

# Customer Hub

## User Manual

<b>Summary</b>	This document describes how external users can use the Customer Hub. The Customer Hub is a web portal developed by Elia to exchange information with its customers. It is accessible for direct access customers.
<b>Version</b>	0.3
<b>Date</b>	12-10-2015
<b>Status</b>	<input type="checkbox"/> Draft <input checked="" type="checkbox"/> Final version

### Creation

<b>Author</b>	Elia Customer Relations
<b>Distribution</b>	Contractual Contacts of Elia's Customers : Grid Users, Access Holders and Balance Responsible Parties

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# 1 Introduction

The Customer Hub is a web portal developed by Elia to exchange information with its customers. It is accessible for direct access customers.

The Contract Viewer functionality provides the list of all connection, access or balance responsible party contracts of your company. You can also review the list of contact persons with their contractual role and the invoiced company as well as the invoice postal address. It also gives access to the PDF copy of your contracts and their annexes.

The list of access points of your company is given with their expiration date.

The Invoice Viewer provides access to invoices and invoicing documents of your company. Through the Invoice Viewer module you can view and download invoices and invoice annexes for grid access, imbalance and grid connection (direct customers), but also for orientation studies, detail studies and the realization of new or revised grid connections for your company.

The following **browsers** are supported:

- Internet Explorer IE7 to IE11,
- Firefox,
- Safari version 5 to 7,
- Google Chrome

# 2 Glossary

The following abbreviations are used on the website and throughout this document.

## Abbreviation Description

<b>ACH</b>	Access Contract Holder
<b>BRP</b>	Balance Responsible Party (also called ARP for Access Responsible Party)
<b>EAN</b>	European Article Number
<b>GU</b>	Grid User (Connection Contract Holder)

# 3 Access to Customer Hub

- Ask an access to Customer Hub

Contact **Customers Support & Services** to ask access to Customer Hub.

- **Phone:** +32 (0)2 546 74 88
- **Fax:** +32 (0)2 546 70 03
- **E-mail:** cs@elia.be

Depending on the contract type your company has signed with Elia, you can access to customer hub with three different roles. If your company has signed:

- A connection contract, you can access to Customer Hub with role Grid User (GU).
- An access contract, you can access to Customer Hub with role Access Contract Holder (ACH).

- A BRP contract, you can access to Customer Hub with role Balance Responsible Party (BRP).

These three roles can be combined if your company has signed different contract types with Elia but you can also chose to restrict the access if it suits better in your organization.

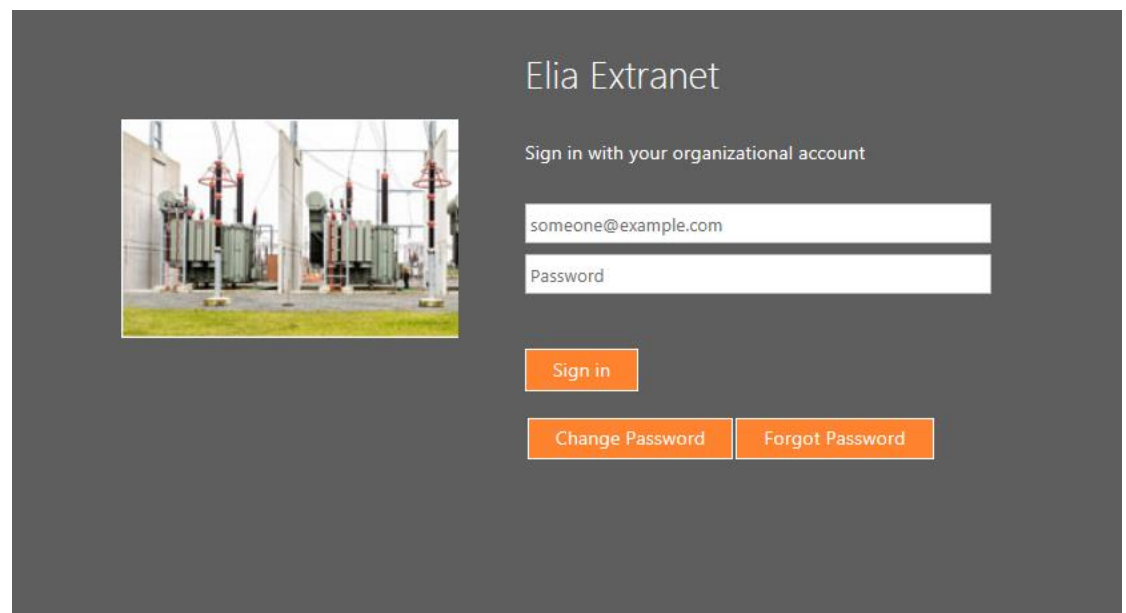
If you have received a username and a password from Elia, you can **access** the Customer Hub

- Using the 'CUSTOMERS' button in the top menu on <http://www.elia.be/>



- via the direct link: <https://crm.elia.be>

Enter your Username and Password and click on **Sign in**.

The screenshot shows the Elia Extranet login interface. On the left is a photo of a power substation. On the right, the text 'Elia Extranet' is displayed above the instruction 'Sign in with your organizational account'. Below this are two input fields: one for an email address (containing 'someone@example.com') and one for a password. At the bottom right, there are three buttons: 'Sign in', 'Change Password', and 'Forgot Password'.

You can also Change your Password if it is still active.

Otherwise, you can use the Forgot Password button.



