

Instructions for the Security Platform Gas

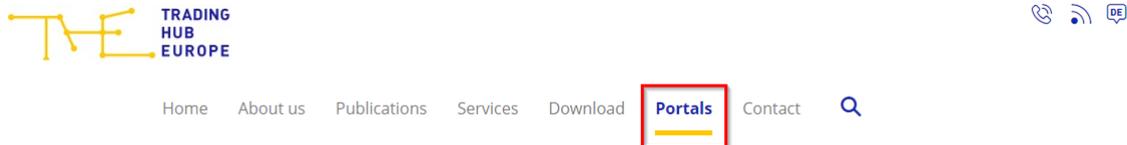
for Balancing Group Managers

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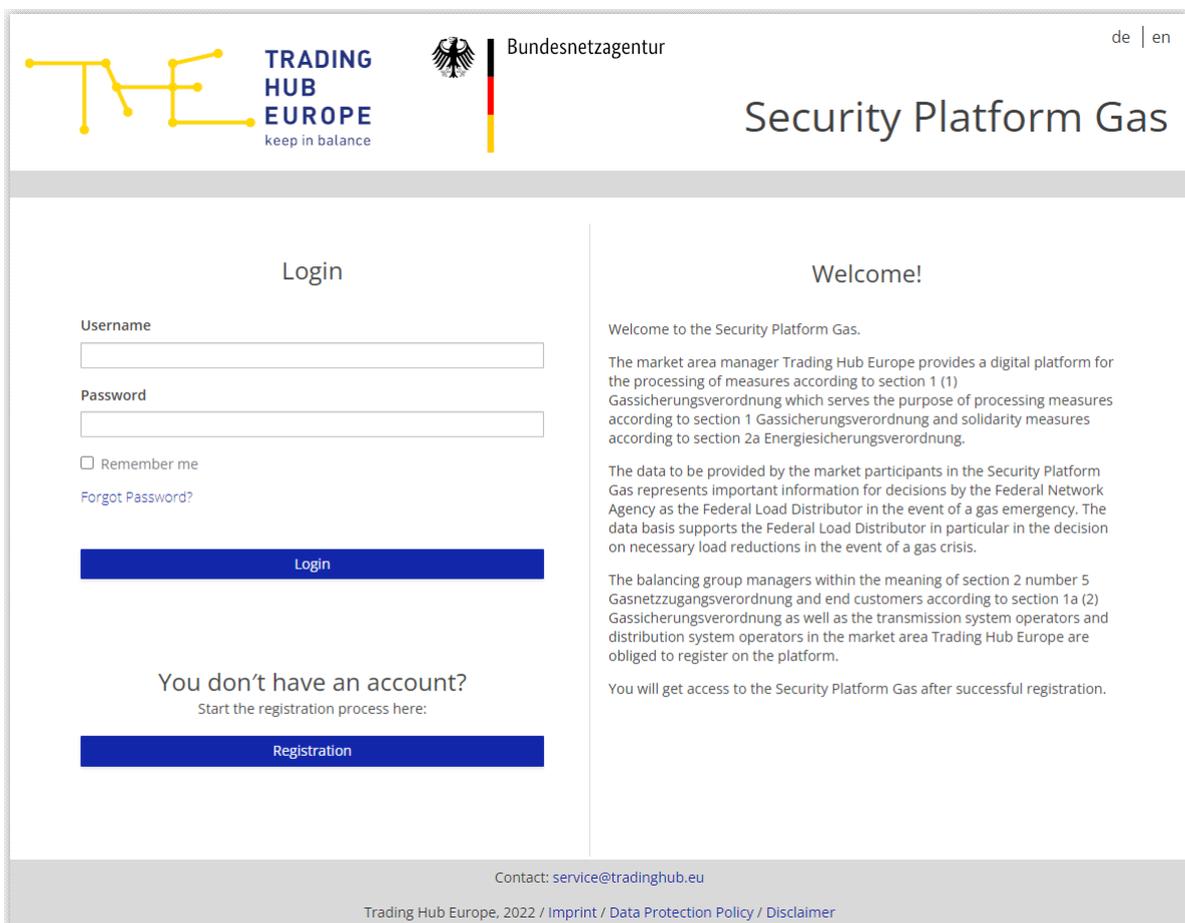
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1 Login page of the Security Platform Gas

