

EMR Company Registration and User Management

Guidance document for EMR participants



User Support Guide for EMR Company Registration and User Management

24th January 2017

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Company Registration User Support Guide

1.0 - Introduction

Any company or organisation that wishes to apply for a Contract for Difference (CfD) or participate in the Capacity Market (CM) must first register with the EMR Delivery Body. This is to ensure that an application is being made with consent from an Authorised Person (usually a Director or Partner) of that organisation and embeds a level of governance around the process to prevent unauthorised applications.

An Authorised person may nominate a person as a Main Administrator (herein called Main Admin) to act on their behalf to carry out the necessary activities for their Application/Prequalification. A Main Admin can subsequently assign additional authorised Users to assist with their Application/Prequalification and to receive notifications.

The aim of this guide is to:

- 1) Explain the information required to complete the Company Registration Form and,
- 2) Provide information on how to submit the EMR Company Registration Form to the EMR Delivery Body for verification and to complete the Company Registration process.

For 2015, the Registration process will be carried out using the Company Registration Form available on the EMR Delivery Body portal.

Note: Applicants should not use the CfD Registration Form to submit their Company Registrations until advised by the Delivery Body to do so. The Delivery Body will make an announcement on the EMR Delivery Body portal¹ on the commencement of Registration process for CfDs, when other CfD Round dates are formalised by the Department for Business, Energy & Industrial Strategy (BEIS), formerly known as the Department of Energy and Climate Change (DECC). In the meantime, if you have any queries regarding your CfD registration then please contact a member of the CfD Delivery Body Team on 01926 655300 or email box.emr.cfd@nationalgrid.com.

1.1 - Overview of information required for EMR Company Registration

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

- **Company / organisation details**
The relevant details for the company or organisation wishing to register.
- **Authorised Person details**
The relevant details for the 'Authorised Person' (AP) - The Authorised Person should be a person named at Companies House for UK registered Companies (or the equivalent body for non-UK registered companies) as related to the Company being registered. They will ordinarily be a Company Director or a Company Secretary.
- **Main Administrator details**
The Main Administrator details - The Main Administrator for each Company should ordinarily be the person with managerial responsibility for the day to day participation in the Capacity Market or Contracts for Difference mechanisms. The Main Company Administrator will initially be responsible for the creation of other companies (Sub companies) in the portal relating to the Main Company, and for registering other Users. They will also act as the main point of contact for the Main Company for any communications with the Delivery Body.

¹ <https://www.emrdeliverybody.com>

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Please note that it is permissible for the Main Administrator for a registered company or organisation to be the same person as the Authorised Person

2.0 - How to Register your Company with the Delivery Body

2.1 - Accessing and completing the Registration Form - Instructions

1. Go to the EMR Delivery Body portal (www.emrdeliverybody.com) and depending on the regime you wish to participate in, click on Capacity Market or Contracts for Difference on the horizontal menu bar (highlighted in figure 2.1a below).

Note: Applicants, who wish to participate in both CfD and CM, will need to register their company for both schemes separately.

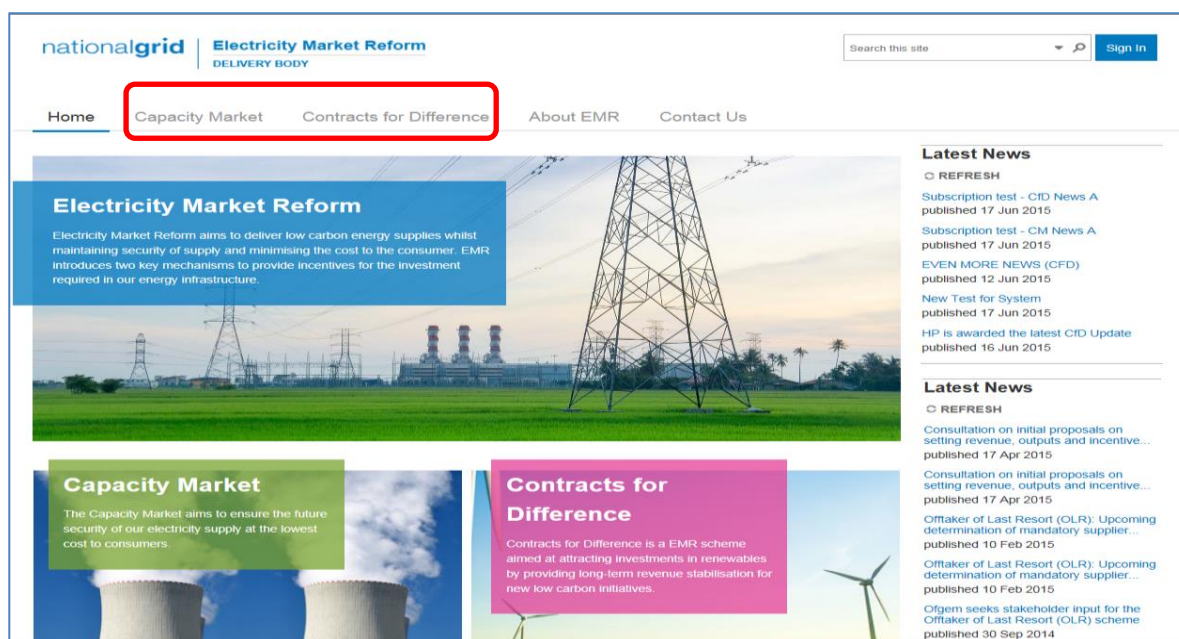


Figure 2.1a: EMR Delivery Body Portal Homepage

2. Depending on the option you chose in the previous step, you will navigate to either the Capacity Market or Contracts for Difference landing page shown in figures 2.1b and 2.1c below.

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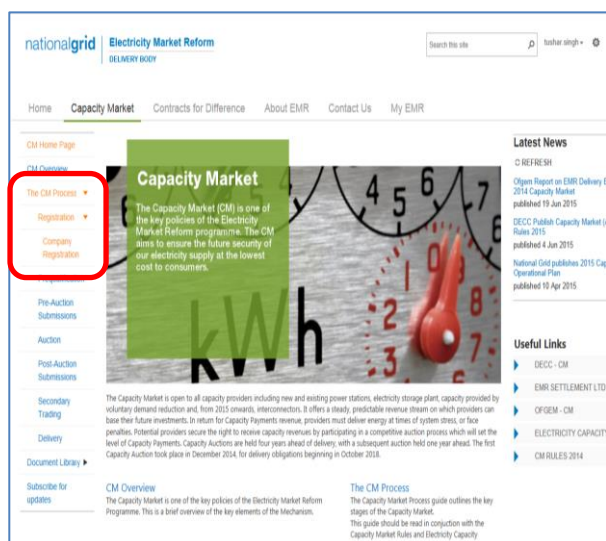


Figure 2.1b: CM Landing Page

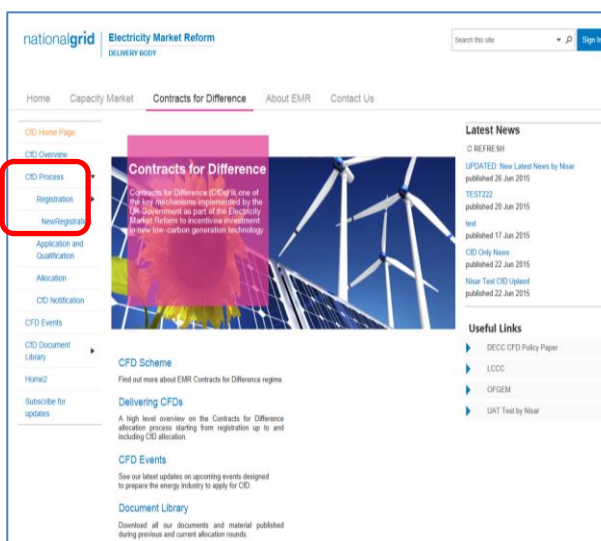


Figure 2.1c: CfD Landing Page

- For CM Registration - Click on **The CM Process → Registration → Company Registration** on the left hand menu on the Capacity Market screen (highlighted in figure 2.1b above).

OR

For CfD Registration - Click on **The CfD Process → Registration → New Registration** on the left hand menu on the Contracts for Difference screen (highlighted in figure 2.1c above).

- This will navigate to the Company Registration Form. The Form consists of three sub-sections-
 - Company Section
 - Authorised Person Section
 - Main Company Admin User Section

An example of the form is illustrated in figure 2.1d below.

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The screenshot displays the 'Company registration form' on the National Grid Electricity Market Reform Delivery Body website. The form is organized into three distinct sections, each highlighted with a red box:

- Company Section:** Includes fields for Company Name, Company Registration Number, Company Registration Type, Address 1, Address 2, Address 3, City/Town, Post code, and Country (set to United Kingdom).
- Authorised Person Section:** Includes fields for Last Name, Email Address, Landline Number, Role/Position, Address 1, Address 2, Address 3, City/Town, Post Code, and Country (set to United Kingdom).
- Main Company Admin User Section:** Includes fields for Last Name, Country Code (set to 44), Confirm Mobile Number, Confirm Email Address, Address 1, Address 2, Address 3, Post Code, and City/Town.

