

WEMS MPI MARKET PARTICIPANT ADMINISTRATOR USER GUIDE

Prepared by: AEMO

Version: 3.0

Effective date: 30 March 2023

Status: FINAL

Approved for distribution and use by:

Approved by: Rick Dolling

Title: WA Market Operations & Operational Support

Date: 28 March 2023

aemo.com.au

New South Wales | Queensland | South Australia | Victoria | Australian Capital Territory | Tasmania | Western Australia

Australian Energy Market Operator Ltd ABN 94 072 010 327

Important Notice

Purpose

AEMO has prepared this document to provide information for the WEM market participant administrator, as at the date of publication.

Disclaimer

This document does not constitute legal or business advice, and should not be relied on as a substitute for obtaining detailed advice about the Electricity Industry Act 2004, the Wholesale Electricity Market Rules, or any other applicable laws, procedures or policies. Accordingly, to the maximum extent permitted by law, AEMO and its officers, employees and consultants involved in the preparation of this document:

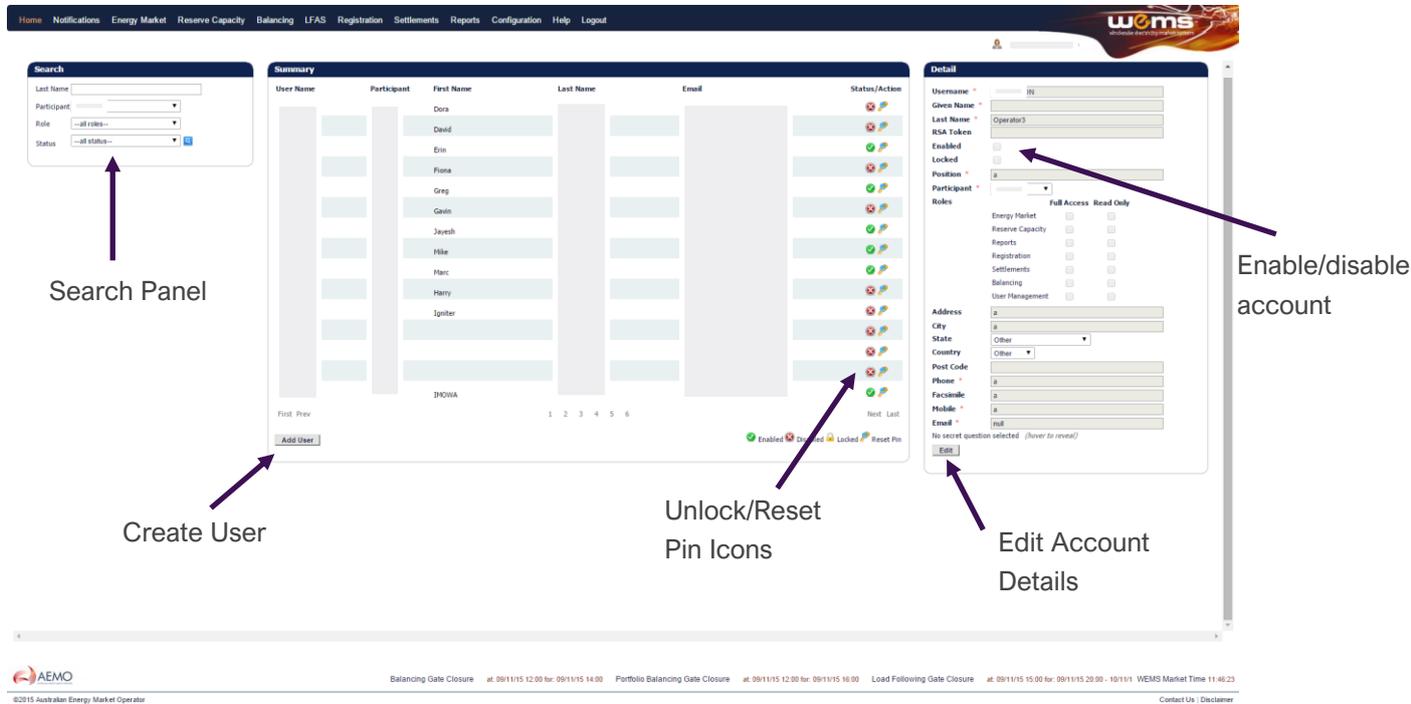
- make no representation or warranty, express or implied, as to the currency, accuracy, reliability or completeness of the information in this document; and
- are not liable (whether by reason of negligence or otherwise) for any statements or representations in this document, or any omissions from it, or for any use or reliance on the information in it.

