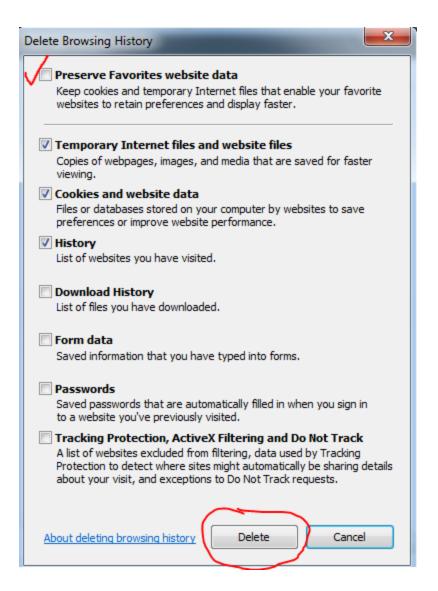
PJM has received several reports this morning that DR Hub users are experiencing "Page Not Found / http 404" errors upon logging into the DR Hub application from the eSuite login page (<u>https://esuite.pjm.com</u>) using Internet Explorer (IE). PJM is requesting that you perform the following steps to clear your browser cache. Please contact the DR Hub Support team if you continue to experience issues logging into the application from the eSuite login page after performing the steps outlined below at <u>DRHubSupport@pjm.com</u>.

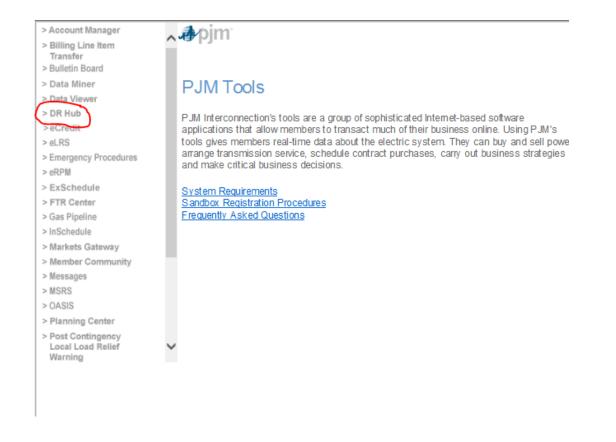
- From Internet Explorer (IE), open Tools Menu (Alt+X) > Select Internet Options
- Under Browser History, please <u>uncheck</u> "Delete Browser History On Exit" as shown below, then select the "Delete" button :

I	internet Options ? X
	General Privacy Content Connections
	Home page
Ш	To create home page tabs, type each address on its own line.
	http://wired.pjm.com/
	~
¢	Use current Use default Use new tab
	Startup
Ш	Start with tabs from the last session
11	Start with home page
	Tabs
	Change how webpages are displayed in tabs. Tabs
H	Browsing history
	Delete temporary files, history, cookies, saved passwords, and web form information.
Н	Delete browsing history on exit
	Delete Settings
Н	Appearance
6	Colors Languages Fonts Accessibility
H	Some <u>settings</u> are managed by your system administrator.
8	OK Cancel Apply

• The Delete Browsing History dialogue box will be displayed. Please <u>uncheck</u> "Preserve Favorites website data", and <u>check</u> "Temporary Internet files and website files", "Cookies and website data", "History" and select the "Delete" button as shown below:



- Close your browser session
- Open a new Internet Explorer (IE) browser session and navigate to the eSuite login page (<u>https://esuite.pjm.com</u>)
- Select the DR Hub link to login with your account credentials:



Alternatives to get to DR Hub application:

 Login to the DR Hub application from the PJM Tools Home page. Open up a new browser session and type the following URL in the address bar - <u>https://etools.pjm.com</u>. Under the DR Hub application, select the "Tool" link to login with your account credentials:

Account Manager	InSchedule
Tool More Information @	Tool More Information @
Billing Line Item Transfer	Markets Gateway
Tool More Information @	Tool More Information @
Bulletin Board	Member Community 🕢
Fool Public page More Information 👩	Tool a

 Login to the DR Hub application directly with the application URL. Open up a new browser session and type the following URL in the address bar – <u>https://drhub.pjm.com</u>. Submit your login credentials to gain access into the DR Hub application.