
Guide to User Rights Management

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December 2020

Explains the user rights management functions in AEMO's Market Systems

Important Notice

PURPOSE

This Guide to User Rights Management, prepared by the Australian Energy Market Operator (AEMO), provides guidance to Participant Administrators (PAs) to use the User Rights Management functions available in AEMO's market portals under the National Electricity Rules (Rules).

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The release of this document changes any previous versions of Guide to User Rights Management.

FEEDBACK

Your feedback is important and helps us improve our services and products. To suggest improvements, please contact AEMO's Support Hub.

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Introduction

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Purpose

This guide assists participant administrators (PAs) to use the user rights management functions in AEMO's market portals. It also assists Participant Users with password security

Audience

This guide is relevant to:

- Company's PAs maintaining user rights for their participant users.
- AEMO System Administrators maintaining PA rights for their company.
- AEMO users for administration purposes.

How to use this guide

- This document is written in plain language for easy reading.
- Where there is a discrepancy between the Rules and information or a term in this document, the Rules take precedence.
- Where there is a discrepancy between the relevant Procedures and information or a term in this document, the Procedures take precedence.
- The references listed throughout this document are primary resources and take precedence over this document.
- **Text in this format** indicates a resource on AEMO's website.
- **Text in this format** indicates a direct link to a section in this guide.
- **Text in this format** is an action to complete in the Markets Portal interface.
- Glossary terms are capitalised and have the meanings listed against them in the Glossary.
- References to time are Australian Eastern Standard time (AEST) unless otherwise specified.

What's in this guide

Introduction on page 1 explains what information is available in this guide.

Chapter 1 Security Model on page 4 explains the components for managing and restricting user access to AEMO's systems.

Chapter 2 Maintain Rights on page 26 explains how PAs create and manage rights and assign them to users.

Chapter 3 User Administration on page 38 explains how PAs create and manage the profile details of their own participant users, other users they are specifically given visibility to, and any associated business groups.

Chapter 4 Passwords on page 49 explains how to change your password using the ChangePassword API and the password format and expiry time for AEMO's password security.

Chapter 5 Setting Up Single User IDs on page 52 explains:

- How to set-up Single User ID Logins for participant users who have several user IDs and passwords for different participant IDs.
- How to use Set Participant in the web portal.

Needing Help on page 58 provides information to assist participants with IT related issues, requesting assistance from AEMO, and how to clear your web browser cache.

References contains a list of resources mentioned throughout this guide.

Glossary on page 66 explains the terms and abbreviations used throughout this guide.

Chapter 1 Security Model

The AEMO Security Model permits PAs to manage their registered participant user's access to AEMO's energy market systems web portal. Users are components of the AEMO Security Model and are assigned rights, which determine their access privileges to different areas of the web portal. The components to manage and restrict user access to AEMO's systems are described in the following sections.

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Users

A user is a person who actually uses the system, either the web portal (interactive) or by the Batch Handlers (batch). To use the system each user must be associated with a participant ID and a right. The right assigned to the user determines the menu options and interfaces the user can access, and what actions (privileges) the user can complete.

AEMO system administrators

It is the responsibility of AEMO System Administrators to create the initial participant ID with the assigned PA right, for each organisation. Once the PA is setup and supplied with their login details, they can create the remaining users for their organisation.

Participant administrators

PAs are “super-users” who can manage and perform system administration tasks for their own organisation’s users. They can:

- Create new users.
- Create new rights (only up to the access they have themselves).
- Create new PAs by assigning them the same rights as themselves.

AEMO System Administrators can view all rights created in the system, even rights created by other administrators.

Participant users

A participant user is assigned rights that are classified as ordinary rights; an ordinary right user can belong to AEMO or participant organisations.

Business groups

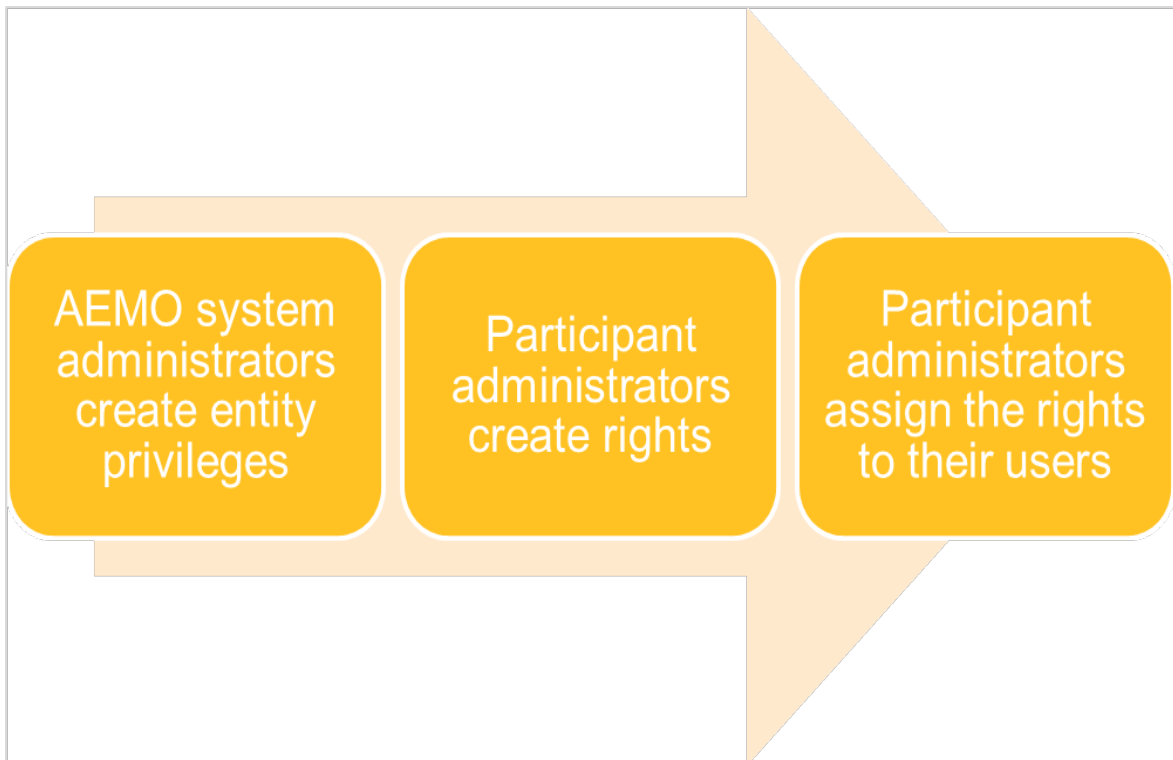
A Business Group is a group of participant companies each with single participant IDs that are part of a single entity. Setting up a Business Group allows PAs to have visibility of all users in the group without explicitly allowing visibility for each individual participant user. Business groups are often set up to use the Set Participant function so participant users can do work for the multiple participants companies in the Business Group without having to log out and back in again with a different user ID, for more details, see Chapter 5 Setting Up Single User IDs on page 52.

Entities

Entities are the individual components or building blocks of AEMO's participant systems, that represent individual pieces of functionality. Some examples of Entities are the menu options available on the main menus. Entities have two right types:

- **Batch:** transactions using the file interface (Participant File Server).
- **Interactive:** access to the MSATS, EMMS or API web portal and web services.

AEMO System Administrators create entity privileges and assign them to registered participant PAs. PAs assign these Entities to rights, which they assign to their participant users.



The list of Entities available to a PA is determined by the PA right given to them by the AEMO System Administrator. PAs cannot assign an entity privilege they are not assigned themselves. Privileges relate to the create, read, update, delete, or execute features of an entity.

The types of Entities displayed are also dependent on the type of right chosen—batch, interactive, or both. If the selection is changed, the screen refreshes to display the appropriate Entities. For example, if the entity type interactive is chosen, the screen refreshes and does not display the Batch Entities.

The following tables contains a list of AEMO Entities available to PAs grouped by the system.

B2BR entities

Name	Type
B2BR Create Distributor Transactions	Interactive
B2BR Create Meter Data Provider Transactions	Interactive
B2BR Create Retailer Transactions	Interactive
B2BR Create Transactions	Interactive
B2BR Paste Transactions	Interactive
B2BR Search All Participants Transactions	Interactive
B2BR Search Transactions	Interactive

Common entities

Name	Type
Set Current Participant	Interactive
User Profile Change Password	Interactive

DWGM entities

Name	Type
DWGM - MMS	Interactive
EMMS - Settlements - DWGM Prudential Dashboard	Interactive

EMMS entities

Name	Type
Distributed Energy Resources Registration permission	Interactive
DERR - Installer Access	Interactive
EMMS - Access to view credit support	Interactive
EMMS - Data Interchange	Interactive
EMMS - Data Interchange - Data Subscription - Maintain and View Data	Interactive
EMMS - Data Interchange - Data Subscription - View Data	Interactive
EMMS - Data Interchange - Performance Monitor	Interactive
EMMS - Demand Side Participation (RERT)	Interactive
EMMS - Intermittent Generation - Availability	Interactive
EMMS - Intermittent Generation - Forecast Override	Interactive
EMMS - Intermittent Generation - Forecast View	Interactive
EMMS - Internal - RERT	Interactive

