GUIDE TO B2B E-HUB SELF-ACCREDITATION

EXPLAINS HOW TO OBTAIN ACCREDITATION TO BECOME A B2B E-HUB PARTICIPANT

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AUSTRALIAN ENERGY MARKET OPERATOR

IMPORTANT NOTICE

AEMO has prepared this Guide to B2B E-Hub Self-Accreditation (Guide) to provide guidance for B2B E-Hub Self-Accreditation under the National Electricity Rules (Rules), as at the date of publication.

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Documents made obsolete

The release of this document changes any earlier versions of Guide to B2B E-Hub Self-Accreditation.

Distribution

Available to the public.

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Last update: Monday, 11 September 2017 15:46

Version History

Version 1.00. Published for the Power of Choice project and the new B2B e-Hub.

Further information

For further information, please visit **www.aemo.com.au** or contact:
AEMO's Support Hub
Phone: 1300 AEMO 00 (1300 236 600) and follow the prompts.
Email: **supporthub@aemo.com.au**

CONTENTS

INTRODUCTION

Read this guide in conjunction with the B2B e-Hub Participant Accreditation and Revocation Process and the Shared Market Protocol Technical Guide.

Purpose

This guide assists intending *B2B e-Hub Participants* (participants) to understand the *B2B e-Hub* (e-Hub) self-accreditation process.

Audience

This guide is relevant to providers of metering services, retailers, Meter Data Providers, Metering Coordinators, Embedded Network Managers, Meter Providers, *distribution networks* requesting those services, and third-party B2B participants.

A secondary audience is participant administrators wanting to know the user rights management (URM) entity for their participant users to access the B2B E-Hub Self-Accreditation interface.

How to use this guide

Where there is a discrepancy between the information in this document and the Rules, the Rules take precedence.

- This document is written in plain language for easy reading.
- **Text in this format** indicates there is a related resource on AEMO's website or it is a link to further information in this guide.
- For an explanation of the terms and abbreviations, see **Guide to MSATS and B2B Terms**. For help, see **MSATS user guide group on page 23**.
- Glossary terms are capitalised and have the meanings listed against them.
- *Italicised terms* are defined in the NER. Any rules terms not in this format still have the same meaning.
- Actions to complete in the web portal interface are **bold and dark grey**.

You can find resources mentioned throughout this guide on AEMO's website: www.aemo.com.au.

What's in this guide

About B2B Self-Accreditation on page 6 provides an overview of B2B E-Hub Self-Accreditation, why you need it, and how and where to obtain it.

Complete Self-Accreditation on page 15 assists with using the B2B E-Hub Self-Accreditation interface, how to access it, how to complete the tests, monitor test progress, and how to submit your tests to AEMO.

Needing Help on page 23 provides information about contacting AEMO's Support Hub and how to provide feedback.

System requirements

B2B E-Hub Self-Accreditation is accessed using a web browser and requires:

- Mandatory MarketNet access for Business to Market (B2M) and where the applicant wants to use FTP for B2B.

  You can find the **MarketNet Connection Request** on AEMO's website.
- Optional MarketNet access or an internet connection to use the API Gateway for B2B.

  For more details, see **Guide to Information Systems** on AEMO's website.
- A user ID and password, provided by your company's participant administrator (PA). For more details, see **Guide to User Rights Management**.
- User rights provided by your company's PA, see **User rights access on page 1**.
- The MSATS Portal URLs:
  - Pre-production: **https://msats.preprod.nemnet.net.au/msats/**
  - Production: **https://msats.prod.nemnet.net.au/msats/**

Supported web browsers

B2B E-Hub Self-Accreditation runs on both Windows and Unix-like operating systems. To access the MSATS web portal, AEMO recommends the following web browsers:

Browser	Platform	Current	Previous	More information
Microsoft Internet Explorer	Windows	Edge	IE11	https://www.whatismybrowser.com/guides/the-latest-version/internet-explorer
Google Chrome	All platforms	59	n/a	https://www.whatismybrowser.com/guides/the-latest-version/chrome

B2B Self-Accreditation user rights access

Your company's participant administrator (PA) grants you permission to use MSATS Batch Handler Transactions and Interactive web applications in the MSATS web portal.

For more details about participant administration and user rights access, see Guide to User Rights Management.

The entity required for access is:

- **B2B e-HUB Self-Accreditation**

The entity for access to your chosen e-Hub Interface:

- **Batch**: Allows the use of the Batch Transaction Handlers.
- **Interactive**: Allows access to the B2B Browser and Web Services.

