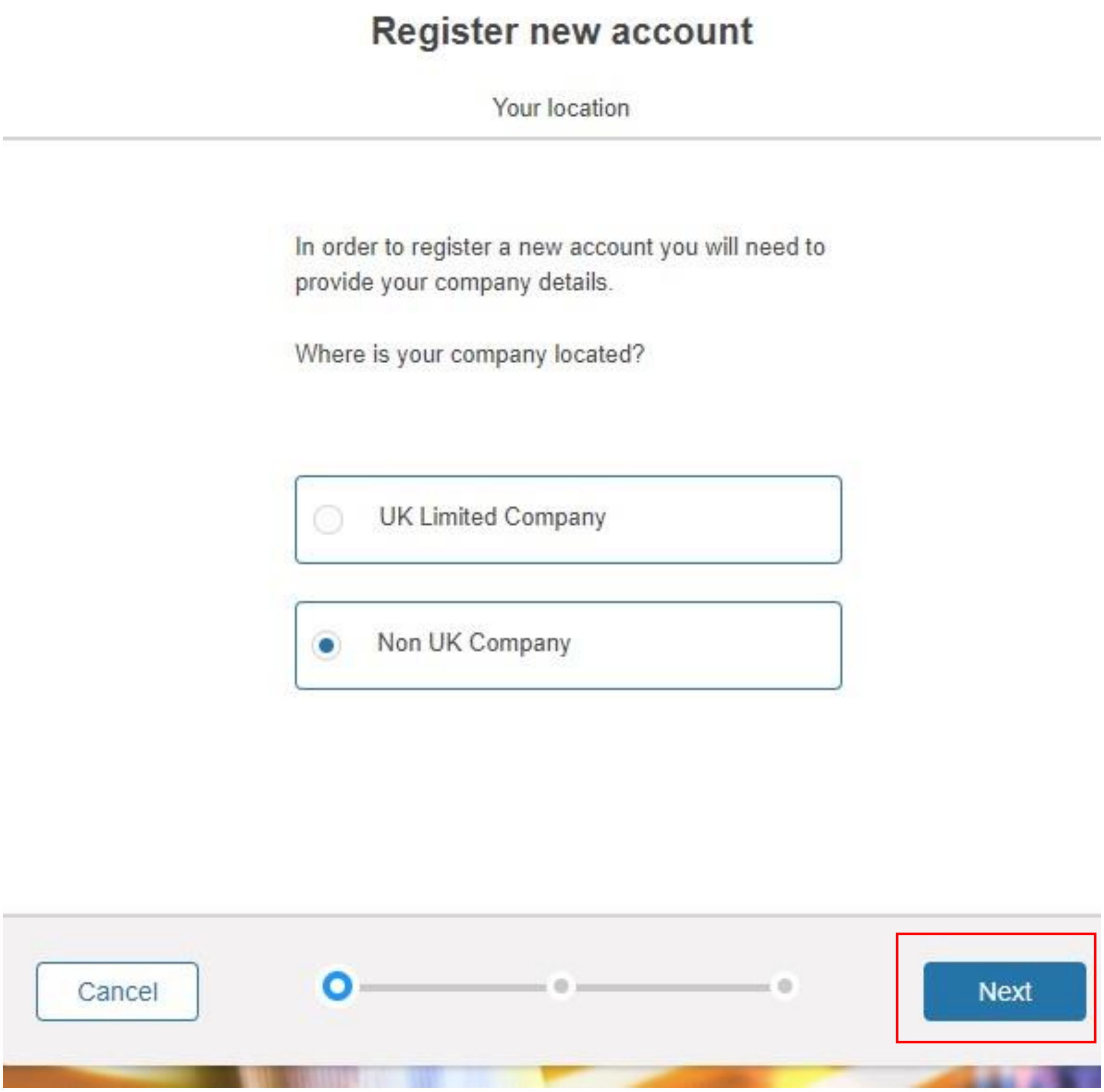
Figure 6.0: Resetting the Company Name Search



2.8. Registering a Non-UK Company

- Figure 7.0 below illustrates the screen for determining the Non-UK Company/Organisation.
- The User/Contact will be expected to check the non-UK Company checkbox and clicks on the "Next" Button

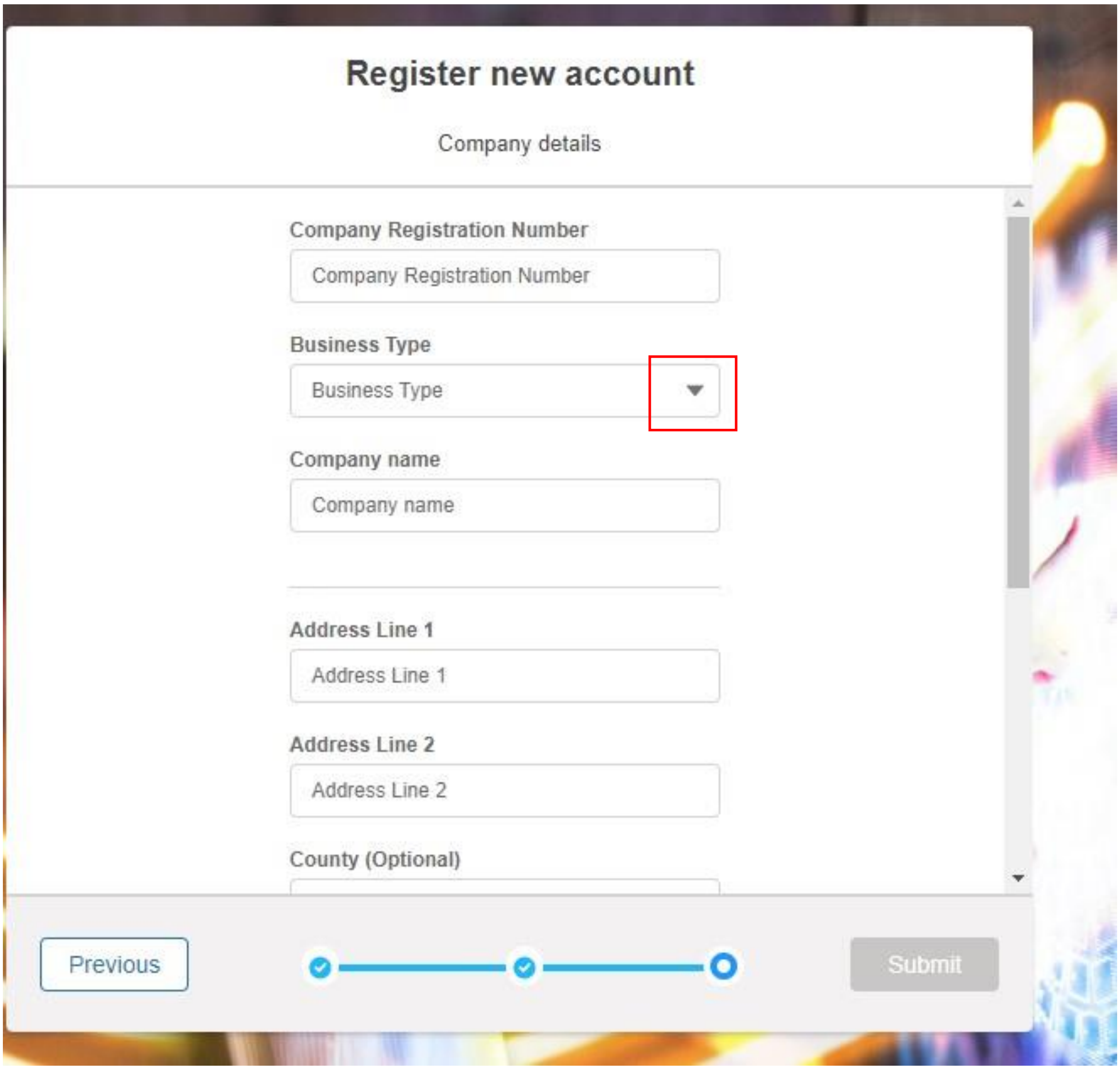
Figure 7.0: Selecting a Non-UK Company Status



2.9. Registering a Non-UK Company – Part 3

- Figure 8.0 below illustrates the screen for capturing the Non-UK Company/Organisation details.
- The User/Contact will be expected to enter field values including the accurate Company Registration Number. Please note that the *Company Registration Number* field is a standard 'text' box field which means it will accept standard alphanumeric text.
- The *Business Type* and the *Country* fields are drop-down fields which enable the user to choose from a series of options/field values when the arrow is clicked on.
- Please ensure that when submitting details they are accurate in order to pass verification by NGESO Account Managers.

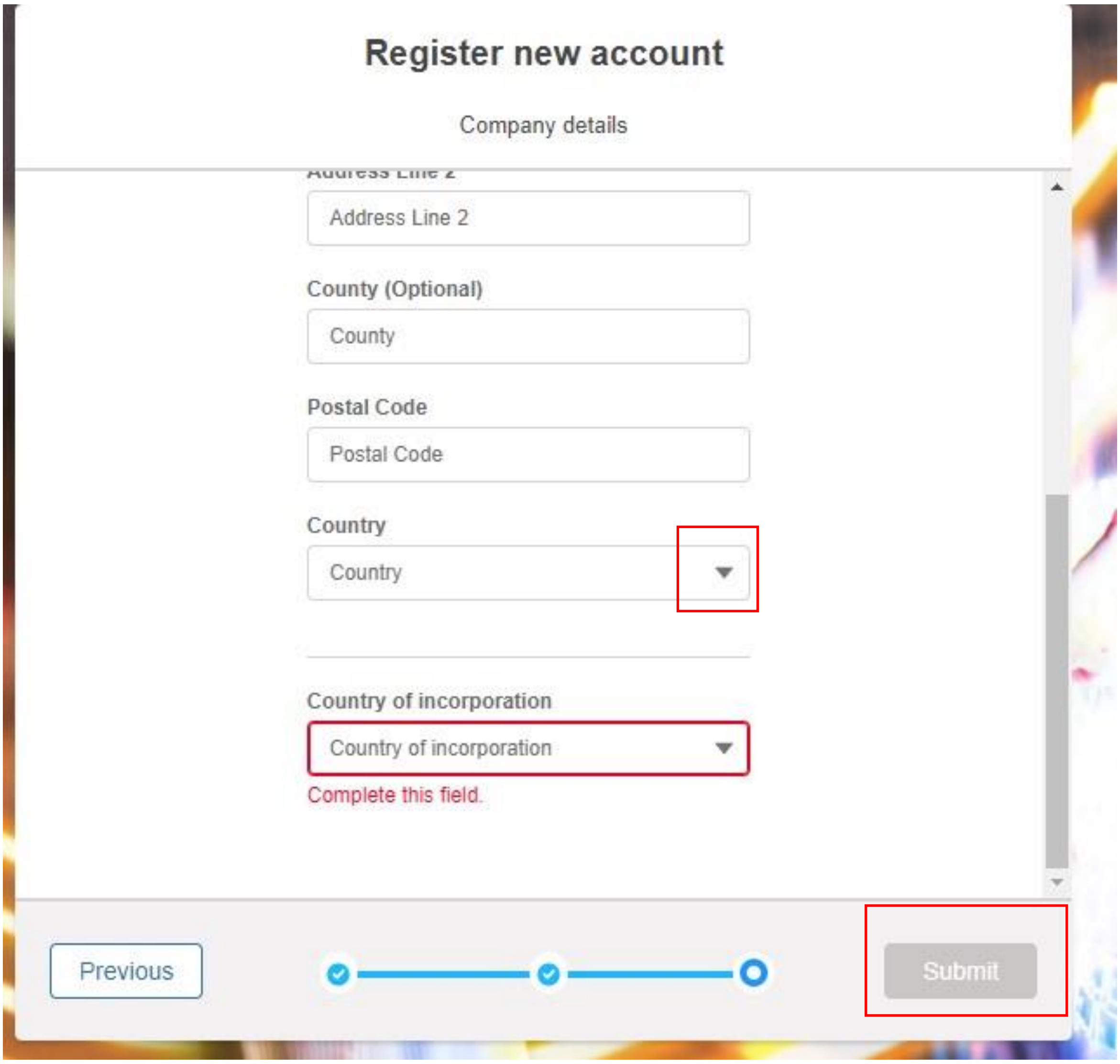
Figure 8.0: Submitting Non-UK Company Details



2.10. Registering a Non- UK Company – Part 4

- Figure 8.0 below illustrates the screen for capturing the Non-UK Company/Organisation details.
- A mandatory field for completion is the **Country of Incorporation**. A user/contact will be unable to progress to the next step without selecting a Country.
- Once the search result is correct, then the User/Contact selects the 'Submit' button on the bottom right-hand corner of the screen.

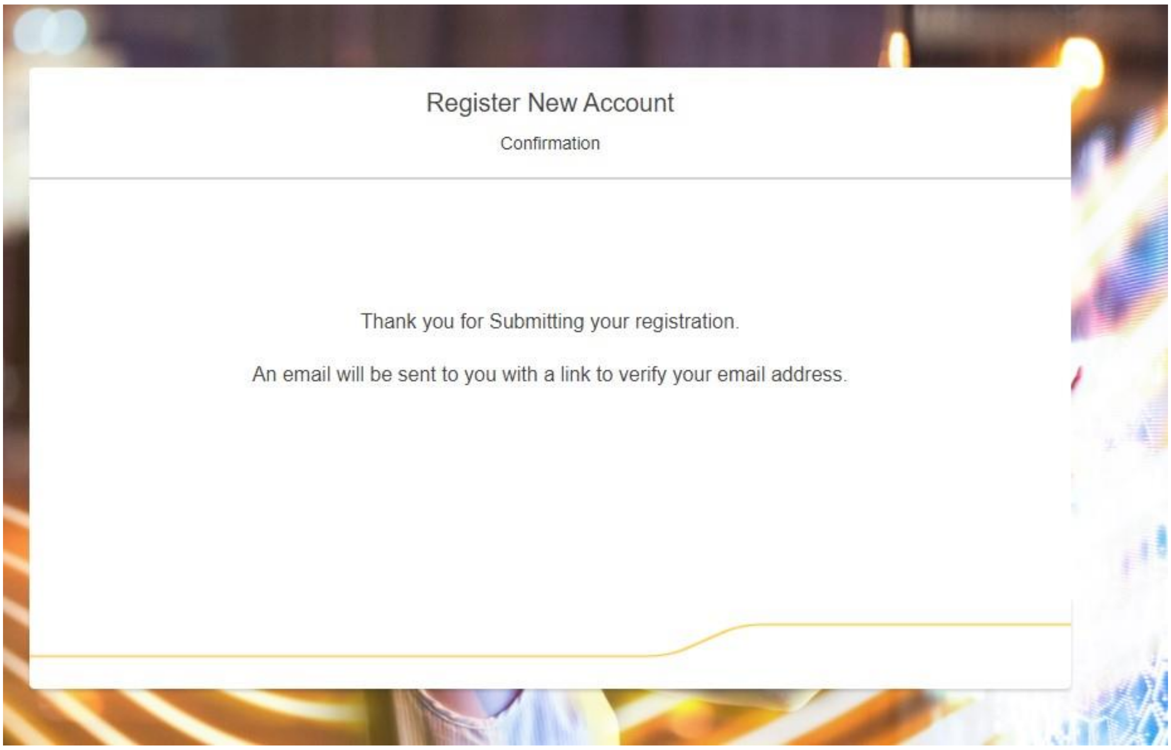
Figure 8.0: Submitting Non-UK Company Details



2.11. Confirmation of Registration

- Once the Company details are submitted and the 'Register New Account' section is completed, the User/Contact has reached the end point of the registration process and is presented with a notification screen illustrated in Figure 9.0.

Figure 9.0: Confirmation of Registration



3. User Verification & Authentication

3.1. First Time User – Welcome Email

- An automated "Welcome" Email will land in the primary/first time user/contact's Email Inbox shortly after the Registration process is complete as demonstrated in Figure 10.0.
- The user/contact should follow the instructions in the email template so as to verify the user's email address.
- Please note that failure to verify the email address using the instructions below will mean the user will be blocked from accessing the portal. Therefore, please ensure that if the user has not received the email to a) search their spam/junk mail-box folders in the first instance and then b) reach out to their NGESO account manager using the email address below as a matter of priority.

Figure 10.0: Welcome Email Template

[redacted]

Subject: Sandbox: ESO SMP Verification E-Mail for Company Registration

24/01/2022

Single Markets Platform registration

Your application for the Single Markets Platform has been successful. To complete your registration, please verify your email address by clicking on the button below

Or copy this link and paste in your web browser
https://smpqa-esoportalsmpdev.cs126.force.com/singleMarketsPlatform/s/verify-my-email?token=eyJzdWIiOiJhMDEzTDAwMDAwMjlZandRQUUiLCJleHAiOjI4NTI2MjU5NzJ9.uxfKIO4R8rGfMH75o4mIdgTi0Ok

Please note that this link will expire in 14 days.
If you have not registered on the Single Markets Platform, please ignore this email.

Thank you,

National Grid (ESO) - Single Markets Platform
How to get in touch:
emailaddress@nationalgrideso.com

3.2. First Time User – Email Address Verification

- Following on from the User/Contact verifying their email address, a subsequent automated email will be sent acknowledging that verification has been successful as demonstrated in Figure 11.0.
- If this email template is not received within 24 hours, then the User/Contact should reach out to the NGESO Account Managers using the email address below.
- An internal verification of the User & Company Account Registration Details will be undertaken by the NGESO Account Registrations Team and following this exercise the primary user/contact will be sent a final email template with instructions requesting they set a password.
- Once the user has set the password, they will be presented with the SMP Portal Login Page where they now have the Username & Password credentials to login in successfully moving forward.

Figure 11.0: Email Verification Confirmation Template

From: noreply@salesforce.com <noreply@salesforce.com> **On Behalf Of** Commercial Operation
Sent: 24 January 2022 12:09
To: [redacted]
Subject: Sandbox: ESO SMP Successful Verification E-Mail

24/01/2022

Thank you for verifying your email!

We have now received all your details and we just need to double check them. Once that's done, you will be prompted to create a password that you will be using to log into the portal.

Thank you,

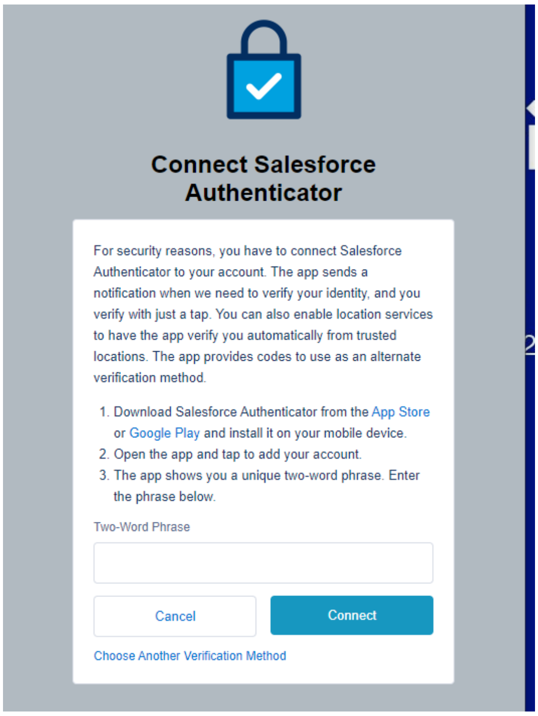
National Grid (ESO) - Single Markets Platform

How to get in touch:
emailaddress@nationalgrideso.com

3.3. Ongoing Access to the Portal: Logging in using Multifactor Authentication

- The final step prior to accessing the SMP Portal is to login with **Multifactor Authentication (MFA)**. This is a best practice and standard security and identify authentication measure that Salesforce CRM operates. Salesforce CRM underpins the SMP Portal.
- In order to deploy MFA, all users will be expected to use the official *Salesforce MFA Mobile App.* Users will have to download the App from their respective App or Google Play Store. It is advisable that users download and install the Mobile App in advance of the registration process to ensure a seamless experience. The MFA Mobile App will attempt to connect to the SMP Portal Account, upon this prompt please select ‘Add Account’, before being instructed to enter the Two Word Phrase generated by the App onto the notification screen illustrated in the figure below.
- When the User has entered their username and password, they will be re-directed towards the screen illustrated below and should follow the instructions by entering the two-word phrase into the corresponding field on their Mobile App screen and then selecting Connect.
- The MFA authentication process will take a couple of seconds, and then the user will be allowed entry into the SMP Portal.

Figure 12.0: Multifactor Authentication (MFA) Screen



3.4. Ongoing Access to the Portal: Logging in Issues

3.4.1. Forgot your password?

If you forget your password, you can click the “Forgot ~~your~~ password?” link. Follow the on-screen instructions to receive an email with a link to reset your password on the Portal Home Page.

3.4.2. Forgot your username?

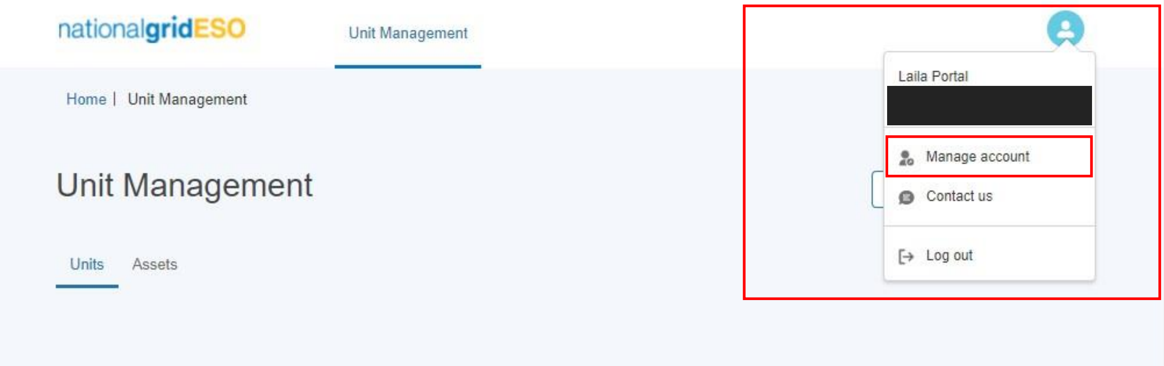
If you forget your username, please contact commercial.operation@nationalgrideso.com for assistance.

4. Updating User & Company Details

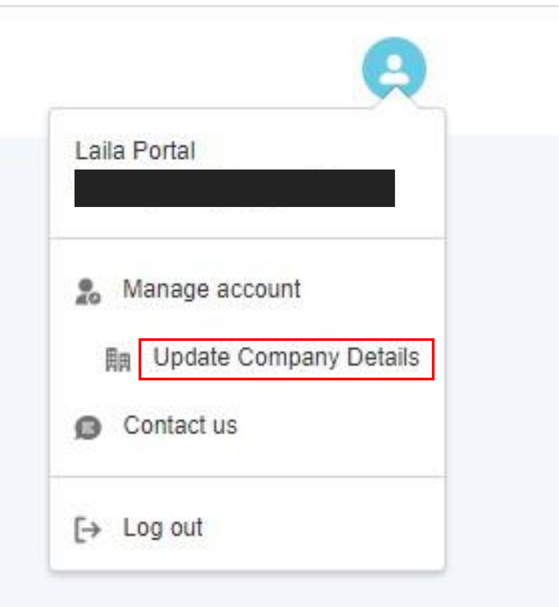
4.1. Making updates to your own Contact & Company Details

- In the event that a User/Contact’s own details or those of his Company have changed or need updating or amending, a user is able to make such edits.
- The user must navigate to the right-hand section of the ‘’Unit Management’’ Page. This is currently the default Landing/Home Page upon initially logging in.
- An ‘avatar’ icon will appear and the user must click on this~~, t~~. They will then be presented with a drop-down pop-up screen with options to either ‘’Manage account’’ or ‘’Contact us’’.
- The user should click on ‘’Manage account’’.

Figure 13.0: Managing Contact & Account Details Screen



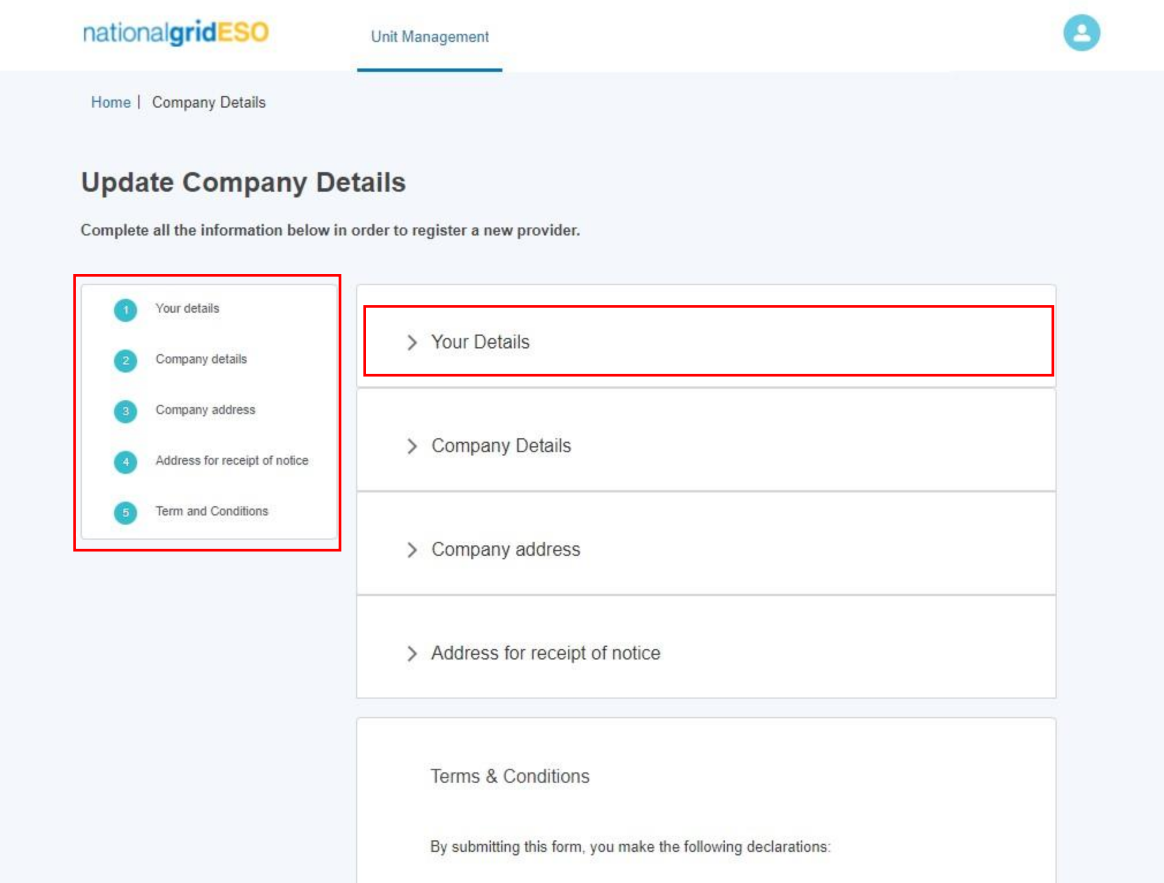
- The User will then select be prompted with an option to ‘’Update Company Details’’ as illustrated in the figure below.



4.2. Update Company Details: Home Page

- The user is then navigated to the Update Company Details Page as illustrated in Figure 14.0
- The user can click on either the ‘accordion’ feature on the left-hand side to navigate to a particular sub-section directly OR they can click on the sub-section heading ~~i~~e.g. ‘Your Details’. This ‘opens’ up the section for granular level of information/fields to update or edit.

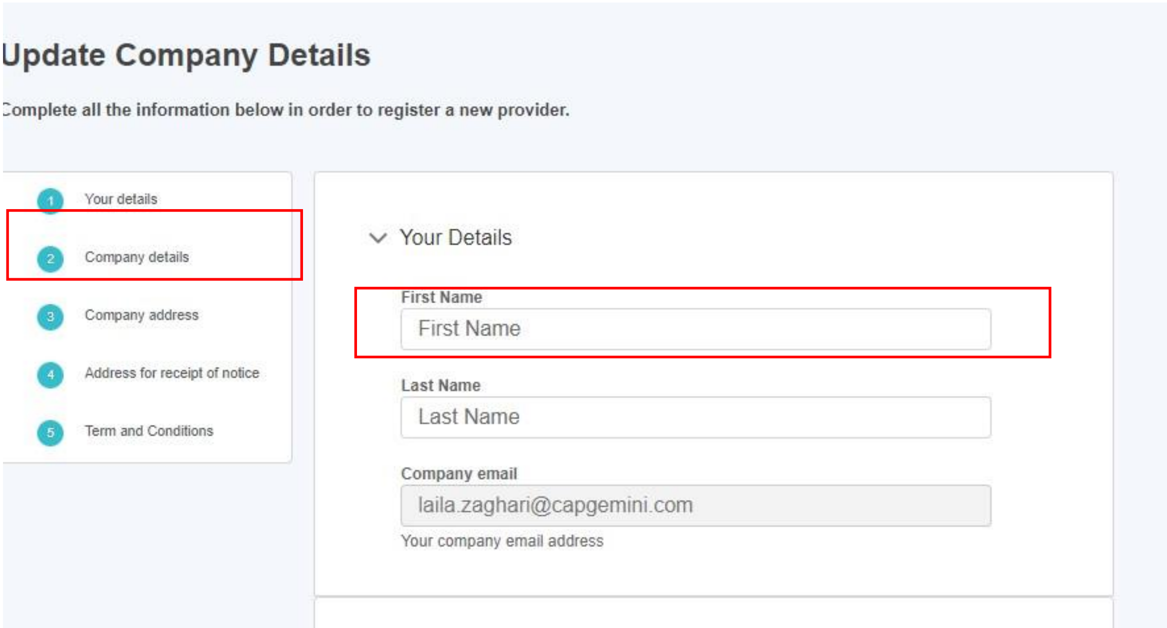
Figure 14.0: Update Company Details Home Page Screen



4.3. Update Company Details: Completing Your Detail Section

- The user is able to update only the First Name or Last Name fields. Please note that the Company Email address is not available for editing. If the User requires a change to the email address, they should approach the NGESO Account Managers directly via email or phone.

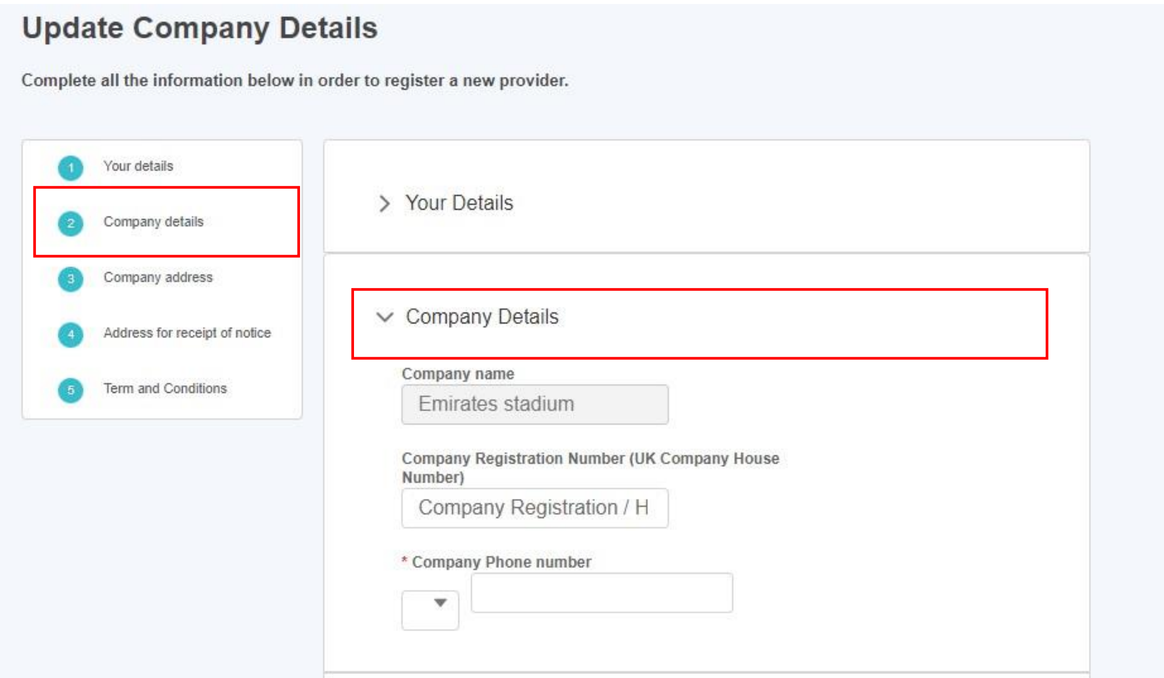
Figure 15.0: Update 'Your Detail' Section



4.4. Update Company Details: Completing Your Company Details Section

- The user is able to update only the *Company Name*, *Company Registration Number* or *Company Phone Number* fields. Please note that the Company Name field **is not available for editing**. If the User requires a change to the Company Name, they should approach the NGESO Account Managers directly via email or phone.
- Please note that the Company Phone Number is marked with a red asterisk, which indicates that it requires a specific format and if a number is entered incorrectly, an error message will appear to this effect.

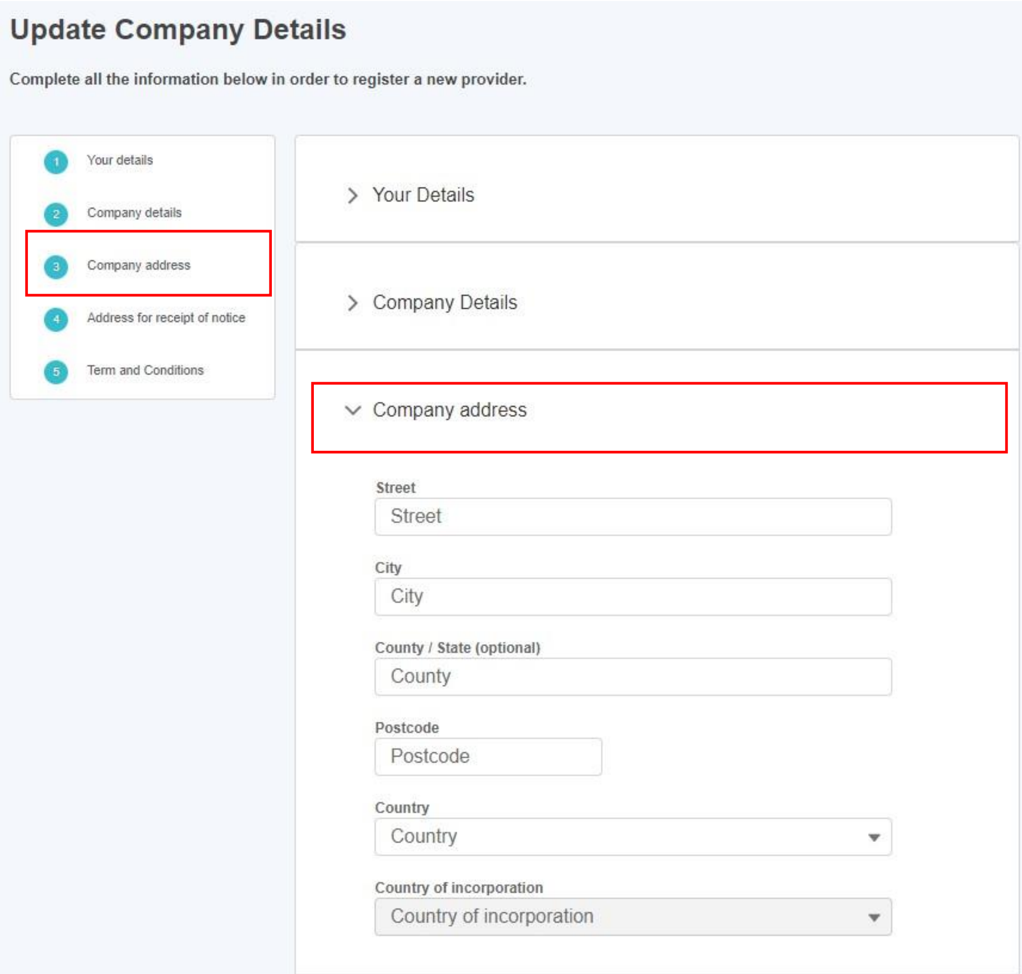
Figure 16.0: Update 'Your Company Details' Section



4.5. Update Company Details: Completing Your Company Address Section

- The user is able to update all fields with the exception of the *Country of Incorporation* field. If the User requires a change to this field, they should approach the NGESO Account Managers directly via email or phone.

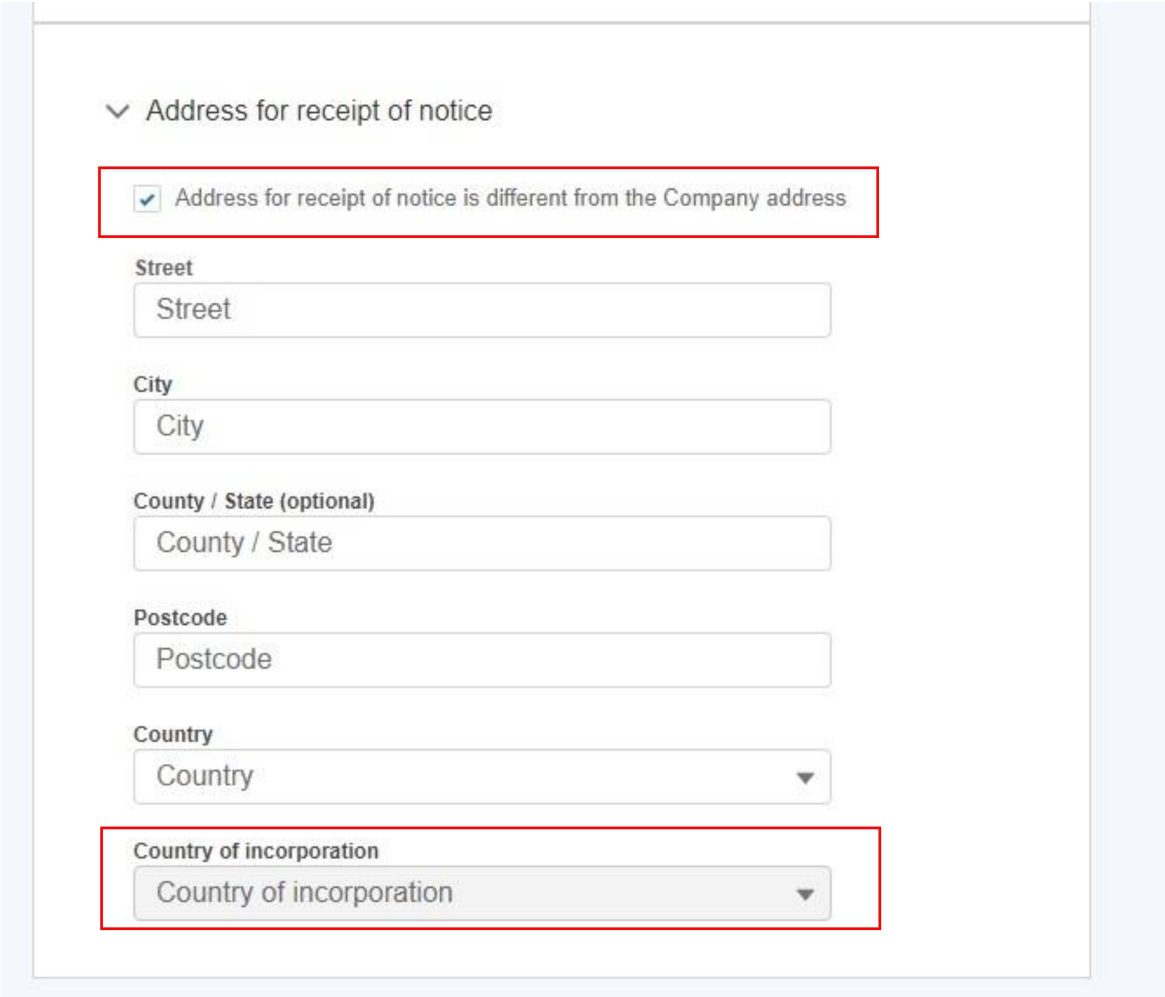
Figure 17.0: Update 'Your Company Address Details' Section



4.6. Update Company Details: Completing Your Company Address for Receipt of Notice

- The user is able to update all fields with the exception of the *Country of Incorporation* field. If the User requires a change to this field, they should approach the NGESO Account Managers directly via email or phone.
- Please ensure the check box is ticked if the Address for receipt of notice is different from the Company address if this is the case.

