Account Manager Frequently Asked Questions

Below is a list of frequently asked questions related to the Account Manager tool. If you have a question that has not been covered below, please consult the Account Manager User Guide or contact the Tools Refresh Team at ToolsRefresh@pjm.com.

1. How do I access the Account Manager Application?
   a. The Account Manager application can be accessed via eSuite/PJM Tools, or by following the Sign In or Register links on the PJM Tools - Account Manager Page.

2. Will my existing users from the legacy CAM tool be brought over to Account Manager?
   a. All existing users and their tool access from the CAM tool will be pre-populated in the Account Manager tool.
      i. For example – if you have a PRD account in legacy CAM, those credentials will be brought over to the PRD Account Manager tool.

3. How does the eSuite/CAM functionality differ from the new Account Manager functionality?
   a. The Account Manager tool offers a Dashboard which will show a Company Account Manager any pending tasks that they may have for users in their organization.
   b. The Account Manager tool gives the ability to import users via a CSV file.
   c. The Account Manager tool has an option for an account manager (administrator) to approve or deny all tool requests for a user account.
   d. A Company Account Manager can request additional PJM tool access for their organization, which will require PJM approval.
   e. Account password security
      i. Initial password requests and password changes will need to be completed within 4 hours of receiving a unique password link via email.
   f. Users have the ability to terminate their own user account.
   g. Automatic logout for sessions that are inactive for 15 minutes.

4. Will both the CAM and Account Manager tools be available to use for a period of time?
   a. The legacy CAM tool will no longer be available when the Account Manager tool is launched on 3/31/2015.

5. Which browsers are supported by the Account Manager tool?
   a. Internet Explorer 8 and above, Chrome, and Firefox are supported.

6. Will the process in requesting an additional organization account (or subaccount) be the same as the previous procedure – i.e. submitting a signed CAM Form to PJM (via mail or digital delivery)?
   a. The process for creating a new organization account (or subaccount) will remain the same. The existing forms have renamed – “CAM Form A” is now “Account Manager Form A” and “CAM Form B” is now “Account Manager Form B”
      i. If you are creating a new member account and are ready to use PJM tools, both “Account Manager Form A” and “Account Manager Form B” must still be submitted to PJM.
ii. An “Account Manager Form B” is required for the creation of new subaccounts.

b. **Note** - An “Account Manager Form B” is no longer required for additional tool access for existing organizations. The Account Manager tool allows existing organizations to request additional PJM tools, which require PJM approval. See 3c above.

7. Will the process requesting updates to CAM Administrators for organization accounts be the same -- submitting CAM Form B (now named “Account Manager Form B”)?
   
   a. An “Account Manager Form B” is required for changes or additions to account managers (administrators).

8. As an Account Administrator for multiple organization accounts, will I be able to see all the users under those organization accounts?
   
   a. For go-live on 3/31/2015, this feature is not available. We are exploring options to incorporate this feature in the future.

9. Why am I receiving an “Outdated Browser” error on the PJM Single Sign-On page using Internet Explorer 11?
   
   a. IE changed the standard convention on how to retrieve the browser version. Previously it was sent over in the user-agent info as the browser version, like MSIE:9.0 or Chrome/11.0. IE now has a special way of defining the version as rv:11.0. PJM’s SSO page cannot find the version and assumes it is invalid. This will not prevent you from logging into the Account Manager tool and performing normal tool functions. PJM will be addressing this configuration change in the future.