



Back office

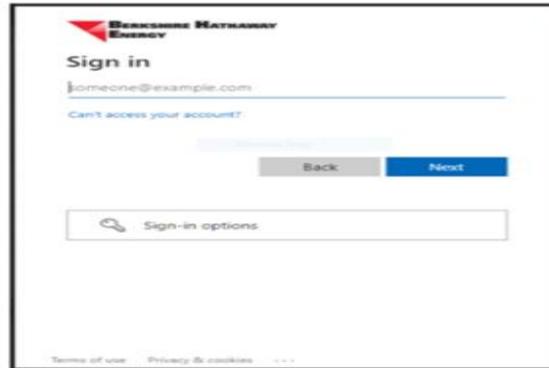
USER GUIDE

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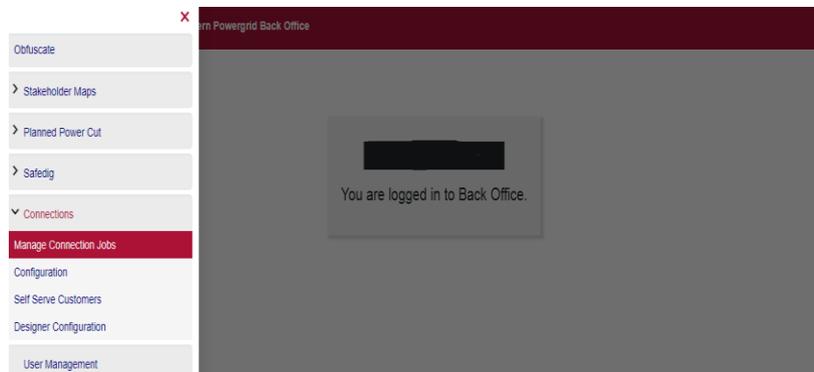
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User Single Sign-On (SSO) Login

- When user hits the URL <https://backoffice.npproductionadmin.net> , a page for **SSO Login** appears where user can enter the credentials of NPG (Volt Credentials) Email and Password and lands to the Backoffice Myservices application homepage .

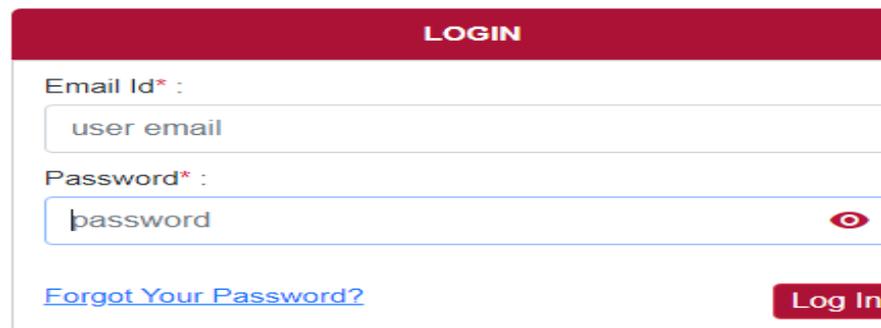


- On Successful Log-in ,user will be displayed to the Page with all the accessible modules based on their Roles.