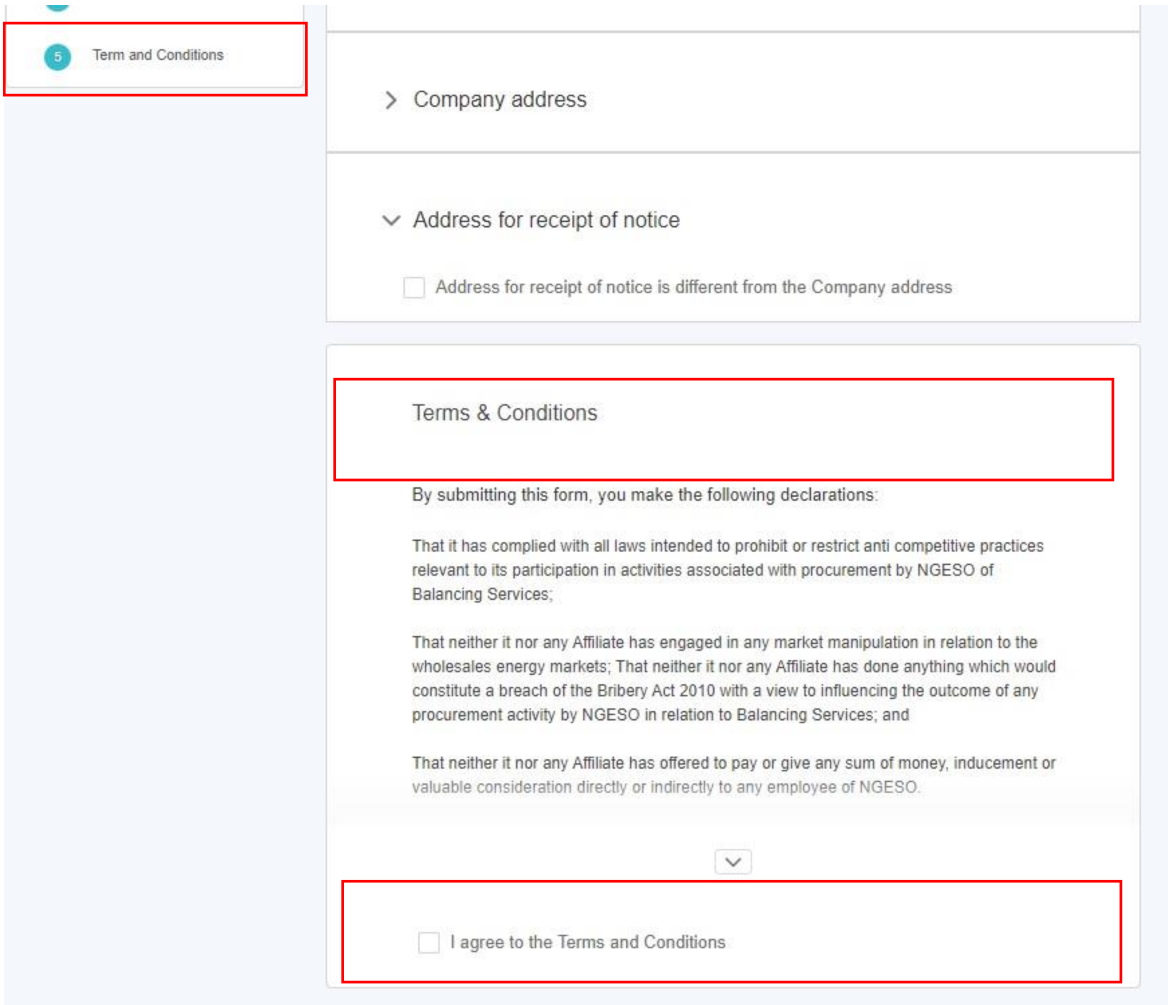
Figure 18.0: Update 'Your Company Address for Receipt of Notice' Section



4.7 Terms & Conditions: Confirmation

- Upon varying, updating or modifying the User's contact or Company (Account) Details sections, they are expected to adhere to the Terms & Conditions and therefore complete this section before being granted the ability to save the record details or changes made.
- Please ensure the check box is ticked otherwise the user will be prevented from saving the changes successfully.

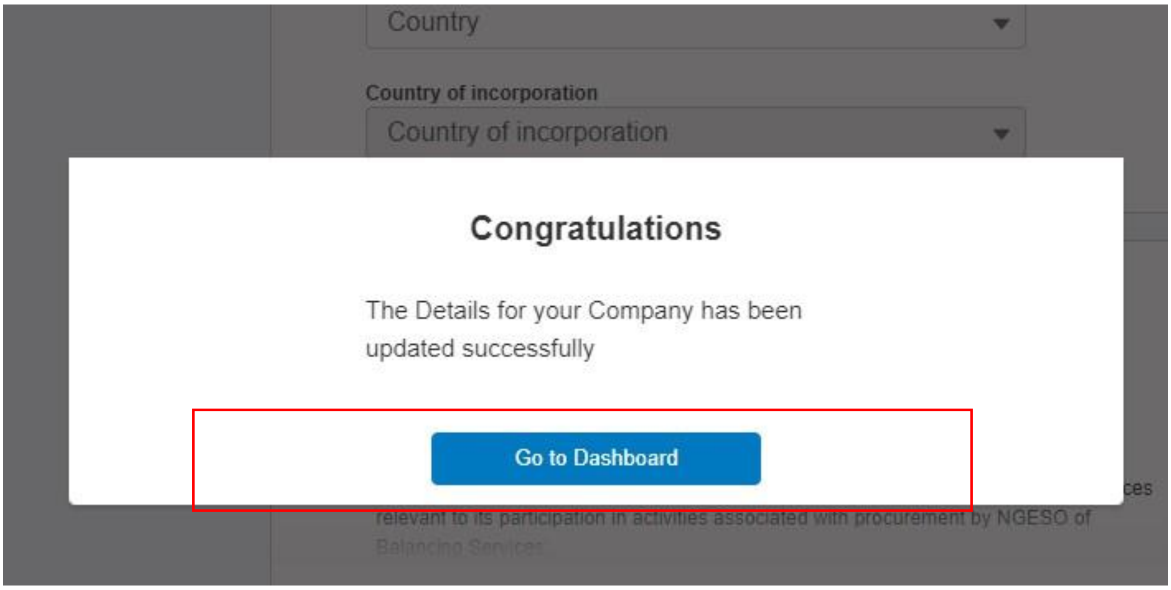
Figure 19.0: Confirm 'Terms & Conditions' Section



4.8 Confirmation Notification Screen

- Once the Terms & Conditions section is completed, the User will be presented with a pop-up notification screen as acknowledgment that their changes have been saved. They then have the option to navigate to the Home Page (Unit Management) by selecting the ‘Go to Dashboard’ button.

Figure 20.0: Confirmation of Changes Notification Screen



5. Asset & Unit Management Home Page

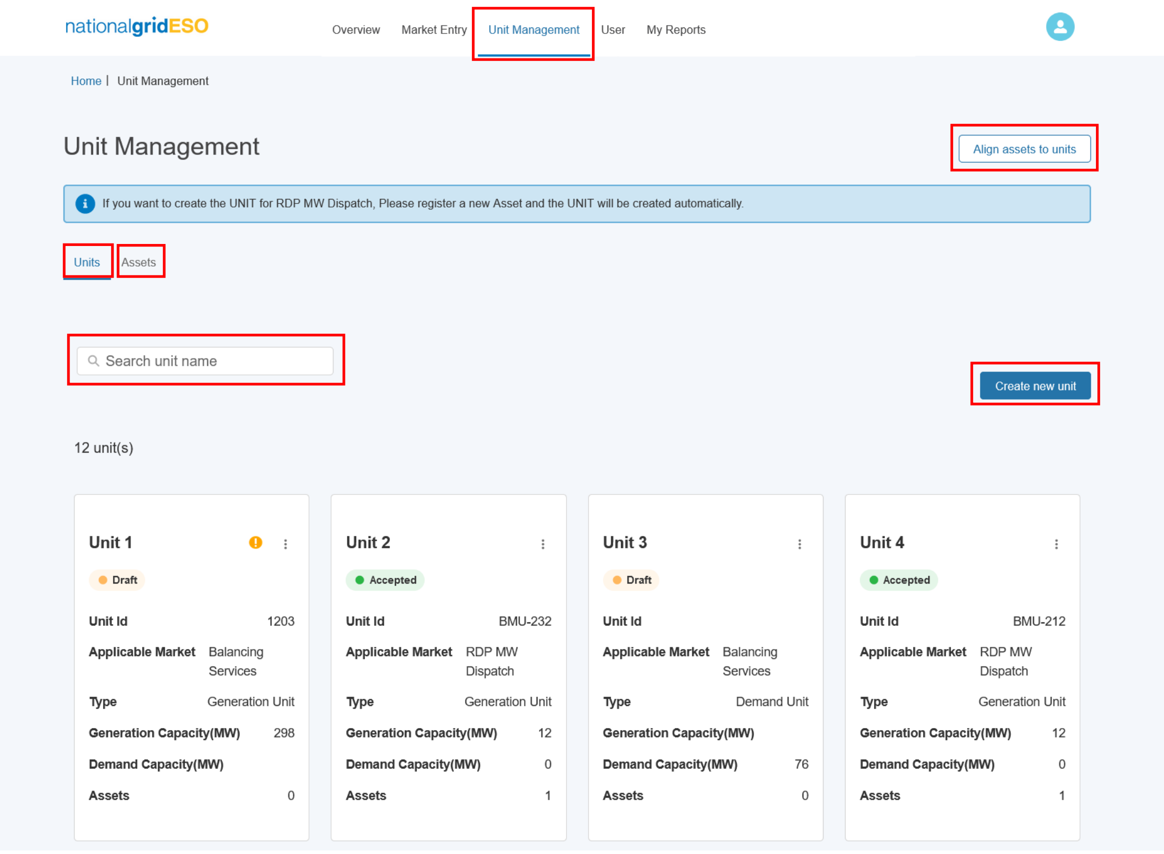
5.1. Navigating the Landing Page for Unit & Asset Management.

- The Unit Management Page is made up of several components as follows;:
  - ➢ Unit Management Tab: Click on this to always land back on this page.

    Units & Asset Sub Tabs: Click on these to switch between the collection of Units and collection of Assets
  - ➢ Search bar: Enter text into the search bar to help you find a specific Unit/Asset. This will narrow down the tiles that are displayed, so that tiles are only displayed if the search text matches the start of the Unit/Asset name.
  - ➢ Create New Unit: Click on this to register a new unit*
  - ➢ Align assets to Units: Click on this to undertake the alignment of assets to Units*

*Subsequent sections in this guide will cover each of these features in depth.

Figure 21.0: Asset & Unit Management Home Page Screen



6. Creating & Managing Assets

6.1. Create an asset

- To register a new asset, the first step is to click on the *'Create new asset'* where a user will be presented with the screen illustrated in Figure 22.0 'New Asset registration' where a unique asset name will be required. Please note that, firstly, an asset cannot be created without an asset name, and secondly, the name must be **unique in naming convention to the asset in question.** Once the asset name is provided, the user will be able to progress to the next step by clicking ***Create.***

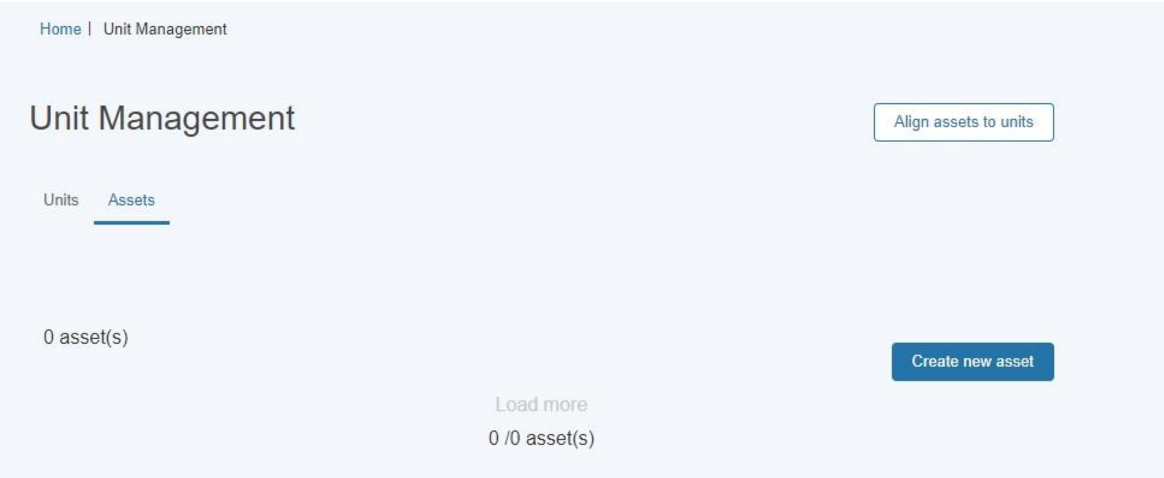
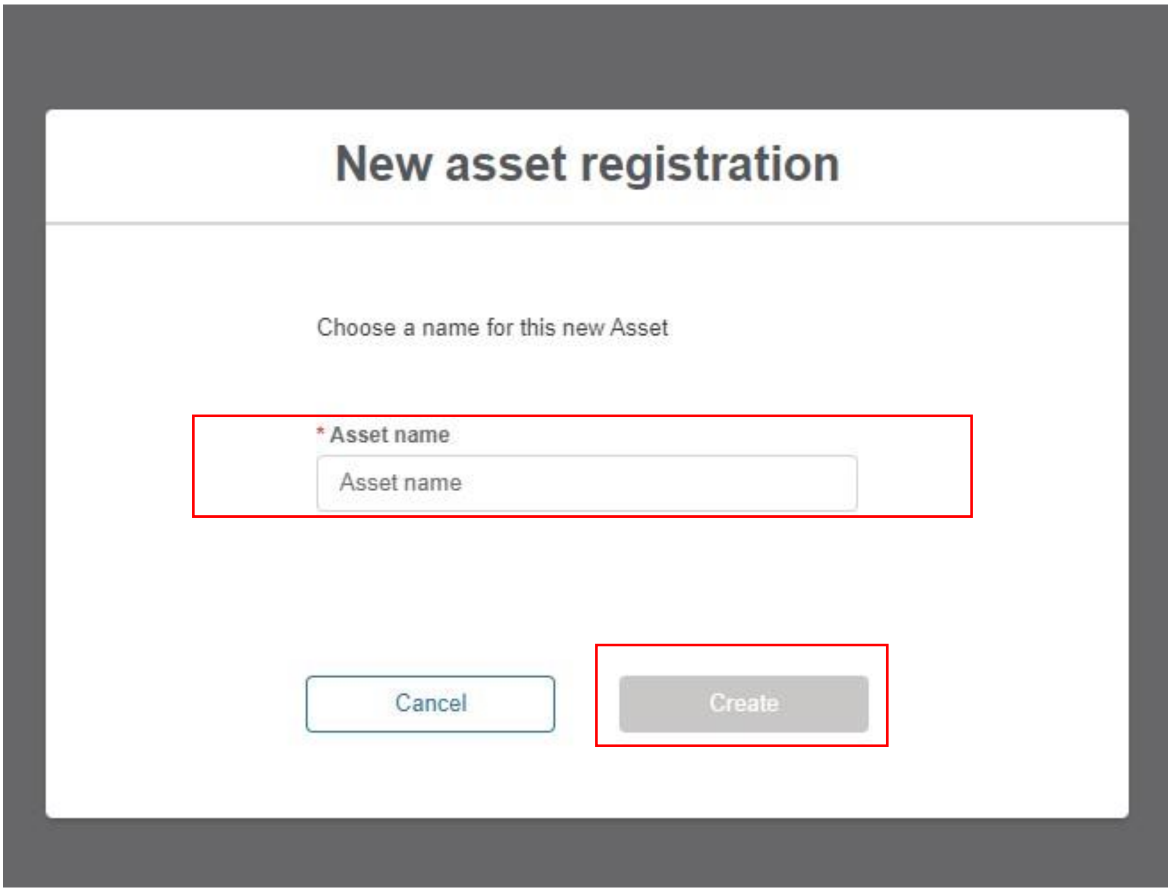


Figure 22.0: Creating Assets- Asset Registration



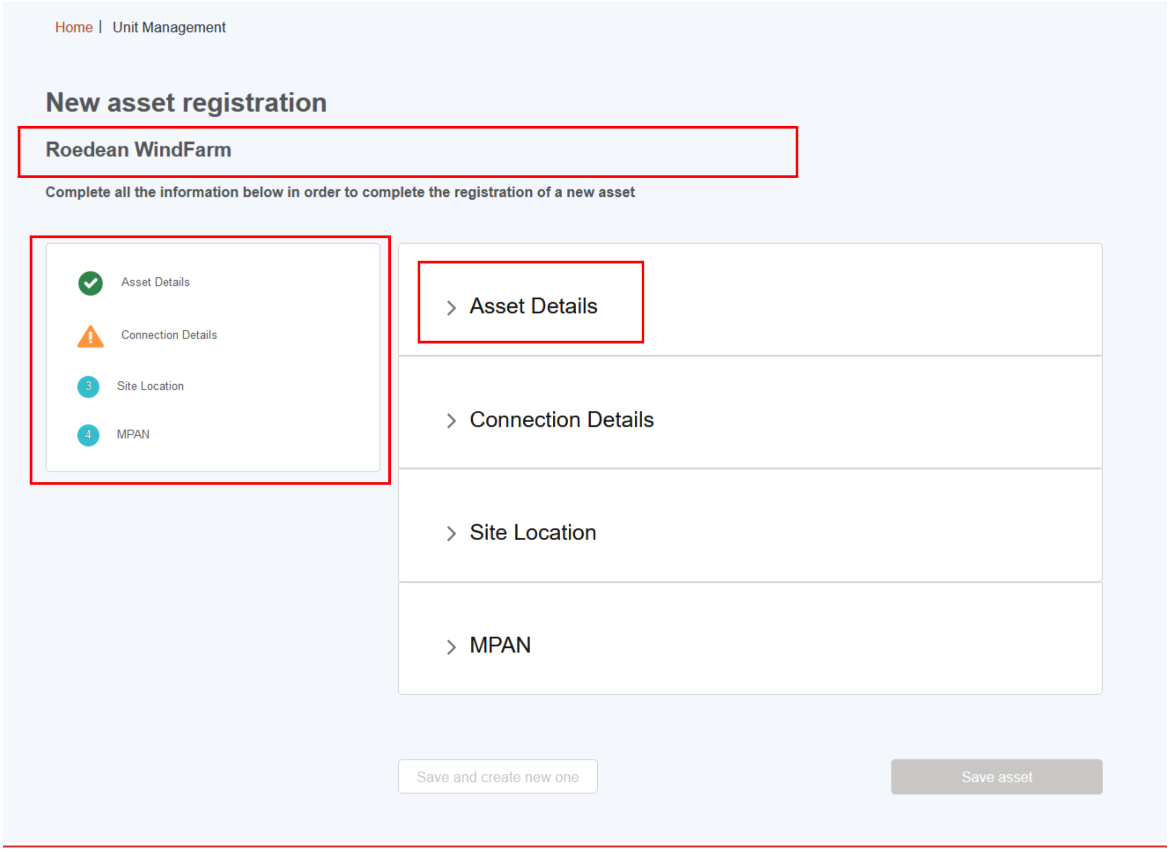
6.2. Asset Registration: Submitting Asset Information

- The user is navigated to the Asset Registration Page as outlined in Figure 23.0, the format is similar to the Account Management Page structure with an accordion section on the left-hand side for direct navigation to a specific section or the user can select the sub-section they wish to complete.
- The figure illustrates the unique named asset for which the details are being registered; '*Roe dean Windfarm'*
- Please note that the user is not able to progress the registration process for a created asset without completing all the sections and corresponding fields. The icon next to each subsection heading on the left-hand side will reflect the state the subsection is in.
  - A circular green icon with a tick indicates that the all the mandatory fields in the subsection have been completed.

    A triangular amber icon with an exclamation mark indicates that some but not all of the mandatory fields in the subsection have been completed.
  - A circular blue icon with a number indicates that none of the mandatory fields have been completed yet.

  Figure 23.0 shows the Asset Registration Detail Page where Subsection 1 has been completed, Subsection 2 is in progress while Subsections 3 & 4 are yet to be started.

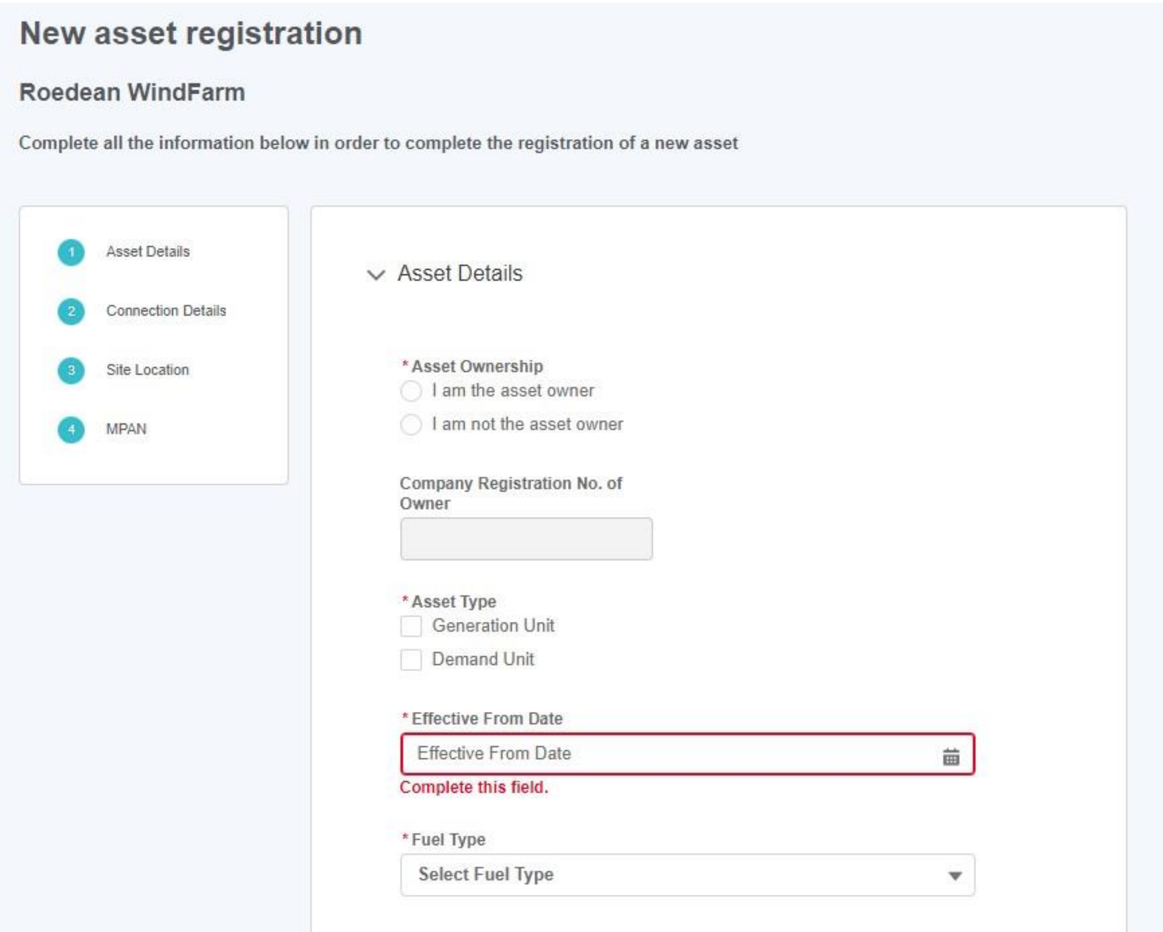
Figure 23.0: Asset Registration Detail Page


Home | Unit Management
New asset registration
Roedean WindFarm
Complete all the information below in order to complete the registration of a new asset
Asset Details
Connection Details
3 Site Location
4 MPAN
Asset Details
Connection Details
Site Location
MPAN
Save and create new one
Save asset

6.3. Asset Registration: Asset Details Section

- Figure 24.0 illustrates the Detail Section for the Asset.
- Please note that as the *Asset Ownership, Asset Type*, the *Effective from Date* and *Fuel Type* are all mandatory and therefore marked with a red asterisk. It is essential that these fields have information submitted.
- Please consult the Glossary Appendix for a translation of the Fields if the User is not clear about what is being requested.

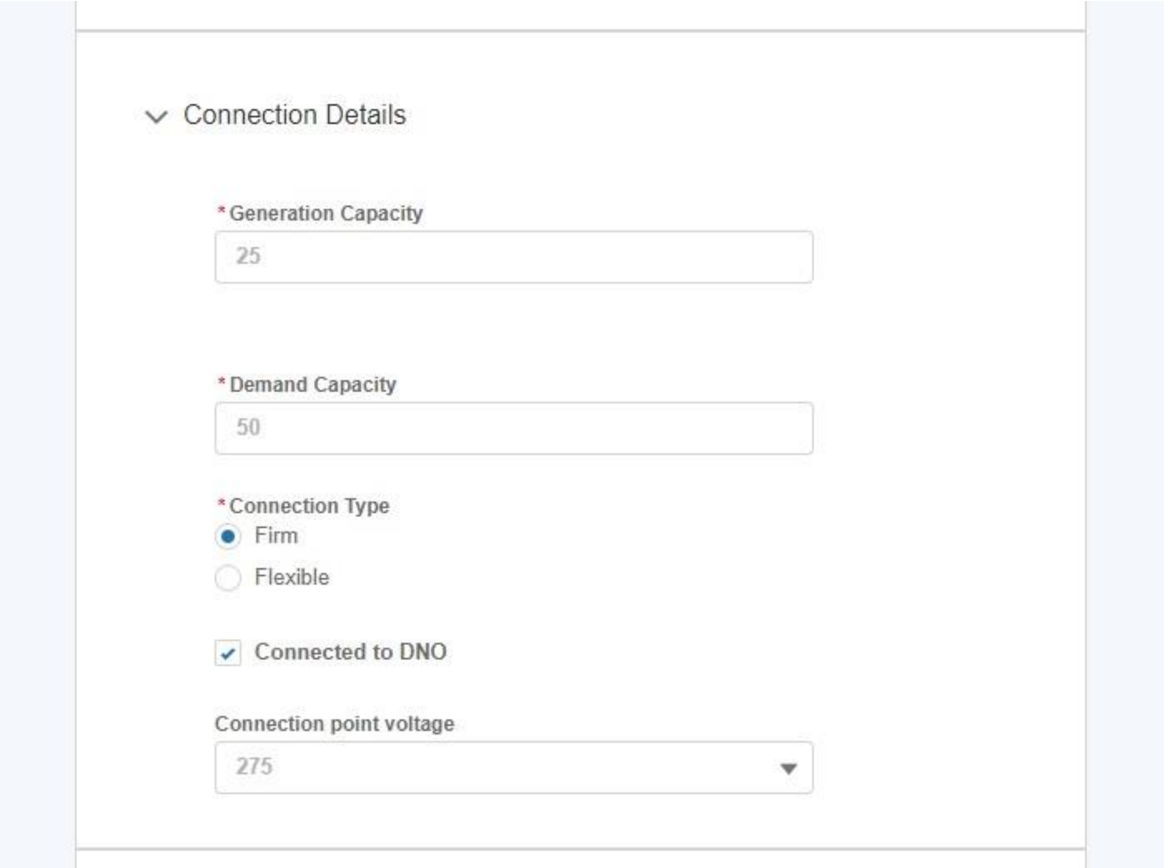
Figure 24.0: Completing the 'Asset Details' Section



6.4. Asset Registration: Asset Connections Section

- Figure 25.0 illustrates the Asset Connection Details Section for the Asset.
- Please note that as the *Generation Capacity, Demand Capacity*, the *Connection Type* are all mandatory and therefore marked with a red asterisk. It is essential that these fields have information submitted.

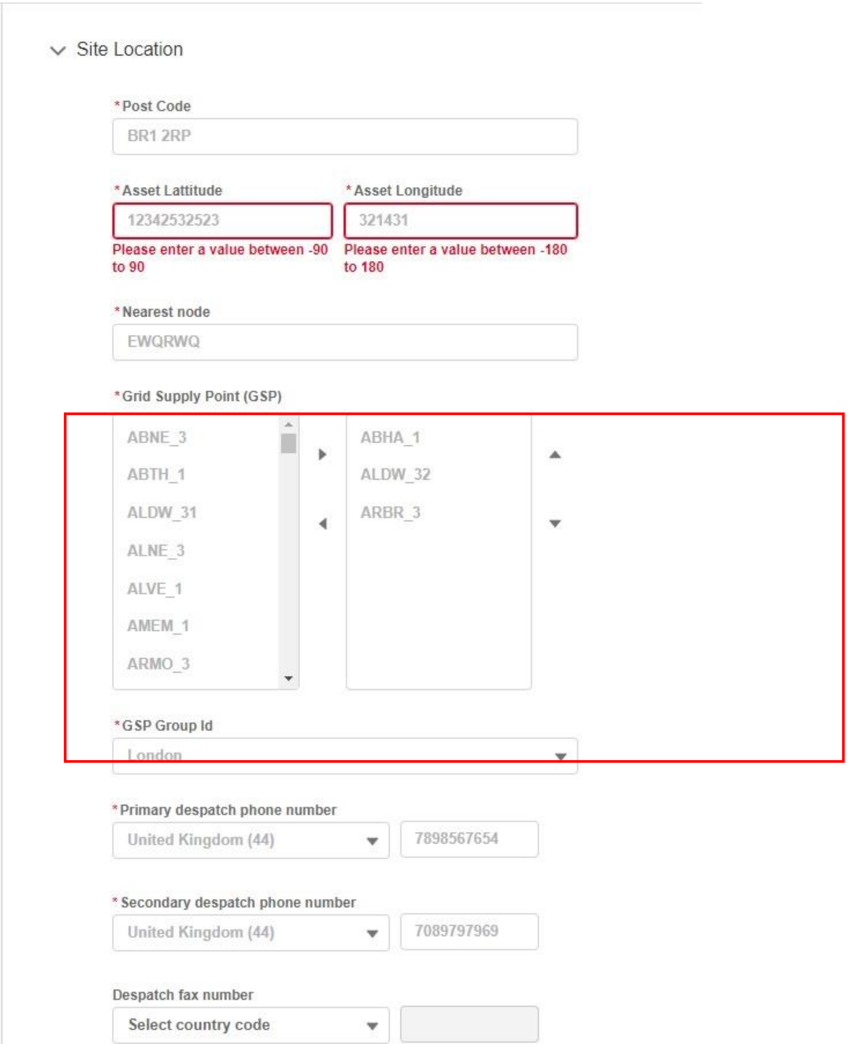
Figure 25.0: Completing the 'Asset Connection Details' Section



6.5. Asset Registration: Asset Site Location

- Figure 26.0 illustrates the Site Location Section for the Asset.
- Please note that the *Asset Latitude, Asset Longitude,* the *Nearest Node, Grid Supply Point, GSP Group ID, GSP Group ID (location picklist), Primary Dispatch phone number & Secondary dispatch phone number* are all mandatory and therefore marked with a red asterisk. It is essential that these fields have information submitted.
- The Grid Supply Point (GSP) field is multiple choice, so a user can select several values as indicated in the figure below.

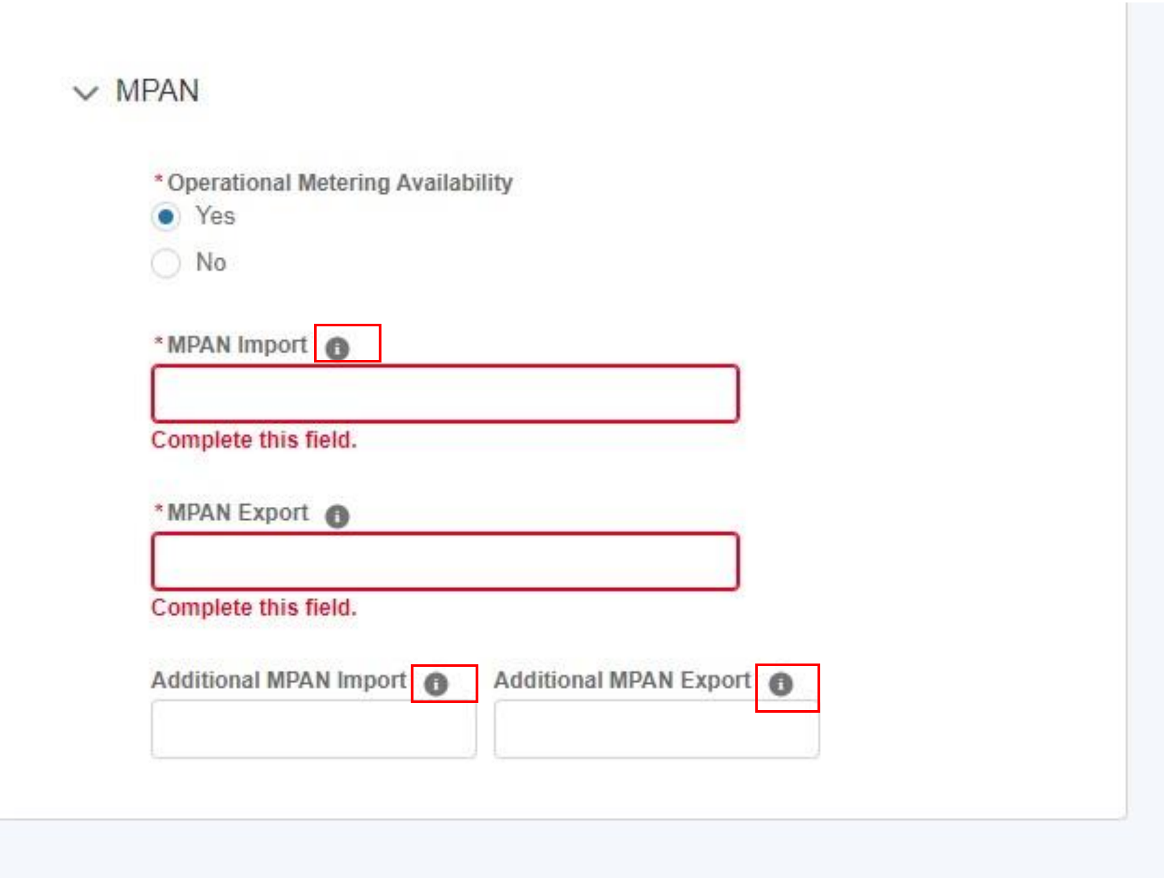
Figure 26.0: Completing the 'Asset Site Location Details' Section



6.6. Asset Registration: Asset MPAN Details

- Figure 27.0 illustrates the MPAN Details Section for the Asset.
- Please note that the *Operational Metering Availability* & *MPAN Import Fields* are all mandatory and therefore marked in a red asterisk. It is essential that these fields have information submitted.
- For additional clarification, the user can hover over the 'I' icon for 'Help Text' as illustrated in the figure below.

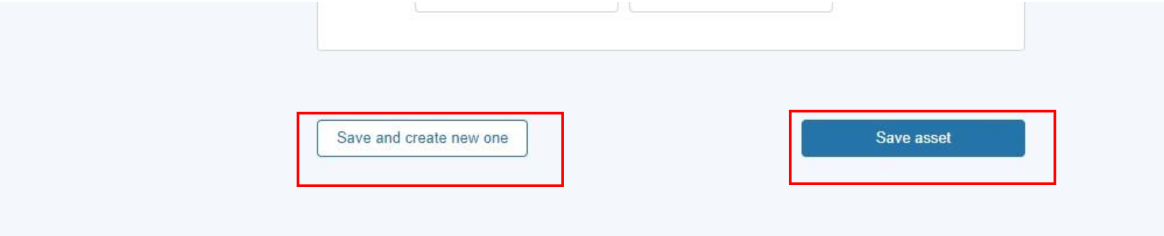
Figure 27.0: Completing the 'Asset MPAN Details' Section



6.7. Asset Registration: Save Asset Detail Submission.

- Once all the sections are completed correctly, then the 'Save Asset' button will appear in a blue background, enabling the user to complete the registration process for creating the asset.
- If the User wishes to repeat the exercise and create subsequent assets, they can select the 'save and create new one' button instead.

Figure 28.0: Confirmation of Asset Saved Successfully.

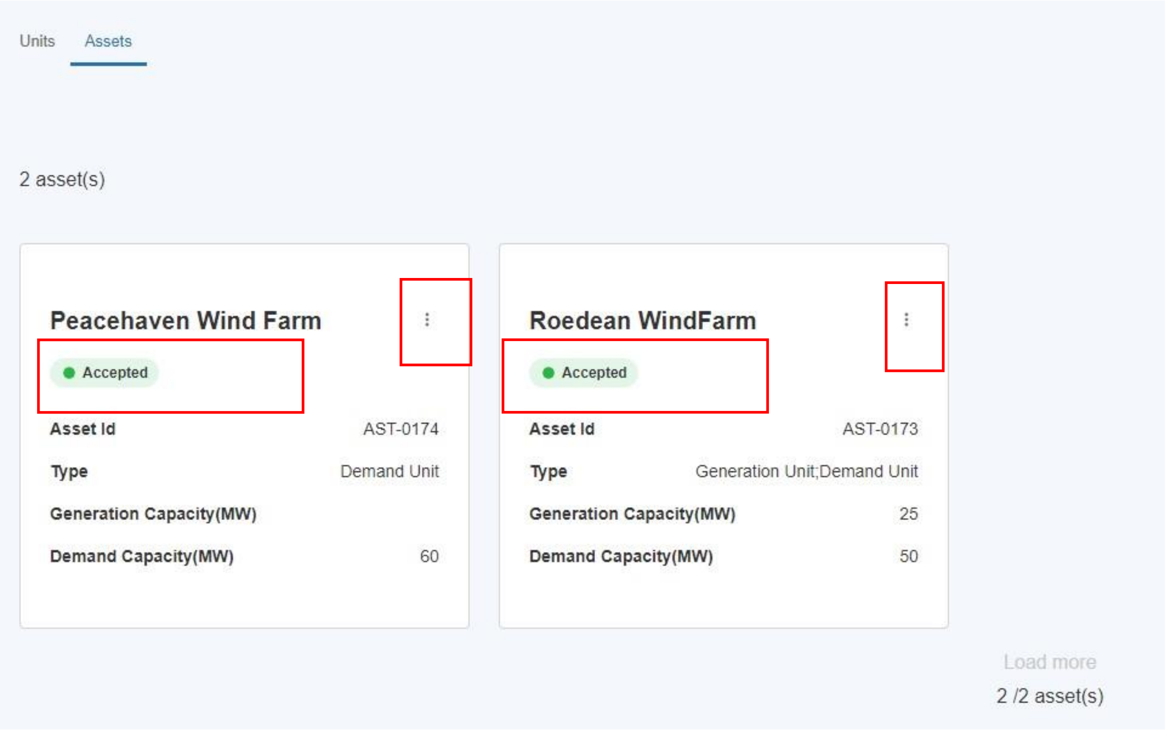


6.8. Asset Registered: Asset Tile

Following on from the Asset Registration, the asset tile will appear on the Unit Management Home Page under the **'Asset Tab'**. Each asset will have a corresponding tab. The tile displays the 'key or summary information'. To view the full registration details, click on the ***three dots on the right-hand corner of the tile***. The user then selects the *'**View Asset Details'*** link to be re-directed to the Asset Detail page expanded version.