You may also need the following entities to interact with the B2B responder and other MSATS functionality to complete your accreditation tests:

B2B Directory Outbox	Access to the B2B inbox to place B2B messages or acknowledgements.
B2B Directory Inbox	Access to the B2B outbox containing received files.
B2B Directory Archive	Access to the B2B Archive to view acknowledged zip files.
B2B Transaction Log	Access to all the transactions the B2B e-Hub handled.
B2B Activity Log	Access to the log that records actions within the B2B Browser.
B2B Flow Control Information	Access to view information about water marks and stop file details.
B2B Auto Delete Status	Access to view the automated process to delete ZIP and ACK files.
B2B Participant Status Report	Access to the last modified or oldest ZIP or ACK in the B2B inbox or outbox folders.

B2B Hub Dashboard	Access to the number of files in each state, the action required to move the files to the next state, and who is responsible for performing the next action.
B2B Protocol and Transforms	Access to change the B2B Delivery Method or nominate the aseXML sending or receiving schema.
B2BR Create Transactions	Access to create transactions in the B2B Responder.
B2BR Search Transactions	Access to search own transactions in the B2B Responder.
B2BR Search All Participants Transactions	Access to search all participant transactions in the B2B Responder.
B2BR Paste Transactions	Access to paste XML transaction messages into the B2B Responder.

For more details, see Guide to MSATS B2B.

Using set participant

Where a participant user has rights assigned by more than one participant ID, they choose the participant they represent, using the **Set Participant** option in the web portal.

For help with user administration and the Set Participant option, see Guide to User Rights Management.

ABOUT B2B SELF-ACCREDITATION

For more details, see B2B e-HUB Participant Accreditation and Revocation Process.

Why obtain accreditation

Accreditation ensures participants processes and IT systems are ready to interact with AEMO's systems safely and securely, delivering data in the appropriate format in accordance with the *B2B Procedures*.

Accreditation does not include requirements related to the quality of data in the transactions or any back office processes.

Once accredited, participants can use the e-Hub to send and receive the following communications to other e-Hub participants:

- Documents conforming to the current aseXML schema.
- CSV data (where applicable).

For more details, see B2B e-HUB Participant Accreditation and Revocation Process.

Where to complete self-accreditation

Participants can complete their self-accreditation using any Delivery Method and e-Hub Interface they choose. They use the B2B e-Hub Self-Accreditation interface in the pre-production MSATS B2B Browser to monitor test progress, submit results, and view self-accreditation outcomes.

You do not need accreditation to use the pre-production environment.

You use the B2B Responder and API or FTP calls (as appropriate). The *B2B e-Hub* monitors and communicates your results. For more details, see **Complete Self-Accreditation on page 15**.

For more details, see Guide to MSATS B2B.

Can accreditation be revoked?

Yes, AEMO may revoke your accreditation if:

- You are no longer a B2B Party.
- You do not comply with the Rules or the authorised procedures.
  At AEMO's discretion it may issue a notice of non-compliance for any failure to comply with Rule 4(a)(ii). The notice of non-compliance includes a time frame to rectify the non-compliance.

Re-accreditation

Re-accreditation is required if you:

You must advise AEMO of the scope of any proposed changes to your gateway, system or delivery method so AEMO can determine the extent of re-accreditation needed.

- Make significant changes to your transaction, gateway system, or both.
- Implement a new transaction, gateway system, or both.
- Change delivery methods, for example, move from an FTP to an API gateway.

For more details, see B2B e-HUB Participant Accreditation and Revocation Process.

Is there exemption from accreditation?

No. All parties wanting to use the B2B e-Hub must become accredited as B2B e-Hub Participants.

Is there exemption from self-accreditation?

Yes. Exempted from completing self-accreditation are:

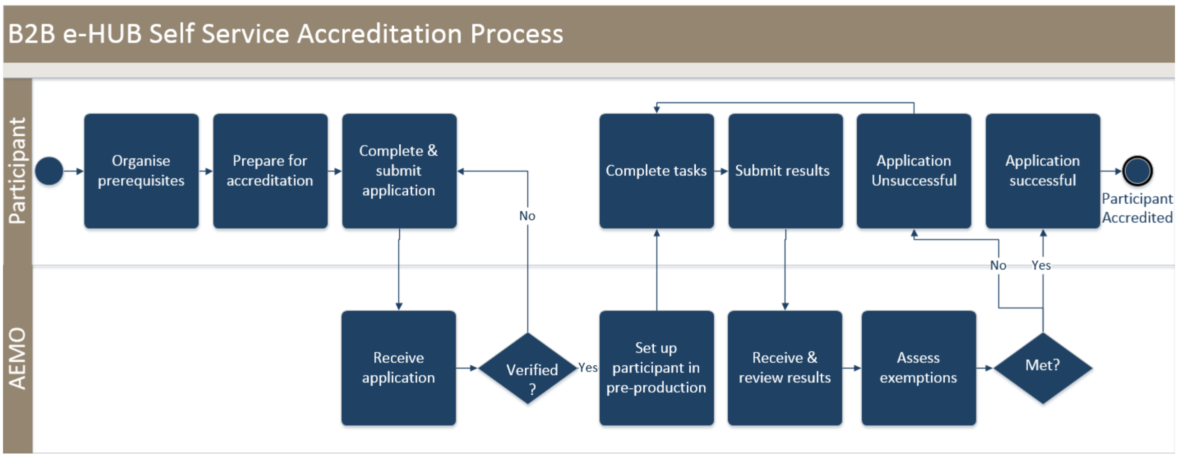
- Applicants using only the MSATS B2B Browser to send and receive B2B messages.
- Applicants **currently** using B2B via FTP only complete Stage 2 Testing.