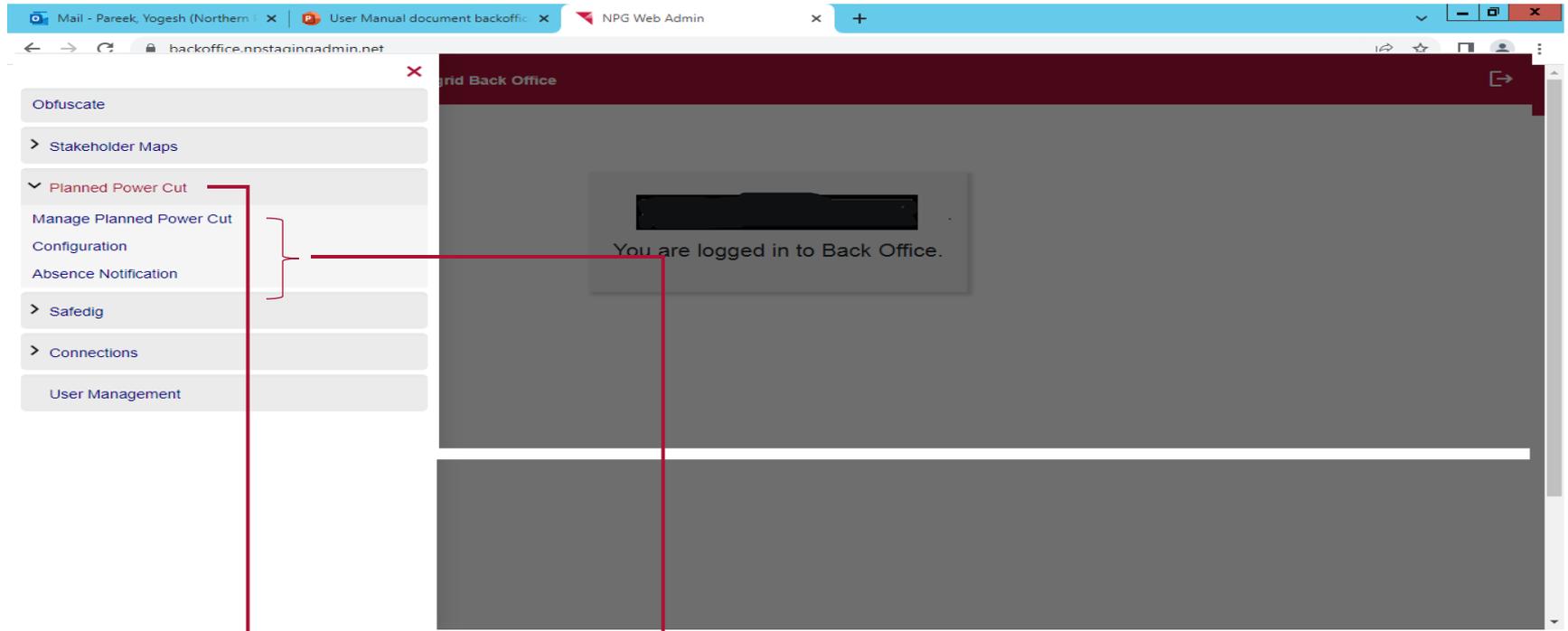
User Basic Login (for users not having volt credentials)

- User has to hit the url(backoffice.npproductionadmin.net) of the Myservices backoffice on the address bar in the browser.
- A login page appears where the user has to provide Myservices email id and a password and click on **Login** button.
- If user forgot his **password** then user can reset his/her password .
- When a user forgets and click on the forgot your password **link** then user can provide email id and submit , Reset password link will be generated on the provided mail id.



The screenshot shows a login form titled "LOGIN" with a dark red header. Below the header, there are two input fields: "Email Id*" with the placeholder text "user email" and "Password*" with the placeholder text "password". To the right of the password field is a red eye icon for toggling visibility. Below the password field is a blue link that says "Forgot Your Password?". In the bottom right corner of the form is a red "Log In" button.

Planned Power Cut Backoffice



User can navigate to ppc module through left hand hamburger menu.

User can manage jobs, configuration and absence notifications

Manage Power Cut dashboard page

The screenshot shows the 'MANAGE PLANNED POWER CUTS' dashboard. At the top left is the Northern Powergrid logo and 'Northern Powergrid Back Office'. Below this is a search bar with 'Search for jobs by Reference' and 'Engineer Name' options. To the right of the search bar are 'EXPORT' and 'CREATE NEW JOB' buttons. Below the search bar are filter options: 'Status' (Please select), 'Located In' (Please select), and 'PPC Date Filter' (Please select). There are also 'From' and 'To' date pickers, a 'GO' button, and a 'RESET' button. Below the filters is a table with the following columns: Reference, Area, Requester, Engineer, Start Date, Current Status, Job No, Programme Manager, Location and Circuit Affected, Premises, Priority, OMS Ref, and Action.