At the bottom right, a blue callout points to the 'Submit' button, which is located next to a 'Cancel' button.

Figure 2.1d: Company Registration Form

All fields in the Company Registration Form must be completed with the required information. Fields marked with an asterisk are mandatory fields. N.B. Company Names should precisely match the description as held on the relevant register, including any use of abbreviations E.g. Limited as opposed to Ltd.

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

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Where your Company is located in the United Kingdom, your CRN will consist of 8 numbers, 2 letters followed by 6 numbers². It will be displayed on your certificate of incorporation and any statutory company mail sent from Companies House. It will also appear on the public register next to your company details. Where your Company is not located in the United Kingdom, there is no specific format for the CRN but you must provide the relevant reference.

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

- Joint Venture (JV) – a JV agreement / structure chart or a letter signed by the Directors on letter headed paper to state that he/she is a Director for the organisation.
- Partnership – a letter signed by the Partner on letter headed paper to state that he/she is a Partner/Owner of the organisation.
- Community Project/Charity - a letter signed by the Head on letter headed paper to state that he/she has the relevant decision making authority.

Foreign companies who legally own or control the CfD Unit (which must be located in Great Britain) can apply for a CfD and therefore are eligible for registration.

To verify ownership or legal control of the CfD Unit, the foreign company can provide:-

- A valid tax certificate and/or
- A structure chart showing ownership or legal control of the holding company owning the CfD assets and/or
- Letter signed by the Directors of the Parent Company.

This information should be added to the scanned letter headed copy of the registration form when it is uploaded. Alternatively, the Delivery Body may request this information via Egress Switch.

2.2 - Saving and Submitting the Registration Form - Instructions

1. Once all the mandatory fields in the Registration Form have been completed, click on the 'Submit' button at the bottom of the form (illustrated in figure 2.1d above).
2. A pop-up message (illustrated in figure 2.2a below) will appear asking you to save the completed Registration Form on your local machine. The message also notifies that the person nominated as the Main Admin will receive an e-mail at the address specified as Main Admin e-mail address field on the Registration Form. This e-mail will provide further instructions on how to complete the Registration process

² You cannot choose or change your CRN. It will be computer generated on a sequential basis depending on your country of incorporation and the type of company you set up:

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

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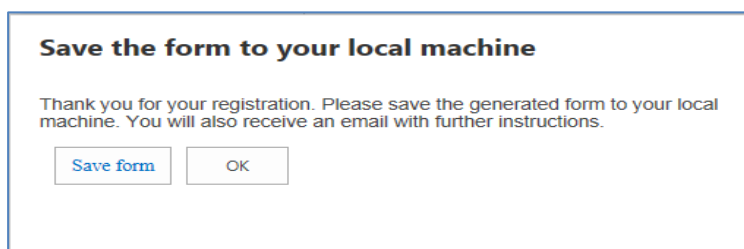


Figure 2.2a: Pop-up message

3. Click on the 'Save Form' button in the pop-up message. This will allow the User to save a copy of the completed form to their machine.

Note: Please do not click on the 'OK' button in the pop-up message as this functionality is currently disabled. If you click on the 'OK' button in the pop-up message the Registration Form will be saved on the EMR Delivery Body portal without providing an option to save the form on your local machine and you will have to repeat all the steps described in section 2.1 above.

4. The form must then be printed on a Company letter headed paper and must be signed and dated by the Authorised Person.
5. An e-mail confirmation will be sent to the Main Admin (and copied to the Authorised Person) to notify them that the Company Registration process has commenced and that a signed Registration Form will need to be uploaded on the EMR portal within 7 calendar days. The e-mail will also contain a link to upload the form onto the portal. An example of this e-mail is shown in figure 2.2b below.

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Link to upload signed Registration Form on the EMR Delivery Body portal

Figure 2.2b: E-mail confirmation – Company Registration process has started

6. The Main Admin and the Authorised Person will receive a reminder e-mail to upload the signed Registration Form 48 hours prior to the 7 days deadline. This e-mail will also contain a link to upload the form onto the portal. If the Registration Form is not uploaded within the required timescales, the Company Registration will be rejected and the Applicant will need to restart the Registration process.
7. The signed Registration Form should be scanned and saved on your local machine. To upload the scanned form to the portal, click on the link provided in the e-mail. This will navigate to the 'Upload Signed Company Registration Form' screen on the EMR Delivery Body portal, shown in figure 2.2c below. Click on the 'Choose File' button to select and upload the scanned Registration Form saved on your machine.

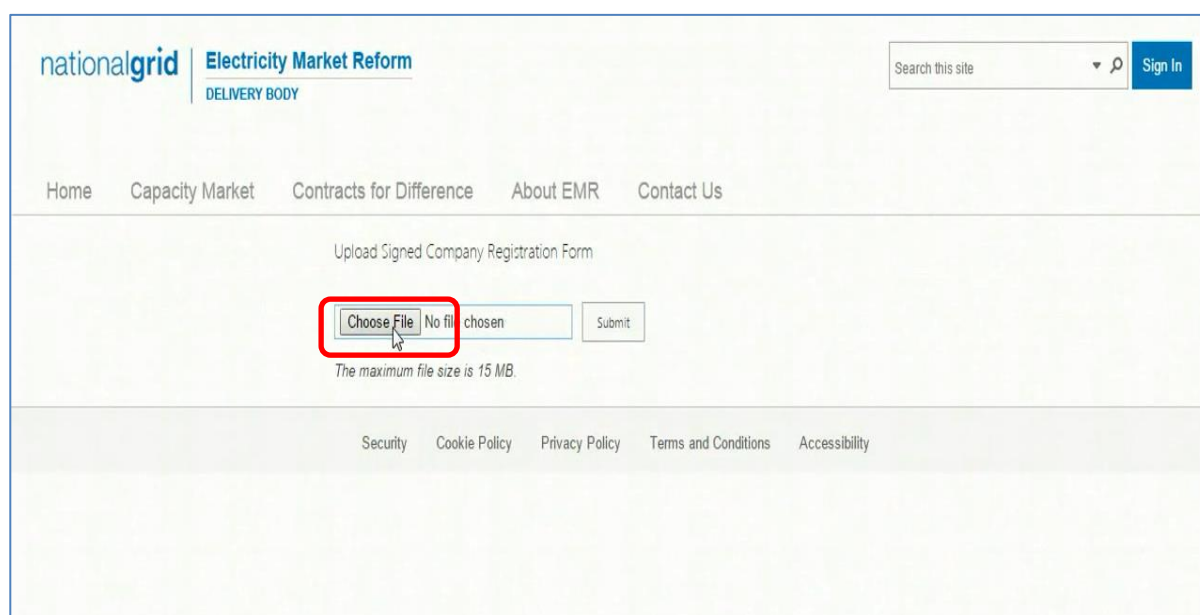


Figure 2.2c: 'Upload Signed Company Registration Form' screen

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8. After uploading the Registration Form, an e-mail will be sent to the Main Admin (and copied to the Authorised Person) stating that a Registration Form has been submitted and that they will be notified of the outcome after the Delivery Body has verified the Registration details. An example of this e-mail is shown in figure 2.2d below.

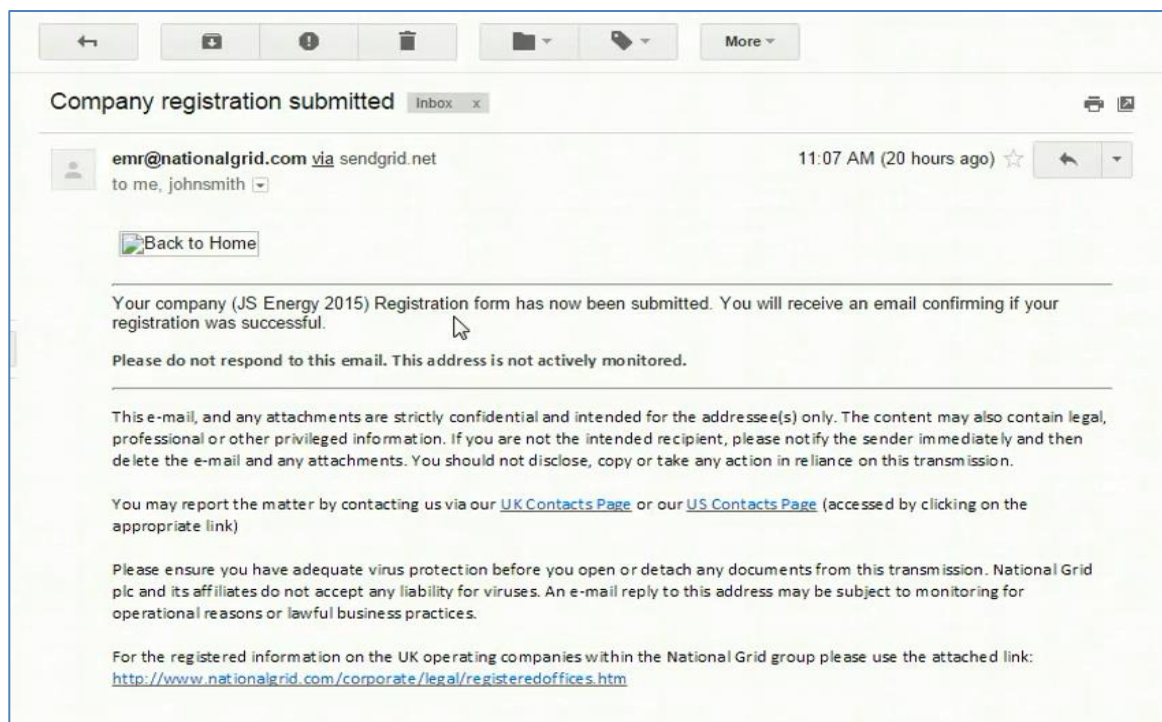


Figure 2.2d: E-mail Confirmation – Company Registration Form has been submitted

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3.0 - EMR Company Registration Verification

3.1 – Overview

Following the receipt of the Company Registration Form, the EMR Delivery Body will carry out the verification process. When the User submits a signed Registration Form to the EMR Delivery Body portal, the Delivery Body receives an automatic notification that the Company Registration Form has been submitted.

