UK Power Networks G81 Technical Library
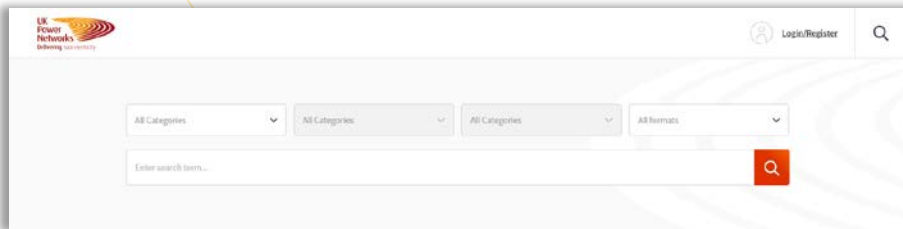# Frequently Asked Questions

The G81 Technical Library contains information to help you with your works. Following stakeholder feedback, in February 2019, a number of improvements were introduced to the site enhancing the overall user experience. These 'frequently asked questions' provide an overview of the site.
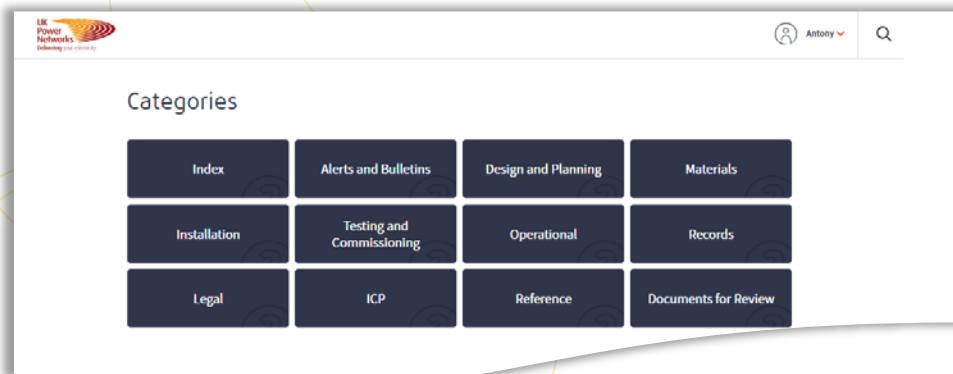
How do I find a document?

There are two ways to search:

1: Enter a search term in the search bar, either the document name, reference number or key word and press enter or press the orange 'magnifier icon'. The results can then be filtered by category as required.

2: Select a category from one of the 12 category boxes, a sub category will appear (and for some a further sub category). The results for documents contained within the selected categories will be displayed below them.

To initiate search from any page the magnifying icon, at the top right hand side of the page, can be selected.

How do I download a document?

In order to download a document you must be registered for the site and logged in. If you are not logged in when selecting *Download* the site will prompt you to log in.

Documents can be downloaded either from the results list, or from the *View Details* page (this page typically provides more of a summary of the content and purpose of the document).

Once selected the document will download in your browser to view and print as required.

Download: [PDF]

Why do I need to register to download documents from G81?

We introduced a registration step following feedback from stakeholders that they wanted to receive updates for documents they are interested in.

By registering and logging in to G81 you will be able to download documents and subscribe to updates for documents when they are published. This is a very simple process and enables the following benefits for users:
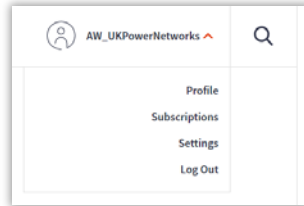
- The ability to subscribe to documents for updates about changes and new versions as they are released
- The ability to receive updates for *Alerts and Bulletins* as they are added to G81 (these can be critical amendments to standards and matters concerning Health and Safety)
- The ability for us, at UK Power Networks, to monitor frequently used search terms and viewed documents to help us improve the content accordingly.

To register for G81 select the *Login/Register* icon at the top right of the screen or select *Register* when prompted and follow the on screen instructions. In addition to a few simple details, a verification code will be needed that will be sent to your email address. Once completed you will be able to amend details, change your password and manage your subscriptions.

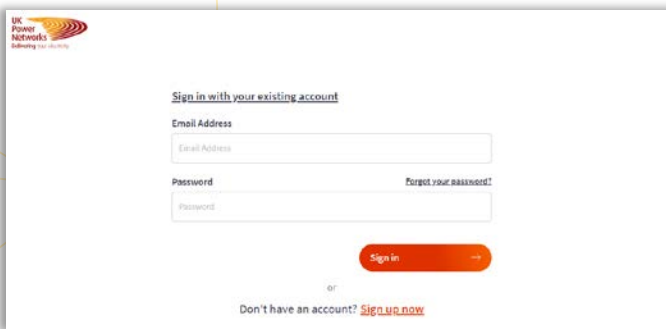## What does it mean if I subscribe to a document?

If you subscribe to a document you will receive updates about changes and new versions as they are released.

To unsubscribe from documents go to your *Profile* and *Subscriptions*. You will be able to see the documents you are subscribed to and unsubscribe by selecting the 'X' beside them.

How do I reset my password?

On the login page select *Forgot your password?*

You will be prompted to enter an email address and request a verification code to proceed.

Can I comment on documents?

Periodically there will be documents for review / comment. These will be posted on the site in the *Documents for Review* category. There is also a feedback form to complete in this category.

Who can I contact if I have any issues with the site?

If you experience issues with the site, or have questions about the site or its content, please let us know by contacting us at

CompetitionQandA@ukpowernetworks.co.uk

What if I want to delete my account?

If you want to delete your account please let us know by contacting us at CompetitionQandA@ukpowernetworks.co.uk.

Please note that once a user is deleted, this cannot be undone.

I have links saved to documents on the current G81 Site (pre feb 2019), will they still work?

We will be uploading redirect rules. If using an old link it should redirect you to the document on the new G81 Site. We would encourage you to establish new links and / or always refer direct to the site to ensure the latest version of the document you are looking for is located.

Why is G81 called G81?

ENA Engineering Recommendation G81 (ENA EREC G81) is a suite of documents that provide a technical framework for the design and installation of a network extension by ICPs > www.energynetworks.org

The UK Power Networks G81 Technical Library website is the UK Power Networks equivalent of the ENA site.