

Xoserve Services Portal FAQs

We have updated our FAQs to include specific issues that users are reporting. More general questions, published within the original FAQs, can be found towards the end of this document.

Account Queries

1. What do I do if I've locked myself out of my account?

If you enter the incorrect email address or password **five** times, your account will be temporarily locked for 30 mins. With each subsequent incorrect login attempt the time you are locked out will double.

If this happens, please use the self-serve password-reset function to set a new password for your account. Visit the log in page at <https://www.xoserveservices.com> and click on 'Forgot password'. Follow the steps on the screen to reset your password.

Please note that during the lock-out period you will not be able to reset your password, so you may need to wait some time before attempting this procedure.

2. Why isn't the Gas Enquiry Service (GES) access showing when I log into my account?

If you were expecting to have GES access and it's not showing in your account when you log in, it's possible you don't have the correct access set up.

Please get in touch with your Master Admin User (MAU) (The new term for the role previously known as a Local Security Officer (LSO)) to confirm your access permissions and request GES access.

3. I'm unsure if I have an account or if I'm set up correctly. What do I do?

Please contact your Master Admin User (MAU) (The new term for the role previously known as a Local Security Officer (LSO)) who will be able to check if you have an account and/or give you the access you need.

4. How do I get a new account created?

To request for a new account to be created, please contact your Master Admin User (MAU) (The new term for the role previously known as a Local Security Officer (LSO)) for further assistance.

Password Queries

5. What do I do if I haven't received the initial email containing my temporary password?

The mail can sometimes get caught in organisation or personal level junk filtering, but you won't necessarily need this email.

If your account has been created, navigate to the log in page at <https://www.xoserveservices.com> and follow the 'Forgot Password' link on the login page. Follow the steps on the screen to set your new password.

6. I have received a temporary password – What do I do?

After receiving a temporary password email, you can follow the steps and guidance contained in the email to set your new password, alternatively you can simply use the self-serve password-reset function to set a new password for your account. Visit the log in page at <https://www.xoserveservices.com> and click on 'Forgot password'. Follow the steps on the screen to reset your password.

7. What do I do if I have lost/forgot my temporary/new password?

If you have lost/forgotten your temporary/new password, use the self-serve password-reset function to set a new password for your account. Visit the log in page at <https://www.xoserveservices.com> and click on 'Forgot password'. Follow the steps on the screen to reset your password.

8. What do I do if I forget my security questions?

With the introduction of Multi-Factor Authentication (MFA), security questions are no longer necessary. If you are being asked for security questions you must be using the old system. Please make sure you access the new system using the correct URL here: <https://www.xoserveservices.com>

9. What do I do if my temporary password has expired?

A temporary password will be valid for **5 days from the point it was generated**. However, even if you had received one and it has now expired, you can use the self-serve password-reset function at any time to set a new password for your account. Visit the log in page at <https://www.xoserveservices.com> and click on 'Forgot password'. Follow the steps on the screen to reset your password.

Portal Interface Queries

10. What do I do if when resetting my password, I click 'Send Verification Code' but I haven't received one?

Please be advised that the Multi-Factor Authentication (MFA) code can take up to 10 minutes to reach your e-mail inbox (on average 2-4 minutes but can take longer). Please note that while waiting you should NOT click on 'Send a new code' as this will reset the timer and make your first code invalid when you receive it (you will now need to wait for the second code requested); if you use an older code you will get an error message to this effect.

The e-mail with your code will have the following subject line: **Xoserve/Correla account email verification code**

If you cannot see it, please make sure to check both your inbox and Junk e-mail.

11. What does it mean if the system rejects my verification code?

If you get an error message when entering your verification code this means you are entering an expired or invalid verification code into the self-password-reset system. If you are experiencing this, request a new code by clicking 'Send new code' **once**.

Please be advised that the Multi-Factor Authentication (MFA) code can take up to 10 minutes to reach your e-mail inbox (on average 2-4 minutes but can take longer).

Please note that while waiting you should NOT click on 'Send a new code' as this will reset the timer and make your first code invalid when you receive it, causing the code to be rejected again.