There are different kinds of filter options present on the dashboard page like we can filter by locations, status , date etc.

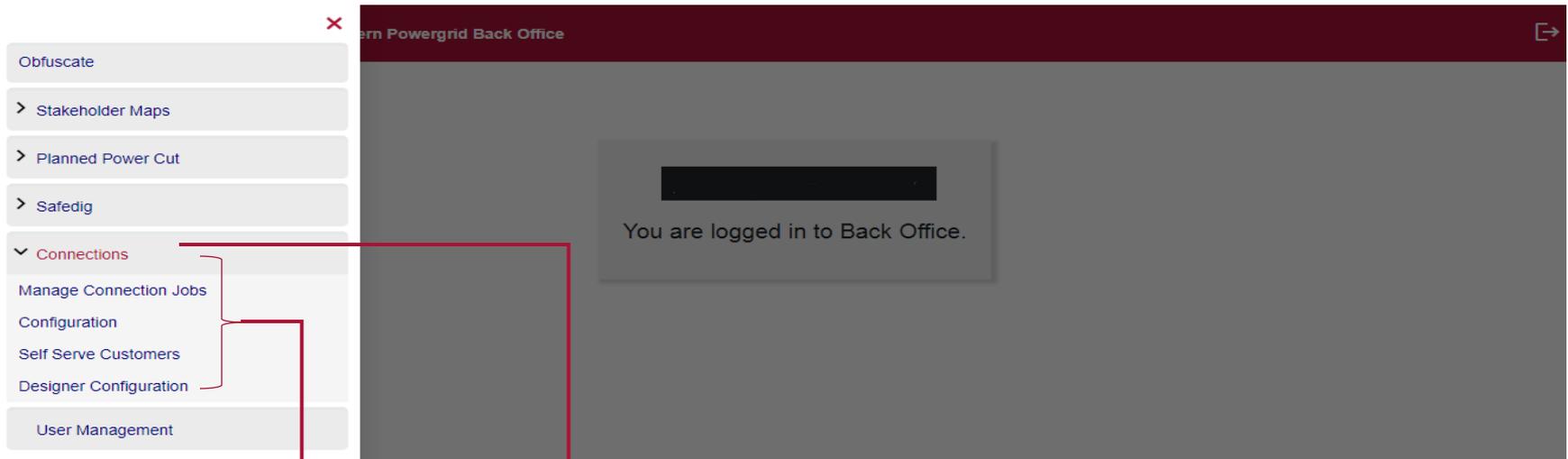
There is a **Search bar** present on the dashboard page to search jobs by providing jobs **reference number/Engineer name**.

There is an export feature present on the dashboard page through which we can export the data in **csv or excel format**.

There is also a **Reset button** present on the dashboard page.

There is also create a job button present on the dashboard from which we can create any job.

