

# Upgrading our Gemini application



## to Gemini Sustain Plus



Your personal guide to what's happening, when, and what you need to do to prepare

FUTURE  
fit



# National Gas Technology Change

Your personal guide to upgrading to Gemini Sustain Plus



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The Gemini application is critical to the commercial framework and operations that support the transportation of gas through the National Gas Transmission System. It underpins the gas industry and is essential to the safe operation of the NTS.

It provides a platform for essential market processes such as capacity management, trading, commercial balancing and invoicing.

We've been using the current version of Gemini for around 20 years, but its technology has fallen behind, leaving it costly to run and difficult to adapt to change.

In a market where the ever-increasing pace of change and drive for Net Zero calls on us to be more agile – it's not fit for future growth. Which is why we have been working with our supplier Correla to upgrade to the new Gemini Sustain Plus.

We are going to see a range of benefits with this upgrade, including **improved usability, functionality, support, and adaptability built in.** Ultimately it will enable us to continue to lead and operate at the top of our industry.

You'll find details of these benefits in this guide, along with what you can expect to see as part of the upgrade process.

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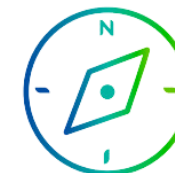
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**Read through these pages** to understand what's happening, when and the key changes you can expect to see when Gemini Sustain Plus goes live.



**Work through these pages** for the details of what you need to do to prepare and be ready to use the new application.



**Go here for sources of support** and more detailed information



# What's happening?

As part of our drive to transform our technology, we are upgrading Gemini to its new version – Gemini Sustain Plus.

## When will you see changes?

We plan to migrate to the new application on Sunday 23 March 2025.

Preparation started in **January** and will **continue through mid March** as we onboard users to the new app and Learning Management System to ensure everyone is ready to use the new software.



National Gas

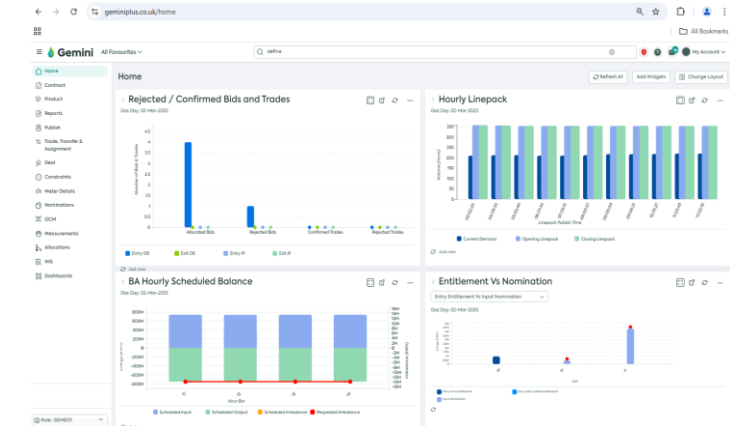
# What will be different?

## 1 A new address (URL) <https://geminiplus.co.uk>

With easier and more secure access and exit from one place.

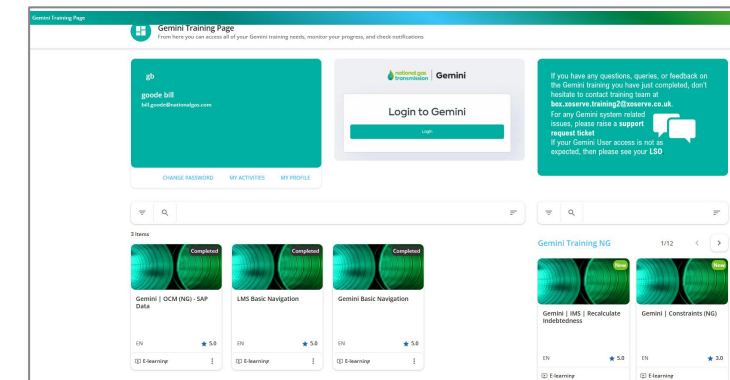
## 2 A fresh, modern and user-friendly front end

With improved screens, navigation and functionality that will make it easier for you to do the things you need to do as part of your role.



## 3 A new Learning Management System

Covering everything from basic navigation and learning resources for the specific functions you need for your role.





