
User Guide

April 2020

Gas Market Access Requests for External Participants

DWGM and STTM Gas Markets

VERSION CONTROL

Version	Release date	Changes
#0.1	27/04/2020	Initial Draft
#1.0	01/05/2020	Final version

Summary

Online Gas Market Access Request for DWGM and STTM

Previously you were required to complete a manual PDF form to modify or add gas systems user access for the DWGM, Retail Gas Markets and STTM and submit manually by email to AEMO's Information and Support Hub.

Now you can simply log onto the online 'Participant Services' and complete this request, where upon submission the e-form will automatically be sent to AEMO's Information and Support Hub for processing.

The online portal is intuitive and easy to use, and will be accessible from the AEMO website.

This user guide describes the way in which market participant administrators can perform the access request activities

Moving to an online form will help to speed up the time it takes to process your request and provision access, and is part of AEMO's commitment to increasing overall Cyber Security capability and Identity & Access Management maturity.

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1. Purpose

The purpose of the document is to provide Gas Market Participant Administrators the ability to navigate through the ServiceNow application hosted on the AEMO Azure environment and provide them the ability to submit access requests for the DWGM and STTM Gas Market areas.

1.1 Scope

This user guide is for Gas Market Participant Administrators to navigate to the Gas Market Access request form.

It is assumed the Gas Market Participant Administrators have already registered with AEMO Azure environment. The AEMO Azure registration steps are covered in a separate document.

1.2 Glossary

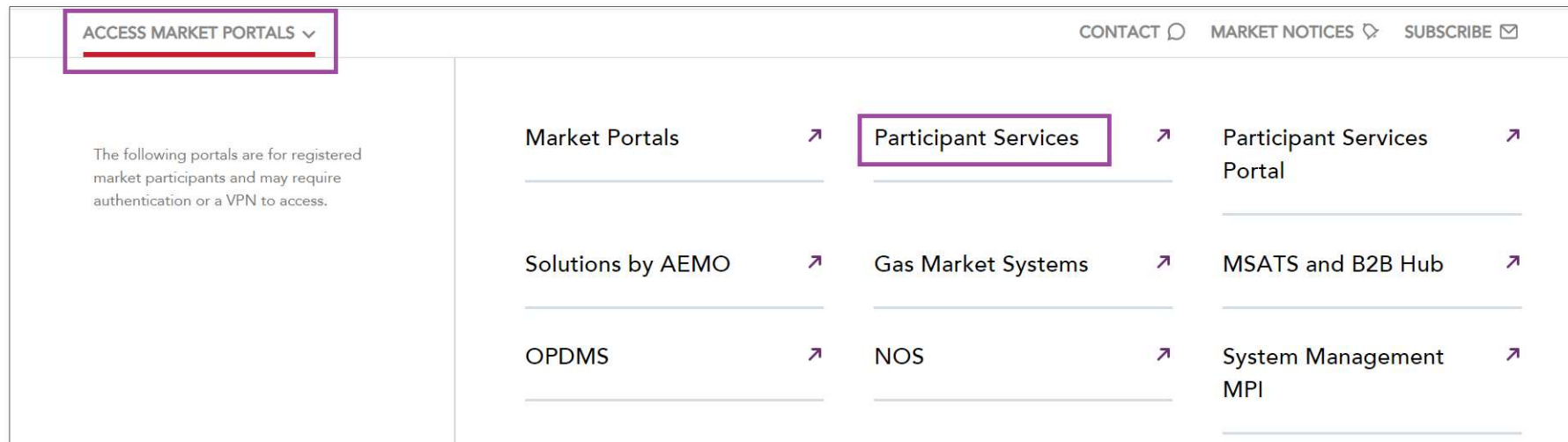
Term	Description
DWGM	Declared Wholesale Gas Market
STTM	Short Term Trading Market
Gas Market Participant Administrators	<p>Market Participant users who are either one of the following contact types and are allowed to request for user access for a market participant organization:</p> <ul style="list-style-type: none">• IT Authorisation• STTM SWEX / SWEXIE Authorised Signatory• Authorised MIBB Security Contact

Term	Description
AEMO Azure environment	This is AEMO's implementation of Microsoft Azure cloud services. AEMO will build, manage and deploy applications and tools for Market Participants on this cloud environment.
AEMO public website	https://aemo.com.au/

2. Accessing ‘Participant Services’

You will be able to access the Gas Market Access Request form via the “Participant Services” link which can be found in the “Access Market Portals” section of the AEMO public website (<https://aemo.com.au/>). See snapshot below with the relevant sections highlighted in purple rectangles.