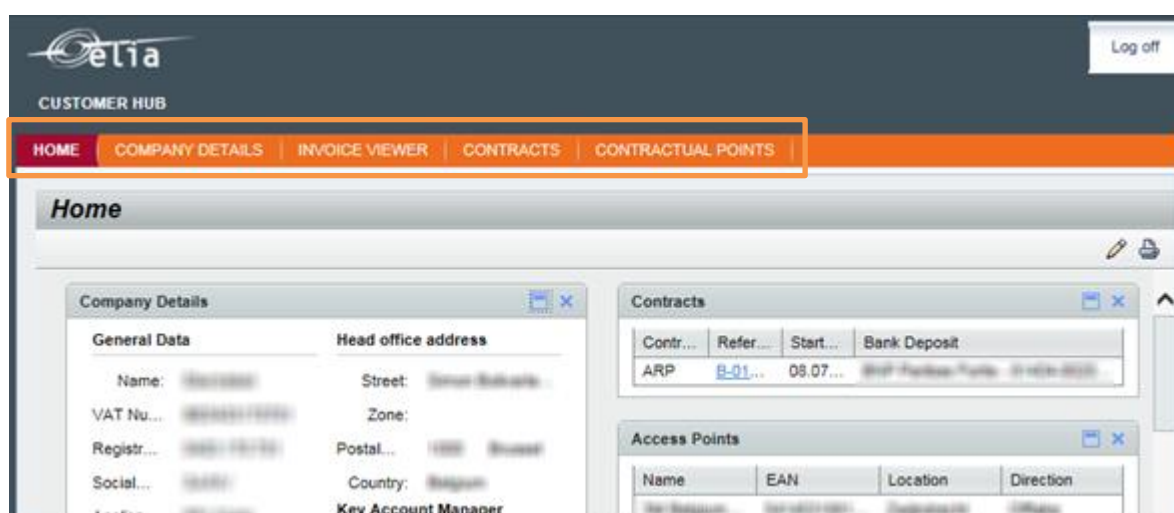
#### Tip

After a period of **inactivity** longer than 1 hour, you are logged out of the application. To resume your work in the Customer Hub, you have to log on again.

## 4 The Customer Hub workspace

The Customer Hub workspace consists of the following tabs:

- **Home**
- **Company Details**
- **Invoice Viewer**
- **Contracts**
- **Contractual Points**



**Note** that when you navigate in the Customer Hub, the buttons Back and Forward of the browser are not supported.

You should only use the navigation button  Back of the Customer Hub itself.

## 4.1 Home

The tab **Home** gives you a quick overview of the company and it contains the following information:

1. The **Company Details** containing general information on your company
2. A list with the **Sites** of the company
3. A list with the active **Contracts** of the company
4. A list with the active **Access Points** of the company
5. A list with the **status of the recent Invoices** of the company

**Note:** When you navigate to the invoice viewer from the home tab or from the contract tab, invoices are filtered on the contract. It is not possible to remove or change the filter.

If you want to access to whole list of invoices, you have to navigate through the tab **Invoice Viewer**.

## 4.2 Company Details

The tab **Company Details** contains the following information:

- the tab **Account Details**
- the tab **Customer Contacts**
- the tab **Sites**

In the tab **Account Details** you can view your general company information including head office address, company codes and the Elia Key Account Manager appointed for your company.

In the tab **Customer Contacts** you can view all the contact persons present in the Elia database related to your company and their details.

Name	Function	Department	Work Address	E-Mail	Phone
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000
<a href="#">Mr. Antonio...</a>			Work Address 1   100000000	antonio.antonio@eliasp.com	00000000

Note that when you click on a contact in the column **Name**, you open the **Customer Contact Details** window as you can see below:

**Customer Contact details**

Back

**Contact Details**

General Data	Communication
Title: Mr.	Phone: 000 000 000 000
First name: Antonio	Mobile:
Last name: Lopez	Fax:
Function:	E-mail: antonio.antonio@eliasp.com
Language: Italian	

**Account Details**

Login:

Grid User viewer:

ARP viewer:

ACH viewer:

**Address**

Address

**Contractual Roles**

Contract Type	Reference	Role
ARP	B-012	Commercial contact 2

Here you can see **Contact Details** such as the General Data, the Account Details and the Communication details.

In addition to this, you can also consult the **Contractual Roles** of the selected contact person.

In the tab **Sites** you can view all the active sites and their addresses related to your company.

Site	Street	City	Country
Site 1	Street 1	City 1	Country 1
Site 2	Street 2	City 2	Country 2
Site 3	Street 3	City 3	Country 3
Site 4	Street 4	City 4	Country 4
Site 5	Street 5	City 5	Country 5
Site 6	Street 6	City 6	Country 6
Site 7	Street 7	City 7	Country 7
Site 8	Street 8	City 8	Country 8
Site 9	Street 9	City 9	Country 9
Site 10	Street 10	City 10	Country 10





### 4.3.1 View invoice documents

In the sections **Contractual Invoices** and **Non-Contractual Invoices** you can consult and download invoice documents.





The screenshot shows the 'Non-Contractual Invoices' interface. At the top, there are 'Filter Options' with dropdown menus for 'Product Type', 'Product reference', 'Invoice date' (From: December 2014, To: March 2015), 'Invoice number', 'Invoice state', 'Invoice period', and 'Invoice type'. Below this is the 'Invoice Documents' section, which includes a 'Download selected invoices as ZIP File' button and a table. The table has 12 columns: Due, Sales Document, Product Type, Product Reference, Billing date, Due Date, Clearing date, Invoice Number, Amount, Document Type, Invoice Type, and Attachments. The table contains 12 rows of invoice data, with the last two rows showing 'Cancel: Invoice (...)'.

Due	Sales Document	Product Type	Product Reference	Billing date	Due Date	Clearing date	Invoice Number	Amount	Document Type	Invoice Type	Attachments
	100011354			27.02.2015	15.03.2015			0,00	Invoice Elia		
	100011355			27.02.2015	15.03.2015			0,00	Invoice Elia		
	100011356			27.02.2015	15.03.2015			0,00	Invoice Elia		
	100011357			27.02.2015	15.03.2015			0,00	Invoice Elia		
	100011358			27.02.2015	15.03.2015			0,00	Invoice Elia		
	100011359			27.02.2015	15.03.2015			0,00	Invoice Elia		
	100011352			27.02.2015	15.03.2015			0,00	Invoice Elia		
	100011353			27.02.2015	15.03.2015			0,00	Invoice Elia		
	100011359			26.02.2015	15.03.2015	25.02.2015		0,00	Cancel: Invoice (...)		
	100011358			26.02.2015	15.03.2015	25.02.2015		0,00	Cancel: Invoice (...)		

