



# Back Office

## General Admin User Guide v2.02



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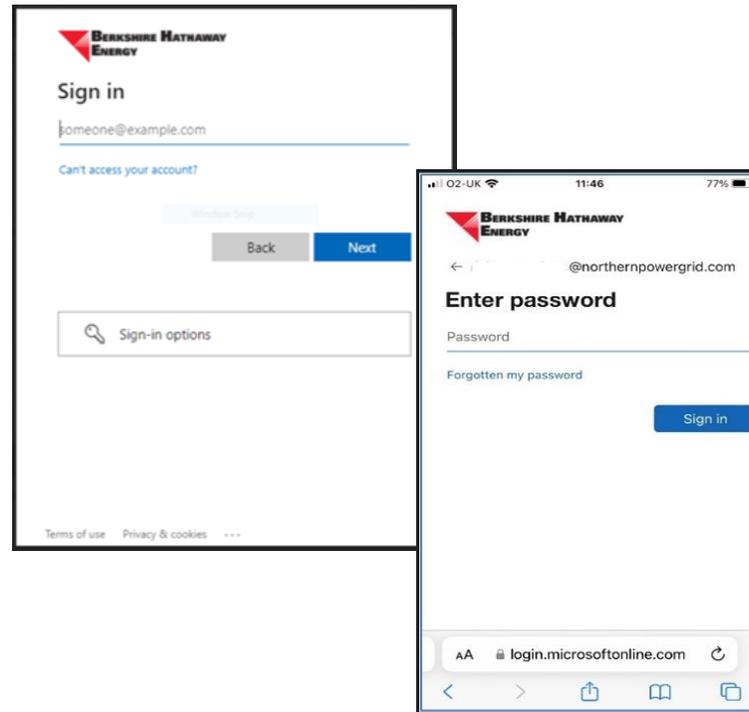
# How do I Access the Back Office Applications?

- **Back Office** can be accessed via <https://backoffice.npproductionadmin.net>
- Back Office can also be found on the NPg Intranet '**TheGrid**', within '**BUSINESS TOOLS**', '**Applications**' directory.

# How do I log in? – Using Single Sign-On (SSO)

- If you are connecting direct to the Northern Powergrid network and/or via our company VPN, the new Back Office now supports Single Sign-On.
  - When you first log in, you will be prompted to enter the BHE Microsoft (Volt) Log in

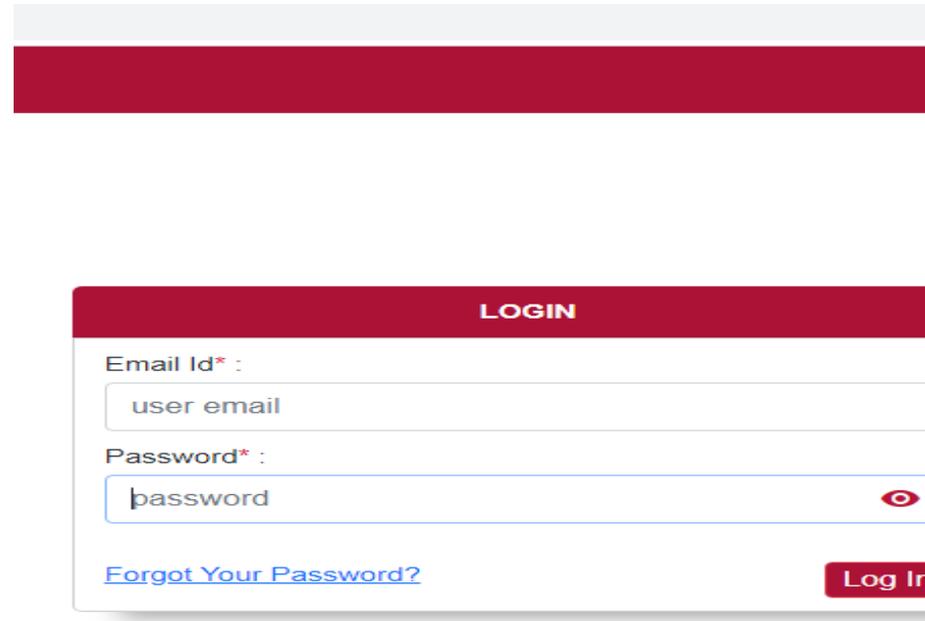
Please use your email address and VOLT Microsoft password:



Following successful log in, this will redirect you to the Back Office. Single Sign-On will remember this log in, so that next time you will be automatically redirected into the Back Office, making this the easy, fast and secure way to log in!