To access the Security Platform Gas, follow the link on the Trading Hub Europe website (alternatively, you can find the Security Platform Gas at www.sicherheitsplattform-gas.de):



The login page of the Security Platform Gas will open:



The screenshot shows the login page for the Security Platform Gas. The header includes the Trading Hub Europe logo, the Bundesnetzagentur logo, and the text 'de | en'. The main content is divided into two columns:

- Login:** Contains a 'Username' field, a 'Password' field, a 'Remember me' checkbox, a 'Forgot Password?' link, a blue 'Login' button, and a section for 'You don't have an account?' with a 'Start the registration process here:' link and a blue 'Registration' button.
- Welcome!:** Contains a welcome message, a paragraph about the platform's purpose, a paragraph about data requirements, and a paragraph about registration obligations.

At the bottom, there is a footer with contact information: 'Contact: service@tradinghub.eu' and 'Trading Hub Europe, 2022 / Imprint / Data Protection Policy / Disclaimer'.

Here you you can log in, reset your password or start the registration process to the Security Platform Gas.

To reset your password, please use the 'Forgot password' function. Enter your user name and click on "Submit". You will then receive an automatically generated e-mail with further instructions.



Security Platform Gas

Login

Username

« Back to Login

Submit

Please enter your username. After pressing "Submit" you will receive an email with further instructions to your registered email address (provided your entered username exists).

You don't have an account?

Start the registration process here:

Registration

Welcome!

Welcome to the Security Platform Gas.

The market area manager Trading Hub Europe provides a digital platform for the processing of measures according to section 1 (1) Gassicherungsverordnung which serves the purpose of processing measures according to section 1 Gassicherungsverordnung and solidarity measures according to section 2a Energiesicherungsverordnung.

The data to be provided by the market participants in the Security Platform Gas represents important information for decisions by the Federal Network Agency as the Federal Load Distributor in the event of a gas emergency. The data basis supports the Federal Load Distributor in particular in the decision on necessary load reductions in the event of a gas crisis.

The balancing group managers within the meaning of section 2 number 5 Gasnetzanschlussverordnung and end customers according to section 1a (2) Gassicherungsverordnung as well as the transmission system operators and distribution system operators in the market area Trading Hub Europe are obliged to register on the platform.

You will get access to the Security Platform Gas after successful registration.

Contact: service@tradinghub.eu

[Trading Hub Europe, 2022](#) / [Imprint](#) / [Data Protection Policy](#) / [Disclaimer](#)

2 Registration to the Security Platform Gas

To start the registration process to the Security Platform Gas, your company needs to be admitted as a Balancing group manager in the THE market area. If you wish to register, click on "Registration".

You don't have an account?
Start the registration process here:

Registration

Select the market role "Balancing group manager" and indicate whether you already have access to the Customer Portal or whether you want to start a new registration. If you already have access to the Customer Portal of THE, you can use the same login data for the Security Platform Gas after activation.

