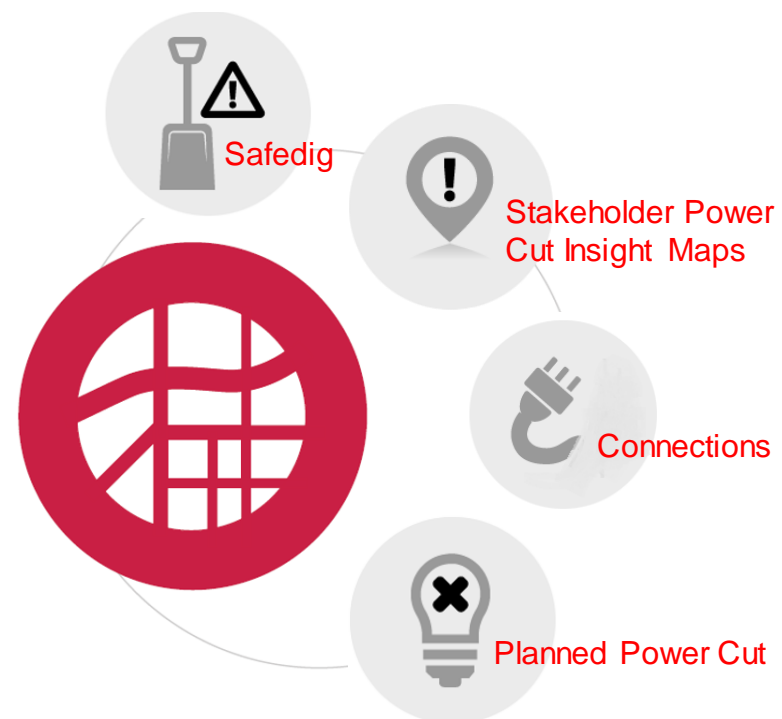




# Back Office

## General Admin User Guide v2.03



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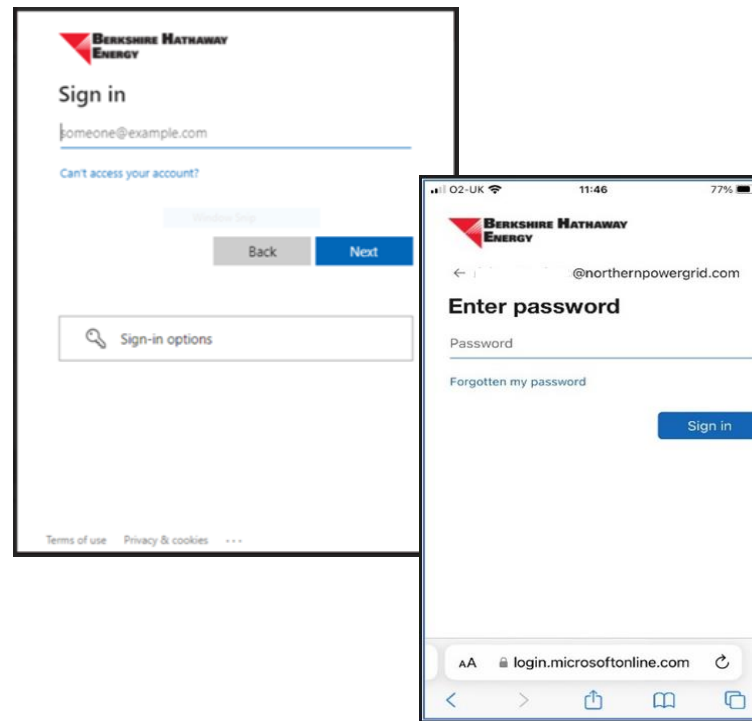
# How do I Access the Back Office Applications?

- **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?

