



## Q&A - FREQUENTLY ASKED QUESTIONS

### USER / ENTITY REGISTRATION FORM

- **How do I access the CFI platform?**

For your first registration, please use this [link](#). Afterwards, you can directly access the platform on your account with this [link](#).

- **I have multiple projects; how do I register?**

Designate a single user to load your portfolio of projects. On registration, provide your user contact details and provide details for one of your projects. Once you activate your account, you can load the rest of the projects inside the portal, through the button "Create new project" at the top right-hand side of the website.

- **Our project is developed by a consortium; how do I register?**

Designate a single user to load your portfolio of projects, on behalf of the whole group to avoid duplication of the project on the platform.

- **I have projects in several countries; how do I register?**

Designate a single user per country, to provide a single point of contact for each TSO. Each user should register to create a new user account in the platform. Once you activate your account, you can load the rest of the projects for your country from inside the portal.

- **I am a trader, I don't have a project address, where should I register my location?**

For traders without a physical project address, please use your Headquarters address under the "Project Address" to aid registration.

- **What happens if I lose my password?**

When asked for your password, there is a button to reset your password. This will send



you a verification code to your email and will then allow you to create a new password for the portal.

### **Matchmaking module**

- **Do I have to participate in the Matchmaking functionality?**

No, the Matchmaking functionality is completely voluntary. It is designed to give visibility to H2 projects among participants. The Call for Interest can be answered without participating in the Matchmaking function.

- **In the Matchmaking portal, why are there two entries for production and consumption?**

As a producer, or consumer, you can indicate your capacity in two ways:

- The total electrical capacity of your production plant, in MW
- The annual hydrogen production capacity, in tonnes

If applicable, you can indicate capacities using both units.

- **I joined the Matchmaking function, but I can't find my project.**

To find the project entries, you can use the search functionality to navigate to your project. Your own projects will also appear marked with a star to assist navigation.

- **In the Matchmaking, I cannot edit the capacity in the project phases. How can I change this?**

On creation, the platform defaults to create an initial phase tagged as "Other". To create new phase types, please delete the default "Other" phase and add new phases as producer, trader, consumer, storage or CCUS accordingly.

- **My project has multiple phases, how can I enter each phase capacity?**

For projects with several phases, enter each phase with its capacity and date. Total cumulative capacities should be considered (e.g., if phase 1 is 10 MW, and phase 2 adds 20 MW to a total 30 MW, phase 2 capacity should be entered as 30 MW).

### **Call for interest / questionnaires module**



- **I am a producer, do I need to answer the consumer “Call for Interest”?**

No, you only must fill out the relevant questionnaires for your profile.

- **I have one main project that contains several sub-projects. Can I create one project, and complete several questionnaires within it?**

For better clarity, especially if your sub-projects are of different type (e.g. if you are a producer and consumer), we recommend that you complete one questionnaire for each project. You can create as many projects as you wish on your account.

- **I answered the Call for Interest, but I didn't receive an email with my answers.**

Once you fill out the Call for Interest questionnaire, you will receive an email with a copy of the data in a PDF. Check your Junk / Spam folder if you can't find this.

- **I am a producer answering the Call for Interest, in which interconnection points should I book my capacity?**

Interconnection point capacities should be booked when the producer requires to export through these interconnectors. CelZa, for exports from Portugal to Spain; BarMar, for exports from Spain to France; and Obergailbach-Medelsheim, for exports from France to Germany. National exit points (Spain and France) should be booked when the producer or trader wishes to book exit capacity in the selected country, to supply hydrogen to a domestic customer.

## General



- I am having issues login in my data, who should I contact?

If you have any questions about the process, please contact your relevant TSO, through the email box below:

<b>REN</b>	<b><a href="mailto:h2ren@ren.pt">h2ren@ren.pt</a></b>
<b>Enagás</b>	<b><a href="mailto:h2medcfi@enagas.es">h2medcfi@enagas.es</a></b>
<b>GRTgaz</b>	<b><a href="mailto:blg-grt-h2medcfi@grtgaz.com">blg-grt-h2medcfi@grtgaz.com</a></b>
<b>Teréga</b>	<b><a href="mailto:h2medcfi@terega.fr">h2medcfi@terega.fr</a></b>
<b>OGE</b>	<b><a href="mailto:h2-international@oge.net">h2-international@oge.net</a></b>