

## **Functional FAQs**

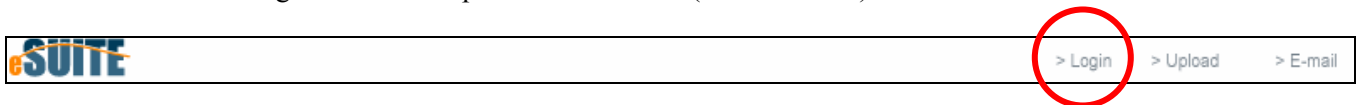
### **Logging into eSuite**

Users now access EES, eData, and OASIS via eSuite.pjm.com. The security for these applications has been integrated into a single username and password, and as a result, customers now have a single point of entry for these applications.

#### **How do I Log in to EES, OASIS, eData, or CAM?**

##### Option #1:

1. Locate the login button on top of User Interface (circled below).



2. Enter user name in the "User Name" field.
3. Enter user password in the "Password" field.
4. Click "Login."

Upon successful login, the user is taken to the main menu of the MUI. At this point, they can access any application for which they are qualified.

##### Option #2:

1. Users can also access the eSuite applications directly. If customers click on one of the links and they have not previously logged in, they are immediately taken to the eSuite login.
2. If their login is successful, the application that they requested is automatically opened.

#### **Do I need to open different browser versions when accessing eSuite applications?**

No, only one Internet Explorer session is necessary. In fact, by opening multiple browser versions, users could be inadvertently logging themselves out of previous sessions. Because OASIS, EES, and eData now have an integrated security, if a new eSuite session is opened and a user logs in with an account that is already active, it will terminate the previous session.

Note, if a user opens eData, it will automatically spawn a new browser window. This allows users to keep eData and either EES or OASIS open at the same time. Customers can close one of these windows without losing their eSuite session. For example, if a customer closes EES, but keeps eData open, all they need to do to reopen EES is click on the MUI Home button in eData, and then the EES button in eSuite. By opening a new eSuite session and logging into EES again, you would actually terminate your previous eData session.

#### **I had accounts for several of the integrated eSuite applications, which do I use?**

There was an effort to convert all of the eData, OASIS, and EES users before eSuite was implemented. Users from all three applications were compared, and if their emails or usernames matched exactly, they were combined into a single eSuite account. The hierarchy of these accounts was EES, OASIS, and then eData. For example, if a user had an EES and OASIS account, their EES username became their eSuite login.

In cases where PJM was unable to match users between systems, customers may have different eSuite accounts for different applications, e.g. a username for EES and one for eData. In these cases, users can modify their accounts by using the User Change form in CAM, Company Account Maintenance. They can decide which account they want to be

active, and request additional qualifications. Note, at this point, it is up to your CAM account manager to approve these qualifications.

## **My eSuite account is locked, what do I have to do to get unlocked?**

Most of the time when a user is locked, it is due to the fact that they tried to log into eSuite incorrectly three consecutive times. Company account managers have the ability to unlock these user ids from the Admin Account UI within CAM. They simply retrieve the locked user's account, click the unlock button next to the password field, and the customer's account will be unlocked. If the account manager desires, they can reset the password and the next time the user tries to log into eSuite, they will be forced to change their password.

## **Company Account Maintenance - CAM**

### **What is CAM's purpose and how does it relate to me?**

Company Account Maintenance (CAM) enables external customers to manage their own PJM user accounts. This application will have the following functions:

- Modify existing user accounts
- Create new user accounts
- View all user accounts for a company (Note, this only applies for those applications integrated into the MUI)
- Download user information

There will be three different user groups accessing this application. The first user group is any customer that either wants to create or modify an existing account. These customers will make up the largest percentage of the user base, and will not require any access privileges. The second group of users are the account managers that will maintain all MUI application accounts (e.g. EES, eData, OASIS, etc.) for a particular company. Note: all companies will be required to have at least one account manager who will be responsible for granting access rights. The final user group will be PJM account managers that are responsible for adding new companies, and assisting the company account managers in their new responsibilities.

### **How do I know who my account manager is?**

There is a button on the bottom of the User Change and New Registration Forms which details all account managers for a particular company.

### **How do I become an account manager?**

Any user can request this qualification, but they are required to send PJM written confirmation that the individual in question is permitted to become a company account manager. Once PJM receives this authorization, their status will be updated from New to Active.

## **Other Frequently Asked Questions**

Xxxxxx?  
xxxxxxx

## **Technical FAQs**

## **Browser Versions**

Customers must use Internet Explorer when accessing eSuite, and the minimum browser version supported is IE 4.0. In addition to the minimum browser requirements, users must also comply with the following technical requirements:

1. Users need to update their trusted sites to contain the following, [https://\\*.pjm.com](https://*.pjm.com). Users can tell if they are compliant by looking at the lower right hand side of their browser window. If it says Internet Zone, the trusted sites are not set up correctly. It should say 'Trusted Site'.
2. Minimal system requirements can be found on the eSuite login page.
3. Users need to apply Microsoft's JVM patch to their browser. There is a link to this site on the eSuite login page, or users can directly access it by going to <http://www.microsoft.com/java/>.