Name	Type
EMMS - Market Info - Market Direct	Interactive
EMMS - Market Info - View Constraints	Interactive
EMMS - Market Info - View Market - View Private Data	Interactive
EMMS - Market Info - View Market - View Public Data	Interactive
EMMS - Market Info - View Market Notices - View Public and Private Data	Interactive
EMMS - Market Info - View Market Notices - View Public Data	Interactive
EMMS - Market Participant 5-Minute Self Forecast	Interactive
EMMS - MVar Webpage	Interactive
EMMS - Offers and Submissions - Energy FCAS MNSP Bids	Interactive
EMMS - Offers and Submissions - GELF Declarations	Interactive
EMMS - Offers and Submissions - Generator Recall	Interactive
EMMS - Offers and Submissions - MTPASA Offers - Create	Interactive
EMMS - Offers and Submissions - MTPASA Offers - View Data	Interactive

Name	Type
EMMS - Offers and Submissions - NMAS Offers - Create	Interactive
EMMS - Offers and Submissions - NMAS Offers - View Data	Interactive
EMMS - Settlement - PM Offset	Interactive
EMMS - Settlements - Credit Support	Interactive
EMMS - Settlements - Payment Nominations - Maintain Data	Interactive
EMMS - Settlements - Payment Nominations - View Data	Interactive
EMMS - Settlements - Reallocations	Interactive
EMMS - Settlements - Settlements Direct	Interactive
EMMS - Settlements - Settlements Direct Publish	Interactive
EMMS - Settlements - Settlements Direct Subscribe	Interactive
EMMS - Settlements - STTM Prudential Dashboard.	Interactive
EMMS - Settlements - View Prudentials	Interactive
EMMS - SRA (Settlement Residue Auction)	Interactive

Name	Type
EMMS Access to Settlements statements and statement email contact	Interactive
Forecasting & Planning - Demand Side Participation	Interactive
Supply Forecasting Portal Admin	Interactive
Supply Forecasting Portal Authority	Interactive
Supply Forecasting Portal User	Interactive
VPP FCAS Entity	Interactive
VPP Ops Data	Interactive
VPP Registration API Access	Interactive
Supply Modeling User	Interactive

GBB entities

Name	Type
GBB - Gas Bulletin Board	Interactive

GSH entities

Name	Type
GSH - Pipeline Capacity	Interactive
GSH - Pipeline Capacity Auction	Interactive
GSH - Contract References	Interactive
GSH - Delivered Quantity	Interactive
GSH - Netting Preferences	Interactive
GSH - Prudential Dashboard	Interactive
GSH - Publishing Direct	Interactive
GSH - Reallocations	Interactive

MSATS entities

Name	Type
Accelerated Change Requests	Interactive
Archival Setup	Interactive
Automated RM21 Report	Batch
Automated RM21 Report	Interactive
C13 - MSATS Statistics Report	Interactive
C12 - ROLR NMI Count Report	Interactive, Batch
C11 - Monthly Retail Statistics Report	Interactive, Batch
C9 - NMI Count Report	Interactive, Batch
C7 - New Participant Data Access Report	Interactive, Batch
C6 - NMI Discovery Audit Report	Interactive, Batch

Name	Type
C4 - NMI Master Report	Interactive, Batch
C3 - NMI Change Request Report	Interactive, Batch
C2 - NMI Audit Report	Interactive, Batch
C1 - Data Replication Resynchronisation Report	Interactive, Batch
CATS Reports	Interactive
CATS Reports Batch	Batch
Change Request	Batch
Change Withdrawal	Batch
Codes Maintenance	Interactive
Create Participants	Interactive
Data Load Import (Participant Inbox & Participant Oubox)	Interactive
Interval Metering Data	Interactive
Maintain Rights	Interactive
Maintain User Profile	Interactive
MDM Meter Data	Batch
MDM Reports	Interactive
MDM Reports Batch	Batch
Metering Data	Interactive
NMI data request	Batch
NMI Discovery	Interactive
NMI discovery request	Batch
NMI Master	Interactive
Objection Request	Batch

Name	Type
Objection Withdrawal	Batch
Ombudsman Enquiry	Interactive
Participant aseXML Schema	Interactive
Participant Contacts	Interactive
Participant Dayzip Download	Interactive
Participant Information	Interactive
Participant Mailbox All	Interactive
Participant Queue Monitoring	Interactive
Participant Relationships	Interactive
Participant System Status	Interactive
Profile Area	Interactive
Profile Data Source	Interactive
Profile Methodology	Interactive
Profile Name	Interactive
Proxy Day	Interactive
RM37 - HIGH PRIORITY MISSING DATA	Interactive
RM26 - MDP Substitution and Estimation	Batch
RM26 - MDP Substitution and Estimation Report	Interactive, Batch
RM24 - Settlement - Non Aggregated Data	Interactive, Batch
RM23 - Settlement - Aggregated Data	Interactive, Batch
RM22 - Data Estimation Report	Batch
RM22 - Data Estimation Report	Interactive
RM21 - L2 Settlement Reconciliation (with FRMP) Report	Interactive, Batch

Name	Type
RM21 - L2 Settlement Reconciliation Report	Interactive, Batch
RM18 - Electricity Interval Data Report	Interactive, Batch
RM17 - L3 Settlement Reconciliation Report	Interactive, Batch
RM16 - L1 Settlement Reconciliation Report	Interactive, Batch
RM15 - Multiple Versions Report	Interactive, Batch
RM14 - Data Version Comparison Report	Interactive, Batch
RM13 - NMI Datastreams History Report	Interactive, Batch
RM11 - MDM Missing Data (null) Report	Interactive, Batch
RM9 - Actual vs Estimate Report	Interactive, Batch
RM8 - Date BMP PPS Generated Report	Interactive, Batch
RM20_PPS	Interactive
RM20_PPS Batch	Batch
RM38 DATASTREAM MISSING DATA	Interactive
RM39 MISMATCH DATA	Interactive
RM41 SETTLEMENT COMP	Interactive
RM43 UFE Factor Values by Local Area	Interactive
RM45 SETTLEMENT TREND	Interactive
RM46 UFE Validation Report	Interactive
Role Assignment	Interactive
Rules Maintenance	Interactive
Settlement Scenarios	Interactive
Standing Data Access Rules	Interactive
System Calendar	Interactive

Name	Type
Transactions (Change Requests, Objections, Notifications & Data Requests)	Interactive
User Administration	Interactive
View participant archives	Interactive
View participant inbox archives	Interactive
Web Service Get Flow Control Status	Interactive
Web Service Get messages	Interactive
Web Service Get Queue Meta Data	Interactive
Web Service Message Acknowledgements	Interactive
Web Service MSATS Limits	Interactive
Web Service Participant System Status	Interactive
Web Service Submit Messages	Interactive

B2B entities

Description	Type
B2B Activity Log	Interactive
B2B and B2M Alerts	Interactive
B2B Auto Delete Status	Interactive
B2B Delete All	Interactive

Description	Type
B2B Directory Archive	Interactive
B2B Directory Inbox	Interactive
B2B Directory Inbox Archive	Interactive
B2B Directory Outbox	Interactive
B2B e-HUB Self-Accreditation	Interactive
B2B Flow Control Information	Interactive
B2B Hub Dashboard	Interactive
B2B Hub Queue	Interactive
B2B Hub Transaction Log	Interactive
B2B Life Support Notification	Interactive
B2B Life Support Request	Interactive
B2B Message Acknowledgement	Interactive
B2B Meter Fault And Issue Notification	Interactive

Description	Type
B2B Notice Of Metering Works	Interactive
B2B Notified Party	Interactive
B2B Participant Status Report	Interactive
B2B Peer To Peer	Interactive
B2B Planned Interruption Notification	Interactive
B2B Remote Service Request	Interactive
B2B Remote Service Response	Interactive
B2B Site Access Request	Interactive
B2B Toggle Modify Functionality	Interactive
B2B Trans Acknowledgment	Interactive
B2B Trans Cancel Service Order Request	Interactive
B2B Trans Customer Details Notification	Interactive
B2B Trans One Way Notification	Interactive

Description	Type
B2B Trans Provide Meter Data Request	Interactive
B2B Trans Service Order Request Adds and Alts	Interactive
B2B Trans Service Order Request Allocation NMI	Interactive
B2B Trans Service Order Request De-energisation	Interactive
B2B Trans Service Order Request Deenergisation Local Meter Disconnection	Interactive
B2B Trans Service Order Request Deenergisation Recipient Discretion	Interactive
B2B Trans Service Order Request Deenergisation Remote	Interactive
B2B Trans Service Order Request Deenergisation Remove Fuse	Interactive
B2B Trans Service Order Request Meter Investigation	Interactive
B2B Trans Service Order Request Meter Reconfiguration	Interactive
B2B Trans Service Order Request Meter Service Works Controlled Load	Interactive
B2B Trans Service Order Request Meter Service Works Exchange Meter	Interactive
B2B Trans Service Order Request Meter Service Works Install Meter	Interactive

Description	Type
B2B Trans Service Order Request Meter Service Works Move Meter	Interactive
B2B Trans Service Order Request Meter Service Works Remove Meter	Interactive
B2B Trans Service Order Request Miscellaneous	Interactive
B2B Trans Service Order Request New Connection	Interactive
B2B Trans Service Order Request New Connection Supply Alteration	Interactive
B2B Trans Service Order Request New Connection Temporary	Interactive
B2B Trans Service Order Request New Connection Temporary in Permanent	Interactive
B2B Trans Service Order Request Re-energisation	Interactive
B2B Trans Service Order Request Re-Energisation After Disconnection For Non-Payment.	Interactive
B2B Trans Service Order Request Re-Energisation Move-in.	Interactive
B2B Trans Service Order Request Re-Energisation New Reading Required.	Interactive
B2B Trans Service Order Request Re-Energisation Physical Visit.	Interactive
B2B Trans Service Order Request Re-Energisation Recipient Discretion.	Interactive