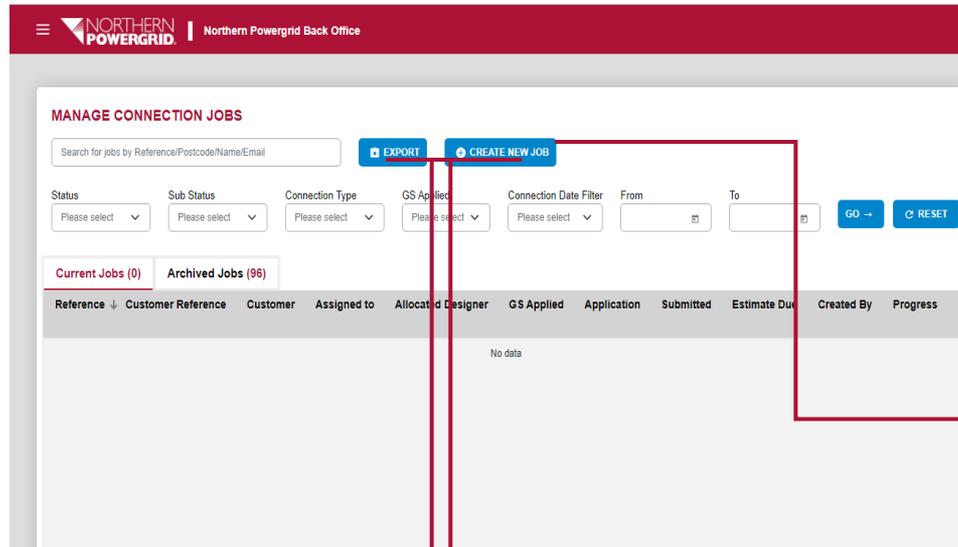
Connections – BackOffice



User can navigate connections through left hand hamburger menu

For seeing the **Connections Homepage** user needs to click on **Manage Connection Jobs** displayed under the Connections dropdown inside the Hamburger Menu, and will be redirected to this page where user can see the list of Jobs as per Roles.

Connections – Manage Connections Job

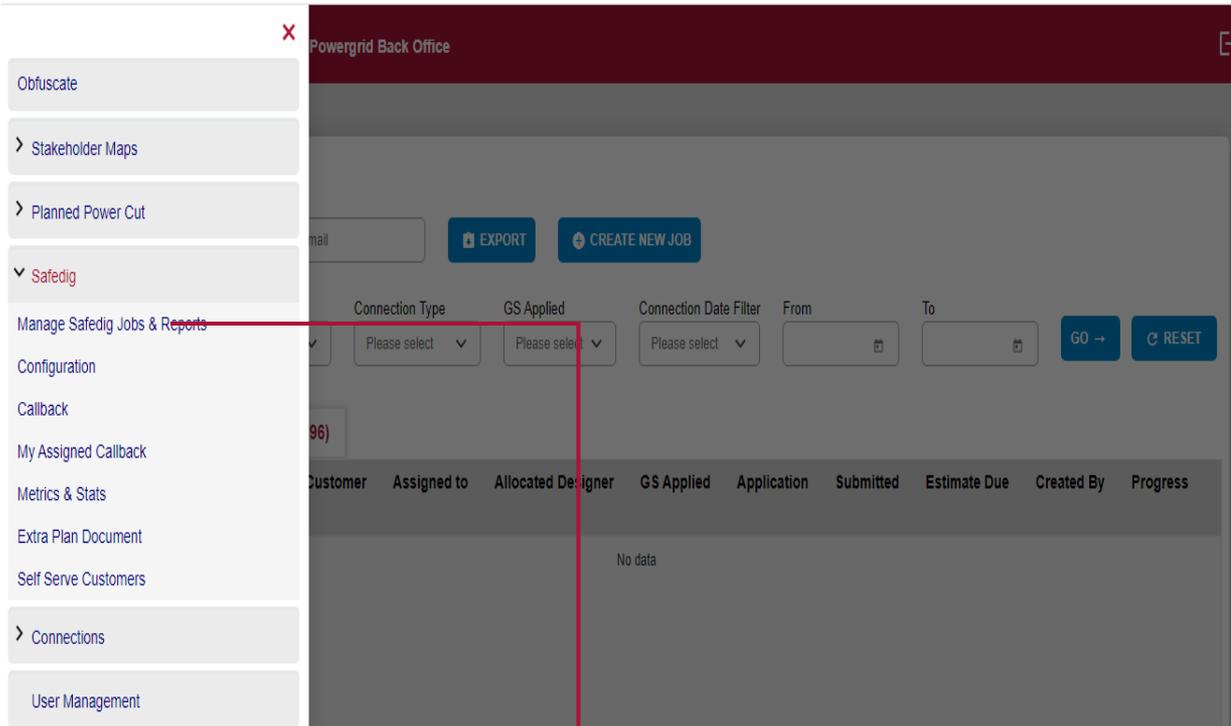


For seeing the **Connections Homepage** user needs to click on **Manage Connection Jobs** displayed under the Hamburger Menu and would be redirected to this page where user can see the list of Jobs as per their Roles.