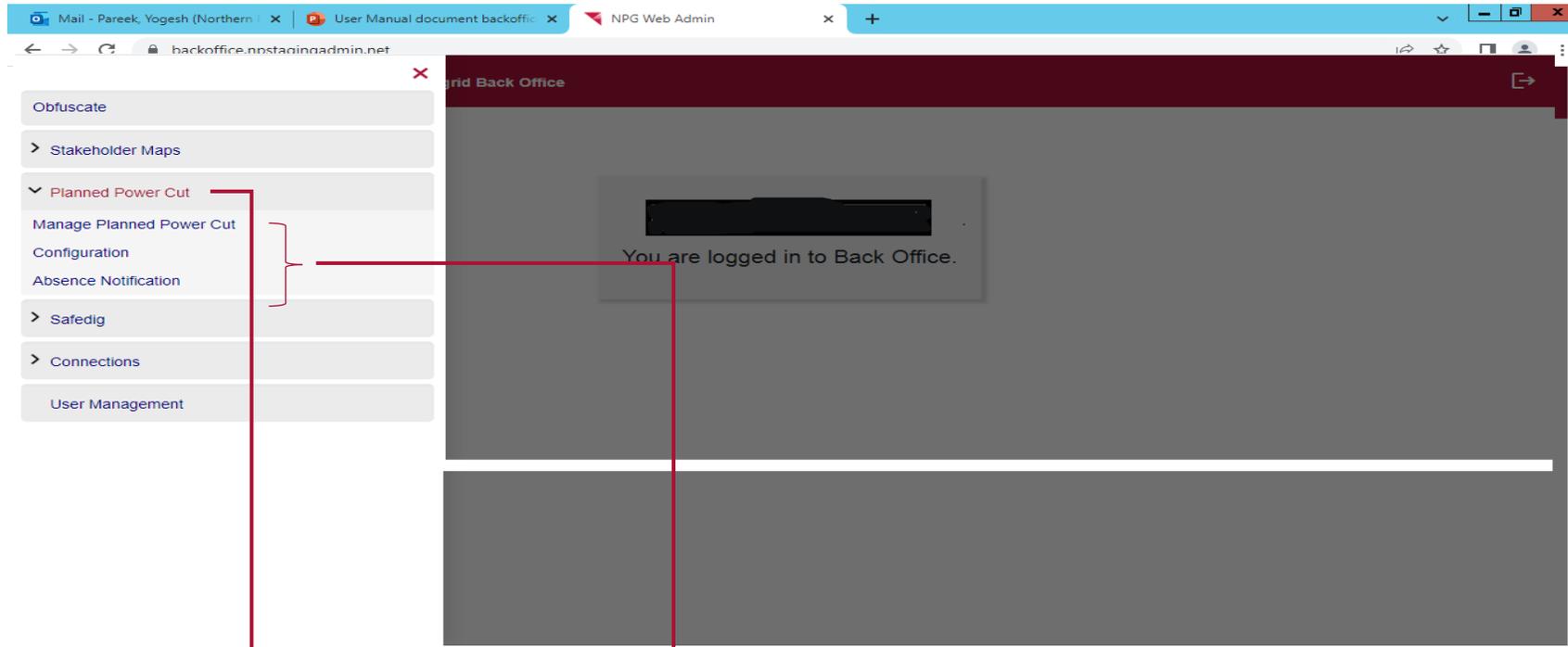
# How do I log in? – (Using my Back Office log in details)

- If you wish to log in outside of the Northern Powergrid network / VPN, or in cases where SSO is unavailable, then you may use your email Id and Back Office password:



The image shows a login form with a dark red header bar containing the word "LOGIN" in white. 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 small red eye icon. Below the password field is a blue link that says "Forgot Your Password?". At the bottom right of the form is a dark red button with the text "Log In" in white.