Please note that Users will be expected to submit all asset information at once. Upon 'saving the asset' registration details, the Asset Status will appear as 'Accepted' automatically as illustrated in Figure 29.0

Figure 29.0: Asset Tiles



7. Creating & Managing Units

7.1. Create a Unit

- To register a new Unit, the first step is to click on the *'Create new unit'* where a user will be presented with the screen illustrated in Figure 29.0 'New Unit registration' where a unique Unit name will be required. Please note that, firstly, a Unit cannot be created without a Unit name and secondly, the name must be **unique in naming convention to the Unit in question.** Once the Unit name is provided, the user will be able to progress to the next step by clicking ***Create.***

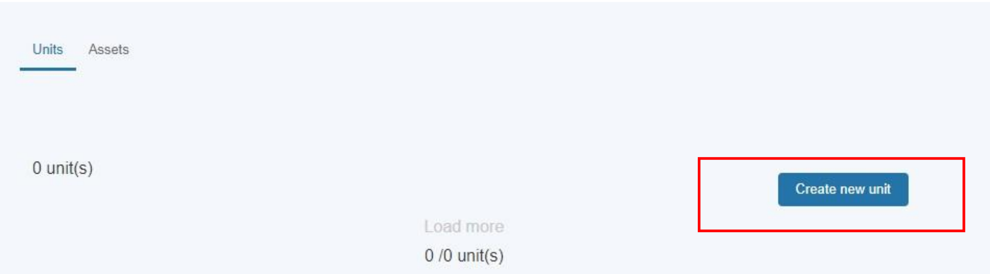
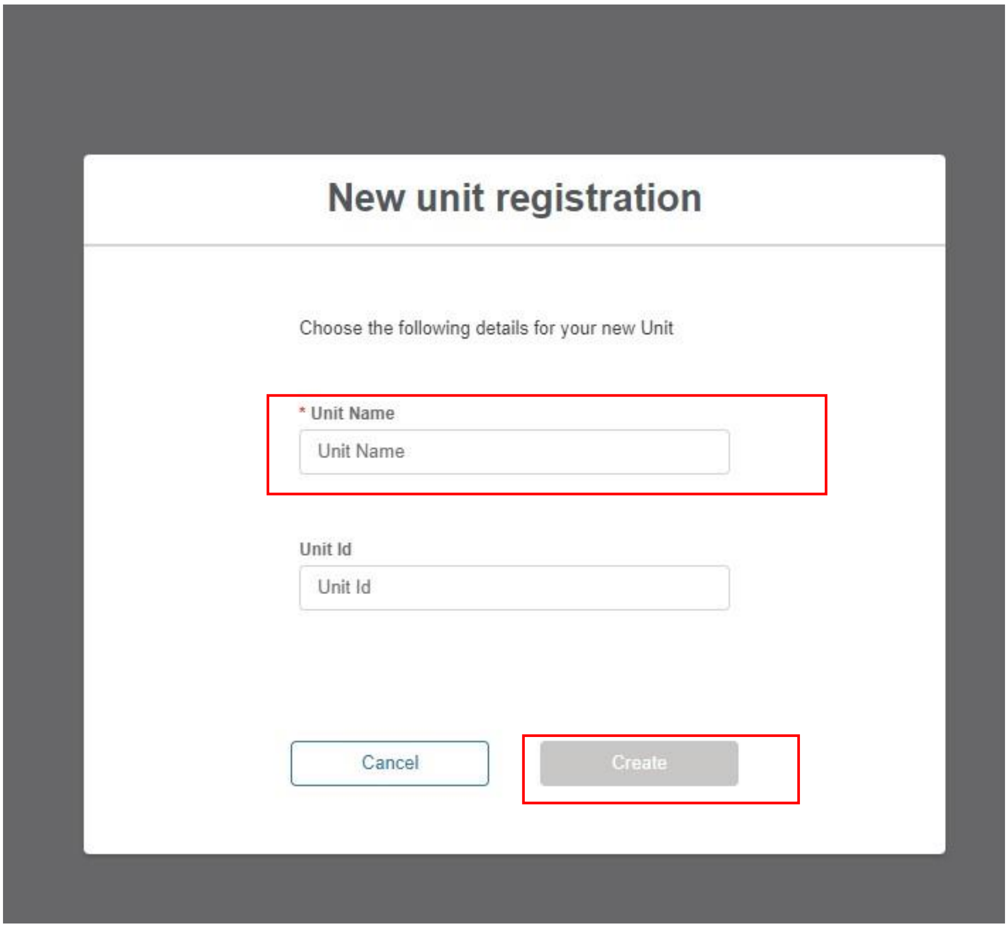


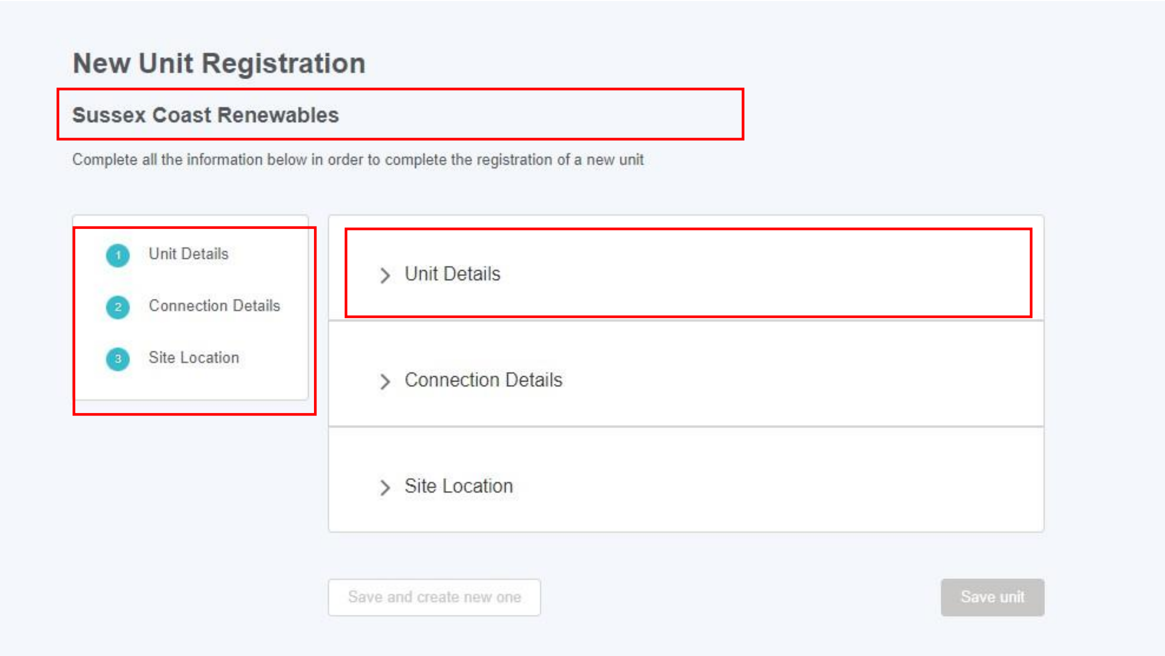
Figure 29.0: Create Unit



7.2. Unit Registration: Overview Page

- The user is navigated to the Unit Registration Page as outlined in Figure 30.0, the format is similar to the Asset Registration Page structure with an accordion section on the left-hand side for direct navigation to a specific section or the user can select the sub-section they wish to complete.
- The figure illustrates the unique named Unit for which the details are being registered; '*Sussex Coast Renewables*'
- Please note that the user is not able to progress the registration process for a created Unit without completing all the sections and corresponding fields.

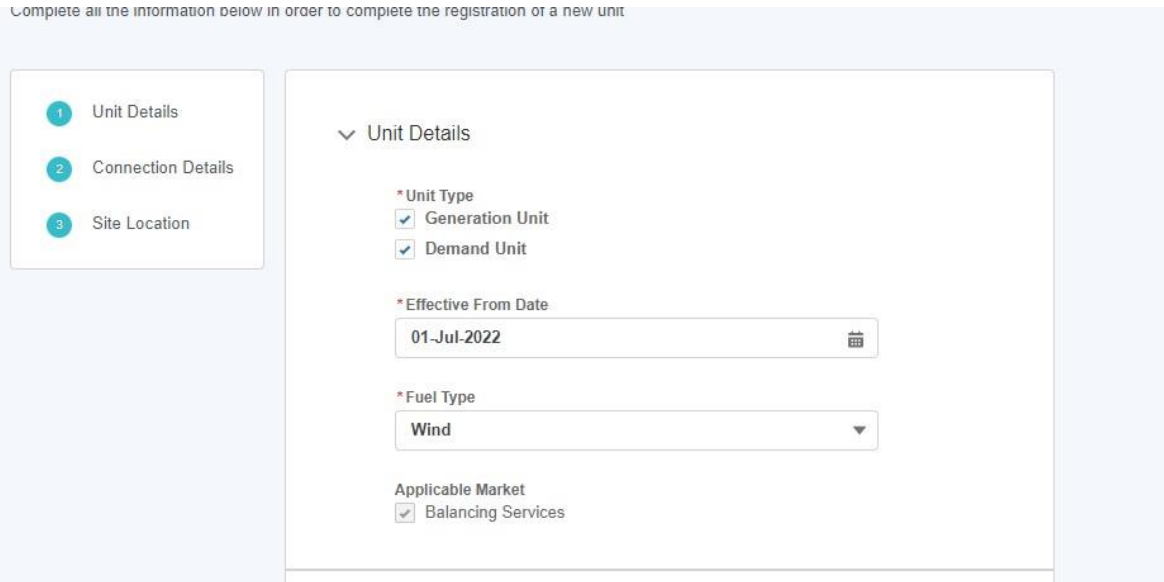
Figure 30.0: Unit Registration Detail Page



7.3. Submitting Unit Information: Unit Details Section

- Figure 31.0 illustrates the Detail Section for the Unit.
- Please note that the *Unit Type*, the *Effective from Date* and *Fuel Type* are all mandatory and therefore marked with a red asterisk. It is essential that these fields have information submitted.

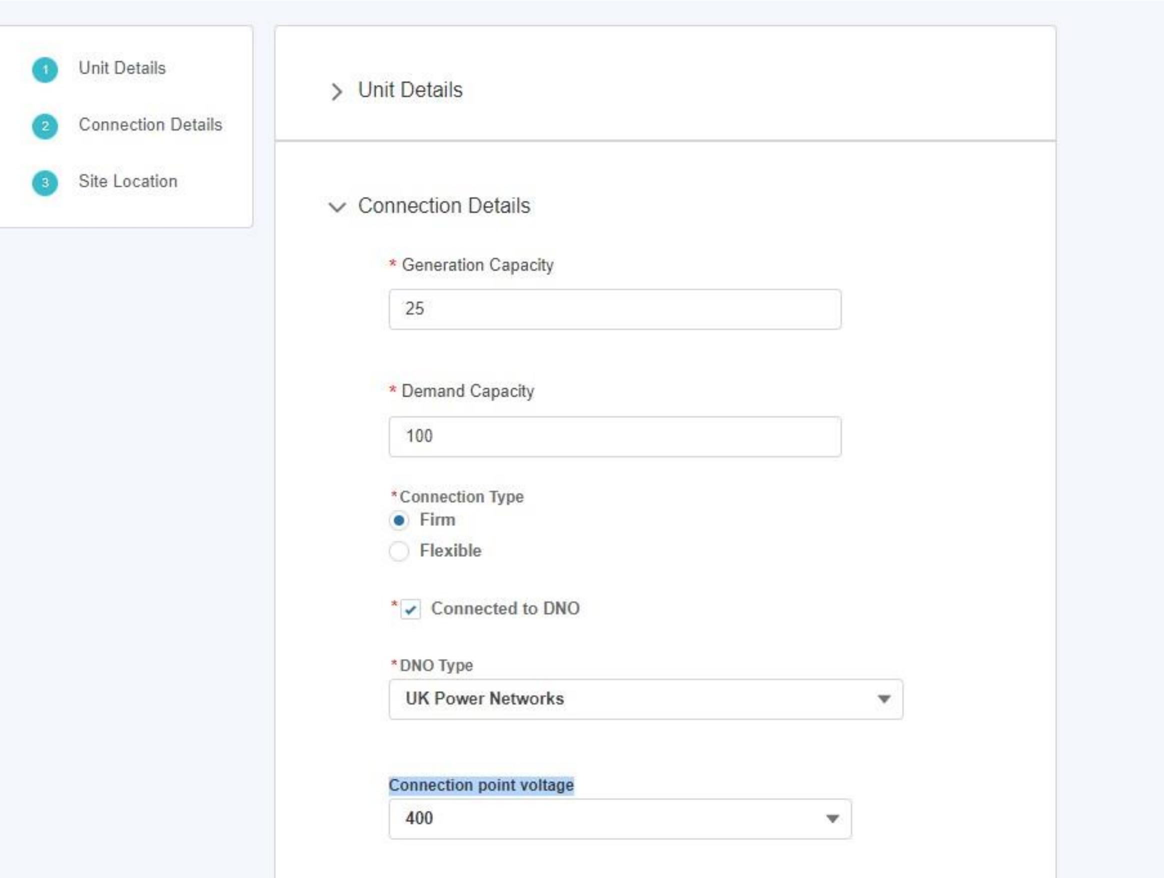
Figure 31.0: Completing the 'Unit Details' Section



7.4. Submitting Unit Information: Unit Connection Section

- Figure 32.0 illustrates the Unit Connection Details Section for the Asset.
- Please note that the *Generation Capacity, Demand Capacity*, *Connection Type and DNO Type (picklist field)* are all mandatory and therefore marked with a red asterisk. It is essential that these fields have information submitted.

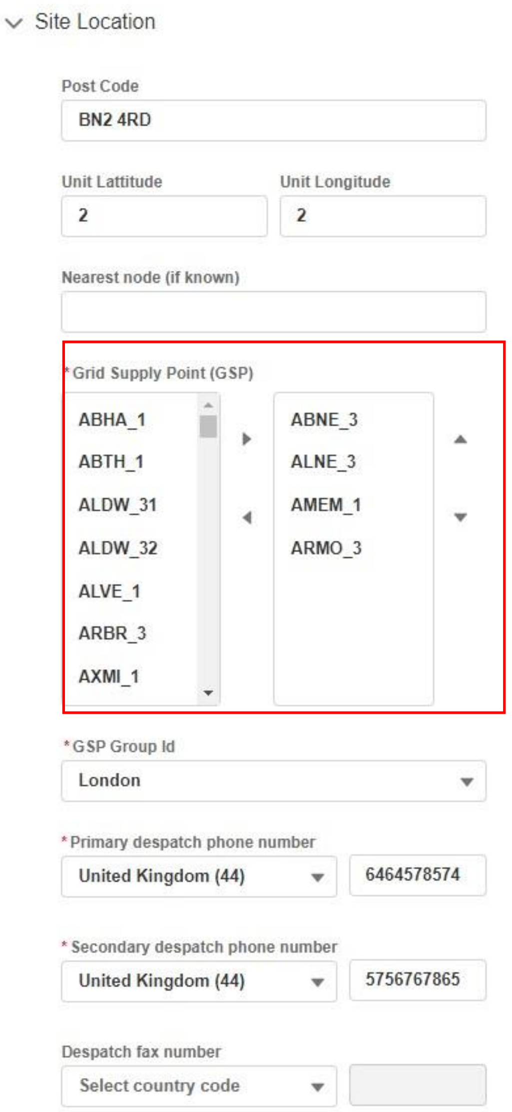
Figure 32.0: Completing the 'Unit Connection Details' Section



7.5. Submitting Unit Information: Unit Site Location Section

- Figure 33.0 illustrates the Unit Site Location Section for the Unit
- Please note that the *Grid Supply Point, GSP Group ID, GSP Group ID (location picklist), Primary Dispatch phone number & Secondary dispatch phone number* are all mandatory and therefore marked with a red asterisk. It is essential that these fields have information submitted.
- The Grid Supply Point (GSP) field is multiple choice, so a user can select several values as indicated in the figure below.

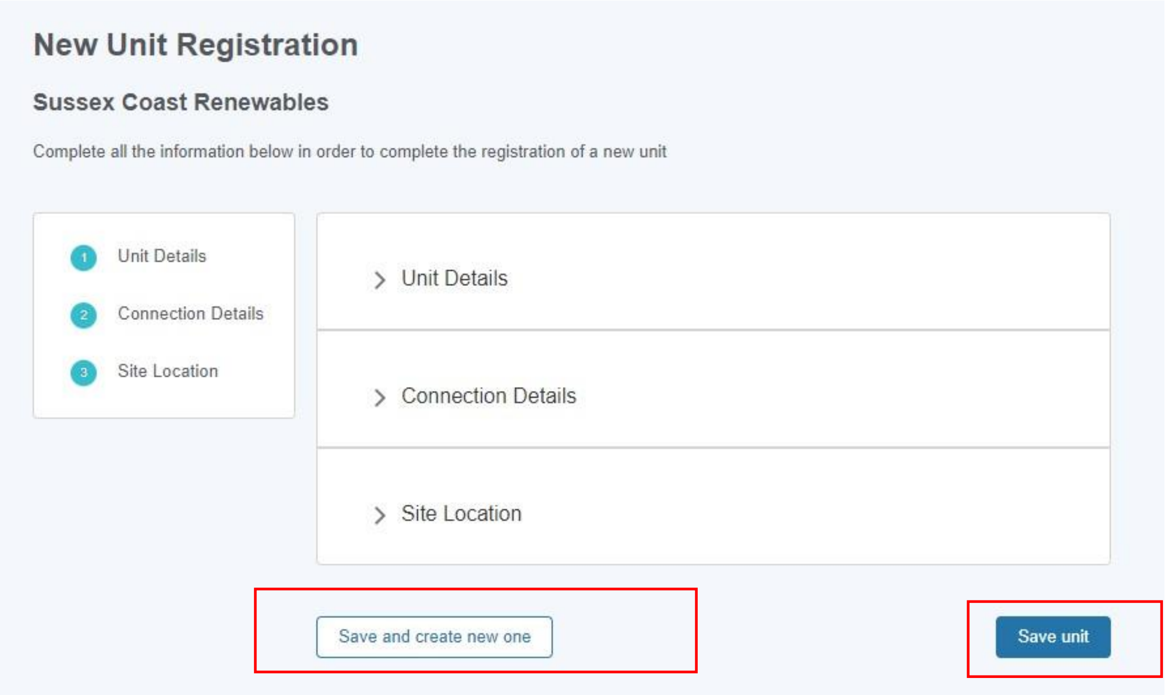
Figure 33.0: Completing the 'Unit Site Location Details' Section



7.6. Submitting Unit Information: Confirmation of Submission.

- Once all the sections are completed correctly, then the ‘Save Unit’ button will appear in a blue background, enabling the user to complete the registration process for creating the Unit.
- If the User wishes to repeat the exercise and create subsequent Units, they can select the ‘save and create new one’ button instead.

Figure 34.0: Confirmation of Asset Saved Successfully.



7.7. Modifications to Registration of Units

- Following on from the Unit Registration, the asset tile will appear on the Unit Management Home Page under the **'Units'** Tab'. Each asset will have a corresponding tab. The tile displays the 'key or summary information'. To view the full registration details, click on the **three dots on the right-hand corner of the tile**. The user then selects the '**View Unit Details'** link to be re-directed to the Unit Detail page expanded version.
- Users have the ability to retrospectively edit Unit Registration Details before final submission. Upon 'saving the Unit' registration details, the Unit Status will appear as 'Draft' automatically as illustrated in Figure 35.0
- To make edits, the user should click on '**Edit Unit Details'** link to be re-directed to the Unit Detail page expanded version. They then have the ability to edit the sections or specific fields desired. The Unit Status will appear as 'Submitted' once the Unit is finally submitted for consideration.
- Once the Unit is submitted for approval, the NGESO Registration Team will a) assign the Unit a Unit ID (which will auto populate on the Unit Id field) b) set the Unit Status field from 'submitted' to 'approved' or 'rejected'.

Figure 35.0: Unit Tiles

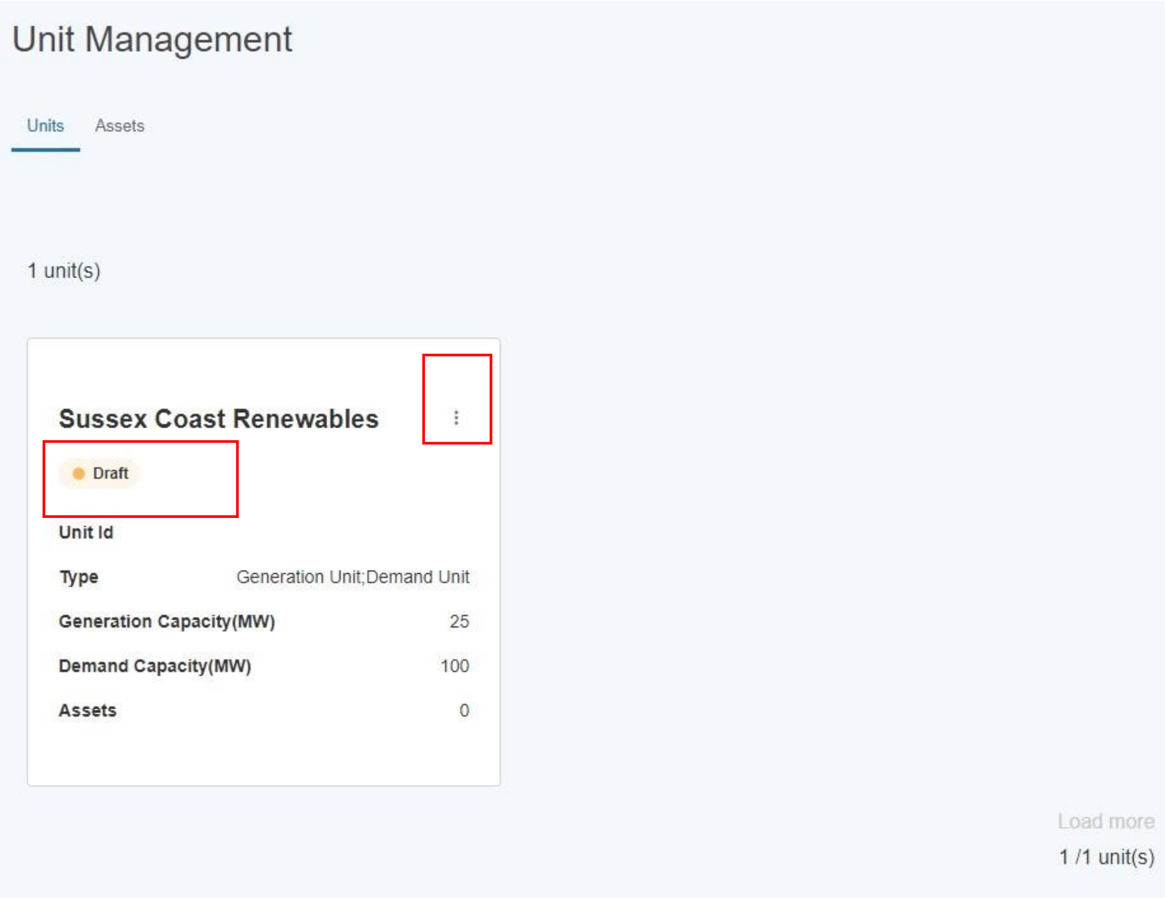
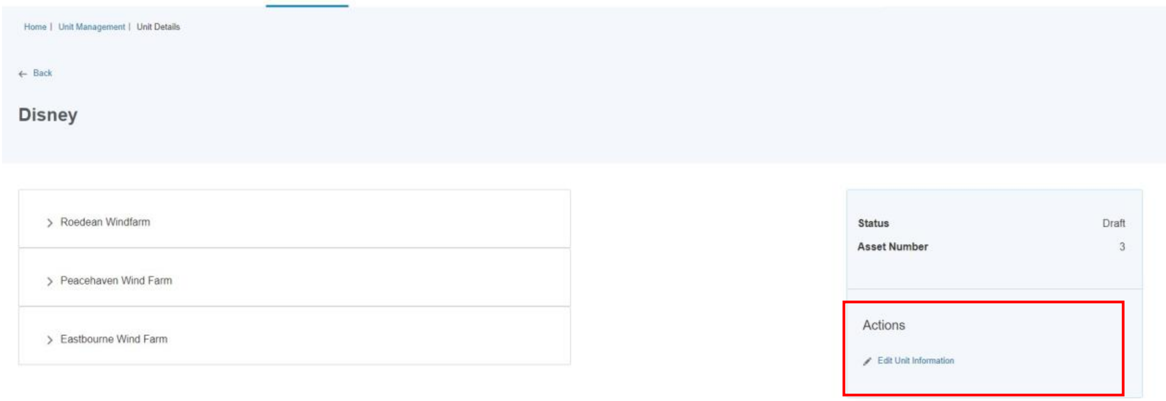
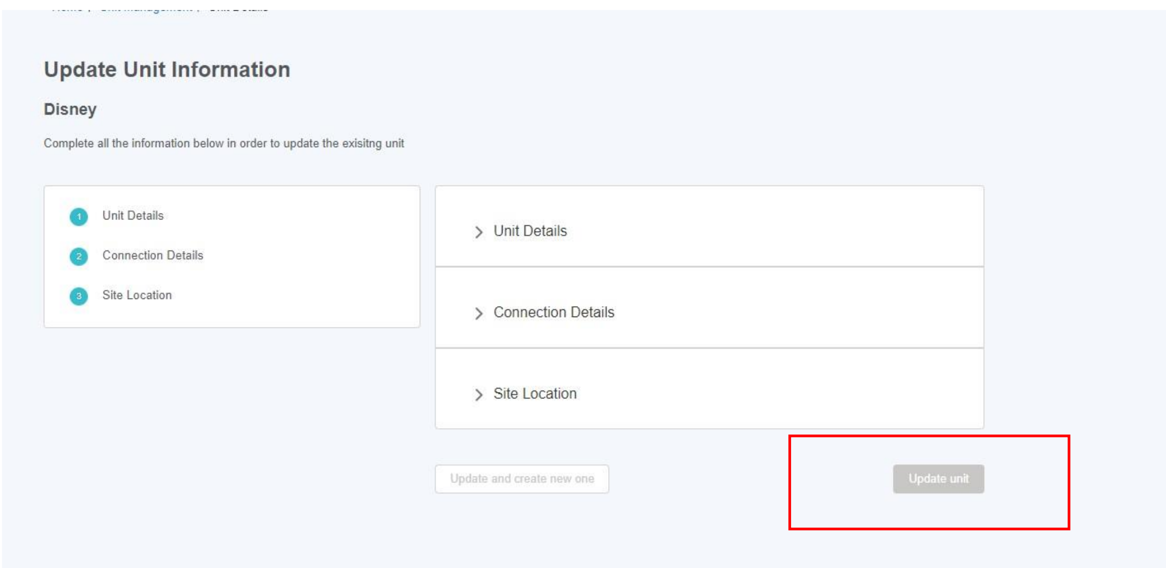


Figure 35.1: Edit Unit Details & View Expanded Unit Details Page for Editing





7.8. Deregister Units

- Portal User can initiate the de-registration of a Unit only on the condition it is in 'Accepted' Status. A Unit that warrants De-Registration is defined as a Unit that ceases to continue operating.
- To start the process, click the icon containing three dots on a tile of an accepted unit and then click 'Deregister Unit', as illustrated in Figure 35.2.
- A pop-up window (shown in Figure 35.3) will appear, which informs the user that an email will be sent to the National Grid ESO Registration Team, who will complete the process offline. Click 'Continue' to proceed with the deregistration of the unit.
- Another pop-up window (shown in Figure 35.3) will appear, asking the user to select an 'Effective to' date. This date needs to be in the future and cannot be less than the 'Effective from' date of the Unit's original version. After clicking 'Submit', a green confirmation banner will appear at the top of the screen.
- The Approval Request will be directed towards the National Grid ESO Registration Team who will either decide to Approve or Reject the Unit De-registration request.
- If the Decision is to approve the request, then the Unit will no longer appear on the Unit Management screen and the user will also receive an email to confirm that the Unit has been deregistered (See Figure 35.4 overleaf).

  If however the Registration Team Reject the deregistration request, then the user will receive an email to let them know the request was rejected

Figure 35.2: Deregister a Unit

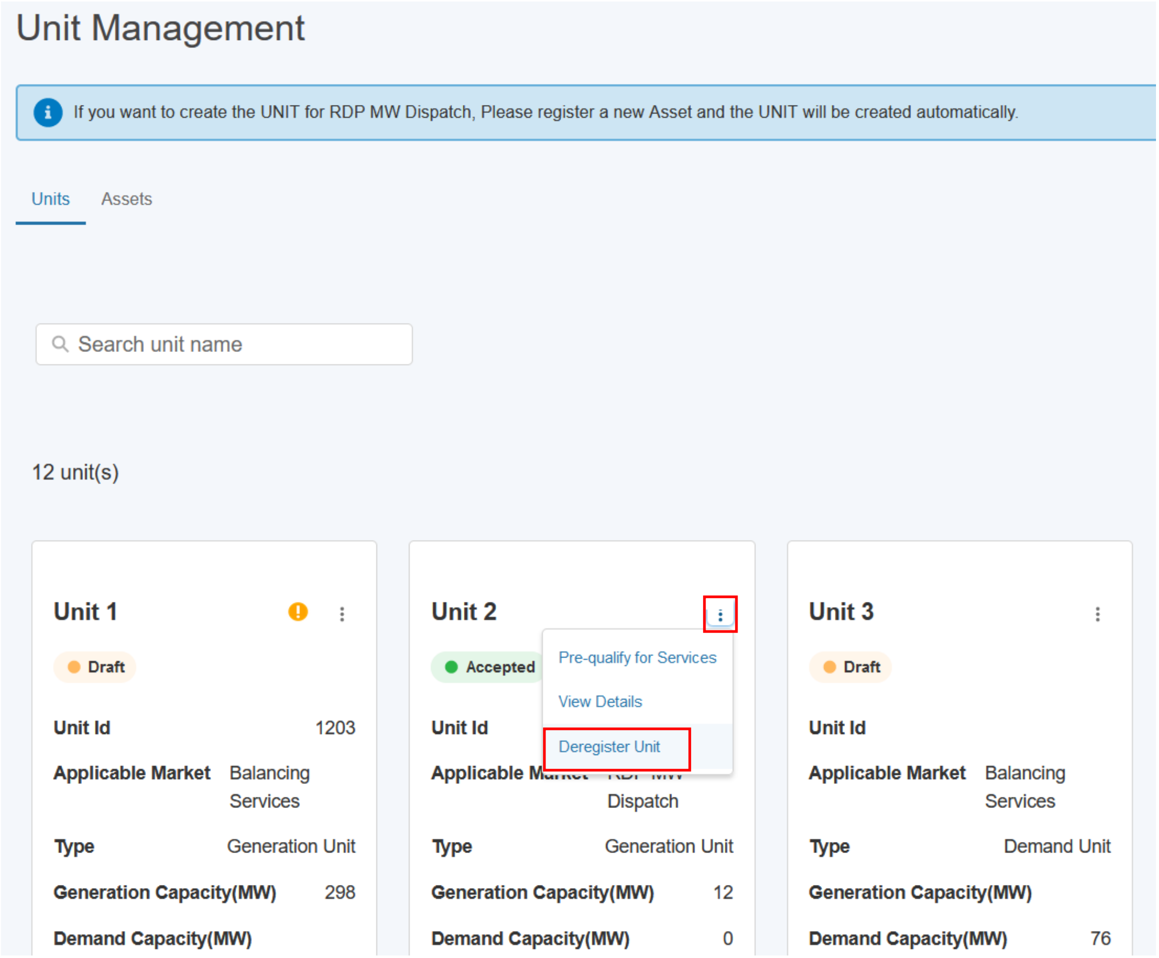


Figure 35.3: Pop-up Window for Deregistering a Unit

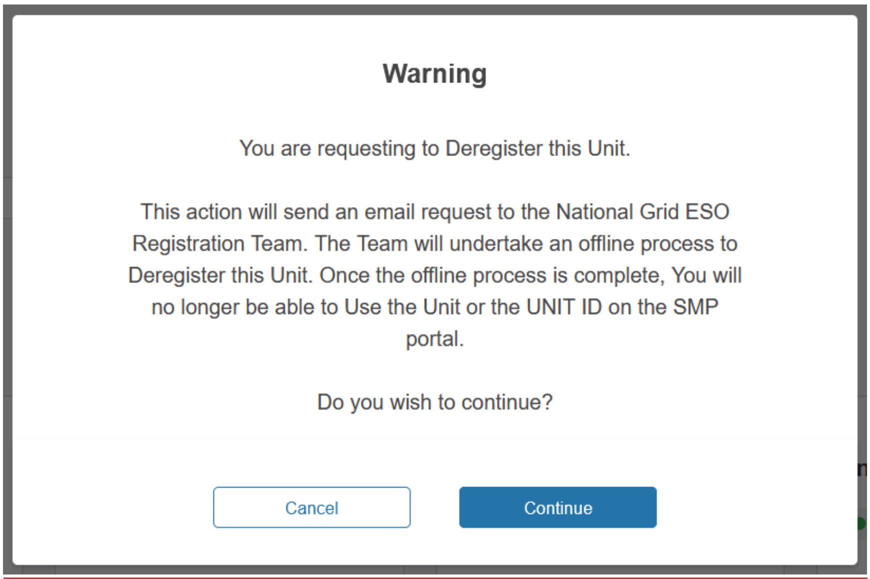


Figure 35.4: Pop-up Message for 'Effective To' Date

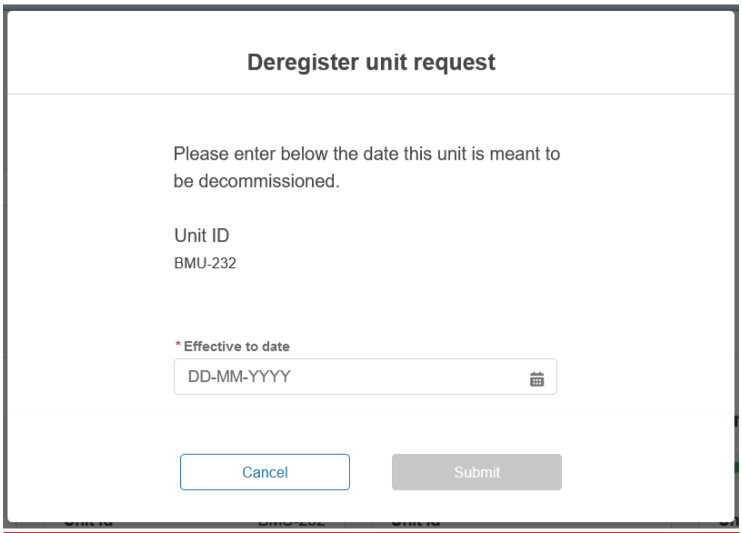
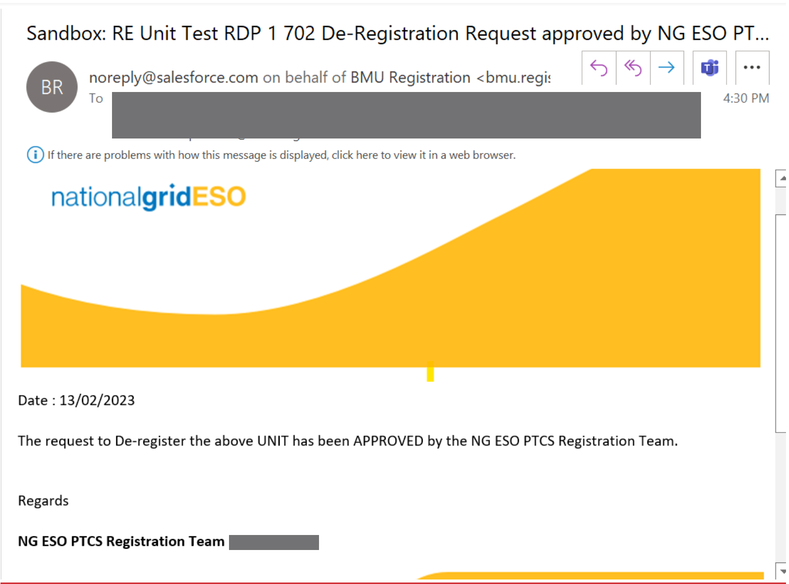


Figure 35.4: Deregistration Request Email

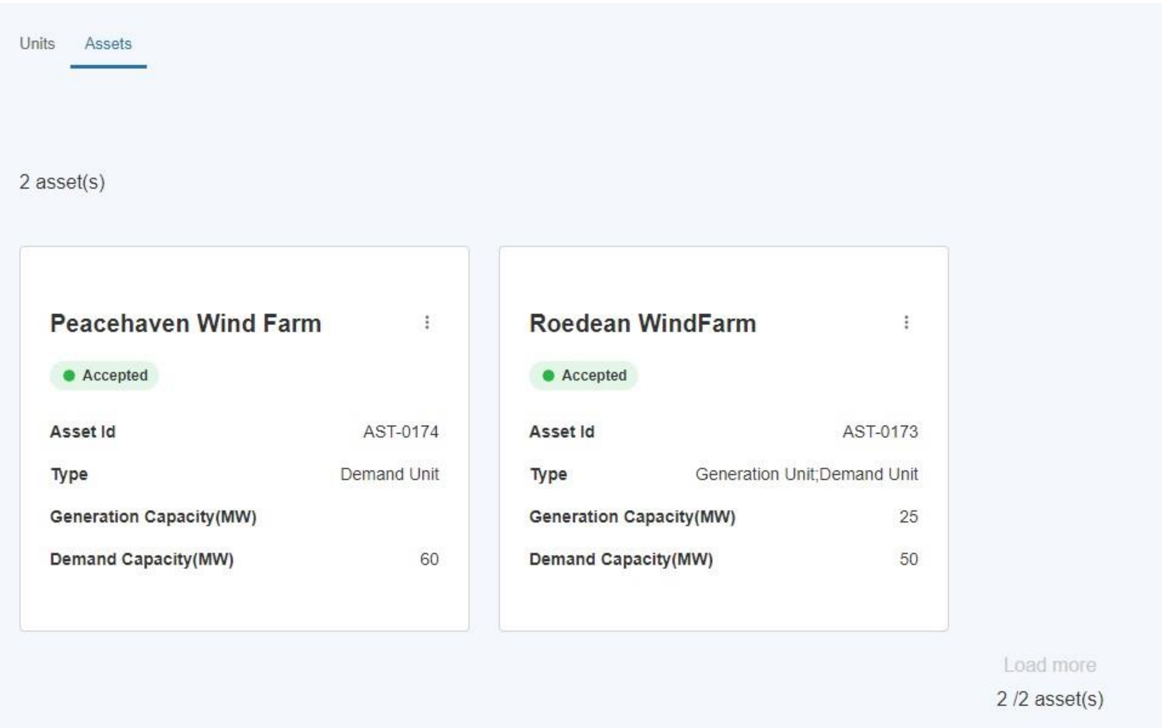


8. Asset to Unit Alignment

8.1. Grouping Assets by Unit (Asset Alignment)

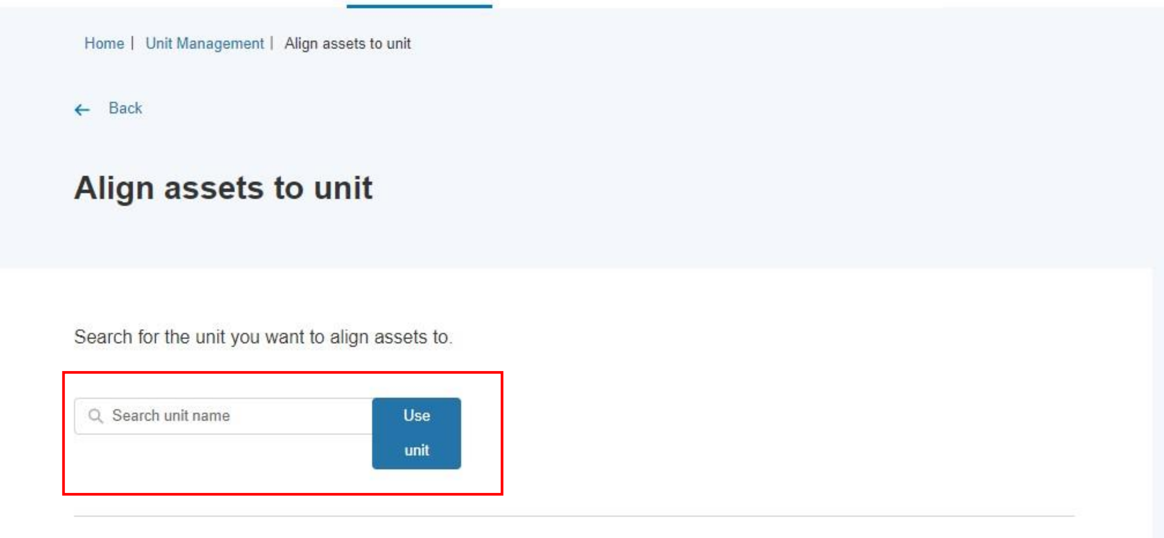
- Prior to initiating the Pre-qualification Process, the registered asset(s) must be aligned to a specified Unit(s). To align assets to units, it is pre-supposed that the asset(s) and the unit(s) have all been registered in advance. If this is not the case, the user must ensure these steps are completed.
- Upon initial registration of an asset the ‘status’ will be set to ‘Accepted’ by default as indicated on the tile in Figure 36.0.
- When ready, the User must select ‘Align Assets to Units’ on the Unit Management Landing Page

Figure 36.0: Align Assets to Unit



8.2. Selecting Unit for Grouping

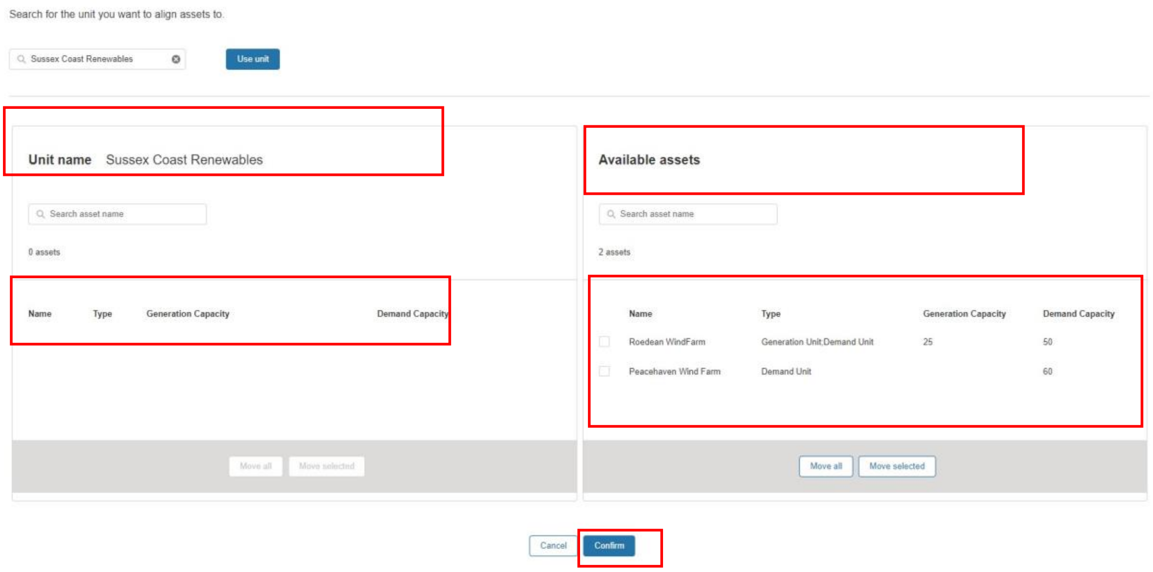
- The User will be prompted to select or identify the Unit for grouping or alignment. The user can search by entering the Unit Name in the search bar. Please note the exact naming of the Unit to produce a successful search result.
- The exact generic name of the Unit must be entered in the search bar in order to determine a successful result
- A unit can only be aligned if it's Status is equal to 'Draft'. Once has a Unit has been appraised by the Registrations Team and set to 'Accepted' it is no longer available for re-alignment. If the situation arises where the Unit in question requires an amendment or modification to its asset(s) then the Unit in question must undergo the Unit Versioning Process. To learn more about Unit Versioning, refer to the Chapter on Unit Versioning.



8.3. Match & Un-matching selected assets to Unit for Grouping

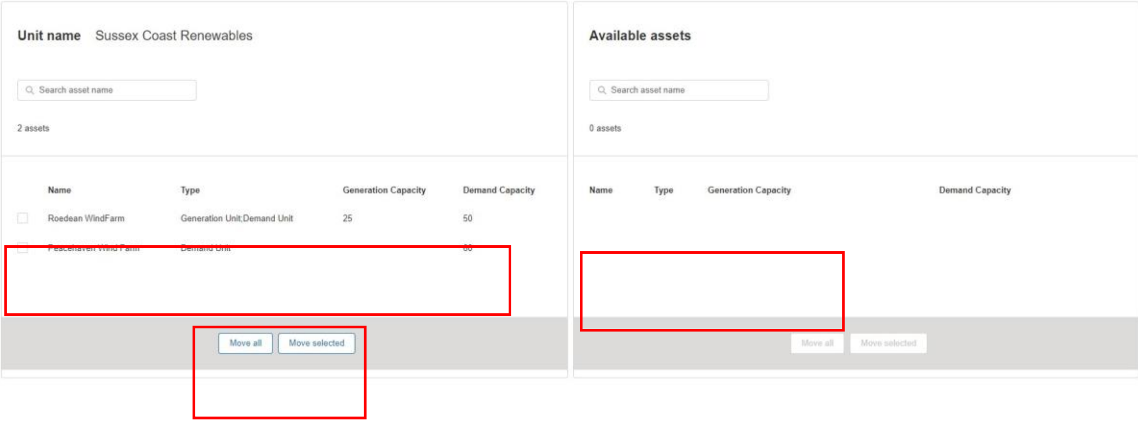
- The User will be presented with two adjacent columns 1) the Unit selected in the search result on the left-hand column and 2) all available registered assets eligible for grouping on the right-hand side.

