

## Portal User Management

30.9.2025



### Change History

Date	Version	Change history
7.4.2020	0.1	Initialization
22.5.2020	1.0	First release version
27.5.2020	1.1	Updated appendix role names
4.8.2020	1.2	Clarifications in all chapters
24.8.2020	1.3	Clarification for user creation
2.9.2020	1.4	Added clarification to chapter 6
30.9.2025	1.5	Paragraph structure reorganized. The instructions have been updated in full to reflect the current state.

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## 1 Introduction

This document describes how to create a new user interface user (“portal user”) in Datahub, how to update an existing user, and how to delete a user from Datahub. Document also includes instructions for a new user's first login.

The guide is intended for persons responsible for user management within their company, typically the party's own admin user. The instructions can also be useful for entirely new users, especially regarding the first login process.

- **Chapter 2** describes user management in Datahub and its general operating logic.
- **Chapter 3** explains how to create a new user, as well as how to edit and delete an existing user.
- **Chapter 4** provides instructions for a new user's first login. It also includes guidance on renewing two-factor authentication.
- **Chapter 5** outlines how a party can grant a user from another company the rights to act on behalf of their own company in Datahub.
- **Appendix A** details which functionalities each user role grants access to.

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## 2 General principles of Datahub User Management

The user structure in Datahub is two-part. Datahub users always consist of a user identity and the user rights/roles assigned to that identity. Because of this dual structure, a new user is created in Datahub in two steps. First, the user identity is created, which the user uses to log into the system. Then, user rights are assigned to that identity. Login uses two-factor authentication based on TOTP technology (Time-based One-Time Password).

### 2.1 User, Organisation and Roles

Datahub users consist of a user identity and an organisation user. Logging into the system is done using the user identity. The identity itself does not have any user rights in the system until access rights are defined to the user by creating one or more organisation users, each assigned with the desired user roles.

A user is either a portal user or a system user (a B2B message interface user). A portal user is a person who uses the graphical user interface of Datahub. A system user is a user for a system that connects to Datahub. Both portal and system users follow the two-part structure described above. For creating system users, there is a separate guide titled "System user creation and establishing the interface connection".

The accompanying table summarizes the terminology related to user management.

#### USER MANAGEMENT TERMINOLOGY

Term	Explanation
<b>User identity</b>	A single identity that is identified using a username and password (also uses 2 Factor Authentication)
<b>Portal user (identity)</b>	an identity of a natural person using the Datahub GUI
<b>Organisation user</b>	A user that is linked to one identity and organisation and has user roles assigned to it. Defines what that identity is entitled to do in the system.
<b>User role</b>	A predefined role with a set of system functions that can be performed with that role.
<b>System user (identity)</b>	An identity of a system that connects to Datahub through the B2B interface

Organisation users, meaning the actual access rights, must always be linked to a user identity. An organisation user has roles that define the permissions for performing system operations. An organisation user may have one or more user roles.

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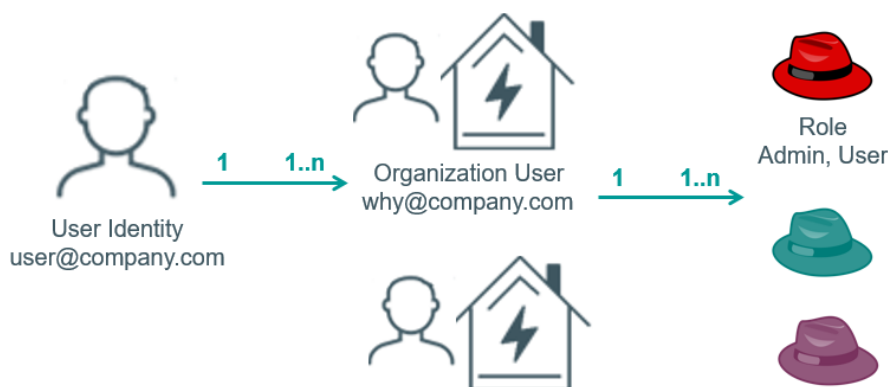
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A single user may also have one or more organisation users, each assigned with different user roles. A user can also represent multiple organisations through different organisation users. In such cases, the user has one user identity, which belongs under one organisation, and the organisation users linked to this identity may belong to different organisations. Thus, the organisation under which the user identity belongs is responsible for managing the user identity, while each organisation is responsible for the organisation users belonging for them. This structure is illustrated in the diagram below.