If you believe you do not need to test all required transactions for your role, you can discuss with AEMO’s Metering team to gain approval not to test those transactions. For help, contact **AEMO's Support Hub**.

Accreditation process

Accreditation process

To satisfy AEMO that your key business personnel is technologically prepared to interact with the *B2B e-HUB*, intending *B2B e-Hub Participants* follow the process below.



Prerequisites

Before you complete the application form, you need:

1. One or more AEMO registered Participant IDs or a suggested Participant ID (for example, third party B2B participants). For more details, see **Participant IDs on page 13**.
2. A configured Delivery Method, for example: FTP, API Gateway (push/push pattern), API Web Services (push/pull pattern). For more details, see **Shared Market Protocol Technical Guide**.
3. To decide which interface you will use for testing, either Batch Handler Transactions, B2B Browser Transactions, or Web Services. For more details, see **Guide to MSATS B2B** or **Guide to Web Services**.
4. A network connection, either MarketNet or internet. For more details, see **Web portal requirements on page 1**
5. A current MSATS user profile (**B2B Browser** > **User Profile**). To ensure AEMO can easily contact you with any queries and you receive an email copy of your test results. For help, see **Guide to MSATS Web Portal**.
6. User rights access to the entities required to complete self-accreditation. for help, see **B2B Self-Accreditation user rights access on page 4**

Self-accreditation preparation

To prepare for self-accreditation:

1. Complete the pre-reading.
2. Review the required transactions to test for your role.
   If you believe you do not need to test all required transactions for your role, you can discuss with AEMO's Metering team to gain approval not to test those transactions. For help, contact (missing or bad snippet)
3. Prepare and submit your application to AEMO.
4. On receipt of your application, AEMO reviews it to ensure you have completed all required information. If not, AEMO will seek further information from you.
5. Within five business days of receiving the application, AEMO advises you if your application is accepted or rejected and what you need to do.

6. If accepted, AEMO grants you access to the pre-production *B2B e-Hub* interface and the B2B Responder so you can complete the self-accreditation process. For more information see **Web portal requirements on page 1** and **B2B Self-Accreditation user rights access on page 4**

For more details about the pre-requisites, pre-reading list, accreditation process, required tests, and to obtain the application form, see *B2B e-Hub* Participant Accreditation and Revocation Process.

Self-accreditation tasks

This topic is a brief overview of the accreditation tasks, for more details, see **Complete Self-Accreditation on page 15**.
(missing or bad snippet)

To complete the self-accreditation process:

1. If required, set up your sending and receiving protocol, either FTP or API, for each transaction. For help, see **Set up B2B Delivery Method on page 15**.
2. If required, complete stage 1 testing - **Messaging Monitoring**.
   Messaging tests your ability to connect with the *B2B e-HUB* using an FTP connection, an API connection, or both. For help, see **Complete the tests on page 17**.
3. Complete stage 2 testing - **Transaction Monitoring**.
   Transactions tests your ability to submit, receive, and respond to valid aseXML transactions, relevant to your role.
4. Monitor your test progress. For help, see **Monitor test progress on page 18**.
5. Submit your results to AEMO. For help, see **Submit test results to AEMO on page 21**.

Application successful

Stage one testing

A successful stage one test is where you have successfully tested one of the following:

1. FTP messaging
2. API messaging
3. FTP and API messaging

Successful stage 1 FTP testing

FTP Messages initiated by the participant

Tests pass if an FTP message is successfully message acknowledged by the B2B Responder.

FTP Messages initiated by the B2B Responder

Tests pass if an FTP message is successfully message acknowledged by the participant.

Successful stage 1 API testing

For API messages initiated by the participant using the push/push or push/pull pattern

Tests pass if an API message is successfully message acknowledged by the B2B Responder.

