

MCS MID GUIDANCE DOCUMENT



MID Notifications Section

Introduction

The purpose of this document is to guide certified heat pump contractors through the notifications section on the MID. The notifications section is linked to requirements in the Heat Pump Design Standard (MIS3005-D) and the Heat Pump Installation Standard (MIS3005-I), both mandated from 1/4/2022. Contractors that are certified for non-heat pump technologies (e.g., Solar PV only) will not have access to the notifications area on their MID accounts.

Notifications are triggered when a heat pump contractor who only holds certification for only heat pump design (against MIS 3005-D) or only heat pump installation (against MIS 3005-I), identifies a 'certified partner' on an installation certificate. The certified partner identified, holds the certification for the part of work that the main contractor does not hold certification for e.g., heat pump design or heat pump installation. The certified partner who receives the notification for the identification will need to confirm whether they completed the design or installation work on the relevant heat pump installation.

1. Notifications Section

On a heat pump installer MID account, the notification section can be accessed by selecting the 'bell' icon at the top of the page, to the left of the log out button. The number listed against the bell icon will indicate how many unread notifications the heat pump installer has on their account. All installer users on the account will be able to access the notification area.



Upon selecting the bell icon, the notification section will open, defaulting on the 'unread notifications' tab. For each notification, the following installation details will be listed:

- Installer name (the main contractor who created the certificate and identified the certified partner on the installation)
- Installer certification number
- Technology type of the installation
- Date of the notification
- Installation postcode
- Category that the certified partner was 'nominated' for e.g., design or installation

Home / Notification



Notifications (MID Invoice Test Account 5)

Show Filters

Notification Settings

Unread Notifications

Notification History



If you recognise the installations in the list, please select 'Confirm' on each installation and these will be archived in the notification history tab.

If you do not recognise any of the installations in the list, please raise a query with MCS by selecting the button, and this will notify the MCS Helpdesk team who will then pick this up with the main contractor directly.

Notifications are also available via email, if you would like to receive email notifications, please select 'Notification Settings' and enter a notification email address.

Installer Name	Installer Certification Number	Technology Type	Date of notification ↓	Installation Postcode	Category		
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	31/03/2022	WA4 4FS	Installation	Confirm	Query with MCS

On the right-hand side of each notification listing, there will be two separate buttons: 'confirm' and 'query with MCS'. If you, as the listed certified partner, recognise the heat pump installation that you have been listed as the designer/installer for, select 'confirm' and this notification listing will be archived in the notification history tab.

If you do not recognise the heat pump installation that you have been listed as the designer/installer for, select 'query with MCS' and an email will be sent to the MCS helpdesk notifying them. The MCS helpdesk will then contact the main contractor on your behalf to gather more information.

If you select the 'Notification History' tab, an archived history of notification listings that you have confirmed or queried will be displayed in a list format:

Home / Notification



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Notifications are also available via email, if you would like to receive email notifications, please select 'Notification Settings' and enter a notification email address.

Installer Name	Installer Certification Number	Technology Type	Date of notification ↓	Installation Postcode	Status	Category
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	30/03/2022	L17 2AR	Queried	Installation
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	30/03/2022	L31 5NL	Confirmed	Installation
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	30/03/2022	WA4 4FS	Queried	Installation
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	28/03/2022	WA4 4FS	Queried	Installation
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	25/03/2022	WA4 4FS	Queried	Installation
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	25/03/2022	WA4 4FS	Confirmed	Installation
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	21/03/2022	WA4 4FS	Confirmed	Installation
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	18/03/2022	WA4 4FS	Queried	Installation
MID Invoice Test Account 2	NAP264274	Air Source Heat Pump	17/03/2022	WA4 4FS	Confirmed	Installation
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	17/03/2022	WA4 4FS	Confirmed	Installation

There are also various filters available on the notification section, enabling you to refine the listings e.g., installer name, installer certification number, date of notification, and technology type:

Home / Notification



Notifications (MID Invoice Test Account 5)

Hide Filters Notification Settings

Installer: MCS Installer Certification Number: Date of Notification: & Technology Type(s):

Filter Reset

Unread Notifications Notification History

! If you recognise the installations in the list, please select 'Confirm' on each installation and these will be archived in the notification history tab.
If you do not recognise any of the installations in the list, please raise a query with MCS by selecting the button, and this will notify the MCS Helpdesk team who will then pick this up with the main contractor directly.
Notifications are also available via email, if you would like to receive email notifications, please select 'Notification Settings' and enter a notification email address.

Installer Name	Installer Certification Number	Technology Type	Date of notification ↓	Installation Postcode	Category		
MID Invoice Test Account 4	ELC63467	Air Source Heat Pump	31/03/2022	WA4 4FS	Installation	Confirm	Query with MCS

2. Email Notifications

Installers also have the option to receive notifications by email. To receive notifications by email, select 'Notification Settings' as highlighted below:

Home / Notification



Notifications (MID Invoice Test Account 5)

Hide Filters | **Notification Settings**

Technology Type(s)
All selected (6) ▾

Installer: Please select ▾

MCS Installer Certification Number:

Date of Notification: &

Upon selecting 'notification settings' the below pop-up box will appear:

The screenshot shows a 'Notification Settings' modal window overlaid on a dashboard. The modal has a dark header with the title 'Notification Settings'. Below the header is a message box with an exclamation mark icon: 'If you would like to receive email notifications, please select 'Enable Email Notifications' and enter a notification email address in the 'Notification Email' field.' Below this message are two form fields: 'Enable Email Notifications' with an unchecked checkbox, and 'Notification Email' with an empty text input field. At the bottom of the modal are two buttons: 'Close' and 'Save'.