Click on ‘Participant services’ to proceed to the next steps.



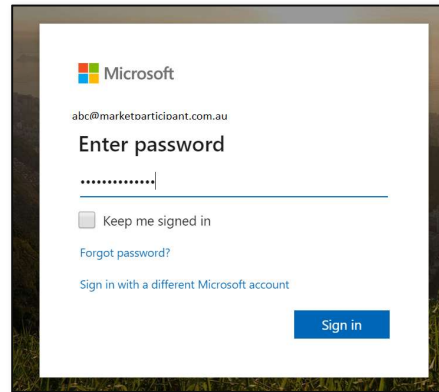
Alternate Access Options

If there is an issue accessing the “Participant Services” using the above method, the ‘Participant Services’ can also be accessed directly using the link : <https://account.activedirectory.windowsazure.com/>.

Please copy and paste the above link in a new browser tab or window.

2.1 Authentication

After clicking the above link you will be prompted to enter your login name and password. (Note: The assumption is that you have completed the AEMO Azure registration process before reading this user guide).

A screenshot of a Microsoft login page. At the top is the Microsoft logo. Below it is the email address 'abc@marketoartioant.com.au'. The main heading is 'Enter password'. There is a password input field with a masked password '.....'. Below the password field is a checkbox labeled 'Keep me signed in'. There are two links: 'Forgot password?' and 'Sign in with a different Microsoft account'. At the bottom right is a blue 'Sign in' button.

Microsoft

abc@marketoartioant.com.au

Enter password

.....

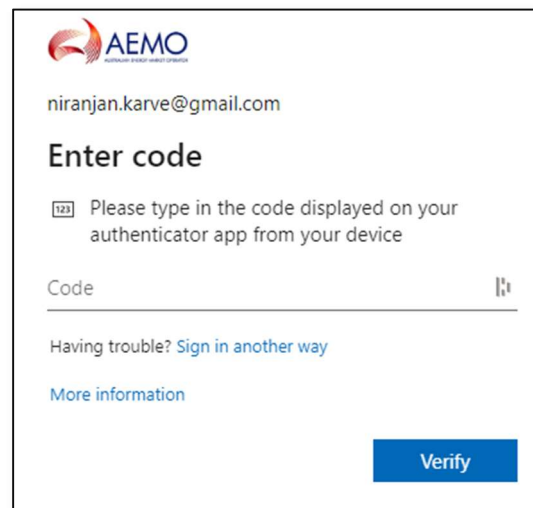
☐ Keep me signed in

[Forgot password?](#)

[Sign in with a different Microsoft account](#)

Sign in

You will also be asked to enter a one-time code before you can access the AEMO Azure application list that is published on the AEMO Azure environment.

A screenshot of an AEMO code verification page. At the top is the AEMO logo. Below it is the email address 'niranjan.karve@gmail.com'. The main heading is 'Enter code'. There is a text box with a placeholder '123' and the instruction 'Please type in the code displayed on your authenticator app from your device'. Below this is a 'Code' input field. There are two links: 'Having trouble? Sign in another way' and 'More information'. At the bottom right is a blue 'Verify' button.

AEMO
AUSTRALIAN ENERGY MARKET OPERATOR

niranjan.karve@gmail.com

Enter code

Please type in the code displayed on your authenticator app from your device

Code

Having trouble? [Sign in another way](#)

[More information](#)