For API messages initiated by the B2B Responder:
Tests pass if an API message is successfully message acknowledged by the participant using the push/push or push/pull pattern.

Stage 2 testing

For transactions initiated by the participant

Tests pass if the transaction is successfully Transaction Acknowledged by the B2B Responder and the transaction status is **Completed**.

For transactions initiated by the B2B Responder

Tests pass if you respond with a Transaction Acknowledgement and the transaction status is either **Completed** or **Waiting for a Response**.

Application rejected

If AEMO considers that you did not met the requirements, it sends you notification explaining:

- The criteria you did not meet.
- How you can address the matter.
- The date you must address the unmet criteria for reconsideration.
  If you fail to address the unmet criteria by the date specified, AEMO deems your application withdrawn

Accreditation granted

When AEMO grants your accreditation:

- You become a *B2B e-Hub Participant*.
- You can connect to the production *B2B e-Hub* environment.
- You can use the *B2B e-Hub* to send and receive messages, conforming to the current aseXML schema, to and from other *B2B e-Hub Participants*.

Participant IDs

In the application form, applicants can use their existing Participant IDs or apply for new ones.

Market roles

Because the application for accreditation is based on Participant IDs, a separate Participant ID is required for each market role. However, some roles allow for the same Participant ID, such as:

- FRMP and ROLR
- LNSP and initial MC

Applicants must complete transaction testing related to their registered Participant ID role.

The *B2B e-Hub* market roles are:

- *Retailer*
- *DNSP*: Distribution Network Service Provider
- *MP*: Meter Provider
- *MDP*: Meter Data Provider
- *MC*: Meter Coordinator
- *ENM* Embedded Network Manager

COMPLETE SELF-ACCREDITATION

If you have multiple market roles, you must submit test results for each role you seek accreditation for. For help, see **Market roles on page 13.**

Participants can complete their self-accreditation using any Delivery Method and e-Hub Interface they choose. They use the B2B e-Hub Self-Accreditation interface in the MSATS B2B Browser to monitor test progress, submit results, and view self-accreditation outcomes.

Participants complete the tests in the B2B Responder. For help, see **B2B Responder on page 1.**

Set up B2B Delivery Method

This topic describes how to set up your B2B delivery method for sending and receiving transactions.

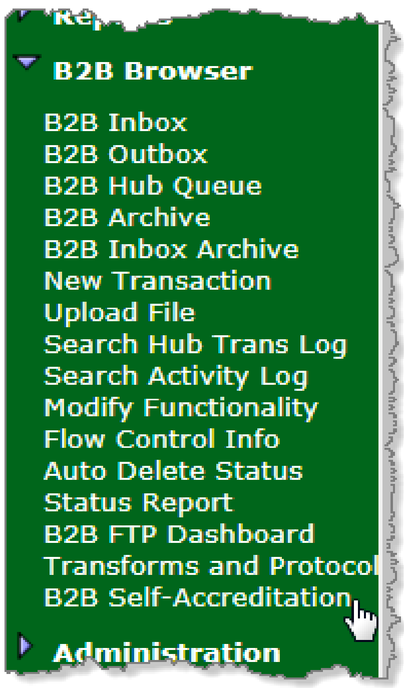
This step is only required if you are changing your delivery method or setting it up for the first time.

To set up your preferred delivery method:

1. Access the **B2B Browser** > **Protocols and Transforms** interface. For help, see **B2B Transforms and Protocol on page 1**.
2. Set up your sending and receiving protocol, either FTP or API. For help, see **Select your protocol preference on page 1.**

Access B2B Self-Accreditation

1. Access the MSATS pre-production environment: **https://msats.preprod.nemnet.net.au/msats/**. For help, see **Web portal requirements on page 1**.
2. In the MSATS main menu, click **B2B Browser** and then **B2B Self-Accreditation**.
3. The interface displays with the list of tests you must complete to acquire accreditation or a list of your tests in progress. For an example, see **Complete the tests on the next page**.



Complete the tests

Before commencing the accreditation tasks, complete the prerequisites and accreditation preparation, see **Accreditation process on page 9****.**

1. If required, click complete stage 1 testing - **Messaging** related to your Participant ID role.
   Below is an example of the interface.

Stage 1- Messaging

Applicants are required to demonstrate to AEMO that their IT systems can fulfil the messaging requirements for their chosen Market protocol(s).