Figure 37.0: Asset Alignment Screen



- If an asset is not listed, then the user will still have the option to use the search button to undertake a secondary search of the asset in question. The user must ensure they have the correct unique name reference to ensure a successful search result match. Once the asset(s) are identified, the User can either choose to a) 'move all' or b) 'move selected' assets to be grouped or aligned with the desired unit.
- Once the User is satisfied with the grouping they can then confirm the selection or alignment by selecting the **Confirm button** as illustrated in Figure 37.0 in the adjacent page.
- The User has the option to switch assets out of the grouping by 'moving selected' from the left column (unit name) to the right column (available assets) if they decide it was an incorrect grouping of assets for alignment and wish to reverse their decision before final confirmation. To enable this feature, the user must check the box against each asset on the left-hand column and select ''Move Selected'' to transfer the assets back into the right-handed column (available assets). This may be required when a user decides it was an incorrect grouping of assets for alignment and wish to reverse their decision before final confirmation.
- The User will receive a confirmation pop up notification to alert them to the Unit Grouping being completed.

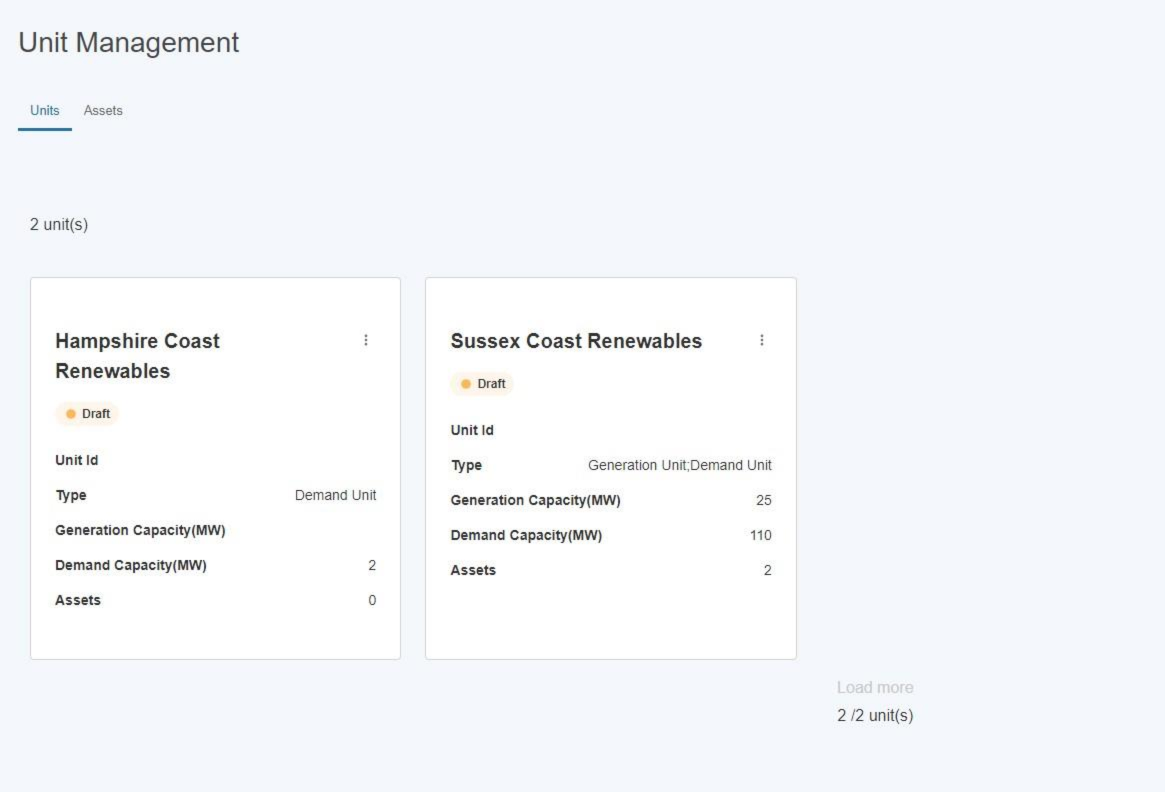
Figure 38.0: Asset Alignment Screen – Reverse decision



8.4. Asset Alignment for multiple units

- There will be a requirement for Users to undertake secondary alignments between assets and additional units beyond the initial grouping. In this instance, users are given the ability to deploy the same assets to be grouped under different Units.
- Figure 39.0 illustrates the example where 2 Units have been created, but both Units will be aligned to one specific asset. For example, Hampshire Coast Renewables Unit is made up of both *Peacehaven Wind Farm* AND *Roe dean Wind Farm*. Sussex Coast Renewables is only made up of Peacehaven Wind Farm. Therefore the Asset Peacehaven Wind Farm is being aligned to 2 independent Units. This configuration is possible during the registration stage by repeating the asset alignment exercise for each Unit in turn.

Figure 39.0: Multiple Units for Alignment with existing assets



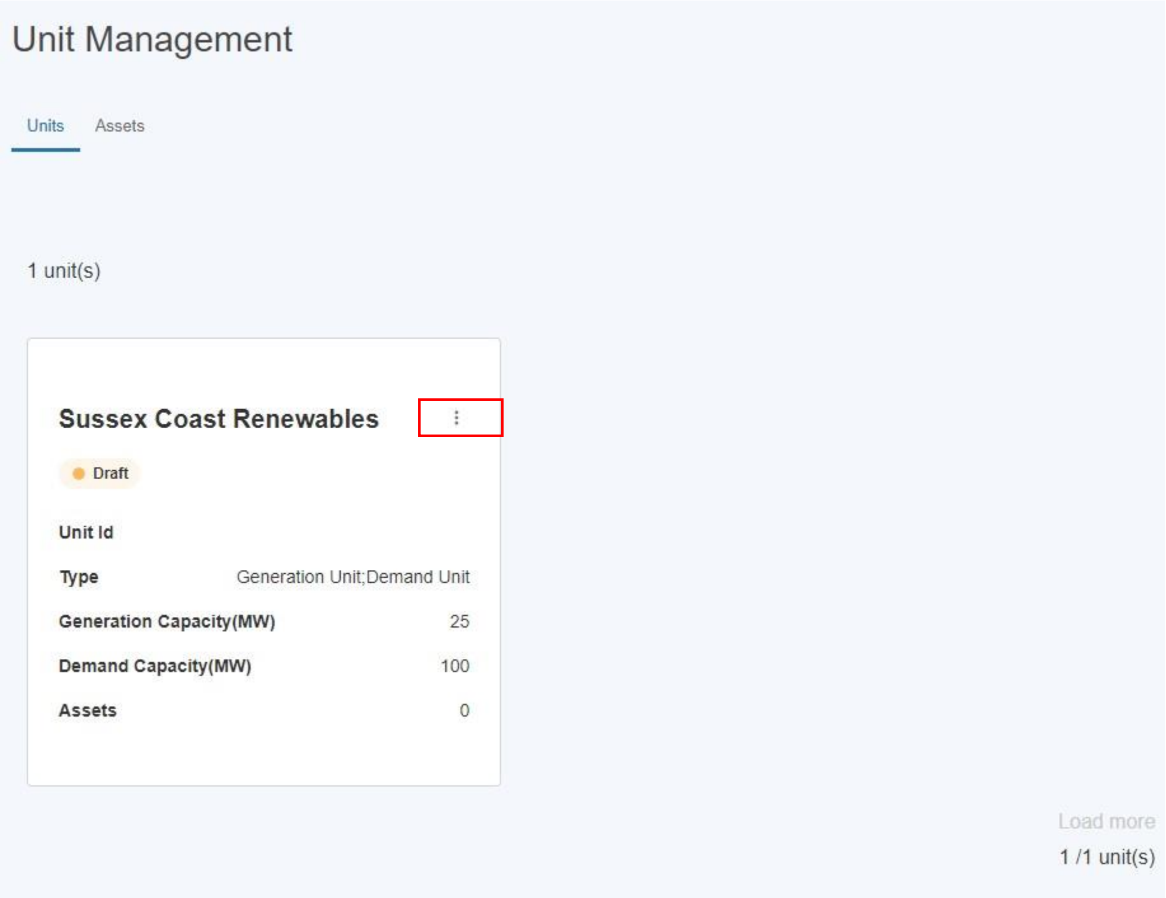
9. Prequalification for Services

9.1. Identifying Units to participate in Pre-qualification

Once the Units and Assets have been registered and the Alignment exercise has been undertaken, the user is in a position to identify units they wish to elect for participation in the Market and subject to the pre-qualification process.

To start, the user must navigate to the selected unit on the Unit Management home page and hover over the right hand three corner and click on the three dots on the Unit tile as highlighted in the Figure below. They will be prompted with the link '**pre-qualify for services'**

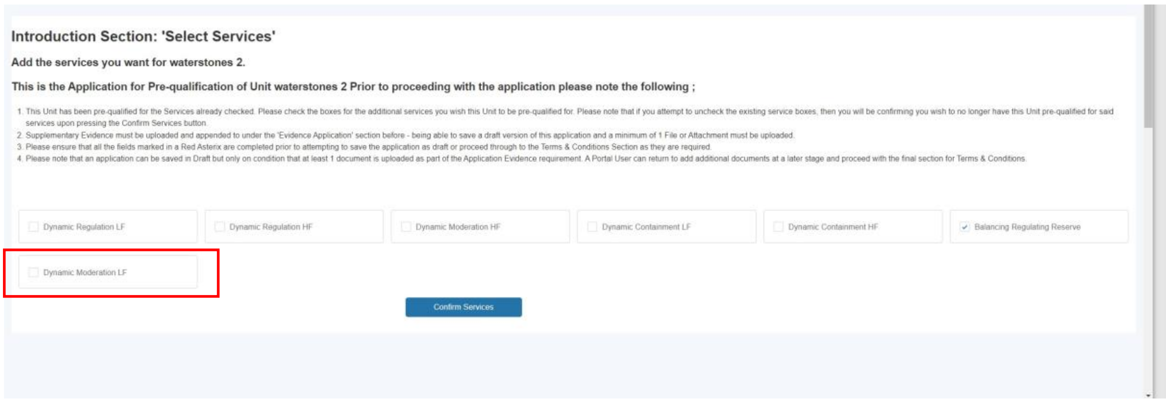
Figure 40.0: Pre-qualify for Services Link



9.2. Pre-qualification Home Page

The user will then be presented with the Pre-qualify for Services Page as illustrated in Figure 41.0 and prompted to then select the services to pre-qualify the Unit for.

Figure 41.0: Pre-qualify for Services Page



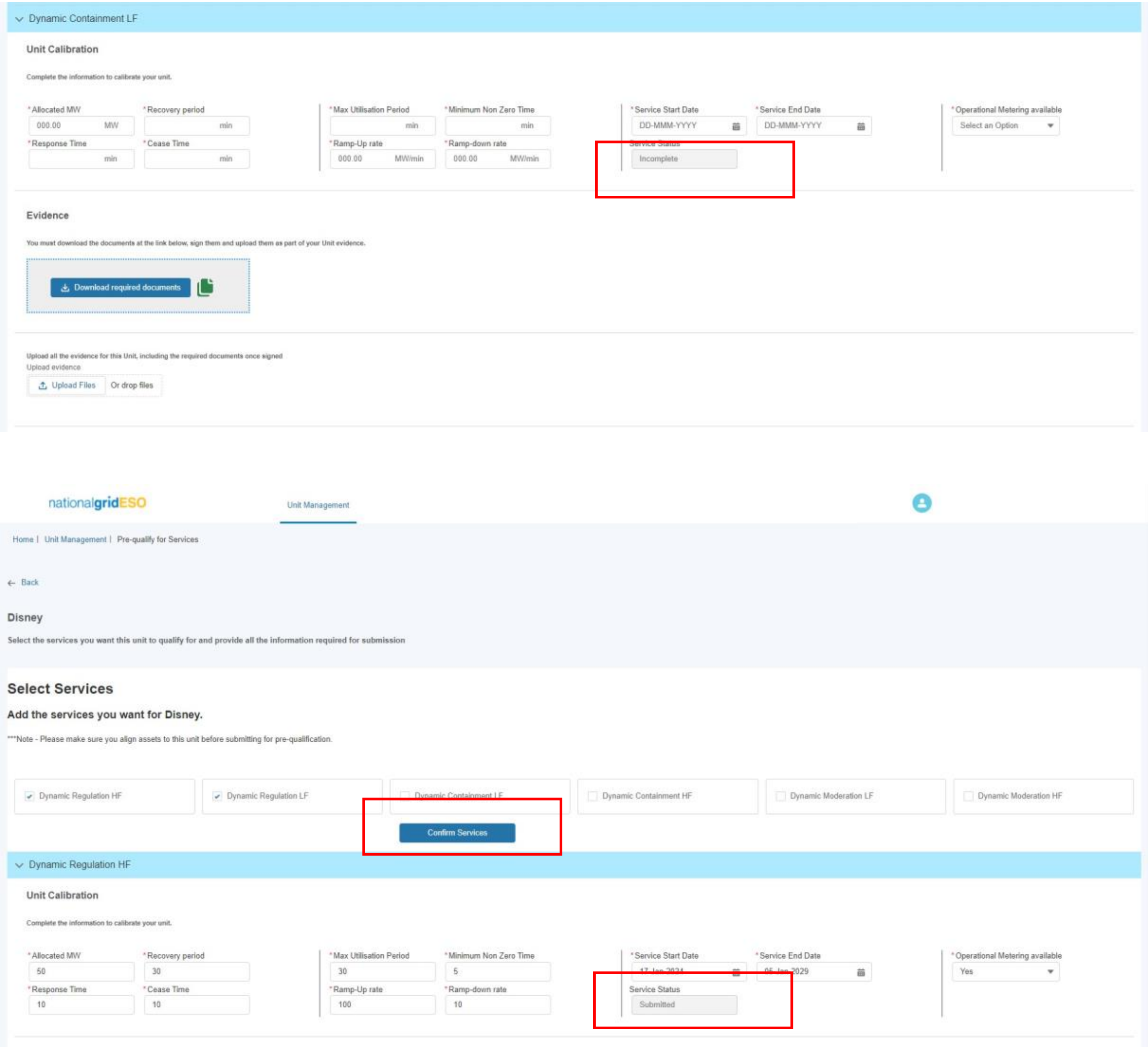
- The user will then be presented with the current seven Balancing Services they can select from. To select the user checks the checkbox. A user can select all or one of the services.
- The user then selects the ‘’Confirm Selection’’ button to proceed to the next step.

9.3. De-selecting Services to apply for pre-qualification for selected Unit.

- If the user makes an error or wishes to reverse the decision to not select a particular service, they can simply uncheck the tick box before proceeding to the next step. If a user decides to make this decision after proceeding with completing the Service ‘data capture’ sub-sections, this is also possible by unchecking the service checkbox and clicking the ‘confirm services’ button.

- The user must note that if they proceed to populate service specific information for more than one service for the same Unit, in several attempts or over a duration of time (i.e. they submit information for service x on day 1, but then go onto update the portal with additional submission of information for service x on day 3) that they can keep track of which service is still in flight (or 'draft') as opposed to 'submitted' by referencing the **'Service Status' field.** If the field value = Incomplete, then the submission for that service in example below '*'Dynamic Containment LF''* has yet to be completed, and therefore will require the user to select the ***'Confirm Services' button again.*** This will ensure the secondary service submission has been accepted. If the Service Status Field = Submitted, then the application for that particular service, in the example below *''Dynamic Regulation HF''* has already been 'registered'.

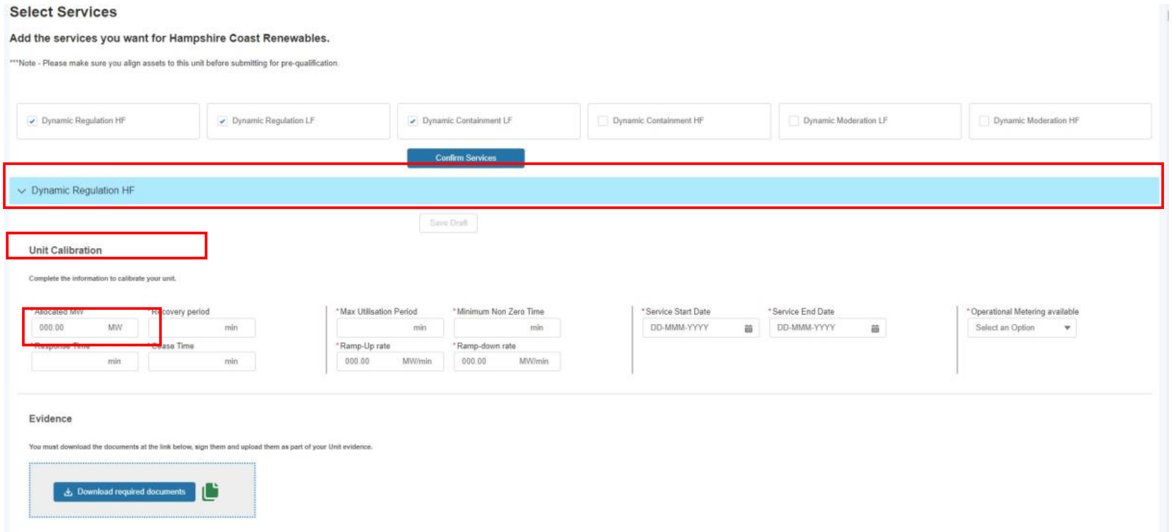
Figure 42.1: Service Status Field



9.4. Completing Pre-qualification Criteria Sections by Service: Unit Calibration Section

- Each service selected will present the user with a series of sub-sections to complete with criteria specific fields. Each service is identified by the highlighted row illustrated in the figure below.
- The first sub-section is entitled **Unit Calibration** and the user is expected to populate the corresponding fields. All the metric fields in this section are marked with a red asterisk and therefore **mandatory**. A user will not be able to proceed with the pre-qualification process without submitting information.

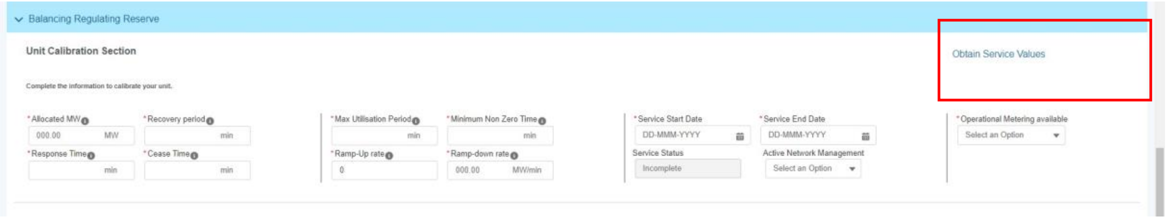
Figure 43.0: Services Specific Sub-section – Unit Calibration

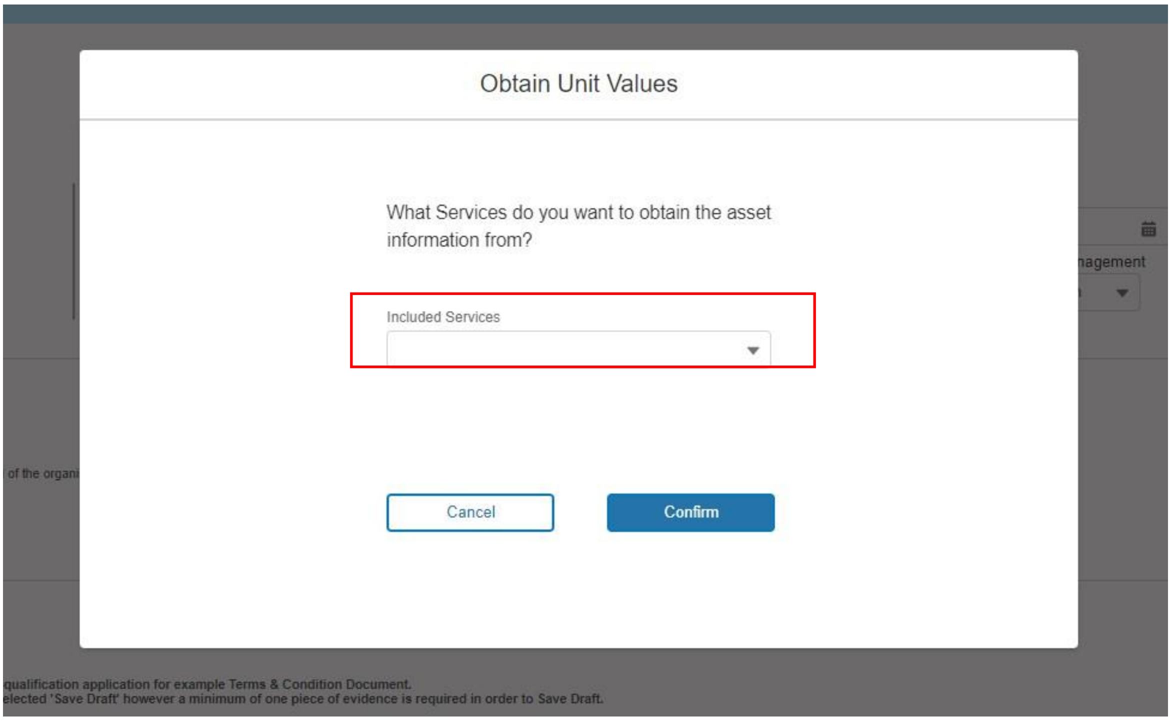


9.4.1 Obtain Service Values Feature

Figure 44.0: Obtain Service Values

Where a portal user has already made a prequalification for another service for the same Unit, they are able to ‘copy’ over the identical values from the existing application under the Unit Calibration Section over the new corresponding section under the new application by clicking ‘Obtain Service Values’ and selecting the Service for which they want to copy the pre-existing values over from and then selecting the Confirm button to complete the exercise.


Balancing Regulating Reserve
Unit Calibration Section
Complete the information to calibrate your unit.
Obtain Service Values
*Allocated MW
000.00 MW
*Recovery period
min
*Response Time
min
*Cease Time
min
*Max Utilisation Period
min
*Minimum Non Zero Time
min
*Ramp-Up rate
0
*Ramp-down rate
000.00 MW/min
*Service Start Date
DD-MMM-YYYY
*Service End Date
DD-MMM-YYYY
Service Status
Incomplete
Active Network Management
Select an Option
*Operational Metering available
Select an Option


Obtain Unit Values
What Services do you want to obtain the asset information from?
Included Services
Cancel
Confirm

9.5. Completing Pre-qualification: Attaching Supplementary Evidence

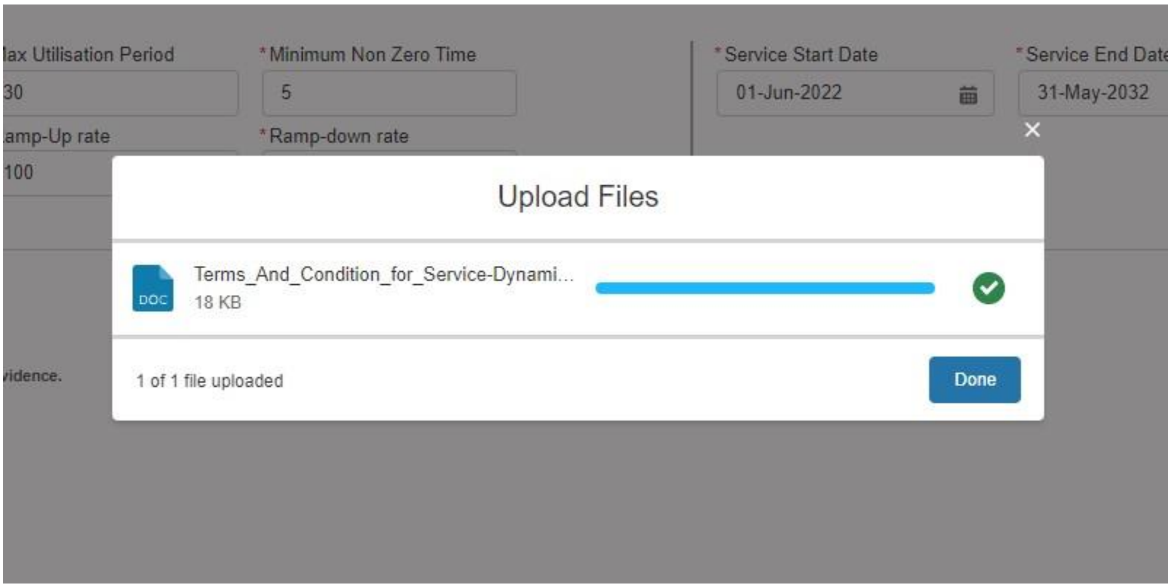
Figure 45.0: Services Specific Sub section

Once the Authorised Signatory is selected (this step is covered in the next section), the portal user is expected to upload any supporting evidence using the Upload Files button. Once selected the Portal User can upload files from their desktop etc and confirmation the documents or the zip file of multiple documents should highlight in blue with the 'Done' outcome.

Whilst this requirement applies to Frequency Response & RDP MW Dispatch Services yet it does not apply to Balancing Reserve or Demand Flexibility Service, it is however a mandatory system requirement that at least one document is uploaded to the portal to proceed with the submission process. With this in mind in the instance where no evidence is required to support the application, then it is advised that a 'placeholder' blank document is uploaded instead. This can be in any format *(Word, Jpg, png etc)*

9.6. Confirmation of Upload Completed

Figure 46.0: Services Specific Sub-section



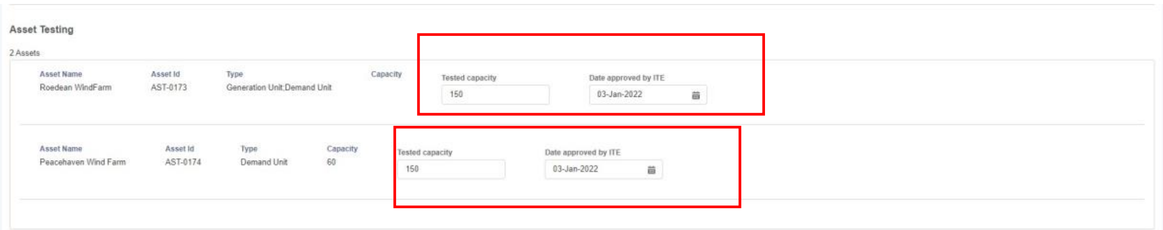
9.7. Manual Download of Form B (Terms & Conditions)

Please note that as of Release 2.2 all Services will have the ability for Portal Users to , either access the Digital Signature functionality or continue to download a Template

9.8. Completing Pre-qualification Criteria Sections by Service: Asset Testing Section

- The final sub-section to be completed requires gathering information on Asset Testing requirements for selected Service.
- As Figure 46.0 illustrates, each asset aligned to the Unit being considered will be listed and the corresponding asset testing data fields are expected to be populated by the user.
- Please note that whilst the fields are not marked with a red asterisk and therefore not currently designated as mandatory, a Unit cannot proceed with the pre-qualification request without the asset testing fields being completed.

Figure 47.0: Services Specific Asset Testing



9.9. Completion of Pre-qualification Criteria: Terms & Conditions Section

- The step preceding final submission involves completing the Service Specific Terms & Conditions Checkboxes.
- To complete the Pre-qualification process, the user must click on the '**Save Draft'** button. This will appear in blue in its activated state on condition that all the prior sub-sections have been completed correctly. If it is in the shaded state, the user must revisit the sub sections and ensure that the fields are populated and the evidence has been uploaded correctly. The user has the option to review the draft application at a later stage when they next login to the portal.
- When the user is ready to submit the Unit for pre-qualification application for approval, they then select the Submit button in Figure 48.0. In this instance, the NGESO Account Manager will be notified and undertake an internal appraisal of the application for the selected Unit and Service.
- To apply for additional Units for Pre-qualification, the user simply repeats the steps in Chapter 9 for each respective Unit.

Figure 48.0: Services Specific Terms and Conditions

10. Prequalification Application: Digitisation of Terms & Conditions (Form B)

10.1 Selecting Authorised Signatory & completing Application Submission

Following SMP Release 2.2a, Portal Users will have the option to either

a) Upload a Wet Signed Form B (Manual) with their Authorised Signatory's signature embedded in the Document

OR

b) Select up to 3 Designated Authorised Signatories to whom a digitised version of customised Form B will be sent to directly for electronic signature

In order to select any of the three Authorised Signatories, a pre-requisite step is required whereby the named person must be registered by the applicant under the User section of the Portal and the 'Authorised Signatory' Role is selected against their name. To complete this step, please follow the instructions under the User Management Section/Chapter.

Once the person is registered, they will appear under the search box when entering their name or identifiable in the drop-down list of Users – to proceed simply enter the name or navigate to the name in question.

Please note that if a secondary user is selected whom has not been assigned an Authorised Signatory Role then they will not be able to proceed with the application as an error message will appear prompting the user to revise the selection and ensure that all of the names selected are Authorised Signatories

The portal user (the applicant) will be expected to complete the task of entering the subsequent secondary and third authorised signatories where applicable. Please note that only a minimum of *1 Authorised Signatory is required to proceed with their application.*

The first authorised signatory will be sent the documentation to sign automatically to the signatory's email address. If the Authorised Signatory has failed to read and electronically sign the document after five consecutive days, then the second authorised signatory will be sent the documentation to sign. Finally there has been no response from the second authorised signatory after five consecutive days, then the documentation will be sent to the third authorised signatory.

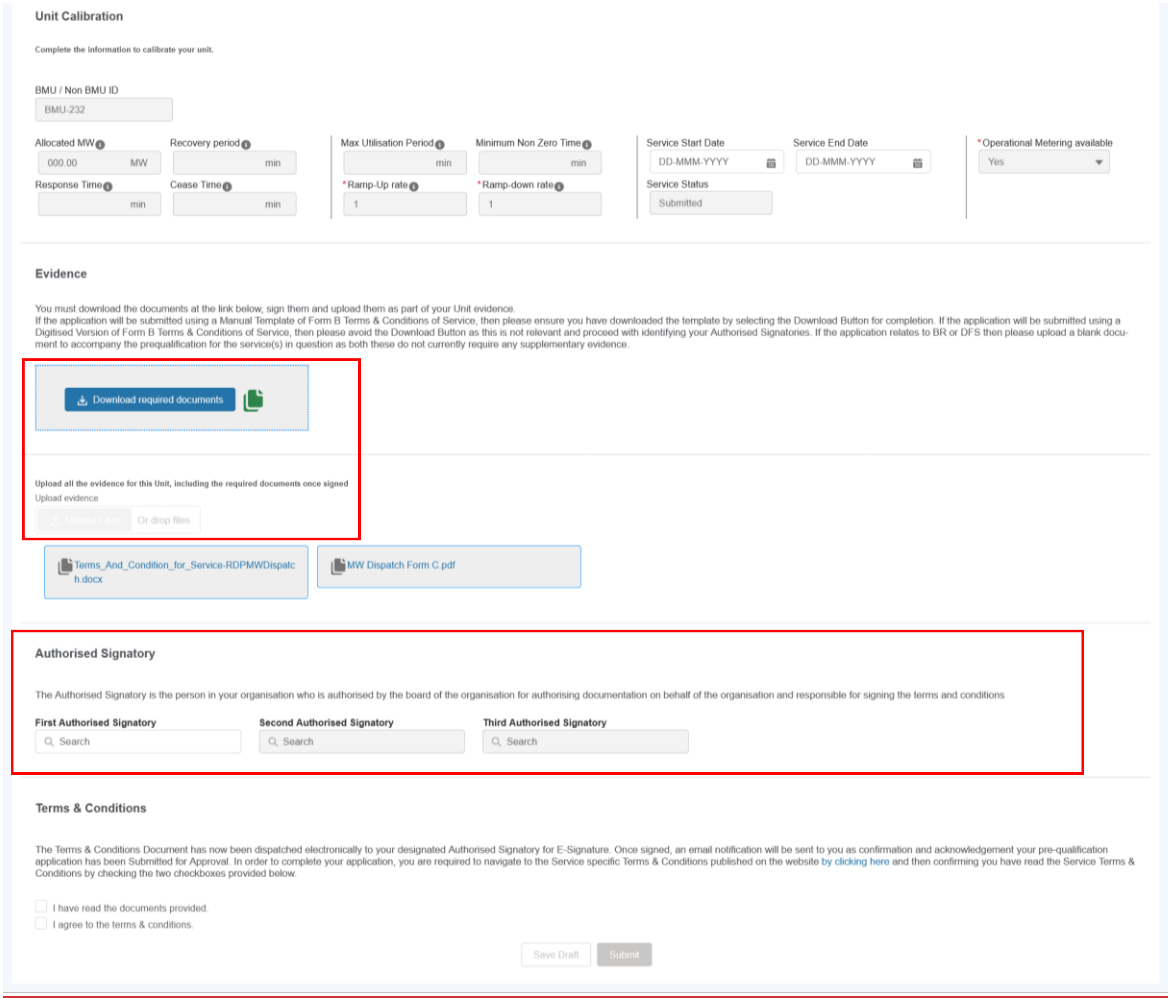
Alternatively, A portal user (applicant) can choose to download the Form B Template and arrange to have this signed in person and a scanned version uploaded instead by clicking the 'Download required documents' button. After signing these documents by hand, users will then have to scan the documents and upload them using the 'Upload evidence' section.

In order to click the 'Submit' button, the Portal User will have to either select at least one authorised signatory or upload a scanned copy of the hand-signed documents.

Correct selection of Authorised Signatory.

As an applicant the Portal User may select a secondary user whom does not possess the Authorised Signatory Role, instead they may have chosen another secondary user inadvertently. In this instance, an error message will appear when the applicant selects Submit to notify them that an incorrect User has been selected as a designated Authorised Signatory.

Figure 50.0: Prequalification Screen – Authorised Signatory Section

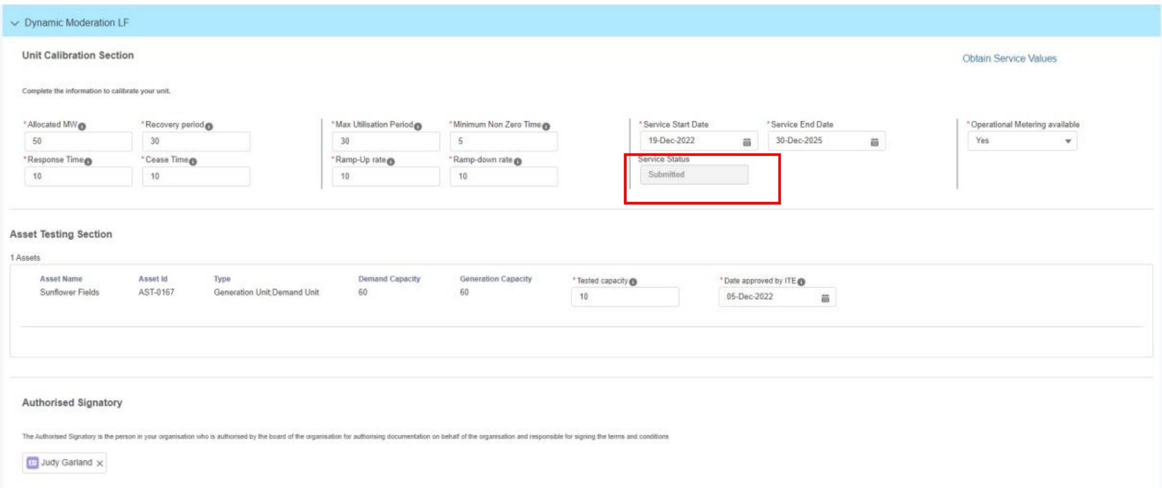


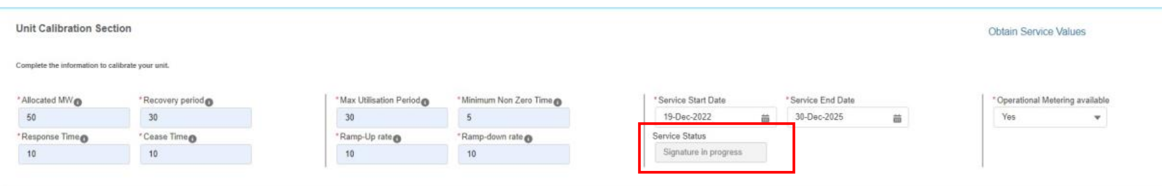
10.2 Confirmation of Submission of Pre-qualification Application Request.

The final step required by the portal user is to check the checkboxes under the Terms & Conditions, when the Submit button will be made available to click. Upon clicking the Application considered ‘finished’ and awaiting the capture of the electronic signature by the authorised signatory – until the document is signed, the application is still in submit status and not complete and the application will remain in the ‘signature in progress’ state.

The Status Field will indicate the ‘live’ status of the application – therefore it will change from ‘Incomplete’ to ‘Signature in Progress’ to Submitted to eventually ‘Approved’ or ‘Rejected’ once appraised by the Contract Management Team.

Figure 51.0: Prequalification Screen – Application Status Field





10.3 Automated Email Notifications

Upon submitting the prequalification application, the Authorised Signatory will receive an automated email instantly with a link to the electronic Form B, now customised with the Provider's details. The email will also contain National Grid ESO branding to make it clear to the recipient that the email is sent on behalf of ESO. The figure below illustrates the email template sent.

Figure 52.0: Email Template – 'Request to sign'

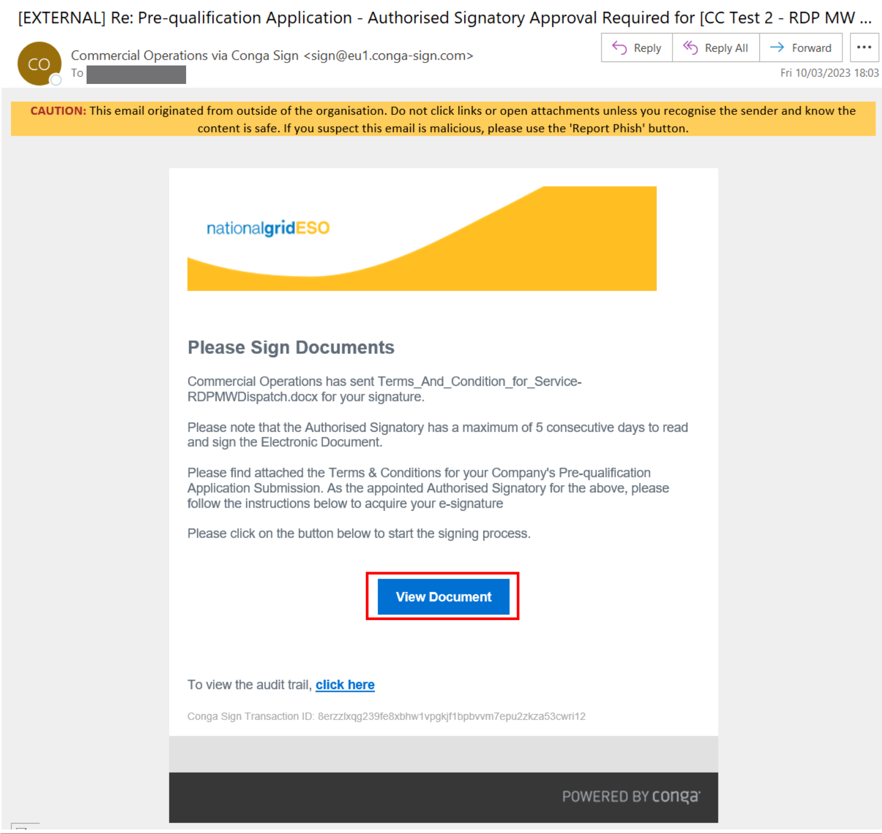
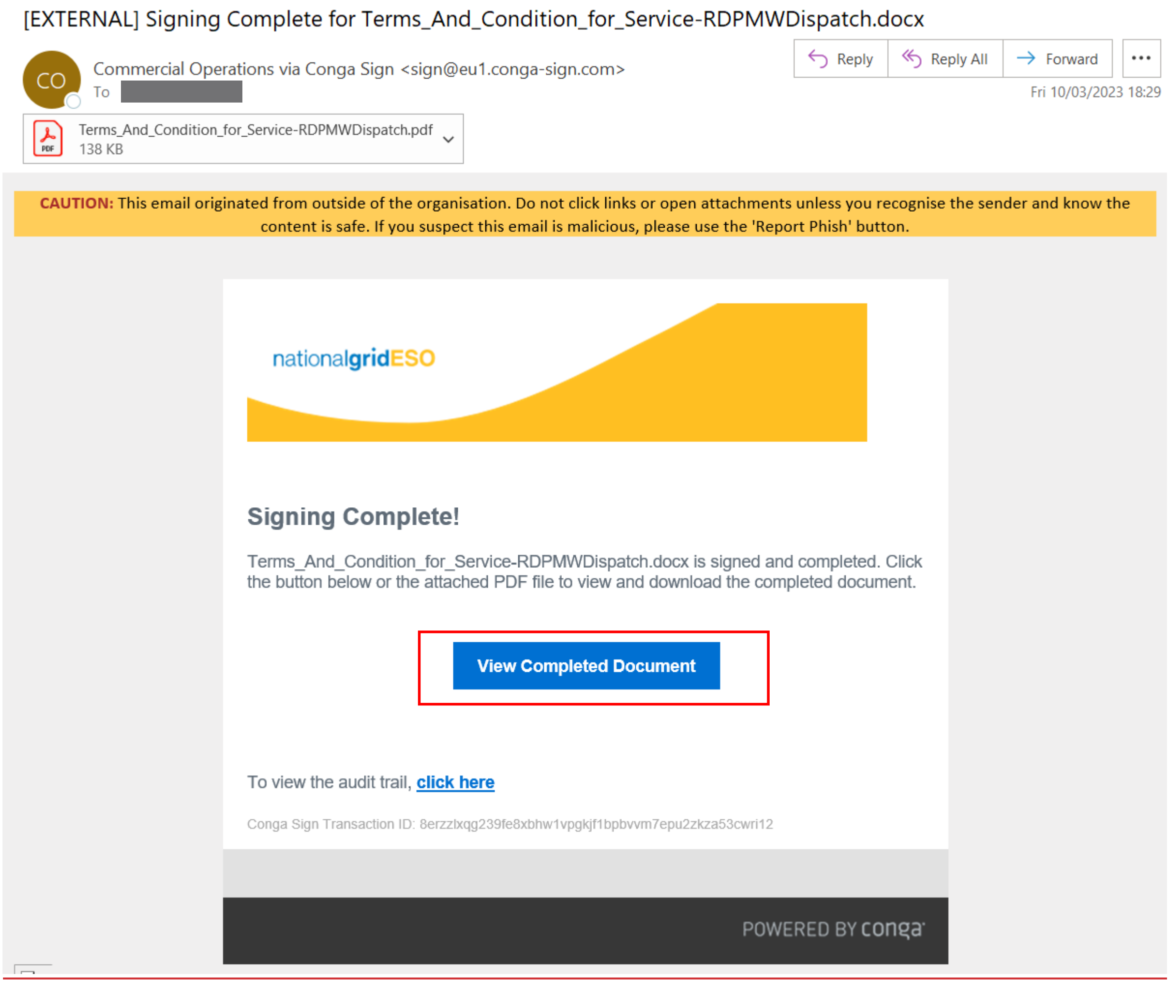


Figure 53.0: Email Template – 'Signing Complete'

The portal user (original applicant) will receive notification when their respective Authorised Signatory has completed signing. The figure below illustrates the email template sent.