You can **filter** the table to show only a specific set of invoices. You can filter on:

- company **Product Type**:
  - for Contractual Invoices: the types in the drop-down menu depend on the company **role (GU - ACH - BRP)**: Imbalance and Product Deviation only for BRP, Access for ACH and Connection for GU access.
  - for Non-Contractual Invoices: orientation study, detail study or realization.
- **Product reference**: empty by default, for contractual invoices this indicates the reference of the contract, for non-contractual invoices it indicates the Customer reference.  
**Note**: you can only see the references for the selected invoice date.
- **Invoice date**: last three months by default, indicating the concerned months when Elia has sent the concerned invoice.
- **Invoice number**: empty by default
- **Invoice state**: open by default, you can select cleared or not cleared to filter your search to the respectively paid or unpaid invoices.
- **Invoice period**: only for contractual invoices, filters – when applicable – the concerned period for which this invoicing is applied.  
**Note**: connection invoices cover three months. So if you select invoices for March, the Invoice Viewer shows connection invoices for the period 'January 2014 - March 2014'.
- **Invoice type**: identifies a specific type of invoicing, depending on the product type. For example, Access tariffs are invoiced in 2 phases: a **Provision invoice** is sent at the beginning of the concerned month, while a **Regularisation invoice** is sent in the middle of the month following the concerned month.

In the column **Due** you can view the status of the invoice:


-  Elia received the payment. The Clearing date is the day the invoice was cleared.
-  Invoice not paid but still within deadline. The due date is in the future.
-  Invoice not paid and there are only 5 days left until due date.
-  Invoice not paid and the due date is exceeded.


You can download a document just by clicking on it or you can select one or several lines and click on button **Download selected documents as zip file**. In that case, you obtain one zip file containing all the documents. You can then choose to open or save documents.

### 4.3.2 Download invoice documents

You can download a document just by clicking on it or you can select one or several lines and click on button **Download selected documents as zip file**. In that case, you obtain one zip file containing all the documents. You can then choose to open or save documents.


Depending on the type of invoice, you can download the following **attachments**:


 the electronic copy of the invoice in PDF or an annex to the invoice

 the imbalance settlement is an Excel file containing the detail of the imbalance computation.

Depending on whether the BRP is stand alone, member of BRP pool or head of BRP pool, this document can vary:

- **Stand alone BRP**: one sheet with the imbalance report,
- **Head of BRP pool**: one sheet for the pool (Pool imbalance report) and two sheets for each member of the pool (Pooling BRP imbalance and pooling BRP Overview),
- **Member of BRP pool**: two sheets with the Pooling BRP imbalance and pooling BRP Overview.

 the metering document with the calculation of the amount to pay

 a ZIP file with the invoice, annex and Settlement or Metering document


## 4.4 Contracts

The tab **Contracts** contains a list of contracts which are accessible for the concerned user. Here you can consult the different contracts of your company.

From this window, you can access the **Contract Details** by clicking on the link in the column **Contract Reference** as you can see below:

Contracting party	Contract Type	Contract Refere...	Start date	Signature date	Bank Deposit	Invoices
XXXXXXXXXX	Access	<a href="#">U-XXXXXXXXXX</a>	11.04.2014	19.12.2003	XXXXXXXXXX	<a href="#">Invoices</a>
XXXXXXXXXX	Access	<a href="#">U-XXXXXXXXXX</a>	11.04.2014	10.02.2004	XXXXXXXXXX	<a href="#">Invoices</a>
XXXXXXXXXX	Access	<a href="#">U-XXXXXXXXXX</a>	26.08.2014	22.12.2003	XXXXXXXXXX	<a href="#">Invoices</a>
XXXXXXXXXX	ARP	<a href="#">B-XXXXXXXXXX</a>	08.07.2011	07.01.2004	XXXXXXXXXX	<a href="#">Invoices</a>
XXXXXXXXXX	Connection	<a href="#">C-XXXXXXXXXX</a>	01.01.2003	08.11.2010	XXXXXXXXXX	<a href="#">Invoices</a>
XXXXXXXXXX	Connection	<a href="#">C-XXXXXXXXXX</a>	01.01.2003	08.11.2010	XXXXXXXXXX	<a href="#">Invoices</a>

Once you have clicked on the **Contract Reference**, you can see in the upper part of the screen a header with the Contracting party, the reference of the contract and other main contractual data:

Contracting party	Reference	Start date	Signature date	Bank deposit	Invoices	Contract
XXXXXXXXXX	B-XXXXXXXXXX	08.07.2011	07.01.2004	XXXXXXXXXX	<a href="#">Invoices</a>	

Role	Title	Last name	First name
24h/24h Operations	Mr.	XXXXXXXXXX	XXXXXXXXXX
Commercial contact 1	Mr.	XXXXXXXXXX	XXXXXXXXXX
Commercial contact 2	Mr.	XXXXXXXXXX	XXXXXXXXXX
Invoice Contact	Mr.	XXXXXXXXXX	XXXXXXXXXX
Nomin. email contact	Mr.	XXXXXXXXXX	XXXXXXXXXX

Below the header, you can see the following tabs:

#### 4.4.1 Contracting Party

Here you can see the details of the party who signed the contract as well as the contractual contacts and their roles.