Description	Type
B2B Trans Service Order Request Re-Energisation Retro Move-in.	Interactive
B2B Trans Service Order Request Special Read	Interactive
B2B Trans Service Order Request Special Read Check	Interactive
B2B Trans Service Order Request Special Read Final	Interactive
B2B Trans Service Order Request Supply Abolishment	Interactive
B2B Trans Service Order Request Tariff Change	Interactive
B2B Trans Service Order Request Temporary Isoaltion	Interactive
B2B Trans Service Order Request Temporary Isoaltion Group	Interactive
B2B Trans Service Order Response	Interactive
B2B Trans Site Access Notification	Interactive
B2B Trans Site Address Notification	Interactive
B2B Trans Verify Meter Data Request	Interactive
B2B Transforms	Interactive

NOS entities

Name	Type
NOS TNSP Admin user	Interactive
NOS general TNSP user	Interactive

OPDMS entities

Name	Type
Read only access to OPDMS	Interactive

Rights

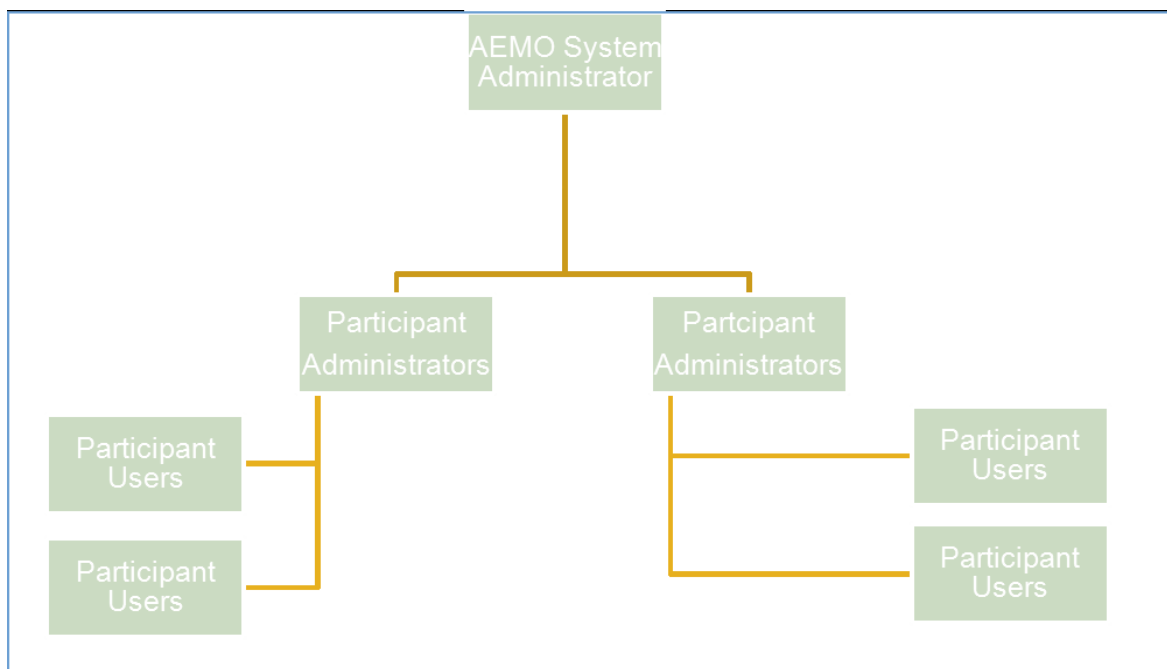
Rights are a collection of Entities and their associated access privileges. A right consists of information about various actions that an owner of a right can perform on each entity in the system.

Every user in the system is assigned a right. Their access in the system is limited to the various Entities for which they have been assigned the right. The same right can be assigned to many users, therefore rights allow easier management of security access for groups of users. For more details, see [Chapter 2 Maintain Rights on page 26](#).

PAs can create ordinary rights for participant users or they can create other PA rights by assigning them the same right assigned to them. Once the right is created, it is assigned to the appropriate participant users.

The relationship between the PA and their participant users is hierarchical, with the AEMO System Administrator presiding at the top of the hierarchy. All changes to PA rights made by the AEMO System Administrator automatically carry through to the participant users underneath the PA. For example, if AEMO removes the ombudsman entity from the PA, then participant users also lose access to the ombudsman entity. This is a cascade update function that can be used by AEMO System Administrators to easily update access rights for an entire group of users.

Figure 1 AEMO Security Model hierarchy

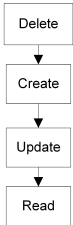


Privileges

The following Table 1 explains the entity privilege hierarchy:

- For Batch Entities there is a single privilege, execute.
- For Interactive Entities there are four kinds of privileges: delete, create, update, and read.

Table 1 privilege hierarchy and descriptions

Hierarchy	Privilege	Description
Privilege Hierarchy  <pre> graph TD A[Delete] --> B[Create] B --> C[Update] C --> D[Read] </pre>	Delete	The privileges in the interactive batch table are linked using a hierarchical relationship. Sitting on top of the hierarchy is the delete privilege. When the delete privilege check box is ticked the create, update and read, privileges are automatically ticked (full user access - low security)
	Create	Second in the privilege hierarchy is create. When create is selected the update and read privileges are automatically ticked. Users have access to create new records, edit records and view records for the entity
	Update	Third on the hierarchy is update. When update is ticked users can edit and view records for the entity
	Read	Last on the hierarchy is the read privilege. Checking only the read privilege for an entity ensures users can only view information for the entity (limited user access - high security)

Chapter 2 Maintain Rights

The Maintain Rights menu allows PAs to create and manage sets of rights. Rights allow PAs to group a collection of Entities, and their associated privileges, and assign them to their users. For example, if the AEMO System Administrator gives a PA access to the Ombudsman and NMI Information menus, the PA can only allow the users they create to have access to these two menus or less.

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Viewing rights

Using the Maintain Rights menu, PAs can view rights already created in the system.

Viewing the rights list

To view the rights list:

1. On the MSATS main menu, click **Administration** and then click **Maintain Rights**.

2. The **Maintain Rights - List** screen displays the **Rights** assigned to users who are visible to the administrator ID shown on the main menu. The **Rights** are sequenced by participant ID and right name. The rights for your own participant ID are at the top of the list. A summary of the right properties display:



- **Participant**: participant ID and name.
 - **Name**: name given to the right.
 - **Description** : short description of the right.
 - **Type** : if the right allows for batch or interactive access or both.
 - **Administrator**: indicates whether or not the right is an administrator right. The options are: AEMO System Administrator, participant administrator or ordinary right.
 - **Activity Status**: indicates whether the right is active or inactive.
 - **Updated On**: the date at which the last update was saved against a right.
 - **Updated By**: the login name of the user who last updated the right.
 - **Action**: edit or view a right.
3. Click the **Participant** drop-down arrow to view the right for one participant or for all participants for whom you have access.

Maintain Rights - List							Participant ID:	POOLTST
							Participant Name:	Pool Testing
Participant:							POOLTST - Pool Testing	
Rights								
Participant	Name	Description	Type	Administrator	Activity Status	Updated On	Updated By	Action
POOLTST - Pool Testing	PA Right	Rights provided to the Participant Administrator	Batch & Interactive	ParticipantAdmin Right	Active	22-Jan-2019	POOLTSTBATCH	<ul style="list-style-type: none"> Edit View
POOLTST - Pool Testing	TSSUSER	TSSUser	Interactive	Ordinary Right	Active	9-Jan-2018	POOLTSTBATCH	<ul style="list-style-type: none"> Edit View

Viewing right details

Each right granted by another PA only has the **View** link in the **Action** column. This allows the PA in charge of the users, to whom rights are granted, to check which access other PAs have granted to users. When a new administrator logs in for the first time, they see their administrator right. The PA then needs to create the ordinary right for their own participant users.

To view the details of a right:

1. On the MSATS main menu, click **Administration** and then click **Maintain Rights**.
2. The **Maintain Rights - List** screen displays. Click **View** in the **Action** column next to the **RightName**.

Note: only the AEMO System Administrator can edit other PA rights, therefore, the **PA Right** has the **View** link only. Rights granted by other PAs are also viewable only.

Maintain Rights - List							Participant ID:	POOLTST
							Participant Name:	Pool Testing
Participant:							POOLTST - Pool Testing	
Rights								
Participant	Name	Description	Type	Administrator	Activity Status	Updated On	Updated By	Action
POOLTST - Pool Testing	ORDINARY RIGHT	Ordinary Right	Batch & Interactive	Ordinary Right	Active	16-Mar-2010	POOLTSTBATCH	<ul style="list-style-type: none"> Edit View
POOLTST - Pool Testing	PA Right	Rights provided to the Participant Administrator	Batch & Interactive	ParticipantAdmin Right	Active	1-Apr-2010	POOLTSTBATCH	<ul style="list-style-type: none"> View
Ombudsman	ORDINARY RIGHT	Ordinary Right	Interactive	Ordinary Right	Active	16-Mar-2010	POOLTSTBATCH	<ul style="list-style-type: none"> Edit View
Ombudsman	PA Right	Rights provided to the Participant Administrator	Interactive	ParticipantAdmin Right	Active	1-Apr-2010	POOLTSTBATCH	<ul style="list-style-type: none"> View

3. The **Maintain Rights - View** screen displays. Details on this screen are read-only and cannot be modified. The **Participant ID - Name** table displays the participants sharing the **Right Name** with your own users listed at the top.

