

**XRN5564 Gemini Sustain Plus  
Gemini Sustain Plus Market  
Trials – Frequently asked  
Questions (FAQs)**

## Generic

### 1. What are the support hours for Gemini Sustain plus Market Trials?

- 9.00am – 5pm, Monday to Friday (excluding bank holidays and weekends)

### 2. What is the Market Trials environment availability ?

- 24 hours, 7 days a week.

### 3. Which Gemini processes are being supported with data, batch jobs and When ?

- Below shows the processes we will support with data and when we will be running batch jobs so that you can undertake the job as expected in production:

#### Balancing UI - Timeline

Processes	Functionality	Screen Name	W1	W2	W3	W4	W5	W6
NBP Nominations	NBP Trades	Home/ Nominations / Nominations						
Non-NBP, Non-EU Nomination	Entry Nomination	Home/ Nominations / Nominations						
	Exit Nomination	Home/ Nominations / Nominations						
Nomination Bulk Upload	Nomination Bulk Upload	Home/ Nominations / Bulk Load / Upload Nominations						
NBP Renominations	NBP Trades	Home/ Nominations / Renominations						
	Entry Renomination	Home/ Nominations / Renominations						
Non-NBP, Non-EU Renominations	Exit Renomination	Home/ Nominations / Renominations						
	Single Sided Nomination	Home/ Nominations / EU Nominations / EU Nominations						
EU Nominations	Double Sided Nomination	Home/ Nominations / EU Nominations / EU Nominations						
	Single Sided Nomination	Home/ Nominations / EU Nominations / EU Nominations						
Eu Renominations	Single Sided Nomination	Home/ Nominations / EU Nominations / EU Nominations						
	Double Sided Nomination	Home/ Nominations / EU Nominations / EU Nominations						
Energy Balancing Reporting	View Reports	Balancing Reports						
Energy Balancing Dashboards	View Dashboards	Balancing Dashboards						
Cashout Rates	View Cashout Rates	Home/ Invoice / Energy Balancing / View Cashout Rates						

Dedicated Support  
 EU Renominations will be confirmed based on the template/Dedicated Support

#### Capacity UI - Timeline

Processes	Functionality	Screen Name	W1	W2	W3	W4	W5	W6
Entry Actions	WDDSEC- Within Day Firm	Home/ Deal / Capture Bid/Request / Create Bids/Requests						
	DADSEC-Day Ahead Firm	Home/ Deal / Capture Bid/Request / Create Bids/Requests						
	DISEC - Interruptible	Home/ Deal / Capture Bid/Request / Create Bids/Requests						
Exit Actions	WDDNEX- Within Day Firm	Home/ Deal / Capture Bid/Request / Create Bids/Requests						
	DADNEX-Day Ahead Firm	Home/ Deal / Capture Bid/Request / Create Bids/Requests						
	DONEX - Interruptible	Home/ Deal / Capture Bid/Request / Create Bids/Requests						
Capacity Reporting	View Reports	Capacity Reports						
Capacity Dashboards	View Dashboards	Capacity & Balancing Dashboards						

Dedicated Support

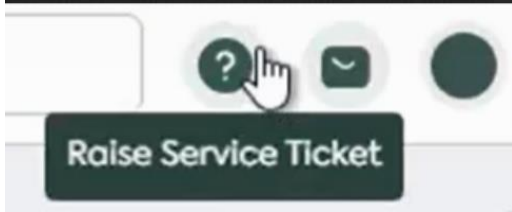
## Online screens

### 1. What credentials do I need to use to log into the Gemini online screens?

- a. Your work email ID and password, ensure you have received and invite from us and followed the onboarding process first.

## 2. What do I do if I have an issue?

- a. Please raise a ticket via the help button in the Gemini User Interface:



If you are unable to access this please raise a ticket via our Service Desk form here: [ServiceNow \(service-now.com\)](https://service-now.com). Have you looked at the training to resolve your query.

## 3. What screens are available during Market Trials ?

- a. All screens we have developed and tested will be available for Market Trials however only a certain process will be supported with data and batch jobs.

## 4. What training will be available ?

- a. The Gemini sustain plus programme will provide access to our Learning Management System (LMS) for all Market Trials participant that has registered for Market Trials, if you haven't registered and wish to have access please use this form to sign up:

<https://forms.office.com/e/mmdrJx4JJz>

- 5. What is the processes for placing an EU Nomination during MT ?

- a. Fill in template found on our dedicated web page here: [Gemini Sustain Plus \(xoserve.com\)](https://xoserve.com) and send to [geminengagement@correla.com](mailto:geminengagement@correla.com). The Team will respond if there is any questions or amendments required to your submission. You must submit the template by 4pm on D-1 of the day you wish to place your EU nomination or renomination.

## APIs

### 1. Where can I find API supporting documentation ?

- a. All API supporting documentation can be found on our dedicated web page under "API support Documents" [Gemini Sustain Plus \(xoserve.com\)](https://xoserve.com).

### 2. I am getting a invalid subscription key error?

- a. Ensure that you are using the subscription key provided in the API spreadsheet we originally sent you in line with the credentials, if continue to have an error message please raise a ticket via our Service Desk form here: [ServiceNow \(service-now.com\)](https://service-now.com)

### 3. What do I do if I have an issue?

- a. please raise a ticket via our Service Desk form here: [ServiceNow \(service-now.com\)](https://service-now.com)

#### 4. What is the process to access the Login API in Market Trials?

- a. You must send your API request to the URL <https://test.geminiplus.co.uk/api-login>

The following content needs to be included in the 'body' :

```
application/x-www-form-urlencoded grant_type:client_credentials
client_id:{{client_id}} client_secret:{{client-pass}} resource:7e6600cc-1039-4161-94da-
aa29a5687416
```

Key requirements:

you must provide your 'client\_credentials' as the 'grant\_type'

you must provide 'client\_id' and 'client\_secret'

you must enable the redirect if you are not able to access the above URL directly

your details must be provided in the 'body' and not in the 'header'

#### 5. What do I do if I get an HTTP 308 error message when I try and connect to Market Trials APIs?

- a. When connecting to the Market Trials APIs the login process requires redirection to be enabled on the API client (to allow connection to Microsoft EntraID) – if this is not enabled then you will receive an HTTP 308 error message.

If you are using Postman, this can be enabled by going to the settings of the request and toggling on the “Automatically follow redirects” option as per the screenshot below. For other API platforms please refer to the product documentation on enabling redirects.

