



WEMS MPI MARKET PARTICIPANT ADMINISTRATOR GUIDE

VERSION 2.0

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IMPORTANT NOTICE

Purpose

AEMO has prepared this document to provide information about for the WEM market participant administrator, as at the date of publication.

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1. GETTING STARTED

The Market Participant Administrator will be responsible for creating and managing the user accounts for the Market Participant.

1.1 Create New User

The Market Participant Administrator will be responsible for creating and managing the user accounts for the Market Participant. To create a new account, the Market Participant Administrator will need to follow these steps:

1. Select the Market Participant that a new user is to be associated with in the drop down menu near the top right of the AEMO WEMS MPI. This step will only be required if the Market Participant Administrator represents multiple participants.
2. Navigate to the User Management Console and click on Add User in the Summary Screen.
3. This should bring up a blank form on the right hand side of the screen where the Market Participant Administrator can populate the new user's details.
4. If the new user also represents another participant, enter the username they have been assigned with the other participant. The Market Participant Administrator will be prompted to confirm whether the new user to be added is the same as the existing user within the WEMS. If the Market Participant Administrator accepts, certain user details will be prepopulated.
5. If the new user is new to WEMS and does not hold an account with another participant, the Market Participant Administrator will be required to create a new username. If the new user is given the



same username as an existing user, the system will notify the Market Participant Administrator to accept the existing user's details or choose a unique username.

6. After a username has been created and all mandatory fields have been populated and submitted, the user account will be created.
7. AEMO will then assign a disabled token to the new user and courier it to the Market Participant Administrator for them to distribute to the user.
8. If the new user already has an assigned token (they have an existing account with another participant), no new token will be assigned. This user will be able to access WEMS using their existing username/pin+password credentials.
9. An email will be sent to the registered email address of the new user which will include user guides as well as a form which they will need to fill out and return to AEMO before the token will be enabled.

1.2 Unlock User

If a user's account is locked, their Market Participant Administrator will be able to unlock their account through User Management. For a Market Participant Administrator to unlock an account, they must follow the following:

1. Select the Market Participant associated with the account required to be unlocked in the drop down menu near the top right of the AEMO MPI. This step will only be required if the Market Participant Administrator represents multiple participants.
2. Navigate to the User Management Console and click on the locked user account.
3. Click on the Padlock Button next to the user's details.
4. The Market Participant Administrator will be asked whether they wish to unlock the account.
5. If the Market participant Administrator selects Yes, the account will be unlocked and the user's PIN will be reset.
6. The user will now be required to authenticate as per their initial authentication process (i.e. create a new pin).
7. If a user is unable to contact their Market Participant Administrator, they will be able to call AEMO to unlock their account. The user will need to verify their identity by correctly providing the answer to the secret question associated with the user's account. Once verified, the AEMO operator will unlock the user's account. If the user is unable to verify their identity, AEMO will **not** unlock the account.



1.3 Reset Pin

If a user has forgotten their pin but they have not locked their account, a Market participant Administrator will be able to reset the pin associated with the account.

1. Select the Market Participant associated with the account that requires a pin reset in the drop down menu near the top right of the AEMO MPI. This step will only be required if the Market Participant Administrator represents multiple participants.
2. Navigate to the User Management Console and click on the user account that requires the pin to be reset.
3. Click on the Reset Pin button next to the users details.
4. The Market Participant Administrator will be asked whether they wish to reset the pin associated with the account.
5. If the Market Participant Administrator selects Yes, the account's pin will be reset.
6. The user will now be required to authenticate as per their initial authentication process (i.e. create a new pic)

If a user is unable to contact their Market Participant Administrator, they will be able to call up AEMO to reset their pin. The user will need to verify their identity by correctly providing the answer to the secret question associated with their account. Once verified, the AEMO operator will reset the user's pin. If the user is unable to verify their identity, AEMO will **not** reset the pin associated with the user account.

1.4 Maintaining User Details

It is the user's (including Market Participant Administrators) responsibility to ensure that their user details including contact information and secret question are up to date. AEMO will rely on this information to communicate with the user as well as verify their identity when a user contacts Market Operations (WA). **Without configuring the secret question field, a user will be limited in services that they can request from AEMO.**

A user can update their information after they have authenticated into WEMS by clicking on Update Details. Once the form has been saved successfully, the changes are effective immediately.

Market Participant Administrators will also be able to update their account along with the user account they administer through the User Management Console.

1. Select the Market Participant associated with the user account that requires updating in the drop down menu neat the top right of the AEMO MPI. This step will only be required is the Market Participant Administrator represents multiple participants.
2. Navigate to the User Management Console and click the user account that you wish to update.
3. The user's details should appear in the right hand pane – click Edit.



4. Make the required updates to the editable fields and click save.
5. All changes are effective immediately.

1.5 Replacement Token

When a user requires a replacement token (i.e. when a user has lost or broken their token), they are to contact their Market Participant Administrator. Only the Market Participant Administrator can request a replacement token to be issued for a user by emailing Market Operations (WA). The Market Participant Administrator must include the username that requires the replacement token and the reason for the replacement in the request. Once this has been received, AEMO will issue a replacement token to the user as per AEMO internal procedure. **Please note that Market Participants are financially liable for the cost of the replacement SecurID token.**



2. PARTICIPANT USER GUIDE

Users are to contact their Market Participant Administrators:

- To unlock their accounts
- To reset their pins
- To request a replacement token

Users are to contact Market Operations (WA):

- For temporary emergency access (see below)
- To resynchronise their tokens (see below)
- If you are unable to contact your Market Participant Administrator

2.1 Maintaining User Details

It is the user's responsibility to ensure that their user details including contact information and secret question are up to date. AEMO will rely on this information to communicate with the user as well as verify their identity when a user contacts Market Operations (WA). **Without configuring the secret question field, a user will be limited in services that they can request from AEMO.**

A user can update their information after they have authenticated into WEMS by clicking on Update Details. Once the form has been saved successfully, the changes are effective immediately.

2.2 Temporary Emergency Access

In the event where a user has either lost their token or does not have access to their token (left at home/left at work) they can contact Market Operations (WA) for a temporary fixed token code. A user will be required to pass an identification test (secret question) before AEMO will issue this token. If the user is unable to verify their identity, AEMO will **not** grant Temporary Emergency Access to the user account. A user requesting emergency access will be required to follow the following steps:

1. Call Market Operations (WA) and request an Emergency Access Token. The user will need to tell the operator their username whether they have lost their token or have left it at work/home.
2. AEMO will need to confirm the identity of the caller by requesting the correct answer to the Secret Question associated with the user account.
3. Once the identity of the caller has been confirmed, the Market Operations operator will create a Temporary Fixed Passcode, which will be emailed to the registered email address of the user account.
4. The user will now be able to authenticate into WEMS using their PIN + Temporary Fixed Passcode as explained below.

i.e. if a user's pin is 1 2 3 4, and the temporary fixed passcode was a b c 1 2 3, then the user will be required to authenticate with the following credentials: username/1234abc123.



2.3 Resynchronise Tokens

In the event where a user's token becomes desynchronised with the server, they will need to contact AEMO to resynchronise it. The user will be required to verify their identity via the secret question before AEMO will resynchronise the SecurID token. If the user is unable to verify their identity, AEMO will **not** resynchronise the SecurID token associated with the user account.

Once the user has passed the identification test, they will need to provide two sequential token codes from their SecurID token in order for them to be synchronised with the RSA server.