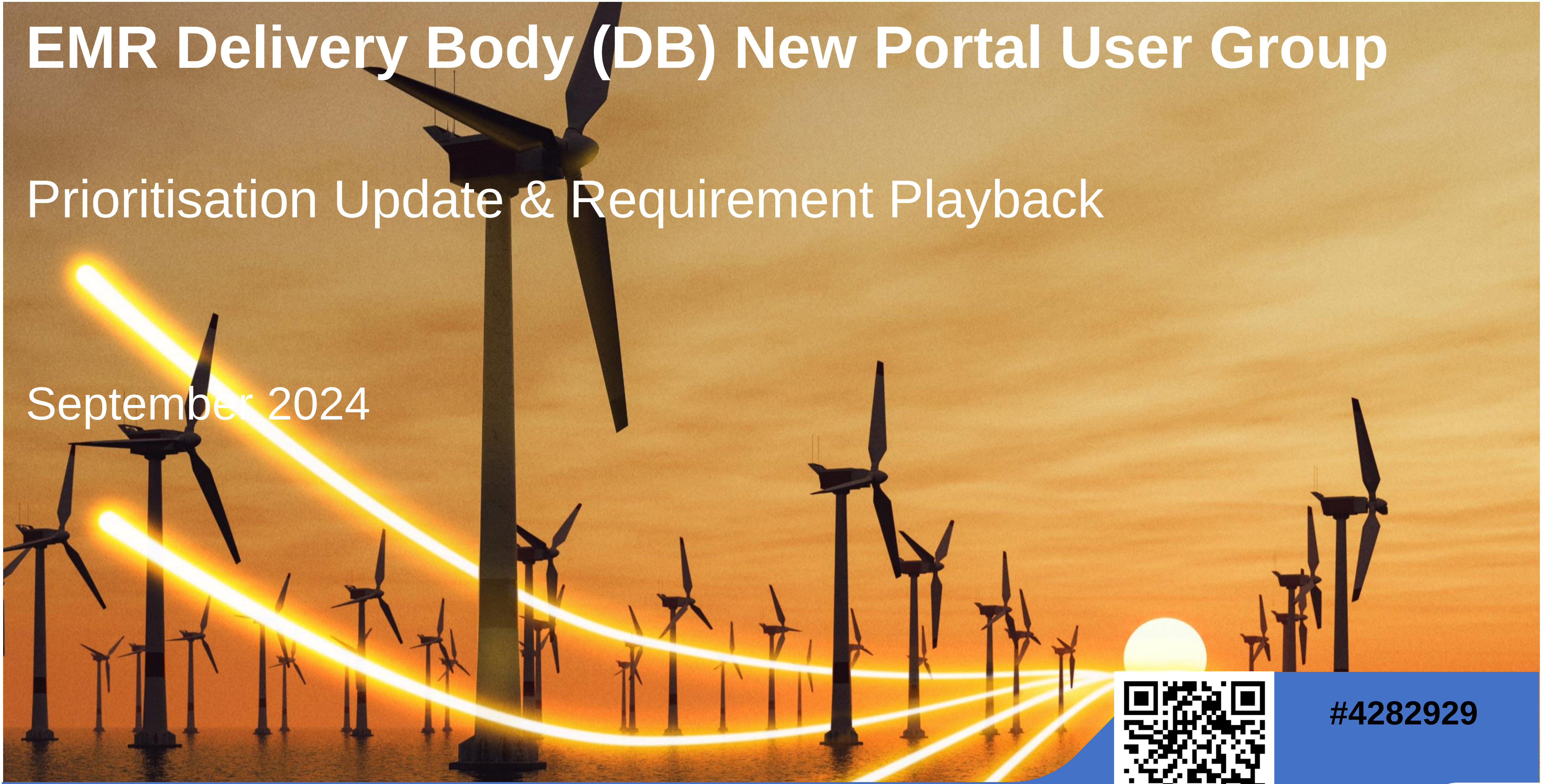
# EMR Delivery Body (DB) New Portal User Group

## Prioritisation Update & Requirement Playback

September 2024



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# Agenda

**Prioritisation Update**

- Customer Familiarisation Window (CFW) Enhancements & indicative timeline
- Enhancements expected to be taken forward for delivery in Q3 Delivery

**Requirement Playback**

- Single ID access to Multiple Portfolio’s: Consultant Role/Shared Ownership

**AOB**

# Customer Familiarisation Window (CFW) Enhancements & indicative timeline

**July / August 2024**

- 18 enhancements impacting external user gathered from CFW (Mar – Apr)
- User Group workshop(s) run to ascertain external user prioritisation value

**August 2024**

- CFW enhancements reviewed against wider enhancement backlog through internal prioritisation workshops to confirm Q3 Delivery – *further information found in Supporting Information*

**September 2024**

- Requirement validation for Single ID access to Multiple Portfolio's

**October / November 2024**

- Feedback Checkpoint – gather further from Industry post PQ Submission Window closing
- Requirement validation for Q3 enhancements
- Demonstration for Single ID access to Multiple Portfolio's
- Further Prioritisation workshops to determine deliverability of (external user) enhancements for Q4

# Enhancements expected to be taken forward for delivery in Q3 Delivery

## Auction

## Secretary of State adjustments to Auction Parameters

- **What is the change?**
- This change relates to where the Secretary of State makes any adjustment to the Auction Parameters as defined under Regulation 11 relating to (d) onwards.
- **Why are we doing it?**
- Initially, a manual process was in place for New Portal Go-Live. The Delivery Body is now prioritising the automation of the process of re-opening the Opt-out window for Applicants, where changes are made to the Auction Parameters under Regulation 11(d) post Prequalification window closing, means we can ensure an improved and efficient process.

## DB Assessment

## Assessment Code Conditional Reason field

- **What is the change?**
- To change an open text field, that specifies the PQ conditional reason, within the DB assessment code feature to a drop-down list.
- **Why are we doing it**
- To ensure the conditional reasons remain consistent on results letters and to take advantage of efficiencies within the DB assessment process. The conditional reason is what drives the associated outstanding activities to be created, automating the application of conditional reasons will reduce the time taken to complete the process..

# Enhancements expected to be taken forward for delivery in Q3

## Drop Down Lists

### Alphabetical order of specific drop-down lists

- **What is the change?**
- This change relates to a number of areas where the current drop-down list options are not in alphabetical order, this includes Prequalification Assessment Codes.
- **Why are we doing it?**
- Efficiency and accuracy. With the Prequalification Assessment Codes in particular, there are 494 assessment codes not in a workable order and that will lead to a less efficient assessment but also a higher risk of an incorrect assessment code being selected.

## Cloning

### Text Amendment

- **What is the change?**
- Helper text amendment for the Asset Group declaration whilst cloning.
- **Why are we doing it**
- Clarification that not selecting the Asset Group declaration will not link the CMUs. In legacy portal all clones were linked, in the New EMR Portal there is the option to not link the clones which allows for multiple copies of the same CMU information to be created with different IDs.

# Single ID access to Multiple Portfolio’s

## Feature Description

On the EMR Portal a customer's email address is their User ID. Therefore, the system won’t allow a User to use the same email to register another account in a different Portfolio, and there are Users who need to access multiple Portfolios using the same email address. This feature will enable Single user-ID access for Multi-Portfolios. It will also replace the interim work around solution which is a long process via our IT team, which manually creates different User IDs against one email to enable Users to access different Portfolios.

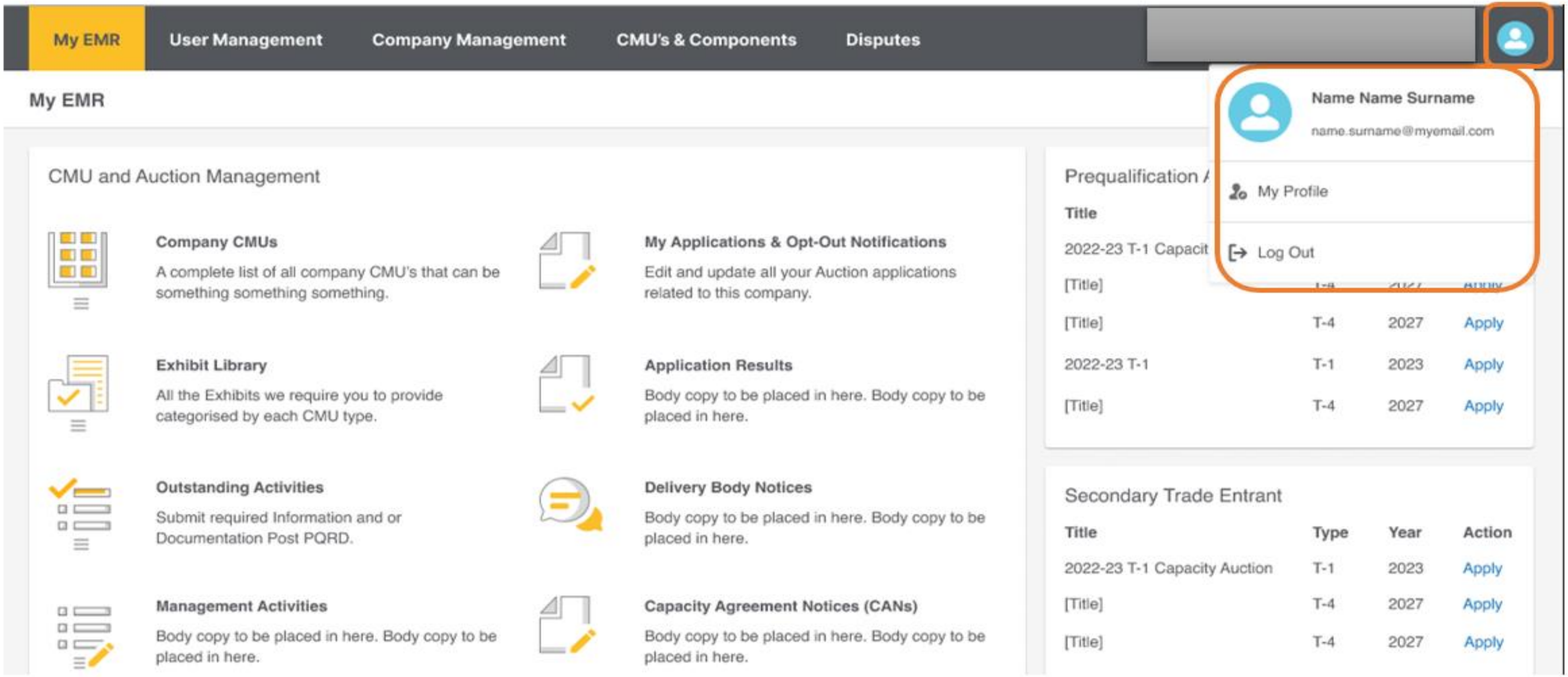
## Customer Feedback Considered

- The current process involves customers emailing the DB and filling out a form which is time consuming as they must wait for the task to be completed from the DB side, when they should be allowed to manage this from their side.