The Delivery Body will then carry out checks against public records, such as Companies House, to complete the verification process. The Delivery Body will check -

- a. Company details
- b. The Authorised Person is associated with the Company for which the Registration Form has been submitted.

Once the required verification checks have been completed by the Delivery Body, both the Main Admin and Authorised Person will receive e-mail confirmation of the outcome.

If the details provided cannot be verified, both the Main Admin and the Authorised Person will receive e-mail confirmation that the Company's Registration request has been refused with an outline of the reasons for the refusal by the Delivery Body.

If there are any issues that arise during the examination of the Registration request the Delivery Body will contact the Main Company Administrator in the first instance.

3.2 – Post Delivery Body Assessment

1. After the Delivery Body has assessed the Company Registration Form, the Main Admin will be notified of the outcome via e-mail. The Authorised Person will also be copied in this e-mail. Example of this e-mail is shown in figure 3.2a below.



Figure 3.2a: E-mail Confirmation – Company Registration outcome

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- Following Approval of the Company Registration Form by the Delivery Body, the Main Admin will receive a further e-mail with their User name and temporary password and the link to the portal where they can reset their password. An example of this e-mail is shown in figure 3.2b below.

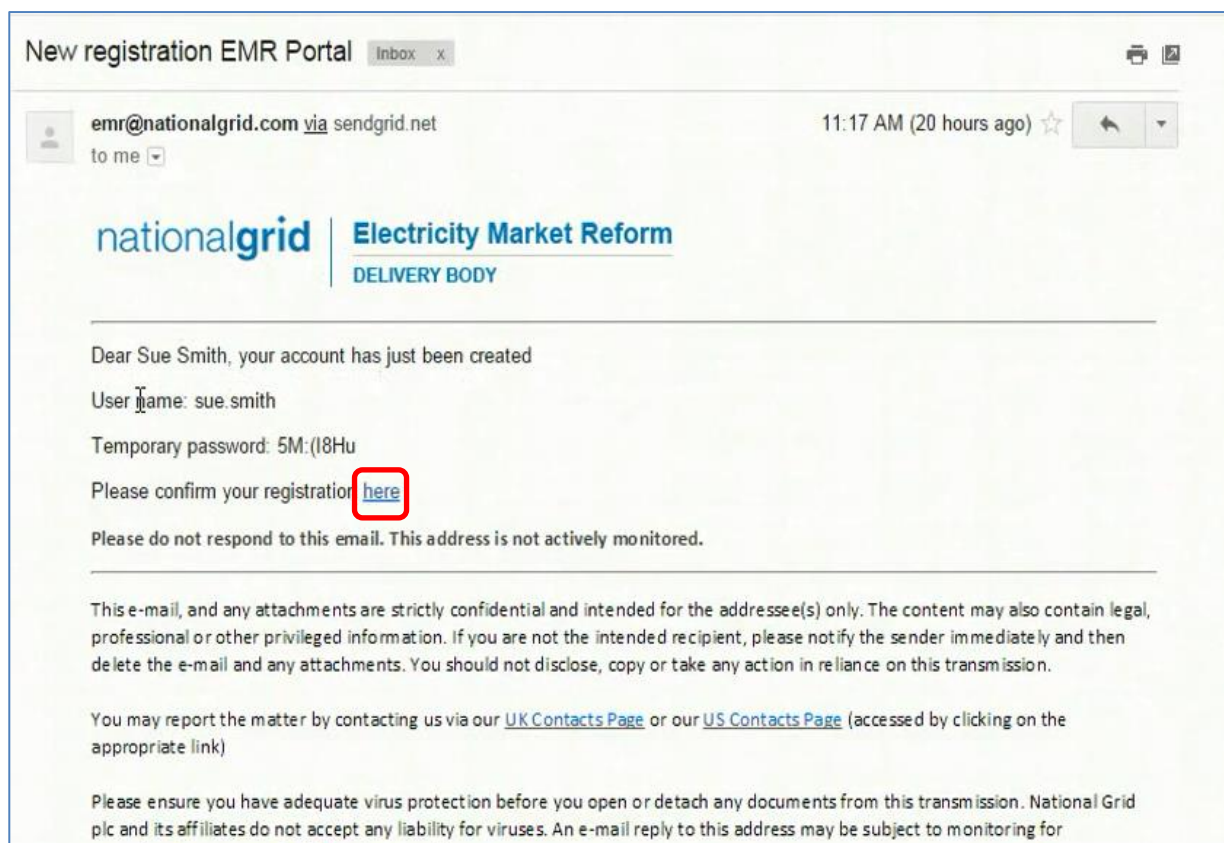


Figure 3.2b: E-mail – Log-in Details and link

- The Main Admin should click on the link in the e-mail to confirm Registration. This link is highlighted in figure 3.2b above.
- This navigates the Main Admin to the 'Confirm your Registration' screen on the EMR Delivery Body portal. This screen is shown in figure 3.2c below.

The screenshot shows the 'Confirm your registration' screen. At the top, it has the 'nationalgrid' logo and 'Electricity Market Reform DELIVERY BODY'. There is a search bar with 'Search this site' and a 'Sign In' button. The navigation menu includes 'Home', 'Capacity Market', 'Contracts for Difference', 'About EMR', and 'Contact Us'. The main heading is 'Confirm your registration'. Below it, the text says 'Please enter your username and temporary password received via Email'. There are four input fields: 'sue.smith' (with a cursor), 'Temporary password', 'New password', and 'Confirm password'. A 'Next >' button is at the bottom.

Figure 3.2c: Confirm your registration screen

4.0 - Confirming User Registration details

4.1 - Instructions

1. The Main Admin must then complete all the following fields on the 'Confirm your Registration' screen (illustrated in figure 4.1a below) in order to proceed further –
 - a. **User name** – Please enter the User name that was provided in the e-mail
 - b. **Temporary password** – Please enter the temporary password from the e-mail
 - c. **New password** – Please choose a new password, which should have at least 8 characters including one upper case character, one lower case character and one numeric or special character (!\$#%?=. *[-^&*()_+|~='{}[]:"';<>.,/])
Note: Please do not use any special characters other than the ones listed above.
 - d. **Confirm password** – Please re-enter the new password

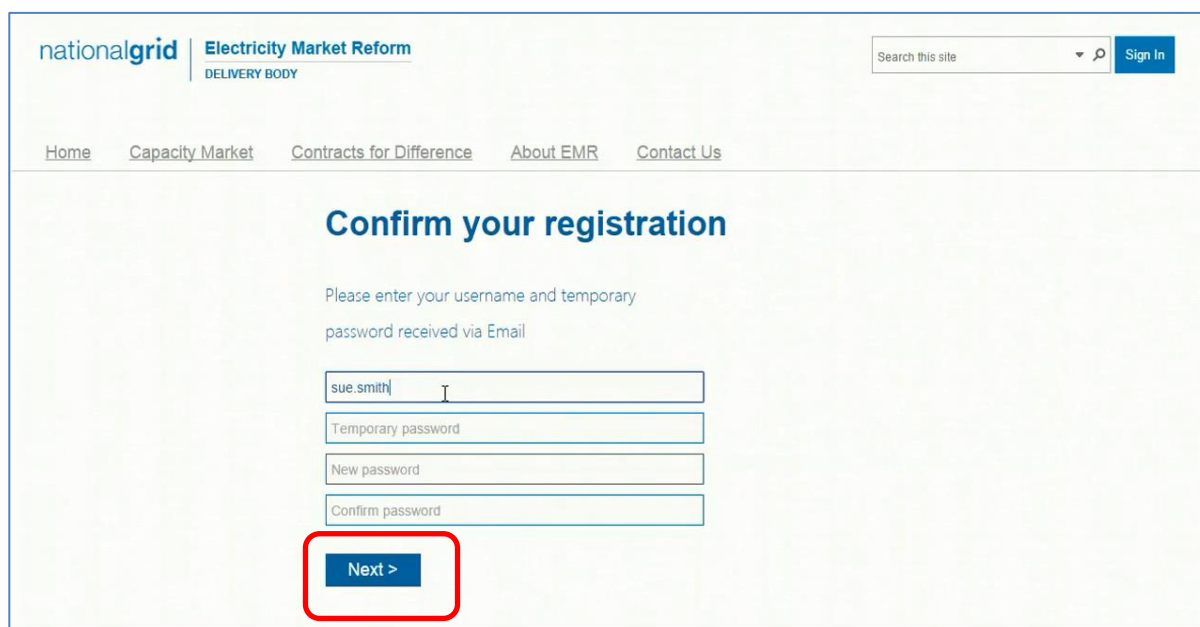


Figure 4.1a: Confirm your registration screen – Reset password

2. The Main Admin enters all the required information and clicks the 'Next' button highlighted in figure 4.1a above.
3. This navigates the Main Admin to the next screen, where they will then be asked to enter their PIN. This screen is illustrated in figure 4.1b below. This PIN will be sent to the mobile number which the Main Admin provided in the Company Registration Form.