Protocol	API Name	Resource	Message Direction	Test Outcome
FTP			Send .zip	No Match Found
FTP			Receive .zip	No Match Found
API	B2BMessagingAsync	/messageAcknolwedgements	e-hub to Participant	No Match Found
API	B2BMessagingPull	/messageAcknowledgements	e-hub to Participant	No Match Found
API	B2BMessagingAsync	/messages	e-hub to Participant	No Match Found
API	B2BMessagingAsync	/messageAcknolwedgements	Participant to e-hub	No Match Found
API	B2BMessagingAsync	/messages	Participant to e-hub	No Match Found
API	B2BMessagingPull	/messages	Participant to e-hub	No Match Found

Stage 2- Transactions

2. Complete stage 2 testing - **Transactions**.
   Below is an example of the interface.
   Where **No Match Found** displays in the **Test Outcome** column, you must provide an **Exemption Reason**.

Stage 2- Transactions

Applicants are required to demonstrate to AEMO that their IT systems can produce and send transactions that can be accepted by other participants.

Transaction Group	Transaction Type	Service Order Type	Service Order Sub Type	Message Direction	Test Outcome	Exemption Reason
SORD	ServiceOrderResponse			Participant to e-hub	No Match Found	
SORD	ServiceOrderResponse			e-hub to Participant	No Match Found	
SITE	SiteAccessNotification			Participant to e-hub	No Match Found	
SITE	SiteAccessNotification			e-hub to Participant	No Match Found	
SITE	SiteAccessRequest			Participant to e-hub	No Match Found	
SITE	SiteAccessRequest			e-hub to Participant	No Match Found	
OWNX	MeterFaultAndIssueNotification			e-hub to Participant	No Match Found	
OWNX	PlannedInterruptionNotification			Participant to e-hub	No Match Found	
NPNX	NotifiedParty			Participant to e-hub	No Match Found	
MTRD	ProvideMeterDataRequest			Participant to e-hub	No Match Found	
MTRD	VerifyMeterDataRequest			Participant to e-hub	No Match Found	
MTRD	MeterDataNotification			e-hub to Participant	No Match Found	
CUST	CustomerDetailsRequest			e-hub to Participant	No Match Found	
CUST	CustomerDetailsNotification			Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Supply Service Works	Allocate NMI	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Supply Service Works	Establish Permanent Supply	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Supply Service Works	Supply Abolishment	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Metering Service Works	Install Meter	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Miscellaneous		Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Miscellaneous		e-hub to Participant	No Match Found	
SORD	ServiceOrderRequest	Metering Service Works	Exchange Meter	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Metering Service Works	Remove Meter	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Re-energisation	Recipient	Participant to	No Match	

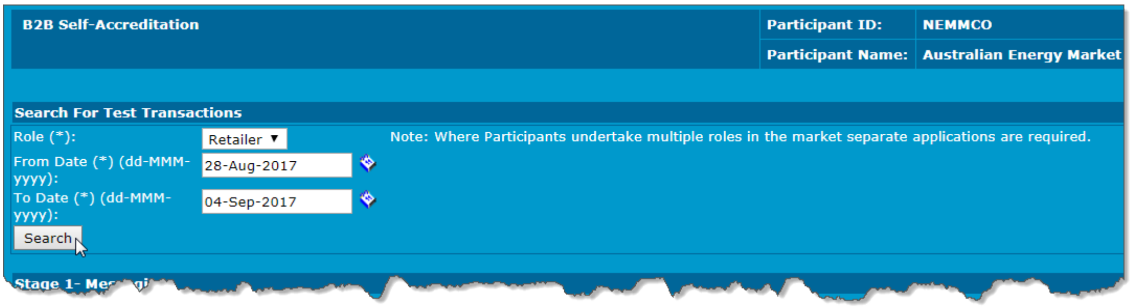
Participants currently using B2B via FTP only complete stage 2 testing.

Monitor test progress

1. Access the **B2B Self-Accreditation** interface. For help, see **Monitor test progress above**.
2. Use the drop-down arrows to:
   - Select the **Role** you are seeking accreditation for.

- Select the **From** and **To Date** range of the corresponding executed tests.

3. Click **Search**.



4. The interface displays with a summary of any tests you have in progress.
5. Next you can:
    a. Provide reasons for exemption from stage 2 testing - **Transactions**.
    b. Select which results to submit to AEMO. For help, see **Monitor test progress on the previous page**.
    c. **Submit Results to AEMO**. For help, see **Submit test results to AEMO on page 21**
    d. Download a csv file with your results.

For help, see B2B Self-Accreditation interface on the next page.

Figure 1 B2B Self-Accreditation interface

B2B Self-Accreditation	Participant ID:	NEMMCO
	Participant Name:	Australian Energy Market Operator Limited

Search For Test Transactions

Role (*): Retailer

From Date (*) (dd-MMM-yyyy): 28-Aug-2017

To Date (*) (dd-MMM-yyyy): 04-Sep-2017

Search

Note: Where Participants undertake multiple roles in the market separate applications are required.