Participant ID:
Participant Name:

Participant: Ombudsman
 Rights Name: OMB_USER
 Description: Ombudsman User
 Right Type: Interactive
 Administrator Right: Ordinary Right
 Activity Status (*): Active

Users sharing the given right:

Participant ID - Name	User Name
Ombudsman	Sub user
Ombudsman	Sub user
Ombudsman	Sub user
Ombudsman	Sub user

Interactive:				
Entity Description	Delete	Create	Update	Read
Maintain User Profile	N	N	Y	Y
Ombudsman Enquiry	N	Y	Y	Y
User Profile Change Password	N	N	Y	Y

Creating a new right

If a Participant User is logged in when receiving a new right, they need to logout and login again.

To create a new right:

1. On the MSATS main menu, click **Administration** and then click **Maintain Rights**.
2. The **Maintain Rights - List** screen displays. Click **New** above the **Action** column.

Because it can take 24 hours to update in AEMO's systems, AEMO recommends Participant User rights for web and API are set up at least 24 hours in advance.

If a Participant User is logged in when receiving a new right, they must logout and login again.

Maintain Rights - List							Participant ID:	ENGYAUST
							Participant Name:	Energy Australia - Retailer
Rights New								
Name	Description	Type	Administrator	Activity Status	Updated On	Updated By	Action	
CATS INTERACTIVE	CATS User - Interactive Only	Interactive	Ordinary Right	Active	16-Jun-2004	SYSADMTEST	• Edit • View	
CATS SUPER	CATS Batch & interactive	Batch & Interactive	Ordinary Right	Active	17-Jun-2004	SYSADMTEST	• Edit • View	
CATS TRANSACTIONS	CATS Transactions Interactive	Interactive	Ordinary Right	Active	17-Jun-2004	SYSADMTEST	• Edit • View	
CATS USER	CATS Interactive and Batch	Batch & Interactive	Ordinary Right	Active	17-Jun-2004	SYSADMTEST	• Edit • View	
CREATE PARTIPANT	create participant read only	Batch & Interactive	Ordinary Right	Active	13-Jun-2004	SYSADMTEST	• Edit • View	
ORDINARY CATS	Ordinary CATS user Interactive	Interactive	Ordinary Right	Active	13-Jun-2004	SYSADMTEST	• Edit • View	
PA RIGHT	PA RIGHT	Batch & Interactive	Ordinary Right	Active	4-Mar-2004	SYSADMIN	• Edit • View	
TEST	Testing for Training Purposes	Batch & Interactive	Ordinary Right	Active	15-Jun-2004	SYSADMTEST	• Edit • View	
TRAINING SYS ADMIN	Participant System Administration	Batch & Interactive	ParticipantAdmin Right	Active	16-Jun-2004	SYSADMTEST	• View	

3. The **Maintain Rights - New** screen displays. Click the **Right Type** drop-down arrow and select an option:
 - **All:** both the interactive and Batch Entity tables are available.
 - **Interactive:** only the Interactive Entity table is available. The Interactive Entity table enables the user to assign create, read, update or delete privileges to an entity. This determines the access a user has when they login into the web portal. Note: For ombudsman users, **Interactive** is the only option.
 - **Batch:** only the Batch Entity table is available. The Batch Entity table allows a user to assign execute access to batch commands.

4. Type a descriptive name in the **Right Name** field. This name must be unique.
5. Type a detailed **Description**. Include information concerning the role and user group, the right is being created for.
6. Click the **Activity Status** drop-down arrow and select an option:
 - **Active:** if the right is to be used immediately.
 - **Inactive:** if it is not available for use immediately.

For help with the Right Type, see Chapter 1 Security Model on page 4.

7. Set the required privileges for each **Entity Description** by placing a tick in the check box.

- on:
- off:

The Entities shown in Figure 2 are examples only and do not represent all available Entities. The ones displayed to you may differ from this example.

Figure 2 example of the participant administrator maintain rights - new screen

Right Type (*):

Rights Name (*):

Description (*):

Activity Status (*):

Interactive:				
Entity Description	Delete	Create	Update	Read
CATS Reports	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Codes Maintenance				<input checked="" type="checkbox"/>
Data Load Import (Participant Inbox & Participant Oubox)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MDM Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintain User Profile			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Metering Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NMI Discovery				<input checked="" type="checkbox"/>
NMI Master				<input checked="" type="checkbox"/>
Participant Contacts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Participant Information				<input checked="" type="checkbox"/>
Participant Mailbox All	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Participant Queue Monitoring				<input checked="" type="checkbox"/>
Participant Relationships				<input checked="" type="checkbox"/>
Profile Area				<input type="checkbox"/>
Profile Data Source				<input type="checkbox"/>
Profile Methodology				<input type="checkbox"/>
Profile Name				<input type="checkbox"/>
Rules Maintenance				<input checked="" type="checkbox"/>
Settlement Scenarios				<input type="checkbox"/>
System Calendar				<input checked="" type="checkbox"/>
Transactions (Change Requests, Objections, Notifications & Data Requests)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Uncommitted & Committed Data Cases				<input type="checkbox"/>
User Profile Change Password			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
View participant archives				<input checked="" type="checkbox"/>

Batch:	
Entity Description	Execute
CATS Reports Batch	<input checked="" type="checkbox"/>
Change Request	<input checked="" type="checkbox"/>

Figure 3 example of the ombudsman maintain rights - new screen

Participant ID:
Participant Na

Maintain Rights - New

Participant ID & Name : Ombudsman
 Right Type (*): Interactive
 Rights Name (*):
 Description (*):
 Activity Status (*): A - Active ▼

Interactive:				
Entity Description	Delete	Create	Update	Read
Maintain User Profile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ombudsman Enquiry		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Profile Change Password	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Select the **Batch Entities** for the right by selecting the check boxes next to each entity in the **Batch Table**.

Complete this table only if the **Right Type** is **All** or **Batch**. The entity Right Type for ombudsman administrators is interactive only.

Batch:	
Entity Description	Execute
CATS Reports Batch	<input checked="" type="checkbox"/>
Change Request	<input checked="" type="checkbox"/>
Change Withdrawal	<input checked="" type="checkbox"/>
MDM Meter Data	<input type="checkbox"/>
MDM Reports Batch	<input type="checkbox"/>
NMI data request	<input checked="" type="checkbox"/>
NMI discovery request	<input checked="" type="checkbox"/>
Objection Request	<input checked="" type="checkbox"/>
Objection Withdrawal	<input checked="" type="checkbox"/>

9. Click **Save**.

Alternatively, click **Clear** to start again.

10. A confirmation message displays, **The Right Record Has Been Saved Successfully** and the new right display in the **Maintain Rights - List** screen. Whoever created the right can edit and view the right.

Editing a right

Participant administrators can edit the rights for their Participant Users.

To edit a right:

1. On the MSATS main menu, click **Administration** and then click **Maintain Rights**.
2. The **Maintain Rights - List** screen displays. Click **Edit** in the **Action** column next to the **RightName**.

Maintain Rights - List							Participant ID:	NEMMCO
							Participant Name:	Australian Energy Market Oper
Rights								
Name	Description	Type	Administrator	Activity Status	Updated On	Updated By	Action	
CATS INTERACTIVE	CATS User - Interactive Only	Interactive	Ordinary Right	Active	16-Jun-2004	SYSADMTEST	• Edit • View	
CATS SUPER	CATS Batch & interactive	Batch & Interactive	Ordinary Right	Active	17-Jun-2004	SYSADMTEST	• Edit • View	
CATS TRANSACTIONS	CATS Transactions Interactive	Interactive	Ordinary Right	Active	17-Jun-2004	SYSADMTEST	• Edit • View	
CATS USER	CATS Interactive and Batch	Batch & Interactive	Ordinary Right	Active	17-Jun-2004	SYSADMTEST	• Edit • View	
CREATE PARTIPANT	create participant read only	Batch & Interactive	Ordinary Right	Active	13-Jun-2004	SYSADMTEST	• Edit • View	
ORDINARY CATS	Ordinary CATS user Interactive	Interactive	Ordinary Right	Active	13-Jun-2004	SYSADMTEST	• Edit • View	
PA RIGHT	PA RIGHT	Batch & Interactive	Ordinary Right	Active	4-Mar-2004	SYSADMIN	• Edit • View	
TEST	Testing for Training Purposes	Batch & Interactive	Ordinary Right	Active	15-Jun-2004	SYSADMTEST	• Edit • View	
TRAINING SYS ADMIN	Participant System Administration	Batch & Interactive	ParticipantAdmin Right	Active	16-Jun-2004	SYSADMTEST	• View	

3. The **Maintain Rights - Edit** screen displays where you can make your changes. For help with the fields, Creating a new right.

Not all fields are available for modification. In the example below the **Administrator Right** field cannot be modified.