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The screenshot shows the 'Confirm your registration' page. At the top, the 'nationalgrid' logo is on the left, and 'Electricity Market Reform DELIVERY BODY' is on the right. A search bar and a 'Sign In' button are in the top right corner. Below the header, there is a navigation menu with links: Home, Capacity Market, Contracts for Difference, About EMR, and Contact Us. The main heading is 'Confirm your registration'. Below it, the text says 'Please enter the PIN received via SMS'. There is a text input field labeled 'PIN'. Below the input field are two buttons: 'Submit' and 'Resend PIN'. At the bottom of the page, there is a footer with links: Security, Cookie Policy, Privacy Policy, Terms and Conditions, and Accessibility.

Figure 4.1b: Confirm your registration screen – Enter PIN

- After the PIN is entered, the Main Admin gets a confirmation message stating 'Your new credentials have been registered' on the 'Confirm your Registration' screen. This is illustrated in figure 4.1c below.

The screenshot shows the 'Confirm your registration' page after successful registration. The main heading is 'Confirm your registration'. Below it, a red-bordered box contains the message 'Your new credentials have been registered'. Below this message is a link that says 'Go to [Log in](#)'. The rest of the page, including the header, navigation menu, and footer, is identical to the previous screenshot.

Figure 4.1c: Confirm your registration screen – Credentials have been registered

- At this point the Main Admin is set as a Registered User on the EMR Delivery Body portal and a 'Log-in' link appears on the screen through which the Main Admin can log into their account. This is illustrated in figure 4.1d below.

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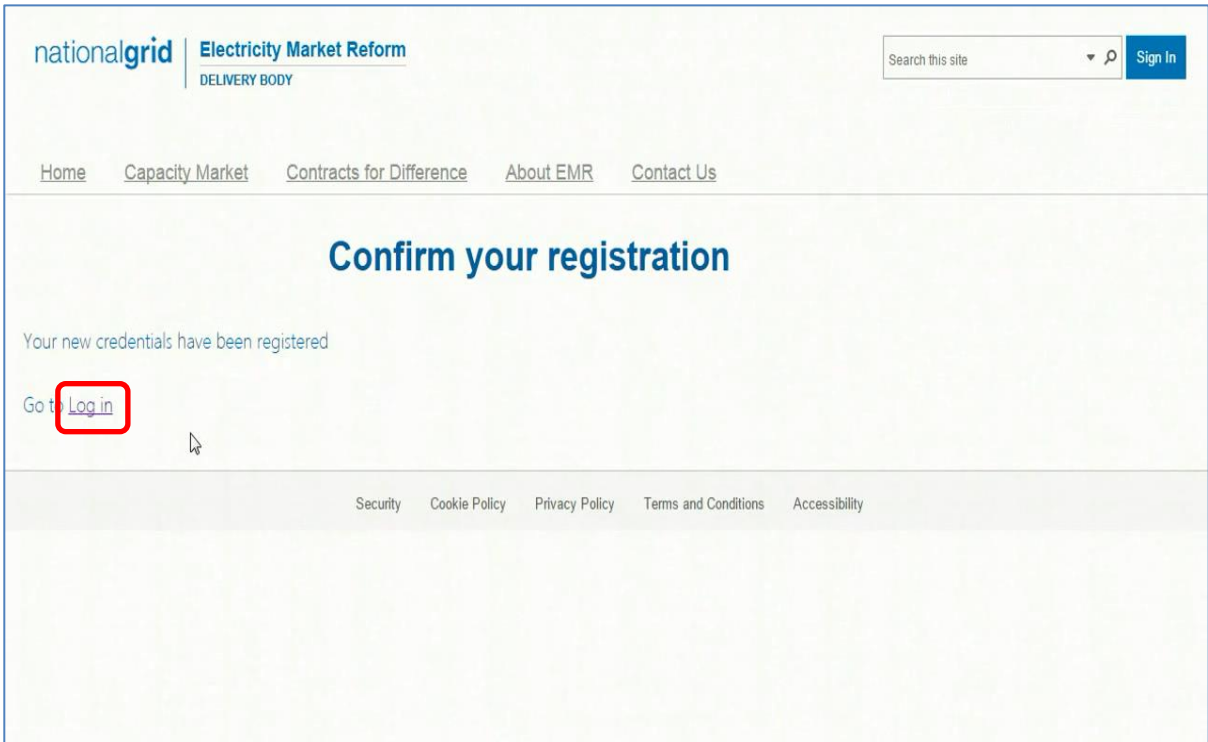


Figure 4.1d: Confirm your registration screen – Log in

6. After clicking on the 'Log in' link, the Main Admin will navigate to a Sign in screen, where they will need to enter their User name and Password (which they have reset previously in step 2 above). The Sign-in screen is illustrated in figure 4.1e below.

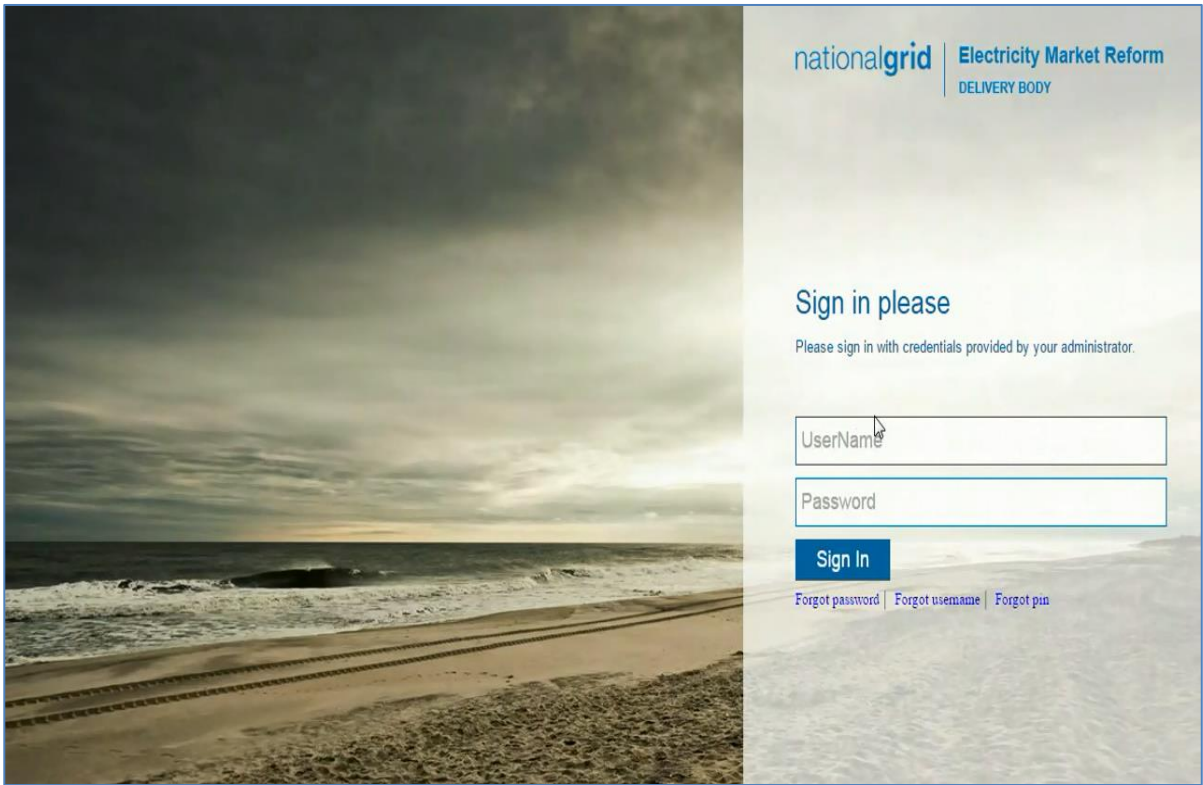


Figure 4.1e: Sign-in screen – Enter User name and Password

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7. After entering the User name and Password, the Main Admin will be navigated to the 'Enter PIN' screen as shown in figure 4.1f below.

