Frequently asked questions in connection with the Portal OT

I. MANAGEMENT OF CONTACTS AND USERS IN THE PORTAL OT

A. Managing contacts and users in the Portal OT is only allowed to the Privileged User. How do I become a Privileged User?

The right of the **Privileged User** of each company is granted to the first user of the Portal OT via the application form **"First access to the Portal OT"**. The Privileged User may designate a new Privileged User of the same company via the Portal OT.

The procedure is as follows:

Go to "**Settings**" → "**Manage Contacts and Users**" and press "**Edit**" next to the person to whom you want to add the **Privileged User** right. In the "**Portal OT User**" tab, select "**Edit Portal OT rights**" and select the "**Portal OT administrator rights (Privileged User)**" type of right. After the change, click "**Save**". The change has an immediate effect and the new "**Privileged User**" can now manage contacts and users via the "**Settings**" → "**Manage Contacts and Users**" tab.

B. I want to add a new contact person

Adding contact persons is enabled for a user who has "**Portal OT administrator rights (Privileged User)**" selected.

The procedure is as follows:

Go to "**Settings**" → "**Manage Contacts and Users**" and select "**Add new contact**" in the table below "**Overview of requests for adding new contacts**", fill in the required fields and click "**Send request**". _The request needs to be reviewed and approved by the administrator. You can monitor the status of the request in the table "**Overview of requests for adding new contacts**" by clicking on "**Edit**" when submitting a request for adding a new contact.

C. I want to change/edit my contact information

Changing contact information is enabled for a user who has "**Portal OT administrator rights (Privileged User)**" selected.

The procedure is as follows:

Go to "**Settings**" → "**Manage Contacts and Users**" and press "**Edit**" next to the person whose contact information you want to change. Select "**Request to modify contact**" and change contact information. After the change, click "**Save**". The request needs

to be reviewed and approved by the administrator. You can monitor the status of the application in the "**Request statuses**" tab.

D. I want to add or remove a type of authorization for the contact (Contact authorized for recording of closed contracts and operational forecasts - Scheduling, Authorised contact persons for the imbalance settlement process,...)

Changing type of authorization is enabled for a user who has "**Portal OT administrator rights (Privileged User)"** selected.

 The procedure is as follows:

Go to "**Settings**" → "**Manage Contacts and Users**" and press "**Edit**" next to the person whose type of authorization you want to change. Select "**Request to modify contact**" and change type of authorization. After the change, click "**Save**". The request needs to be reviewed and approved by the administrator. You can monitor the status of the application in the "**Request statuses**" tab.

E. I want to edit the user's rights on the Portal OT

Editing rights is enabled for a user who has "**Portal OT administrator rights (Privileged User)"** selected.

The procedure is as follows:

Go to "**Settings**" → "**Manage Contacts and Users**" and press "**Edit**" next to the person you want to change the rights on the Portal OT. In the "**Portal OT User**" tab, select "**Edit Portal OT rights**" and mark or unmark the rights. After the change, click "**Save**".

F. I would like to add a contact person who will have access to the Portal OT

The contact person may be granted access to the Portal OT only by a user who has "**Portal OT administrator rights (Privileged User)"** selected.

If the contact person to whom you want to provide access to the Portal OT has not yet been added to the list of contacts, it is necessary to add them in advance (see point B: **"I want to add a new contact person."**). To access the Portal OT, you must register a digital certificate first.

Registration is possible with digital certificates of the trusted Certificate Authorities (e.g. SIGEN CA, POSTA-CA, Halcom CA) or digital certificates issued by Borzen, d.o.o.

The certificate that you already use when logging in to **Scheduling application** or when logging in to the **REMIT system** can also be used.

If the future user does not yet have a digital certificate, see point i: "**I want to order a digital certificate with which I will be able to access Scheduling application and the Portal OT.**

The procedure is as follows:

Go to "**Settings**" → "**Manage Contacts and Users**" and press "**Edit**" next to the person you want to register with. On the "**Certificate**" tab, select "**Register user digital certificate on Portal OT**" and click "**Send Request**" The request needs to be reviewed and approved by the system administrator. You can monitor the status of the request in the "**Request statuses**" tab. After confirmation by the system administrator, the future user will receive two separate e-mails, i.e. one with a link to certificate registration and the other with a registration PIN.

G. I would like to disable the user access to the Portal OT

Access to the Portal OT may be disabled to another user only by a user who has "**Portal OT administrator rights (Privileged User)**" selected.

The procedure is as follows:

Go to "**Settings**" → "**Manage Contacts and Users**" and press "**Edit**" next to the person you want to disable access to the Portal OT. On the "**Certificate**" tab, select "**Cancel user digital certificate on the Portal OT**" and click "**Send request**". The user is immediately denied access to the Portal OT.

H. I want to check the validity of the certificate for access to the Portal OT

The validity of the certificate can be checked in the tab "**General Data**" → "**My account**"

I. I want to change the password to access the OT Portal

The password can be verified on the "**General Data**" tab → "**My Account**"

J. I want to set a reminder for the expiration of the certificate of access to the OT Portal

The certificate expiration reminder can be set in the "**Settings**" tab → "**Notification Settings**". For a reminder **Expiration of the validity of the digital certificate**, you can set »start" (number of days before expiration), "notification interval" and "hour".

K. I want to replace the digital certificate for access to the Portal OT

In order to successfully replace the digital certificate for access to the Portal OT, it is necessary to re-submit the **Request for registration of the certificate on the Portal OT**. The request can only be submitted by a user who has "**Portal OT administrator rights (Privileged User)** selected.