# Planned Power Cut (PPC) Application - Back Office



Navigate to PPC application via the left hand 'hamburger' menu

Manage jobs, configuration and absence notifications

# Planned Power Cuts (PPC) Application - Dashboard

**NORTHERN POWERGRID** | Northern Powergrid Back Office

### MANAGE PLANNED POWER CUTS

Search for jobs by Reference | Engineer Name

**EXPORT** **CREATE NEW JOB**

Status: Please select | Located In: Please select | PPC Date Filter: Please select | From: | To: | **GO** | **RESET**

| Reference | Area | Requester | Engineer | Start Date | Current Status | Job No | Programme Manager | Location and Circuit Affected | Premises | Priority | OMS Ref | Action |
|-----------|------|-----------|----------|------------|----------------|--------|-------------------|-------------------------------|----------|----------|---------|--------|
|-----------|------|-----------|----------|------------|----------------|--------|-------------------|-------------------------------|----------|----------|---------|--------|

**Create a New Job.**

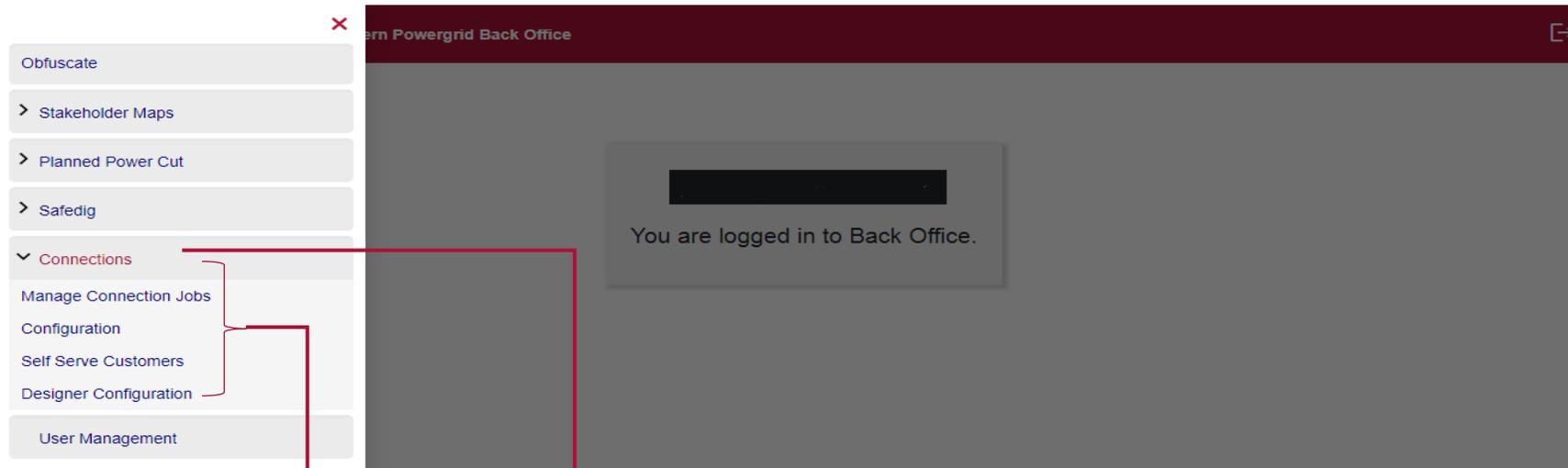
**Filter by** locations, status , date etc.