## High-level Requirements Proposed

- User will need to be initially registered following the normal User Management process.
- Allow Main Admin, Deputies and Users (excluding Nominated Agent) to request access to a Company/Account that is in a different Portfolio than the one they currently have access to.
- Only Main Admins of the Portfolio account that receives the request can approve or reject the request.
- Email notifications will be sent to the requester and Main Admin approver (i.e. when the request is submitted, approved and rejected).
- Once the request has been approved the User will then have access to the relevant Company, and if they need to be added to further Companies, or the role needs to be changed this can be managed as normal in the User Management section.
- Users should have the ability to switch between Portfolios they have access to without having to log out and log back in.

As a newly registered Main Admin, Deputy or User when you select the **blue User Icon** you only get the option to select **My Profile**, as the User will only have access to the 1 Portfolio during the initial Registration.

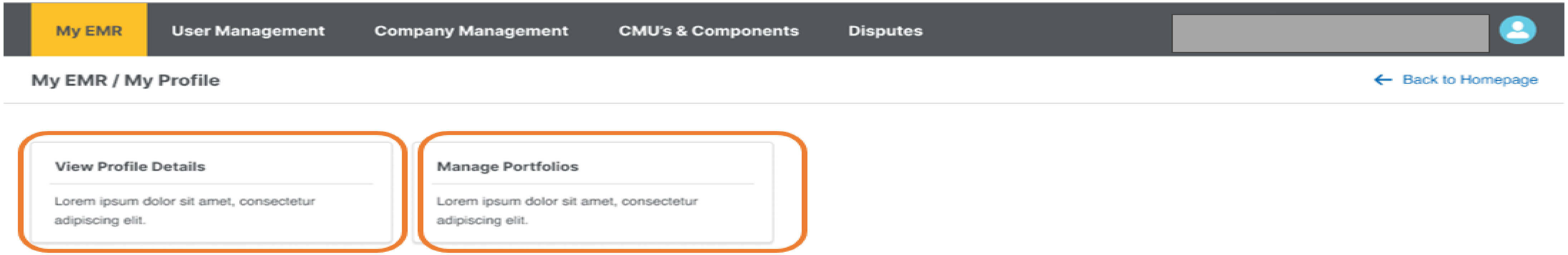


The journey for a Main Admin is slightly different, so we will go through how the feature would work for Deputy and User role first. Please note this process excludes Nominated Agents.

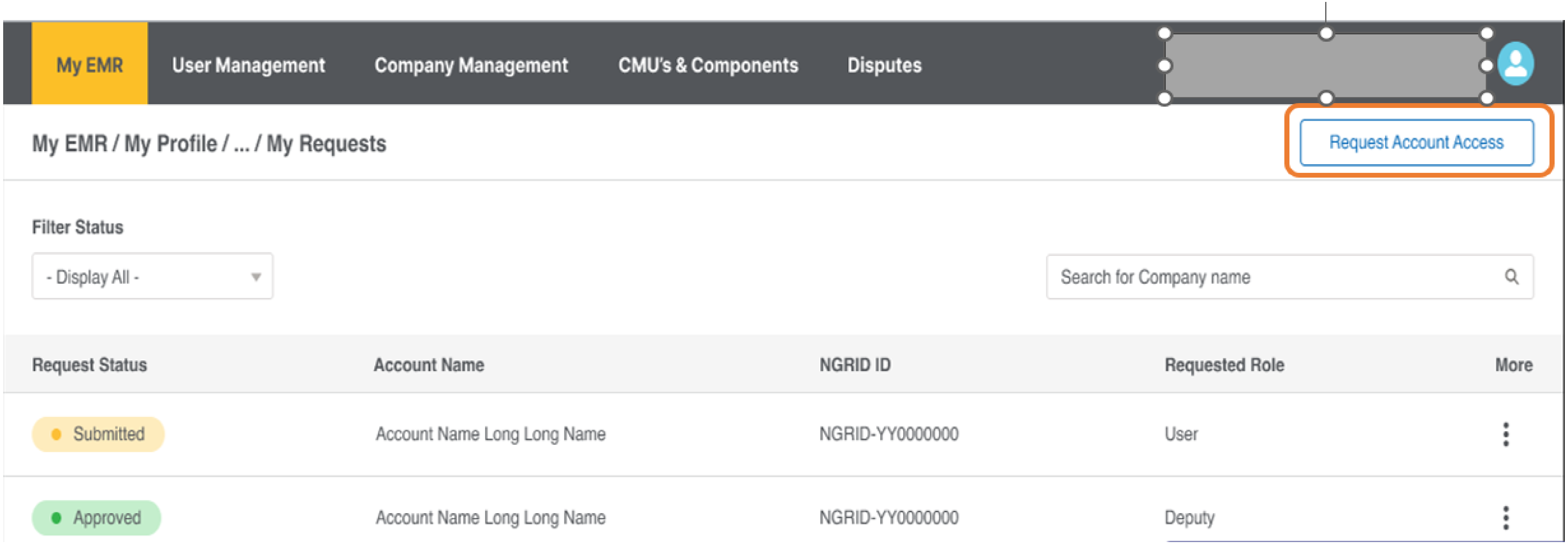
When a Deputy or User selects **My Profile** from the **blue User Icon** they are taken to the below screen with 2 options:

Selecting **View Profile Details** – will show the Deputy or User their profile details and for Deputies with read and write privileges they can make edits to their details.

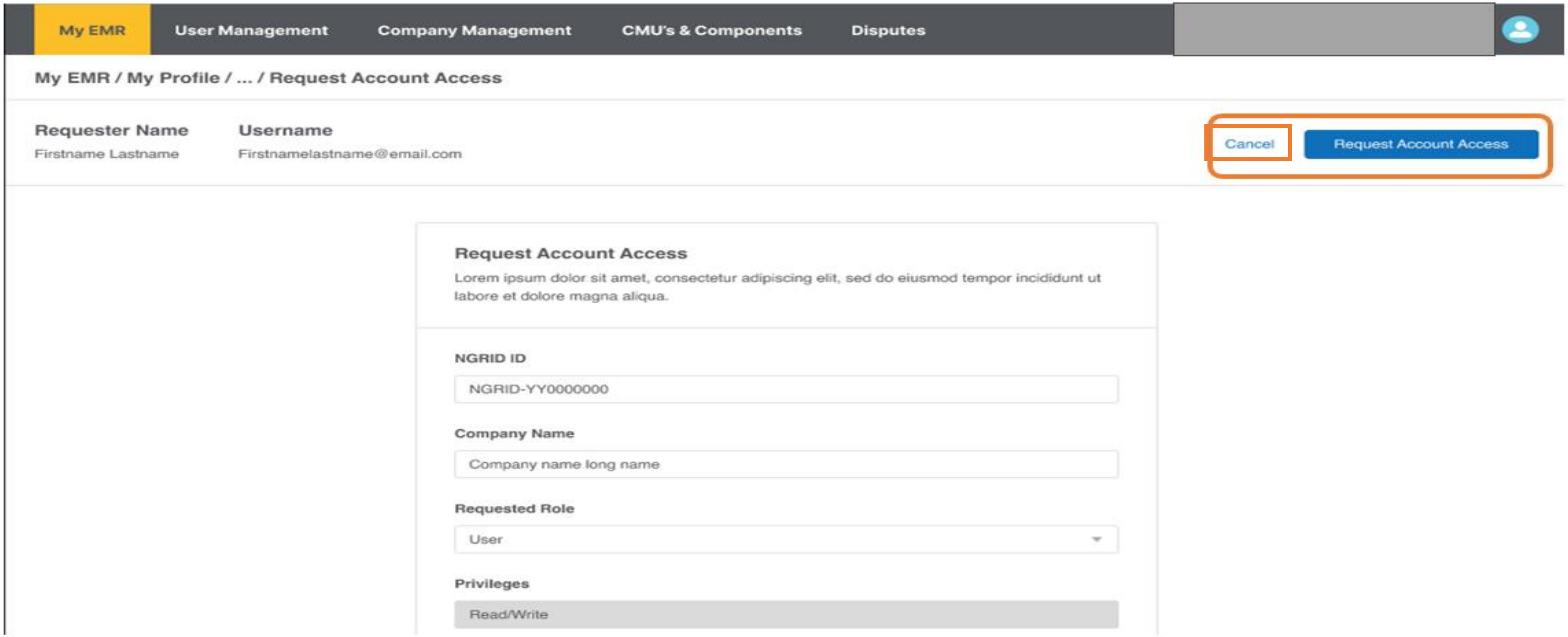
Selecting **Manage Portfolios** – will take the Deputy or User to a new screen, whereby they can request access to a Company/Account that is in a different Portfolio using the same email address.