Note: all installers will automatically be opted out of receiving notifications by email.

To receive notifications by email, you will need to select the 'enable email notifications' check box, and then enter the email address that you would like notifications to be sent to. Select 'save' to save the changes.

Database

Notification Settings

! If you would like to receive email notifications, please select 'Enable Email Notifications' and enter a notification email address in the 'Notification Email' field.

Enable Email Notifications

Notification Email

notificationemail@outlook.com

Close Save

Installers can also update the email address that notifications are sent to in the 'My Account' section of the database:

Home / My Account

My Account (MID Invoice Test Account 5)

Forename * test

Surname * test

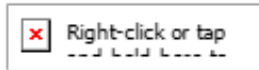
Email * midinvoicetestaccount5@mcscertified.com

Installer Notification Email Address notificationemail@outlook.com

Change Password

Save

Please see an email notification example below:



MCS Installation Database

Dear test test

The installation company MID Invoice Test Account 4 has listed you as the MCS certified partner responsible for the Installation work for the following installation:

Technology type: Air Source Heat Pump

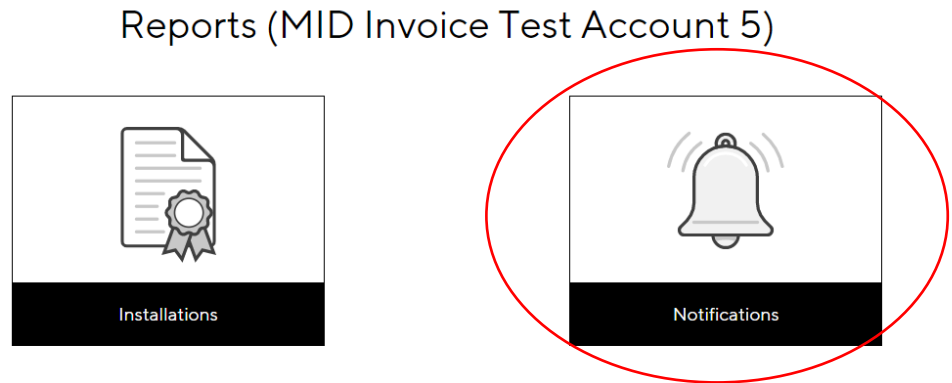
Installation postcode: WA4 4FS

Notification information can be found in the notifications section of your MID account and in the notifications report available for download from the MID. Please log into your MID account to confirm that you recognise this installation. Alternatively, you can raise a query with the MCS helpdesk on the notifications section of the MID.

3. Notifications Report

As well as viewing any certified partner notifications in the notification section of the MID, this information is also available in a report format. To access the notifications report, select 'Reports' on the bar at the top of the page, and then select 'Notifications':

Home / Reporting



You will be presented with a filter option to refine the report to only show notifications from a certain time frame. If you do not enter any dates into the created between filter, all notifications will be included in the report export.

Home / Reporting / Notifications

Credits available: 0



Notifications

Created Between

01/03/2022



&

31/03/2022



Generate Report

Reset

Please see a notification report example below:

	A	B	C	D	E	F	G
1	Main contractor	Main contractor MCS Certificate Number	Date of notification	Designer	Installer	Technology Type	Installation Postcode
2	Sharma Solar Thermal Limited	NAP-264275	17/03/2022	MID Invoice Test Account 5	Sharma Solar Thermal Limited	Ground/Water Source Heat Pump	WA4 4FS
3	MID Invoice Test Account 4	NAP-264275	18/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	L18 0HS
4	MID Invoice Test Account 5	ELC-63467	21/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	WA4 4FS
5	MID Invoice Test Account 4	NAP-264275	28/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	WA4 4FS
6	MID Invoice Test Account 4	NAP-264275	17/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	WA4 4FS
7	MID Invoice Test Account 5	NAP-264274	17/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 2	Air Source Heat Pump	WA4 4FS
8	Sharma Solar Thermal Limited	NAP-264275	21/03/2022	MID Invoice Test Account 5	Sharma Solar Thermal Limited	Air Source Heat Pump	WA4 4FS
9	MID Invoice Test Account 5	ELC-63467	28/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	WA4 4FS
10	MID Invoice Test Account 5	ELC-63467	30/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	L17 2AR
11	MID Invoice Test Account 5	ELC-63467	17/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	WA4 4FS
12	Sharma Solar Thermal Limited	NAP-264275	17/03/2022	MID Invoice Test Account 5	Sharma Solar Thermal Limited	Exhaust Air Heat Pump	WA4 4FS
13	A Shade Greener Maintenance	NAP-264275	21/03/2022	MID Invoice Test Account 5	A Shade Greener Maintenance	Air Source Heat Pump	M20 1QJ
14	MID Invoice Test Account 5	ELC-63467	25/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	WA4 4FS
15	MID Invoice Test Account 5	ELC-63467	30/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	L31 5NL
16	MID Invoice Test Account 1	NAP-264275	17/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 1	Air Source Heat Pump	WA4 4FS
17	MID Invoice Test Account 5	ELC-63467	18/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	WA4 4FS
18	MID Invoice Test Account 5	ELC-63467	25/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	WA4 4FS
19	MID Invoice Test Account 5	ELC-63467	30/03/2022	MID Invoice Test Account 5	MID Invoice Test Account 4	Air Source Heat Pump	WA4 4FS
20							

4. What to Do If There Is a Problem?

If you have any difficulty navigating the notifications section of the MID, please contact the MCS Helpdesk on mshelpdesk@mcscertified.com or 0333 103 8130.

AMENDMENTS ISSUED SINCE PUBLICATION

Document Number	Approval	Amendment Details	Date
1.0	Approved by MCS Operations Team	First Issue	1/4/2022