Stage 1- Messaging

Applicants are required to demonstrate to AEMO that their IT systems can fulfil the messaging requirements for their chosen Market protocol(s).

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API	B2BMessagingAsync	/messageAcknolwedgements	e-hub to Participant	No Match Found
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API	B2BMessagingAsync	/messages	e-hub to Participant	No Match Found
API	B2BMessagingAsync	/messageAcknolwedgements	Participant to e-hub	No Match Found
API	B2BMessagingAsync	/messages	Participant to e-hub	No Match Found
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Stage 2- Transactions

Applicants are required to demonstrate to AEMO that their IT systems can produce and send transactions that can be accepted by other participants.

Transaction Group	Transaction Type	Service Order Type	Service Order Sub Type	Message Direction	Test Outcome	Exemption Reason a
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SORD	ServiceOrderRequest	Supply Service Works	Supply Abolishment	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Metering Service Works	Install Meter	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Miscellaneous		Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Miscellaneous		e-hub to Participant	No Match Found	
SORD	ServiceOrderRequest	Metering Service Works	Exchange Meter	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Metering Service Works	Remove Meter	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	Re-energisation	Recipient Discretion	Participant to e-hub	No Match Found	
SORD	ServiceOrderRequest	De-energisation	Recipient Discretion	Participant to e-hub	No Match Found	

Results to submit to AEMO:

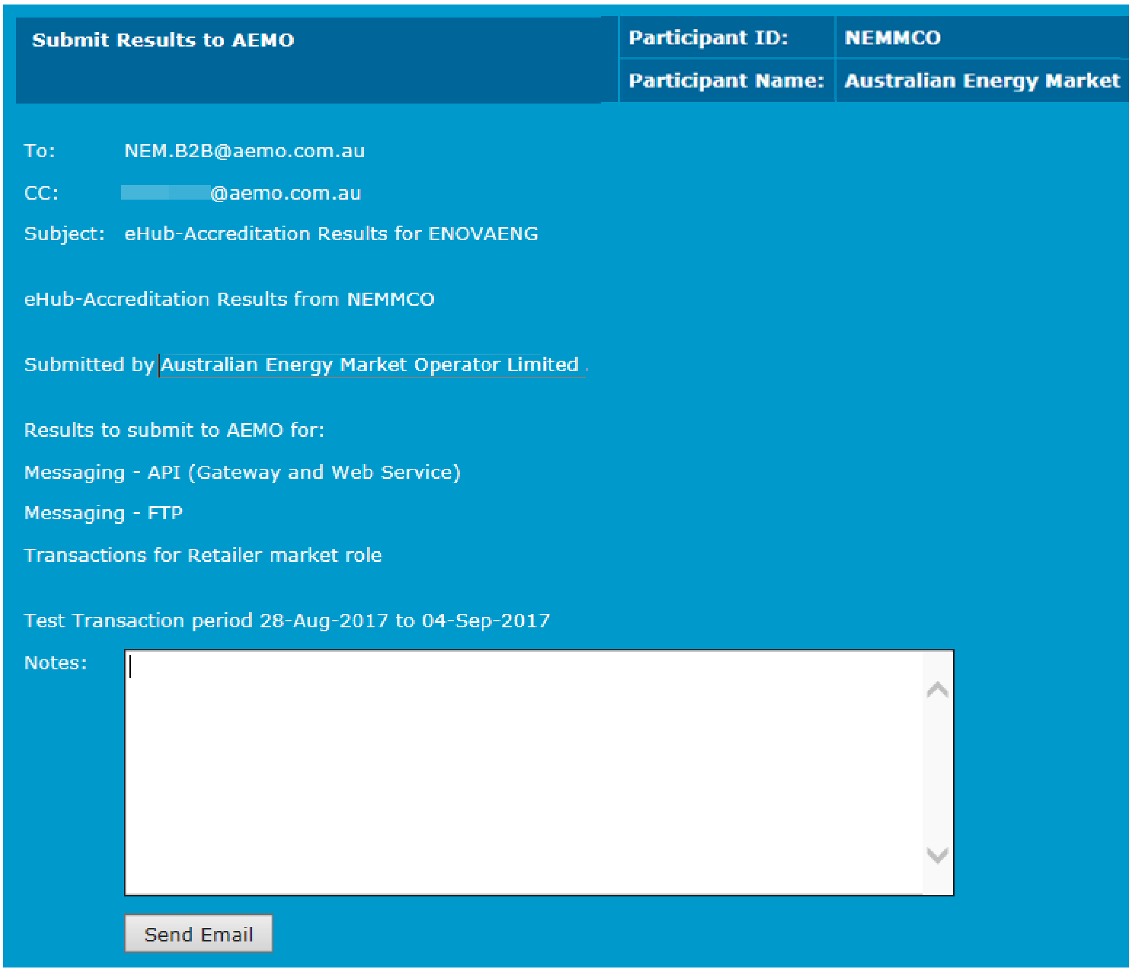
- [ ] Stage 1 Messaging -API(Gateway and Web Service) b
- [ ] Stage 1 Messaging -FTP c
- [ ] Stage 2 Transactions for(Retailer) market role