Role	Title	Last name	First name
24h/24h Operations	Mr.	<a href="#">XXXXXXXXXX</a>	<a href="#">XXXXXXXXXX</a>
Commercial contact 1	Mr.	<a href="#">XXXXXXXXXX</a>	<a href="#">XXXXXXXXXX</a>
Commercial contact 2	Mr.	<a href="#">XXXXXXXXXX</a>	<a href="#">XXXXXXXXXX</a>
Invoice Contact	Mr.	<a href="#">XXXXXXXXXX</a>	<a href="#">XXXXXXXXXX</a>
Nomin. email contact	Mr.	<a href="#">XXXXXXXXXX</a>	<a href="#">XXXXXXXXXX</a>

#### 4.4.2 Invoicing

Here you can see the details of the company who will be invoiced as well as the invoice address. At the bottom of the screen you can also consult the details of your **Invoice Contacts**.

Role	Title	Last name	First name
Invoice Contacts	Mr.	<a href="#">XXXXXXXXXX</a>	<a href="#">XXXXXXXXXX</a>

#### 4.4.3 Elia Contacts

Here you can consult the **Elia Company details** as well as your **Contractual Contacts** within Elia.

Role	Name	Email	Fax	Phone
Elia Contacts	Metering	<a href="mailto:metering_services@elia.be">metering_services@elia.be</a>	02 546 70 90	02 546 74 11
Elia Contacts	Invoicing	<a href="mailto:settlement_services@elia.be">settlement_services@elia.be</a>	02 546 74 64	02 546 74 74
Elia Contacts	Customer Relations	<a href="mailto:cs@elia.be">cs@elia.be</a>	02 546 70 03	02 546 74 88

#### 4.4.4 Contractual Documents

Here you can consult the concerned **contractual documents** of your company (PDF) as well as annexes which are subject to possible modifications, such as the contact persons and so on.

Contracting party	Reference	Start date	Signature date	Bank deposit	Invoices	Contract
XXXXXXXXXX	B-XXXXXX	08.07.2011	07.01.2004	XXXXXXXXXX	<a href="#">Invoices</a>	<a href="#">Contract</a>

Document Name	Document Type	Document
XXXXXXXXXX	Contract	<a href="#">Document</a>
XXXXXXXXXX	Annex 6	<a href="#">Document</a>

You can download a document just by clicking on it.

**Some additional tabs depend on the contract type:**

**4.4.5 Access Points**

This tab is present for Connection and Access contracts. It contains the list of access points of your contract with their specific data.

If you select an access point, you can see the detailed data of that access point.

**4.4.6 Pooling**

This tab is present for BRP contract if your company has signed a pooling agreement.

## 4.5 Contractual Points

This tab contains the list of access points of your company with their data, depending on your company role.

Name	EAN	Regulator	Direction	Grid User	Access Holder	Access Contract	Access expiration	Reason	Responsibility	Percentage	Annex
...	...	...	Offtake	...	...	...	31.12.2015	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	Offtake	...	...	...	31.12.2015	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	Offtake	...	...	...	31.12.2016	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	I/O	...	...	...	31.12.2016	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	I/O	...	...	...	31.12.2015	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	I/O	...	...	...	31.12.2015	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	Offtake	...	...	...	31.12.2015	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	I/O	...	...	...	31.12.2017	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	I/O	...	...	...	31.12.2017	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	Offtake	...	...	...	31.12.2016	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	Offtake	...	...	...	31.12.2015	End ACH & BRP...	BFR	100.000	[PDF]
...	...	...	Offtake	...	...	...	31.12.2015	End ACH & BRP...	BFR	50.000	[PDF]

In this window you have the possibility to consult the different types of annexes covering this access point by clicking on the PDF in the column Annex.

Note that grid user and access holder can select an access point in the column **Name** to open the **Access Point Details** window as you can see below:

Name	EAN	Location	Contractu...	Regulator	Substation	Direction	Grid User	Connecto...	Access H...	Access C...	Access ex...	Reason	BRP Injec...	BRP Offtake	More BRP's	Annex
...	...	...	...	...	...	Offtake	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	Offtake	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	Offtake	...	...	...	...	31.12.2016	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	31.12.2016	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	Offtake	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	31.12.2017	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	31.12.2017	End ACH...	...	...		[PDF]
...	...	...	...	...	...	Offtake	...	...	...	...	31.12.2016	End ACH...	...	...		[PDF]
...	...	...	...	...	...	Offtake	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	Offtake	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	31.12.2015	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	30.06.2018	End ACH...	...	...		[PDF]
...	...	...	...	...	...	I/O	...	...	...	...	31.12.2016	End ACH...	...	...		[PDF]

Once you have clicked on an access point in the column **Name**, the **Access Point detail** window will open as you can see below:

**Access Point detail**

Back

**General Data**

Name: [Value]  
 EAN: [Value]  
 Regulator: [Value]  
 Contractual level: [Value]  
 Region: [Value]

**Location**

Name: [Value]  
 Address: [Value]  
 Postal Code: [Value]  
 City: [Value]  
 Country: [Value]

**Key Account Manager**

Name: [Value]  
 Telephone: [Value]  
 E-Mail Address: [Value]  
 Street: [Value]  
 Postal code/City: [Value]