← Home Role / Application type

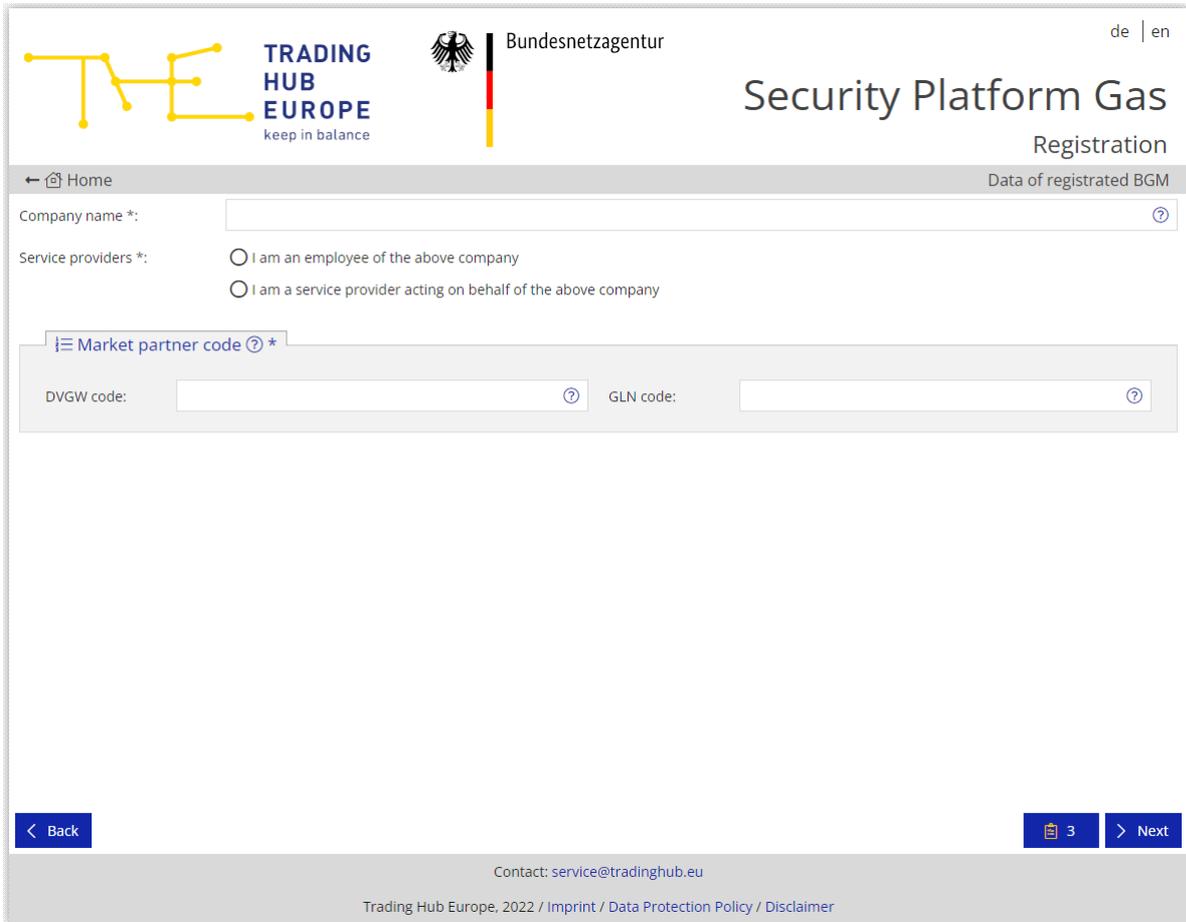
Role *:
 Balancing group manager
 Final consumer with a technical connection capacity ≥ 10 MWh/h (hereinafter "Final consumer")

Application type *:
 I would like to apply for a user account on the Security Platform Gas and do not have a user account for the Customer Portal of THE
 I would like to apply for a user account on the Security Platform Gas and already have a user account for the Customer Portal of THE

In case you do not have access to the Customer Portal you will be directed to the corresponding admission form.

Please note that the fields marked with an asterisk (*) in the online admission form are mandatory.

First you have to enter some information about your company. For the admission as Balancing group manager, you either need a DVGW market participant code (in the role of Balancing group manager) or an international GLN.