10.4 Customisation of Digital Document & Electronic Signature Capture by Authorised Signatory

Figure 54.0: Opening the Customised Document (Form B)

The Authorised Signatory will be transported to the document which will contain the Name of the Service Provider and Company Registration Details as illustrated in the figure below. This data is extracted from the SMP Portal. The Signatory should read through and scroll the document to the Signature blue box in Figure 55.0 and double click on the blue box. If the Signatory decides to abort the process at this point, they can navigate to the top right-hand side and select *'Cancel Transaction'*

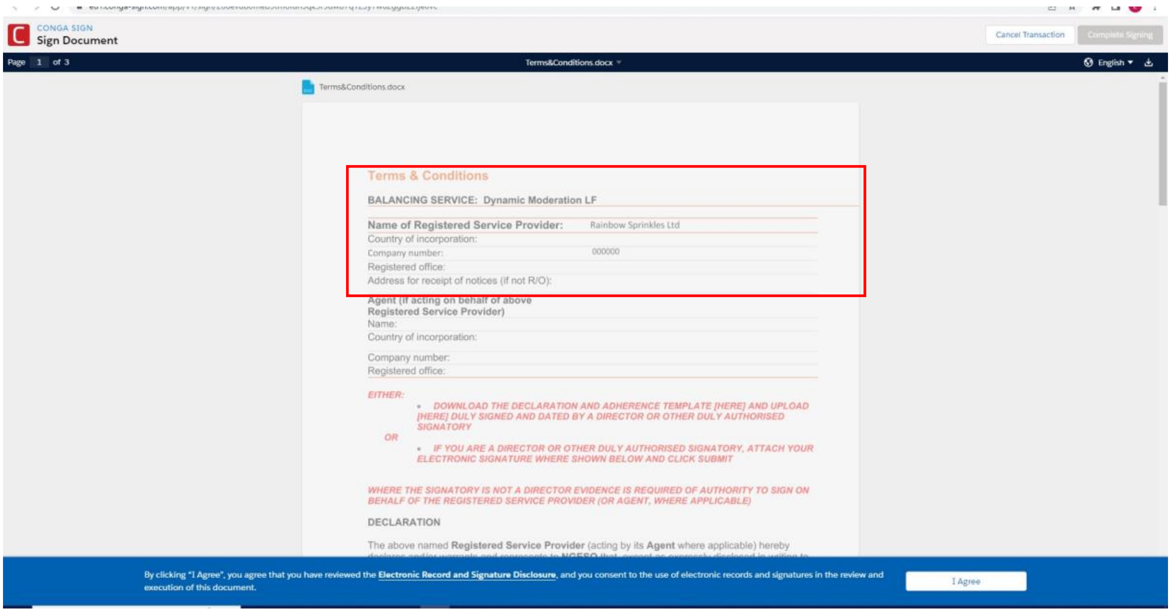


Figure 55.0: Completing the Wet Signature step (Form B)

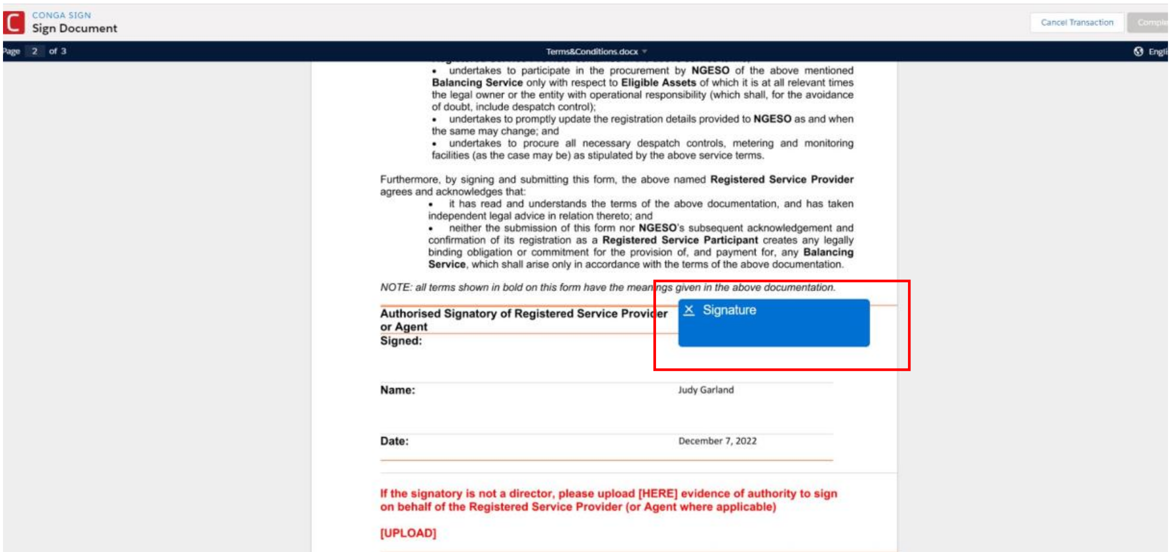
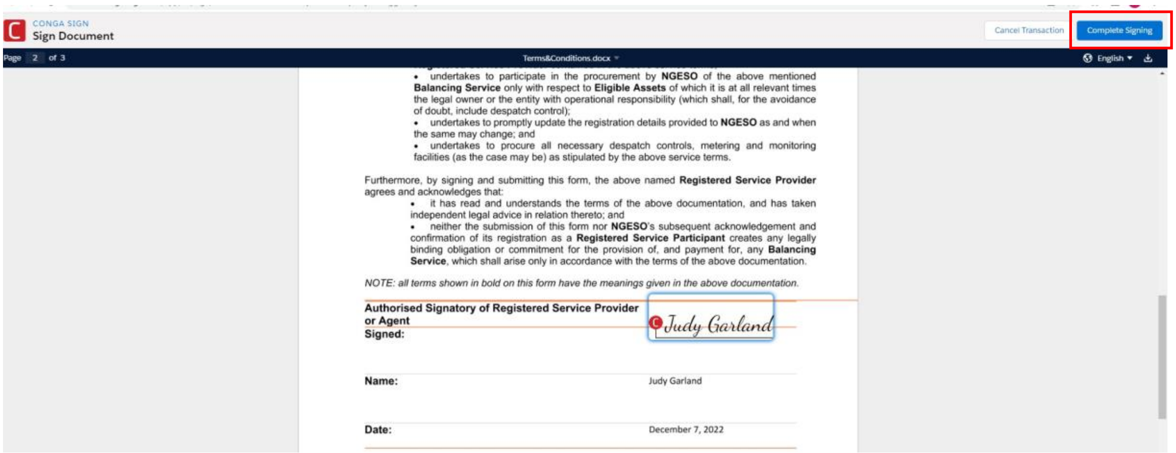


Figure 56.0: Capturing the Wet Signature step (Form B)

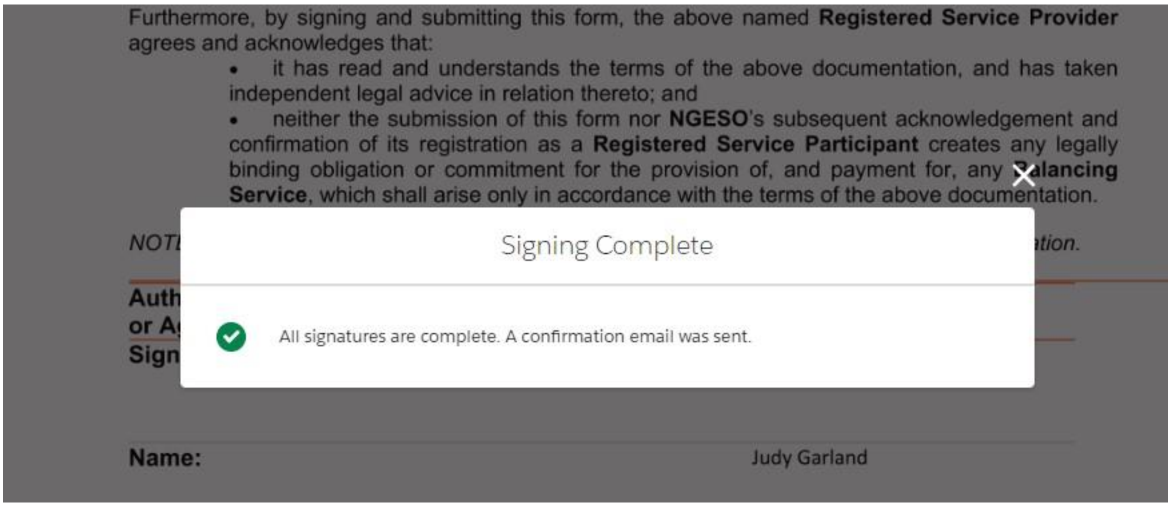
The signer can select a number of methods to capture their signature as indicated in the tabular options in the figure below.

Upon capturing the signature, the signer should navigate to the ‘Adopt Signature and Sign’ custom button on the bottom right-hand side. Once finished, the signature will appear embedded in the document under ‘*Signed’* section alongside the printed name and the Date the signature was captured. The signer should complete the process by selecting ‘Complete Signing’ on the top hand side of the document by scrolling to the top of the screen



10.5 Confirmation of Signing Process - Complete

Figure 57.0: Document completed



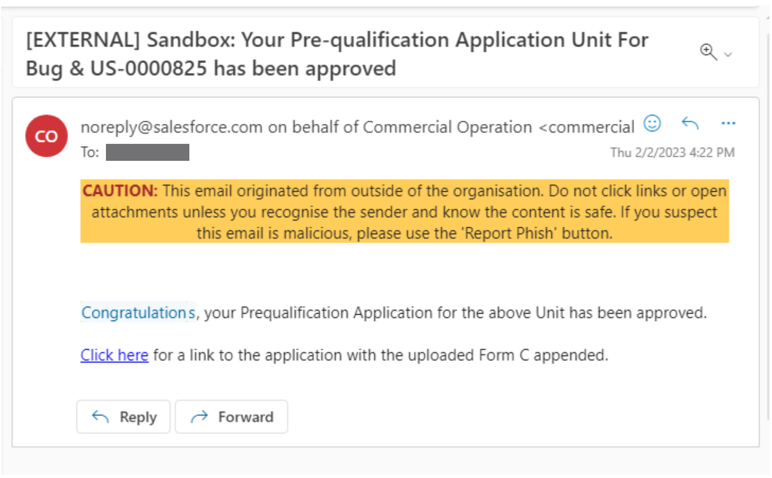
A notification will appear on screen, followed by the second automatically generated email notification sent to the portal user (applicant) to acknowledge receipt of the completed Form B Template Document. This document will be uploaded to the portal under the Prequalification Screen under the relevant Service application and made available to Contract Managers internally to accompany the respective Pre-qualification application.

10.6 Pre-qualification Process Application Closure:

The internal approval document known as Form C will be appended and available for the applicant (portal user) to access once the internal prequalification appraisal process has been undertaken internally (see Figure 58.0). The Status field will also be changed to ‘Approved’ when the Form C is attached

Figure 58.0: Uploaded Form C

Figure 58.1: Pre-qualification Application Approval Email



11. Unit Versioning

11.1. What is Versioning?

- A Unit is subject to versioning when it requires a change or modification to its properties or to a change or modification to its composition of asset(s). Examples include and not limited to;
    - An Increase or Decrease in Capacity
    - Change in Agent or Registered Service Provider
    - The addition or remove/withdrawal of asset(s)
    - A change in fuel type or in any other inherent properties of an asset
- As of Release 2.0 the *Versioning Process* is only applied to the Unit and not the asset(s) affected. With future Releases, the Versioning process will also be applicable to Asset(s)
- A Unit can be subject to multiple iterations of Versioning during its lifetime. For example, a Unit can require several changes over time and each change will constitute a case for Versioning – therefore one Unit within a provider's portfolio may have 1 Version whilst another may have 10 more.

11.2. Why is Versioning is needed?

- The main rationale for introducing Versioning on the SMP Portal is to keep track of changes of a Unit over time which are documented and available for the Contracts Team to monitor for auditing purposes as well as recording the history of a Unit as it evolves or changes during its lifetime. Essentially, when changes are made to the Unit, a cloned copy of the original record is produced with the original retaining its original properties, allowing a new version (cloned) to be subject to modifications or updates by the Portal User(s).
- Moreover, 'related' or supplementary records linked to the Unit will also be cloned automatically. For example, if the origin Unit has a pre-qualification 'application' attached, the application record will also be cloned – critically retaining the Status at the point of Versioning. Equally all corresponding Asset Testing Data and Supplementary Evidence pegged to the original application will be tagged against the latest version of the Unit automatically. It is important to note that if the Unit satisfies particular ''Service Criteria'' or conditions then as a result of the modifications made by the Portal User, then additional information or evidence will be required to support the modification request. The Sub~~-S~~section 10.4 in this chapter will cover this in more detail.

- It is important to note that with the introduction of User Role's, all Unit and Asset Records including those Versioned will be available to view and edit or manage exclusively by User(s) with the ''Unit Manager'' Role assigned to their User Record/Profile by their respective Super User. For more on User Roles please

- visit the Chapter on User Management. Moreover it is recommended that only one user at any one time is solely responsible for undertaking the task of Versioning a Unit.

- For the purposes of the Guide, the naming convention will run as follows; the origin Unit will be referred to as Version 1.0 and the second iteration of the Unit will be referred to as Version 2.0. Any subsequent iterations will follow the same logic, so a third version will be referred to as 3.0

11.3. What types of Versioning apply to Units?

There are currently two different types or instances of Versioning. These are as follows;

Manual Versioning	As a result of the Unit changes or modifications, there will be *an impact* on the Service Criteria for *all or any* of the Services the Unit is already approved to participate in, requiring intervention on the part of the Portal User to provide revised data and updated supplementary evidence with regards the corresponding asset(s) and re-appraisal of the original application(s) by the Contracts Management Team and or Registrations Team as appropriate for each respective service affected.
Automatic Versioning	As a result of the Unit changes or modifications, there will be *no impact* on the Service Criteria for *all or any* of the Services the Unit is already approved to participate in. The purpose of versioning is simply to keep an audit trail of the Unit's changes and original properties/details/data. This requires no intervention on the part of the portal user beyond providing the initial update to the Unit, subsequently enabling the automatic creation of the latest Unit Record and changing the Status of the origin or predecessor record to 'Versioned'.

The specific evaluation criteria to determine if a Unit requires Manual or Automatic Versioning and the intervention required on the part of the Portal User is outlined in Figure 10.4 overleaf.

- **The Service Minimum threshold (SMT)** is defined as the baseline Generation and/or Demand capacity volume a Unit is expected to deliver for the respective Service. Each Service will have a universal 'constant' threshold figure determined as part of the original specification by NGESO when a service is devised.

11.4. Versioning Scenarios & Versioning Criteria

Figure 10.4: Evaluation Criteria & Scenario's for Versioning Types.

Use Case	**Example**		**Requires Versioning**	**Versioning Type**	**Requires Re-alignment of asset(s) on the Portal**	**Requires Updating Pre-qualification application on the Portal**
My Unit's ***total capacity will increase beyond the current capacity BUT*** will ***remain under the Service Minimum Threshold for the Service(s)*** for ALL OR ANY it has been pre-qualified for already	Unit Gen Capacity Unit Pre-qualified for 2 Services SMT's Unit's latest Capacity	= 10 MW DC HF DM HF DC HF = 20 MW DM HF = 15 MW = 12 MW	Yes	Automated *(no additional input required from Portal Users beyond providing updated Unit details)*	No	No
My Unit's ***total capacity will be equal to OR increase beyond the current capacity AND exceed the Service Minimum Threshold for the Service(s)*** for ALL OR ANY it has been pre-qualified for already	Unit Gen Capacity Unit Pre-qualified for 2 Services SMT's	= 10 MW DC HF DM HF DC HF = 20 MW	Yes	Manual *(additional steps required from Portal Users in addition to providing revised Unit details)*	Yes	Yes * *for the service affected (DC HF)*

	Unit's latest Capacity	DM HF = 15 MW = 25 MW				
Use Case	**Example**		**Requires Versioning**	**Versioning Type**	**Requires Re-alignment of asset(s) on the Portal**	**Requires Updating Pre-qualification application on the Portal**
My Unit's ***total capacity will reduce beyond the current capacity AND remain under the Service Minimum Threshold for*** ALL OR ANY ***the Service(s)*** it has been pre-qualified for already	Unit Gen Capacity Unit Pre-qualified for 2 Services SMT's Unit's latest Capacity	= 10 MW DC HF DM HF DC HF = 20 MW DM HF = 15 MW = 5 MW	Yes	Automated *(no additional input required from Portal Users beyond providing updated Unit details)*	No	No
My Unit's ***total capacity will reduce beyond the current capacity BUT*** *exceed* ***the Service Minimum Threshold for*** ALL OR ANY of ***the Service(s)*** it has been pre-qualified for already	Unit Gen Capacity Unit Pre-qualified for 2 Services SMT's	= 30 MW DC HF DM HF	Yes	Automated *(no additional input required from Portal Users beyond providing updated Unit details)*	No	No

	Unit's latest Capacity	DC HF = 20 MW DM HF = 15 MW = 25 MW				

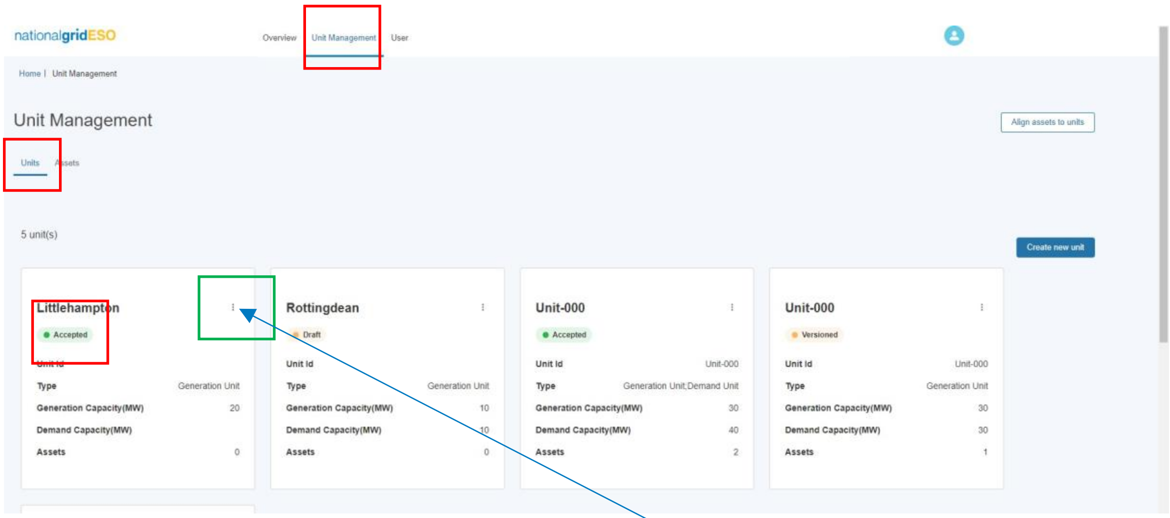
11.5. Manual Versioning Process

The chapter below outlines the steps required to undertake Manual Versioning on the SMP Portal for Release 2.0

11.5.1. Selection of Unit to Version

- Portal User (with the Unit Manager Role) navigates to Unit listed under the Unit Tab of the Unit Management Screen Page as displayed in Figure 10.5.1
- The pre-requisite is that the Unit must be display the **'Accepted' Status.** This signifies that the original Unit has already been appraised and vetted by the Registrations Team.

Figure 10.5.1: Unit Management Home Page

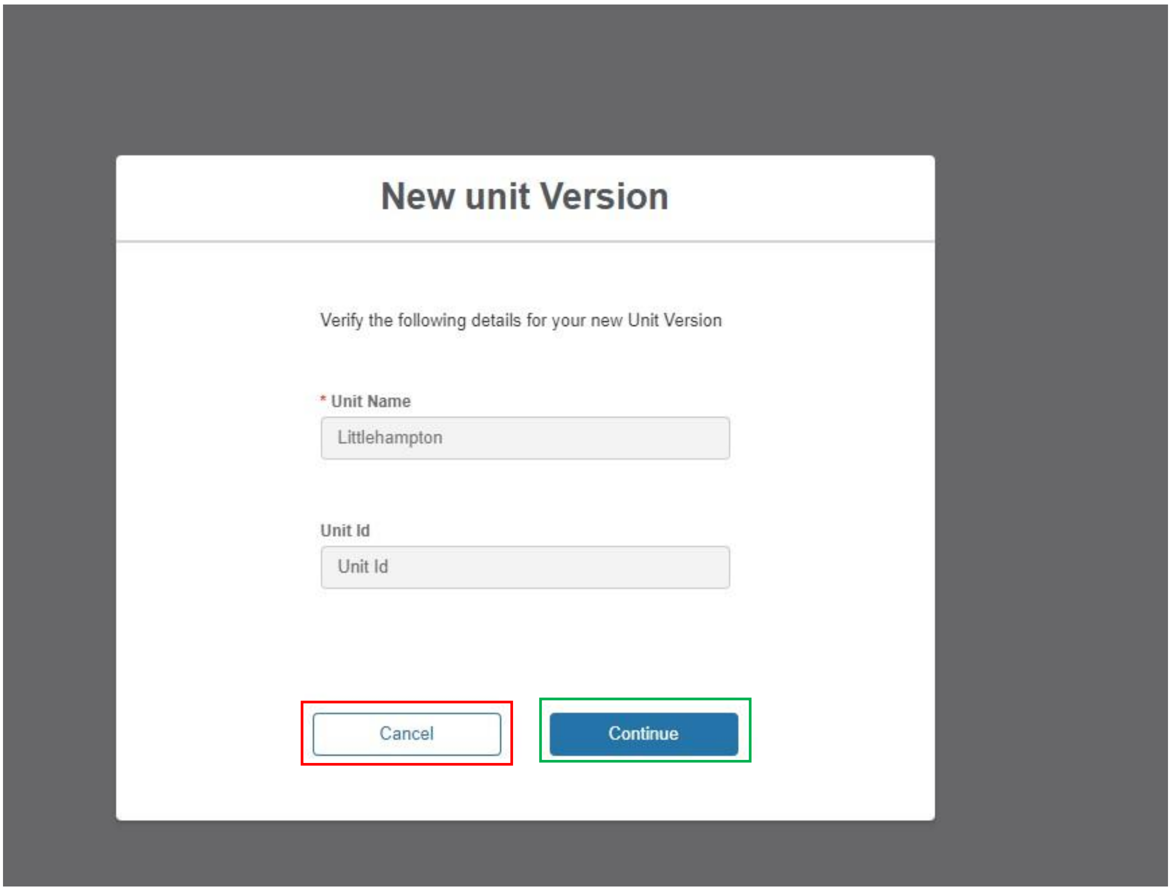


- Navigate to the top-hand right corner of the tile for the Unit (3 linear dots) and click. Three options are presented – select the third option *'Create New Version'*

11.5.2. Revision to Unit Details

- A pop up screen will appear. Please note that as of Release 2.0 there is a lag or delay of a couple of seconds for the screen to load. Avoid refreshing the page, as a duplicate Version could accidentally be created. This will be remedied in Release 2.0a.
- Please ensure that the portal user is using *Google Chrome* to undertake this task.
- A compact screen will display pre-populated with the *Unit Name* and *Unit Id* as illustrated in Figure 10.5.2.
- There is the option to cancel the step if Versioning is no longer required by selecting the Cancel button. This is currently the only opportunity to undertake this step. If a decision is taken to nullify a 'versioned' record post creation, then the portal user must approach the Contract's Management Team with details of the Unit via email communication to rectify the issue.
- Select *'Continue'* to proceed with the process of enabling the next step.

Figure 10.5.2: Revision to Unit Details Screen



11.5.3. Update/Revision to Unit Details

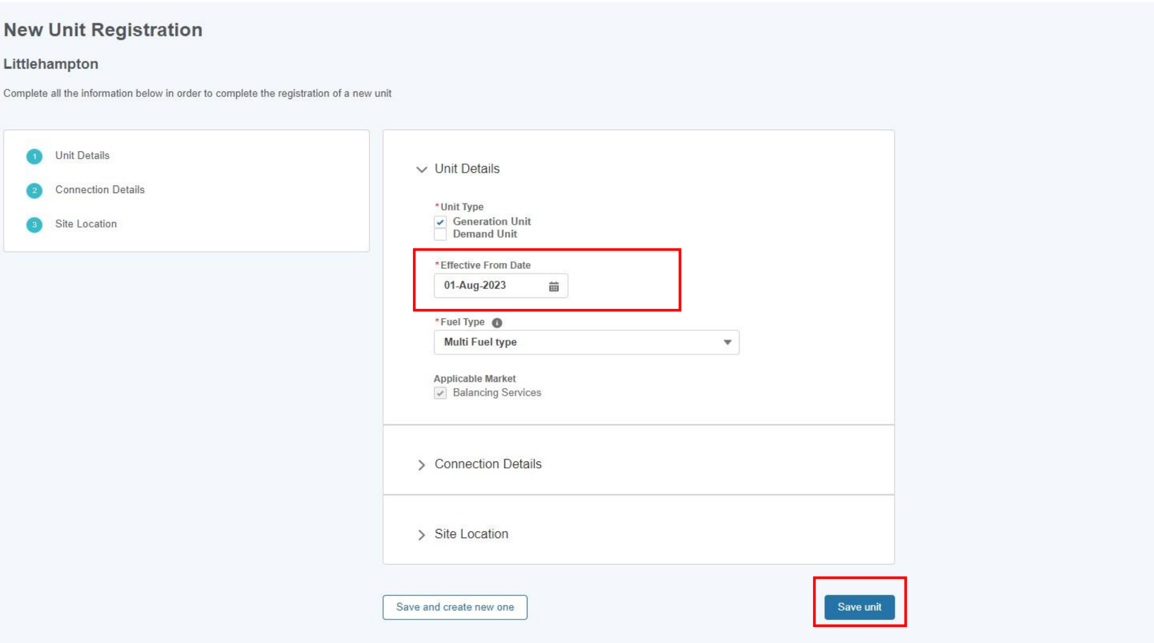
- A secondary pop-up screen will appear. This will resemble the format of the original Unit Registration. The portal user will be presented with pre-populated field values based on the original Unit information. The portal user will be expected to update the relevant fields. Once again, all fields marked with a red asterisk are mandatory and it will not be possible to proceed with 'Save Unit' if these fields are left blank.
- The critical feature of Versioning is the use of *'Effective Dates'*. Versions run in succession and adjacent to one another. There cannot be an overlap of two versions of a Unit at any one time.
    - *For example*, Version 1.0 (origin Unit) is available to operate between 1st August 2021 to 31st August 2022. Version 2.0 (next iteration of origin Unit) can only be effective from **a minimum of a day after Version 1.0's effective to date –** therefore Version 2.0 is available to operate from 1st September 2022.
- The *Effective from Date* is therefore essential to enter as part of the Update/Revision to the Unit Details and a portal user will not be able to progress without entering a date.
- It is expected that in Release 2.0 the key fields that are subject to revision/updates are under the Unit Details Section;
    - *Unit Type*
    - *Fuel Type*

It is expected that in Release 2.0 the key fields that are subject to revision/updates are under the Connection Details Section;

- *Generation Capacity*
- *Demand Capacity*

- Once the updates are made, the Portal User should select '*Save Unit'* to complete the process of generating a secondary version of the Unit

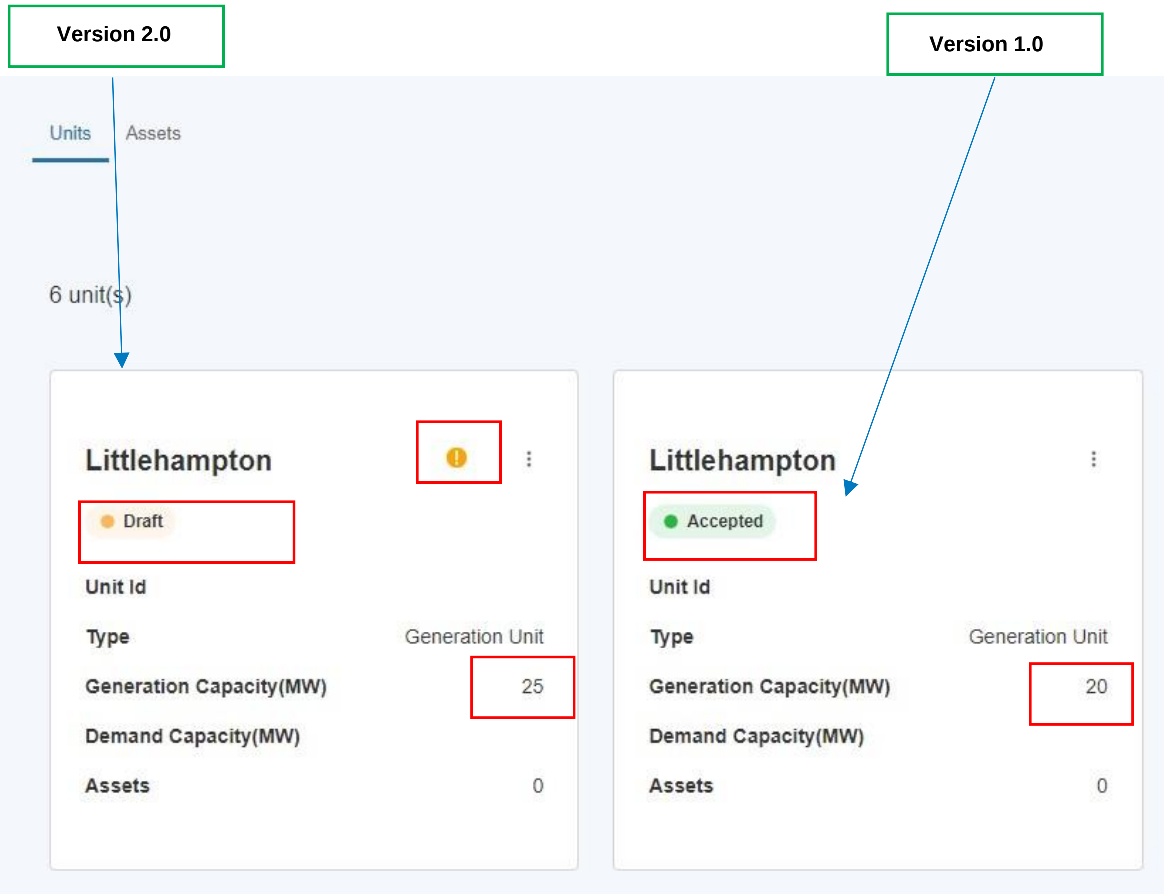
Figure 10.5.2: Revision to Unit Details Screen



11.5.4. Step 2. Re-alignment of Asset(s) to Unit Version 2.0

- Upon Save, *a green pop-up notification* at the top of the screen will appear to acknowledge a new Version 2.0 of the Unit has been created. The portal user will be re-directed to the Unit Management Home Page Screen and will see a new Unit Tile for Version 2.0 as illustrated in Figure 10.5.4. This will sit adjacent to Version 1.0 as illustrated in the figure below.
- Version 2.0 can be signified by the Status Value equating to ***'Draft'*** whilst Version 1.0 will remain equal to '***Accepted'.***
- Version 2.0 will also be signified by a ***yellow indicator icon*** on the right-hand corner. This icon will only appear **to indicate that the conditions have been triggered for Manual Versioning Steps to be taken by the Portal User.**
- Hovering over the 'Help Text' will further prompt the portal user to the fact that *the total capacity figure on Version 2.0 must be less than the total capacity figure of Version 1.0.*
- In the example of 'Littlehampton' the Generation Capacity has changed from 20MW to 25MW by simply updating the Unit Screen. The next stage is to validate this increase by re-aligning the Unit with the correct logical grouping of asset(s) to reflect this revised amount.

Figure 10.5.4 – Unit Version 1.0 & Version 2.0 *Records*



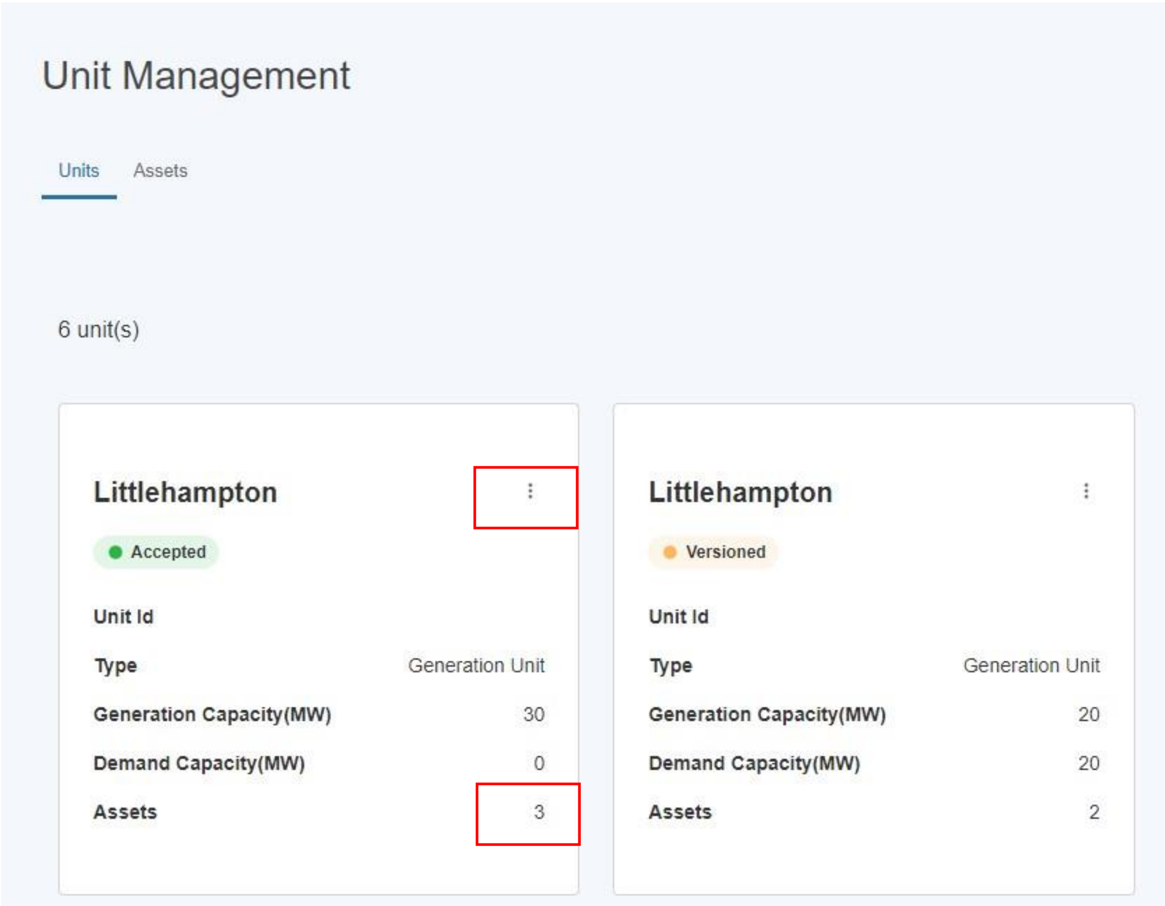
- The sequential order of tasks to be taken by the Portal User to complete the Manual Versioning successfully are as follows;
    1. **'Re-align' Unit Version 2.0** with the correct Asset(s) to reflect the increase in total capacity-. This exercise is- completed by –the Portal User- as- per instruction -for Release 1.0
    2. Selection of **the 'Submit for Approval' option** on the Unit Version 2.0 Tile.
    3. **Update of Original Pre-Qualification Application data** affiliated with Unit Version 1.0

The Section entitled Step 3 is dedicated to outlining the detail of Task 2 and Task 3 specifically as the task of alignment will be identical to the standard process as per Release

11.5.5. Step 3a. Submit for Approval Unit Version 2.0

- Once alignment is complete, the portal user will see the corresponding Unit Version 2.0 Tile with the revised number of asset(s). In the case of Littlehampton a new asset was added to reflect the increase in MW.
- The Portal User should navigate to the top hand corner of the tile and hover over the three dots, **selecting 'Submit for Approval'.**
- This will automatically trigger the Status on Version 2.0 to switch to 'Accepted' AND the Status on Version 1.0 to switch to 'Versioned' as illustrated in Figure 10.5.5

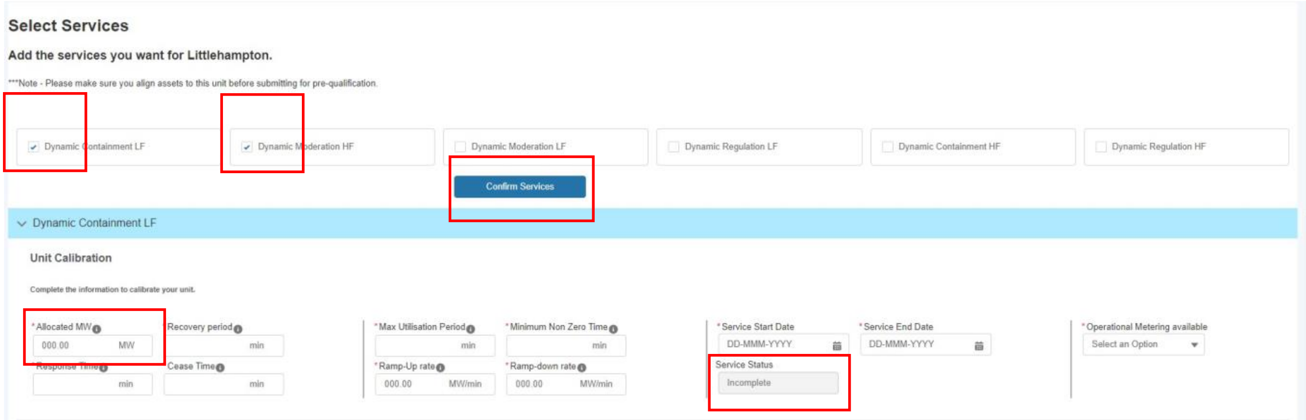
Figure 10.5.5 Submit for Approval



11.5.6. Step 3b.- Update Pre-qualification Data to support Unit Version 2.0

- The final task is to provide revised pre-qualification data to reflect the modifications to the Unit for the Services affected. To do this, the portal user should navigate to the ‘Pre-qualify for Services’’ on the Unit Version 2.0 Tile by hovering over the three dots on the right-hand side.
- The reason this step occurs after the Submit for Approval is because if this step is undertaken in advance of the Submit for Approval the revised values provided by the Portal User under each respective service applied for originally will be reset to ‘0’, requiring the Portal User to repeat the exercise, duplicating their efforts.
- Select the *Confirm Services* button to acknowledge that the existing services originally applied for Unit Version 1.0 still apply for Unit Version 2.0.
- The Portal User can take the opportunity to submit a NEW pre-qualification application in the same iteration for an additional service that Unit Version 2.0 will be delivering.
- Under the Unit Calibration Subsection
    - the **Allocated MW field will revert to 000.00 MW –** as a direct result of the Manual Versioning process triggering
    - the **Service Status Field will also revert to Incomplete –** to indicate that the Pre-qualification application will be subject to review by the Contracts Management Team as a direct result of the Manual Versioning process triggering
- The Portal User will be expected to provide the revised values for the Allocated MW field but also any other fields reflecting the modification to Unit Version 2.0.
- The Portal User will also be expected to provide the revised values for the re-aligned asset(s) under the Asset Testing Section.
- The Portal User will also be expected to append any supplementary evidence to support the re-aligned asset(s) under the Evidence Section.
- Once these steps have been undertaken, the Submit Button at the bottom of the screen for the respective service can be selected to refresh the original application.
- Upon selecting Submit and refreshing the Pre-qualification Screen the Service Status value will automatically update to equate to ‘’Submitted’ as confirmation that the revised changes have been submitted successfully.
- The Contracts Management Team will review and re-appraise the Pre-qualification Application as per standard and if successful will change the value to ‘Approved’ OR if suspended to ‘Rejected’ accordingly.