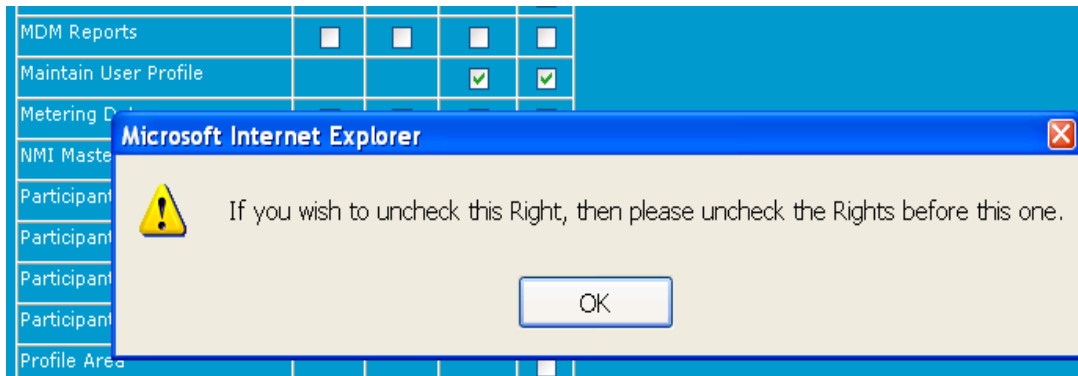
Interactive:				
Entity Description	Delete	Create	Update	Read
AEMO Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Active User Sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Archival Setup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Batch:	
Entity Description	Execute
CATS Reports Batch	<input checked="" type="checkbox"/>
Change Request	<input checked="" type="checkbox"/>
Change Withdrawal	<input checked="" type="checkbox"/>
MDM Meter Data	<input checked="" type="checkbox"/>
MDM Reports Batch	<input checked="" type="checkbox"/>
NMI data request	<input checked="" type="checkbox"/>
NMI discovery request	<input checked="" type="checkbox"/>
Objection Request	<input checked="" type="checkbox"/>
Objection Withdrawal	<input checked="" type="checkbox"/>

Save Clear

4. Click **Save**. A message displays confirming your changes. When a right is modified and saved, access for all users linked to that right is updated automatically.

If an entity privilege in the Interactive Entity description table is modified, the entity privilege hierarchy rules must be adhered to. If a privilege is removed out of sequence an error message displays. For help with privileges, see [Security Model](#).



Removing a right

To remove a right:

1. Follow the instructions for [Editing a right](#) on page 34.
2. Change the **Activity Status** to **I - Inactive**. For participants assigned the right who are currently logged in, the change takes effect the next time they login. This is true for any change to a right whilst a participant associated to the right is logged-in.

For help linking rights to user profiles, see [Chapter 3 User Administration](#) on page 38



Chapter 3 User Administration

PAs can create and manage the profile details of their participant users, other users they are specifically given visibility to, and any associated business groups.

PAs can reset a user password if it is forgotten or the account is locked. However, only the AEMO System Administrator or another PA in the participant user's organisation can reset a PA password.

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Viewing user profiles

To view user profiles:

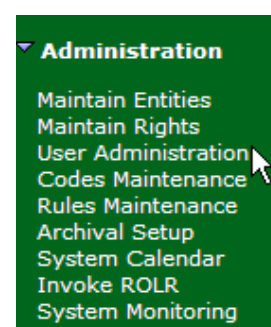
1. On the MSATS main menu, click **Administration** and then click **User Administration**.

Ombudsman administrators can only see Maintain Rights and User Administration.

2. The **User Administration - List** screen displays. Click the **Participant** drop-down arrow to view the right for one participant or for all participants for whom you have access.

3. The **Users** for the selected participant display with the following details:

- **User ID:** user IDs belonging to the selected participant.
- **User Name:** user names belonging to the selected participant.
- **Participant ID - Name:** combined participant ID and name.
- **Activity Status:** the user's status, A = active and I = inactive. Users with an inactive status cannot login but an inactive record can always be made active again.
- **Updated On:** the date the details were last modified (not the date the user last logged in).
- **Updated By:** the user name of the person who last modified the user ID details.
- **Action:** edit or view user profiles.



User Administration - List						Participant ID:	POOLSNOW
						Participant Name:	Pool Snow
Participant:						POOLSNOW - Pool Snow	
Users							New
User ID	User Name	Participant Id - Name	Activity Status	Updated On	Updated By	Action	
POOLSNOW1	POOLSNOW 1	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View	
POOLSNOW2	Pool snow 2	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View	
POOLSNOWBATCH	PoolSNOW batchuser (NEMMCO)	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View	
POOLSNOWSU	Super User POOLSNOW	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View	
POOLTEST	Pool Test	POOLSNOW - Pool Snow	A	30-Apr-2007	TESTTEST	• Edit • View	

4. To view an individual user's profile, click **View** in the **Action** column.

TRAINCATS	Training User	Energy Australia - Retailer	A	16-Jun-2004	TRAINCATS	• Edit • View
CEYK8EM	Energy Australia - Retailer	Energy Australia - Retailer	A	16-Jun-2004	CEYK8EM	• Edit • View

5. The **User Administration - View** screen displays with read-only information that cannot be modified:

- **Participant ID & Name** of the participant granting the right.
- **Right Name & Description** assigned to the user. If the user has multiple rights they display.
 - **User is Visible to Following Participants:** participants who can see the user.
 - **User is Visible to Following Participants:** participants who can see the user.

User Administration - View		Participant ID:	POOLSNOW
		Participant Name:	Pool Snow
Participant Id & Name :		POOLSNOW - Pool Snow	
User ID:	POOLTEST		
User Name:	Pool Test		
Phone:	(1) 123		
Email:			
Activity Status:	Active		
Rights:			
Participant Id & Name	Right Name & Description	Granted	
POOLSNOW - Pool Snow	PA Right - Rights provided to the Participant Administrator	<input checked="" type="checkbox"/>	
User is Visible to Following Participants:			
Participant Id	Participant Name	Same Business Group?	

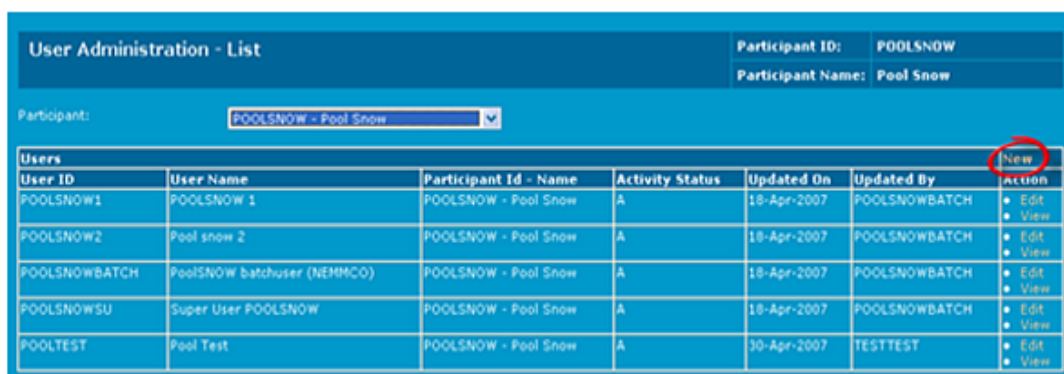
Creating a new user profile

When a new user is created, a user ID and password must be assigned to allow access to the web portal. During the creation process, access rights are assigned to the new users.

If you are creating new users for a Business Group, it is appropriate to have all participant users in the Business Group belonging to a single participant company—even those not actually using the business functions of that participant company—because the rights granted for each participant company determine what the participant user can do. The best way is to create the participant users in one participant company and give them access to the other participant companies in the Business Group.

To create a new user profile:

1. On the MSATS main menu, click **Administration** and then click **User Administration**.
2. The **User Administration - List** screen displays the **Users** list. Click **New** in the **Action** column.



User Administration - List						Participant ID: POOLSNOW
						Participant Name: Pool Snow
Participant: POOLSNOW - Pool Snow						
User ID	User Name	Participant Id - Name	Activity Status	Updated On	Updated By	Action
POOLSNOW1	POOLSNOW 1	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• New • Edit • View
POOLSNOW2	Pool snow 2	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View
POOLSNOWBATCH	PoolSNOW batchuser (NEMMCO)	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View
POOLSNOWSU	Super User POOLSNOW	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View
POOLTEST	Pool Test	POOLSNOW - Pool Snow	A	30-Apr-2007	TESTTEST	• Edit • View

3. The **User Administration - New** screen displays, type a **User ID**. It must be unique and at least 6 alphanumeric characters (containing alphabetic or numeric characters). This is the user ID used to login to AEMO's web portals.

User Administration - New Participant ID: POOLTST
Participant Name: Pool Testing

Participant Id & Name : POOLTST - Pool Testing

User ID (*):

User Name (*):

User Password (*):

Retype Password (*):

Phone (*) (09) 99999999:

Email:

Activity Status (*): A - Active

Participant Id & Name	Right Name & Description	Grant/Revoke
POOLTST - Pool Testing	ORDINARY RIGHT - Ordinary Right	<input type="checkbox"/>
POOLTST - Pool Testing	PA Right - Rights provided to the Participant Administrator	<input type="checkbox"/>

Choose participants to whom user should be visible :
(Number of participants to whom the user can be visible without those participants granting any rights is limited to 10)

Select Participants (Multiple Allowed)

- AAA - onload
- AAAAA - AAAAAATEST

- In the **User Name** field, type the full name of the user. Include the First Name, Middle Name (or Initial) and Surname, for example “John P Smith”.

User Name (*):

- In the **User Password** field, type the generic password. The password must be at least 6 characters in length. Typing in the **User Password** field, displays only the · character for security purposes. The first time the user logs in they are prompted to change this password.
- Type the same password in the **Retype Password** field to confirm the correct password.
- Type the user’s **Phone** number (up to 15 digits) along with the area code (up to four digits). The field accepts only numeric characters (no spaces).

Phone (*) (09) 99999999:

- Type the user’s email address in the **Email** field.

- Click the **Activity Status** drop-down arrow and select **A -Active**. A user cannot login if their status is inactive.

Activity Status (*):

A - Active

A - Active

I - Inactive

Save Clear

- In the **Rights** table, assign rights to the user by clicking the applicable **Grant/Revoke** check boxes. Only rights created by a PA in your company are available for selection, see Chapter 2 Maintain Rights on page 26.