Contents

1.	Getting Started	4
1.1	Create New User	4
1.2	Unlock User	5
1.3	Reset Pin	5
1.4	Maintaining User Details	6
1.5	Disabling Users	6
1.6	Replacement Token	7
2.	Participant User Guide	7
2.1	Maintaining User Details	7
2.2	Temporary Emergency Access	7
2.3	Resynchronise Tokens	8

1. Getting Started

The Market Participant Administrator will be responsible for creating and managing the user accounts for the Market Participant.



The screenshot displays the WEMS MPI Market Participant Administrator interface. It features a navigation bar at the top with links for Home, Notifications, Energy Market, Reserve Capacity, Balancing, LFAS, Registration, Settlements, Reports, Configuration, Help, and Logout. The main content area is divided into three sections: Search, Summary, and Detail.

- Search Panel:** Located on the left, it includes input fields for Last Name, Participant, Role, and Status, along with a search button.
- Summary:** A table listing users with columns for User Name, Participant, First Name, Last Name, Email, and Status/Action. The Status/Action column contains icons for enabling, disabling, locking, and resetting pins. An "Add User" button is located at the bottom left of the table.
- Detail:** A form on the right for editing user details, including fields for Username, Given Name, Last Name, RSA Token, Enabled, Locked, Participant, Roles, Address, City, State, Country, Post Code, Phone, Facsimile, Mobile, and Email. An "Edit" button is at the bottom.

Annotations with arrows point to the following elements:

- Search Panel:** Points to the search input fields.
- Create User:** Points to the "Add User" button.
- Unlock/Reset Pin Icons:** Points to the icons in the Status/Action column.
- Edit Account Details:** Points to the "Edit" button.
- Enable/disable account:** Points to the "Enabled" checkbox in the Detail form.

At the bottom of the page, there is a footer with the AEMO logo and copyright information: ©2015 Australian Energy Market Operator. It also includes a status bar with various market events and their times.

1.1 Create New User

The Market Participant Administrator will be responsible for creating and managing the user accounts for the Market Participant. To create a new account, the Market Participant Administrator will need to follow these steps:

1. Select the Market Participant that a new user is to be associated with in the drop down menu near the top right of the AEMO WEMS MPI. This step will only be required if the Market Participant Administrator represents multiple participants.
2. Navigate to the User Management Console and click on Add User in the Summary Screen.
3. This should bring up a blank form on the right hand side of the screen where the Market Participant Administrator can populate the new user's details.
4. If the new user also represents another participant, enter the username they have been assigned with the other participant. The Market Participant Administrator will be prompted to confirm whether the new user to be added is the same as the existing user within the WEMS. If the Market Participant Administrator accepts, certain user details will be prepopulated.
5. After a username has been created and all mandatory fields have been populated and submitted, the user account will be created.
6. AEMO will then assign a disabled token to the new user and courier it to the Market Participant Administrator for them to distribute to the user.

7. If the new user already has an assigned token (they have an existing account with another participant), no new token will be assigned. This user will be able to access WEMS using their existing username/pin+password credentials.
8. An email will be sent to the registered email address of the new user which will include user guides as well as a form which they will need to fill out and return to AEMO before the token will be enabled.

1.2 Unlock User

If a user's account is locked, their Market Participant Administrator will be able to unlock their account through User Management. For a Market Participant Administrator to unlock an account, they must follow the following:

1. Select the Market Participant associated with the account required to be unlocked in the drop down menu near the top right of the AEMO MPI. This step will only be required if the Market Participant Administrator represents multiple participants.
2. Navigate to the User Management Console and click on the locked user account.
3. Click on the Padlock Button next to the user's details.
4. The Market Participant Administrator will be asked whether they wish to unlock the account.
5. If the Market participant Administrator selects Yes, the account will be unlocked and the user's PIN will be reset.
6. The user will now be required to authenticate as per their initial authentication process (i.e. create a new pin).
7. If a user is unable to contact their Market Participant Administrator, they will be able to call AEMO to unlock their account. The user will need to verify their identity by correctly providing the answer to the secret question associated with the user's account. Once verified, the AEMO operator will unlock the user's account. If the user is unable to verify their identity, AEMO will **not** unlock the account.

1.3 Reset Pin

If a user has forgotten their pin but they have not locked their account, a Market participant Administrator will be able to reset the pin associated with the account.

1. Select the Market Participant associated with the account that requires a pin reset in the drop down menu near the top right of the AEMO MPI. This step will only be required if the Market Participant Administrator represents multiple participants.
2. Navigate to the User Management Console and click on the user account that requires the pin to be reset.
3. Click on the Reset Pin button next to the users details.
4. The Market Participant Administrator will be asked whether they wish to reset the pin associated with the account.
5. If the Market Participant Administrator selects Yes, the account's pin will be reset.