Clicking on Create New Job shows the options to create Job for different type of Connections.

Here user can see Filter Options where they can set the criteria and click on GO for seeing the Jobs as per their requirements and can click on RESET to clear the filter. User can also export the Jobs displayed into excel format with the help of EXPORT button.

Safedig Module



For seeing the **Safedig Homepage** user needs to click on **Manage Safedig Jobs** to see the jobs displayed under the Safedig option as per their roles

Safedig - Manage Safedig Jobs

MANAGE SAFEDIG JOBS & REPORTS

Search for jobs by Reference/Postcode/Name/Email **EXPORT** **CREATE NEW JOB**

Operators: - Select - | Report Type: - Select - | Status: Pending | Date Filter: - Select - | Start Date: 22/06/2023 | End Date: 20/09/2023 | **GO** | **RESET**

Job Reference	Customer Reference	Customer	In Progress By	Submitted	Created By	Action
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Here user can see the **Filter Options** where they can set the criteria and for seeing the Jobs .User can also click on **RESET** to clear the filter. User can also export the Jobs displayed into excel format with the help of **EXPORT** button.

Safedig – Job Creation

The screenshot shows the Northern Powergrid Safedig Application interface. At the top, there is a red header with the Northern Powergrid logo and the text "Northern Powergrid Back Office". Below the header, there is a navigation bar with a "Home" link and the text "MANAGE SAFEDIG APPLICATION". The main content area contains a search form with two input fields: "Email" and "User Name". A blue "Search" button is located below the "User Name" field. Below the search form, there is a table with the following columns: "Name", "User Name", "Post Code", and "Telephone". The table contains one row of data. A green arrow icon is located at the end of the row. Below the table, there is a pagination control showing "Items per page: 5" and "1 - 1 of 1".

Name	User Name	Post Code	Telephone
Mr *****	*****	*****	2948637_*****

Clicking on **Create New Job** shows the option to search the User who is going to Create the Job for the Safedig through their registered **Username / E-Mail address**.

On Successfully finding the User the data is displayed and on clicking on the **Green arrow** icon they can proceed for Job creation.

Stakeholder Power Cut Insight Maps Application

USER GUIDE

1. Accessing the Maps Application
2. Area Boundaries and Navigation
3. Power Cuts and Pinned Details
4. Priority Services Layer

This application provides an easy to use, interactive interface to display current power cut faults affecting the Northern Powergrid network.

Area Boundaries and Enhanced Filter Options give enhanced insights and relevance.