Rights:		
Participant Id & Name	Right Name & Description	Grant/Revoke
POOLSNOW - Pool Snow	B2B USER - B2B User Rights	<input type="checkbox"/>
POOLSNOW - Pool Snow	PA Right - Rights provided to the Participant Administrator	<input type="checkbox"/>

- To make the user visible to other participants, select the participants from the **Choose Participants to whom the user should be visible** list. To select more than one participant, on your keyboard, hold down the **Ctrl** key and click each participant to highlight them.

Choose participants to whom user should be visible :
(Number of participants to whom the user can be visible without those participants granting any rights is limited to 10)

Select Participants (Multiple Allowed)

AAA - onload

AAAAA - AAAAAATEST

Save Clear

- Click **Save**. If the information is valid, a confirmation message displays advising the record is saved. The new record displays on the **User Administration - List** screen.

If the information entered is not valid, an error message displays advising of the problem. Rectify the problem and click **Save** again.

You can also:

- Make a user visible to one or more other participants outside the participant ID to allow use of the **Set Participant** function, see **Making user IDs visible to other participant IDs** on page 47

Editing a user profile

Administrators can update user details, this includes the ability to change a user's password if required.

To edit a user profile:

1. On the MSATS main menu, click **Administration** and then click **User Administration**.
2. The **User Administration - List** screen displays. Select the user record to modify by clicking **Edit** in the **Action** column.

User Administration - List						Participant ID:	POOLSNOW
						Participant Name:	Pool Snow
Participant:						POOLSNOW - Pool Snow	
Users							New
User ID	User Name	Participant Id - Name	Activity Status	Updated On	Updated By	Action	
POOLSNOW1	POOLSNOW 1	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View	
POOLSNOW2	Pool snow 2	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View	
POOLSNOWBATCH	PoolSNOW batchuser (NEMMCO)	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View	
POOLSNOWSU	Super User POOLSNOW	POOLSNOW - Pool Snow	A	18-Apr-2007	POOLSNOWBATCH	• Edit • View	
POOLTEST	Pool Test	POOLSNOW - Pool Snow	A	30-Apr-2007	TESTTEST	• Edit • View	

3. The **User Administration - Edit** screen displays. The edit screen has the same fields available in the **User Administration - New** screen however; the **ParticipantID & Name** and the **User ID** fields are read-only and cannot be modified.

- For a user owned by the participant ID, the **User Password** and **Retype Password** fields are blank. Leave the fields blank if you do not want to change the user's password otherwise enter a new generic password. The next time the user logs in they are prompted to change this password.
 - For a user owned by the participant ID, any **Rights** granted by other participants display, but do not have check boxes because you cannot grant or revoke the rights of external participant users.
 - For a user **not** owned by the participant ID, any **Rights** granted by other participants do not display.
 - To deactivate the login change the **Activity Status** to **I - Inactive**.
 - For a user **not** owned by the participant ID, any **Rights** granted by other participants do not display.
 - To deactivate the login change the **Activity Status** to **I - Inactive**.
4. Make the required changes and Click **Save**.

Click **Clear** to clear the fields and start again or to cancel the changes.

You can also:

- Make a user visible to one or more other participants outside the participant ID to allow use of the **Set Participant** function, see [Making user IDs visible to other participant IDs on page 47](#)

Assigning rights to user IDs

Rights allow PAs to group a collection of Entities, and their associated privileges, and assign them to their users. For more details about rights and Entities, see Chapter 1 Security Model on page 4.

To assign rights to user IDs:

1. Follow the steps for [Editing a user profile on page 44](#).
2. In the **Rights** table, assign rights to the user by clicking the applicable **Grant/Revoke** check boxes. Only rights created by a PA in your company are available for selection, see [Chapter 2 Maintain Rights on page 26](#).

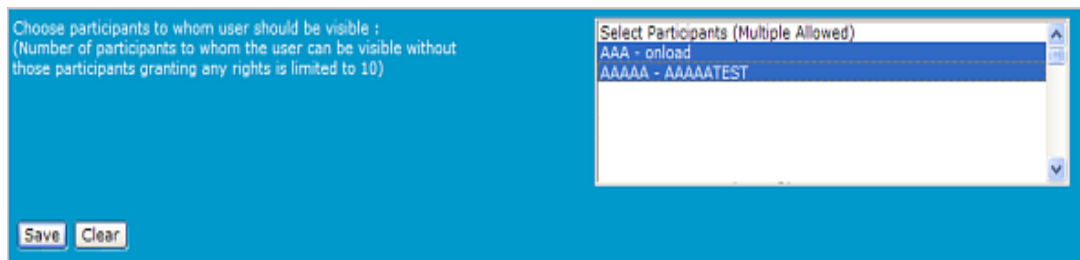
Rights:		
Participant Id & Name	Right Name & Description	Grant/Revoke
POOLSNOW - Pool Snow	B2B USER - B2B User Rights	<input type="checkbox"/>
POOLSNOW - Pool Snow	PA Right - Rights provided to the Participant Administrator	<input type="checkbox"/>

Making user IDs visible to other participant IDs

Making user IDs visible to other participant IDs allows the use of the Set Participant function in AEMO's web portals. Participants users can use the Set Participant function to change the participant ID they are doing work for without having to log out and back in again with a different user ID and password. For more details about Set Participant, see Chapter 5 Setting Up Single User IDs on page 52.

To make the user ID visible to other participants:

1. Follow the steps for [Editing a user profile](#) on page 44.
2. In the **Choose participants to whom user should be visible** combo box, select the participants from the list. To select more than one participant, on your keyboard, hold down the **Ctrl** key and click each participant to highlight them.



3. Click **Save**.

Deactivating user IDs

To deactivate a user ID:

1. Follow the steps for [Editing a user profile](#) on page 44.
2. To deactivate the login change the **Activity Status** to **I - Inactive**.

User Administration - Edit

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

Participant Id & Name : POOLTST - Pool Testing
 User ID: POOLTSTBATCH
 User Name (*): POOLTSTBATCH
 User Password:
 Retype Password:

Phone (*) (09) 99999999: 0 0
 Email: msatstest1@aemo.com.
 Activity Status (*): A - Active

Rights:

Participant Id & Name	Right Name & Description	Grant/Revoke
POOLTST - Pool Testing	PA Right - Rights provided to the Participant Administrator	<input checked="" type="checkbox"/>
POOLTST - Pool Testing	SSUser	

- Revoking the visibility of a user from an external participant, also revokes all rights granted to the user by the external participant.
- Granting rights to an external participant user allows their company's PA to access the same rights.

Chapter 4 Passwords

This chapter explains how to change your password using the ChangePassword API and the password format for AEMO's system security. Participants Users are responsible for managing their own passwords.

Your user ID and password is the same one for all participant IT systems, MSATS, EMMS, NOS, and OPDMS so changing your password in one system, changes it for all.

ChangePassword API

You can only use the ChangePassword API to reset your password if your Participant User account is active and not locked due to multiple incorrect password attempts.

For more details about accessing AEMO's e-Hub, see [Guide to AEMO's e-Hub APIs](#).

The ChangePassword API allows Participant Users to reset their password for a specific Participant ID account. Passwords expire every 90 days but you can reset your password any time, even after the expiry date.

Request

Item	Value
Internet URL	https://apis.prod.aemo.com.au:9319/ws/Common/identityService/v2/ChangePassword

Item	Value
Market	https://apis.prod.marketnet.net.au:9319/ws/Common/identityService/v2/ChangePass
Net	word
URL	

Method POST

Header	Value
	Standard request header attributes, be sure to include:
	Authorisation: Two way SSL and Basic
	Content-Type: Application/xml
	Accept-Encoding: Application/xml
	X-initiatingParticipantID: Mandatory (refers to the Market Participant ID)

Body

```
{
  "required": ["NewPassword", "OldPassword"],
  "properties": {
    "OldPassword": {
      "type": "string",
      "contentEncoding": "base64"
    },
    "NewPassword": {
      "type": "string",
      "contentEncoding": "base64"
    }
  }
}
```

Response

Response 200 OK - Successfully changed password
401 - Unauthorised

Password format

Passwords:

- Are case sensitive.
- Must be minimum eight characters long.
- Must contain at least one character from at least three of the following four character sets:

Your account is locked after six incorrect password attempts.

Description	Examples
English upper case letters	A, B, C, ... Z
English lower case letters	a, b, c, ... z
Numerals	0, 1, 2, ... 9
Non-alphanumeric ("special characters") such as punctuation symbols	- + !

- Do not include a space, a comma, or any of the following special characters <, >, &.
- Expire every 90 days (equals one cycle) but you can it before the 90-day password expiry.
- Cannot be reused in the next 12 cycles.
- Cannot use your Participant User ID or the word "password".

Chapter 5 Setting Up Single User IDs

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AEMO's web portals have a function called Set Participant that allows participants users to change the participant ID they are doing work for without having to log out and back in again with a different user ID and password. To use the Set Participant function participant users must have a single user ID.

