

Title

Company Account Manager (CAM)

URL Name

Customer-Account-Manager-Actions

Article Content

Account Manager is the tool by which companies and their users are provisioned access to PJM's tools. A Company Account Manager (CAM) is a user who has been designated by an Officer, Authorized Representative, or Maintenance Manager to provision new user accounts with tool access. Additionally, this individual is responsible for controlling account access to users belonging to any account associated with the company for which they have been designated as the CAM. Prior to allowing a Member to utilize PJM tools, the Member must designate CAMs. A minimum of two CAMs must be designated per member company account.

Additional details on CAM roles and responsibilities and the process for adding and removing CAMs can be found in Manual 33, Section 5 - <https://www.pjm.com/-/media/documents/manuals/m33.ashx> and in [Account Manager - How to Add, Replace or Remove a Company Account Manager \(CAM\)](#) knowledge article.

A CAM user account is not active until the Account Manager Read/Write privilege has been activated by the PJM Administrator.

After the Account Manager Read/Write privilege has been activated by the PJM Administrator, the CAM should log into Account Manager to manage privilege requests for all users.

CAMs have the authority to complete the following tasks related to user accounts belonging to their company:

- Manage account access requests
- Confirm user information changes
- Create new user accounts (single user and bulk import is available)
- Terminate account access
- Reset passwords
- Utilize the Single User Multi-Accounts (SUMA) authorization (see page 2-3 of Form B1)

When an action requires Company Account Manager intervention, an email will be sent to the Company Account Manager from CAMAdmin@pjm.com. In addition, the "Pending Tasks" screen in the Account Manager tool lists all pending requests requiring action.

Detailed instructions to grant or revoke account privileges, confirm user information changes, and terminate account access can be found in the "Account Manager (AM) User Account Management" section of the [Account Manager User Guide](#), <http://www.pjm.com/~media/etools/account-manager/account-manager-user-guide.ashx>.

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