If a user has multiple organisation users - either within one organisation or across several - they must select the desired organisation user when logging into the interface. If the user has only one organisation user, they will be automatically directed into the interface after entering their login credentials, meaning there is no need to manually select the organisation user in that case.

## CGI CMS

Central Market Solutions

Choose Organisation User

User Name <sup>1</sup>	Organisation Na... <sup>2</sup>	Organisation Identifier	Market Role	Granted Organisation Name	Granted
f	Fingrid Datahub Oy	6430076050014	Market Operator		
fg	Fingrid Datahub Oy	6430076050014	Market Operator		

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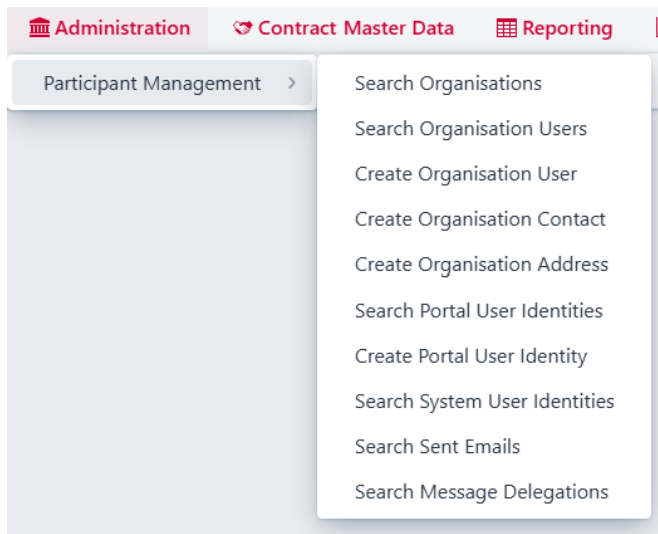
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### 3 Creation, Modification, and Deletion of a Portal User

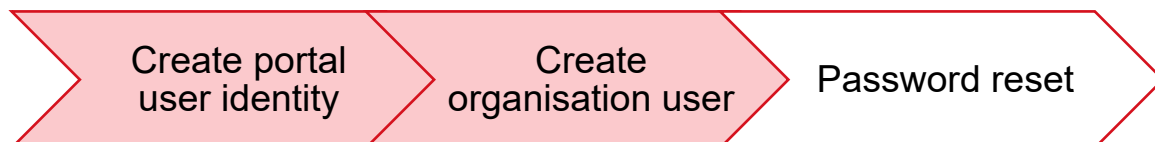
The organisation's administrator (admin) is responsible for managing the users within their organisation. This means the administrator handles the creation of new users, updating access rights for existing users as needed, and also removing access rights and users when necessary.

All functions related to user management can be found in the Administration menu, under the section Participant Management.



The menus visible in the navigation depend on the user's role. Descriptions of user roles can be found in Appendix A: Appendix A User Roles. For example, even with administrator rights (Admin rights), not all possible menus in the interface will be visible. Instead, the admin is responsible only for user management according to their role.

**The creation process of a new user in brief:**



#### 3.1 Creation of a Portal User Identity

The creation of a new user begins with the creation of a portal user identity. A user can have only one portal user identity. If the user works for multiple companies and already has a portal user identity under another organisation, a new portal user identity will not be created. Instead, the process moves directly to creating the organisation user (see section 3.2).

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To create a new portal user identity, select “Create Portal User Identity” from the Participant Management menu. All mandatory fields on the form must be completed. Descriptions of the fields, instructions for completing them, and other additional notes can be found in the table below the image.