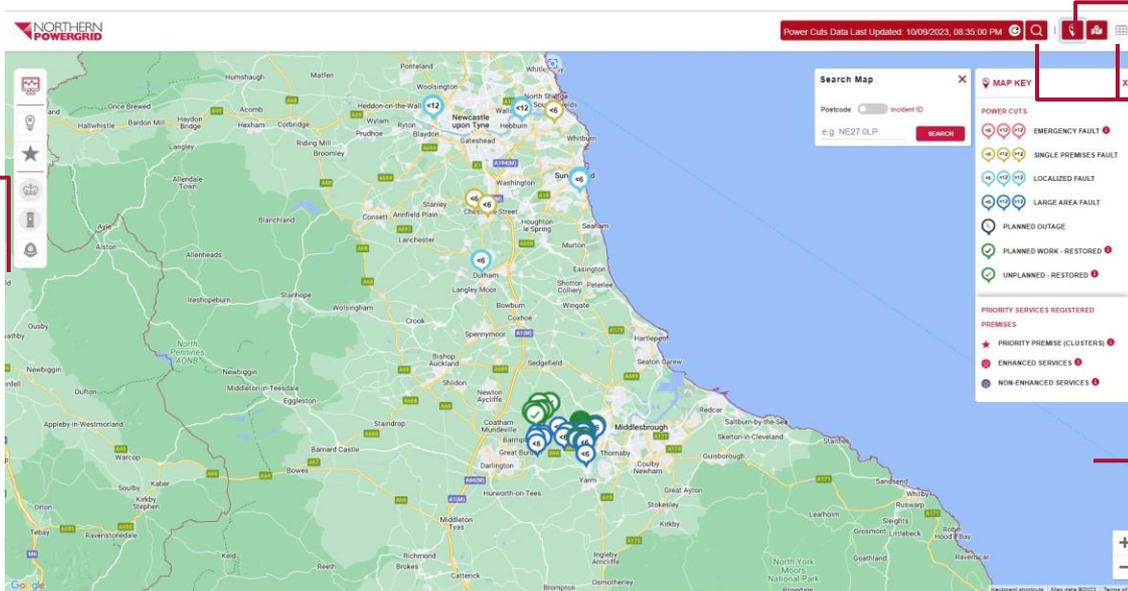
Within GDPR guidelines, we require a signed Data Sharing Agreement (DSA) before access can be granted to the application.

To request a DSA and to enable access please contact stakeholder.relations@northernpowergrid.com

Optimised to work with **Google Chrome**, **Microsoft Edge** and **Apple Safari** internet browsers (including iPad tablets).

Stakeholder Power Cut Insight Maps Application

'Boundary Switches' overlay the local authority, postcode and police force boundary areas with the extent of the Northern Powergrid network boundary always visible.



The 'Map Key' is a useful reference with further (i) nformation to help

Click the 'Grid' view to list and 'Export' to 'Excel CSV'

Search by postcode or Incident ID.

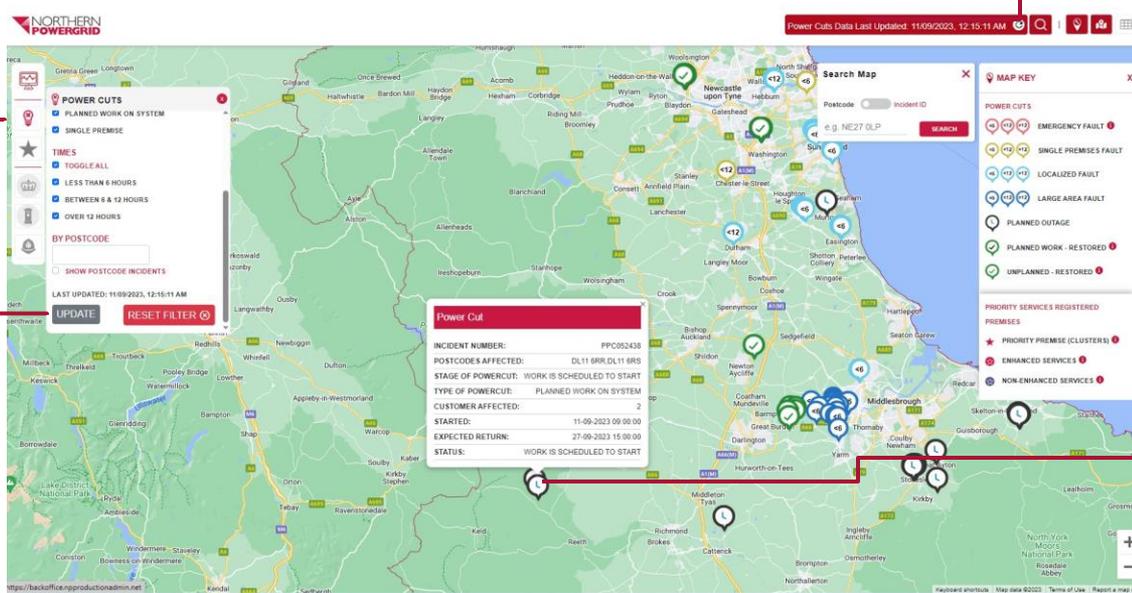
'Click and Drag' anywhere on the map to move around

Click to 'zoom' in and out or use your mouse wheel

Stakeholder Power Cut Insight Maps Application

- Click 'Power Cuts' icon to plot the power cuts on the map and scroll through the filter options for 'Type' of fault and duration 'Times'
- Click the Update button to commit changes to the selected filters.