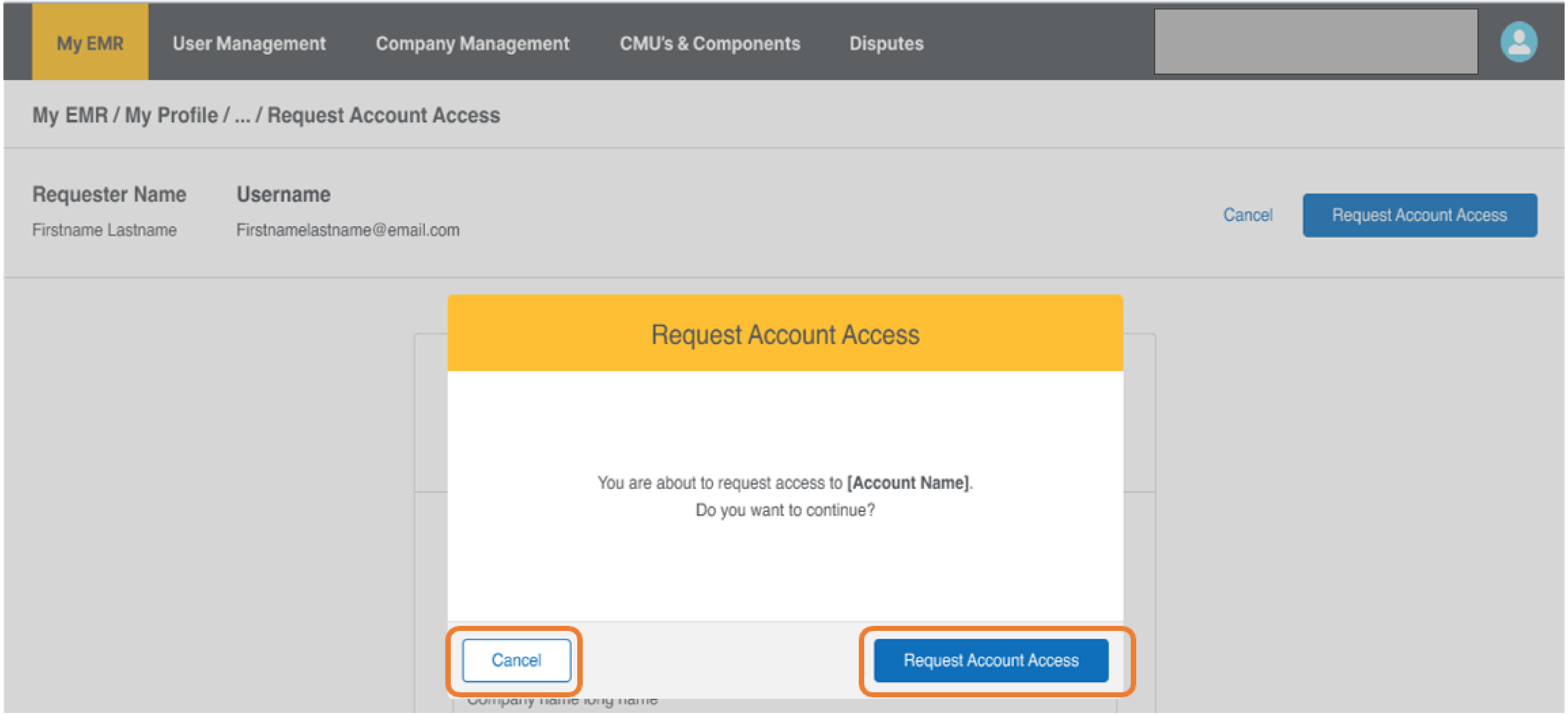
Selecting **Manage Portfolios,** the Deputy or User will be taken to a screen where there is a button to '**Request Account Access**', and in this screen, there will be a list of any previous requests made for other Companies with the status of the request.



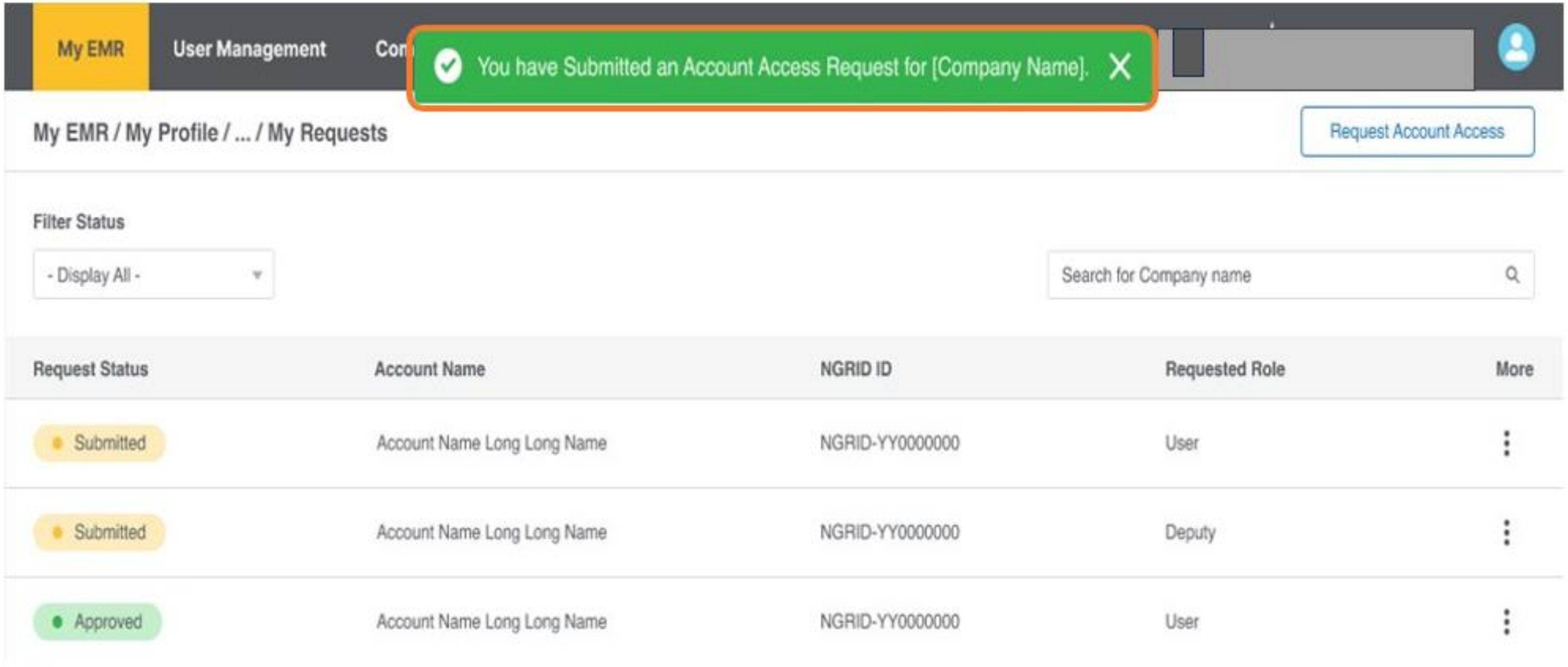
Selecting **Request Account Access** will take the Deputy or User to a form, where they will need to enter the NGRID-ID and Company name will auto populate with the Company they want access to (NGRID-ID is needed ), as well as inputting the role they would like. The Privileges the Deputy or User can request is limited to the privileges the Deputy or User currently has in the Portfolio they have access to. Once completed, select **Request Account Access** to submit the request or **Cancel** to leave the form.



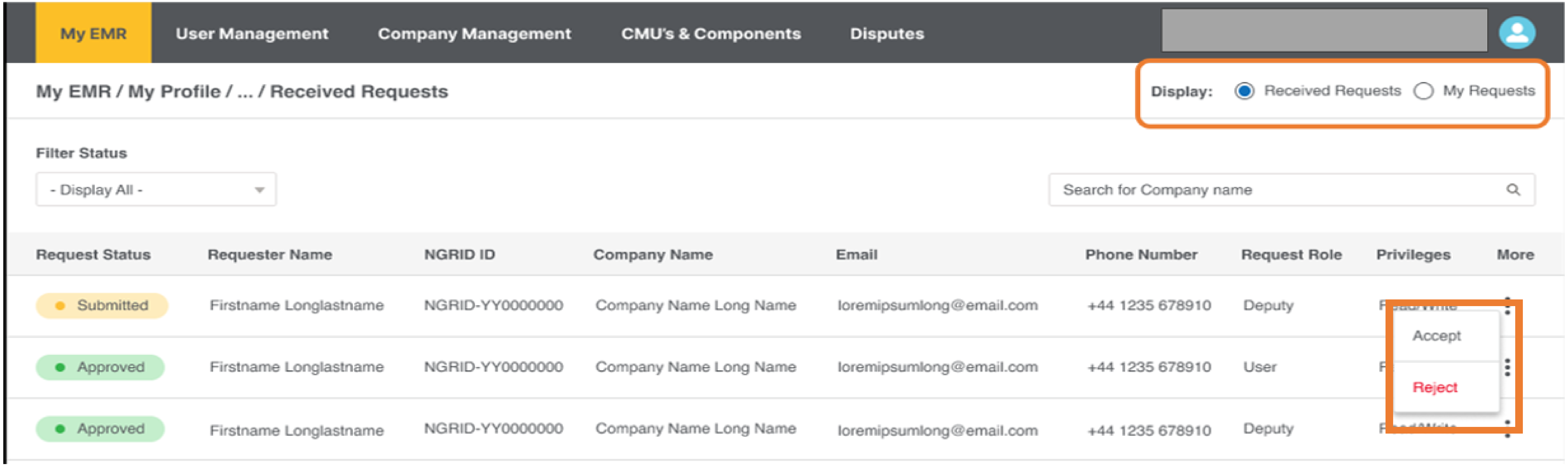
Select **Request Account Access** to submit the request or **Cancel** to go back to the form to make any edits.