Submit Results to AEMO | Download Results d

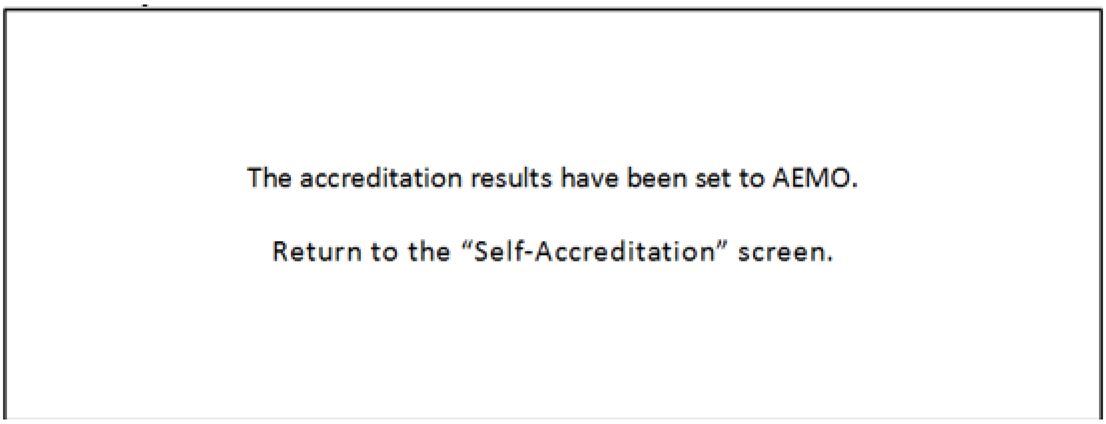
Submit test results to AEMO

To submit your results to AEMO:

1. Access the **B2B Self-Accreditation** interface.
   For help, see **Access B2B Self-Accreditation on page 16**.
2. Select the results and click **Submit Results to AEMO**.
   For help, see **C** in **Figure 1 on the previous page**.
3. In the **Submit Results to AEMO** interface, review your result details, add any additional notes (optional), and click **Submit**.



4. Confirmation of your submission displays.



5. AEMO reviews your results and if satisfied, accredits you to interact with the e-Hub, see **Application successful on page 12**.
   If AEMO are not satisfied with your test results it will notify you explaining why, see **Application rejected on page 13**

NEEDING HELP

Related resources

These documents contain related information that may assist you. You can find them on AEMO's website.

aseXML Standards, a web page with links to guidelines, schemas, change process, sample files and white papers.

B2B Mapping to aseXML, provides an understanding of the connection between aseXML and the B2B Procedures.

B2B Procedures, The Business to Business (B2B) Procedures prescribe the content of, the processes for, and the information participants provide to support B2B Communication.

B2B Validation Module Software and Guide, a validation application participants can embed in their B2B systems to validate an .XML file before it is deployed to the *B2B e-Hub*.

MSATS user guide group

The MSATS user guide group forms a detailed guide to using MSATS. Each document is targeted towards a specific audience and explains how to navigate and use the menus for each web portal function.

The MSATS user guide group does not detail jurisdictional and configurable rules regarding the use of the web portal, batch interfaces, and systems interfacing with MSATS.

The following table provides a description of each document in the group and its intended audience. The documents are located on AEMO's website > **Electricity Retail and Metering**.