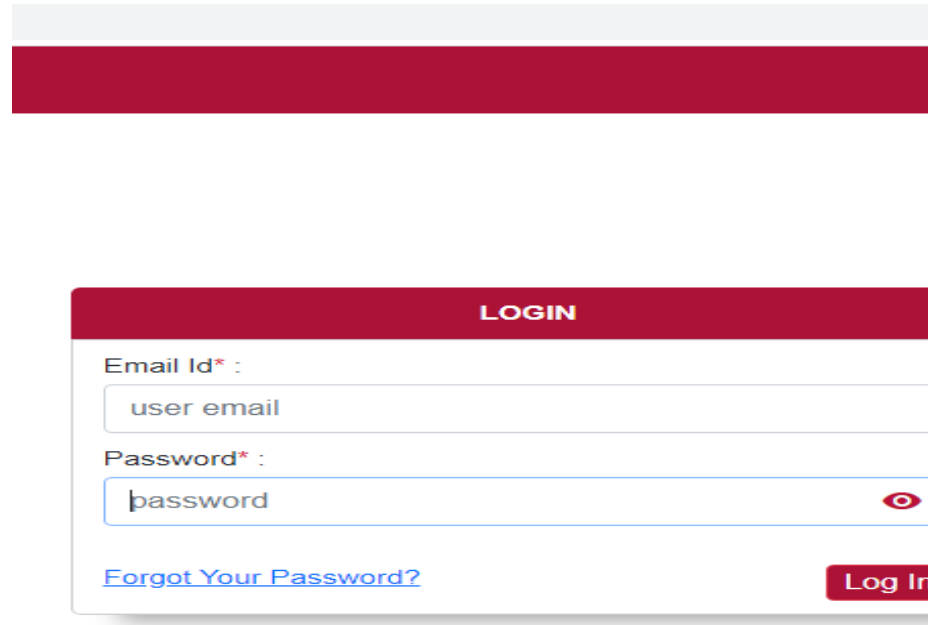
- If you are unable to see a pop-up asking for your login credentials then your browser may be blocking the pop-up as a security precaution.
- When a pop-up has been blocked, your browser will display an icon in your address bar with a small red **x** indicating that a pop-up has been blocked.
- You 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 is a red button with the text "Log In" in white.

# Planned Power Cut (PPC) Application - Back Office

The screenshot shows a web browser window with the URL `backoffice.nostagingadmin.net`. The browser tabs include "Mail - Pareek, Yogesh (Northern)", "User Manual document backoffice", and "NPG Web Admin". The application interface has a dark red header bar with the text "Grid Back Office". On the left, there is a "hamburger" menu with the following items: "Obfuscate", "> Stakeholder Maps", "Planned Power Cut" (which is expanded), "Manage Planned Power Cut", "Configuration", "Absence Notification", "> Safedig", "> Connections", and "User Management". The main content area is grey and displays a message: "You are logged in to Back Office." with a redacted area above it. Two red arrows point from the "Planned Power Cut" menu item to the text "Navigate to PPC application via the left hand 'hamburger' menu". Another red arrow points from the sub-items "Manage Planned Power Cut", "Configuration", and "Absence Notification" to the text "Manage jobs , configuration and absence notifications".

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

Manage jobs , configuration and absence notifications

# Planned Power Cuts (PPC) Application - Dashboard

The screenshot shows the 'MANAGE PLANNED POWER CUTS' dashboard. At the top, there is a search bar labeled 'Search for jobs by Reference Engineer Name' and two buttons: 'EXPORT' and 'CREATE NEW JOB'. Below the search bar are several filter dropdowns: 'Status' (Please select), 'Located In' (Please select), 'PPC Date Filter' (Please select), 'From' (calendar icon), and 'To' (calendar icon). To the right of these filters are 'GO' and 'RESET' buttons. 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, ONS Ref, and Action. Red arrows point from text annotations to specific UI elements: 'Filter by locations, status, date etc.' points to the filter dropdowns; 'Search bar allows the jobs to be queried by searching on the job reference number/Engineer Name.' points to the search bar; 'Export the results in csv or excel format.' points to the 'EXPORT' button; 'Create a New Job.' points to the 'CREATE NEW JOB' button; and 'Reset all filters and search criteria.' points to the 'RESET' button.

