Frequently Asked Questions

How will I know my new Portal User details?

All existing Users of the Xoserve Services portal will receive emails about their individual User migration and initial login instructions from 11th July 2022 – If you don't receive an email on 11th, we recommend waiting until the 13th July before reporting any concerns. This is due to the large volume of User accounts being migrated and the extended period it may take to distribute.

Additionally, there is training & supporting documentation available on our website article.

How can I test my browser for compatibility?

https://www.xoserve.com/news/we-re-moving-the-uk-link-portal-to-the-cloud

This link will enable you to test your browser compatibility.

Will user migration emails (11th July) be specific to user access?

Yes, we are preparing the communications to users to be considerate of the services they currently have access to. So, if a user only accesses DES today, their guidance will be relevant to GES transition. If they access UK Link as well, they will have additional guidance, etc.

The communications will also suggest the relevant Training lessons to complete, within our dedicated User Training Module on Xoserve.com.

What is the drop-dead date to confirm GES User Access functionality (for MAUs) will be available?

The Project team will confirm by 11th July, and Users will have these specific details as part of their targeted migration emails. Please also see our website article for all the latest news and dates.

Will UK Link be available during the GES migration outage (16th to 17th July)?

No, all services within the Xoserve Services Portal will be offline during this planned service outage. UK Link will be available until Friday 15th July on the existing Portal, & will be accessible again on 18th at uklink.xoserveservices.com.

Who do I contact if I am unable to login on Monday 18th July?

If you have received an email with your new Username and temporary password, but are unable to login, please raise a ticket via our Service Desk (servicedesk@xoserve.com).

If you do not believe you've received an email to migrate you to the new service, please check your Junk Email folder before proceeding.

If you still cannot find your email instructions, please contact our Customer Care Team (CustomerExperience@xoserve.com).

What do I do if I am out of work on 18th? Will my temporary password expire?

There is no rush for anyone to login for the first time.

We are encouraging Users to access the Portal whenever they next need to on or after the 18th July. Your password will not expire and will be valid until you choose to access for the first time.

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

Where will I access UK Link after 18th July?

For a temporary period, UK Link will be moved to a new URL (uklink.xoserveservices.com).

Please note, this URL will not be live until 18th July, the link will state "This site can't be reached" until this date.

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.

Once we log on will the layout still be the same for UK Link?

UK Link service is not changing, other than the temporary change to it's URL. The screens you see today will be the ones you access during and after the migration activities.

How do I action a Password Reset and what do I do if I have not received a password reset email?

Once initial login instructions are complete, users will be able to do complete this themselves as we have enabled a Self-Serve Password Reset service. Please follow the Password Reset documentation in the User Manual on our web article.

Password reset emails will be sent on 11th and 12th July 2022. If you have not received an email by the end of 13th July, please contact CustomerExperience@xoserve.com

Has a data cut been taken of Portal users and how will you manage changes between now implementation?

The Project Team are regularly monitoring the User data to plan the migration and communication audiences.

LSOs can continue to maintain their organization's access up to Friday 15th, until the Outage period begins for migration (throughout Saturday 16th and Sunday 17th July). We will take a data cut at that point to ensure all new users are accounted for during the migration.

As an LSO or MAU, do I need to create any new users?

Only for new profiles. The existing accounts will be managed through migration (provided the appropriate access agreements are in place with the RECCo).

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

For all GES users, password reset will be a self-serve activity from 18th July.

For UK Link access, LSOs will continue to manage password resets until September 2022.

Can we still have multiple MAUs/LSOs?

Yes.

Is Xoserve able to provide me with a list of users in our company who currently have access to DES?

Your LSOs should be able to view the accounts created for your organisation. Alternatively, you could raise a Service Request for the list via our Xoserve Service Desk (servicedesk@xoserve.com).

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.

What is the deadline for 8th in REC?

8th July is the deadline that the REC Code Manager has set for all signed Access Agreements to be returned. REC has also reached out to those organisations that require an Access Agreement. Anyone who is struggling to sign by the 8th July should notify the REC Code Manager (enquiries@recmanager.co.uk).

Please note; it is important for organisations to hold to this date for the smooth transition of your DES users onto the new GES service, as REC inform Xoserve who is authorized to be migrated.

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.

If we currently have 2 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.

What if the user cannot receive external emails and has a proxy - will the email address still be the username?

If your organisation operates any generic mailboxes for these sort of scenarios, and you have concerns about them migrating, please contact CustomerExperience@xoserve.com.

How long will the Post-Implementation Support remain open?

Standard Post Implementation Support (PIS) is four weeks from implementation. We will however still support customers after this period with any queries or help required.

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 15th August 2022.

Is Data Discovery Platform (DDP) or Contact Management System (CMS) still operational during the outage? How is DDP impacted by the changes?

These services are not impacted. DDP and CMS are an entirely separate services and not part of the CSS / GES implementation or connected to the Xoserve Services Portal. The Portal outage does not affect these services either.

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.

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.

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.

Is 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.

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.

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.

The GES API specs on the REC portal don't seem to provide the new REL information we expected to see (CSS Registration ID, Registration Status for example), can you point us towards the correct document where we can find this

The SPS API documentation on the REC portal does align.

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.

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.

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](#).