Figure 10.5.6 Updating Pre-qualification Screen



11.6. Automated Versioning Process

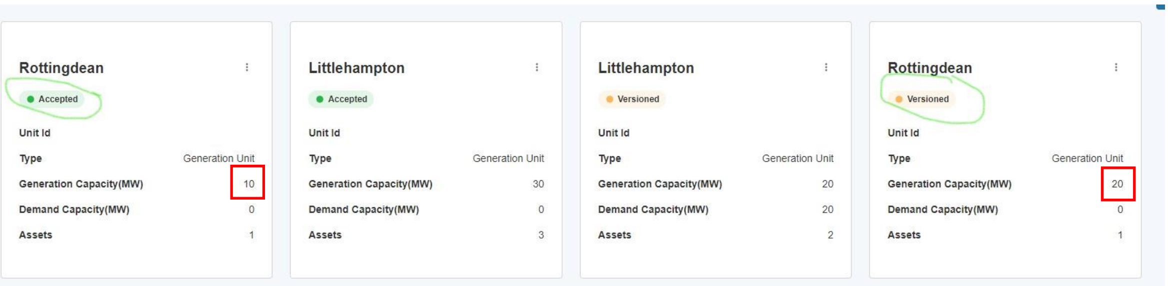
The steps required to undertake Automated Versioning are identical to Manual Versioning up until the point of Re-alignment where there is a deviation. Portal Users are only expected to;

1. Select the Unit to Version
2. Update the Unit Details by selecting ‘Create New Version’
3. Select ‘Submit for Approval’

- The Unit must be in ‘**Accepted** Status’ prior to being subject to Versioning.

- Once the Portal User has selected ‘Submit for Approval’ the Unit in question (Unit Version 1.0) will switch status to ‘Versioned’ and a new version (Unit Version 2.0) will be created with the status set to ‘Accepted’ automatically without any intervention or further action.
- The example in Figure 10.6 illustrates to two Version’s for the Unit entitled ‘Rottingdean’. *As indicated by the Generation Capacity reducing from 20MW to 10MW, the conditions to determine the Versioning Type have been evaluated by the system and determined that they satisfy the criteria for Automated Versioning, hence why the ‘I’ yellow indicator has not appeared as a further symbolic alert that further intervention is required.*

Figure 10.6 Example of Automated Versioned Unit.



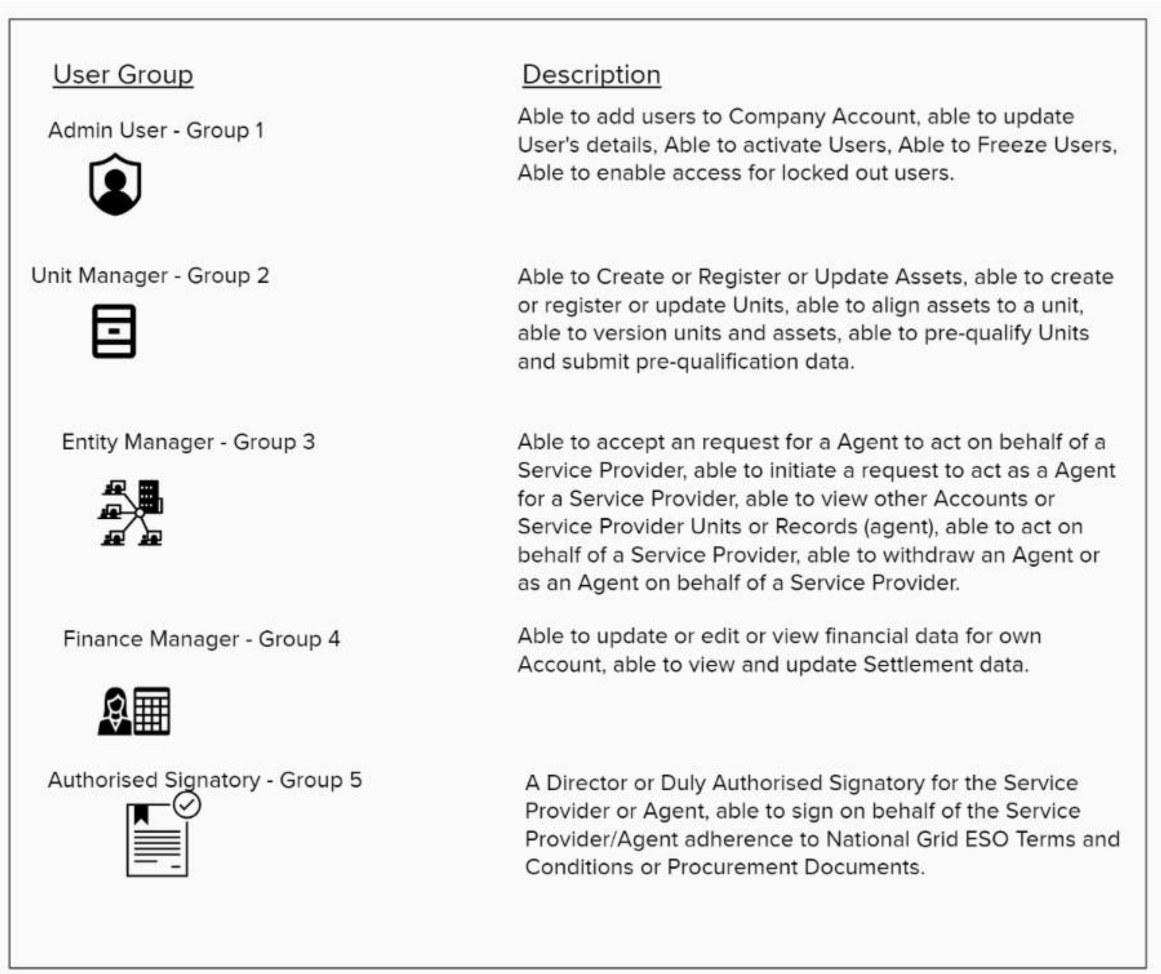
12. User Management

This functionality facilitates an end-to-end self-service capability for users to manage access and permissions across their organisation on the SMP Portal. In Release 1.0, all users were expected to *self-register* individually on the Portal.

As of Release 2.0 **only first-time users and companies or organisations new to the SMP Portal** will be required to register using the Portal as it currently stands.

For existing users already registered on the Portal, a new approach will be introduced to help better manage the accessibility and the ability to register future users of their own accord. To this end, User Roles have been introduced as described in Figure 11.1 below.

Figure 11.1 User Group Roles



User Group	Description
Admin User - Group 1	Able to add users to Company Account, able to update User's details, Able to activate Users, Able to Freeze Users, Able to enable access for locked out users.
Unit Manager - Group 2	Able to Create or Register or Update Assets, able to create or register or update Units, able to align assets to a unit, able to version units and assets, able to pre-qualify Units and submit pre-qualification data.
Entity Manager - Group 3	Able to accept an request for a Agent to act on behalf of a Service Provider, able to initiate a request to act as a Agent for a Service Provider, able to view other Accounts or Service Provider Units or Records (agent), able to act on behalf of a Service Provider, able to withdraw an Agent or as an Agent on behalf of a Service Provider.
Finance Manager - Group 4	Able to update or edit or view financial data for own Account, able to view and update Settlement data.
Authorised Signatory - Group 5	A Director or Duly Authorised Signatory for the Service Provider or Agent, able to sign on behalf of the Service Provider/Agent adherence to National Grid ESO Terms and Conditions or Procurement Documents.

12.1. Super Users & Secondary Users

In order to provide an organisation with agency to apply and manage the roles listed in the table overleaf, an overarching role entitled **'Super User'** has also been created. As of Release 2.0 the key feature of the Super User Role is to enable them to specifically create additional users on behalf of their company or organisation.

As of Release 2.0 only **one** Super User Role can be allocated for each company or organisation. Where a company or organisation has multiple users currently registered, a single user should be nominated for the Super User Role to manage the other existing users.

The **User Admin Role** has been designed to enable the specific allocation of roles to other users. A User Admin Role can be assigned to one or multiple secondary users to grant them agency to management of portal user roles.

The Super User role is **exclusively assigned and managed** by the Contracts Management Team in line with Business Rules.

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12.2. User Role Business Rules

The new User Management approach has been designed to allow for flexibility and agility in what level of access and visibility to functionality on the portal are granted, recognising that this may evolve or change over the user's lifetime. With this in mind these are currently the business rules;

1. Roles are not mutually exclusive: A user can be assigned more than one role at any time with the exception of the Super User Role which is allocated from the outset and by the Contract's Management Team. For example a secondary user can be assigned a combination of 'Unit Manager' and 'Related Entity Manager' role.
2. A Super User can also assign themselves all other roles if they have assigned themselves the User Admin Role in the first instance.
3. A Super User does not have to also have assigned themselves a User Admin Role. Conversely, a company or organisation can have multiple secondary users with the User Admin Role *without being a Super User.*
4. Roles can be assigned or de-assigned at any point in time by a User Admin Role on behalf of other secondary users. For example if a secondary user was assigned the 'Unit Manager Role' and the 'Related Entity Manager Role' initially, the 'Unit Manager Role' can be revoked at a later stage.
5. De-activation of Users: As of Release 2.0, **both Super Users AND all Secondary Users** will have to be de-activated by the Contracts Management Team. In the

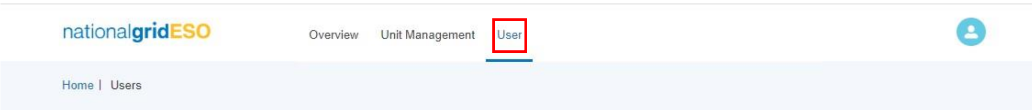
instance of User's no longer requiring access to the portal, it is imperative that the user in question is de-activated for the purposes of Data Protection and Compliance but also in order to release the underpinning licence to re-allocate to prospective users.

6. The **'Authorised Signatory' Role** is unique as it will not be supported with a licence, subsequently if a member of your organisation or company has been assigned this role exclusively, then **they will not be able to access the SMP Portal.** In order to grant them access if required, they will also need to be assigned a minimum of one of the other roles.
7. In order to take advantage of the upcoming 'digital signatures' feature for Release 2.0a, it will be required that a designated authorised signatory on behalf of your company/organisation must be registered in advance by the Super User and assigned the Authorised Signatory Role prior in order to grant them access to the digital signature capability. This will be a one off exercise, once set up they will be in a position to access the digital signature capability.
8. New Roles can be onboarded for use on the SMP Portal with future Releases, and therefore the current portfolio of User Roles are not restricted.
9. Each Company/Organisation is allocated a quota of **five** capped user licences

The following sections will address the methodology to allocating User Roles on the SMP Portal for Release 2.0

12.3. Creating/Registering Secondary Users by the Super Users.

- As a Super User, all future or prospective Secondary Users can be created (and registered) by firstly selecting the 'User' tab on the navigation bar.
- Figure 11.3: User Management Tab



- This will display the User Management Home Page/Screen as illustrated in Figure 11.3.1.
- The portal user should select the 'Invite new User' custom button on the top right hand of the screen

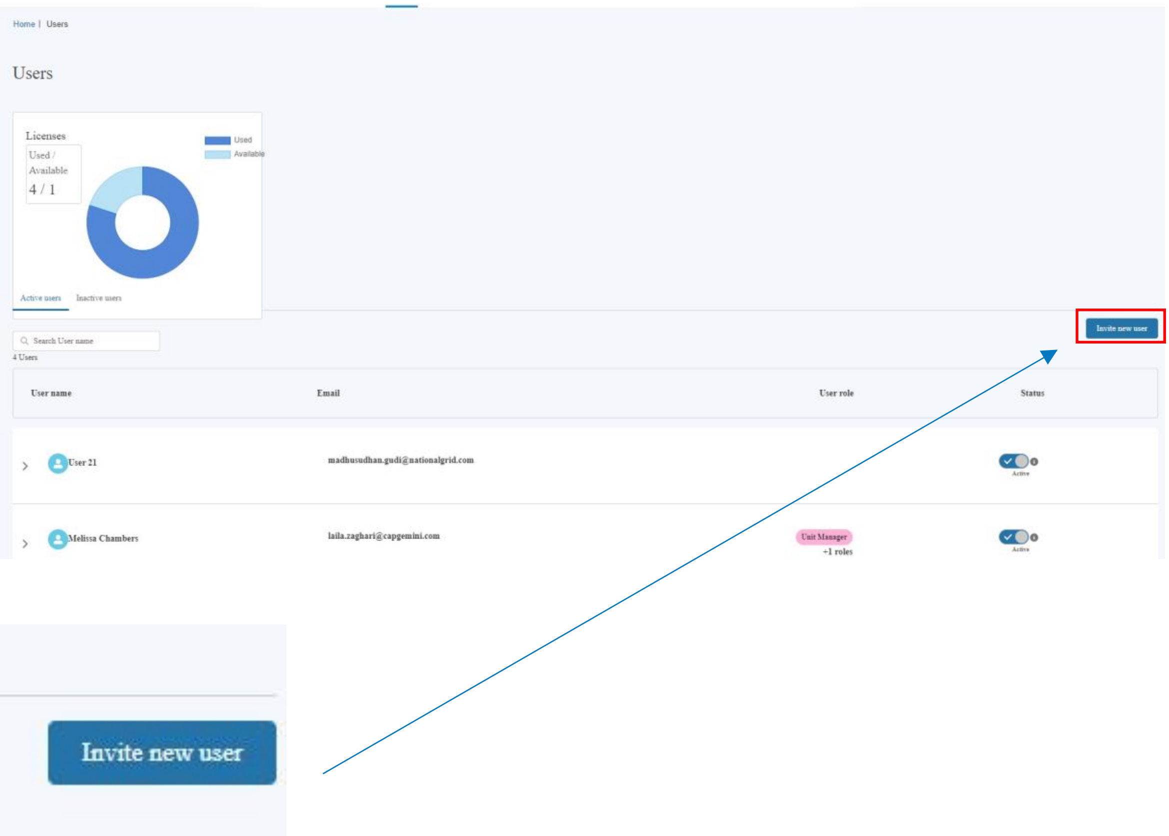
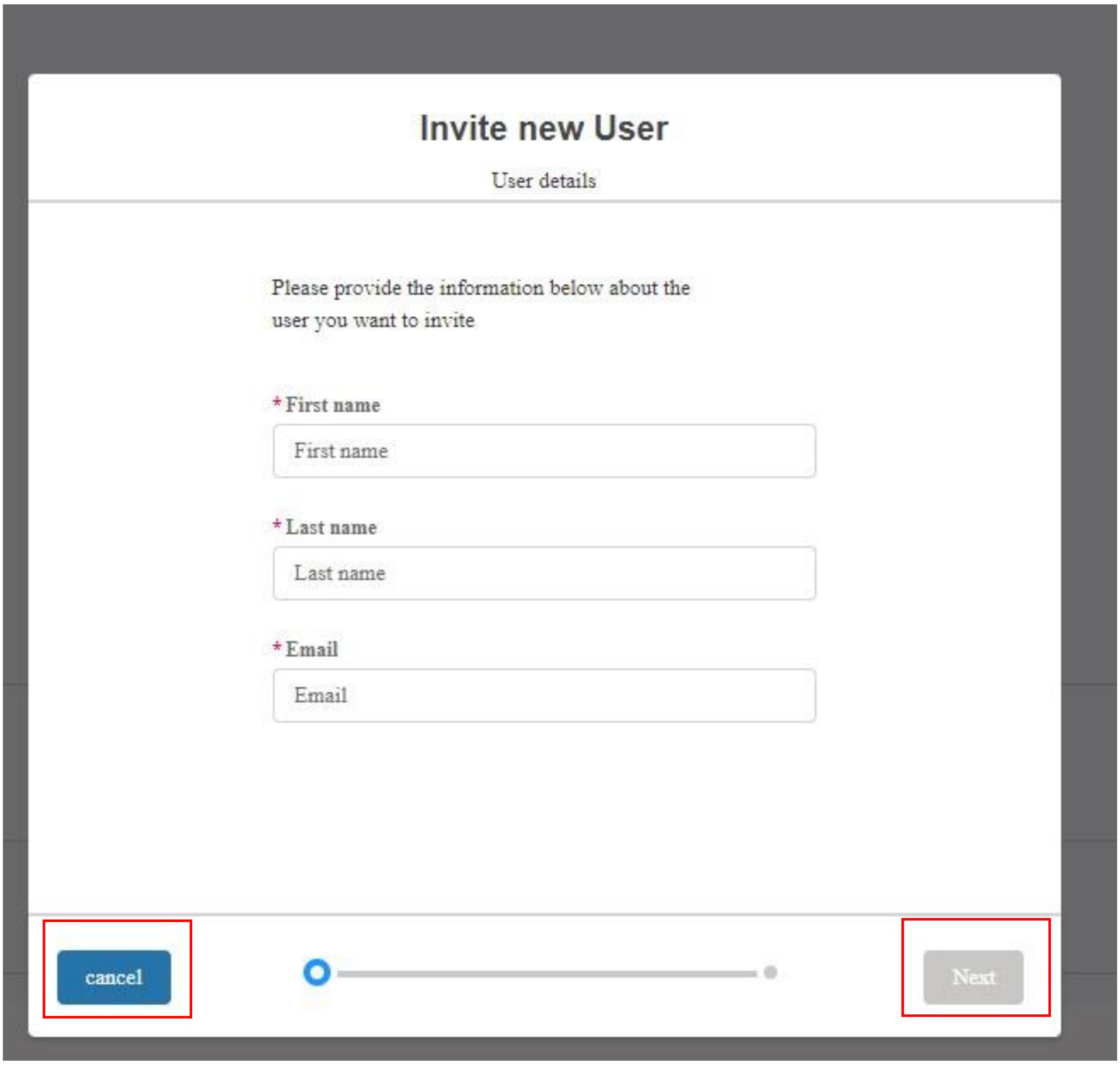
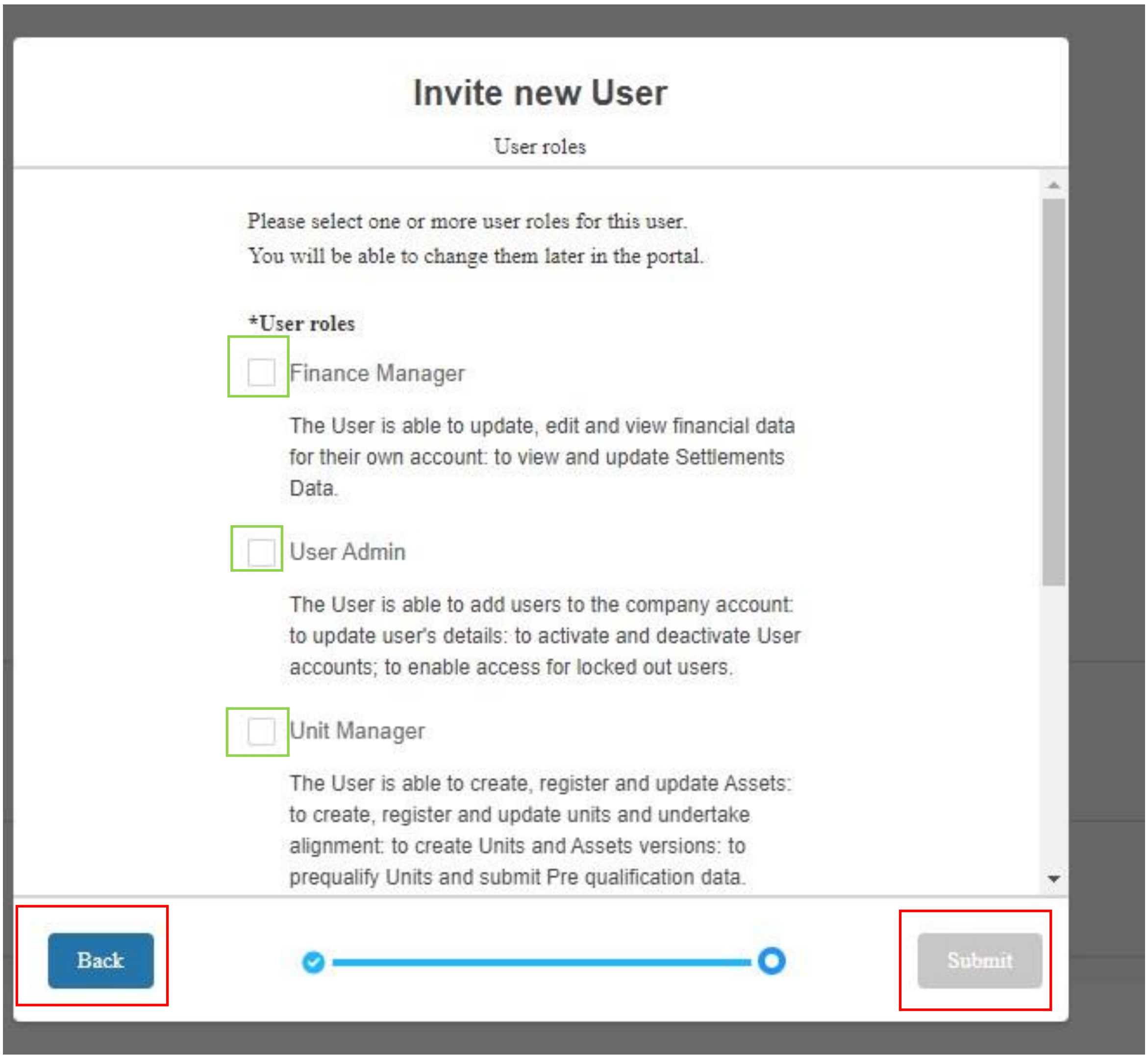


Figure 11.4: Invite New User Screen



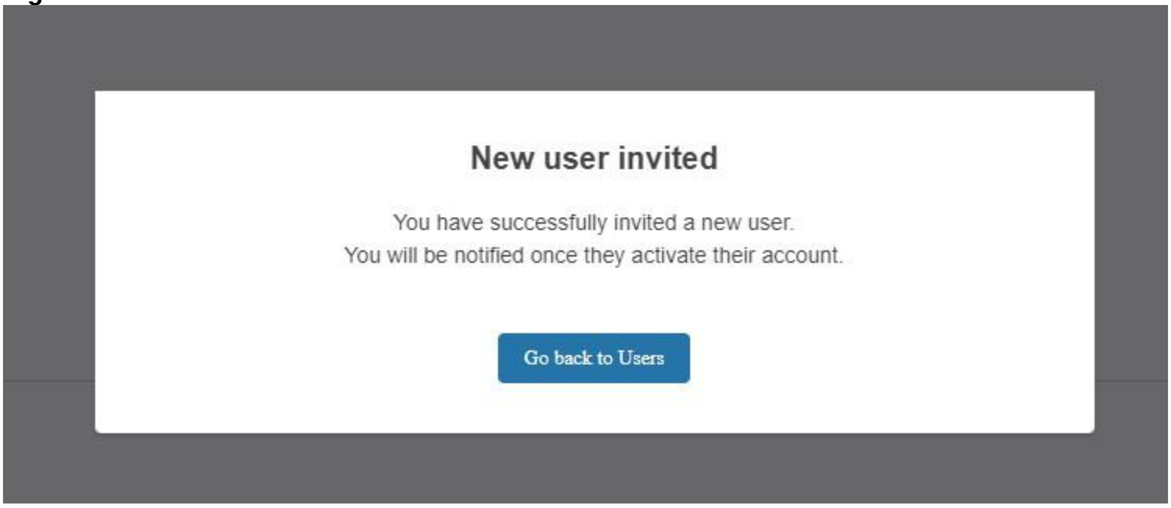
- The screen above will follow, prompting the portal user to enter the contact details on behalf of the new user. Please note that all three fields are mandatory and the portal user will not be able to progress to the next screen without entering a value.
- The 'Next' Custom button will appear in blue, ready for selection.
- There is the opportunity to select 'Cancel' if the portal users decides to abort the process of creating a new user. In this instance, the portal user is re-directed back to the User Management Home Page/Screen.

Figure 11.4.1: Role Allocation Screen



- The screen above will follow, prompting the portal user to select the User Role(s) to be allocated to the new user. Simply check the boxes as appropriate and select Submit when finished
- A *minimum of one User Role* must be selected in order to proceed to the next screen. Select 'Submit' when finished.

Figure 11.4.2: Confirmation of Role Allocation Screen.



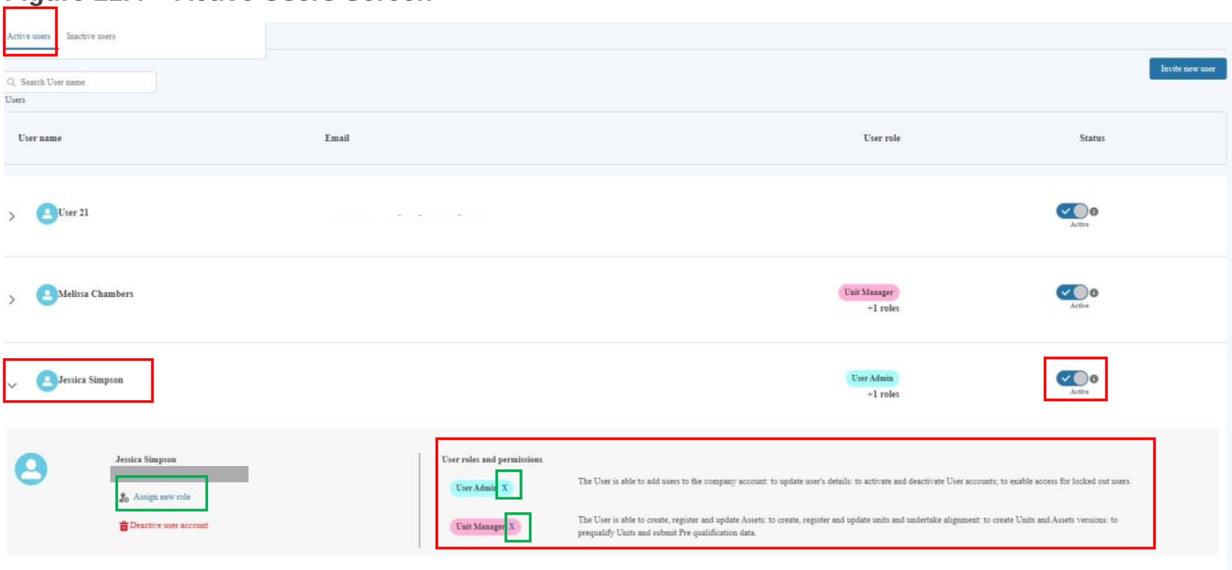
- The final screen acknowledges that the new user has been successfully created. What follows are the standard sequential series of automated emails to the new user as per Release 1.0.

1. An autogenerated email to verify the new user's email address
2. An autogenerated email invite the new user to set their password and providing them with their new username
3. An autogenerated email prompting the new user to authenticate using the Salesforce MFA Authenticator App.

- The standard rules apply, with a 24-hour window from the email being generated allowing the new user to undertake the tasks above successfully and set their login credentials, so prior notice should be given to the new user to anticipate the emails.

12.4. Managing Registered Secondary Users (Active)

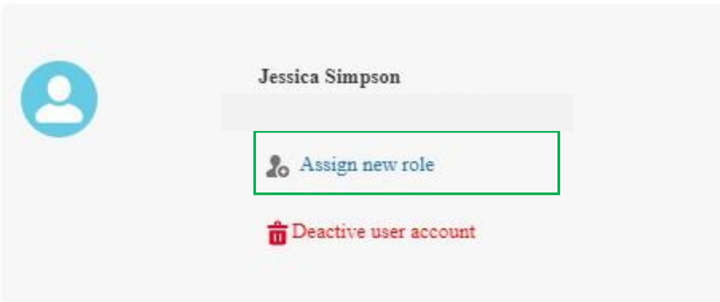
Figure 11.4 – Active Users Screen



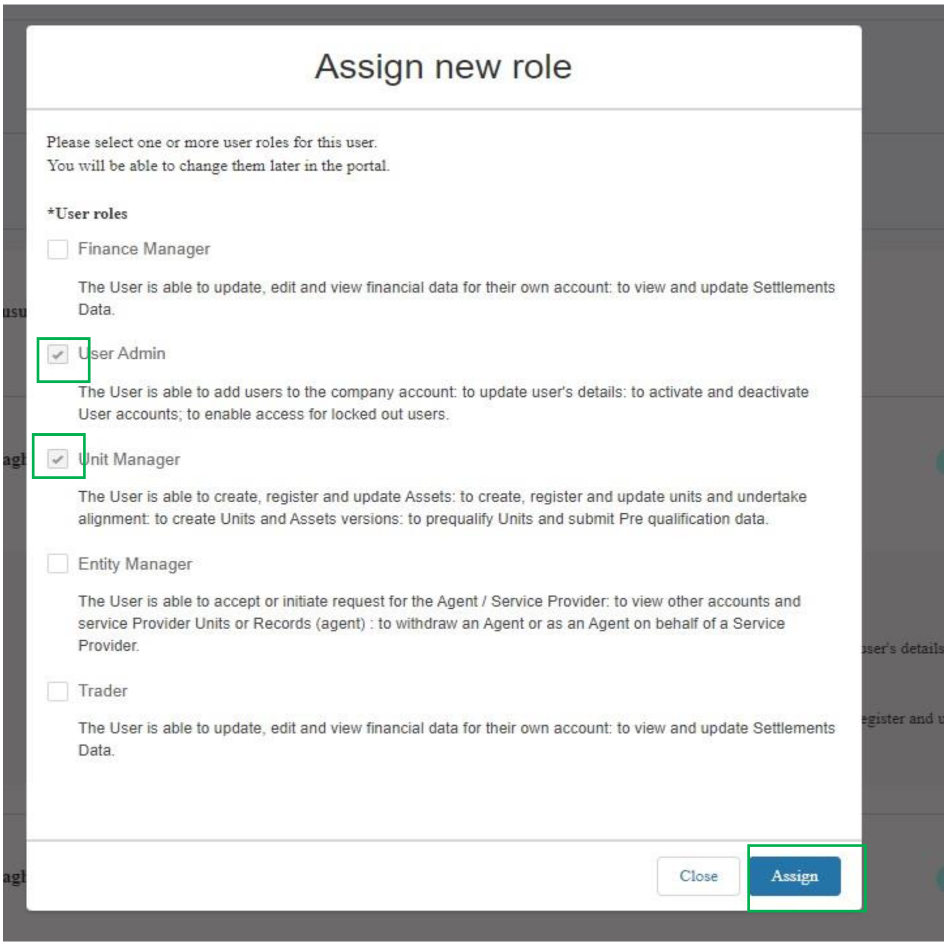
- Once the new secondary user is created – they will be instantly added to the 'Active' Users tab as an itemised User, regardless of if the User is still in the process of completing verification and authentication to acquire their login credentials.
- In the example above, *Jessica Simpson's* will present as an itemised line with a summary view, to look at her 'profile' in more detail, the user can select the drop down arrow adjacent to her name. A collapsible section will appear with her profile's details including the User roles assigned under the User and permissions sub-section.
- The Active toggle button is for *read-only purposes*. As of Release 2.0, Users with the **User Admin Role are not able to de-activate secondary users directly.**

12.5. Adding additional roles to Secondary Users (Active)

Figure 11.5 – Assign new Role Screens

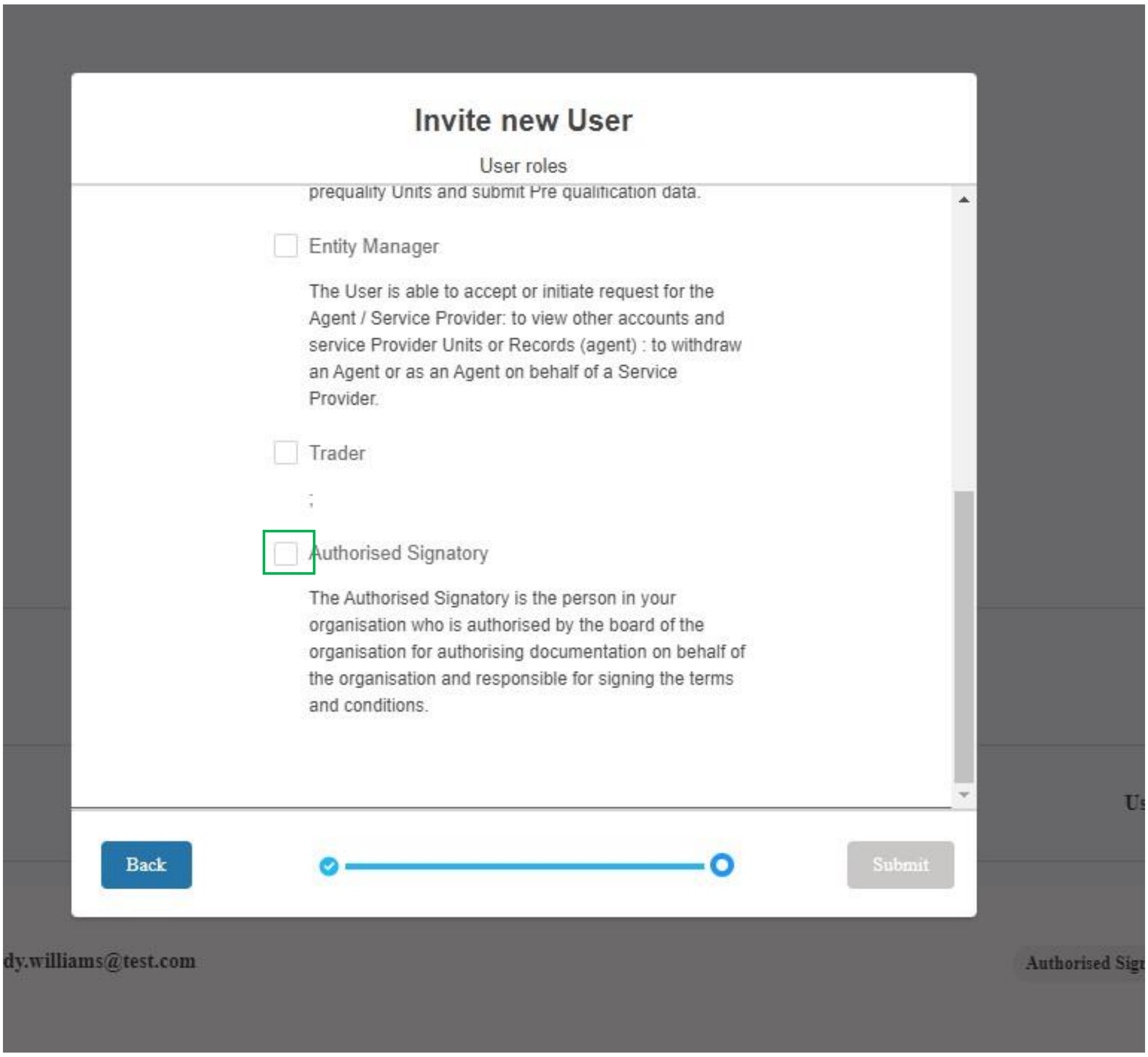


- To add additional roles to an existing User's 'Profile', a *User Admin Role based User* must select the Assign new role option as illustrated in Figure 11.5
- The Assign new Role screen will appear prompting the User to select from the list the additional supplementary roles to add to the user's profile. The existing Roles already allocated will appear as checked. Once complete, select *Assign.*



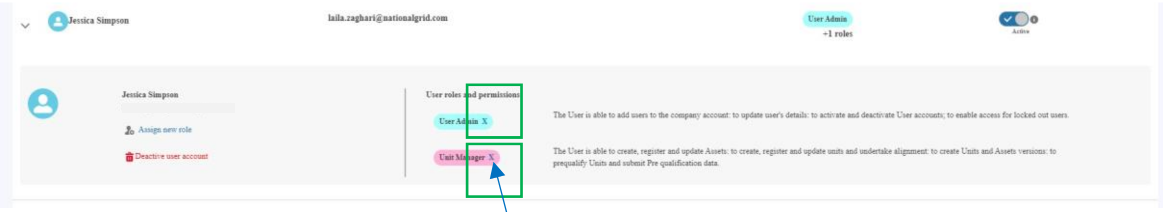
12.6. Adding Authorised Signatory

In order to leverage the Digital Signature functionality, the Authorised Signatory must be registered by the Super User/User Admin in advance of the pre-qualification process being started.



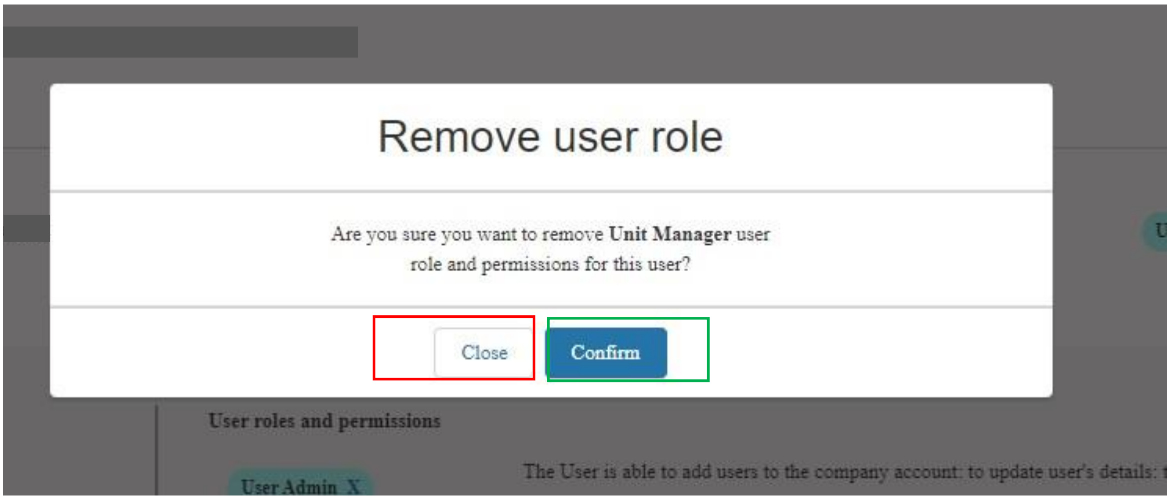
12.7. Removing existing role(s) from Secondary Users (Active)

Figure 11.6 – Unassign existing Role(s) Screens



- To remove an existing role from the user's profile, navigate to the *Role name* under the *User role and permissions* sub-section and press the '**X**' adjacent to the role name as highlighted in the figure above. This task will have to be repeated for each individual role. In the example above, the '**X**' will require removing two fold, once for the '*User Admin*' and once for '*Unit Manager'.*
- A pop-up notification will appear promptly reminding the portal user to confirm they wish to remove the user role. To proceed select '*Confirm'*, to abort select '*Close*'.
- In order to swap, exchange or switch roles, the methodology of removing and then adding roles to a user's profile is the only way to enable this.

Figure 11.6.1 – Unassign existing Role(s) Screens



- If the User Admin Role experiences any errors or difficulties whilst using the User Management functionality, they should reach out the Contracts Management Team in the first instance by email.

12.8. Removing existing role(s) from Secondary Users (Active)

- As of Release 2.0, all existing Users can only be de-activated by the Contract's Management Team, in such instance Portal Users must reach out via e-mail, preferably in advance of a User requiring de-activation from the SMP Portal.

12.9. Deactivating Secondary Users

- As of Release 2.2, Portal Users who have been assigned the 'Super User AND User Admin Role' have the ability to deactivate Secondary Users, so that they can no longer access SM The reason for this feature is to enable Providers to manage their allocation of SMP Portal Licences efficiently and also take ownership of restricting secondary users access in the event it is no longer required.
- To deactivate a Secondary User account, Super Users should log into the SMP Portal and navigate to the 'User' tab at the top of the screen. They should then locate the name of the user they wish to deactivate and click the arrow to expand the section, as illustrated in Figure 11.7
- When section has expanded, there will be a link to 'Deactivate User Account' as illustrated in Figure 11.7.1. After clicking this link, a green confirmation banner will appear at the top of the screen to indicate that the user has been successfully deactivated. An email will be sent automatically to the deactivated user's email address to inform the user that their account has been deactivated and that they can no longer access the SMP Portal.
- This deactivated user can now be found in the list of Inactive Users. A Super User can reactivate the deactivated user, by clicking on the arrow next to the name to expand the section.