# Improvements you can expect:

## Easier access:

- ✓ Secure single sign-in - from on any device
- ✓ Exit and entry capacity combined on same screen
- ✓ 24/7 availability (no more daily maintenance window)

## Fresh modern, intuitive user interface

### Enhanced dashboards and landing screen:

- ✓ personalise your dashboard with favourites and frequently used screens
- ✓ move and configure columns as you prefer
- ✓ see auction calendars, bids and trades
- ✓ Improved Reporting

### Easier and quicker navigation:

- ✓ Simpler menu
- ✓ Hover over functionality describes data

## Improved functionality:

- ✓ **New Nomination and Allocation screen** – To view Nomination, Trade and Allocation data at an aggregate level
- ✓ **Balancing process enhancements** – OTC auto notifications, unique sites, storage meters, nominations v allocations screen
- ✓ **Constraint management** – alerts when a new constraint is applied
- ✓ **Enhanced accessibility** features for visually impaired users

## Improved support:

- ✓ Raise a service ticket option on all screens
- ✓ New easy to use Learning portal serves all your training needs

# Getting ready

Your checklist for the road ahead



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# Getting ready: how we are communicating

We have been in regular contact with Gemini users through:

- Focus Groups
- Change Packs
- Emails to Shippers, Distribution Networks, Transmission System Operators
- Industry Forums
- Market Trials
- Xoserve Gemini Sustain Plus website, link [here](#).

We'll continue to communicate before and after go-live, through **direct emails, the NG Operational News Website, Xoserve change website and ANS messages** – and will extend these for as long as needed.

# Getting ready: What you need to do

In preparation for go live on March 23<sup>rd</sup> there are a few things that you will need to do to ensure you can switch to the new Gemini Sustain+ smoothly – detailed opposite.

You will have received an email invitation from Correla – our third-party provider – inviting you to:

- complete your onboarding
  - complete your essential training
- in readiness to use the new application.



## 1 Authenticate your New Gemini login details

You will first need to set up your multi-factor authentication for Gemini Sustain Plus. You will need to use your organisational email address for this. See [page 10](#) for details.

## 2 Complete your training (through the LMS)

You will have two initial modules to complete – covering the basic navigation of the Gemini Sustain+ app and Learning portal. Once you have completed these, you can then complete your role specific training.

## 3 New Gemini URL: to use post go live <https://geminiplus.co.uk>

BOOKMARK ME

This new link will be **available from go live (planned for 23rd March)**. You will receive an email to confirm when the migration has been completed successfully, and new Gemini is live.

Until then, continue to use the existing application.



## Onboarding to the new Gemini

To be able to use the new Gemini, you will need to onboard to Gemini Sustain+, setting-up your new log-in details. This is a simple process, which should take no more than 5 mins.



5 mins

When it's your turn to onboard, you will get an email from [invites@microsoft.com](mailto:invites@microsoft.com) inviting you to access the Gemini application.

### For support with your onboarding:

- Watch the [Onboarding demo](#) video
- Follow a detailed step by step guide on [Gemini connectivity and onboarding \(on xoserve.com\)](#).

## Your email invite to on-board

### This is not a phishing email

Please accept the invitation and follow the instructions to activate the account.



EXT || National Gas Gemini invited you to access applications within their organization



Microsoft Invitations on behalf of National Gas Gemini <invites@microsoft.com>

To: Beverley Viney

📧 You replied to this message on 28/03/2024 09:36.

If there are problems with how this message is displayed, click here to view it in a web browser.

**⚠️** Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

**Organization:** National Gas Gemini

**Domain:** [geminiidm.onmicrosoft.com](https://geminiidm.onmicrosoft.com)

If you accept this invitation, you'll be sent to <https://myapplications.microsoft.com/?tenantid=a28d6710-895d-40c6-94e5-47139ca21feb>.