**Search bar** allows the jobs to be queried by searching on the job reference number/Engineer Name.

**Export** the results in **csv** or **excel** format.

**Reset** all filters and search criteria.

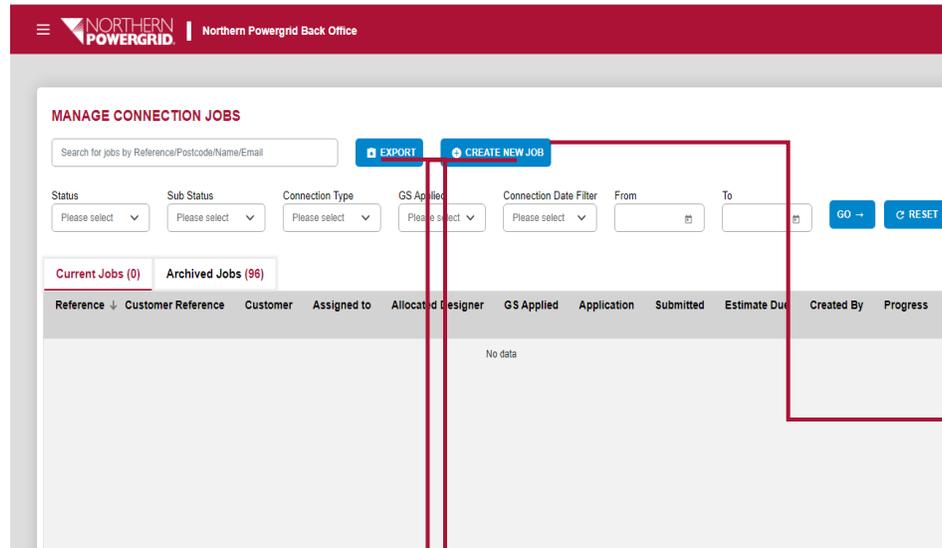
# Connections Application – Back Office



Navigate to Connections application via the left hand 'hamburger' menu.

Options displayed are dependent on your user role, with most tasks accomplished via 'Manage Connection Jobs'

# Connections Application – Manage Connections Jobs

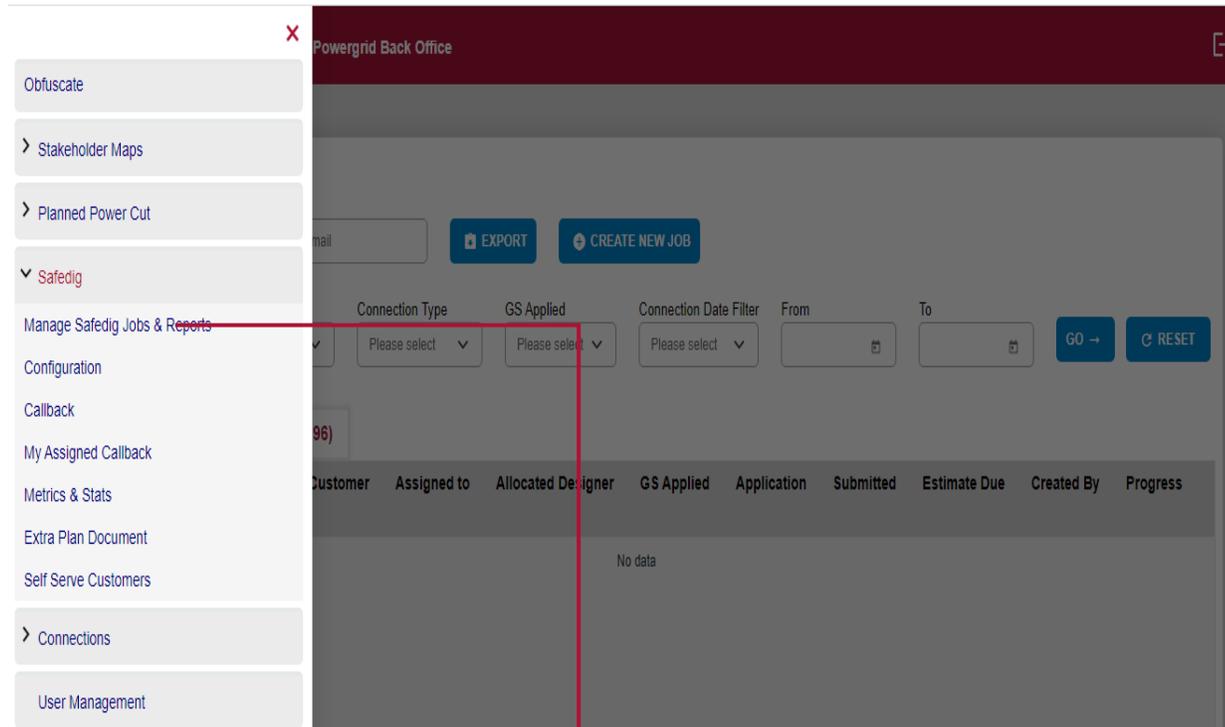


Options to progress / manage jobs are dependent on your assigned user role.

Create New Job displays options for the various different types of Connections.

Export to CSV/Excel your results from the drop down filter and search options. Use the Go to confirm and Reset to clear your filter and search options.