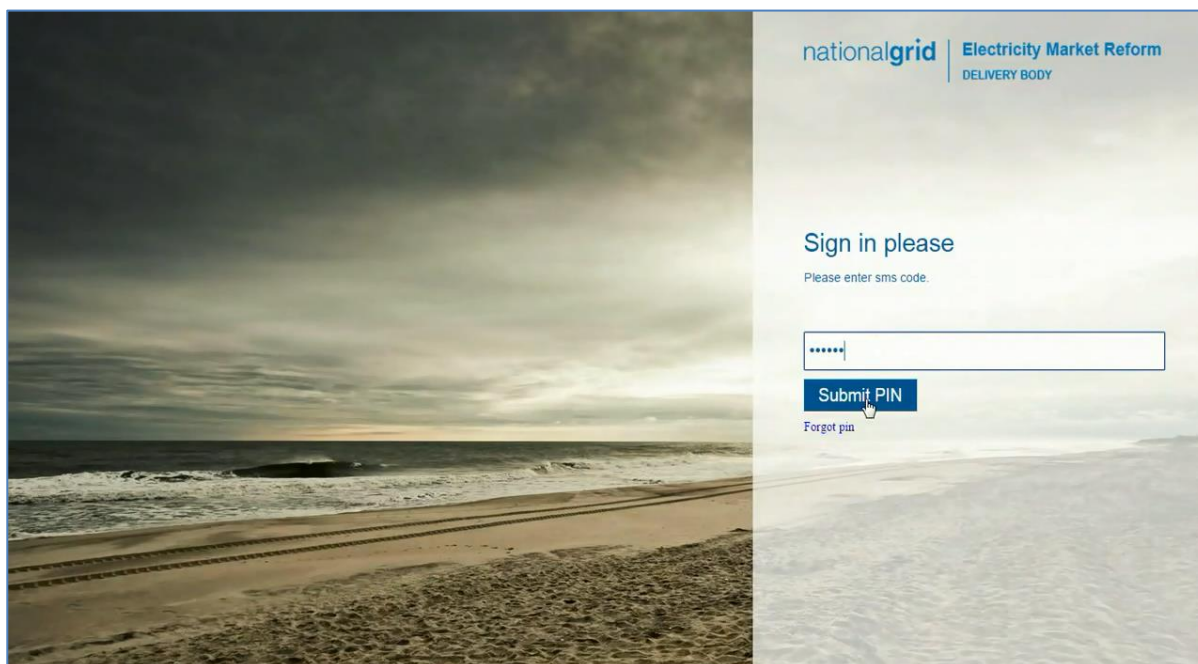


Figure 4.1f: Sign-in screen – Enter PIN

8. Once the PIN has been entered and submitted, the Main Admin is successfully logged into the EMR Delivery Body portal. The User name will appear on the top right hand side of this screen. This shown in figure 4.1g below.

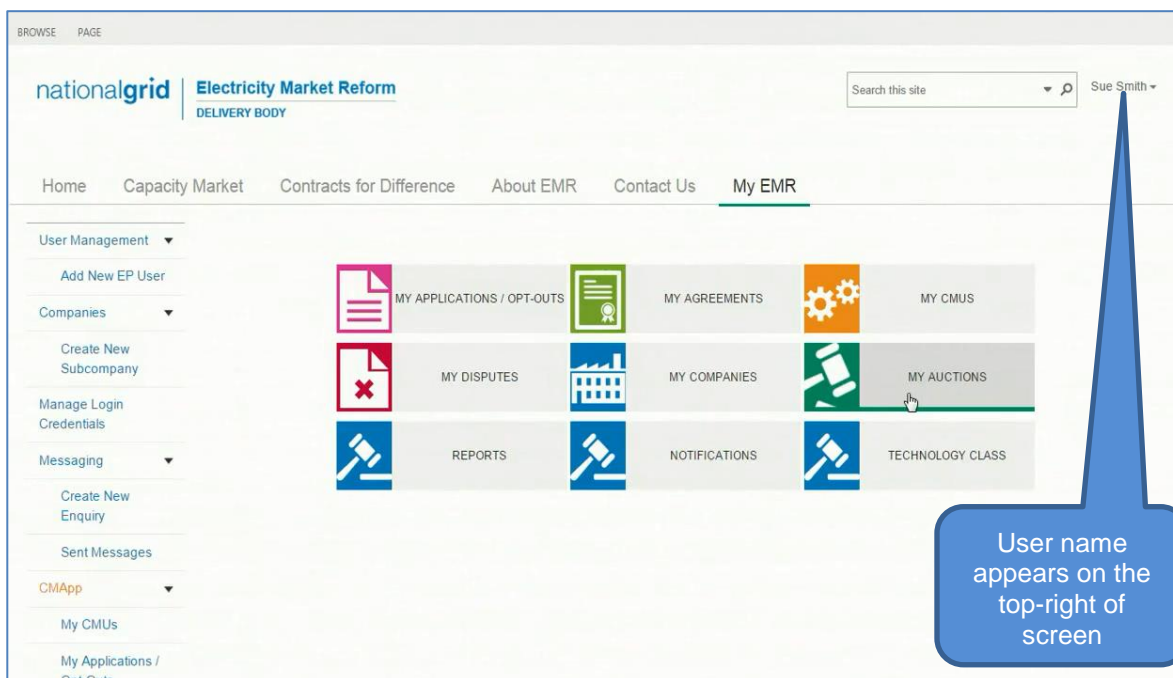


Figure 4.1g: 'My EMR' screen after Registered User successfully logs in

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5.0 - User Management and Privileges

5.1 – Overview

The Main Administrator can register additional Users called EP Users (External Party Users) who are able to log-in to their Company's area of the Admin System and carry out specific “roles”. Each of these EP Users must be given privileges to carry out specific roles. The Roles and Privileges are illustrated in figure 5.4c of section 5.4 – Managing your Users.

5.2 - The Main Administrator can register following types of EP Users –

(1) Deputy Main Administrator - The Deputy Main Administrator has the same privileges as a Main Administrator. They may create Sub companies, CMUs, other Users. They may also make amendments to existing data.

(2) Other EP Users – These Users are able to act on behalf of the Main or Sub companies that they have been assigned privileges for. Unlike the Main Admin or Deputy Main Admin they cannot create, amend or delete any companies or log-in IDs.

Additional Roles which can be added to any User (This functionality is not applicable for CfD Users) -

There are two additional roles which can be assigned to any kind of EP User (whether they are a Deputy Main Admin or other User). These additional roles can be assigned to the EP Users by checking the box next to the role on New User Management screen illustrated in figure 5.4c of section 5.4 – Managing your Users.

(1) Authorised Individual – The Main Admin (or the Deputy Main Admin) can create up to four Users as Authorised Individuals. Authorised Individuals can participate in the Bidding rounds during the Capacity Market Auction. This Role set up is not required at the time of Registration and can be selected and/or edited if required later.

(2) Agent – The Main Admin (or the Deputy Main Admin) can assign any User as an Agent by ticking the box next to the Agent field and populating the ‘Agency’ field. A signed Agent Nomination Form (Exhibit E of The Capacity Market Rules) will need to be uploaded next to the ‘Agent Nomination’ field.

5.3 - Privileges

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

Privileges	Meaning
Viewer	The User can only view data and information
Operator	The User can create and edit data including applications
Approver	The User can approve data and applications

Viewer is the basic or default level of privilege which is applicable to all EP Users. The Main Admin (or the Deputy Main Admin) can assign more privileges to an EP User by ticking the box next to the privilege.

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5.4 - Managing your Users

1. The Main Admin will be able to view all of the relevant Users linked to their company. To do this click on the 'My EMR' section on the horizontal menu towards the top after logging in. This is illustrated in figure 5.4a below.

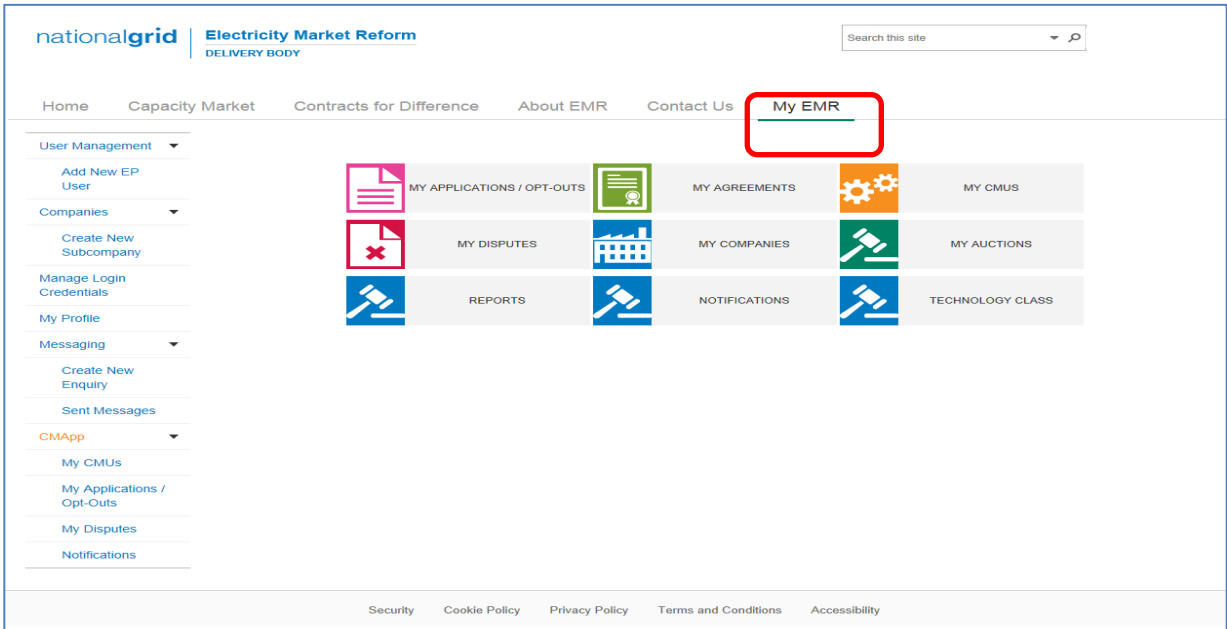


Figure 5.4a: 'My EMR' screen

2. Next click on 'User Management' in the left hand side menu. At this stage, because the Main Admin has not set up any additional Users, only one User is visible in the Users grid. This is shown in figure 5.4b below.