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

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

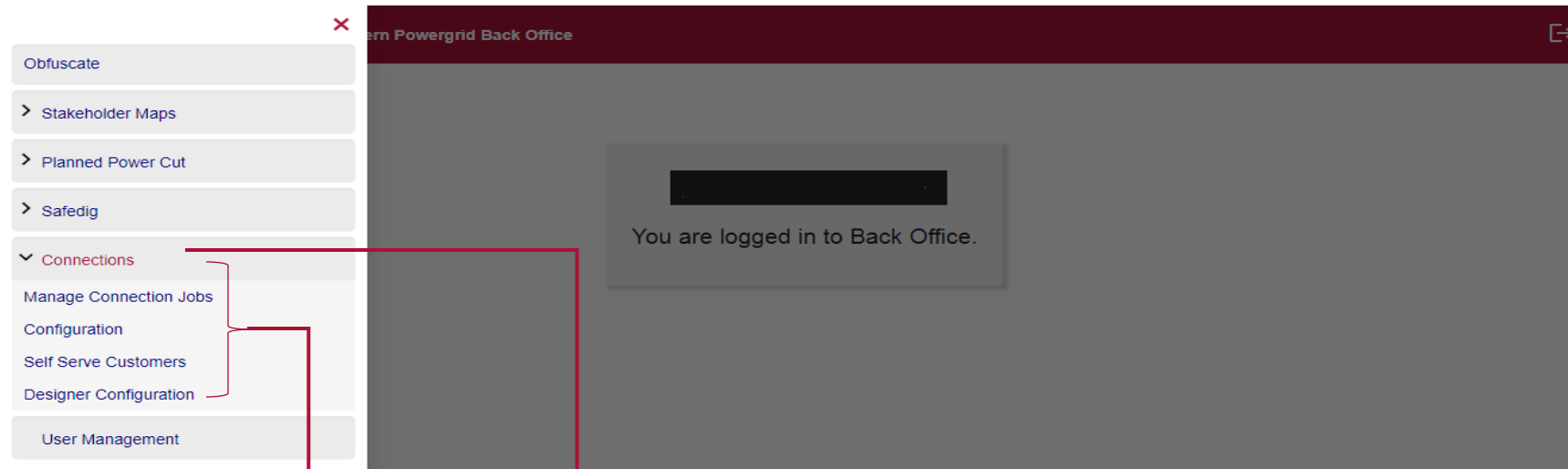
**Export** the results in csv or excel format.

**Create a New Job.**

**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

NORTHERN POWERGRID | Northern Powergrid Back Office

### MANAGE CONNECTION JOBS

Search for jobs by Reference/Postcode/Name/Email

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

Status: Please select Sub Status: Please select Connection Type: Please select GS Applied: Please select Connection Date Filter: From: To: **GO** **RESET**

Current Jobs (0) Archived Jobs (96)

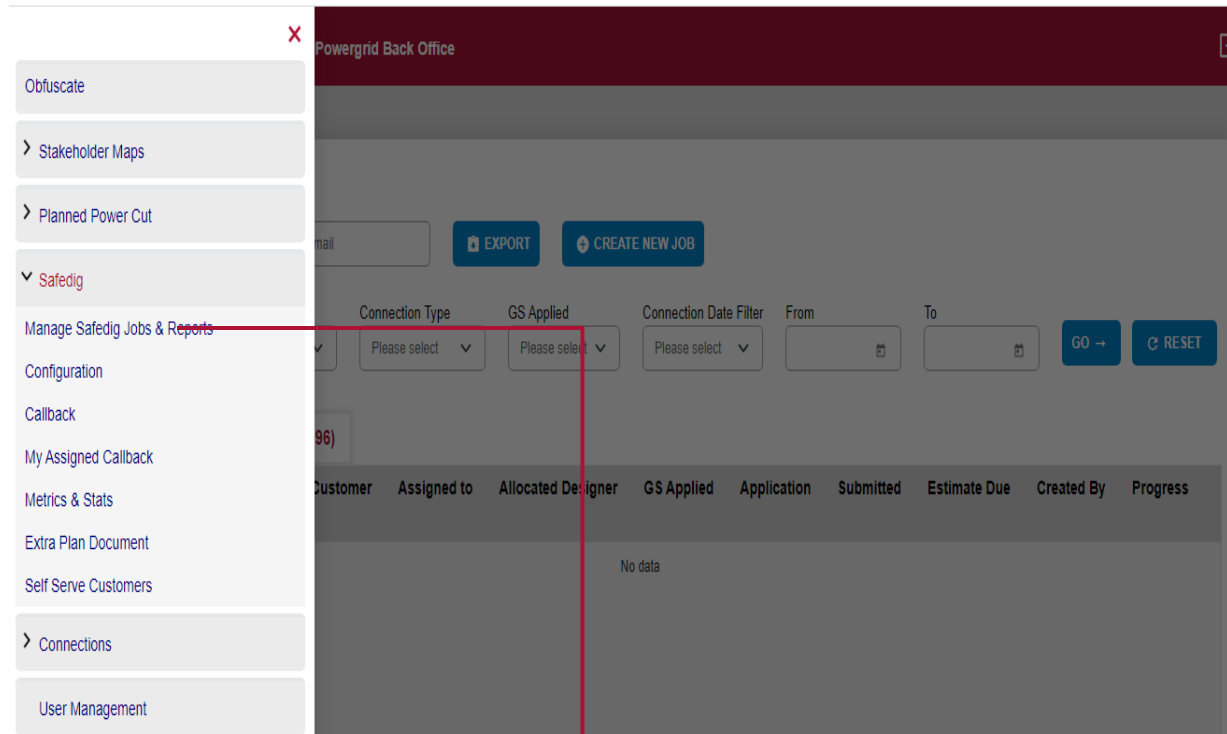
Reference	Customer Reference	Customer	Assigned to	Allocated Designer	GS Applied	Application	Submitted	Estimate Due	Created By	Progress
No data										