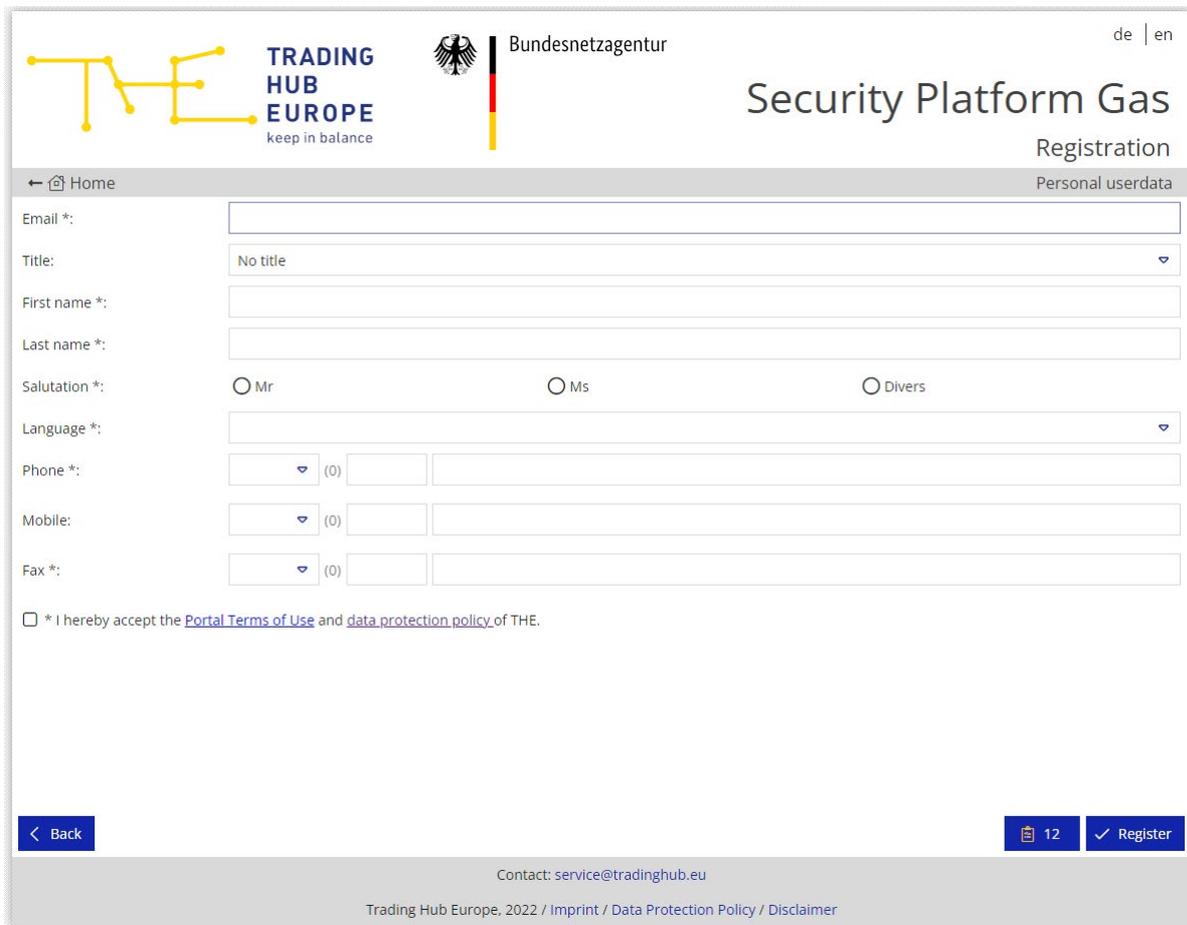
The screenshot shows the registration page for the Security Platform Gas. At the top left is the Trading Hub Europe logo. To its right is the logo of the Bundesnetzagentur (German Federal Network Agency). The page title is "Security Platform Gas" with "Registration" below it. In the top right corner, there are language options "de | en". Below the logos, there is a navigation bar with a "Home" link and the text "Data of registered BGM". The main form area contains the following fields and options:

- Company name *: [input field]
- Service providers *: I am an employee of the above company
 I am a service provider acting on behalf of the above company
- Market partner code ? *
- DVGW code: [input field] ?
- GLN code: [input field] ?

At the bottom of the form, there are "Back" and "Next" buttons. The "Next" button shows a progress indicator with the number "3". Below the form, there is contact information: "Contact: service@tradinghub.eu" and a footer with "Trading Hub Europe, 2022 / Imprint / Data Protection Policy / Disclaimer".