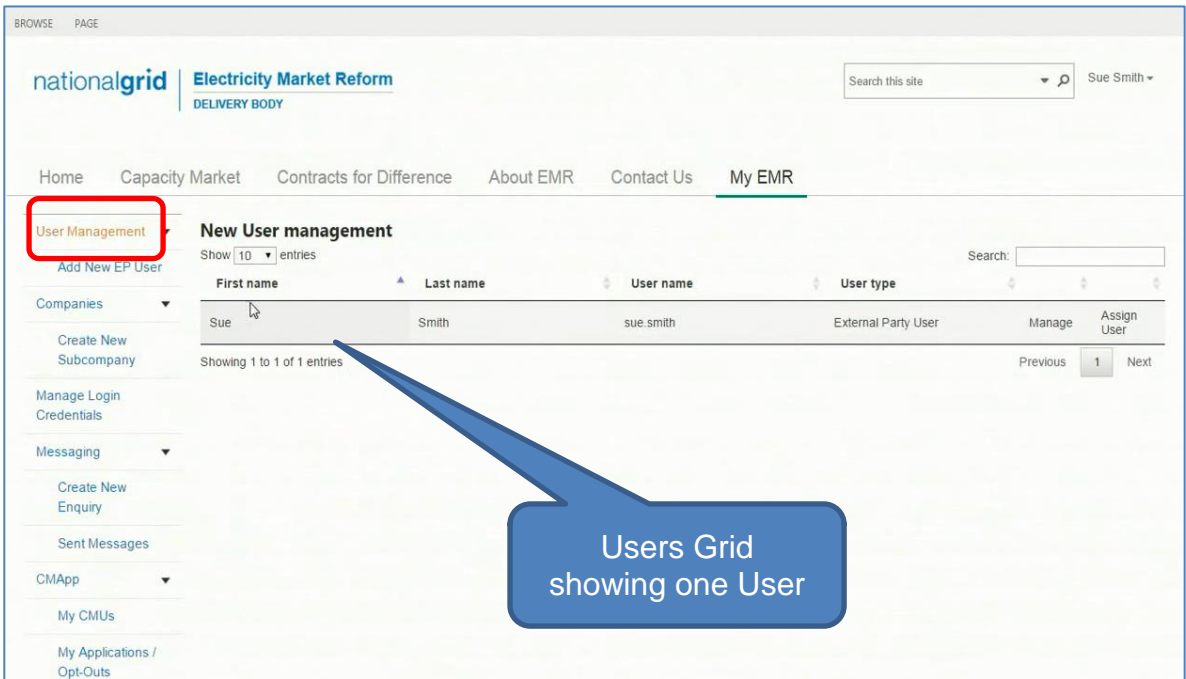


Figure 5.4b: Users grid on User Management screen

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- 3. To create more Users, click on 'Add New EP User' under 'User Management' on the left hand side menu. This will bring up the New User management screen as shown in figure 5.4c below.

The screenshot shows the 'New User management' screen. The left sidebar has 'User Management' expanded, with 'Add New EP User' highlighted. The main form contains the following fields:

- Team*: CM
- First Name*: Sue
- Last Name*: Smith
- Email address*: sueenergy2015@gmail.com
- Confirm email address*: sueenergy2015@gmail.com
- Country*: United Kingdom
- Country code: 44
- Mobile number*: 1163470786
- Confirm mobile number*: 1163470786
- Role*: Main Admin
- Authorised Individual: ☐
- Agent: ☐
- Agency:
- Agent Nomination: Choose File No file chosen
- Privileges: Operator ☒, Approver ☒, Viewer ☒
- Status: Active

* Required field

Save Changes

Figure 5.4c: New User Management screen

- 4. Enter contact details for EP Users and assign roles and privileges to them by selecting drop down menus and checking boxes.
Note: A Main Admin cannot create another Main Admin as there is a restriction of one Main Admin per company.
- 5. Once an EP User is created, the User details will be visible in the Users grid. To view the Users click on 'User Management' in the left hand side menu. The Main Admin and another User created by Main Admin is visible on the screen as shown in figure 5.4d below.

The screenshot shows the 'New User management' screen. The left sidebar has 'User Management' expanded, with 'Add New EP User' highlighted. The main form contains the following fields:

- Team*: CM
- First Name*: Sue
- Last Name*: Smith
- Email address*: sueenergy2015@gmail.com
- Confirm email address*: sueenergy2015@gmail.com
- Country*: United Kingdom
- Country code: 44
- Mobile number*: 1163470786
- Confirm mobile number*: 1163470786
- Role*: Main Admin
- Authorised Individual: ☐
- Agent: ☐
- Agency:
- Agent Nomination: Choose File No file chosen
- Privileges: Operator ☒, Approver ☒, Viewer ☒
- Status: Active

* Required field

Save Changes

Users Grid showing two Users

First name	Last name	User name	User type	Manage	Assign User
John	Smith	john.smith5	External Party User	Manage	Assign User
Sue	Smith	sue.smith	External Party User	Manage	Assign User

Showing 1 to 2 of 2 entries

Previous 1 Next

Figure 5.4d: Users grid on User Management screen

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6. Once the Main Admin has successfully registered a New EP User, this New EP User will receive a Registration confirmation e-mail. The e-mail will contain their User name and temporary password, similar to the e-mail received by the Main Admin after Company Registration. An example of this e-mail is shown in figure 5.4e below.

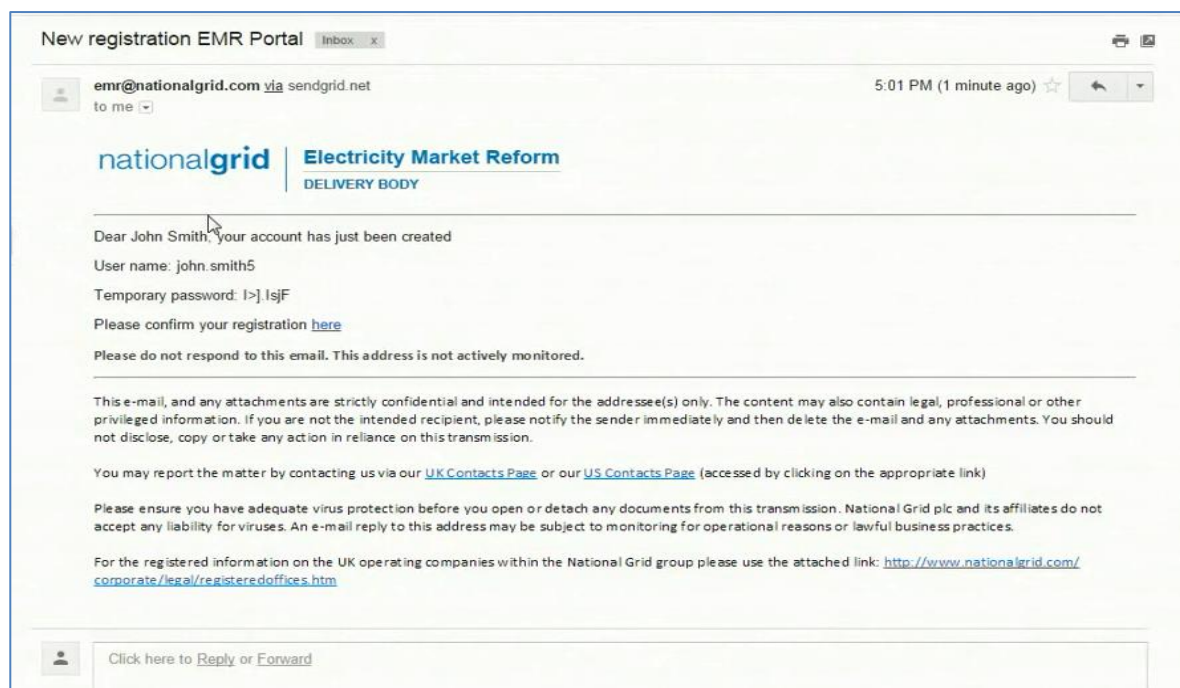


Figure 5.4e: Registration Confirmation e-mail to New EP User

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6.0 - Creating Sub companies

6.1 – Overview

The Capacity Market is based on Capacity Market Units (CMUs) which represent physical sources of capacity. Each CMU is associated with an Applicant Company. The Applicant Company for a CMU may be either the Main Company or a Sub company.