[Accept invitation](#)

# Training in the new Learning Management System

- All your essential Gemini Sustain Plus training is provided through the new on-line Learning Management System (LMS).
- As a Gemini user you will be able to access to the LMS once you have enrolled through the email sent to you.
- You'll have two mandatory modules to complete covering login and navigation of the application.
- You'll then be able to select and complete your role-specific learning modules

Gemini Training Page

From here you can access all of your Gemini training needs, monitor your progress, and check notifications

gb  
goode bill  
bill.goode@nationalgas.com

CHANGE PASSWORD MY ACTIVITIES MY PROFILE

national gas transmission | Gemini

Login to Gemini

Login

If you have any questions, queries, or feedback on the Gemini training you have just completed, don't hesitate to contact training team at [box.xoserve.training2@xoserve.co.uk](mailto:box.xoserve.training2@xoserve.co.uk). For any Gemini system related issues, please raise a **support request ticket**. If your Gemini User access is not as expected, then please see your **LSO**.

3 Items

Gemini | OCM (NG) - SAP Data  
EN ★ 5.0  
E-learning

LMS Basic Navigation  
EN ★ 5.0  
E-learning

Gemini Basic Navigation  
EN ★ 5.0  
E-learning

Gemini Training NG 1/12

Gemini | IMS | Recalculate Indebtedness  
EN ★ 5.0  
E-learning

Gemini | Constraints (NG)  
EN ★ 3.0  
E-learning

Support



Before, during and  
after go-live



# Go-live support

This covers Sunday 23rd March, when there will be an extended outage from 03:00 - 13:00. From 13:00 we will move to the Post Implementation Support plan dependent on timings and check point decisions during the outage.

## What if...

- **We reach a no-go decision** for 23rd March – then we will move the go-live to Sunday 6th April 2025 and continue with the main implementation plan.
- **Should we reach a No Go we will rollback the plan** (stop and return to the current Gemini version). In this eventuality, it may be necessary for the Gemini outage to continue for a further 4 hours to 17:00.

## ANS Messages

A series of messages will be issued before and throughout the planned cutover to inform you of progress. If either of the above scenarios occur, relevant messages will be issued, otherwise you will see messages in the sequence opposite.



Correla Service Desk  
ServiceDesk@Correla.com/0845 600 0506

### Friday 22/3 D-28. D-21, D-14, D-7, D-2

16:00 ANS messages 1 – 5 sent to industry

### Sunday 23/03

02:30 ANS message 6/7 Gemini Go/No-Go

10:00 ANS message 8 Gemini on-track

11:30 ANS message 9 Gemini on-track

12:30 ANS message 10 Gemini on-track

13:00 ANS message 11 Gemini implemented – online support

14:30 ANS message 12 reminder Gemini implemented – online support

### Monday 24/03 – D+1

07:00 ANS message 13 reminder Gemini implemented – online support

# Post implementation support

Post go live support for Gemini system issues is offered 24 hours a day. Please contact:

**ServiceDesk@Correla.com**

**Correla Service Desk:**

**0845 600 0506**

**Or use the 'Raise a ticket' button once Gemini Sustain + is live.**



# Further information and support

## Further program information

- Explore the [xoserve.com](https://xoserve.com) program site here: [Gemini Sustain Plus](#) for more info.
- The Gemini Sustain Plus **Detailed Design Change Pack** with external screen pack is available [here](#).