Name	Description	MSATS	B2B	PAs	Ombudsman
Guide to MSATS and B2B Terms	Assists participants of the Retail National Electricity Market (NEM) to understand the terms used in the retail electricity market procedures and the Market Settlement and Transfer Solution (MSATS) participant IT system.	✓	✓	✓	✓
Introduction to MSATS	Contains an overview of the MSATS web portal, explains the MSATS framework, provides assistance with gaining access, and a list of MSATS reference information.	✓	✓	✓	✓
Guide to MSATS Web Portal	Explains how to use the MSATS participant web portal functions (contains a short section on using the batch interface).	✓		✓	
Guide to MSATS B2B	Explains how to use the B2B function and includes a glossary of B2B terms.		✓	✓	
Guide to B2B e-Hub Self-Accreditation	Explains how to obtain accreditation to become a *B2B e-Hub Participant*.		✓	✓	
MSATS Ombudsman Enquiry User Interface Guide	Explains how to use the Ombudsman Enquiry system.				✓
Guide to User Rights Management	Explains how to create and maintain participant users.			✓	

Setting a participant

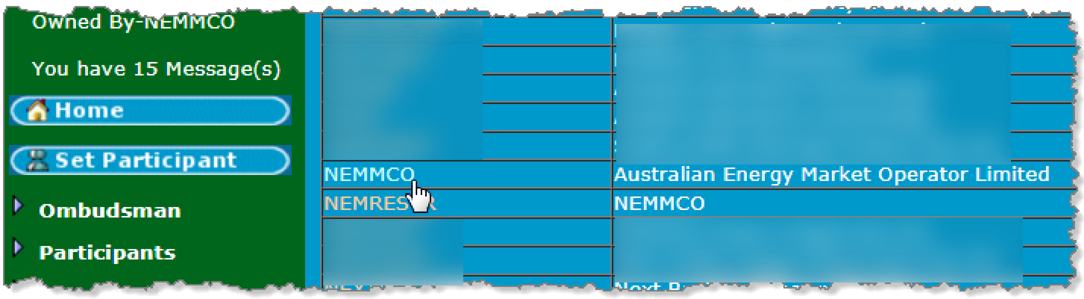
Providing you have permission to do so, the **Set Participant** function allows you to act for another participant without having to log out, change IDs and log in again. The participant you are acting for is indicated in the top right of the Markets

Portal. For permission to see other participant IDs using Set Participant, see your company's PA.

When you are using the Set Participant function, you can only log into MSATS once on the same computer.

To use Set Participant:

1. On the MSATS main menu, click **Set Participant**.
   If Set Participant is unavailable, you do not have the correct permissions. Ask your company's Participant Administrator to consider granting you access to use the Set Participant function. For help, see **Guide to User Rights Management**.

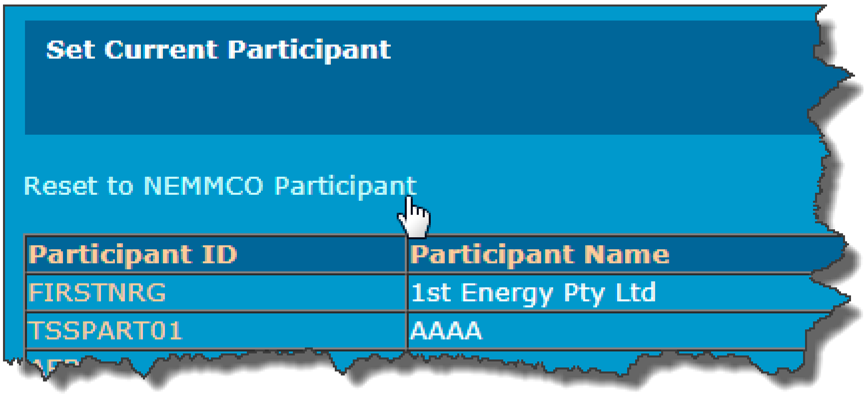


2. In the **Set Current Participant** interface, find the **Participant ID** you want to act for.
3. The participant you are acting for displays in the top-right corner.

Participant ID:	NEMMCO
Participant Name:	Australian Energy Market Operator Limited

4. To return to the Participant ID you logged in with, click **Set Participant** and

Reset to <Participant ID> participant.



AEMO's Support Hub

Contacting AEMO's Support Hub

IT assistance is requested through AEMO's Support Hub using one of the following methods:

- Phone: 1300 AEMO 00 (1300 226 600) and follow the prompts. For non-urgent issues, normal coverage is 8:00 AM to 6:00 PM on weekdays, Eastern Standard Time (EST).
- Email: **supporthub@aemo.com.au**
- The Customer Portal, **http://helpdesk.preprod.nemnet.net.au/nemhelplite/** allows you to log your own requests for assistance. For access credentials, see your company's IT security contact or PA.

Information to provide AEMO

Please provide the following information when requesting IT assistance from AEMO:

AEMO recommends participants call AEMO's Support Hub for all urgent issues, whether or not you have logged a call in the Customer Portal.

- Your name
- Organisation name
- Participant ID
- System or application name
- Environment: production or pre-production
- Problem description
- Steps that caused the problem
- Screenshots

For AEMO software-related issues please also provide:

- Version of software
- Properties or log files

Feedback

To suggest corrections to this document, please contact AEMO's Support Hub.

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