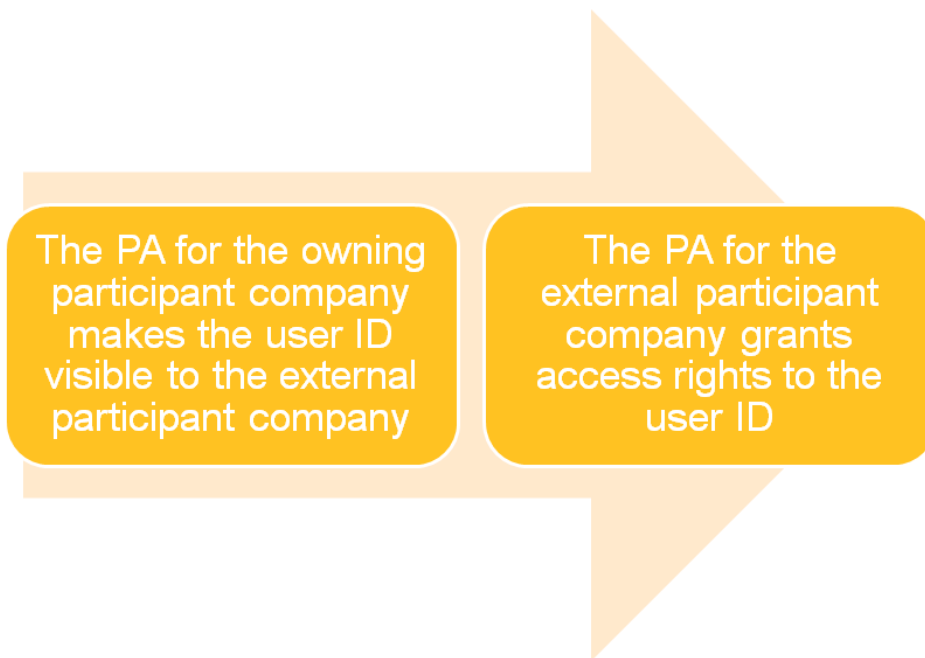
There are two options for setting up Single User ID Logins:

AEMO has made the use of Single User ID Logins available on the understanding that each participant is responsible for the management of the accesses granted to each user. Security is every user's concern and each PA has a role in establishing and maintaining effective control of access to sensitive information. In particular, be careful about assigning PA rights to participant users and assigning rights to participant folders.

1. Make your company's participant users visible to another participant company. This option involves coordination with PAs from other participant companies, see [Creating non-business group single user IDs](#) on the next page.
2. Create a Business Group with other participant companies, see [Creating business group single user IDs](#) on page 55.

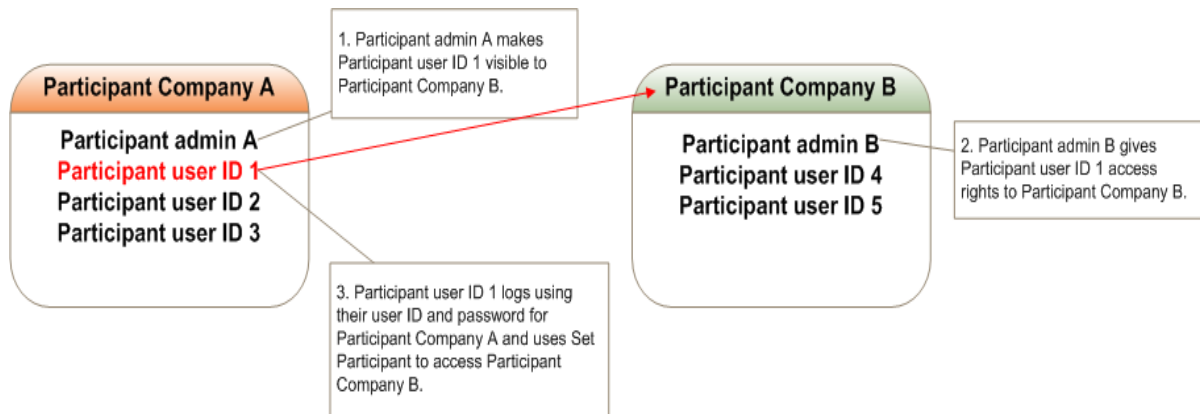
Creating non-business group single user IDs

Participants can set up single user IDs without creating a Business Group, but it requires coordination with PAs from all participant companies who must make their participant users visible to the other company's PA.



The scenario Figure 4 describes how to set up single user IDs without creating a Business Group. The non-Business Group scenario the image below has Participant User ID 1, who belongs to Participant Company A and needs to do some work for external Participant Company B.

Figure 4 non-Business Group scenario for single user ID access



To set up a non-Business Group single user ID:

1. Participant admin A makes Participant User ID 1 visible to Participant admin B for help, Making user IDs visible to other participant IDs.
2. Participant admin B gives the appropriate access rights to Participant User ID 1 for help, Assigning rights to user IDs.
3. The Set Participant function on AEMO's web portals is active for Participant User ID 1 who uses it to access Participant Company B, see non-Business Group scenario for single user ID access. For assistance using the Set Participant function, see the on-line assistance in AEMO's web portals.

When Participant User ID 1 uses Set Participant to access Participant Company B they only have access to the functions assigned to them by Participant admin B.

Notes:

- Participant admin A can see the right granted to Participant User ID 1 by Participant admin B but cannot change it.
- If Participant admin A revokes the visibility of Participant User ID 1 from Participant Company B, the rights granted by Participant admin B are also revoked.

Creating business group single user IDs

When creating a Business Group, because the rights granted for each participant company determine what the participant user can do, it is appropriate to set-up all participant users in a single participant company, even those not actually using the business functions of that participant company. The best way is to create the participant users in one participant company and give them access to the other participant companies in the Business Group.

It is also possible to have a Single User ID Login for all PAs in the Business Group, by having a PA for each participant company grant PA rights to one participant company's PA.

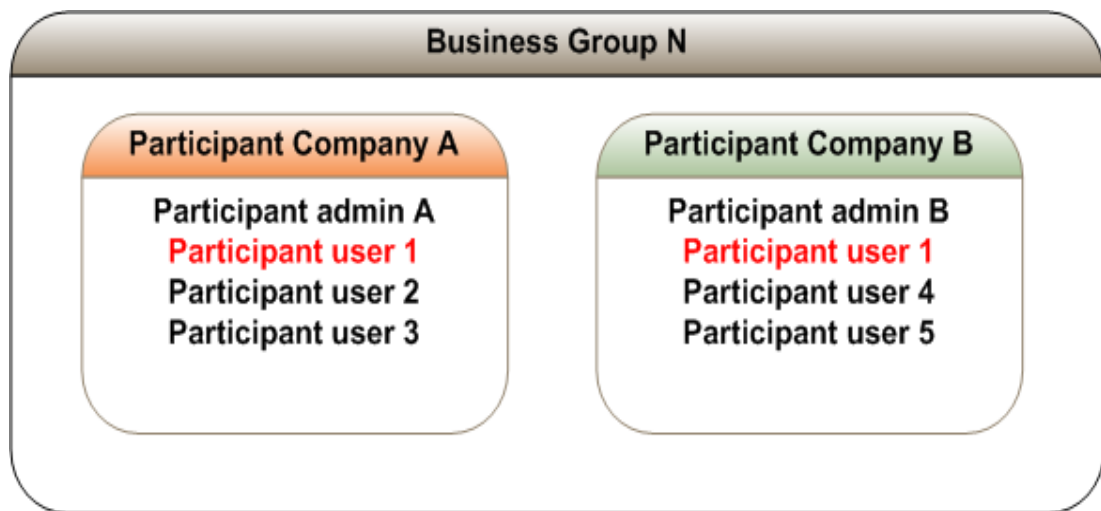
This scenario describes how to create a Business Group to use single user IDs, where one participant company will own all participant user IDs in the Business Group.

The following image describes the Business Group before the creation of single user IDs. It has two participant companies belonging to one Business Group N—Participant companies A and B.

Each participant company has its own PA—Participant admin A and B, who can see all participant users in the Business Group. By default, participant user visibility is given to all PAs in the Business Group (unlike non-Business Group single user IDs, where the PA must explicitly make their users visible to other participant companies).

Participant User 1 belongs to each participant company and has separate user IDs and passwords, meaning they must log out and back in again with each separate user ID and password to do work for each participant company.

Figure 5 Business Group scenario before setup for single user ID access



To set up a Business Group single user ID:

1. Ask the AEMO System Administrator to set up your Business Group by submitting the participant company IDs and the preferred name of the Business Group to the [AEMO Information and Support Hub](#).
2. Decide which participant company ID is the primary login for Participant User 1. For this scenario we use Participant Company A.
3. Deactivate the user profile for Participant User 1 from Participant Company B for, Deactivating user IDs.
4. Provide the appropriate access rights to Participant User 1 for Participant Company B for help, Assigning rights to user IDs.
5. Participant User 1 logs in with the user ID and password for Participant Company A. The Set Participant function on AEMO's web portals is active and they use it to access Participant Company B, see Business Group scenario after setup for single user ID access. For assistance using the Set Participant function, see the on-line assistance in AEMO's web portals.

When Participant User 1 uses Set Participant to access Participant Company B, they only have access to the functions assigned to them by their user rights.

Figure 6 Business Group scenario after setup for single user ID access



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 web portal interface. 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 the Markets Portal once on the same computer.