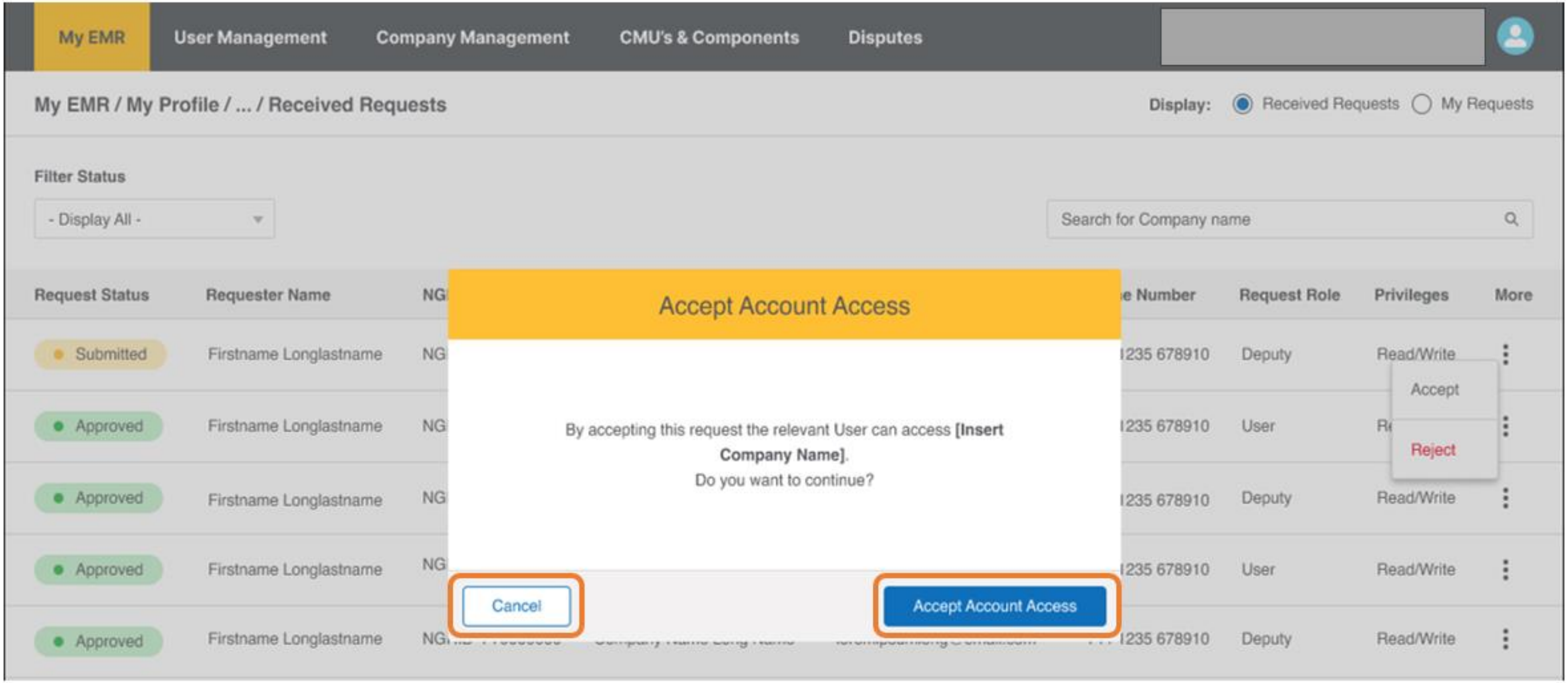
Once the request has been submitted, the requester will receive a green toaster message confirming the submission. The requester, as well as the Main Admin of the relevant Company that will be approving the request, will receive an email notification confirming the submission.



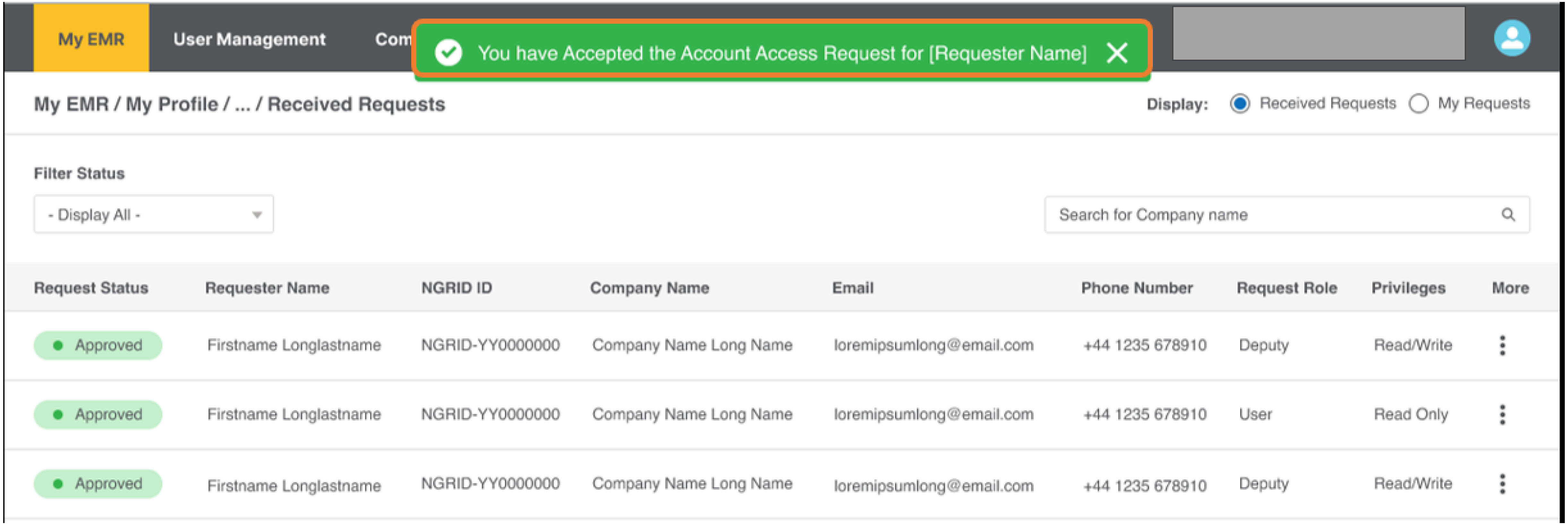
The Main Admin can access the **View Profile Details** & **Manage Portfolios** screen similar to Deputies and Users (see slide 3). By selecting **Manage Portfolios** the Main Admin will be taken to the below screen, whereby they can view the **Received Requests** from Deputies and Users that would like access to their Company/Account. They can **Accept** or **Reject** the request by reviewing the details the requester has given. The Main Admin can also request access to another Portfolio by selecting **My Requests** tab and they will follow the same process as described in slides 4 – 7.



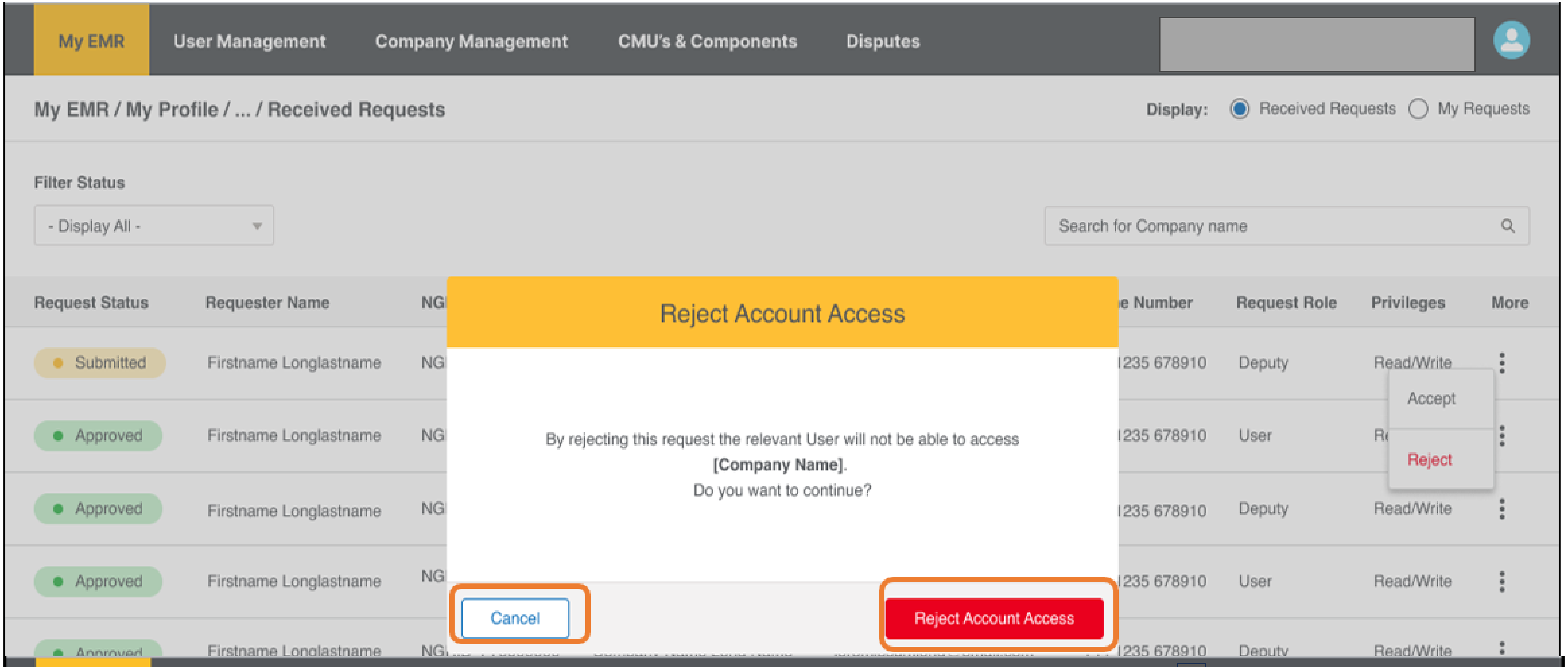
Select **Accept Account Access** to approve the requesters access. Select **Cancel** to go back to the list view to review the request details.