# Safedig Application – Back Office



Options displayed are dependent on your user role, with most tasks accomplished via 'Manage Safedig Jobs & Reports'

# Safedig Application - Manage Safedig Jobs & Reports

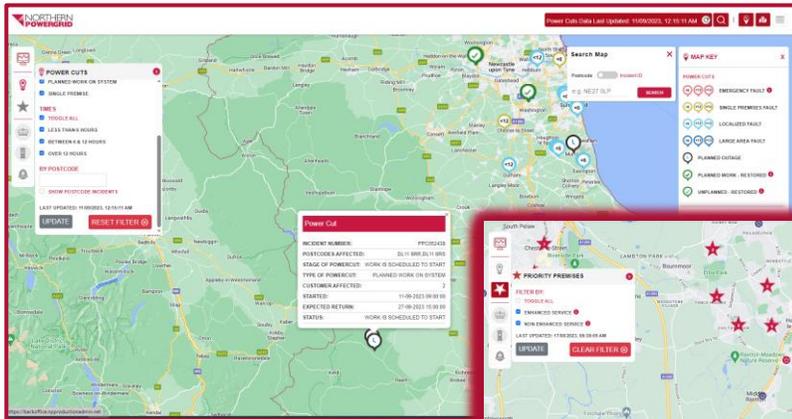
The screenshot shows the 'MANAGE SAFEDIG JOBS & REPORTS' section of the Northern Powergrid Back Office. It features a search bar with the placeholder text 'Search for jobs by Reference/Postcode/Name/Email'. To the right of the search bar are two buttons: 'EXPORT' and 'CREATE NEW JOB'. Below the search bar are several filter options: 'Operators' (dropdown menu), 'Report Type' (dropdown menu), 'Status' (dropdown menu with 'Pending' selected), 'Date Filter' (dropdown menu), 'Start Date' (calendar icon with '22/06/2023'), and 'End Date' (calendar icon with '20/09/2023'). To the right of these filters are two buttons: 'GO' and 'RESET'. Below the filters is a table header with columns: 'Job Reference', 'Customer Reference', 'Customer', 'In Progress By', 'Submitted', 'Created By', and 'Action'. A red arrow points from the 'EXPORT' button to the text below.

**Export** to CSV/Excel your results from the drop down **filter** and **search** options. Use the **Go** to confirm and **Reset** to clear your filter and search options.

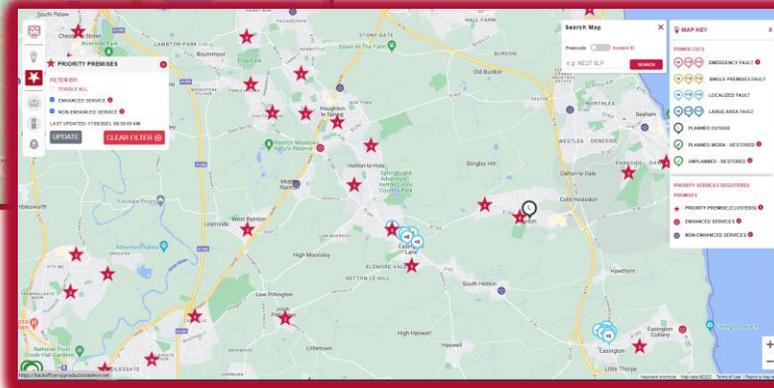
More detailed **User Guides** are available on TheGrid, Learning Zone, 'How To' Guides

# Stakeholder Power Cut Insight Maps Application

- Overlay **Area Boundaries** and Filter Power Cuts by **Duration** and **Type**
- Click Power Cut **Pins** for Additional **Detail** and **Freeze/Refresh** the data



- Toggle **Tabular** format to display address detail
- Extract Data to **Excel/CSV**



- Convenient Map Key Always Visible
- Overlays/Filters to show **'Enhanced'** premises with high priority needs vs. **'Non-Enhanced'** with priority needs.

A detailed **User Guide** is available on **TheGrid**, **Learning Zone**, **'How To' Guides**



## Further Notes

Please note for data governance and GDPR, we require external stakeholders to sign a Data Sharing Agreement (DSA) before access can be granted to the Stakeholder Power Cut Insight Maps application. Please contact [stakeholder.relations@northernpowergrid.com](mailto:stakeholder.relations@northernpowergrid.com)



# Thankyou