- The **Main Company** is established through the initial Company Registration process. This is the name of the main “account” set up in the system. When any user logs into the system it is this “Main Company” account that they are logging into.
- A **Sub company** is a subsidiary company to the Main Company, created by the Main Administrator. These are the names of additional companies in the system which may be used to identify the Applicants for a Capacity Market Prequalification Application where the Applicant is not the Main Company.

6.2 - Instructions

1. After logging in, click on ‘My EMR’ section on the horizontal menu on the top as shown in figure 6.2a.

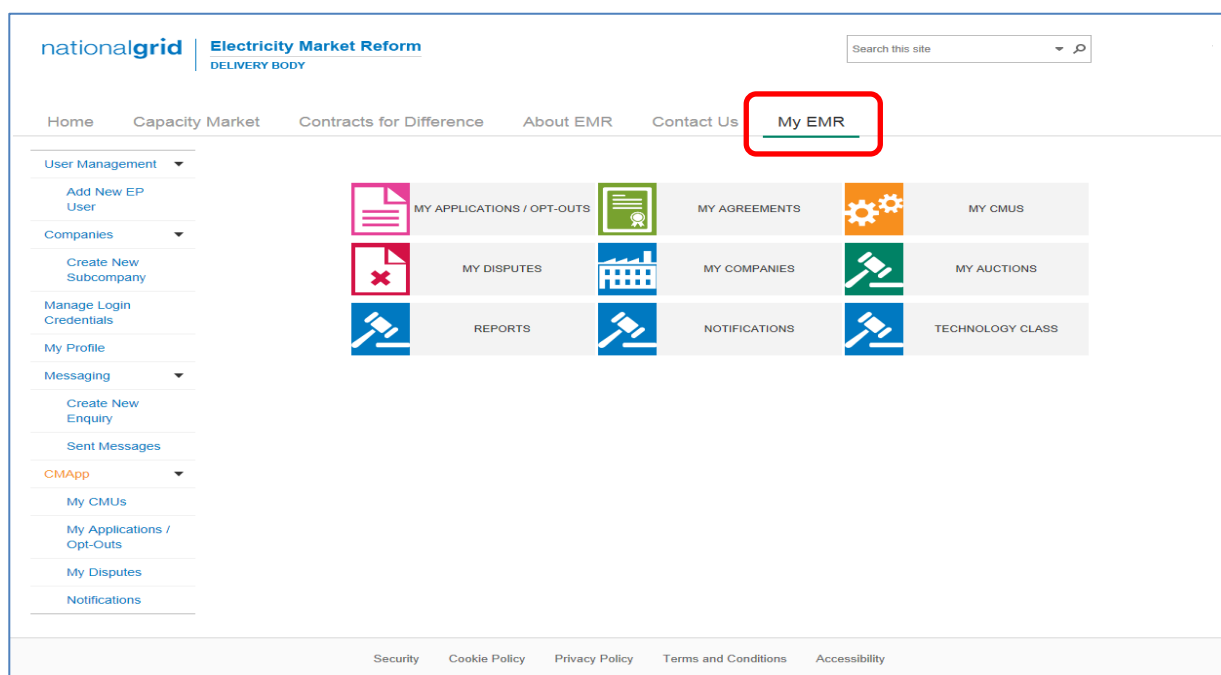


Figure 6.2a: My EMR screen

2. Then click on ‘Companies’ in the left hand side menu or ‘My Companies’ on the main screen. These options are illustrated in figure 6.2b below.

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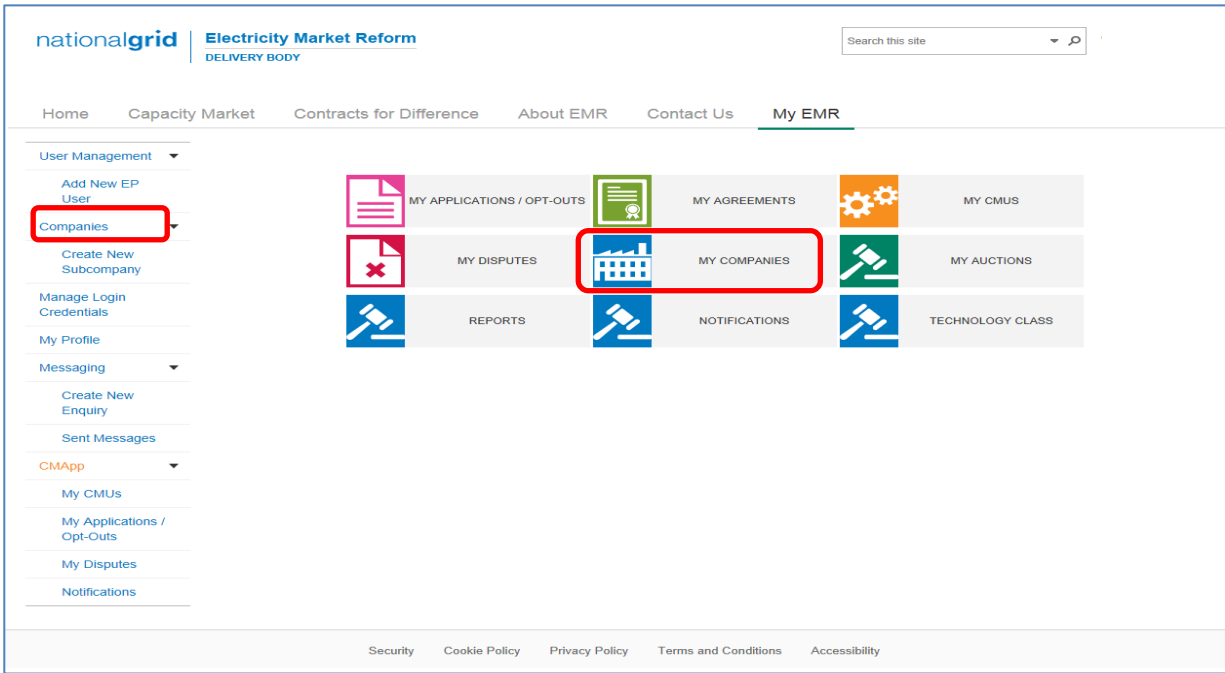


Figure 6.2b: My EMR screen – options to view Company and Sub companies

3. This will navigate to the next screen displaying a list of all existing Sub companies as shown in figure 6.2c below.

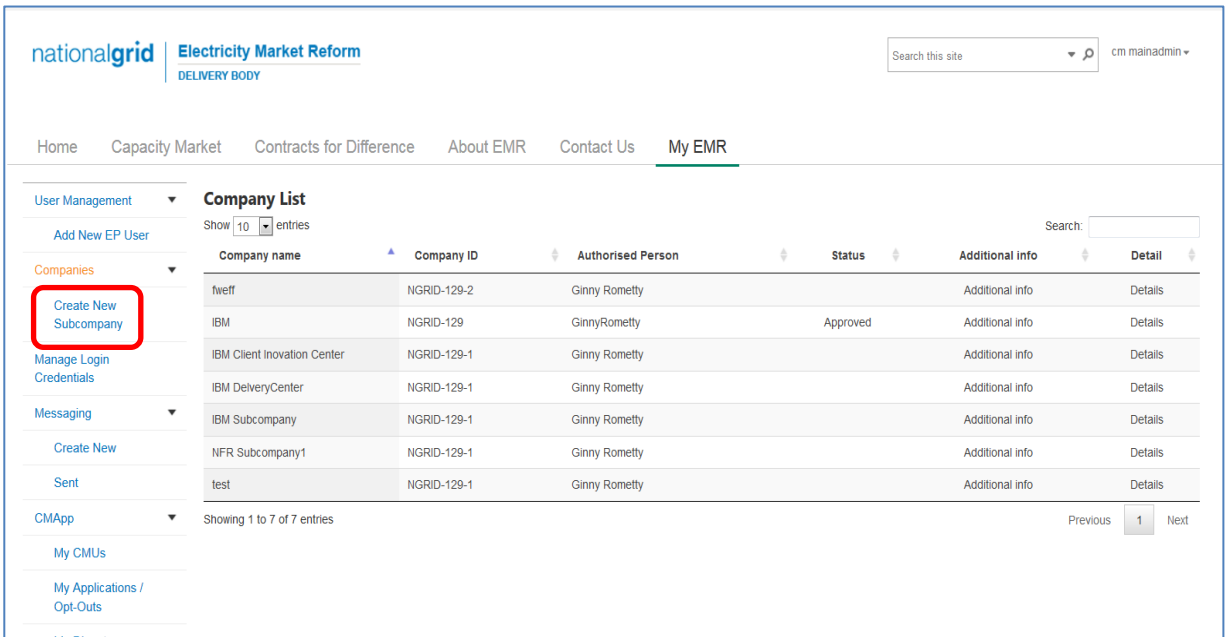


Figure 6.2c: Company List displaying the Main Company and all associated Sub companies

4. To create a new Sub company, click on 'Create New Subcompany' in the left hand side menu highlighted in figure 6.2c above.
5. This navigates to a web form for creating a new Sub company. This is illustrated in figure 6.2d below.