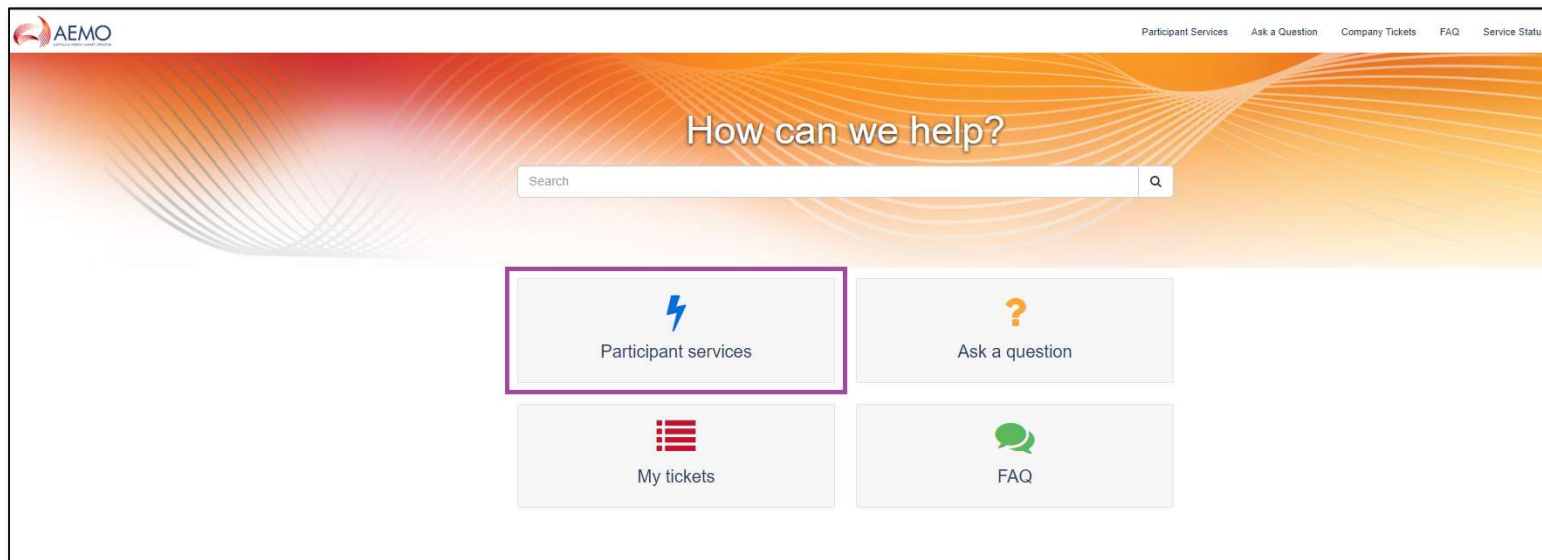
Verify

2.2 Azure Environment Landing Page and Authorization

On successful authentication you will come to the Azure Environment Landing page, and see the 'AEMO ServiceNow & Participant Services' application tile under the Apps heading.



Select this tile to access Participant Services - If you have been granted appropriate access you will see the below landing page (otherwise you will be logged out). Please contact AEMO Support HUB (AEMO Information & Support Hub <Support.Hub@aemo.com.au>) if you don't have appropriate access to the Participant Services.



Click on the “Participant Services” tile (see above) and select the “Gas Systems User Access Request (DWGM and STTM)” tile to access the Gas Market User Access form.

The image below shows the “Participant Services” page. Note that the Gas form will be only seen by Market Participant Administrators who have access to the Gas Systems User Access Request form.

Categories[Participant Services](#)

Participant Services

Add/Remove Participant Contacts

Request to add or remove a participant's contact details

[View Details](#)**Contact Us/Ask a Question**

Contact AEMO service desk or ask a question

[View Details](#)**Gas Systems User Access Request (DWGM and STTM)**[View Details](#)

3. Gas System User Access Request (DWGM and STTM) Form

Complete this form to request gas systems user access for the Declared Wholesale Gas Market (DWGM), Retail Gas Markets (NSW/ACT, QLD, SA, VIC) and Short Term Trading Market (STTM).

You can request access for a single user for a single Organization ID.

This is an interactive form that changes according to your selections.

- If you are an STTM SWEX / SWEXIE Authorised Signatory then you will only be able to see the STTM sections of the form.
- If you are a DWGM/MIBB Authorized Signatory then you can see only DWGM sections.
- If you are an administrator across both markets, then they can request for both DWGM and STTM sections of the form.

Market Administrator Contact Type	Can request For	
	STTM User Access	DWGM User Access
IT Authorization	✓	✓
STTM SWEX / SWEXIE Authorised Signatory	✓	X
Authorised MIBB Security Contact	X	✓

The default form can be seen in the image below.

The name of the participant administrator who has been authenticated and authorised will be displayed in the "Participant Administrator" section of the form.

Gas Systems User Access Request (DWGM and STTM)

Complete this form to request gas systems user access for the Declared Wholesale Gas Market (DWGM), Retail Gas Markets (NSW/ACT, QLD, SA, VIC), Short Term Trading Market (STTM).

You can request access for a single user for a single Organization ID.