Needing Help

Supported web browsers

User Rights Management (URM) runs on both Windows and Unix-like operating systems. To access the Markets Portal, AEMO recommends the following web browsers:


Browser	Platform	Current	More information
Microsoft Internet Explorer	Windows	IE11	https://www.whatismybrowser.com/guides/the-latest-version/internet-explorer
Microsoft Edge (Microsoft recommended)	Windows 10	Edge	https://www.microsoft.com/en-au/windows/microsoft-edge
Google Chrome	All platforms	Latest version	https://www.whatismybrowser.com/guides/the-latest-version/chrome

Clearing your cache

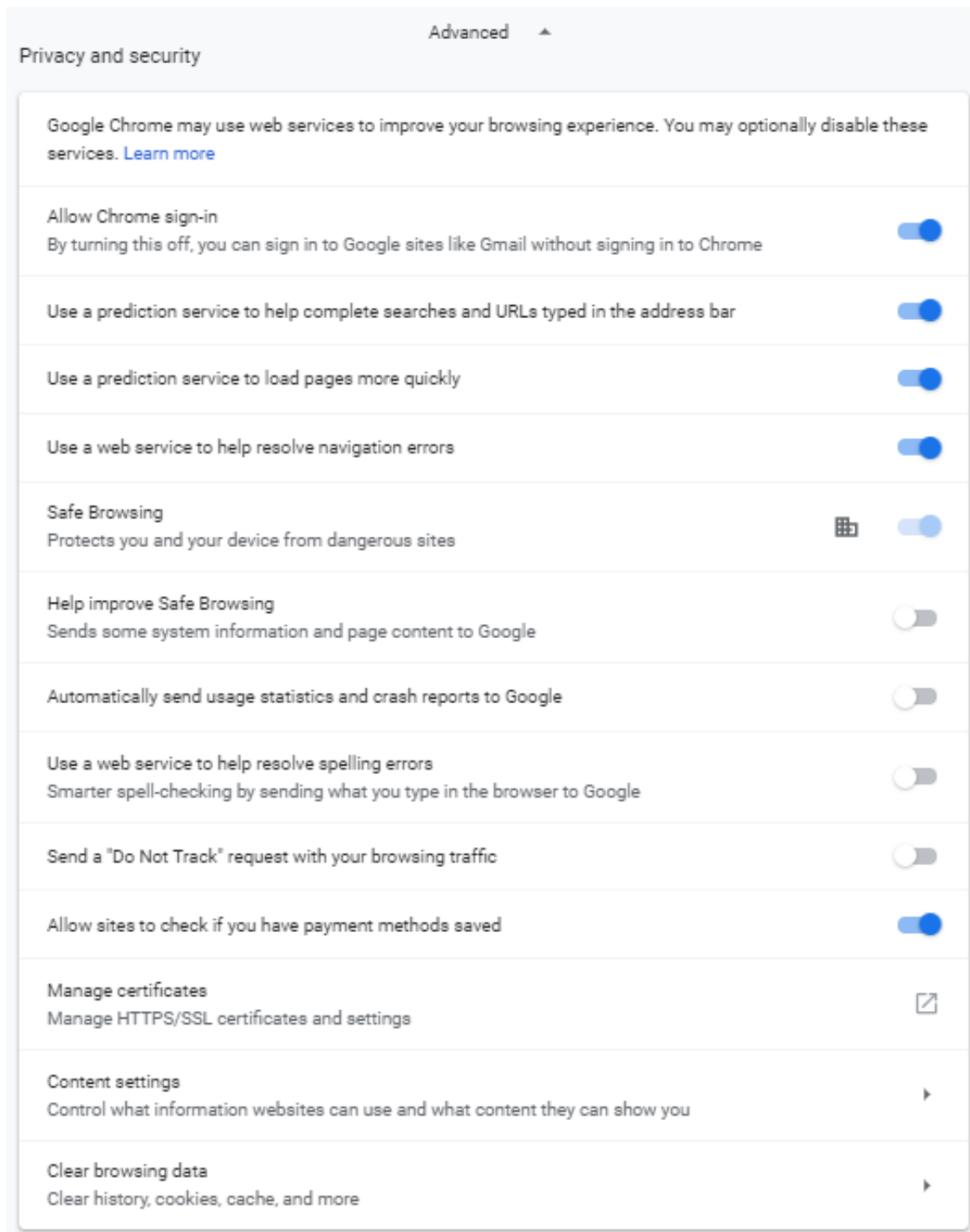
When you use AEMO's web applications, your browser stores information (for example, images) to avoid downloading it every time you open the web page. While this increases the speed, it could mean you are getting an older version of the web page and not the latest updates. To avoid this, AEMO recommends you clear the cache regularly.

The following sections explain the steps to clear the cache in your web browser.

Google Chrome

1. Click  on your browser.
2. Click **Settings**. You can also open this window using the **Ctrl + Shift + Delete** keyboard shortcut.
3. Scroll to the bottom of the page and click **Advanced**.

4. Under **Privacy and security**, click the arrow next to **Clear browsing data**. A new window opens.



5. Select the **Cookies and other site data**, and **Cached images and files** options.

Clear browsing data

Basic Advanced

Time range All time

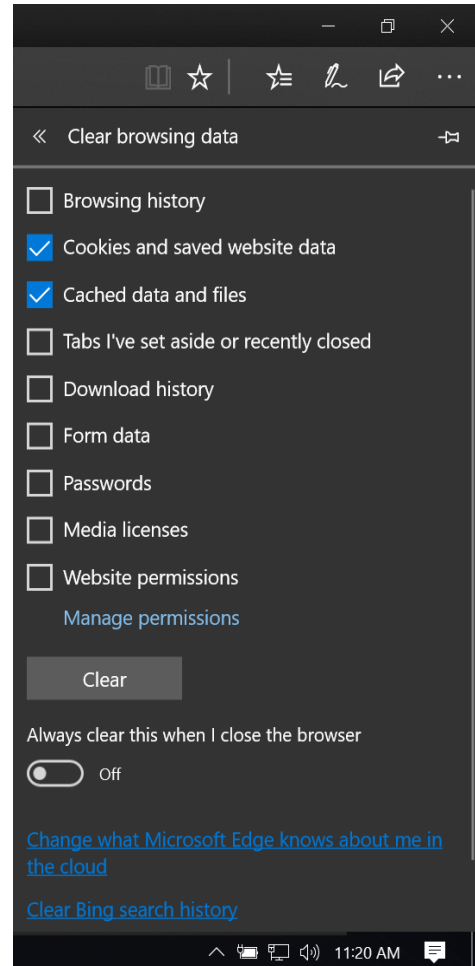
- Browsing history**
Clears history and autocompletions in the address bar.
- Cookies and other site data**
Signs you out of most sites.
- Cached images and files**
Frees up 96.6 MB. Some sites may load more slowly on your next visit.

Cancel Clear data

6. From the **Time range** drop-down menu, choose **All time** option.
7. To clear all cache information, click **Clear data**.

Microsoft Edge

1. Click ... on your browser.
2. Click **Settings > Clear browsing data > Choose what to clear** option from the drop-down menu. You can also open this window using the **Ctrl + Shift + Delete** keyboard shortcut.
3. Select the **Cookies and saved website data**, and **Cached data and files** options.



AEMO's Support Hub

IT assistance is requested through one of the following methods:

- Phone: 1300 AEMO 00 (1300 236 600)

For non-urgent issues, normal coverage is 8:00 AM to 6:00 PM on weekdays, Australian Eastern Standard Time (AEST).
- The [Contact Us](#) form on AEMO's website.

AEMO recommends participants call AEMO's Support Hub for all urgent issues, whether or not you have logged a call using the contact us form.

Information to provide

Please provide the following information when requesting assistance from AEMO:

- Your contact details
- Company name
- Company ID
- System or application name
- Environment: production or pre-production
- Problem description
- Screenshots

For AEMO software-related issues please also provide:

- Participant ID (if Data Interchange (DI) problem)
- Version of software

- Properties or log files
- PDR Monitor support dump and DI instance name (if DI problem)

Feedback

Your feedback is important and helps us improve our services and products. To suggest improvements, please contact AEMO's Support Hub.

References

You can find resources on AEMO's website.

Guide to AEMO's e-Hub APIs

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Glossary

AEMO

Australian Energy Market Operator

AEMO Security Model

Permits PAs to securely manage access to AEMO's systems.

AEMO System Administrator

Creates the initial participant administrator ID with the PA right assigned, for each organisation.

Batch Entity

A Right Type assigned to a user, allowing the use of the batch Handlers.

Batch Handlers

Allows communications between AEMO's systems and participant systems. When communications are processed using the Batch Handlers, they undergo the same validity checks as if they were processed using the web portal.

Business Group

A group of participant companies each with single participant IDs that are part of a single entity.

DWGM

Declared Wholesale Gas Market (Victoria)

EMMS

Electricity Market Management System (formerly MMS); software, hardware, network and related processes.

Entities

Entities are the individual components or building blocks that represent individual pieces of functionality. The main menu options are examples of individual Entities. Entities can be of type “batch” (submitting change requests using the Batch Handlers) or “interactive” (using AEMO’s web portal).

GBB

Gas Bulletin Board

GSH

Gas Supply Hub

Interactive Entity

Right Type for access to the Energy Market Systems web portal.

NOS

Network Outage Scheduler

OPDMS

Operations and Planning Data Management Systems

PA

Participant Administrator. Super-users who manage and perform system administration tasks for their own organisation’s participant users.

PA Right

The rights assigned to a PA by the AEMO System Administrator.

Participant ID

Registered participant identifier; A company can have more than one Participant ID.

Participant User

An end-user, using AEMO's participant energy market systems to view and retrieve information on behalf of a participant ID. The participant users access rights are created and maintained by the participant ID's Participant Administrator.

Privileges

The create, read, update, delete, or execute privileges assigned to a Right.

Right

Rights are a collection of entities and their associated access privileges.

Right Type

Batch, interactive, or both.

Rules

The National Gas or Electricity rules.

Single User ID Login

The ability to switch between different participant IDs, without having to log out, change the ID and password, and log in again. See [Setting up Single User IDs](#).

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