### FIELD EXPLANATIONS

Field	Field description	Instructions for completing	Other additional information
Organisation	Specifies the party for whom the user identity is created	Automatically filled in according to the organisation	<ul style="list-style-type: none"> <li>Mandatory field</li> <li>Not changeable</li> </ul>
User Identifier	Specifies the ID that the user uses to log in to the user interface	New user's email address	<ul style="list-style-type: none"> <li>Mandatory field</li> <li>Must be unique. If for some reason a new portal user needs to be created for the same email address, a sequence number needs to be added to the email as follows: emma.example1@company.com</li> <li>Not changeable</li> <li>The format must match the correct email address (except for the special case described above)</li> </ul>
Authentication Type	Specifies whether the user is required to use a password only or two-factor authentication (2FA) to log in	Only the two-factor authentication option can be selected	<ul style="list-style-type: none"> <li>Mandatory field</li> <li>In a production environment, 2FA is always mandatory</li> <li>In test environments, it is also possible to use only password login. In this case, the party must request Fingrid Datahub to update the user's authentication method from 2FA to a password only.</li> </ul>

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First Name	User's first name	User's first name	<ul style="list-style-type: none"> <li>Mandatory field</li> </ul>
Last Name	User's last name	User's last name	<ul style="list-style-type: none"> <li>Mandatory field</li> </ul>
Email Address	User's email address	Fill in the user's email address, which is basically the same as the given username	<ul style="list-style-type: none"> <li>Mandatory field</li> <li>The information determines the email address to which emails sent from Datahub (e.g. password reset message) are directed</li> <li>If there has been a need to use a different user ID in the user account (see section User Identifier), the user's correct email address must be entered in the Email address field</li> </ul>
Mobile Number	User's mobile phone number	The mobile phone number must be given in international format (+358)	<ul style="list-style-type: none"> <li>Mandatory field</li> </ul>

Once the information has been completed, the user is saved by selecting "Submit." The created user will receive a notification via email about their new portal user identity.

### 3.2 Organisation User Creation

Once the portal user identity has been created, an organisation user can be created. To create a new organisation user, select "Create Organisation User" from the Participant Management menu. All mandatory fields on the form must be completed. Descriptions of the fields, instructions for completing them, and other additional information can be found in the table below the image.

### FIELD EXPLANATIONS

Field	Field description	Instructions for completing	Other additional information
Organisation	Specifies the party for which the organisation user is created	Automatically filled in according to the organisation	<ul style="list-style-type: none"> <li>The party of the organisation user can be different from the party of the portal user identity if access rights are created for the user to several different organisations</li> <li>Mandatory</li> <li>Not changeable</li> </ul>
User Identifier	Specifies which portal user identity the organisation user will be associated with	The user's email address. Must be the same as the user's portal user identity	<ul style="list-style-type: none"> <li>The creation of an organisation user cannot be done if a portal user identifier corresponding to the reported user identifier cannot be found in Datahub</li> <li>Mandatory</li> <li>Not changeable</li> </ul>
User Name	Assigns a name to the organisation user, which for example appears in the list of organisation users when the user logs in, if the user has more than one organisation user	<p>The User Name should include the party's GLN ID. The naming principle is as follows:</p> <p>[GLN ID]-[First Name]. [Last Name](-[other additional information, such as role])</p> <p>"9009876543210-Emma.Example-admin"</p>	<ul style="list-style-type: none"> <li>The value must be unique</li> <li>Mandatory</li> <li>Not changeable</li> </ul>
Full Name	User's full name	Free form, but the recommended naming practice is [First name] [Last name]	<ul style="list-style-type: none"> <li>Customizable</li> </ul>
Email address	User's email address	User's email address	<ul style="list-style-type: none"> <li>Customizable</li> </ul>
Phone Number	User's phone number	User's phone number in international format (+358)	<ul style="list-style-type: none"> <li>Customizable</li> </ul>
Contract End Date (NOT USED)			

Once the form fields have been completed, the necessary user roles must be selected from the list at the bottom of the form. A role is selected by clicking on the desired role and moving it to the right side using the right-pointing arrow in the middle. User permissions must be granted according to the principle of least privilege, meaning only the access rights necessary for the user's work tasks should be assigned.

The roles are explained in more detail in Appendix A: Appendix A User Roles.