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

**NORTHERN POWERGRID** | Northern Powergrid Back Office

### 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**

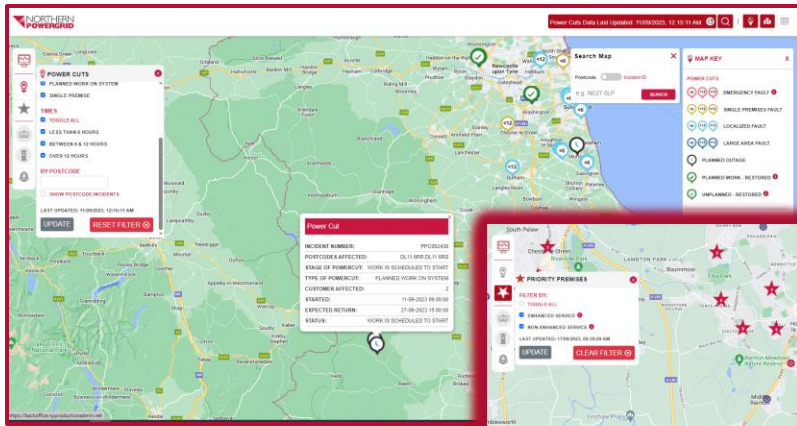
Job Reference	Customer Reference	Customer	In Progress By	Submitted	Created By	Action
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**Export** to CSV/Excel your results from the drop down **filter** and **search** options. Use the **Go** to confirm and **Reset** to clear your filter and search options.

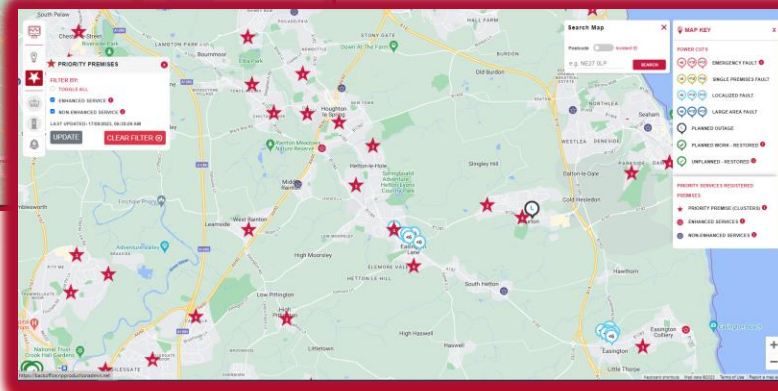
More detailed **User Guides** are available on TheGrid, Learning Zone, 'How To' Guides

# 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