Next, you have to enter some personal details such as:

- Email
- First and last name
- Salutation
- Language (German and English only)
- Phonenumber



The screenshot shows the registration page for the Security Platform Gas. At the top, there are logos for Trading Hub Europe and Bundesnetzagentur. The page title is "Security Platform Gas" and the sub-header is "Registration". A navigation bar includes a "Home" link and "Personal userdata". The form fields include: Email *, Title (dropdown menu with "No title" selected), First name *, Last name *, Salutation * (radio buttons for Mr, Ms, Divers), Language *, Phone *, Mobile, and Fax *. Each phone number field has a dropdown menu and a "(0)" label. At the bottom of the form, there is a checkbox for accepting the Portal Terms of Use and data protection policy. Navigation buttons for "Back", "12", and "Register" are located at the bottom right. Contact information and a footer with links to Imprint, Data Protection Policy, and Disclaimer are at the very bottom.

When the registration form has been fully and correctly completed, you will receive an e-mail confirming receipt of your application for admission.

THE will then verify the data provided in the form and you will receive a separate e-mail specifying the documents you need to submit to complete the admission process.

As soon as you have submitted the requested documents in full and THE has successfully completed its review, you will be informed about the activation of your account and the corresponding access data will be sent to you by e-mail. Please change the initial password when you log in to the Security Platform Gas for the first time.

When logging in for the first time you need to set up a two-factor authentication (2FA).

In order to complete the 2FA configuration please install an authenticator application on your device. For example, one of the following applications can be used:

- FreeOTP / FreeOTP+,
- Google Authenticator,
- Microsoft Authenticator,

- andOTP

and link the app with your user account by scanning the displayed QR-Code. The app should show a one time password now, which you will need everytime you login.

Login

 You need to set up Mobile Authenticator to activate your account.

1. Install an authenticator application on your device. For example, one of the following applications can be used:

- FreeOTP / FreeOTP+
- Google Authenticator
- Microsoft Authenticator
- andOTP

2. Open the application and scan the barcode



[Unable to scan?](#)

3. Enter the one-time code provided by the application and click Save to finish the setup

One-time code

Save

After linking the authenticator app with your account, the Security Platform Gas will generate Backup Codes. These are one-time use codes to reset the 2FA configuration.

Once you have downloaded the Backup Codes the login button appears and you can login to the Security Platform Gas. The Backup Codes are only shown once, please store them in a safe place!

Login

 The Backup Codes are only shown once. In order to login, please download the Backup Codes and store them in a safe place.

Here are the new Backup Codes for the THE Customer Portal generated at **Sep 26, 2022, 8:10:59 AM**

1. vKeyg16eYFUj
2. JsrQLnB971u0
3. 5W0mtoyF2C0Q
4. aAoY2IfC4EXT
5. EcnINbTp9P2B
6. xRA8bwI0zRxt
7. O4rnB4ISaVmk
8. REFPIlUTZO9a
9. LqXVLRVAHTw
10. c0x9mDEZPRet

[Download Backup Codes](#)

Login

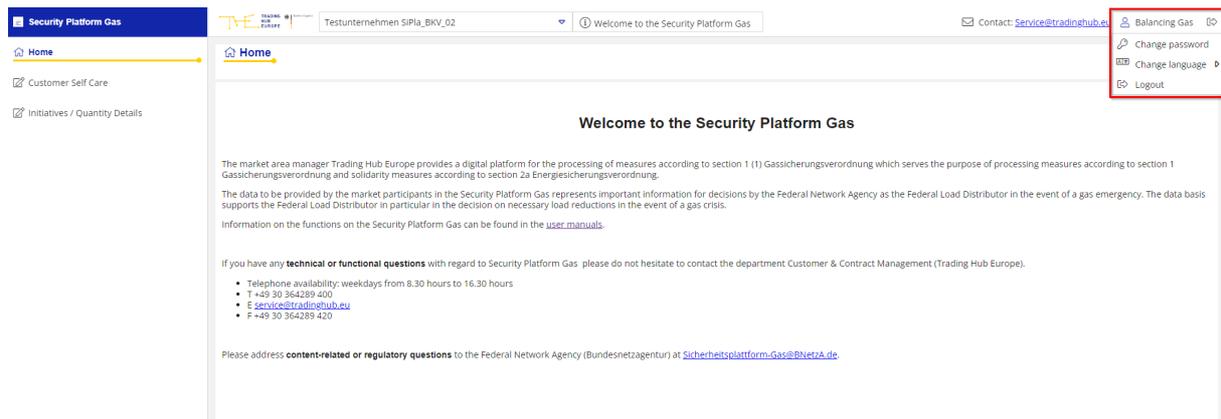
Once you have activated your account you can then use the functions of the Security Platform Gas.