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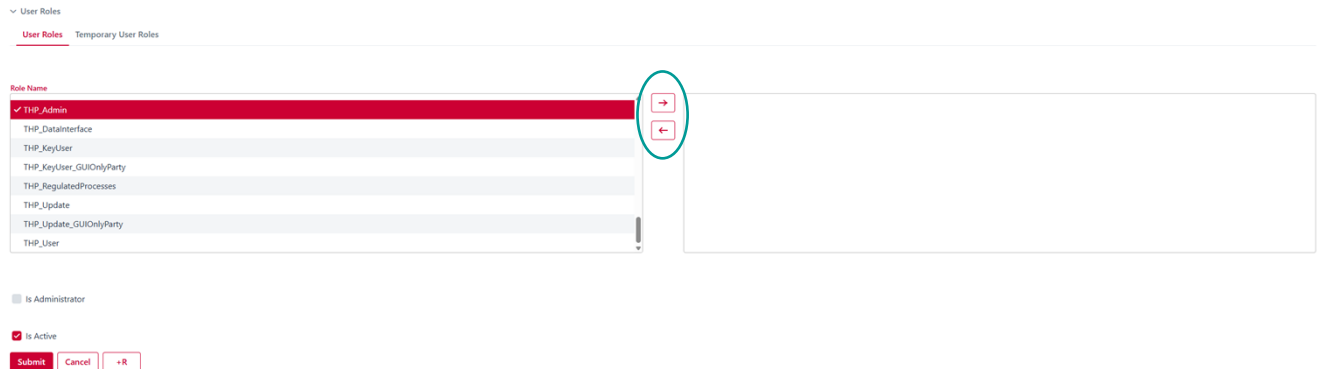
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Once the necessary roles have been selected for the user, the information is saved by selecting “Submit.” The user will receive a notification via email about the newly created organisation user.

### 3.3 Editing of User Information

You can view existing user information through the menus “Search Portal User Identities” and “Search Organisation Users.” If you need to edit the information of a portal user identity or an organisation user, you must open the desired user’s view from the search listing and select “Update” at the bottom of the form that opens.

Is Active



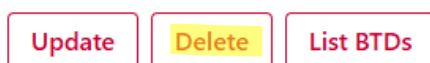
As a result, the editable fields on the form become active. Once the desired changes have been made, select “Submit” to save the information. The user will receive an email notification that their user information has been updated.

### 3.4 Deletion of a User

The party's admin user is responsible for regularly reviewing their organisation's access rights. If a user no longer needs access to the interface, the user must be removed.

First, search for the user in the Organisation Users section. At the bottom of the user's information form, there is a “Delete” button. The service will ask for confirmation, and the deletion is confirmed by selecting “Yes.” The user will receive an email notification about the removal of their access rights.

Is Active



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If the user does not have access rights to other organisations and is intended to be completely removed from Datahub, the portal user identity must also be deleted in the same way.

If the user has access rights to multiple organisations in Datahub, only the desired organisation user is removed, and the portal user identity remains active.

**Note!** A portal user identity can only be deleted by the company that originally created it.

If a user has organisation user roles in multiple organisations, another organisation can only delete the organisation user created under its own organisation, but not the portal user identity. If the portal user identity needs to be deleted but the party does not have the rights to do so, the party shall submit a ticket to Fingrid Datahub to resolve the situation.

**Note!** Deleting a portal user identity and an organisation user via the interface does not completely remove the user's data from the Datahub system, but only deactivates the user's access rights.

If there is a need to restore access rights for a deleted user, this can be done by searching for the inactive user in the party user search using the filter "Is active": False, selecting "Update," and then checking the box "Is active."

Is Active

Update

Delete

List BTDs

Similarly, the portal username is reactivated by searching for the portal username with the search condition 'Blocked?': True, selecting the username from the page 'Update', and then unchecking the box 'Blocked?'

Blocked?

Since users are not completely removed from the Datahub system upon deletion, it is not possible to create a new user with exactly the same identifier or user name as a previously created and deleted user, because both the user identifier and the user name must be entirely unique. If there is a need to create a completely new user identifier for a deleted user instead of reactivating the old one, a sequence number must be added to the user identifier, as instructed in section 3.1. When creating an organisation user, a name different from the previous one must also be used.