This is an interactive form that changes according to your selections. If you are an STTM Authorised signatory then you will only be able to see the STTM sections of the form. If you are a DWGM/MIBB Authorized Signatory then you can see only DWGM sections. If you are an administrator across both markets, then they can request for both DWGM and STTM sections of the form.

***Participant Administrator**
 ⓘ Niranjan Karve

***Organisation**
 [Dropdown menu]

☐ New User?

***Participant user email address**
 [Dropdown menu]

Recipient First Name
 [Text field]

Recipient Last Name
 [Text field]

Contact Number
 [Text field]

***Business justification for role**
 [Text field]

Add attachments

Delivery Time: 1 Day
 Submit

Required information
 Organisation Participant user email address
 Business justification for role

3.1 New User Access Request

The form can be submitted for providing access to new users.

Steps involved:

1. Please select the organisation for which the user access is required from the "Organisation" drop down list . A participant administrator may be an admin for one or many organisations. Only one organisation may be selected at a time. (Mandatory field)
2. Check the new user check box (see image below).

3. Enter the "New User – Email address" field (Mandatory field)
4. Enter the "Recipient First Name" (Mandatory field)
5. Enter the "Recipient Last Name" (Mandatory field)
6. Enter the "Contact Number" for the recipient. (Mandatory field)

[Home](#) > [Gas Systems User Access Request \(DWGM and STTM\)](#)

Search

Gas Systems User Access Request (DWGM and STTM)

Complete this form to request gas systems user access for the Declared Wholesale Gas Market (DWGM), Retail Gas Markets (NSW/ACT, QLD, SA, VIC), Short Term Trading Market (STTM).

You can request access for a single user for a single Organization ID.

This is an interactive form that changes according to your selections. If you are an STTM Authorised signatory then you will only be able to see the STTM sections of the form. If you are a DWGM/MIBB Authorized Signatory then you can see only DWGM sections. If you are an administrator across both markets, then they can request for both DWGM and STTM sections of the form.

* Participant Administrator

Niranjan Karve

* Organisation

Alinta Energy Retail Sales Pty Ltd

✕

☒ New User?

* New user - Email Address

* Recipient First Name

* Recipient Last Name

* Contact Number

3.2 Existing User Access Update

The form can be submitted for providing access to existing.

Steps involved:

1. Please select the organisation for which the user access is required from the “Organisation” drop down list . A participant administrator may be an admin for one or many organisations. Only one organisation may be selected at a time. (Mandatory field)
2. **Do not** check the new user check box (see image below).
3. Select the “Participant User email address” from the drop down. Only users associated with the organisation selected in step 1 will be shown in the drop down.
4. The recipient first name, last name and contact number will not be editable fields as these are referenced from the existing registration details available with AEMO.
5. If a user already has access to DWGM and/or STTM then the checkboxes are pre-selected for the access they currently have.

The screenshot shows a web form titled "Gas Systems User Access Request (DWGM and STTM)". The form is for requesting access to the Declared Wholesale Gas Market (DWGM) and Retail Gas Markets (NSW/ACT, QLD, SA, VIC), and the Short Term Trading Market (STTM). It includes instructions and a list of fields to be completed.

Home > Gas Systems User Access Request (DWGM and STTM) Search

Gas Systems User Access Request (DWGM and STTM)

Complete this form to request gas systems user access for the Declared Wholesale Gas Market (DWGM), Retail Gas Markets (NSW/ACT, QLD, SA, VIC), Short Term Trading Market (STTM).

You can request access for a single user for a single Organization ID.

This is an interactive form that changes according to your selections. If you are an STTM Authorized signatory then you will only be able to see the STTM sections of the form. If you are a DWGM/MIBB Authorized Signatory then you can see only DWGM sections. If you are an administrator across both markets, then they can request for both DWGM and STTM sections of the form.

***Participant Administrator**
Niranjan Karve

***Organisation**
Alinta Energy Retail Sales Pty Ltd

☐ New User?