**Access Contract**

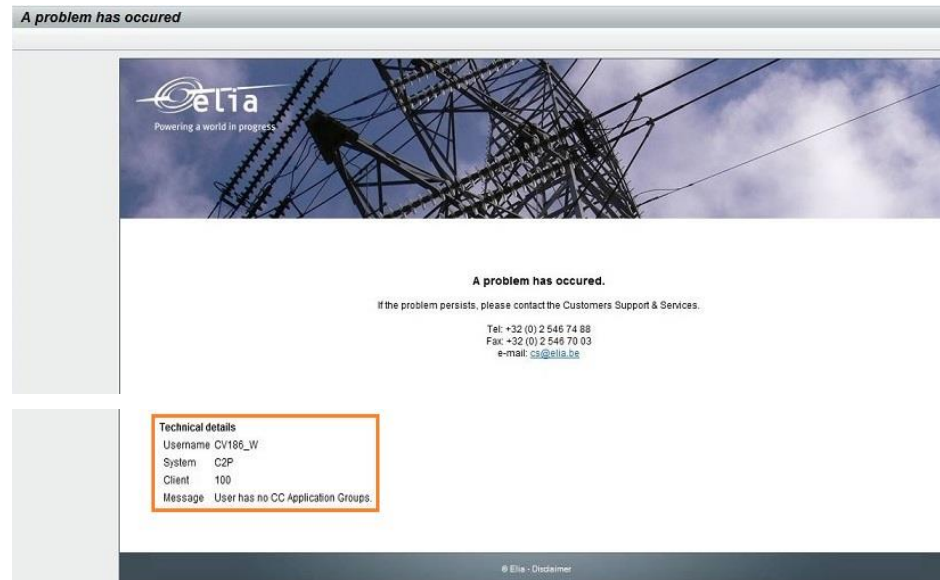
Access Holder: [Value]

## 5 What to do in case of problems?

If a problem occurs, contact **Customers Support & Services** and provide the **technical details** which you can find in the lower left corner.

Our contact details are:

- **Phone:** +32 (0)2 546 74 88
- **Fax:** +32 (0)2 546 70 03
- **E-mail:** cs@elia.be



A problem has occurred

**elia**  
Powering a world in progress

**A problem has occurred.**  
If the problem persists, please contact the Customers Support & Services.  
Tel: +32 (0) 2 546 74 88  
Fax: +32 (0) 2 546 70 03  
e-mail: [cs@elia.be](mailto:cs@elia.be)

**Technical details**  
Username CV186\_W  
System C2P  
Client 100  
Message User has no CC Application Groups

# Elia - Disclaimer

### Tip

It is possible that the **pop-up blocker** of your browser prevents you from downloading attachments.

To resolve this issue, view the topic: Define browser parameters for the pop-up blocker.

## 5.1 Define browser parameters for the pop-up blocker

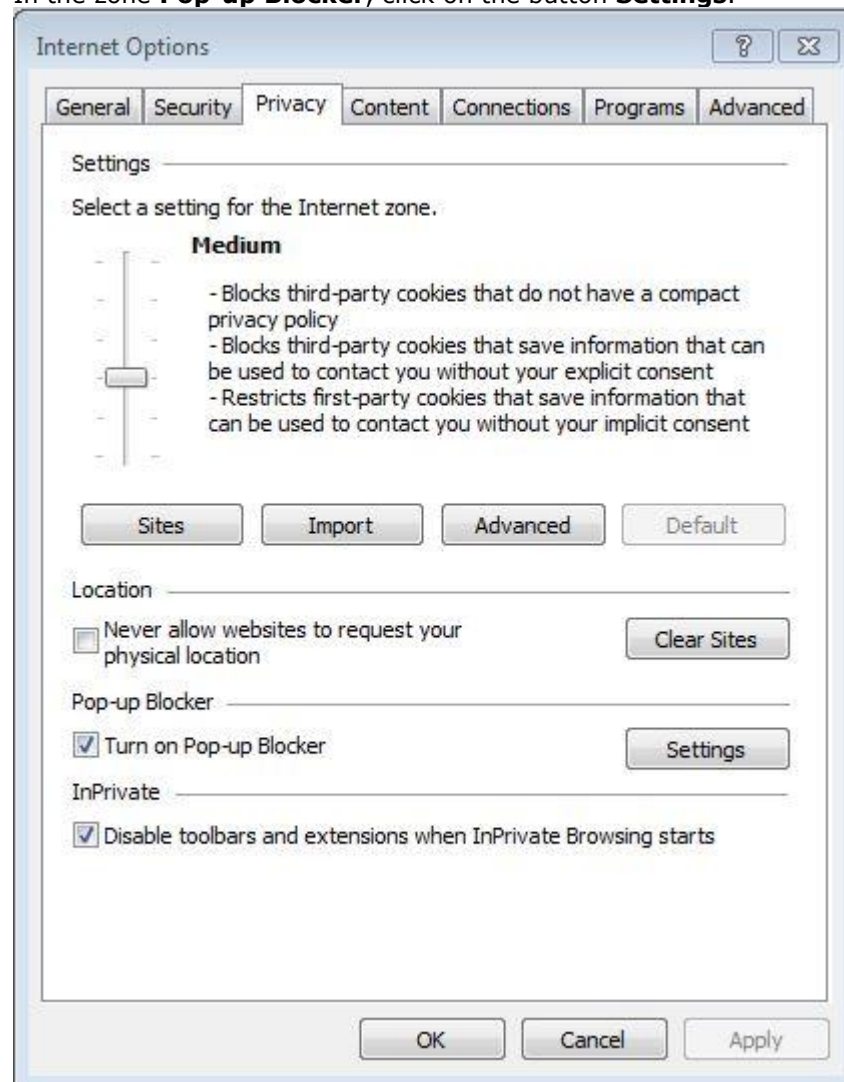
### 5.1.1 Internet Explorer

In Internet Explorer, a warning message appears on the bottom of your screen. Indicate **Always allow** for this site.

