



Account Manager User Certification and Password Resets

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Knowledge Management Center
As of August 19, 2021

| Action Required | Deadline | Who Is Affected |
|---|---------------------|---|
| Validate users, user access, and user relationship to main (Member) account | August 31 | Company Account Managers (CAMs) – Account Manager |
| Ensure that user’s have answered the password reset questions on their user profile in Account Manager and know who their company CAM’s are | September 30 | Company Account Managers (CAMs) – Account Manager |



Account Manager – User Certification

- Account Manager User Certification
 - CAMs asked to validate all user's, review user access, and establish a relationship (agent, vendor, employee) between user and the main (Member) account
 - 60 day window to complete: June 30 to August 31 2021 in Production
 - Details available in [Manual 33](#), section 5.1.8

- Reference Materials
 - [User Certification User Guide](#)
 - [Recorded User Certification Demo](#)
- Remaining Open House Sessions – email accountmanager@pjm.com to schedule time with a PJM CAM
 - August 26: 1 p.m. to 3 p.m.
 - August 30: 1 p.m. to 3 p.m.

Account Manager – Password Resets

User's 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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User Certification



Member Hotline

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