***Participant user email address**
niranjan.karve@gmail.com

Recipient First Name
Niranjan

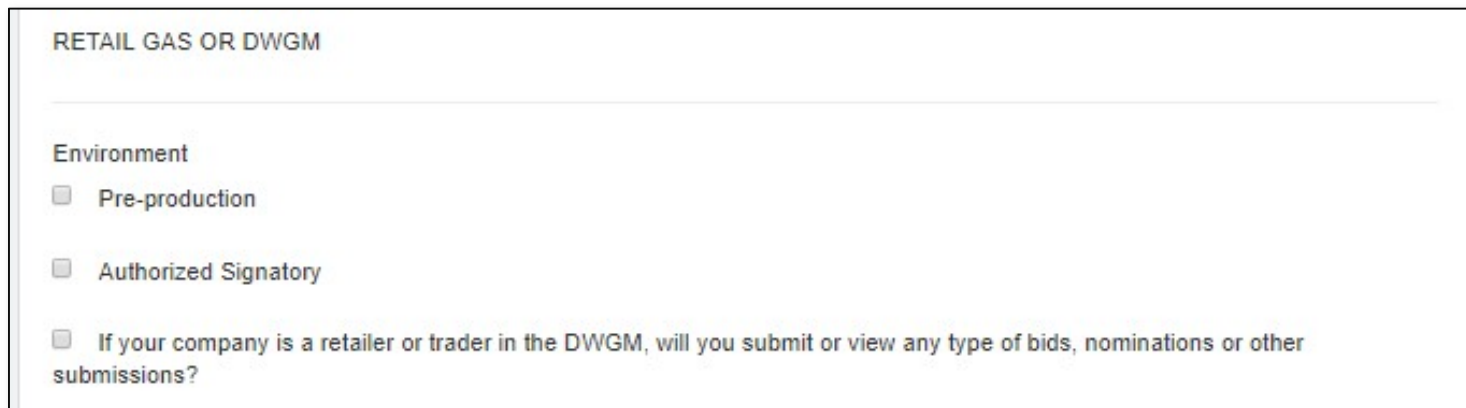
Recipient Last Name
Karve

Contact Number
424650786

3.3 Declared Wholesale Gas Market (DWGM) User Access

As discussed in sections 3.1 and 3.2 , access for a new or existing users can be requested for using the form.

The Retail Gas or DWGM section of the form has the following check boxes when the form is presented to the user.



RETAIL GAS OR DWGM

Environment

☐ Pre-production

☐ Authorized Signatory

☐ If your company is a retailer or trader in the DWGM, will you submit or view any type of bids, nominations or other submissions?

The users can select the check-boxes depending on what access is required for the user . The below table lists the check box to access mapping.

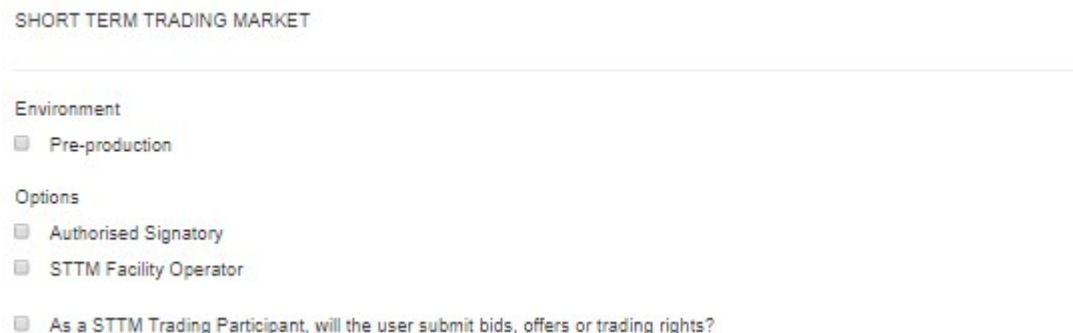
Check Box Selected	Access associated with Check-box
Production	MIBB Account Production Access. The user does not receive any routine notifications, rather this contact can access participant specific reports on the MIBB.
Pre-production	MIBB Account Pre-production Access. The user does not receive any routine notifications, rather this contact can access participant specific reports on the MIBB.
Authorised Signatory	DWGM/MIBB Authorised signatory. Authorised MIBB security contact is responsible for approving systems access applications (MIBB and Web Exchanger).
If company is a retailer or trader in DWGM	This checkbox, if selected, displays other checkboxes and the DWGM checkbox is selected by default. This will provide users Web Exchanger Access.

