

Subject: New User Account Service on the UK Energy Portal!

We are pleased to announce the launch of the new User/Organisation service on the UK Energy Portal.

This innovative new service, which was designed after listening to user feedback, enhances the user experience in terms of access and permissions for Portal services, allows designated Access Managers a greater overview of their organisation's users/roles and will improve the overall security of the platform, including the introduction of multi-factor authentication.

We are also changing the appearance of the sign-in and welcome pages to make it easier for users to locate their services on the Portal platform.

Why the change?

Our current service is over 20 years old and no longer meets the needs of our users. The new solution leverages modern technology, security and best practices.

What does this mean for me?

This new service will be delivered in two phases.

Phase 1 will deliver user-specific functionality. Key features include:

- New login page design.
- Username will be your valid email address.
- The UK Energy Portal will now enforce multi-factor authentication (MFA) via email.
- New manage trusted devices process allowing users to set trusted devices, meaning no MFA is needed for the next 30 days when using that device.
- New Password Policy – Minimum length of 8 characters, checked against known password breach lists, password will no longer expire.
- New landing page making it easier for users to access their Portal services.
- New screens to allow users to change their personal details and reset their password.
- New notification service to detect/notify if the users UK Energy Portal sign-in credentials have been used from a new device or location they have not used before.

Phase 2 will deliver more on organisation management. Key features include:

- Users will be able to request access to services on behalf of certain Organisations. These requests will need to be approved by the access managers within their Organisation.
- Organisation Access Managers will be able to see those users who have access to services within their Organisation.
- Automatic updating of company data to reflect updates on Companies House.

When? Phase 1 will go-live in the summer 2025, with Phase 2 following in Q1 2026.

FAQs:

Q. What if I cannot remember my password?

A. You can reset your password from the login screen.

Q. I do not have access to the email address registered to my account?

A. Your email address should be a valid organisation email that you have access to; you will require this for multi-factor authentication (MFA).

Q. What if I no longer require access to the Energy Portal?

A. Contact the Energy Portal Service Desk who will cancel your account.

Q. I have changed my name; can I update this myself?

A. Yes, you can update this via the 'My Details' option.