6. The user will now be required to authenticate as per their initial authentication process (i.e. create a new pic)

If a user is unable to contact their Market Participant Administrator, they will be able to call up AEMO to reset their pin. The user will need to verify their identity by correctly providing the answer to the secret question associated with their account. Once verified, the AEMO operator will reset the user's pin. If the user is unable to verify their identity, AEMO will **not** reset the pin associated with the user account.

1.4 Maintaining User Details

It is the user's (including Market Participant Administrators) responsibility to ensure that their user details including contact information and secret question are up to date. AEMO will rely on this information to communicate with the user as well as verify their identity when a user contacts Market Operations (WA). **Without configuring the secret question field, a user will be limited in services that they can request from AEMO.**

A user can update their information after they have authenticated into WEMS by clicking on Update Details. Once the form has been saved successfully, the changes are effective immediately.

Market Participant Administrators will also be able to update their account along with the user account they administer through the User Management Console.

1. Select the Market Participant associated with the user account that requires updating in the drop down menu neat the top right of the AEMO MPI. This step will only be required is the Market Participant Administrator represents multiple participants.
2. Navigate to the User Management Console and click the user account that you wish to update.
3. The user's details should appear in the right hand pane – click Edit.
4. Make the required updates to the editable fields and click save.
5. All changes are effective immediately.

1.5 Disabling Users

It is the Market Participant Administrator's responsibility to disable users who no longer require WEMS access. This can be toggled as per the following:

1. Select the Market Participant associated with the user account that requires updating in the drop down menu near the top right of the AEMO MPI. This step will only be required if the Market Participant Administrator represents multiple participants.
2. Navigate to User Management Console and click on the user account that requires disabling.
3. Click 'Edit' at the bottom of the details box.
4. Unclick the 'enable' box within the user details and save.

1.6 Replacement Token

When a user requires a replacement token (i.e. when a user has lost or broken their token), they are to contact their Market Participant Administrator. Only the Market Participant Administrator can request a replacement token to be issued for a user by emailing Market Operations (WA). The Market Participant Administrator must include the username that requires the replacement token and the reason for the replacement in the request. Once this has been received, AEMO will issue a replacement token to the user as per AEMO internal procedure. **Please note that Market Participants are financially liable for the cost of the replacement SecurID token.**

2. Participant User Guide

Users are to contact their Market Participant Administrators:

- To unlock their accounts
- To reset their pins
- To request a replacement token

Users are to contact Market Operations (WA):

- For temporary emergency access (see below)
- To resynchronise their tokens (see below)
- If you are unable to contact your Market Participant Administrator

2.1 Maintaining User Details

It is the user's responsibility to ensure that their user details including contact information and secret question are up to date. AEMO will rely on this information to communicate with the user as well as verify their identity when a user contacts Market Operations (WA). **Without configuring the secret question field, a user will be limited in services that they can request from AEMO.**

A user can update their information after they have authenticated into WEMS by clicking on Update Details. Once the form has been saved successfully, the changes are effective immediately.

2.2 Temporary Emergency Access

In the event where a user has either lost their token or does not have access to their token (left at home/left at work) they can contact Market Operations (WA) for a temporary fixed token code. A user will be required to pass an identification test (secret question) before AEMO will issue this token. If the user is unable to verify their identity, AEMO will **not** grant Temporary Emergency Access to the user account. A user requesting emergency access will be required to follow the following steps:

1. Call Market Operations (WA) and request an Emergency Access Token. The user will need to tell the operator their username whether they have lost their token or have left it at work/home.
2. AEMO will need to confirm the identity of the caller by requesting the correct answer to the Secret Question associated with the user account.

3. Once the identity of the caller has been confirmed, the Market Operations operator will create a Temporary Fixed Passcode, which will be emailed to the registered email address of the user account.
4. The user will now be able to authenticate into WEMS using their PIN + Temporary Fixed Passcode as explained below.

i.e. if a user's pin is 1 2 3 4, and the temporary fixed passcode was a b c 1 2 3, then the user will be required to authenticate with the following credentials: username/1234abc123.

2.3 Resynchronise Tokens

In the event where a user's token becomes desynchronised with the server, they will need to contact AEMO to resynchronise it. The user will be required to verify their identity via the secret question before AEMO will resynchronise the SecurID token. If the user is unable to verify their identity, AEMO will **not** resynchronise the SecurID token associated with the user account.

Once the user has passed the identification test, they will need to provide two sequential token codes from their SecurID token in order for them to be synchronised with the RSA server.