



PJM.com Roadmap

As of August 19, 2021

Tawnya Luna

Lead User Experience Strategist

Corporate Communications

- Contact Us page updated
- Single Sign On (SSO) on hold

Product - Action Required	Deadline	Who May Be Affected
Single Sign On & Header Updates – sign in required every 24 hours	On hold	Anyone visiting PJM.com
Secure Area Expiration – click the <i>Renew Now</i> link on the secure page	End of Q4 2021	Anyone with access to secure areas on pjm.com



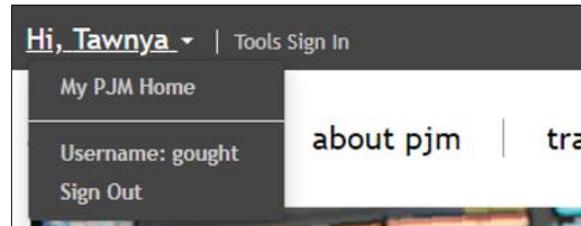
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Secure Area Expiration												Production 
Contact Us Page Updates								Production – August 6 				

Legend	
	Start Date
	End Date

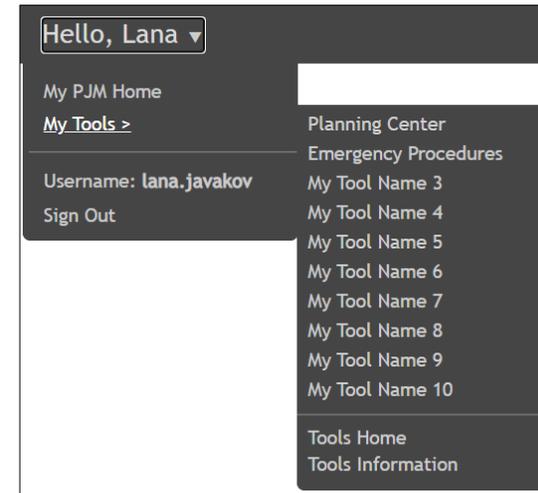
Proposed

- Integrated sign in from PJM.com to tools
- 24-hour session time out

Before



After



- Access will expire 1-2 years after granted
- Expiration will be enabled for each secure area in Q4
- Notification will be sent before access expires

Area	Action Required
Secure areas requiring CEII authorization	Use the renew option to keep access

1. Email reminder sent before expiration

From: Account Manager <accountmanager-donotreply@pjm.com>
Sent: Tuesday, December 1, 2020 1:00:06 AM
Subject: Account Manager - Your My PJM User Interface Standards access will expire on 12-02-2020

Hello Daniel,

Your access to My PJM User Interface Standards secure area on PJM.com will expire on 12-02-2020. To renew your access, visit the My PJM User Interface Standards page, sign in with your  account and click *Renew Now*.

Please [contact PJM](#) if you have any further questions.

2. Click *Renew Now* on secure page

[Home](#) ▶ [About PJM](#) ▶ [User Interface Standards](#)

 Access expires in 1 day. [Renew Now](#)

User Interface Standards

This section of the website provides user interface standards for development, testing and maintenance of the following PJM websites and tools:

3. Click *Request Access* button

[Home](#) ▶ [Sign In to My PJM](#) ▶ [Request Access](#)

Request Access

The page you have requested requires additional access that you do not currently have. Click the Request Access button below to proceed with requesting the access. Certain access may be granted automatically, but other access may require additional steps. You will be contacted via email or phone if additional information is required to complete these steps. If you request access to a secure area and are granted the access, you have to sign back out and sign in in order for the access to show up.

- User Interface Standards -

[Request Access](#)

- The Contact Us page was updated to provide members with personalized contacts, including:
 - Maintenance Manager(s)
 - Contact Manager(s)
 - Authorized Representative(s)
 - Customer Account Manager(s)
- These contacts were removed and added back on August 6.
- Non-authenticated users and non-members are required to enter a captcha code when completing the contact us form.

Presenter:
Tawnya Luna,
tawnya.luna@pjm.com

SME:
Tawnya Luna,
tawnya.luna@pjm.com

PJM.com



Member Hotline

(610) 666 – 8980

(866) 400 – 8980

custsvc@pjm.com



Product Details

PJM's corporate website, www.pjm.com, is the interface for information and tools used by PJM and its members & stakeholders

Key Product Features

- Display Content and Data
- Meeting/Event/Training Registration, Secure Content Areas
- Manuals, Filings & Orders, Reports
- Real-Time Dashboards, Maps