The procedure is as follows:

Go to "**Settings**" → "**Manage Contacts and Users**" and press "**Edit**" next to the person you want to register with. On the "**Certificate**" tab, select "**Register user digital certificate on Portal OT**" and click "**Send Request**" The request needs to be reviewed and approved by the system administrator. You can monitor the status of the request in the "**Request statuses**" tab. After confirmation by the system administrator, the future user will receive two separate e-mails, i.e. one with a link to certificate registration and the other with a registration PIN.

After successful registration, login to the Portal OT will only be possible with a new registered digital certificate.

L. I want to give the user access to the Scheduling application

Access to the Scheduling application can only be granted by a user who has the "**Portal OT administrator rights (Privileged User)**" selected.

If the contact person to whom you want to enable access to the Scheduling application is not in the contact list, it must be added beforehand. To access the Scheduling application, you must have previously created a contact (if you do not have it, see point B: "**I want to add a new contact person**") and have a digital certificate (if you do not have it, see point i: "**I want to order a certificate with which I can access the Scheduling application**.

The procedure is as follows:

Go to "**Settings**" → "**Manage contacts and users**" and press "**Edit**" with the person you want to allow access to the Scheduling application. On the "**Scheduling app access**"

tab, select "**Request to add access to the Scheduling app**" and click "**Send request**". The request needs to be reviewed and approved by the system administrator. You can monitor the status of the application in the "**Request statuses**" tab.

M. I want to disable the user from accessing the Scheduling application

Access to the Scheduling application can be disabled to another user only by a user who has the "**Portal OT administrator rights (Privileged User)"** selected.

The procedure is as follows:

Go to "**Settings**" → "**Manage contacts and users**" and press "**Edit**" with the person you want to allow access to the Scheduling application. On the "**Scheduling app access**" tab, select "**Request to cancel access to the Scheduling app**" and click "**Send request**". The request needs to to be reviewed and approved by the system administrator. You can monitor the status of the application in the "**Request statuses**" tab.

N. I want to order a digital certificate with which I will be able to access the Scheduling application and Portal OT

The order for a digital certificate can be made for oneself or another user only by a user who has the "**Portal OT administrator rights (Privileged User)"** selected.

The procedure is as follows:

Go to "**Settings**" → "**Manage contacts and users**" and press "**Edit**" with the person you want to allow access to the Scheduling application. On the "**Certificate**" tab, select "**Request to order a digital certificate (CA Borzen)**" and click "**Send request**". The request needs to be reviewed and approved by the system administrator. You can monitor the status of the application in the "**Requests statuses**" tab.

O. I want to remove the contact person or user

Removal of contact persons is only possible by a user who has the "**Portal OT administrator rights (Privileged User)"** selected.

The procedure is as follows:

Go to "**Settings**" → "**Manage contacts and users**" and press "**Edit**" next to the person you want to remove. Select "**Request to delete contact"** and click "**Send request**". The request needs to be reviewed and approved by the system administrator. You can monitor the status of the application in the "**Requests statuses**" tab. By removing the contact, the rights to use the Portal OT and Scheduling application are also removed.

II. POSSIBLE PROBLEMS WHEN REGISTERING AND ENTERING THE PORTAL OT

A. In the process of digital certificate registration or Portal OT login, the window in which it is necessary to select a certificate does not appear.

<u>Possible problem:</u>

- The antivirus program disables the display of the certificate pop-up window. To resolve the issue, please contact your IT department first.

B. I cannot select my certificate during the certificate registration process or during the Portal OT login

<u>Possible solutions:</u>

- Make sure you have the certificate stored in your browser;
- Make sure you have the certificate on the USB stick connected to your computer;
- If you are using a certificate on a USB stick, make sure you have a read driver installed. The driver for certificates issued on a USB stick can be found at the link below:

https://www.catalog.update.microsoft.com/Search.aspx?q=idPrime.

III. IMBALANCE SETTLEMENT

A. I do not receive notifications when a new imbalance settlement is issued

Two conditions have to be met in order to receive notifications about the availability of a new imbalance settlement. First, the user has to have the right "Overview of imbalance settlement and annual recalculation" selected within the portal OT. This can be assigened by the company's privileged user. Second, the user has to select the *New imbalance settlement* reminder in the Notification Settings page.

B. How do I submit a comment on the imbalance settlement?

The user who wishes to comment on the imbalance settlement must have the right to submit comments on the imbalance settlement within portal OT. This can be assigened by the company's privileged user.

If the user has this right, the list of all imbalance settlement will be available on the page *Comments on imbalance settlement* (in the section Data and calculation). If the deadline to submit comments on a certain imbalance settlement has not yet expired, then the user can create and submit a comment. When submitting a comment, it is necessary to fill in as much information as possible regarding the reason(s) for the comment.

C. In what cases and how can I submit an outage file?

In accordance with the Rules on the operation of the electricity market, a member of the Balance Scheme shall notify the market operator in the event of an unexpected failure of a delivery point with the connected load exceeding 5 MW, due to an unexpected event in the unit. The market operator shall increase the tolerance band within the same level for a maximum of four hours after the interval in which the failure occurred.

The user who has the right to access the Outages Data Upload page (this right can be assigned by the company's privileged user) by clicking the *Create document* button creates an Excel template for entering data on the unexpected failures/outage. The user should save the completed file on the local computer, which the user then locates by clicking the *Select file* button and by clicking the *Upload file* button transfers the file to the portal OT.