Figure 11.7: User Page

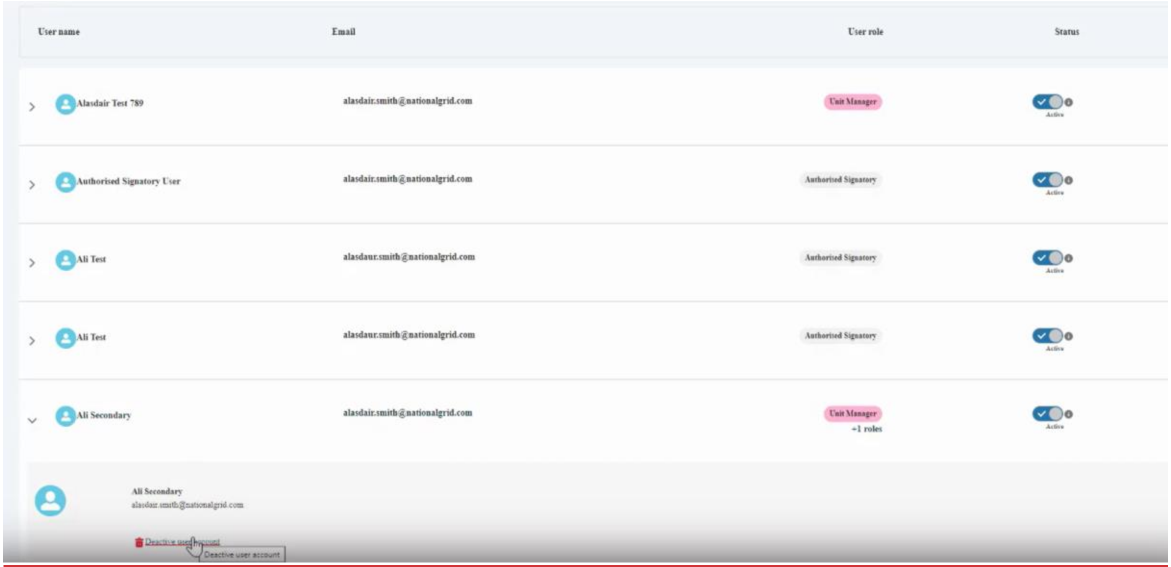
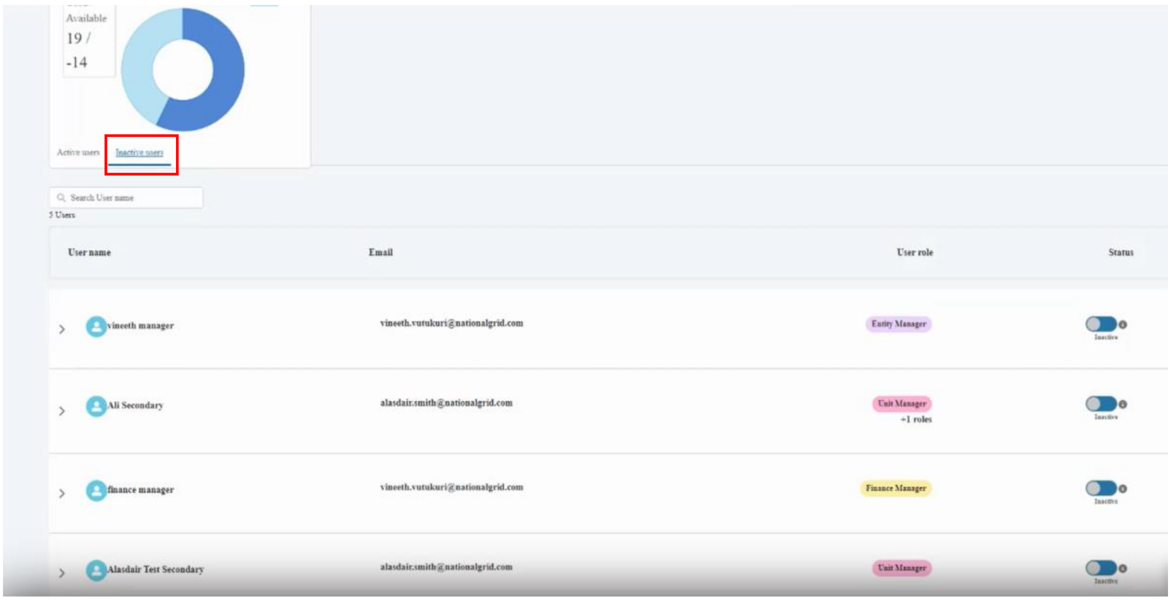


Figure 11.7.1: Inactive Users



12.10. Deactivating Super Users

- As of Release 2.2, Super Users have the ability to request to deactivate their own account if they are no longer the designated Super User or they no longer require access to SMP. Please note that as only 1 Super User can be allocated per Account (Company/Organisation) it is imperative that an alternative Super User is identified and assigned the Role to ensure that the Provider is in a position to continue managing their secondary users. To set up an alternative Super User, then person in question must approach their Contract Manager.

- To deactivate their account, Super Users should log into the SMP Portal and navigate to the ‘User’ tab at the top of the screen. They should then locate their name in the list of users and click the arrow to expand the section, as illustrated in Figure 11.8
- When section has expanded, there will be a link to ‘Deactivate User Account’ as illustrated in Figure 11.8.1. After clicking this link, a pop-up message will be displayed (see Figure 11.8.2), asking the User to confirm the request to the Contracts Team.
- After clicking ‘Send Request’, a green confirmation banner will appear at the top of the screen to indicate that an email has been sent to the ESO Contacts Team. After the Contracts Team has processed the request, the user will no longer be able to access SMP.

Figure 11.8: User Page

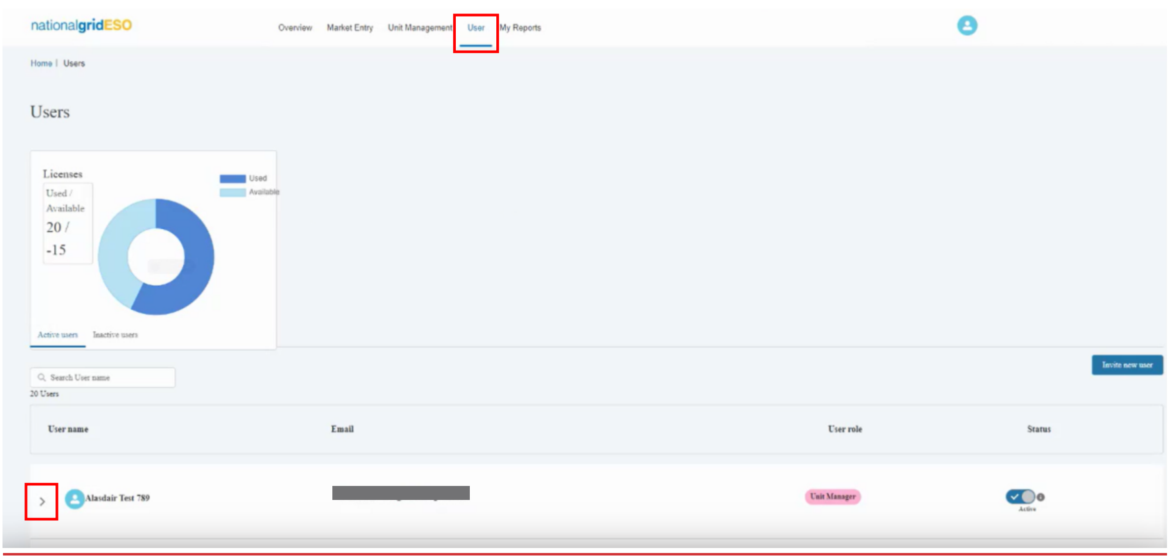


Figure 11.8.1: Deactivate Super User

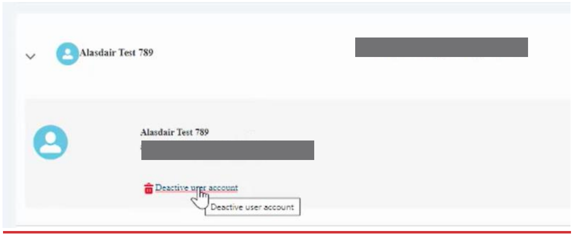
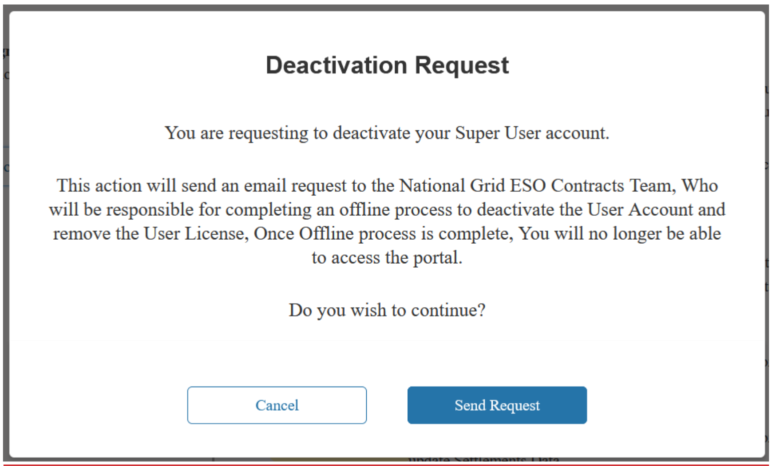


Figure 11.8.2: Pop-Up Message when Requesting to Deactivate Super User



13. Related Entity – Registering as an Agent

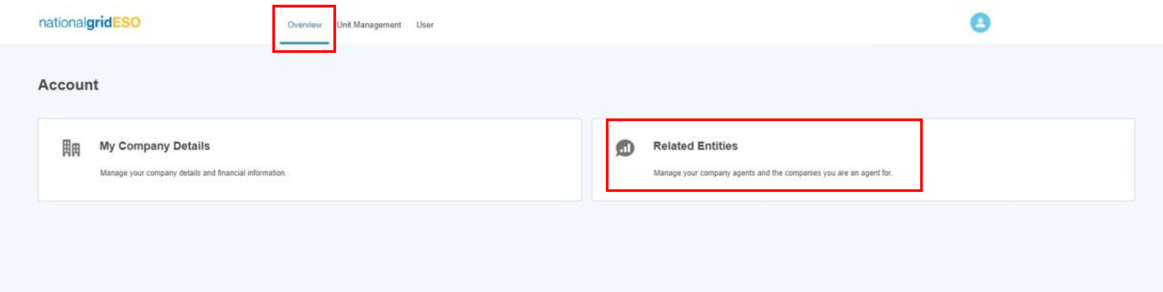
13.1. Definition of Related Entity

For the purposes of SMP, a Related Entity is defined as a Service Provider who has entered into a contractual relationship with an Agent to represent the Asset or Assets owned by said Service Provider. In this respect, the Unit will be owned by the Agent and the Assets making up the logical grouping or aggregation will be owned by either a singular Service Provider or a number of Service Providers. The SMP Portal is used to capture and document the relationship and crucially allow an Agent to operate and trade with the Asset or Assets in question by managing the Unit and corresponding Assets and undertake alignment and pre-qualification.

It is recommended that prior to initiating the Related Entity process/functionality on the SMP Portal a number of pre-requisite conditions are met;

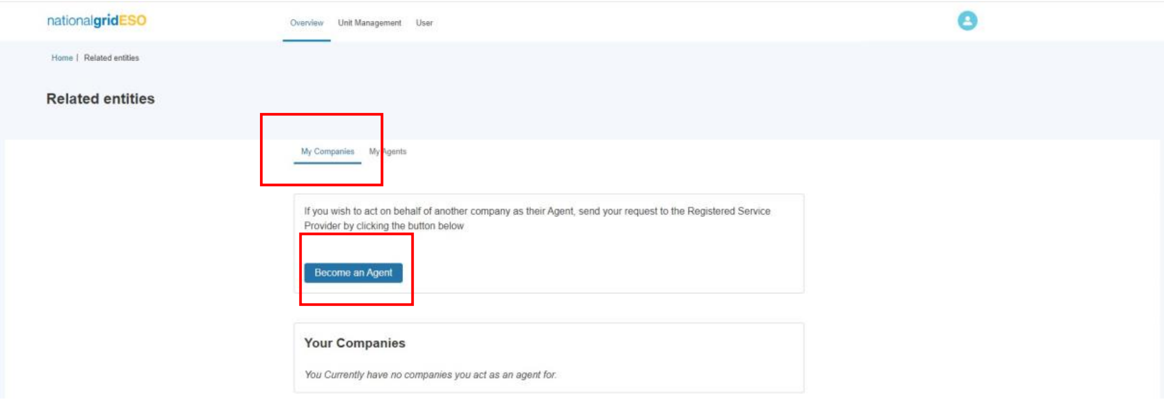
1. The Asset Owner must be registered on the Portal (with at least one contact/user), even if they are not a Unit Owner or acting as an agent on behalf of other service providers OR intended to access the SMP Portal.
2. The Asset Owner's main contact must be notified by their prospective agent to expect email notifications generated by SMP to 'invite them' to accept the agent's nomination request.
3. The prospective agent must possess the Company Registration Number of the service provider in question in order to reference it in the Related Entity process.
4. The Super User/User Admin must assign the Related Entity Role to the Portal Users who are tasked with managing Related Entity

Figure 13.1~~-~~: Related Entity Tile



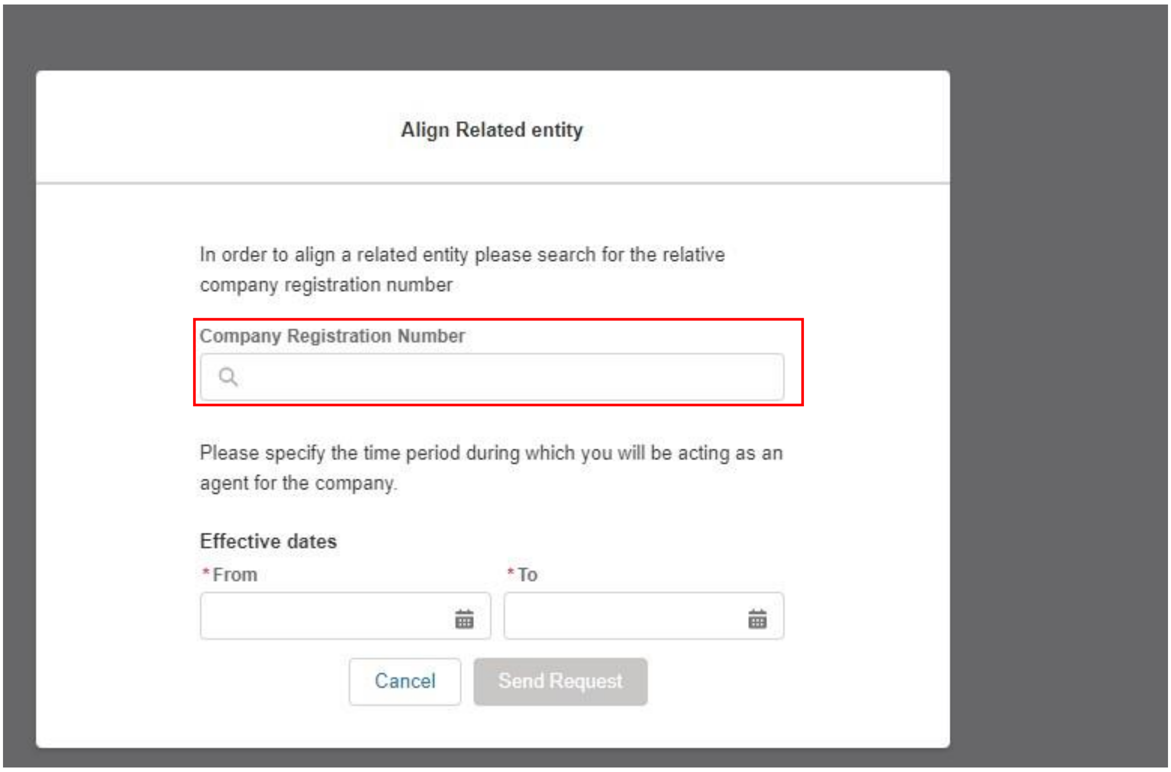
To initiate the nomination request, the prospective agent's portal user should navigate to the *Related Entity Tile* on the Overview (Landing Page) as illustrated in Figure 13.1 and select **'Become an Agent'** under the ''My Companies'' sub tab as illustrated in Figure 13.2

Figure 13.2~~-~~: Related Entity Page

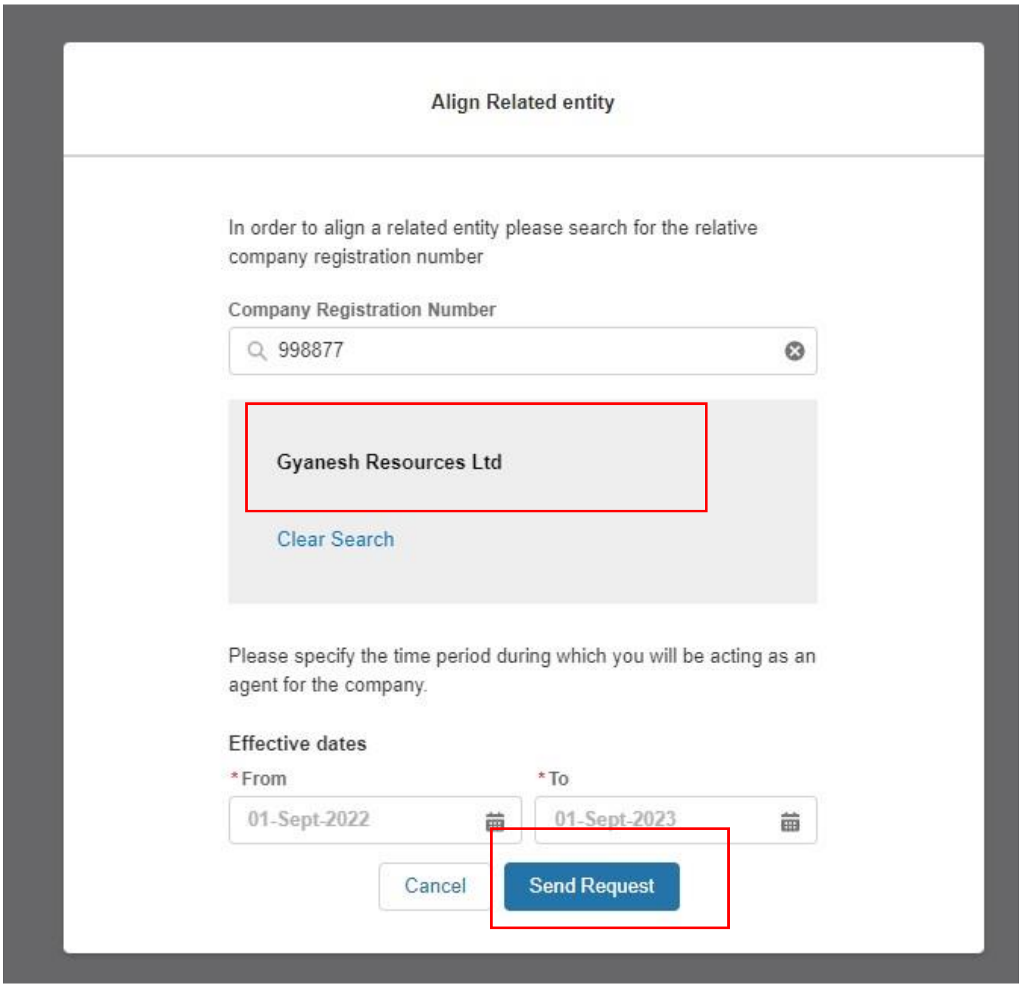


The ~~pop up~~pop-up screen prompting the prospective agent will ask for two mandatory pieces of information a) the Company Registration Number in the search box and b) the *representation* dates. Please note that without entering a valid number, the process will be aborted. When a valid Registration number is detected, the corresponding Company Details are displayed.

Figure 13.3: Align Related Entity Screens



Upon selecting ‘Send Request’ the main contact at the Service Provider will instantly receive an automated email request.



A pop up notification will appear confirming that the request has been submitted.

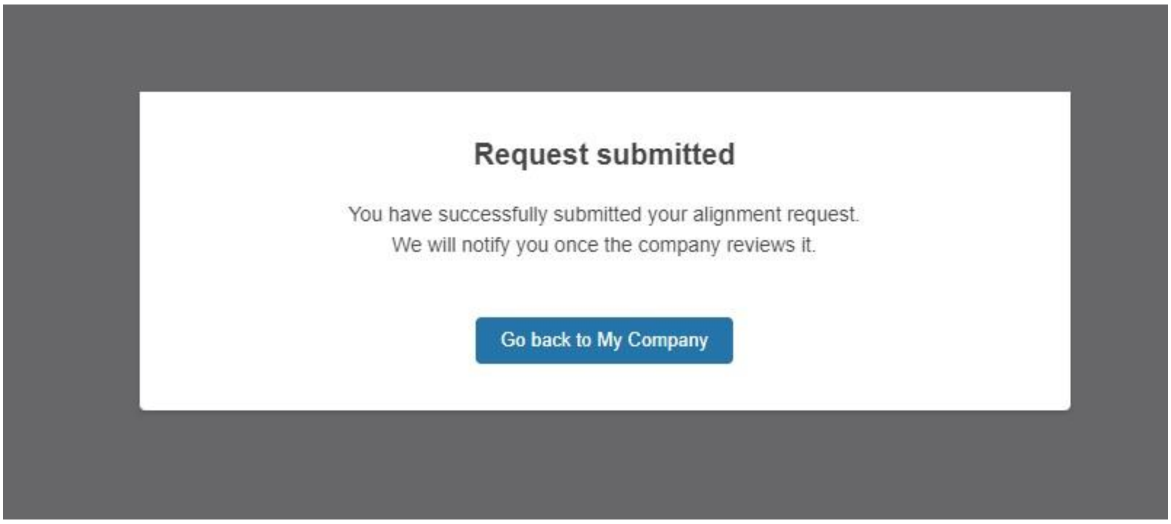


Figure 13.3: Align Related Entity Screens

If the service provider’s representative (main contact) accepts the nomination request, then when the agent’s portal user logs in they will instantly see the service provider listed under the My Companies sub tab.

Any corresponding records so the Asset and Asset Testing Records will be ‘transferred’ over to the new agent from the effective from date, upon which the agent will have visibility of the Service Provider’s assets. Concurrently when the Service Provider logins into the Portal should they so wish will also see the Agent listed as their agent under the My agents sub tab. Again the service provider’s portal user must also have the Related Entity Role assigned to them in order for the Related Entity feature to be visible to them.

An agent can represent multiple service providers at any given time. However a service provider can only be represented by a singular agent at any given time.

Figure 13.4: Align Related Entity Listings for Agent

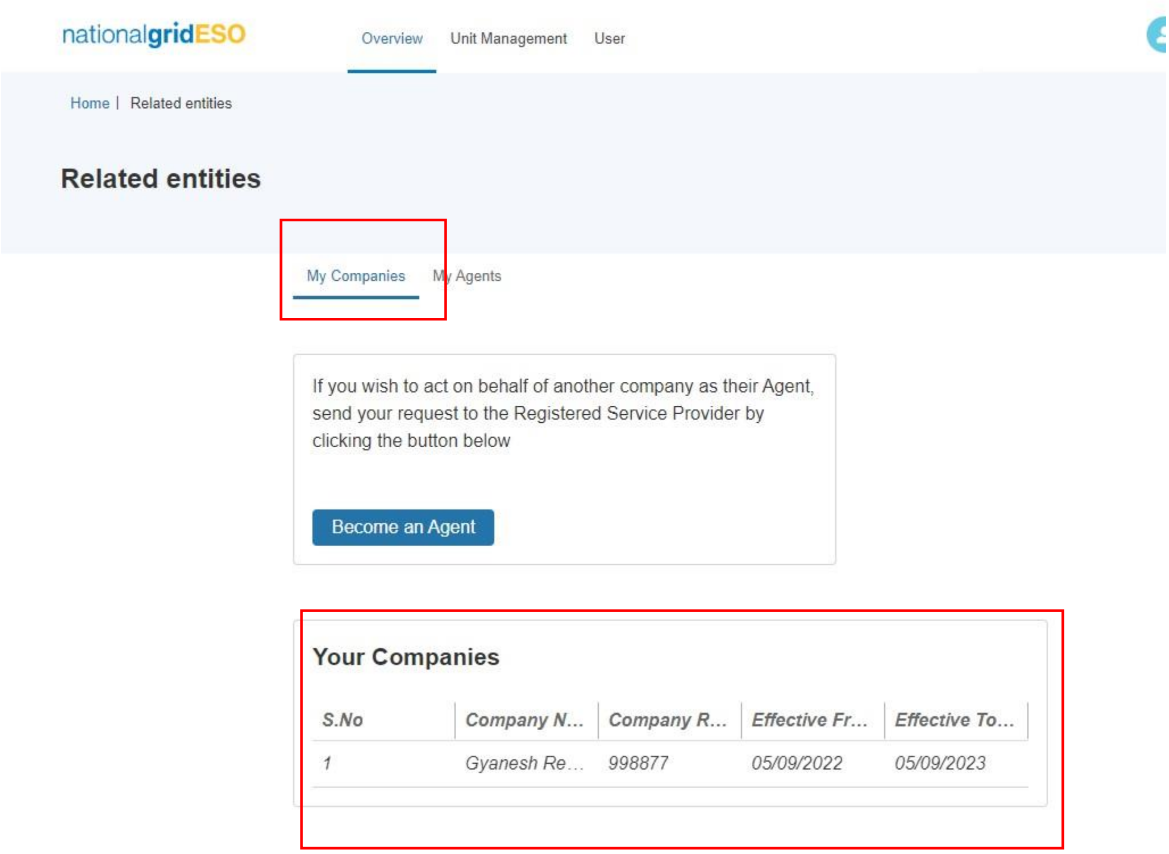
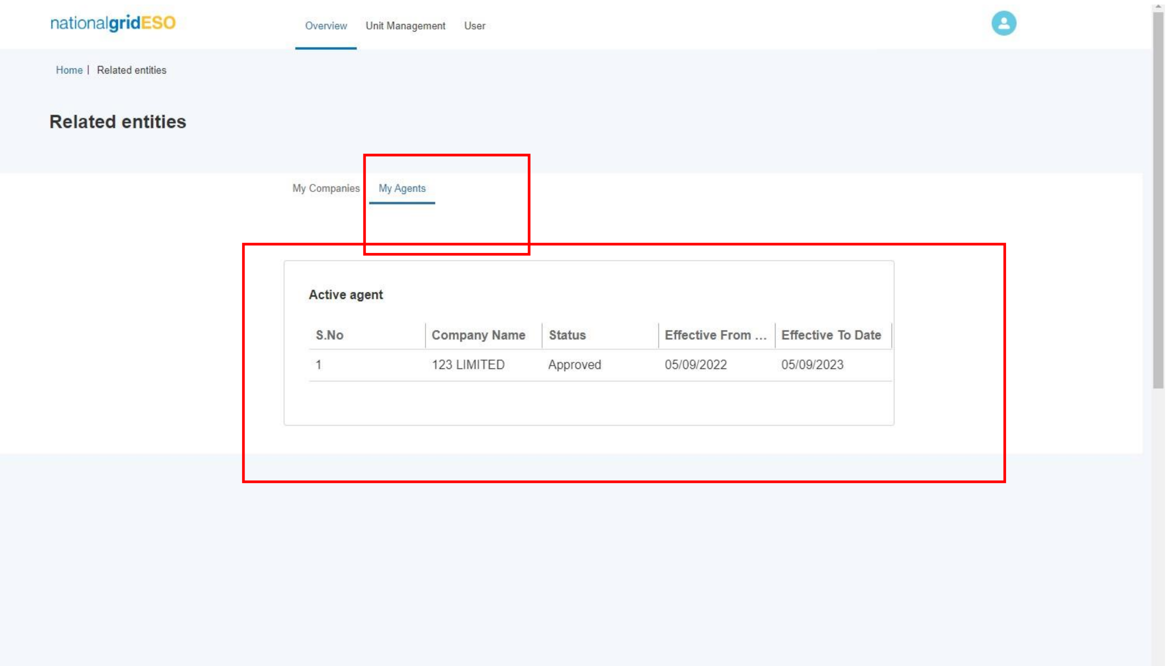


Figure 13.4: Align Related Entity Listings for Service Provider



Where the service provider's main contact rejects the nomination request by email the prospective agent will be notified by email and will be prompted to abort the process or attempt again with either the same provider or a new provider.

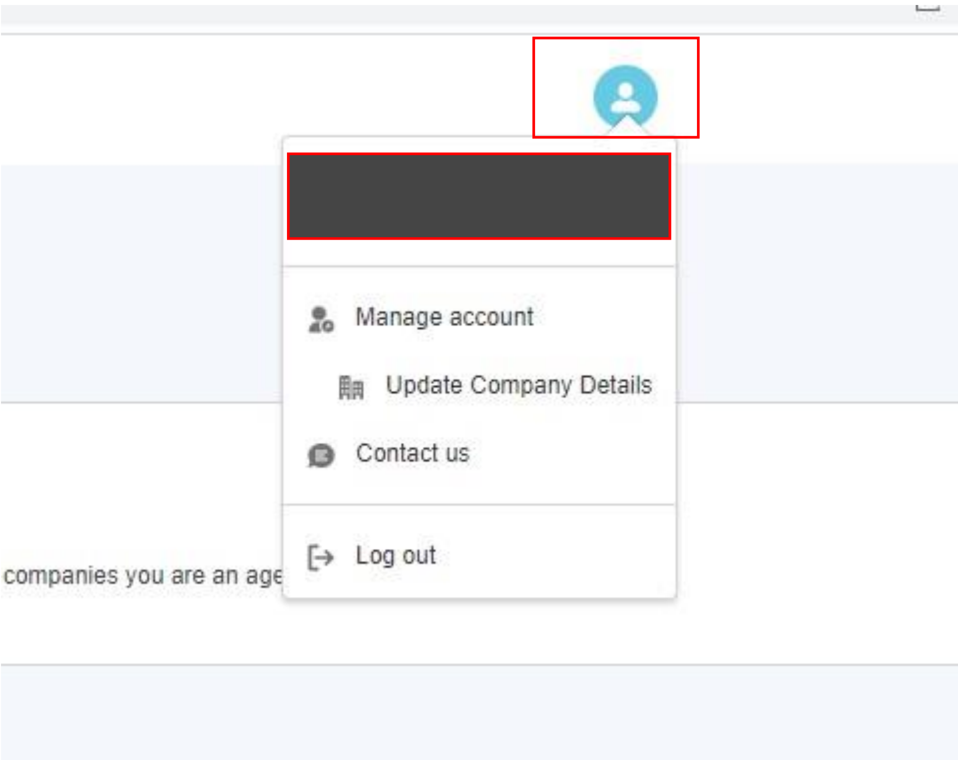
14. Providing Financial Banking Details

14.1. Recording Financial Payment Details

A provider should supply their Financial Payment information on the Portal under Company Details section of the portal. Moving forward all providers will be expected to provide and update their financial details on the SMP Portal in order to ensure the most accurate banking details are captured.

A portal user must have the Finance Manager Role in order to access this feature. Click on the Avatar icon or navigate to the My Company Details Tile on the Overview Tab/Landing Page.

Figure 14.1: Accessing Company Details Screen



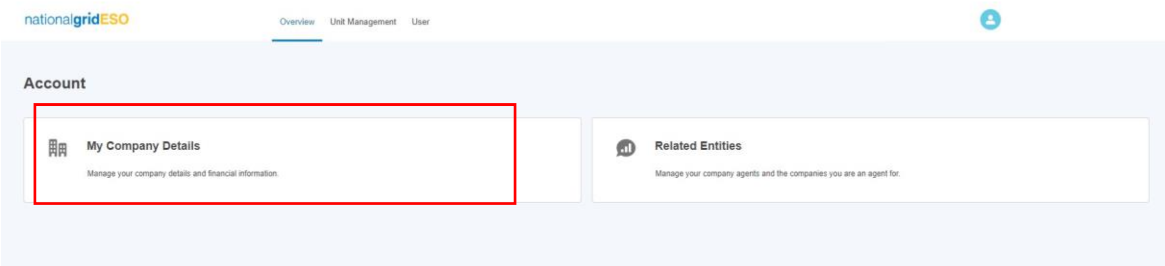
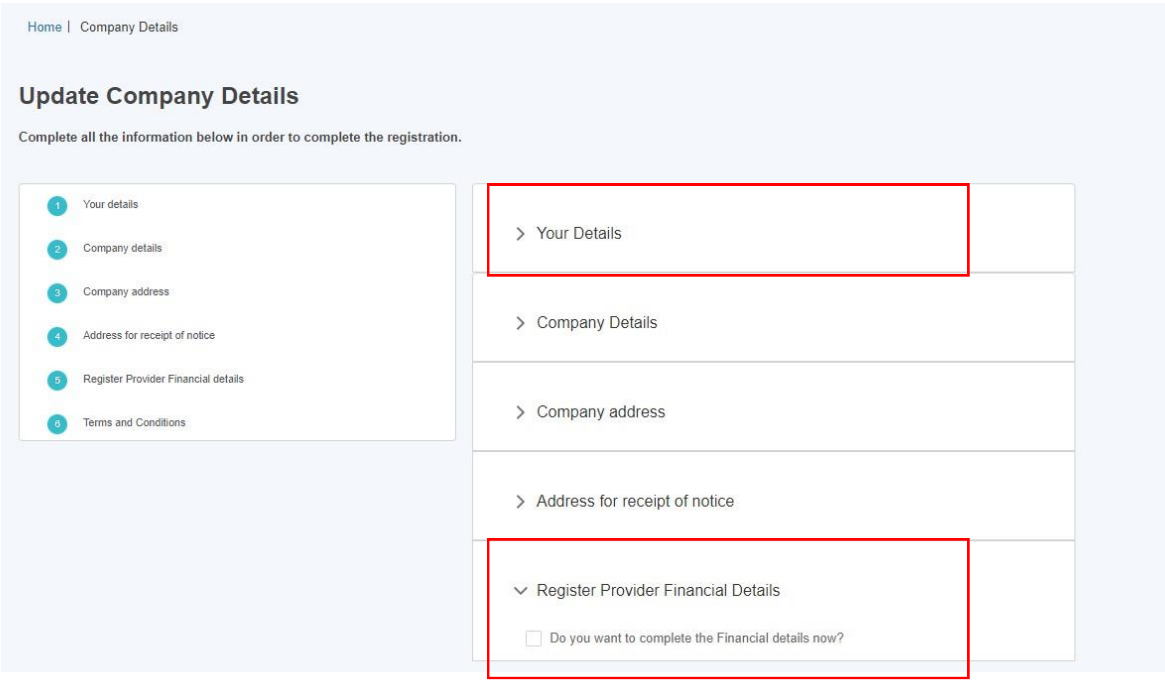
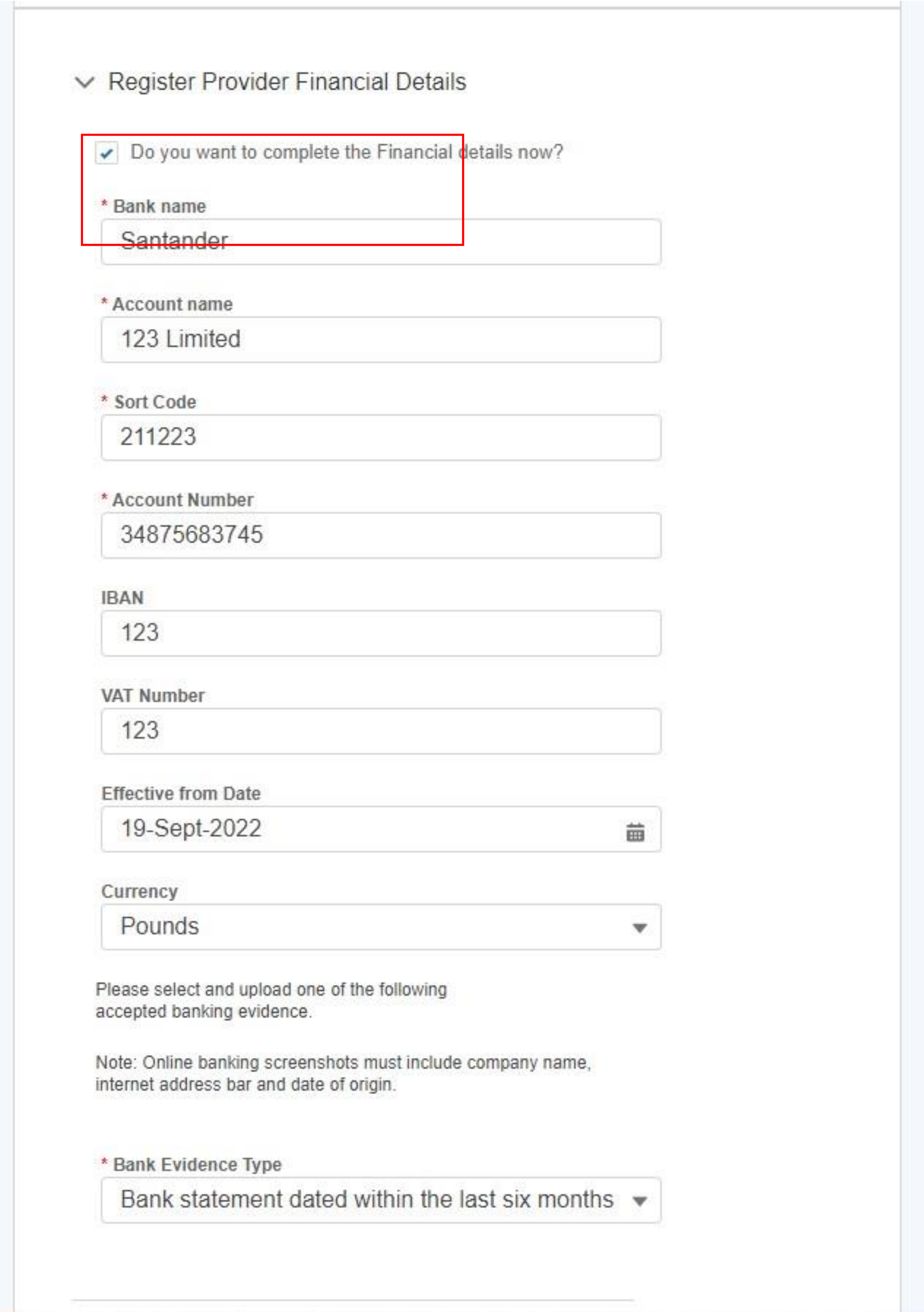


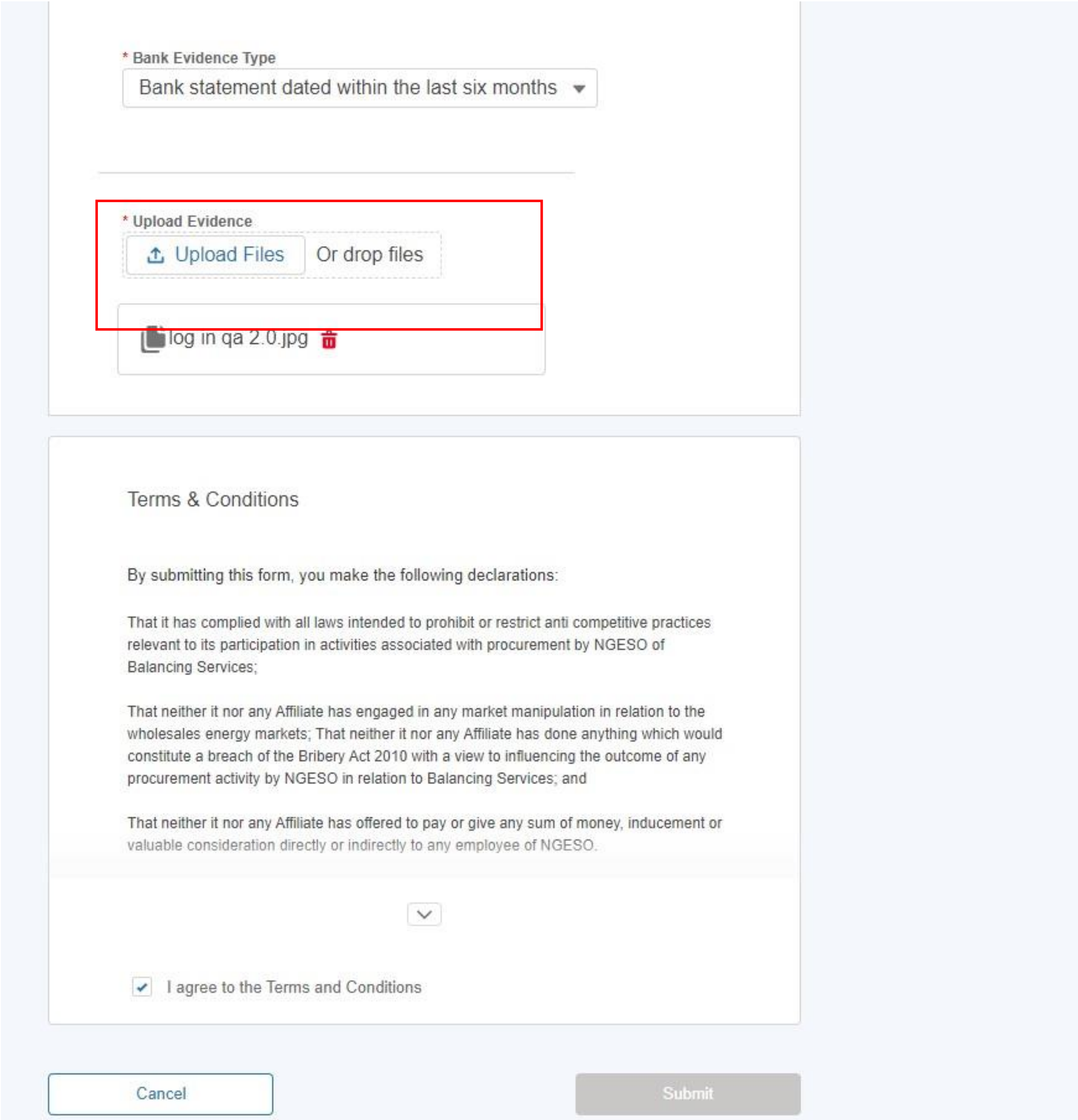
Figure 14.1: Update Company Details Screen



Select the ‘Registered Provider Financial Details’ sub-section as illustrated in Figure 14.1.

Figure 14.1-: Update Company Details Screen – populate details





In order to save the details provided and the Submit button to be ‘released’ - ~~-~~it is mandatory to also upload the supporting evidence and answer the fields marked ~~in~~ with a red ~~Asterix~~asterisk. Finally, the checkbox under Terms & Conditions must be checked.

In order to update any financial details post submission, it is essential that the mobile number stored in the Your Details is populated.