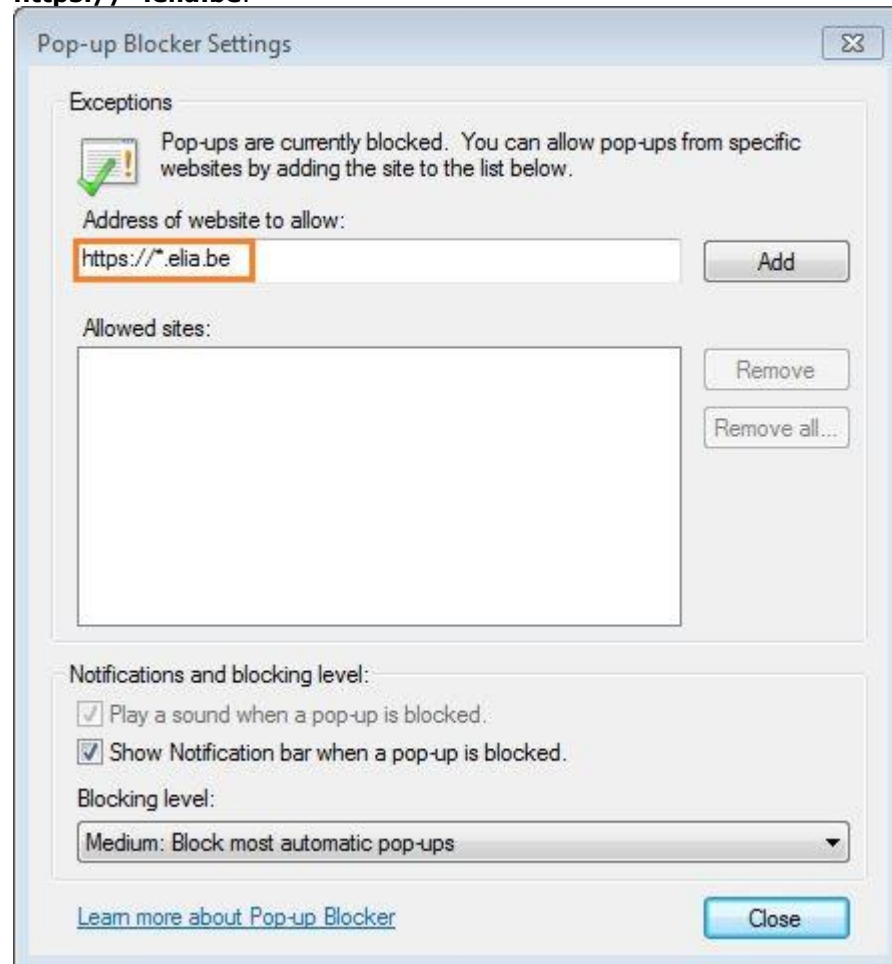


You can also define the parameters manually as follows:

- 1 Click on the **Menu** icon .
- 2 Click on **Internet options**.
- 3 Click on the tab **Privacy**.
- 4 In the zone **Pop-up Blocker**, click on the button **Settings**.



- 5 Type the address of the website for which you wish to allow pop-ups:  
**https://\*.elia.be.**

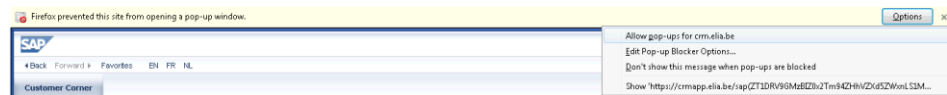


- 6 Click on **Add**.
- 7 Click on **Close**.
- 8 Click on **OK**.




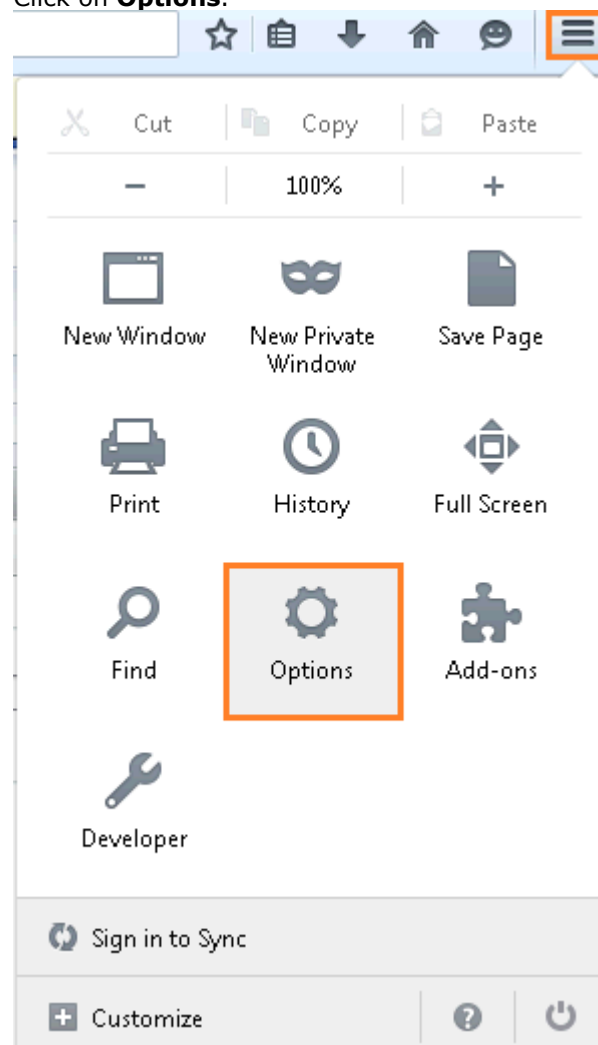
## 5.1.2 Firefox

In Firefox, a warning message appears on top of your screen. **Choose Allow pop-ups for** this site.