7.0 - Assigning Users to Companies and Sub companies

7.1 - Instructions

1. After logging in, click on the 'My EMR' section towards the top of the screen and then click on 'User Management' in the left hand side menu. This will display all of the Users which have been created. This is illustrated in figure 7.1a below.

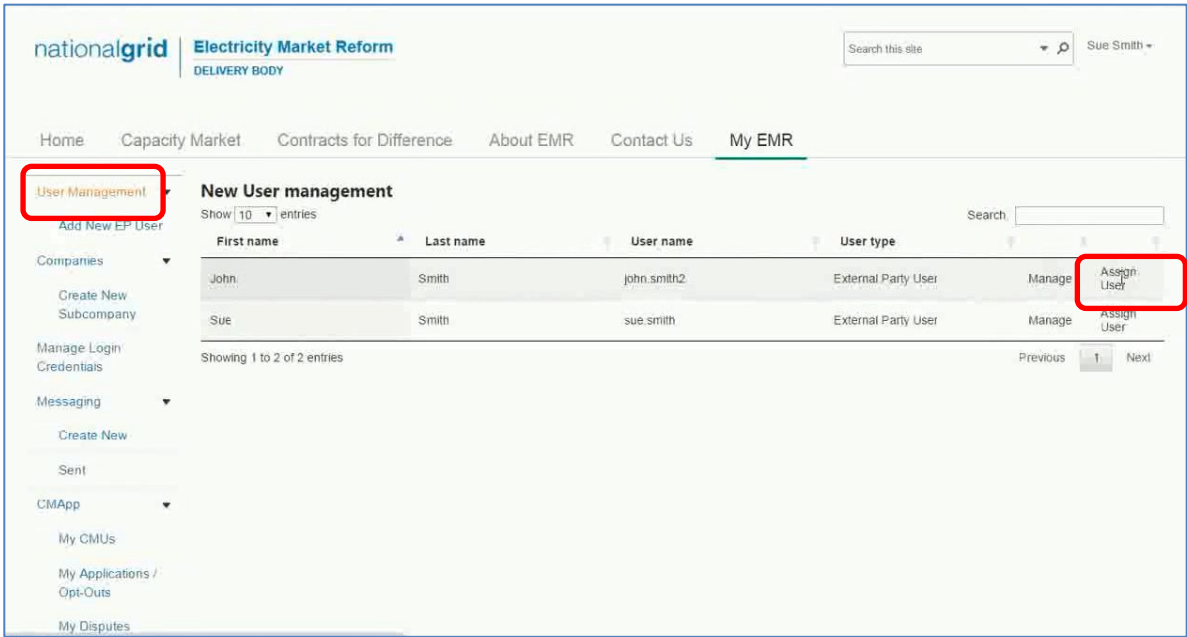


Figure 7.1a: Users grid on User Management screen

2. Click on 'Assign User' on the right hand side of the screen (highlighted in the figure 7.1a above) for the User you want to associate with a Company or Sub company.
3. This will navigate to the 'Assign User' screen with a list of Companies. This is illustrated in figure 7.1b below.

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The screenshot displays the 'Assign User' screen within the National Grid Electricity Market Reform portal. The page layout includes a header with the National Grid logo and 'Electricity Market Reform DELIVERY BODY', a search bar, and a navigation menu with links to Home, Capacity Market, Contracts for Difference, About EMR, Contact Us, and My EMR. The 'My EMR' link is currently selected. On the left, a sidebar contains links for User Management, Companies, Manage Login Credentials, My Profile, Messaging, and CMAApp. The main content area is titled 'User management' and 'Assign User'. It features a list of companies with checkboxes: London City Lights (checked), London Glitzy Bulbs (checked), London Twilight (unchecked), and London Dazzling Sparks (unchecked). A 'Submit' button is located at the bottom of this list and is highlighted with a red rectangular box.

Figure 7.1b: Assign User screen

4. Select the companies for which the New EP User should be associated with and click 'Submit'. The 'Submit' button is highlighted in figure 7.1b above.

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8.0 - Managing Passwords

Once a User is active on the system, this section will describe how they may change their password.

8.1 - Instructions

1. User should log in to the portal and navigate to 'My EMR'.
2. Click on 'Manage Login Credentials' in the menu on the left hand side (highlighted in figure 8.1a below).

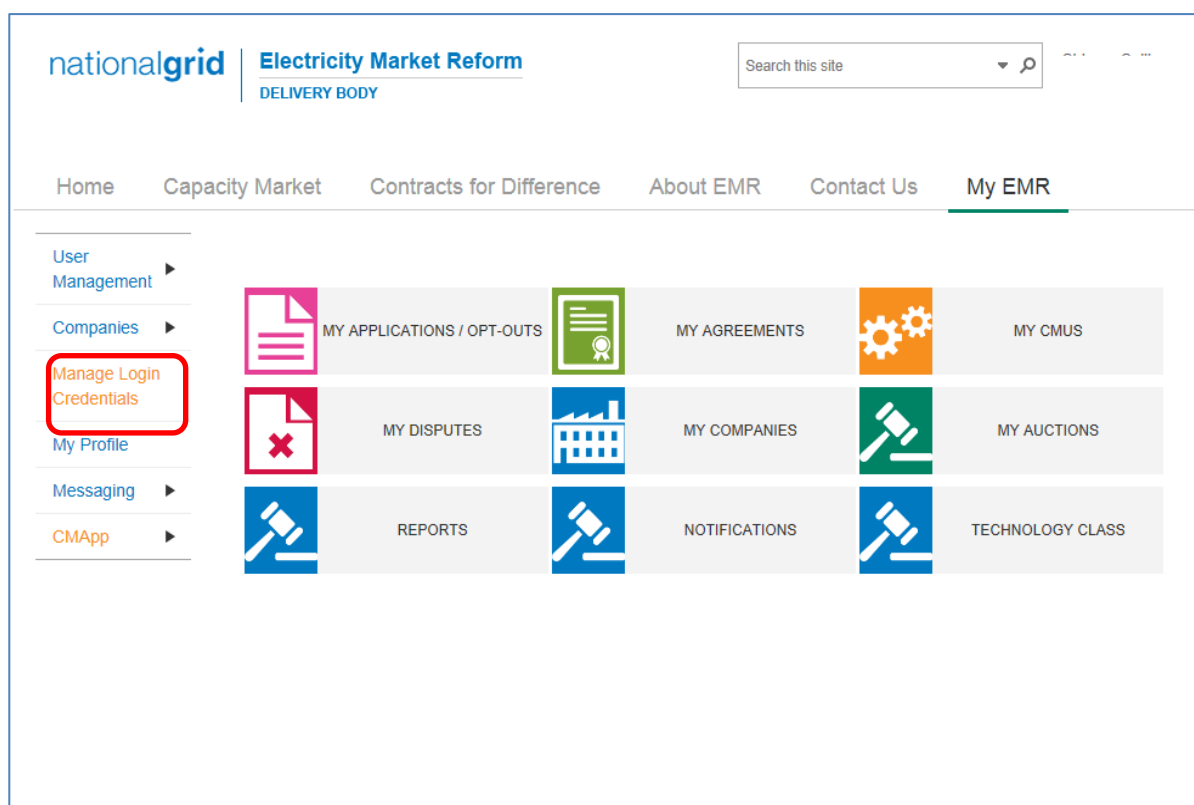


Figure 8.1a: My EMR screen – Manage Login Credentials

3. This navigates to a form for changing password as illustrated in figure 8.1b below.

Company Registration User Support Guide

The screenshot shows the 'nationalgrid' logo and 'Electricity Market Reform DELIVERY BODY' header. A search bar is in the top right. The navigation menu includes 'Home', 'Capacity Market', 'Contracts for Difference', 'About EMR', 'Contact Us', and 'My EMR' (which is highlighted). On the left, a sidebar contains links for 'Companies', 'Manage Login Credentials', 'My Profile', 'Messaging', and 'CMAApp'. The main content area is titled 'User Management' and contains a 'Change your password' section. This section displays the 'User name' as 'terry.approver' and has three input fields for 'Current password', 'New password', and 'Confirm password'. A 'Next >' button is located below the input fields.

Figure 8.1b: Change your password screen

4. To change password, enter current password, and the desired new password under both 'New password' and 'Confirm password' (ensuring these match).
5. Click on 'Submit'. This will give a message confirming that the password has been changed.

9.0 - Contact Details

In the event you have any questions regarding the Company Registration and User Management process you can contact us through -

9.1 - Contracts for Difference Team

Telephone: 01926 655300 Extension 1

E-mail: .box.emr.cfd@nationalgrid.com

9.2 - Capacity Market Team

Telephone: 01926 655300 Extension 2

E-mail: emr@nationalgrid.com