Power Cut Data will automatically refresh every 15mins. Click on the 'Refresh Data' icon to Stop/Start this process

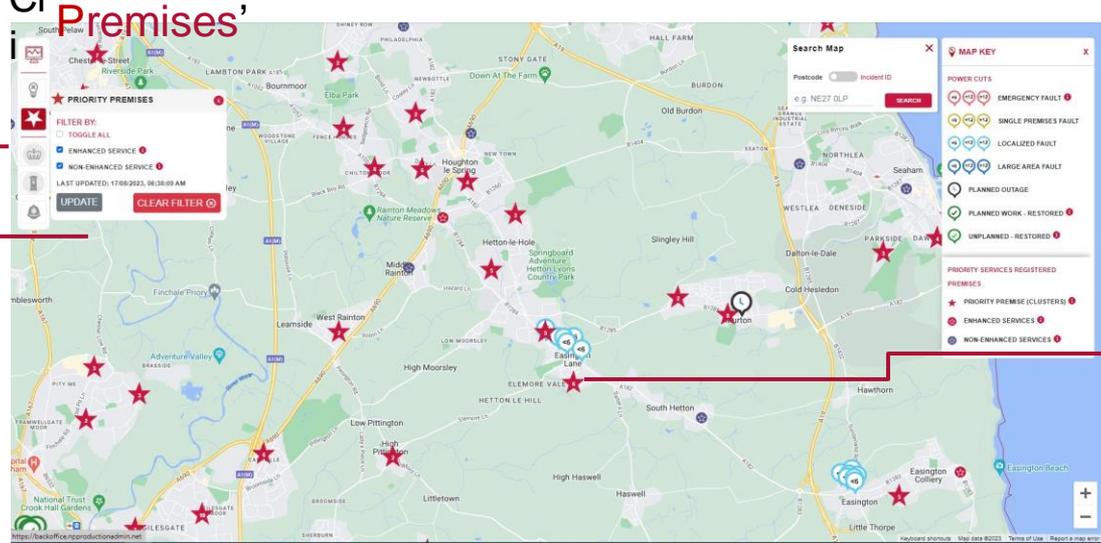


Click on the Power Cut 'Pins' to display more detailed information

Stakeholder Power Cut Insight Maps Application

Click 'Priority Premises' to plot 'enhanced' and 'non-enhanced' priority premises on the map

Click the 'Update' button to commit changes to the updated filters



'Priority Service

are indicated by the Star pin icons

Click on the 'Star' to zoom in further and display a list of the 'depersonalised' address details of the premises

- 'Enhanced' premises are those with high priority needs vs. 'Non-Enhanced' are those with priority needs.

- Please note, it is possible that the addresses provided may not all be without power, however we have chosen to show all registered premises in the affected postcode area to avoid missing someone who has priority needs.

Key Definitions

- Emergency Fault > These are priority outages
- Planned work – Restored > Highlights Planned Power cuts restored in the last 2Hrs
- Unplanned work – Restored > Highlights Unplanned Power cuts restored in the last 2Hrs
- Priority Premise (Clusters) > Cluster of priority service premises in this area.

Please

zoom in on the map or click on a star to display greater levels of details

- Enhanced Services > Highlights premises with high priority needs, such as medical equipment or chronic/serious health conditions
- Non-Enhanced Services > Premises with priority needs relating to communication, age or mobility



Thank You