Check Box Selected	Access associated with Check-box
	<div data-bbox="1003 236 1720 582"> <p>RETAIL GAS OR DWGM</p> <hr/> <p>Environment</p> <p><input type="checkbox"/> Pre-production</p> <p><input type="checkbox"/> Authorized Signatory</p> <p><input checked="" type="checkbox"/> If your company is a retailer or trader in the DWGM, will you submit or view any type of bids, nominations or other submissions?</p> <p>Markets</p> <p><input type="checkbox"/> NSW/ACT Retail Gas</p> <p><input type="checkbox"/> VIC Retail Gas</p> <p><input type="checkbox"/> SA Retail Gas</p> <p><input type="checkbox"/> Qld Retail Gas</p> <p><input checked="" type="checkbox"/> DWGM</p> </div> <p>Authorised Web Exchanger User does not receive any routine notifications, rather this contact is kept for AEMO's records of end users.</p> <p>Note : The users have to select the environment i.e. production or pre-production or both, in order to get access to Web Exchanger .</p>

3.4 Short Term Trading Market (STTM) User Access

As discussed in sections 3.1 and 3.2 , access for a new or existing users can be requested for using the form.

The STTM section of the form has the following check boxes when the form is presented to the user.



SHORT TERM TRADING MARKET

Environment

☐ Pre-production

Options

☐ Authorised Signatory

☐ STTM Facility Operator

☐ As a STTM Trading Participant, will the user submit bids, offers or trading rights?

The users can select the check-boxes depending on what access is required for the user . The below table lists the check box to access mapping

Check Box Selected	Access associated with Check-box
Production	The user gets access to MIS reports and the SWEXIE production application . The user is granted the STTM CSV submission option that allows the upload of files to the STTM database via SWEXIE and is a simplified process of requesting bids, offers, withdrawals, allocations and variations.
Pre-production	The user gets access to MIS reports and the SWEX pre-production application. The user is granted the STTM CSV submission option that allows the upload of files to the STTM database via SWEXIE and is a simplified process of requesting bids, offers, withdrawals, allocations and variations.
Authorised Signatory	STTM SWEX / SWEXIE Authorised Signatory. Responsible for approving systems access applications (SWEX and SWEXIE).
STTM Facility Operator	The user gets access to the Pipeline Operator functions in the tab.
As a STTM Trading Participant, will the user submit bids or offers	This checkbox, if selected, displays other STTM checkboxes.

Check Box Selected	Access associated with Check-box
	<input checked="" type="checkbox"/> As a STTM Trading Participant, will the user submit bids, offers or trading rights? Additional SWEX Services <ul style="list-style-type: none"> <input type="checkbox"/> SWEX - Contingency Gas Bids / Offers <input type="checkbox"/> SWEX - Market Schedule Variations <input type="checkbox"/> SWEX - Registered Services Trading Rights <input type="checkbox"/> SWEX - Ex Ante Bids and Offers <input type="checkbox"/> SWEX - MOS Offers
SWEX - Contingency Gas Bids/Offers	The user gets access to the SWEXIE Home tab and the CG Bid Offer tab
SWEX – Market Schedule Variations	The user gets access to the SWEXIE Home tab and the Market Schedule Variations tab
SWEX – Registered Services Trading Rights	The user gets access to the SWEXIE Home tab and the Contracts Trading Rights tab
SWEX – Ex Ante Bids and Offers	The user gets access to the SWEXIE Home tab, the Bid Offer tab and the Price Taker Withdrawal tab
SWEX – MOS Offers	The user gets access to the SWEXIE Home tab and the Market Offer Services tab

4. Submitting the request

The market participant administrator will be able to submit the request after all the mandatory fields are filled in including the business justification field.

Gas Systems User Access Request (DWGM and STTM)

Complete this form to request gas systems user access for the Declared Wholesale Gas Market (DWGM), Retail Gas Markets (NSW/ACT, QLD, SA, VIC), Short Term Trading Market (STTM).

You can request access for a single user for a single Organization ID.

This is an interactive form that changes according to your selections. If you are an STTM Authorised signatory then you will only be able to see the STTM sections of the form. If you are a DWGM/MIBB Authorized Signatory then you can see only DWGM sections. If you are an administrator across both markets, then they can request for both DWGM and STTM sections of the form.

***Participant Administrator**
Huy Ton

***Organisation**
Adelaide Brighton Cement Limited

☐ New User?

***Participant user email address**

Delivery Time: 1 Day

Submit

Required information

- Participant user email address
- Business justification for role

On successful submission, the market participant admin will see a screen similar to the one shown below :

Home > Request

Requested Items

External Form w/Sections
RITM0040691

- ☒ Request Approved (Approved)
- ☐ Waiting for Approval (In progress)
- ☐ Completed (Pending - has not started)

The request was self-approved by the Participant Admin on behalf of the recipient. The "Waiting for approval" indicates the back-end processing by AEMO support Hub is not yet complete.