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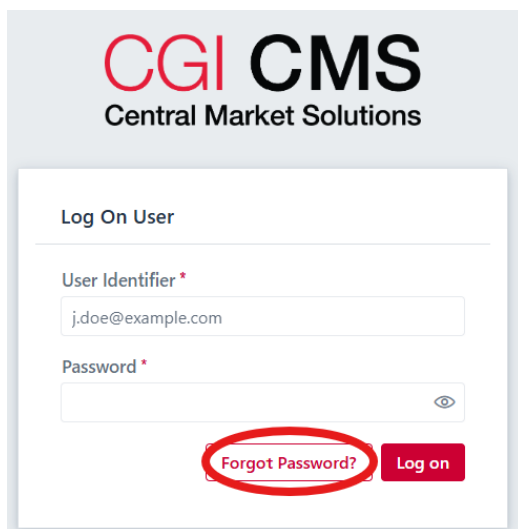
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## 4 First Login of a New User

### 4.1 Setting a Password for the User

When a new user logs into the graphical user interface for the first time, they must first set a password for themselves. The password can be set by requesting a password reset link to be sent via email from the login page by clicking on “Forgot Password?”.



The password reset link is sent to the email address specified in the portal user identity’s email field. The reset link is valid for only 30 minutes from the time it is sent, so it is recommended to set the password immediately after receiving the email.

#### Password Requirements:

- Length must be 15–20 characters
- Must include uppercase and lowercase letters (a–z), numbers, and special characters. Note: accented characters (ä, ö, etc.) and spaces are not allowed
- The password must not be the same or similar to any of the last 24 passwords
- The password must not contain parts of the username

### 4.2 Setting Up and Renewing Two-Factor Authentication

In the Datahub production environment, portal users are required to use two-factor authentication. When a new portal user identity is created for a user, the user receives a two-factor authentication key via email.

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Two-factor authentication must be activated before the first login. Activation is done by entering the user's portal user identifier and the 2FA key received via email into an authenticator application.

The key is case-sensitive. The key is located between single quotation marks ( ' '), but the quotation marks themselves are not part of the key.

Dear user,

We have received a creation request for your new portal user identity with organisation 'Fingrid Oyj'.

Your user identifier is 'XXXXXXXXXXXX@fingrid.fi'. Your Secret 2FA key is: 'nbl.QUMq6Dk7Cib7m5'. This key is needed for the authenticator app, be aware the key is case sensitive.

Regards,  
CMS Administration Team

During login, the two-factor authentication verification code is requested after entering the password. The verification code must be a one-time code that changes every 30 seconds, provided by the authentication application after the activation described earlier.



### 4.2.1 Renewal of the Two-Factor Authentication

If the user's authenticator application changes, or if the user's identifier has been compromised, a new key can be generated for authentication.

The new key is sent via the user interface by market party's admin user. First, the desired user's information is retrieved from the section Administration → Participant Management → Search Portal User Identities. On the user's page, select the option "Regenerate 2FA key". The user will then receive a new key by email, which can be used to activate a new two-factor authentication setup.



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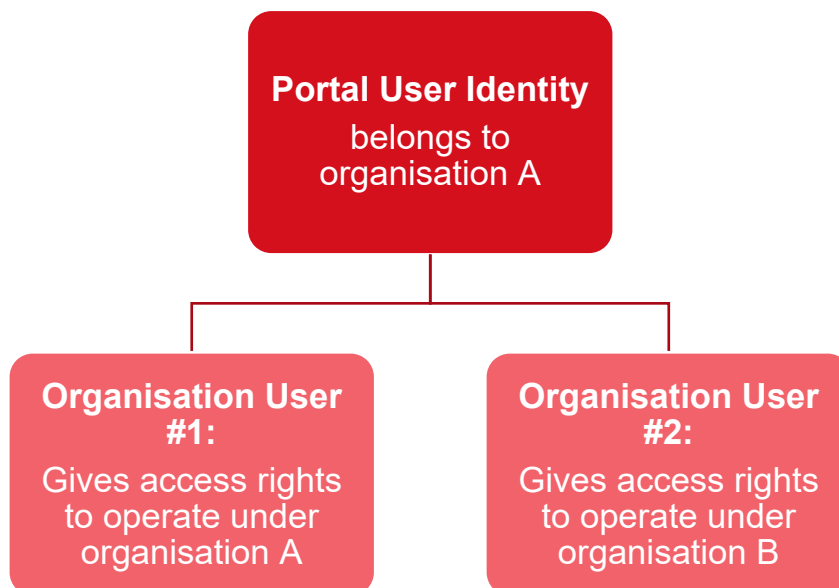
## 5 Right to Act on behalf of another Organisation

A market party can grant a user from another organisation access rights to its own organisation. This is done using an organisation user. In a case where the user already has an existing portal user identity, access rights to another organisation can be assigned by creating a new organisation user for the user.

