



Offshore Petroleum Regulator for Environment & Decommissioning

New User Account Service on the UK Energy Portal – Go live 8 July 2025

This communication supplements two previous emails sent to users of the UK Energy Portal regarding the new User Account Service. It focusses specifically on the implications for users who have a shared account, for example an account associated with an installation where multiple people across different shifts log in using a shared username and password to access the Integrated Reporting Service (IRS).

From 8 July, instead of logging into the UK Energy Portal using a shared username e.g. the name of the installation, the email address associated with the account will be required.

If shared accounts don't know the email address for their account, they can sign into the UK Energy Portal (not into IRS directly) using <http://itportal.energysecurity.gov.uk/> and click "Update My Details" from the left-hand side of the workbasket. This screen will show the email address their account uses.

There will be no change to passwords.

Further guidance on how to use the new service can be found using the link below:

https://itportal.nstauthority.co.uk/edufox5live/fox/edu/ACCOUNTS_SERVICE/guidance

More information regarding the project can be found using the link below:

<https://www.nstauthority.co.uk/media/bdfkazfr/new-user-account-service-on-the-uk-energy-portal.pdf>

If you need any assistance, please contact the UK Energy Portal Service Desk on ukop@nstauthority.co.uk