Important: With the activation of your account you also receive limited access to the THE Customer Portal. If the user and/or company data you provided during registration have changed, please make the relevant changes in the **THE Customer Portal** menu item "Customer Self Care" when you log in for the first time.

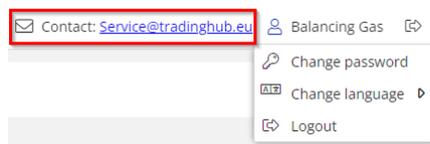
3 General information about the Security Platform Gas

By clicking on your login name you can

- change your password
- change the language (German/English)
- log out of the Security Platform Gas



If you have any questions about the Security Platform Gas, please contact service@tradinghub.eu. You will also find this contact address to the left of your login name.



The menu on the left-hand side of the Security Platform Gas can be collapsed with a click on the double arrow « . Click on the double arrow » to expand the menu.



4 Master data

In the Security Platform Gas, each user can view their personal user data and the master data of the assigned companies. The master data can be viewed via the "Customer Self Care" menu item. Editing the master data is not possible in the Security Platform Gas. Please use the THE Customer Portal for this purpose.

Customer Self Care

Master data Testunternehmen SIPla_BKV_02

Email: test@tradinghub.eu

Title: no title

First name *: Balancing

Last name *: Gas

Salutation *: Mr. Ms. Divers

Language *: English

Phone *: +49 (0) 432 536476

Mobile: (0)

Fax *: +49 (0) 432 4233242344

Data Protection: We process your contact details (surname, first name, business phone number, business fax number and business email address) on the basis of Art. 6 para. 1 lit. c) and e) of the General Data Protection Regulation. For further details, please read our [Data Protection Information](#).

Assigned user rights

Name
Security Platform Gas

Change password

The company master data can be viewed by switching to the relevant tab.

Customer Self Care

Master data Testunternehmen SIPla_BKV_02

Company *: Testunternehmen SIPla_BKV_02

Contact Persons

Contact person 24/7 Security Platform Gas

Name: 3 BKV

Phone: +49 (0) 645 6354365

Fax: (0)

Email: kundenportal@tradinghub.eu

Addresses

Recipient of supply (acc. to company register)

Additional company information:

Street and number *: Dorfstr. 465

Additional address information:

Postcode *: 64546

Place *: Teststadt

Country *: Germany

Invoice recipient

Additional company information:

Street and number *: Dorfstr. 465

Additional address information:

Postcode *: 64546

Place *: Teststadt

Country *: Germany

To change the displayed company please use the drop-down menu.



The screenshot shows the 'Customer Self Care' header with a dropdown menu for company selection. The current selection is 'Testunternehmen SIPla_BKV_02'. A hand cursor is pointing at the dropdown arrow. To the right, a notification bubble says 'Welcome to the Security Platform Gas'.

5 Your contacts

If you have any questions regarding the technical or functional aspects of the Security Platform Gas please contact the department Customer & Contract Management.:

E-mail: service@tradinghub.eu

Tel: +49 30 364289 400

Please direct all remaining questions at the Federal Network Agency via:

Sicherheitsplattform-Gas@BNetzA.de