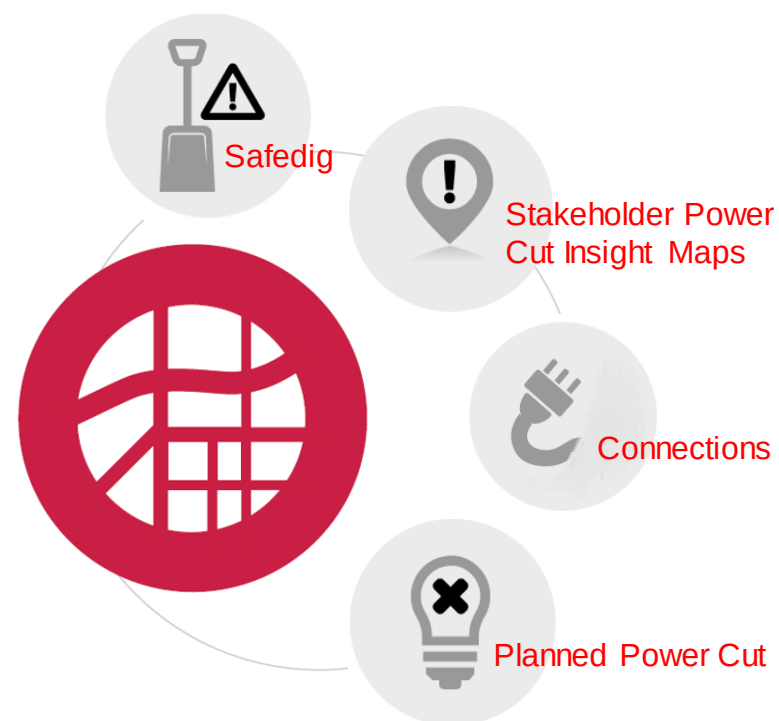




Back Office

General Login User Guide v1.02



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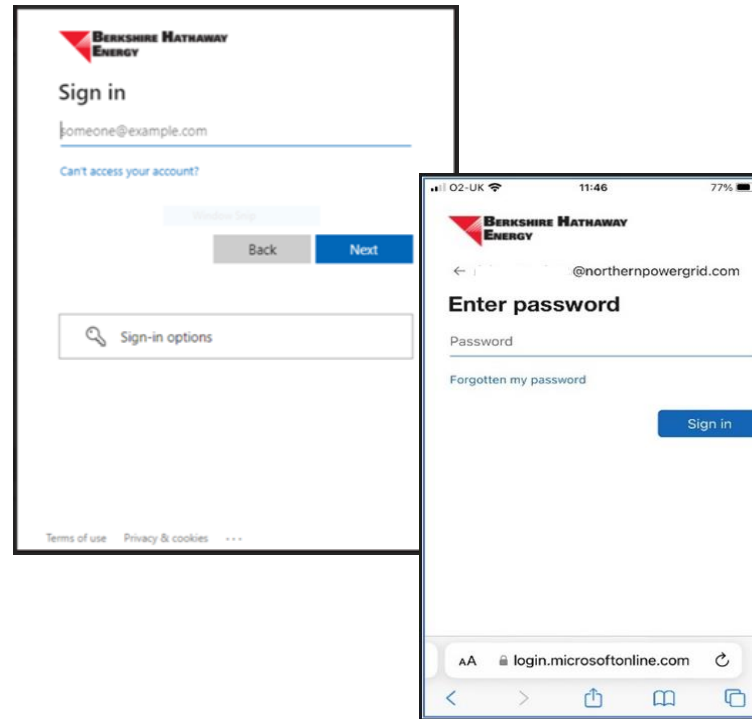
How do I Access the Back Office Applications?

- **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 allow the SSO Pop-up, to prevent the browser blocker?

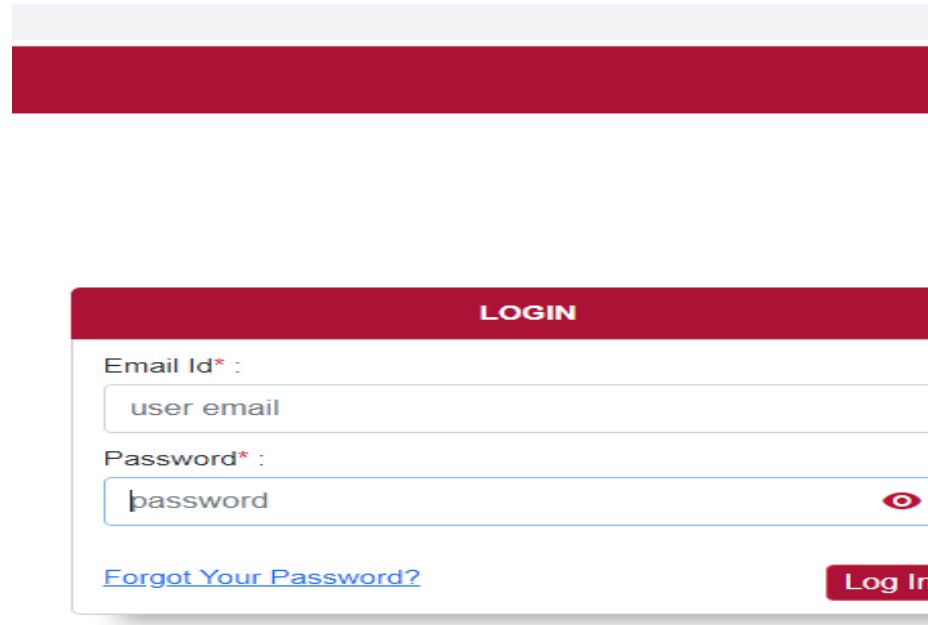
- If you are unable to see a pop-up asking for your login credentials then your browser may be blocking the pop-up as a security precaution.
- When a pop-up has been blocked, your browser will display an icon in your address bar with a small red **x** indicating that a pop-up has been blocked.
- You will also see 'Unable to login user. Please contact Administrator OK' displayed briefly at the bottom of your screen.



- Click on the icon and allow the Back Office pop-up.
- Once the pop-up is allowed refresh the page and the SSO login process will be triggered automatically.
- Your browser will remember this setting the next time you login.

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 screenshot shows a login interface 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 red eye icon for toggling password visibility. Below the password field is a blue link that says "Forgot Your Password?". In the bottom right corner of the form area is a red button with the text "Log In" in white.



Thankyou