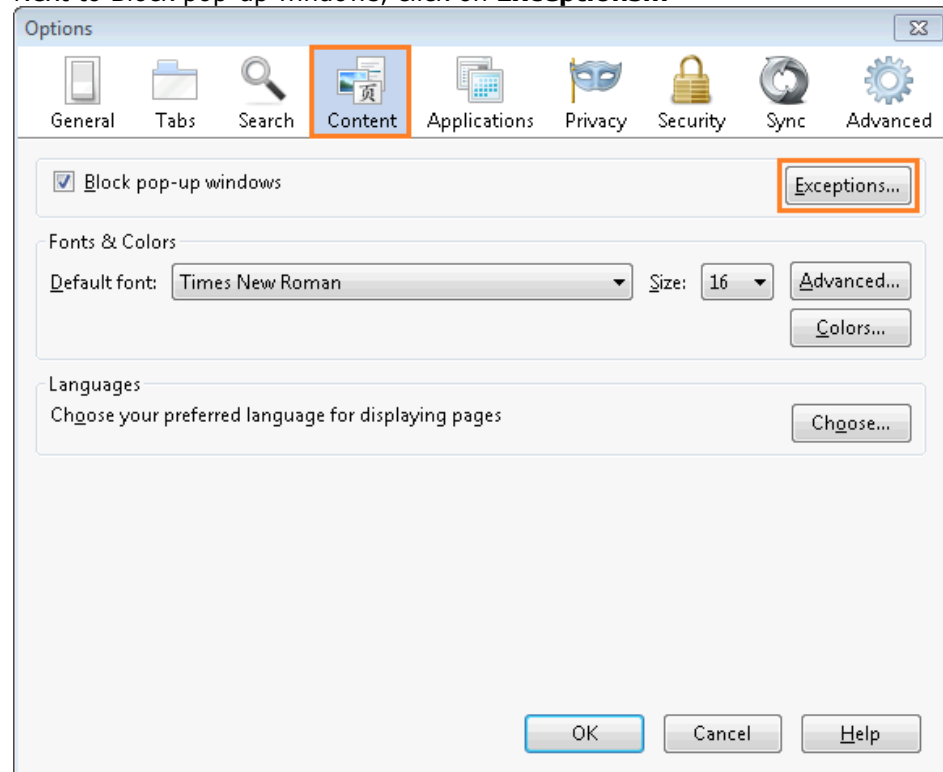
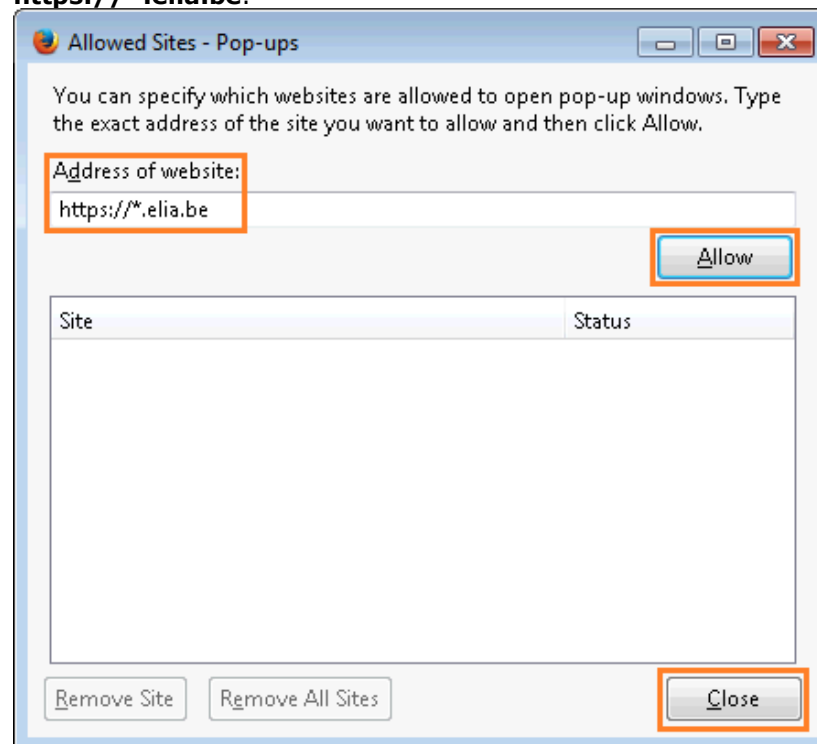


You can also define the parameters manually as follows:

- 1 Click on the **Menu** icon .
- 2 Click on **Options**.



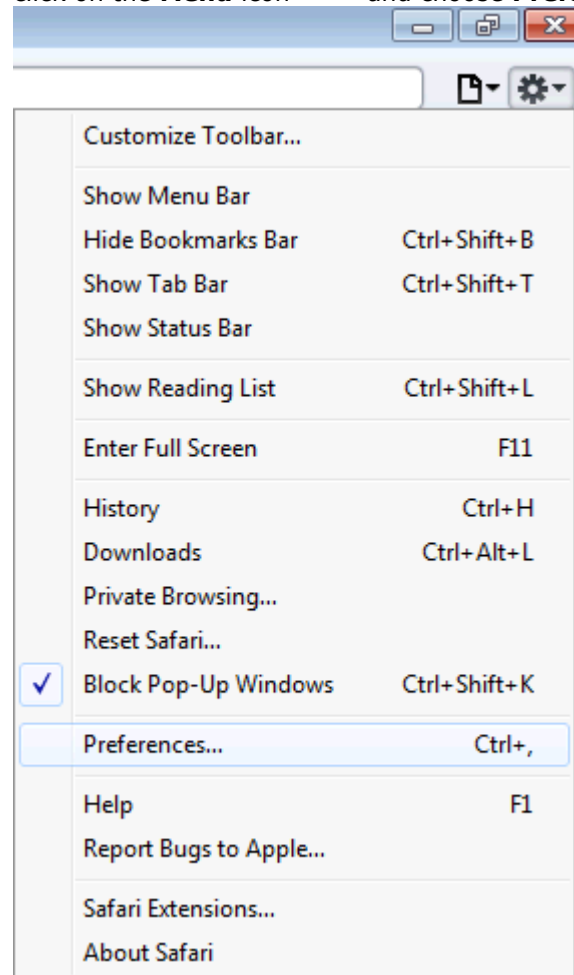
- 3 Click on **Content**.