The organisation user is created as described in section 3.2. The other market party must know the user's portal user identifier in order to create the organisation user for the correct portal user.

### Example:

Organisation B wants to grant a user from Organisation A the right to act on behalf of Organisation B. A user from Organisation B with an admin role creates an organisation user under Organisation B. It is important to correctly enter the user's portal user identity in the user identifier field. The information for the organisation user is defined as described in section 3.2. The desired roles are also assigned to the user accordingly. Once the new organisation user is created, the user will be able to choose which organisation user to use when accessing the interface. A diagram illustrating the user structure is provided below.



## Appendix A User Roles

**Note:** In addition to the access roles described below, market roles also determine what rights each access role grants to the user. With access rights, the user will only gain rights to events that belong to the market role of the company they represent (especially supplier vs. distribution system operator).

**Note:** GUIOnlyParty roles are intended for parties that use only the user interface (and do not use the B2B messaging interface).

Roles	Functionalities
<b>Admin</b>	<ul style="list-style-type: none"> <li>User management</li> <li>Updating party information, including certificate information</li> <li>Viewing Delegations</li> <li>Business reports, user reports</li> </ul>
<b>KeyUser</b>	<ul style="list-style-type: none"> <li>Search events (viewing rights)</li> <li>Product Information Update (DH-710) and Product Information Search (DH-720)</li> <li>Management of party authorisations (incl. authorisations for exchange points and production units)</li> <li>Viewing Delegations</li> <li>Business reports, control reports</li> <li>For distribution system operators: also update of obligatory supplier, loss supplier and imbalance open supplier in the metering grid areas</li> </ul>
<b>Update</b>	<ul style="list-style-type: none"> <li>Search events (viewing rights)</li> <li>Meter Data Delivery (DH-210)</li> <li>Product Information Search (DH-720)</li> <li>Business reports</li> <li>For distribution system operators: also update of obligatory supplier, loss supplier and imbalance open supplier in the metering grid areas</li> </ul>
<b>User</b>	<ul style="list-style-type: none"> <li>Search events (viewing rights)</li> <li>Business reports</li> </ul>
<b>Keyuser_GUIOnlyParty</b>	<ul style="list-style-type: none"> <li>Customer, Accounting Point, and Energy Community Maintenance Processes (DH-100)</li> <li>Meter Data Delivery (DH-210)</li> <li>Agreement Processes (DH-300)</li> <li>Connection and Disconnection Processes (DH-400)</li> <li>Product Information Update (DH-710) and Product Information Search (DH-720)</li> <li>Customer Authorisation Management (DH-810)</li> <li>Viewing Delegations</li> <li>Management of party authorisations (incl. authorisations for exchange points and production units)</li> <li>Peek &amp; Dequeue</li> </ul>

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	<ul style="list-style-type: none"> <li>• Business reports, control reports</li> <li>• For distribution system operators: also update of obligatory supplier, loss supplier and imbalance open supplier in the metering grid areas</li> </ul>
<b>Update_GUIOnlyParty</b>	<ul style="list-style-type: none"> <li>• Customer, Accounting Point, and Energy Community Maintenance Processes (DH-100)</li> <li>• Metering Data Delivery (DH-210)</li> <li>• Agreement Processes (DH-300)</li> <li>• Connection and Disconnection Processes (DH-400)</li> <li>• Product Information Update (DH-710) and Product Information Search (DH-720)</li> <li>• Customer Authorization Management (DH-810)</li> <li>• Management of party authorisations (incl. authorisations for exchange points and production units)</li> <li>• Peek &amp; Dequeue</li> <li>• Business reports</li> <li>• For distribution system operators: also update of obligatory supplier, loss supplier and imbalance open supplier in the metering grid areas</li> </ul>
<b>OtherDDQ</b> <b>(only for suppliers)</b>	<ul style="list-style-type: none"> <li>• Search events (viewing rights)</li> <li>• Peek &amp; Dequeue</li> </ul>

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