The e-mail with your code will have the following subject line: **Xoserve/Correla account email verification code**

Please make sure to check both your inbox and Junk e-mail.

12. What does it mean if I get a 'claim not verified' error when entering my verification code in the system?

If you are experiencing this error message is because you have entered your verification code and clicked on 'Continue' before clicking the 'Verify Code' button. Please make sure to allow the system to verify the code before you click 'Continue'.

If you get an error message when entering your verification code this means you are entering an expired or invalid verification code into the self-password-reset system. If you

13. What do I do if I get a blank screen or 'Completing login' screen when trying to log into the system?

If you have entered your login details and get a blank screen or 'Completing login' message, do not click the back arrow to return to the login page as this will cause an error message. Make sure to close the browser page completely and access the correct log in page <https://www.xoserveservices.com> (rather than using bookmarks). Please repeat a couple of time if you still experience the issue; allow a minute or so for the page to load correctly.

It is VERY IMPORTANT not to create a bookmark from any page that loads; you may have noticed in the web browser address bar that as you move through the log in process and into use of the system, the URL changes. **It is vital that you begin every journey from the URL as it is shown above so that the correct log in process is followed, and access is correctly set up for your session** – errors won't necessarily be obvious straight away but you will notice unusual behaviour / inability to access later screens.

Access Queries

14. How do I access the UK Link Portal online service?

If you need to access the UK Link Portal online service, you can do so through this link: <https://www.uklink.xoserveservices.com>. The UK Link access will be migrating to the same location as you'll find GES later in the year, but for now it is being made available from its own URL.

15. Can I bookmark the Portal URL?

We don't recommend bookmarking the URL as this can cause errors when trying to access the login page. We advise saving the link in a place you can easily access whenever you need to log into the system.

If you do wish to create a bookmark in your browser, you will need to do so manually, ensuring that the URL of the Bookmark is the correct starting point for the system you are bookmarking:

<https://www.xoserveservices.com> for GES and User Access for GES

<https://www.uklink.xoserveservices.com> for UK Link and User Access for UK Link

16. What do I do if I'm having browser compatibility issues?

Click the link below to see if your current browser supports the new portal.

<https://browsertest.xoservesupport.com>

If the message shows as 'not supported' please follow the link on the page for information on supported browsers and settings. You may need to speak to your IT department to upgrade your browser.

If you have access to another browser you can try the compatibility check there too – for example it may be that you have an older version of a Microsoft browser, but a newer and compatible version of a different browser installed.

General Questions

17. Why is UK Link moving away from the Portal?

During the Project Test Phase, a vulnerability was found in one component of the Portal functionality. Whilst the vulnerability has been fixed, it is necessary to complete further testing and ensure industry data is protected.

Unfortunately, this has created a delay to specific elements of the Portal migration.

To protect the implementation of the Gas Enquiry Service (GES), as part of the wider industry CSS delivery, the decision was made to implement the GES components.

It has been necessary to delay the UK Link and LSO migration until a later date (September 2022) – please see our web article for all the latest news and dates.

18. Where will I access UK Link now?

For a temporary period, UK Link will be moved to a new URL (<https://www.uklink.xoserveservices.com>).

Your username and password will remain the same as the one you use today. UK Link will be restored to the Xoserve Services Portal in September 2022 – please see our website article for all the latest news and dates.

19. Will the LSO (MAU) still have ability to do a password reset, or is it wholly self-serve?

For all GES users, password reset will be a self-serve activity from 18 July. For UK Link access, LSOs will continue to manage password resets until September 2022.

20. Can we still have multiple MAUs/LSOs?

Yes.

21. How will my username change as part of the migration?

Once the activities complete in September, all services within the Xoserve Services Portal will unite under 1 user profile, which will be your corporate email address.

22. Do you plan to publish an updated user guide for DES and MAU? / Will creating and deleting users be the same as in DES?

As both GES and MAU services fall under the REC, all guidance documentation will be available via the REC Portal, in the category 3 documents folder. The services

should be very familiar to existing users, but we would always advise that you read the appropriate service guidance in any change scenario.

23. If we currently have two usernames/accounts due to different roles / shortcodes how will that work using our email address?