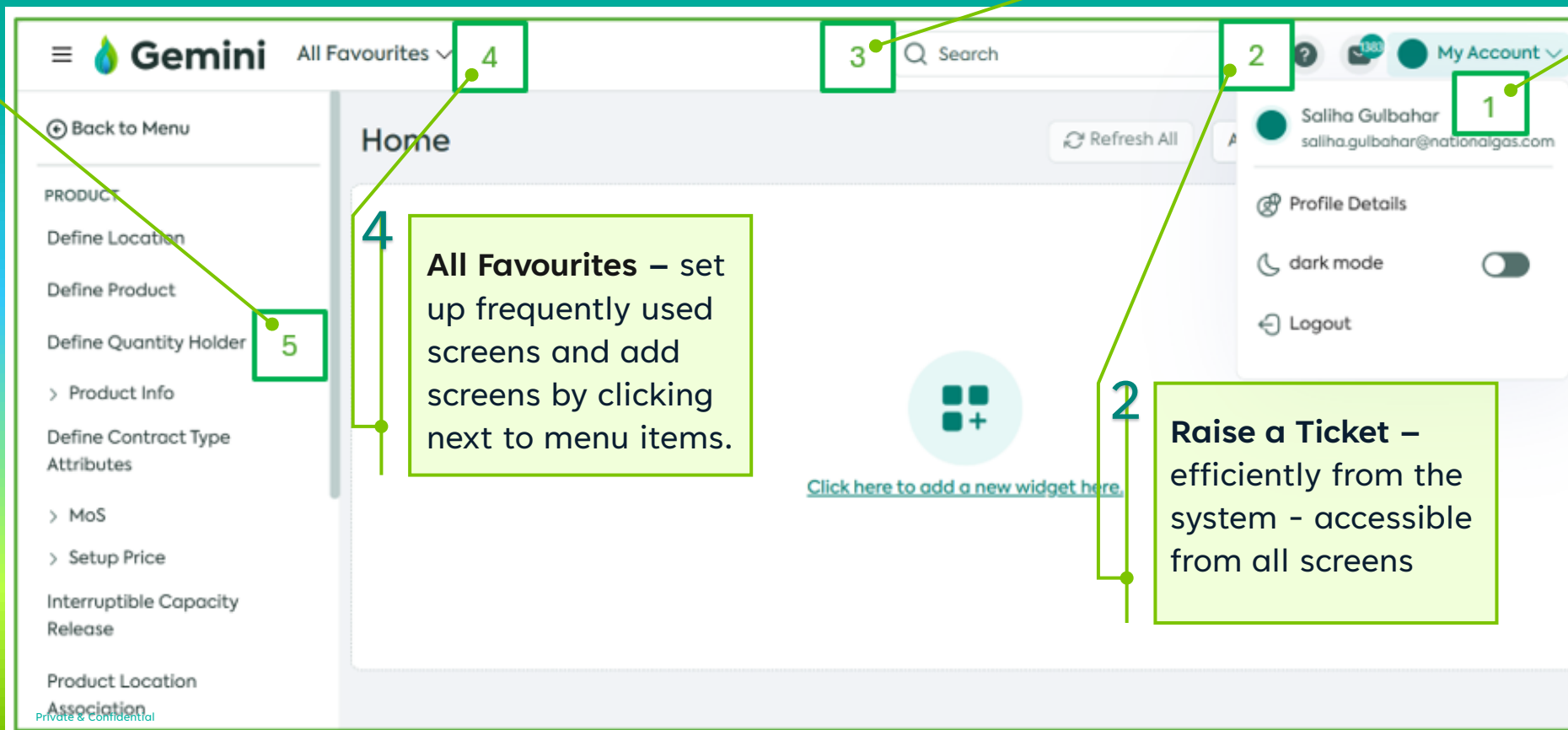
The screenshot displays the Xoserve website interface. At the top, there is a navigation bar with the Xoserve logo, a search bar, and a 'Live updates' button. Below this is a secondary navigation menu with links for 'About us', 'Products & services', 'DSC support', 'Change', 'Decarbonisation', 'News & updates', 'Learning hub', and 'Help centre'. The main content area shows a breadcrumb trail: 'Home > Gemini System > Gemini changes overview > Gemini Sustain Plus'. The title 'Gemini Sustain Plus' is prominently displayed. Below the title, a short introductory paragraph states: 'On this page, we're sharing information, useful material and regular updates on the Gemini Sustain Plus programme.' To the right of the main text is a vertical 'Feedback' button. Below the introductory text, there are two columns of links. The left column, titled 'Page contents', lists several links: 'What is Gemini Sustain Plus?', 'Final Market Trials phase', 'Learning Management System', 'Key information for new API gateway', 'API support documents', 'Have you completed the connectivity and onboarding steps?', and 'Common queries: Market trials for APIs'. The right column, titled 'Related links', lists: 'Gemini System', 'Gemini changes overview', and 'XRN5368 - Gemini Change Programme - Sustain'. A settings gear icon is visible in the bottom right corner of the page content area.

# Top tips for your new Gemini Sustain Plus home screen

**5** **Menu** – 3 layers of drill down (vs 5 in old Gemini) makes navigation quicker and easier.

**3** **Search Bar** – find frequently used screens typing in key words (e.g. Bids).

**1** **Account Profile** – ‘Dark Mode’ available by simple slide to button - under.



**4** **All Favourites** – set up frequently used screens and add screens by clicking next to menu items.

**2** **Raise a Ticket** – efficiently from the system - accessible from all screens