**4** Next to Block pop-up windows, click on **Exceptions...****5** Type the address of the website for which you wish to allow pop-ups:  
**https://\*.elia.be.****6** Click on **Allow**.**7** Click on **Close**.**8** Click on **OK**.**9** Restart your browser to activate the new parameters.

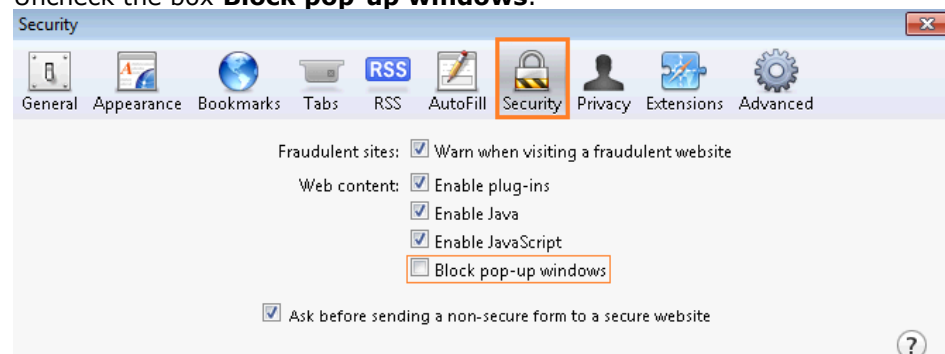
### 5.1.3 Safari

When you want to download files from the invoice viewer in Safari, it can be that nothing happens. To modify the parameters,


- 1 click on the **Menu** icon  and choose **Preferences...**

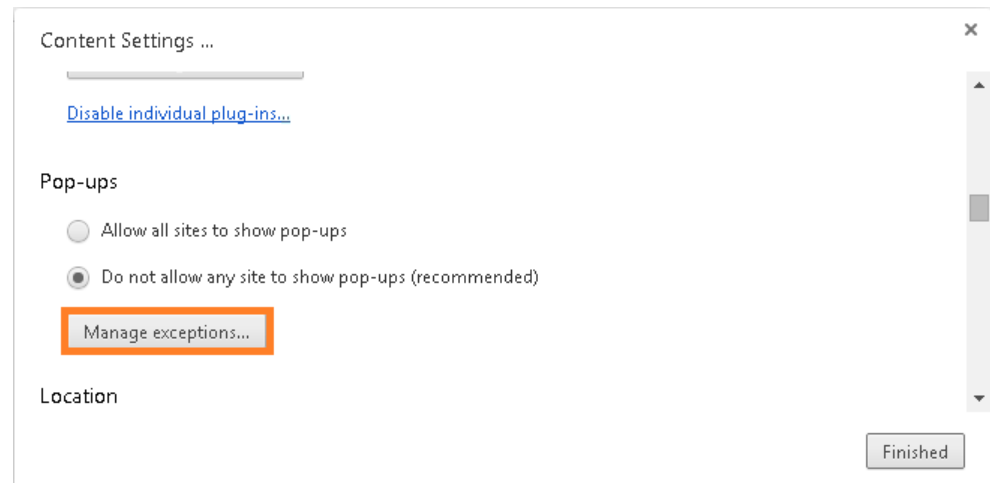


- 2 Uncheck the box **Block pop-up windows**.

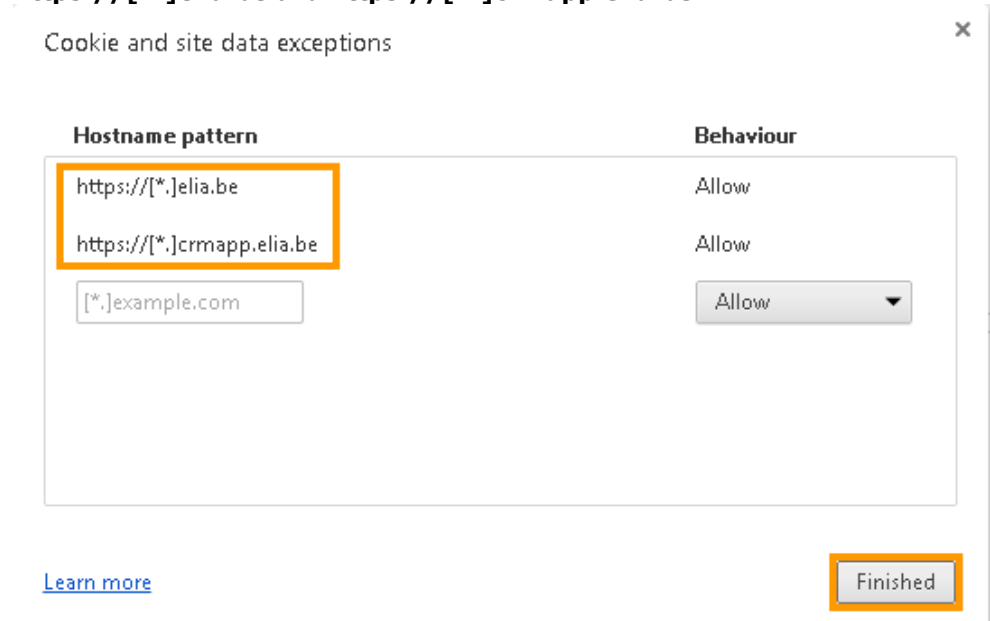


### 5.1.4 Google Chrome

- 1 Click on the **Menu** icon .
- 2 Click on **Settings**.
- 3 Click on **Show Advanced Settings**.
- 4 In the zone **Privacy**, click on **Content Settings**.
- 5 Click on **Manage exceptions** for **Pop-ups**



- 6 Type the addresses to allow pop-ups for the invoice viewer:  
**https://[\*.]elia.be** and **https://[\*.]crmapp.elia.be**.



- 7 Click on **Finished**.
- 8 Click on **Finished**.
- 9 Restart your browser to activate the new parameters.