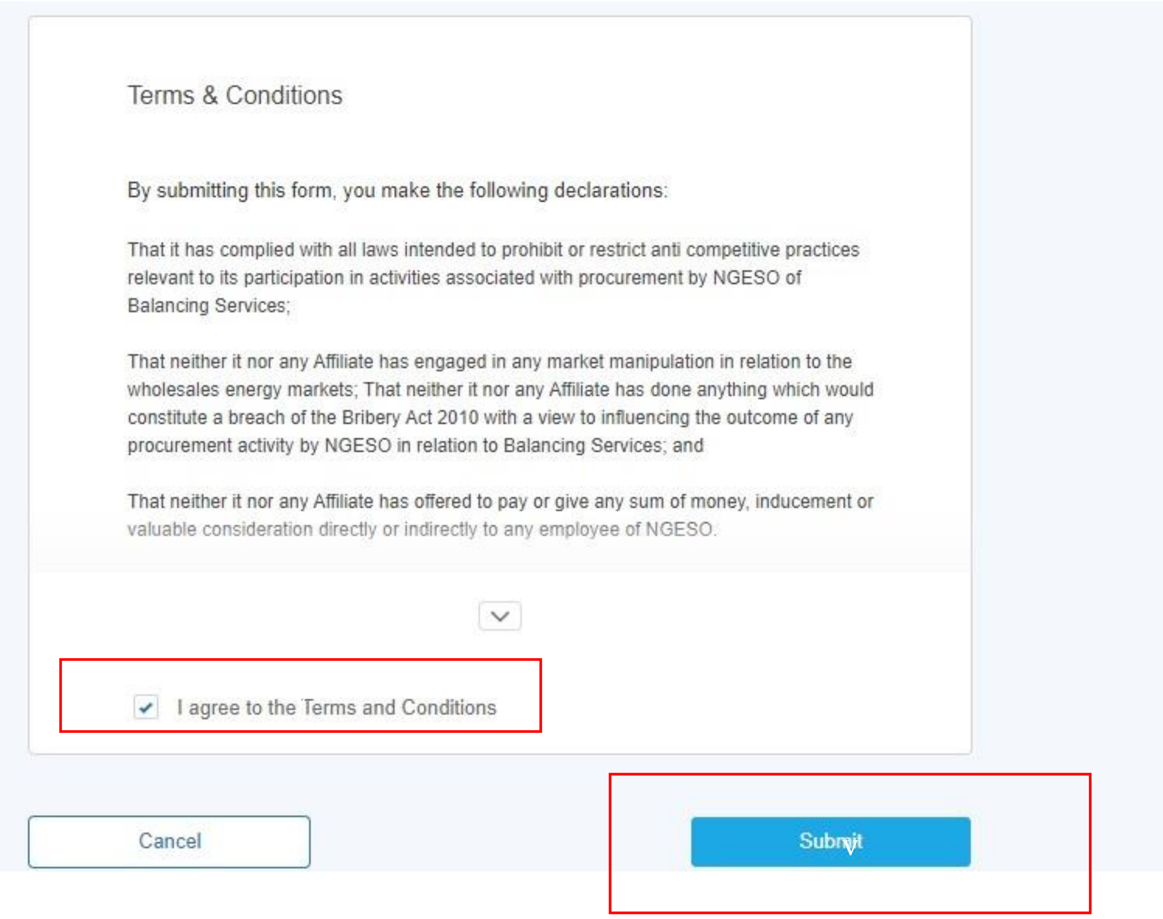
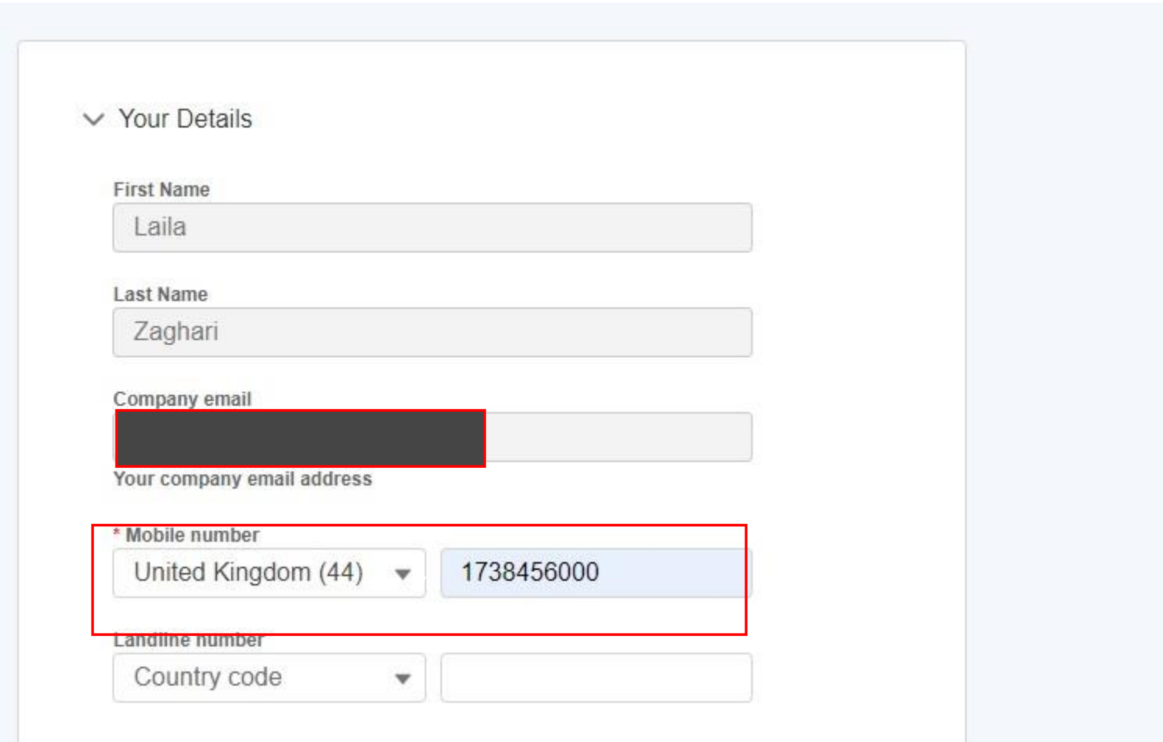
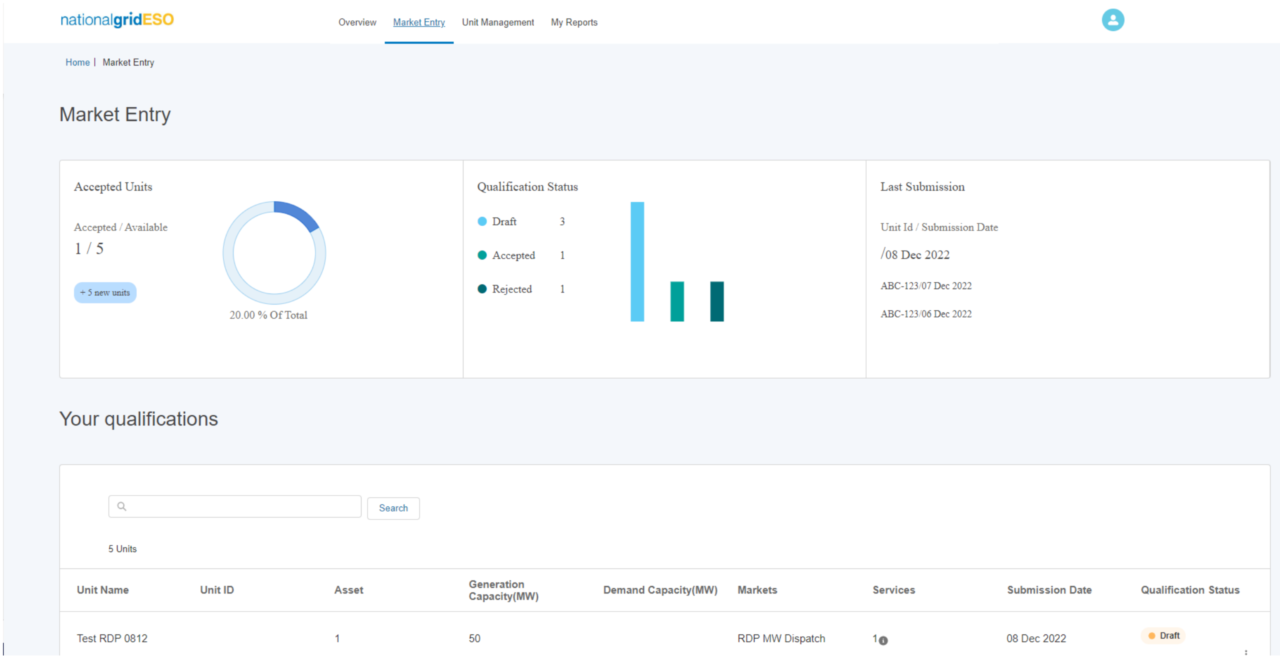


Figure 14.2: Updating Financial Details – Contact Details Validation

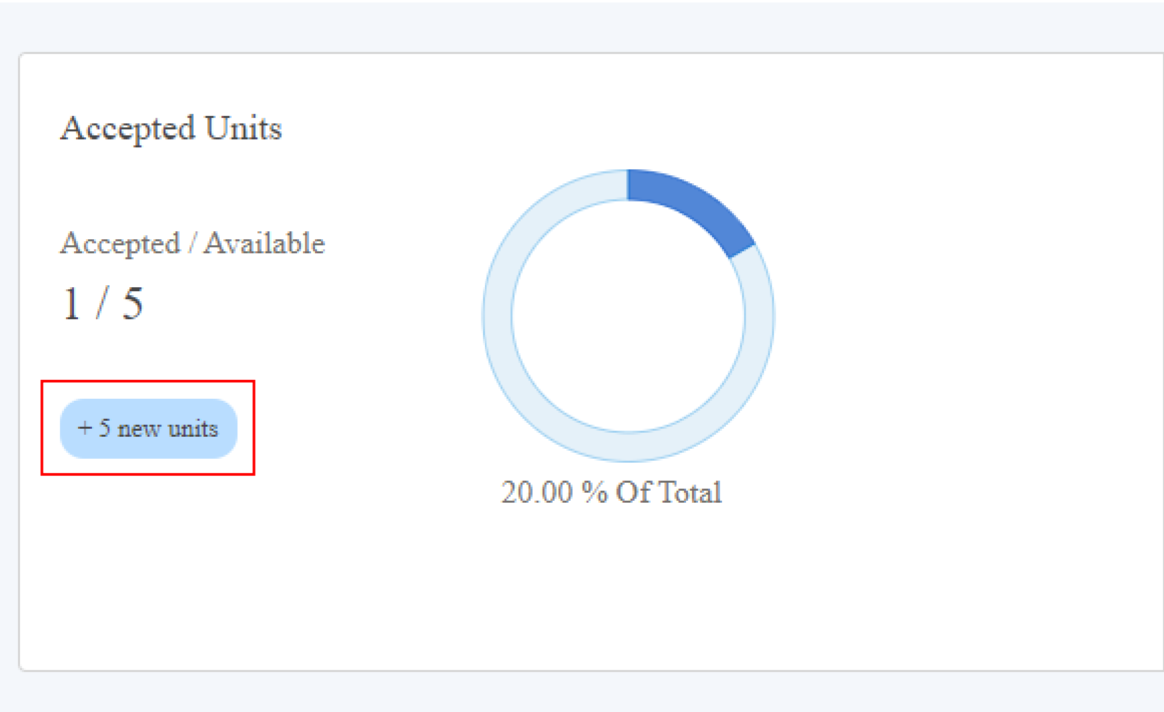


15. Market Entry Landing Page

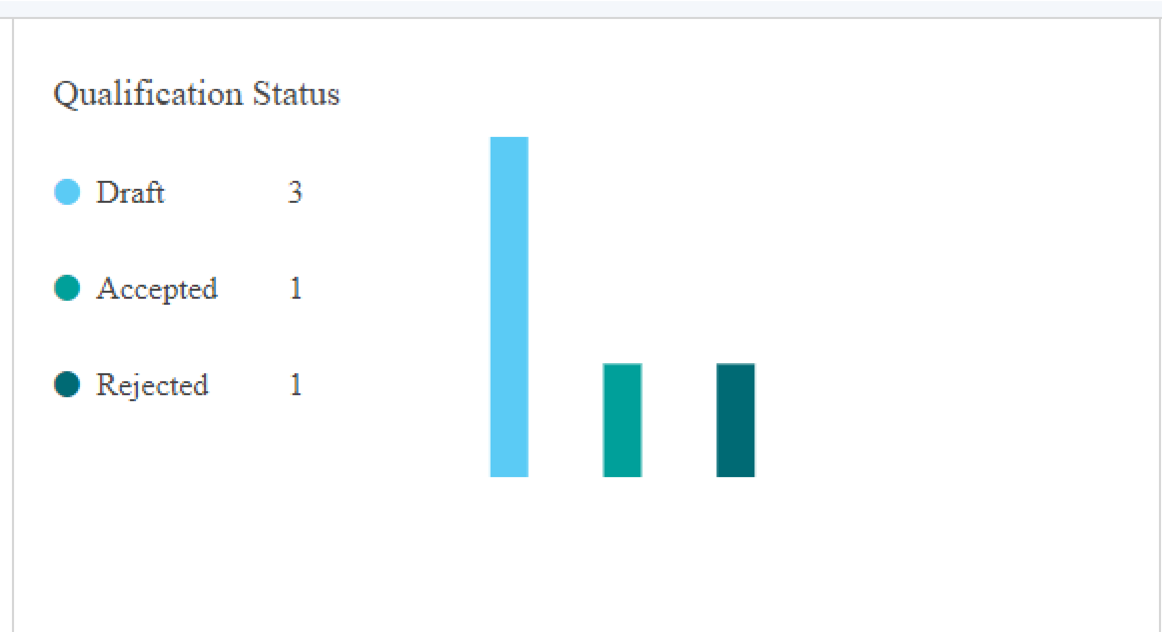
The Market Entry page provides a dashboard view of the Units the user has submitted, with components displaying the percentage of accepted units, a bar chart on Units by Status, a list of most recently submitted units with their Unit IDs and a table view of all Units submitted.



The Accepted Units component shows the number of Units in total with a subdivision showing the number Accepted and this expressed as a percentage. In the bottom left it also displays the number of Units submitted in the last week.



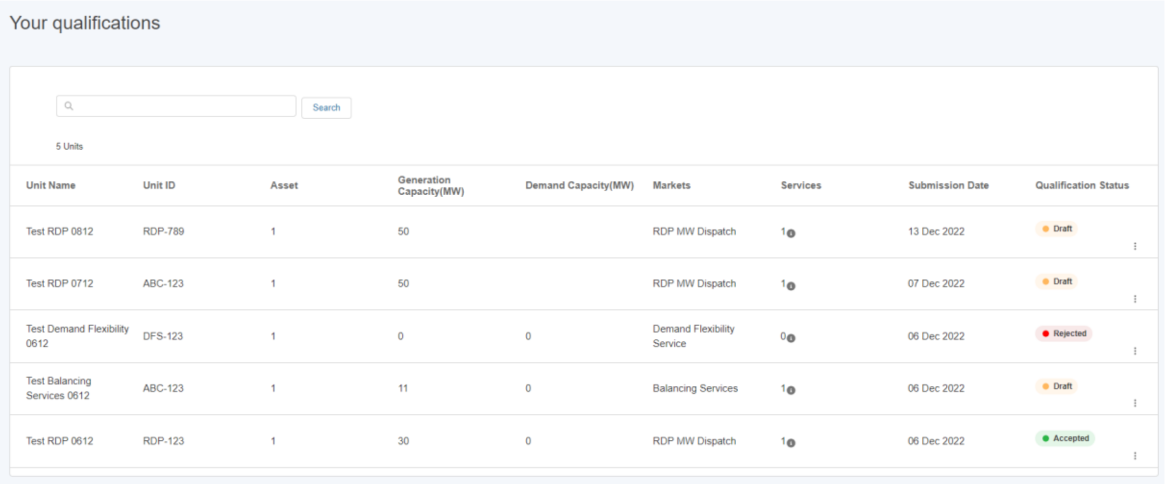
The Qualification Status component breaks down the Units by Status into bars for Draft, Accepted and Rejected.



The Last Submission component displays Unit ID and the date it was submitted.

Your qualifications table displays Unit's row-by-row, with the following information:

- Unit Name
- Unit ID
- Number of Assets the Unit is aligned to
- Generation & Demand Capacity
- Markets the Unit is applicable for
- The number of Services the Unit is prequalified for
- Date the Unit was submitted
- Status


Your qualifications

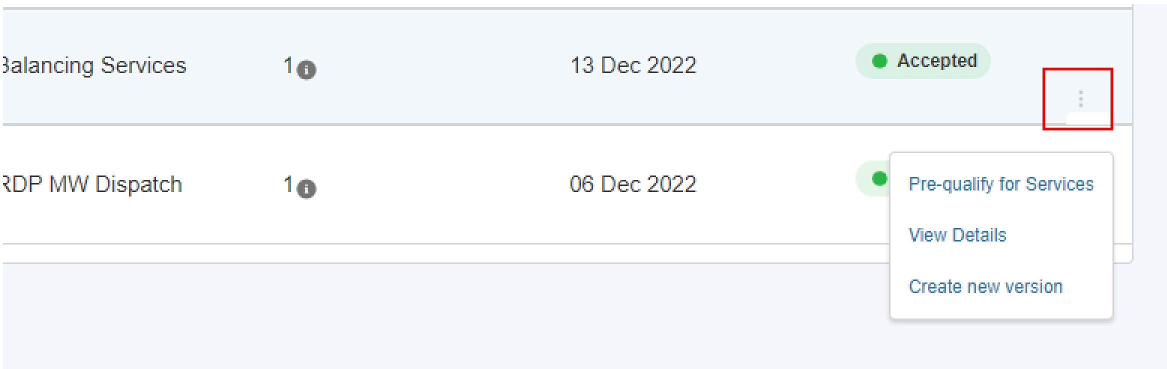
Search

5 Units

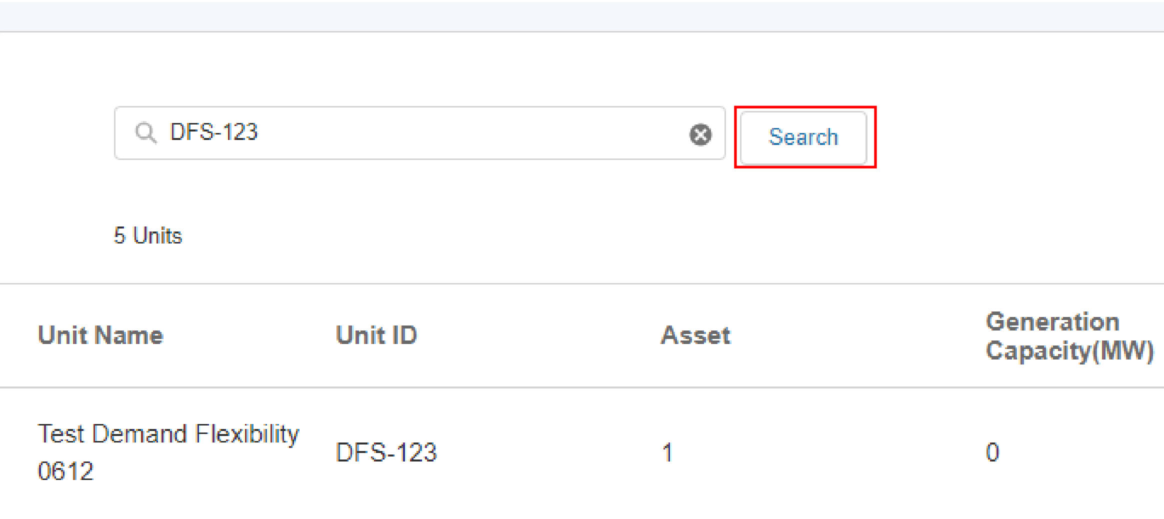
Unit Name	Unit ID	Asset	Generation Capacity(MW)	Demand Capacity(MW)	Markets	Services	Submission Date	Qualification Status
Test RDP 0812	RDP-789	1	50		RDP MW Dispatch	1	13 Dec 2022	Draft
Test RDP 0712	ABC-123	1	50		RDP MW Dispatch	1	07 Dec 2022	Draft
Test Demand Flexibility 0612	DFS-123	1	0	0	Demand Flexibility Service	0	06 Dec 2022	Rejected
Test Balancing Services 0612	ABC-123	1	11	0	Balancing Services	1	06 Dec 2022	Draft
Test RDP 0612	RDP-123	1	30	0	RDP MW Dispatch	1	06 Dec 2022	Accepted

The user is also able to access the following pages by clicking on the 3 dots at the end of the row

- Pre-qualify for Services
- View Details
- Create new version (Accepted Units only)



The table also has a search function for the user to filter their units by Unit Name or ID. Enter the Name or ID into the search bar and click ‘Search’ to filter the table.



16. Reports

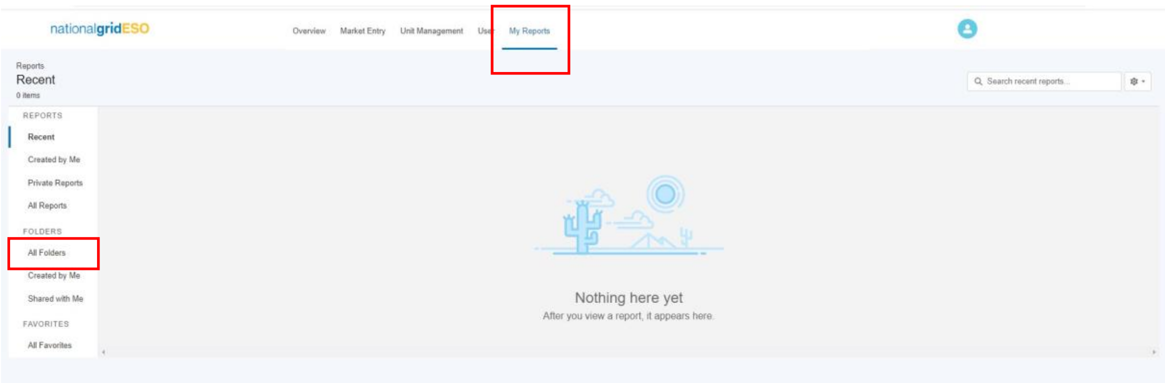
The Portal Report Tools have been introduced to allow portal users to track data related to their SMP Portfolio of Units and Assets. A set of pre-defined Reporting Templates have been curated and are designed to report on data and metrics in real time. The following chapter will run through how to access and use each of the reports.

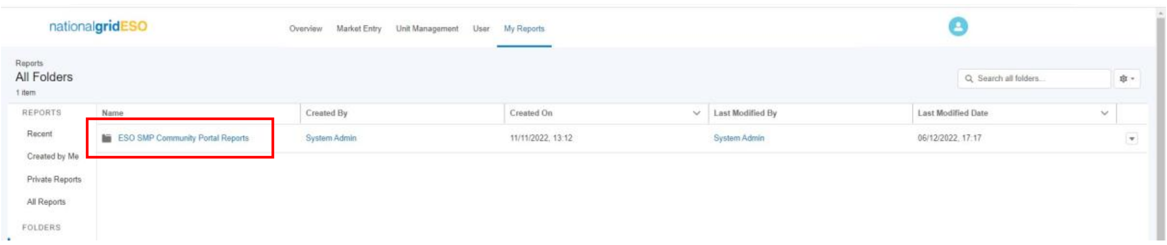
Please note that only Users with the Unit Manager Role are able to view and run reports.

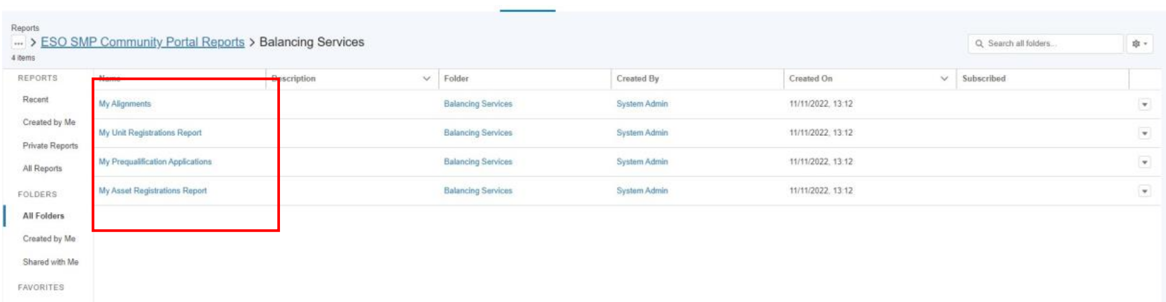
16.1. Locating Reports

Figure 16.1 Report Folders

To access all reports, navigate to the My Reports Tab, then the All Folders option on the left hand side list of options. All the current Report Templates for Balancing Services are stored in the ESO SMP Community Portal Reports Folder. Under this top level folder, the individual reports are listed.







16.2. My Asset Registrations Report

Figure 16.2: My Assets Dashboard Metric

This metric is a graphic representational summary of the total number of assets registered under your Account.

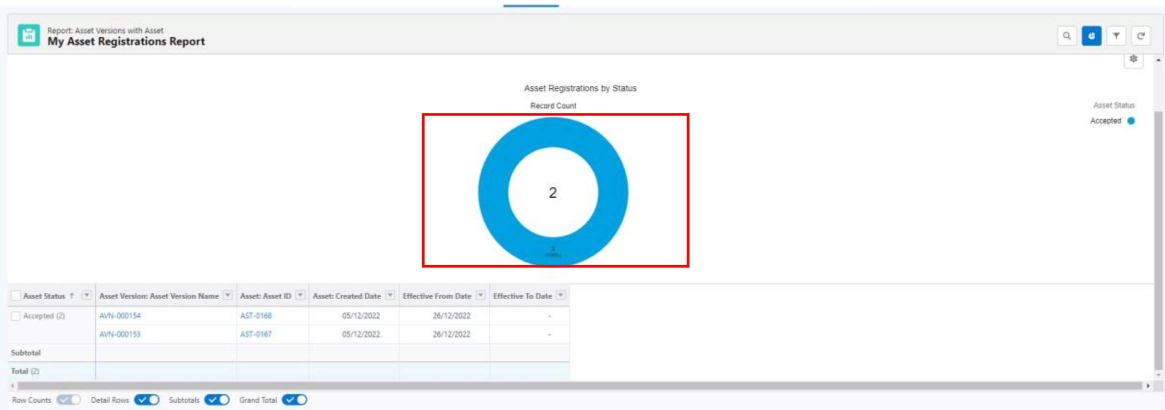


Figure 16.3: My Assets Reporting Filters & Itemised Table

The reporting table provides an itemised breakdown of each of the assets registered with their respective Asset Ref ID, their parent Asset ID and their effective start and end dates. Please note that the Asset ID refers to the 'parent asset' so where an asset is subject to versioning it will always be tethered to its parent asset regardless of the number of versions.* (Asset Versioning Functionality has yet to be released) The portal user is able to navigate directly to the individual Asset or the Parent Asset Records if they want to view the granular level of detail or data.

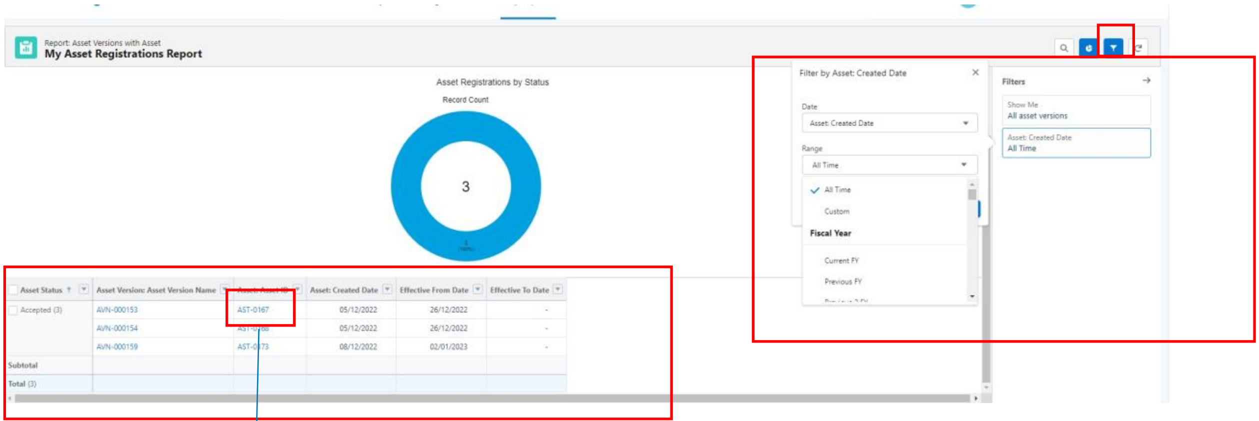


Figure 16.4: Individual Asset ID Record

Portal Users are able filter their Asset Data by selecting Assets created within a particular set of dates, a predefined set of filter criteria is available, so a search can take place to locate assets created in the last financial quarter or the last month as illustrated in Figure 16.2 overleaf.

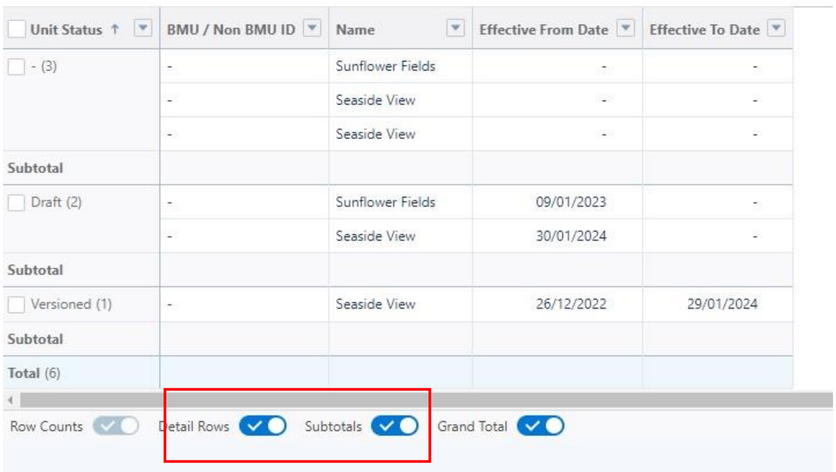
16.3. My Unit Registrations Report

Figure 16.3: My Units Dashboard Metric

This metric is a graphic representational summary of the total number of units registered under your Account, further grouped by Unit Status, with a legend key available on the right hand corner of the screen as illustrated below

Figure 16.3.1: My Units Reporting Filters & Itemised Table

The reporting table provides an itemised breakdown of each of the Units registered with their respective BMU NON BMU ID's, Unit Name and the Effective From & Effective to Dates displayed. The Units are grouped by Status category as illustrated below. The table can be condensed by switching the Details Row and Sub Totals Row from right to left as the table includes a larger number of records, it is easier to manage the list displayed.

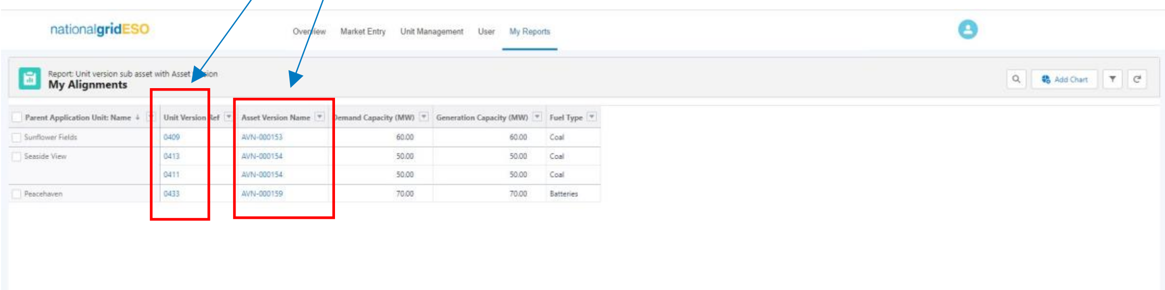


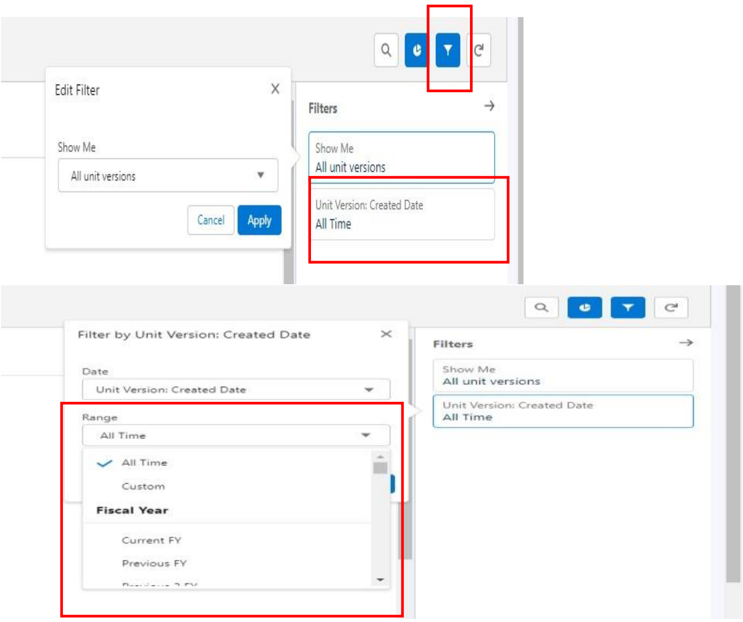
Unit Status	BMU / Non BMU ID	Name	Effective From Date	Effective To Date
- (3)	-	Sunflower Fields	-	-
	-	Seaside View	-	-
	-	Seaside View	-	-
Subtotal				
Draft (2)	-	Sunflower Fields	09/01/2023	-
	-	Seaside View	30/01/2024	-
Subtotal				
Versioned (1)	-	Seaside View	26/12/2022	29/01/2024
Subtotal				
Total (6)				

16.4. My Alignments Report

This reporting table provides an itemised breakdown of each of the Assets registered and aligned to (or logically grouped) a particular Unit. The Unit is displayed in the first column with secondary columns displaying the Unit Record Ref, the corresponding Asset Record Ref, the Demand Capacity, Generation Capacity & Fuel type for each aligned asset. As with the Asset Registrations Report, the portal user is able to deep dive on an individual Unit or Asset Record by clicking on the reference itself highlighted in Figure 16.5 below. Moreover, portal users can also filter the report using date parameters as per the Asset Registrations Report.

Figure 16.5: My Alignments Itemised Table





16.5. My Pre-qualifications Report

Figure 16.6: My Pre-qualifications Dashboard Metric

This metric is a graphic representational summary of the total number of prequalification applications submitted under your Account, further grouped by Application ‘Status’ and by Service, with a legend key available on the right-hand corner of the screen as illustrated below

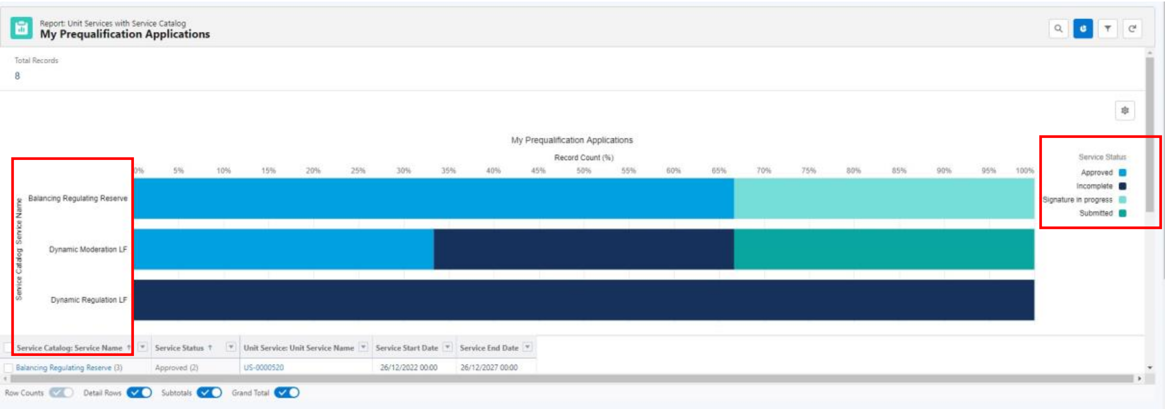
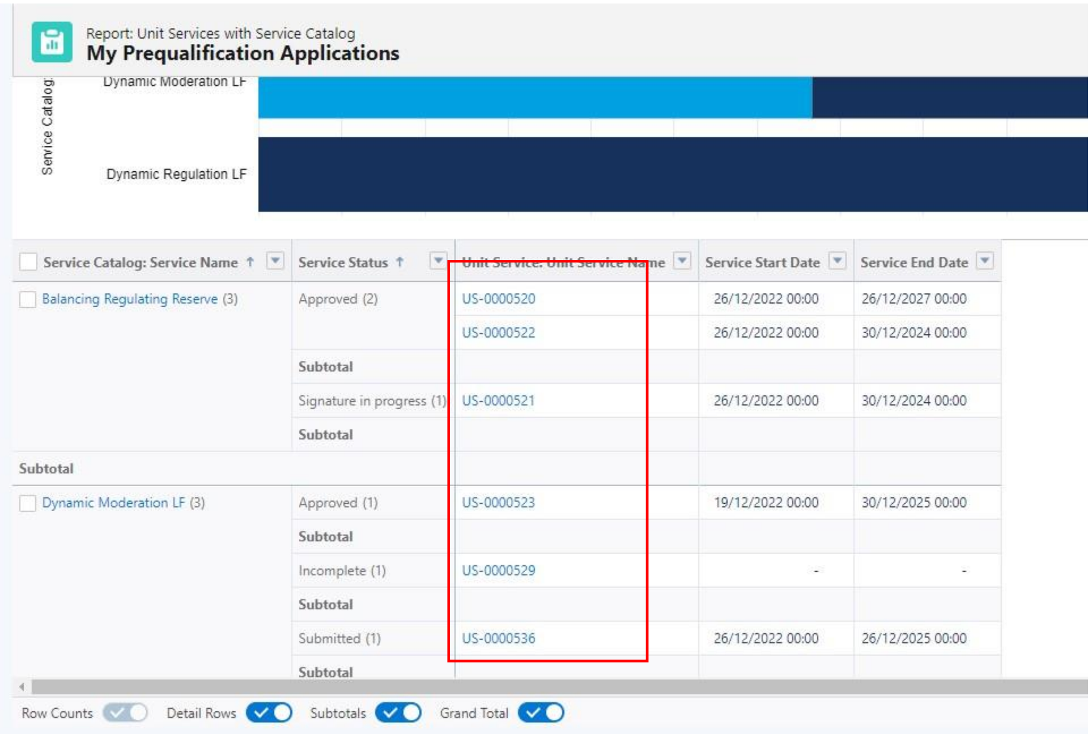


Figure 16.7: My Pre-qualifications - Itemised Table

The reporting table provides an itemised breakdown of each of the individual pre-qualification applications, grouped by Status and by the Service applied under. Each Row displays the corresponding Application Record (Unit Service: Unit Service Name) - The portal user is able to navigate directly to the individual Application Record if they want to view the granular level of detail or data.



Service Catalog: Service Name	Service Status	Unit Service: Unit Service Name	Service Start Date	Service End Date
Balancing Regulating Reserve (3)	Approved (2)	US-0000520	26/12/2022 00:00	26/12/2027 00:00
		US-0000522	26/12/2022 00:00	30/12/2024 00:00
	Subtotal			
	Signature in progress (1)	US-0000521	26/12/2022 00:00	30/12/2024 00:00
	Subtotal			
Subtotal				
Dynamic Moderation LF (3)	Approved (1)	US-0000523	19/12/2022 00:00	30/12/2025 00:00
	Subtotal			
	Incomplete (1)	US-0000529	-	-
	Subtotal			
	Submitted (1)	US-0000536	26/12/2022 00:00	26/12/2025 00:00
	Subtotal			

17. Glossary of Terms

Term	Description
Account	A Salesforce account.
Alignment of Assets	Assign one or more assets to a unit.
Asset	One Plant and Apparatus located at the same Grid Supply Point that has a single physical connection.
Asset Testing	The Asset test records, MW, Date of testing by an Independent Technical Engineer (ITE), which will be aligned against a service.
Balancing Service Provider	A market participant as defined by the Electricity Balancing Guidelines who is NGESO’s counterparty to a Balancing Services Contract.
Connection Type	This can be Firm or Flexible.
DNO Type	Distribution Network Operator.
Effective from Date	The date that an asset is live and connected to the Grid.
Grid Supply Point	The points where power is delivered from the transmission system to either a distribution network or a customer directly connected to the transmission system.
Pre-qualification for Services	Process of submitting data and evidence for a unit requesting approval for participation for a particular service.
Unit	A logical grouping of a single or multiple group of assets.
Unit Calibration	Process of assigning a unit across multiple services.
User	Registered user of SMP.

18. Updates - - Release 2.2b

There are no updates on previous bugs/issues as of Release 2.2b

19. FAQ's

Topic	Question	Answer
MFA	I've installed the MFA (Salesforce Multi Factor Authenticator App) previously for the NGESO STOR Service, I now want to update it to include SMP.	When completing the Registration Process by selecting a Password, Salesforce will attempt to synchronise with the MFA app upon initial login and will identify the SMP Portal Account as unknown at this point, you will have the option to 'Add an Account' at the bottom of the screen interface and this should ensure that the SMP Account is validated.
MFA	I've changed my mobile phone – do I have to do anything regarding MFA?	Your account is still valid regardless of changing devices. Simply ensure you have downloaded the MFA App on your new phone and attempt to synchronise the App with your SMP Portal Credentials.
MFA	I've been blocked by my MFA App and am being prompted for a Verification Code	Please approach your Contract's Manager who will raise an IT helpdesk ticket on your behalf. You're User Account will be updated and you will be notified by email with a Verification Code.
MFA	I'd like more guidance or information on MFA	The Salesforce MFA Guide is appended to this Document. Please note that this guide is updated regularly and may not be the latest version.

If you have any feedback on this document please email commercial.operation@nationalgrideso.com

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