By selecting **Accept Account Access**, this will send approval email notifications to the requester and Main Admin approver. The Main Admin approver will also get a green toaster message confirming the approval.



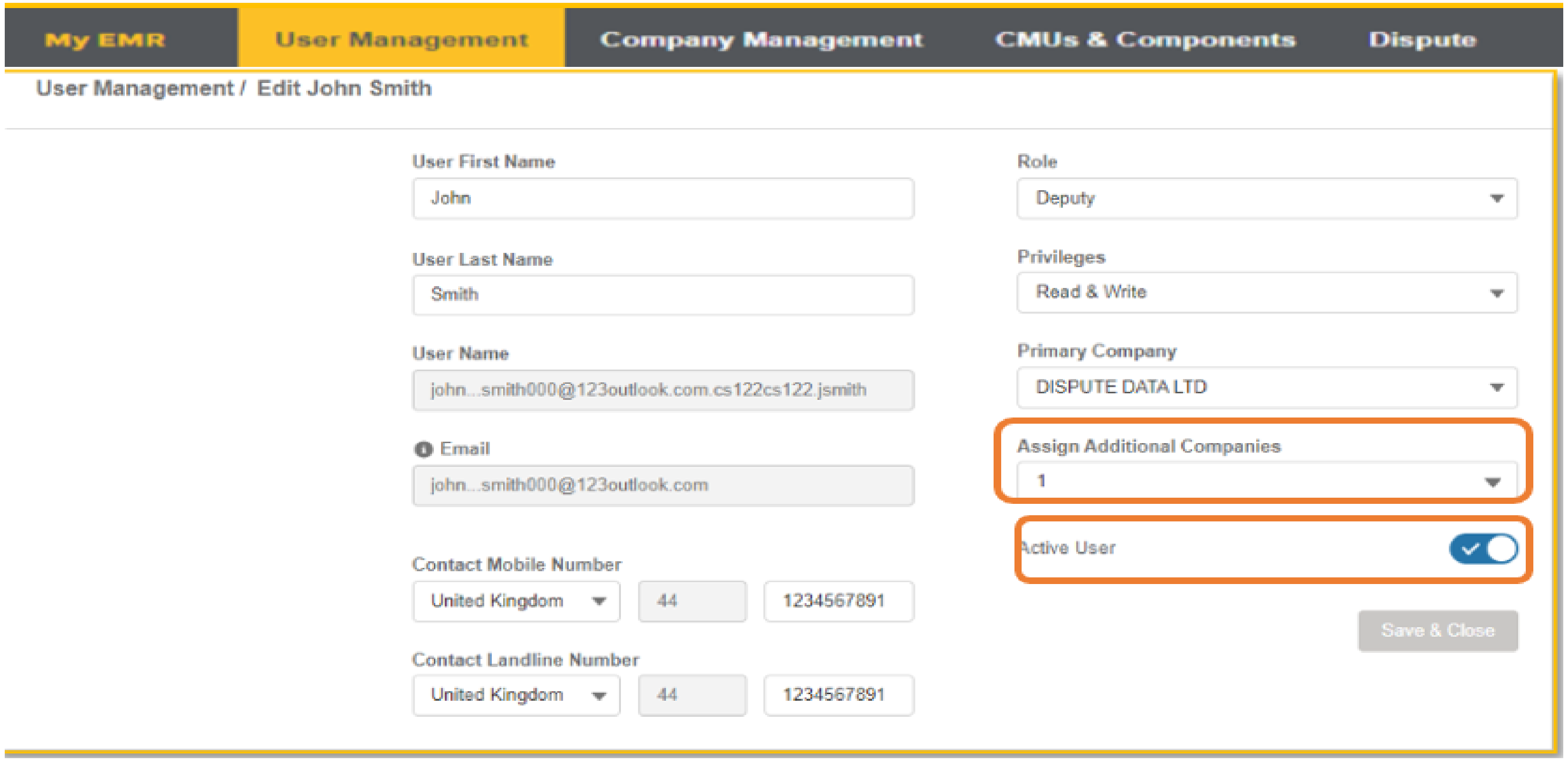
Select **Reject Account Access** to reject the requesters access. Select **Cancel** to go back to the list view to review the request details. By selecting **Reject Account Access**, this will send rejection email notifications to the requester and Main Admin approver. The Main Admin approver will also get a green toaster message confirming the rejection.

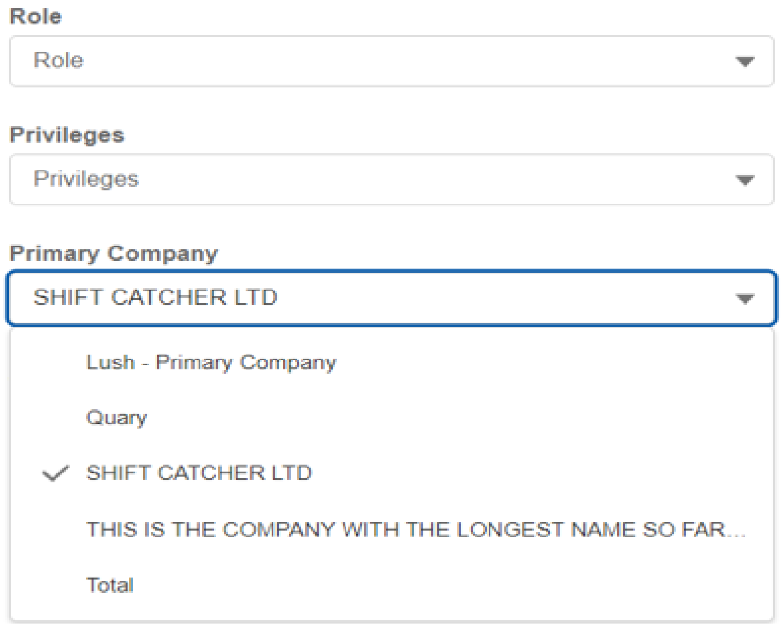


The deactivation of a User from a specific Company or Portfolio can be managed through the standard User Management process.

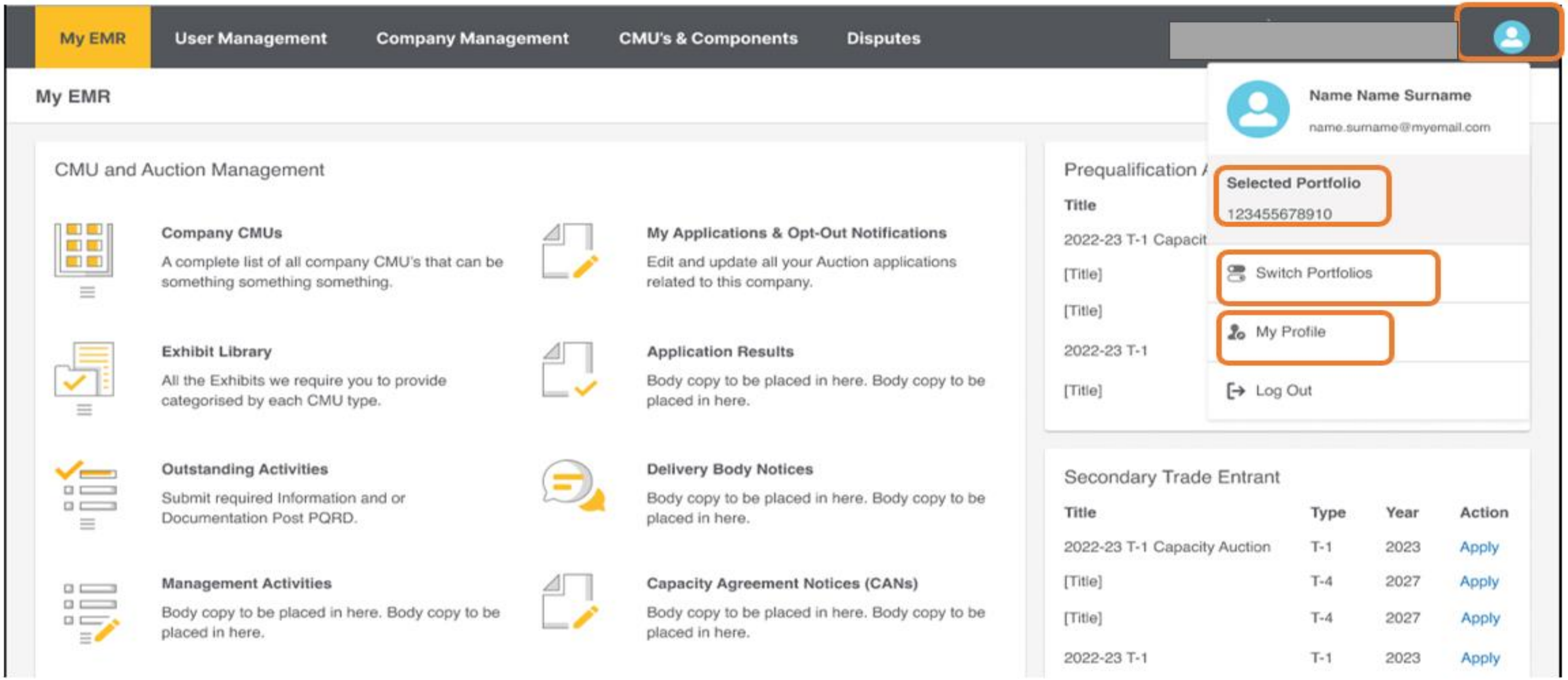
To deactivate against specific Companies in a Portfolio, the Main Admin or Deputy will need to select **Assign Additional Companies** and update accordingly.

To deactivate against the entire Portfolio, the Main Admin and Deputy will need to select the **Active User** toggle.