Access is assigned to the User Profile. Therefore, if you have access to multiple portfolios as part of your business operations, you can switch between those roles using a dropdown tab within the service. The User Manual will provide more details / screenshots.

24. When will we know the target date for completion in September?

Currently, we estimate the migration for UK Link will be carried out mid-September. We plan to publish the migration date for UK Link no later than 15 August 2022.

25. What are REC and Non-REC organisations?

REC Parties are organisations who have signed the Retail Energy Code (REC) directly. Non-REC Parties are organisations who haven't. Signatories to the REC are Suppliers, Distribution Networks, IGTs and MEMs.

Shippers are an example of non-REC industry role. However, a Shipper who shares the same company registration details as a REC signatory will be able to access GES under the terms of the REC (i.e., via their Supplier license for the same corporate legal entity) and therefore does not require an Access Agreement.

26. Do we need to sign a REC Access Agreement for GES if we are already a DES user?

Yes, you might. You will need to sign an Access Agreement if your organisation is not a REC signatory (see above explanation). If your organisation is a REC Party, you will not be required to sign a separate Access Agreement.

Your DES user accounts will only be approved by RECCo for migration, if the corporate legal entity has acceded to the REC or signed an Access Agreement.

If you have any doubt as to if your organisation is required to sign an Access Agreement, please contact enquiries@recmanager.co.uk and verify that your relevant corporate entities are authorized to access the GES services.

27. Where can I find the GES Access Agreement?

You should have been sent an Access Agreement to sign by RECCo unless you are a REC Party in which case you don't need to sign an Access Agreement.

To clarify, where a Shipper is the same legal entity as their Supplier, these organisations have acceded to the REC.

If the Shipper is a separate legal entity, they are a non-REC party and will need an Access Agreement in place.

28. Are there separate access agreements for GES and the APIs?

GES consists of the online portal (currently known as DES) and the APIs. Your accession to the REC or Access Agreement will cover both online portal and API that you currently have access to.

29. Will Xoserve control the fields returned by the API to different market participants (suppliers vs. TPIs) as prescribed by the Data Access Matrix and has the gas DAM been finalised now?

DAM is a REC Cat 3 document and will therefore be subject to REC Change Management Procedures... the existing DPM governed under DSC CoMC will be moved to the DAM as per REC v3 in July (a revised version of the DPM will remain governed under UNC). Any changes to the DAM would need to have a REC Change Proposal raised to make any changes to its permissions etc, and as a result, changes to the API/GES services may be needed, of which Xoserve will make the appropriate changes to these services as a REC Service Provider.

30. Will the GES service state if a site is CSS managed (via online portal or APIs)?

The Non-CSS Supply Points are Supply Points directly National Transmission System, Liquified Petroleum Gas, Shared Supply Meter Points and Supplier License Exempt Supply Meter Points (referred to in the UNC as 'Unlicensed').

Whilst there is not a specific flag within the GES Online service you can identify a number of these Supply Points based on the data within the GES Online Service:

- You can identify those directly connected to the NTS based on the Network Short Code as it will be NTS.

- Supplier License Exempt Sites will be shown in the GES Service, but the Supplier identity that is shown will not relate to a Supplier who is recorded in the MDD as by definition the Supplier is not a licenced entity.

- Shared Supply Meter Points are not available via GES Online (nor were they for DES), the user will get a message to contact us which is stated in the GES User Guide, and it is similar of the APIs where they will receive a specific error response.

31. New Supply Point Switching API - document on RECCo page suggests through COCO ref that OAuth2 authentication will be required - is this the case or will static API key be used for auth?

Access will be provided to as per the specification and communication provided to customer already. This will be the same as the access provided to customer in the test environments. There is not change to how the test environment and live environment are accessed for authentication.

32. How do you request access for the supply point enquiry API & meter asset enquiry API if don't believe have them already but have already put in the API request for supply point switching API?

You can request any of the GES services by contacting the REC Code Manager (enquiries@recmanager.co.uk), they will assess your request based on data permissions set out in the DAM.

33. Is there any cost related to accession to REC?

There is no cost to the accession to REC. The costs of services under the REC can be found on the REC Portal.