



Account Manager – Password Resets

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Knowledge Management Center
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Password Resets

Action Required	Deadline	Who Is Affected
Ensure that users have answered the password reset questions on their user profile in Account Manager and know who their company CAMs are	September 30	Company Account Managers (CAMs) – Account Manager



Password Reset Information

Users can reset passwords by...

- Utilizing the “Forgot Password” feature in Account Manager (must have provided response to security questions)
- Contacting a company CAM

PJM will assist with password resets when...

- No CAMs are listed on the user’s account
- After core business hours
- Users exist under the company “Other”
- Emergency situations arise, as needed

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Account Manager: Password Resets



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