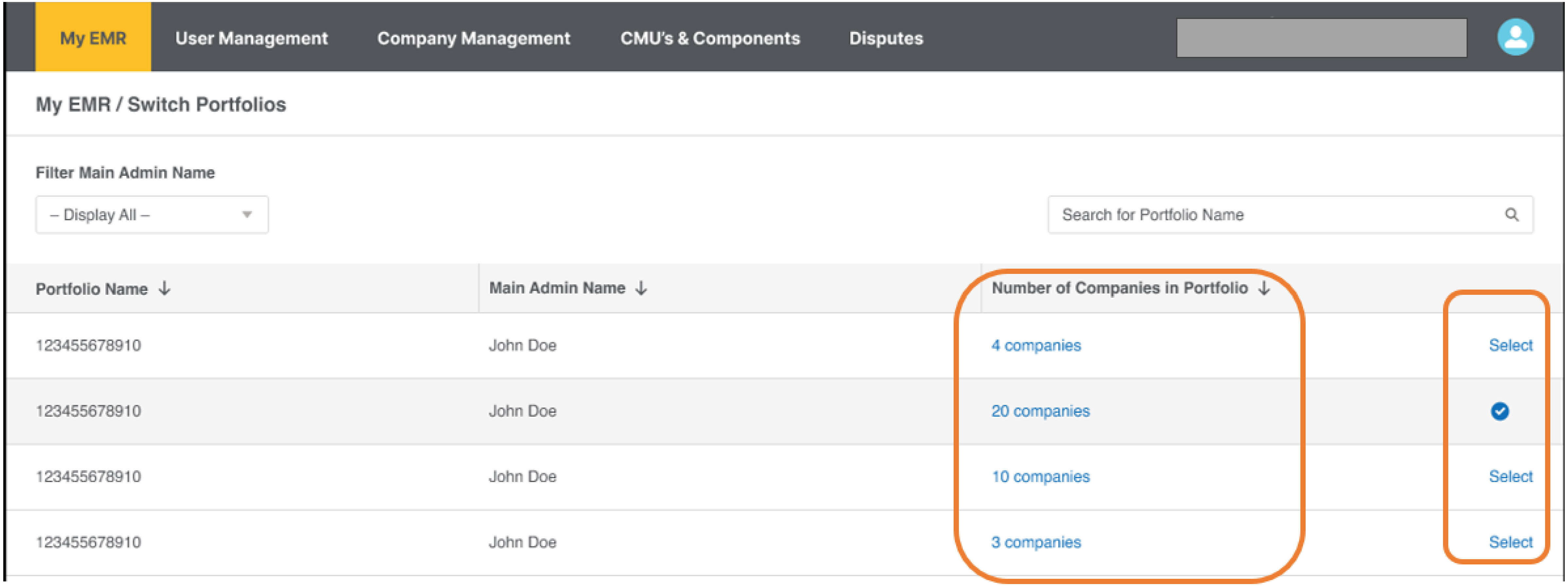


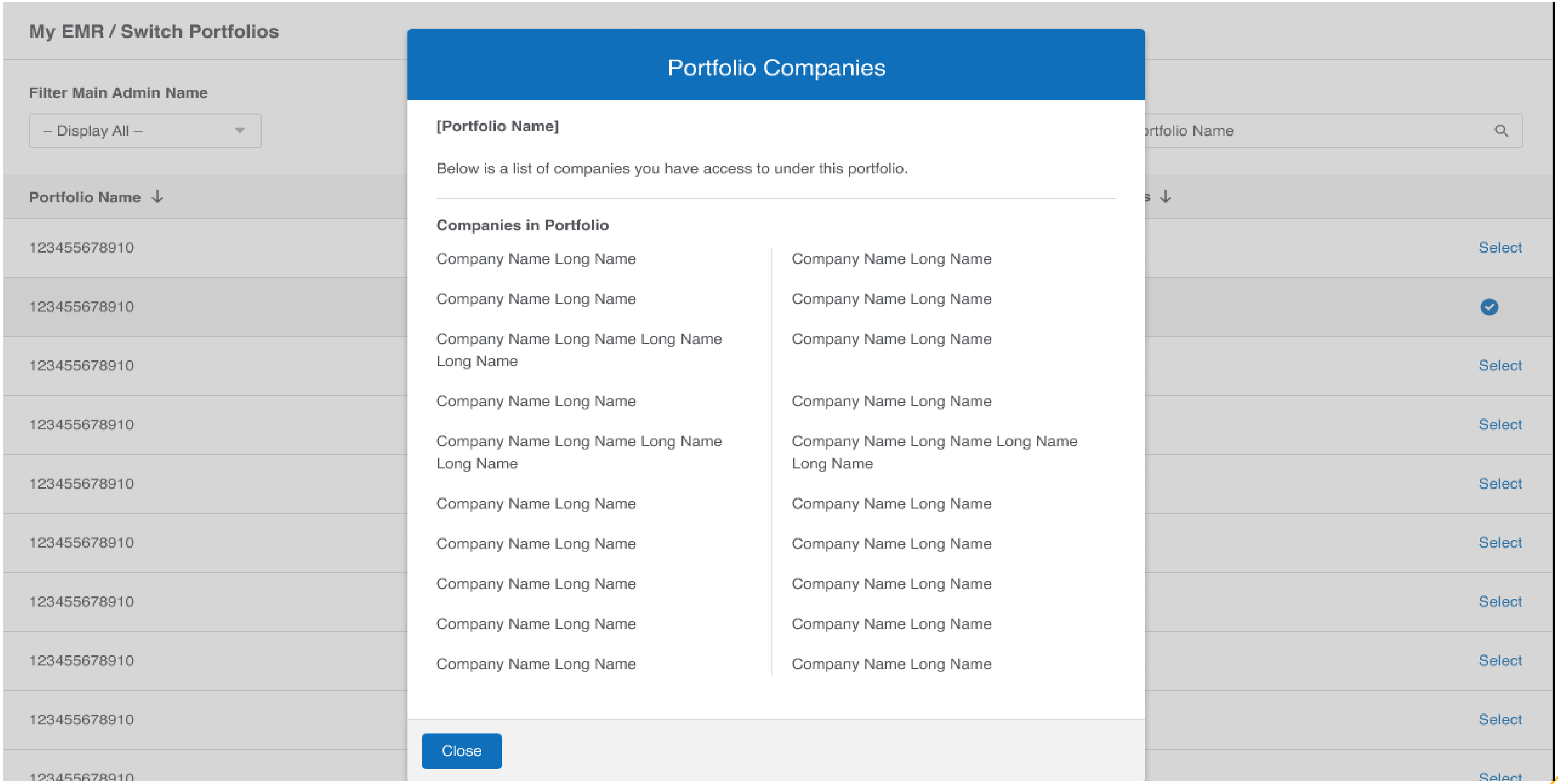
When a Main Admin, Deputy or User with access to multiple Portfolios logs in to the EMR Portal, they can select the relevant Portfolio they would like to manage, or request access to an account via the **blue User Icon** on the top right. Please note the initial **Selected Portfolio** will be the Portfolio the User was initial registered against. Nominated Agents will not have this functionality. To request access to an account, select **My Profile**. To access different Portfolios, select **Switch Portfolios** to navigate to a different Portfolio. The **Selected Portfolio** gives the User an indication of the Company information they are currently accessing.



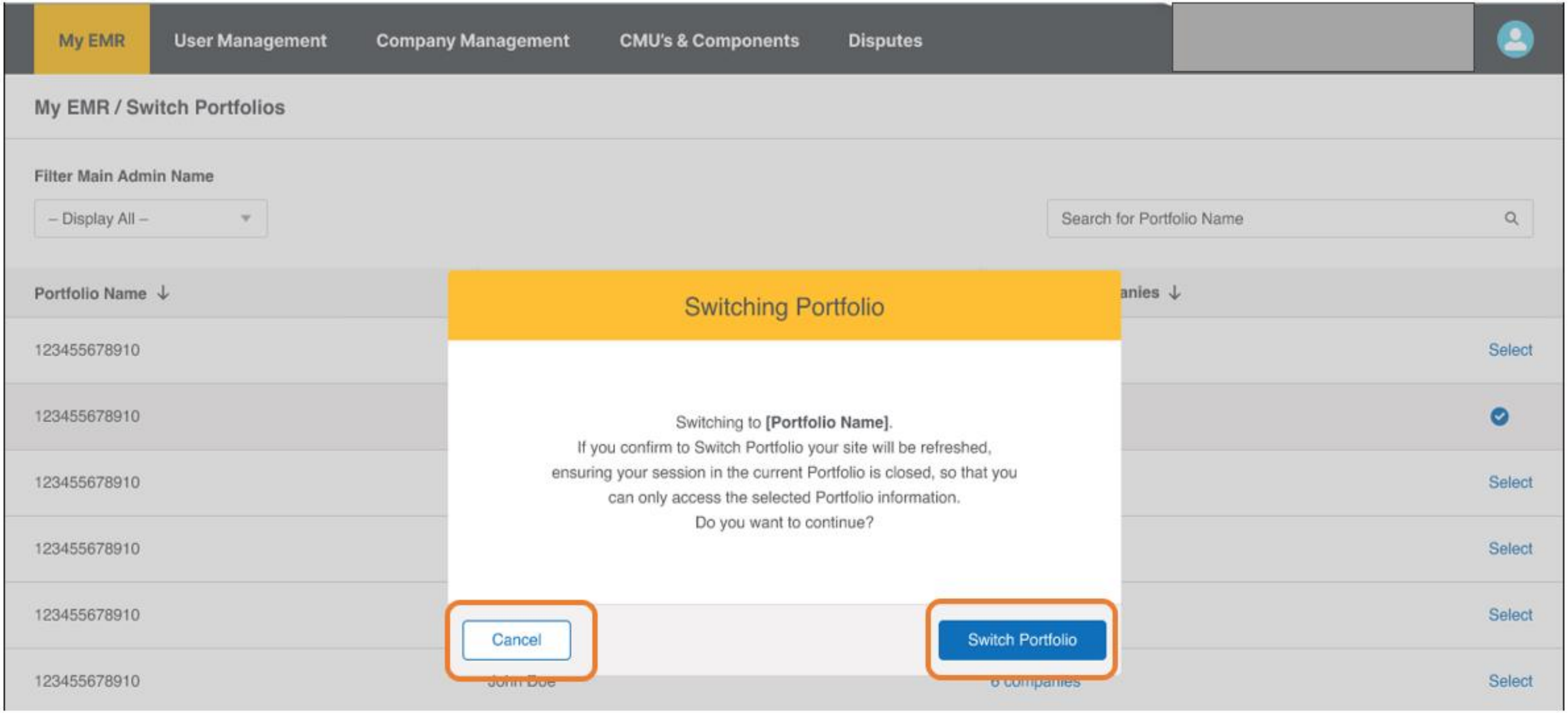
To access different Portfolios, select **Switch Portfolios** on the **blue User Icon**, which will take the User to the below screen, whereby Users can view all the Portfolios they have access to, with the list of Companies they have access to in the relevant Portfolio. There will be a tick box next to the Portfolio the User is currently accessing and **Select** next to the other Portfolios.



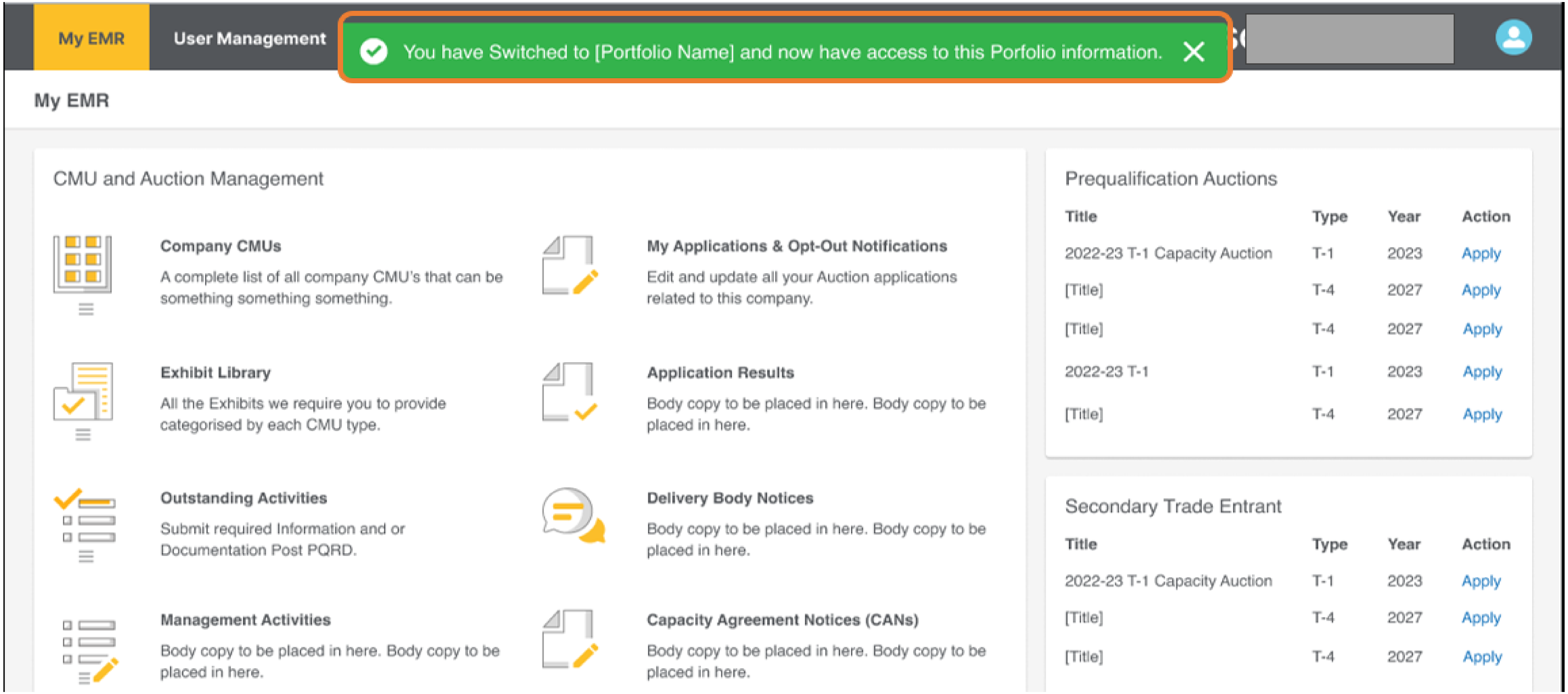
To view the list of Companies a User has access to in the relevant Portfolio, select **Number of Companies in Portfolio**, this will open the below screen with the list of Companies in the relevant Portfolio.



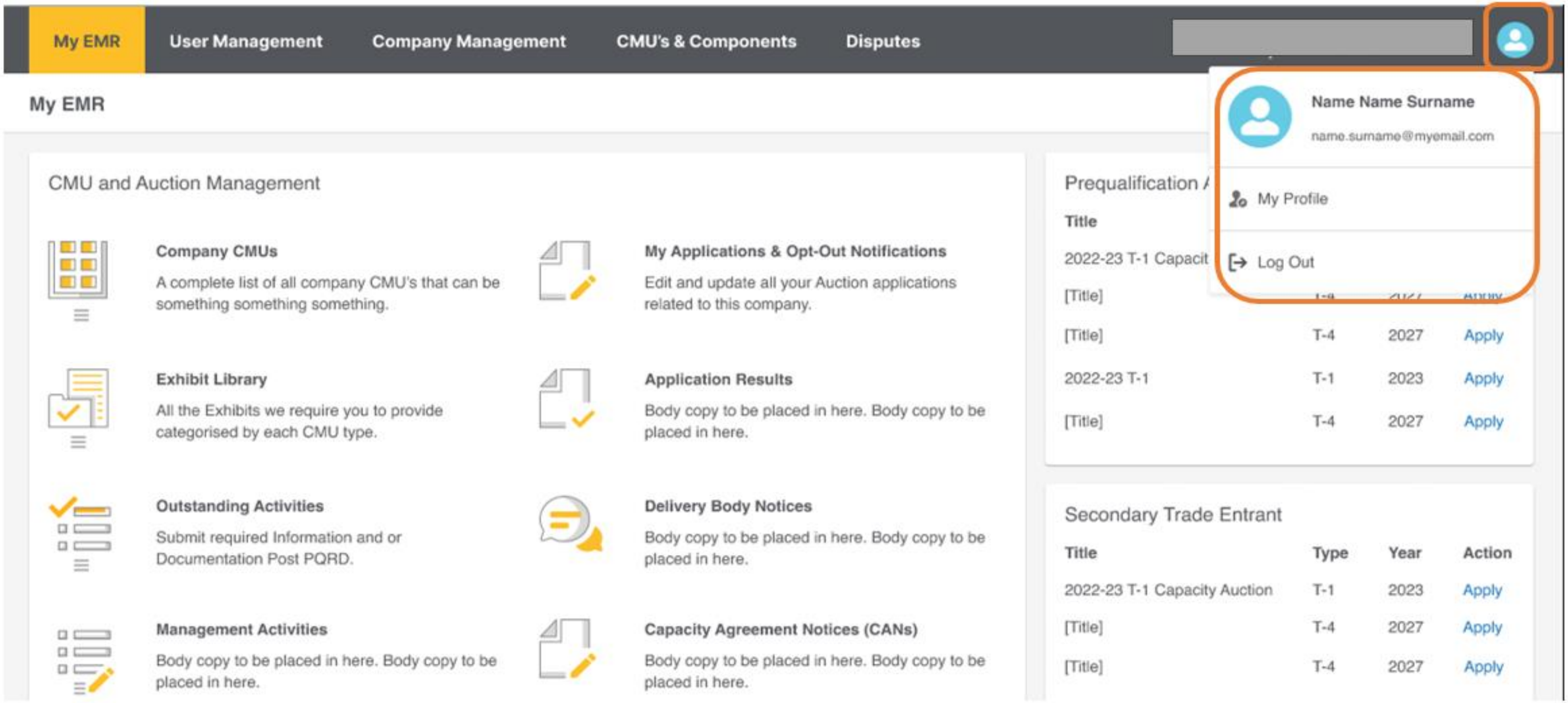
To switch Portfolios the User will click **Select** next to the relevant Portfolio and when the screen below appears, they will select **Switch Portfolio** to access the new Portfolio or **Cancel** to go back to the list of Portfolios.



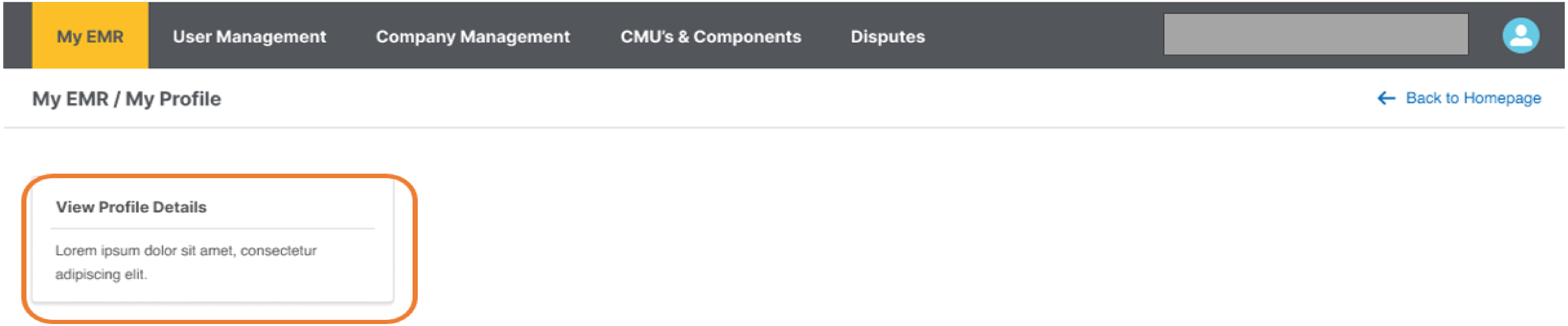
By selecting **Switch Portfolio**, the User's Portal browser tab will be refreshed, which means the previous Portfolio session is replaced with the new Portfolio session, so the User will need to ensure their previous work is saved before switching Portfolios.



When Nominated Agents select the **blue User Icon** they only get the option to select **My Profile**, as Nominated Agents cannot request access to other Portfolios, to be the Agent for any other Company, unless the other Company is a member of the same Group, and Companies in the same group should be under 1 Portfolio.



By selecting **My Profile,** the Nominated Agent is taken to the screen below where they can view their profile details.



# Thank you for your time

# Are there any questions?

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# Supporting Information

# CFW Enhancements – latest position

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## Pot 1 - Reviewing options to progress in Q3 (if not, consider potential for delivery in Q4)

| Area of Portal | Enhancement Title | Enhancement Summary | High Level Impact Assessment | User Group Prioritisation position | Implementation Option(s) (as of Aug 2024) | Latest Position (as of Sep 2024) |
|---|---|---|---|---|---|---|
| Application | Separate "Save And Quit" Button In Application | Provides the option to save and return to the current application if the user has to navigate away to the Company Screen to make changes instead of being taken back to the Main Company selection screen. | Medium | Could Have | This has been considered as a candidate for Q3 delivery but is subject to further assessment to understand size and complexity of delivery. | Detailed impact assessment still in progress. Not considered for Q3 Delivery. Will revisit in November for Q4 Delivery. |
| Application | Reword LCE Declaration | Rewords the "LCE Application Made But Not Determined" declaration to make the declaration clearer and less confusing for users completing an application. | Small | Could Have | This has been considered as a candidate for Q3 delivery. | Not considered for Q3 Delivery. Will revisit in November for Q4 Delivery. |
| CMU | Reorder filter boxes on CMU and Components | Reorders filter boxes on the CMU & Components screen so that they reflect the same order of the columns on the page to make the screen more user friendly. | Medium | Could Have | This has been considered as a candidate for Q3 delivery. | Not considered for Q3 Delivery. Will revisit in November for Q4 Delivery. |
| Disputes | Include Application / Dispute ID On Disputes Letter File Name | Includes the application / dispute ID in the file name of the Disputes letter so that this would specify the application the disputes letter belongs to in the file name and avoid confusion. | Medium | Could Have | This has been considered as a candidate for Q3 delivery. | Not considered for Q3 Delivery. Will revisit in November for Q4 Delivery. |
| Management Activities | Arrange Items On My EMR / Management Activities In Alphabetical Order | Allows users to see the items on the My EMR / Management Activities screen arranged in alphabetical order so that it makes it easier to find an item and the organisation of screens is consistent. | Medium | Could Have | This has been considered as a candidate for Q3 delivery. Icons and associated descriptions to accompany the different management activities | Not considered for Q3 Delivery. Will revisit in November for Q4 Delivery. |
| Outstanding Activities | Arrange Filter Drop-Down Lists Alphabetically In Outstanding Activities | Allows users to have the drop-down lists on the Outstanding Activities screen arranged in alphabetical order so that it is easier to find an item and the organisation of screens is consistent. | Medium | Could Have | This has been considered as a candidate for Q3 delivery. | Not considered for Q3 Delivery. Will revisit in November for Q4 Delivery. |
| Outstanding Activities | Keep User On Filtered Page When Completing "Submit For Review" | Allows users to remain on the filtered screen when a task is submitted for review "Submit For Review" to avoid losing the filtered information and having to repeat the process of applying the same filters to get back to the same filtered information | Medium | Could Have (High) | This has been considered as a candidate for Q3 delivery. | Not considered for Q3 Delivery. Will revisit in November for Q4 Delivery. |

# CFW Enhancements – latest position

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Pot 2 - Added to scope for Q4 improvements as part of a wider review of CMU/Application Validation enhancements

| Area of Portal | Enhancement Title | Enhancement Summary | High Level Impact Assessment | User Group Prioritisation position | Implementation Option(s) (as of Aug 2024) | Latest Position (as of Sep 2024) |
|---|---|---|---|---|---|---|
| Application | Application Declarations Validation | Prevents the user to submit applications if they have not ticked: Declaration that application is correct; Declaration of solvency; & one of the Low Carbon statuses to avoid users submitting applications which are incomplete, where the above declarations have been missed. | Large | Should Have | This enhancement will be included as part of the Application Validation Feature and therefore be considered for delivery in Q4. | Requirement Validation expected by November 2024 |
| Component | Connection Capacity Calculation Method Visibility | Ensures the option of "Historic/Average Output" for the method to calculate connection capacity only be visible to specific CMU types and removed for all irrelevant CMU types so that it helps avoid users selecting a capacity calculation method which is not applicable to the CMU type they are completing the application for. | Medium | Should Have | This enhancement will be included as part of the Application Validation Feature and therefore be considered for delivery in Q4. | Requirement Validation expected by November 2024 |
| Application | Remove Declarations After Confirmation Of Legal Owner | Removes the following declarations: Applicant Declaration, Aggregator Declaration & Legal Owner Declaration if the user confirmed in the application that they are the Legal Owner. | Medium | Should Have | This enhancement will be included as part of the Application Validation Feature and therefore be considered for delivery in Q4. | Requirement Validation expected by November 2024 |
| Application | Application Declarations Validation | Prevents the user to submit applications if they have not ticked: Declaration that application is correct; Declaration of solvency; & one of the Low Carbon statuses to avoid users submitting applications which are incomplete, where the above declarations have been missed. | Large | Should Have | This enhancement will be included as part of the Application Validation Feature and therefore be considered for delivery in Q4. | Requirement Validation expected by November 2024 |

# CFW Enhancements – latest position

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Pot 3 - Consider for Q4 improvements as part of a later prioritisation process

| Area of Portal | Enhancement Title | Enhancement Summary | High Level Impact Assessment | User Group Prioritisation position | Implementation Option(s) (as of Aug 2024) | Latest Position (as of Sep 2024) |
|---|---|---|---|---|---|---|
| Application | Auto-Calculate Capacity On Application | Ensures the system to calculate capacity automatically for CMU application when user clicks on "Create Application" rather than the user having to click "Calculate". | Medium | Could Have | This has not been considered for Q3 delivery. Not yet confirmed for Q4 delivery. Subject to further updates. | Will revisit in November for Q4 Delivery. |
| Application | Allow Downloading Of Applications | Provides the functionality to download applications and allows the user to view all the questions and answers submitted in the application via a downloaded copy and viewed offline. | Large | Should Have (High) | This has not been considered for Q3 delivery. Not yet confirmed for Q4 delivery. Subject to further updates. | Will revisit in November for Q4 Delivery. |
| Security Interest | Provide List Of CMUs To Select From For Security Interests | Allows users to see a list of eligible CMUs to select from to apply security interests in one transaction as appose to uploading the security interest individually for each CMU. | Medium | Could Have | This has not been considered for Q3 delivery. Not yet confirmed for Q4 delivery. Subject to further updates. | Will revisit in November for Q4 Delivery. |

# CFW Enhancements – latest position

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Pot 4 - DB consider the cost versus value as being disproportionate and are recommending to NOT proceed

| Area of Portal | Enhancement Title | Enhancement Summary | High Level Impact Assessment | User Group Prioritisation position | Implementation Option(s) (as of Aug 2024) | Latest Position (as of Sep 2024) |
|---|---|---|---|---|---|---|
| CMU | Duplicate CMU ID Error Message | Notifies a user upon entering a CMU ID for a new CMU which is already taken via an immediate error message, to inform them that it is a duplicate, before having to click 'Next' to move onto the next page. | Medium | Could Have | The value gained from implementing this enhancement does not outweigh the resource taken to develop and therefore are proposing not to progress | N/A |
| Disputes | Provide Text Box For Each Rejection Reason | Includes text boxes to address each rejection reason received individually which will allow the users to add comments against each individual rejection reason, making it simpler and easier to understand. | Medium - Large | Could Have | This enhancement is considered a significant change to design and process of the Disputes Window. The introduction of Failure Codes will also make it easier to associate reasons for appeal. Based on this information we are proposing not to progress. | N/A |
| Application Results | Automatically Show All Records On Application Results Page | Allows users to view all records for all auctions when opening the PQ Application Results page. | Large | Could Have | Removing the filters would lead to a decrease in performance of the Application Results screen because of higher latency and therefore are proposing not to progress | N/A |
| Uploading Documents | Remove “Upload Document” Button Until Document Category Is Selected | Provides visibility of the “Upload Document” button after the document category is selected preventing a potential error by clicking on ‘Upload Document’ before a category is selected. | Medium | Could Have | The value gained from implementing this enhancement does not outweigh the resource taken to develop and therefore are proposing not to progress | N/A |

# CFW Enhancements – latest position

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Pot 5 - Already delivered

| Area of Portal | Enhancement Title | Enhancement Summary | High Level Impact Assessment | User Group Prioritisation position | Implementation Option(s) (as of Aug 2024) | Latest Position (as of Sep 2024) |
|---|---|---|---|---|---|---|
| Application | Allow Save And Continue With Applications | Allows the user to stay on the same page when the button “Save” is clicked and then to continue with the application rather than automatically being taken back to the Applications grid page (which is the previous screen). | N/A | Should Have | This enhancement has already been delivered as part of an earlier deployment which resolved a previous application scroll bar issue. | N/A |