

Tools Security

Sunil Kumar Rachakonda,
Lead Development Operations Analyst

Tech Change Forum
September 14, 2026

Disclaimer: While materials are current at the time of publishing, applicable requirements may change. PJM Governing Documents control.

Product - Action Required	Deadline	Who May Be Affected
Enhanced OTP (One-Time Password)-based Multi-Factor Authentication (MFA) for PJM Tools Browser Based Access Only	September 8th 2026 (Train) October 2026 (Production)	All tools currently using OTP-based MFA



- PJM is upgrading its Multi-Factor Authentication (MFA) to use an improved device recognition framework. This change delivers stronger security and a smoother sign-in experience.
- You will be prompted to complete MFA (soft token/OTP) more frequently.
- OTP (soft token) will expire after 15 minutes (reduced from 30 minutes) for enhanced protection.
- No action required on your part — the experience remains seamless when you enter your OTP.

- After this change takes effect, you will be asked to re-authenticate with an OTP on your next sign-in.
- Signing in from a new or unrecognized device will always require OTP verification.
- After four invalid soft token attempts, the user account will be locked and must be unlocked by contacting their Customer Account Manager (CAM).

What's not Impacted

- Applications and browserless transfers that use PKI-based MFA (Certificate based MFA) will not be affected by this change.
- PJM CLI and automated job transfers will not be affected.

Impacted Tools (Browser Based Access Only)

- | | |
|--|--|
| <ul style="list-style-type: none">• Account Manager• Billing Line Item Transfer• Bulletin Board• Capacity Exchange• Cost Agent• Data Viewer• DER Directory• DR Hub• eCredit• eDART• ELCC Calculator• Emergency Procedures• FTR Center• InSchedule | <ul style="list-style-type: none">• Market Settlements Reporting System (MSRS)• Markets Gateway• NextGen• PJM Tools home page• PJM.com• Planning Center: Queue Point, Gen Model, TC Planner, TO Planner, Queue Scope, Competitive Planner• Power Meter• Resource Tracker• TO Connection• Voting |
|--|--|

The change is scheduled to be implemented for all tools in Train on September 7.

Production Tools	Date
Account Manager Billing Line Item Transfer Bulletin Board Cost Agent Data Viewer DER Directory eCredit ELCC Calculator Emergency Procedures Planning Center: Queue Point, Gen Model, TC Planner, TO Planner, Queue Scope, Competitive Planner NextGen PJM Tools home page Resource Tracker Voting	October 1st 2026
Market Settlements Reporting System (MSRS) eDART Power Meter TO Connection Capacity Exchange InSchedule FTR Center DR Hub	October 7st 2026
Markets Gateway	October 14th 2026

2026											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Tools Security								◆ Train	◆ Production		

Presenter/SME:
Sunil Kumar Rachakonda,
sunilkumar.rachakonda@pjm.com

Tools Security



Member Hotline

(610) 666 – 8980

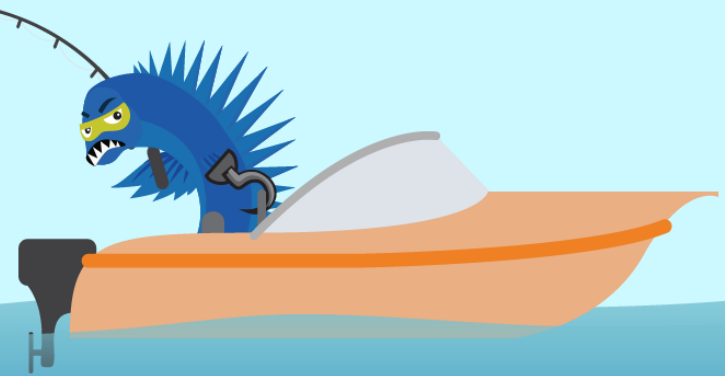
(866) 400 – 8980

custsvc@pjm.com

**PROTECT THE
POWER GRID**
**THINK BEFORE
YOU CLICK!**



**BE ALERT TO
MALICIOUS PHISHING
EMAILS**



Report suspicious email activity to PJM.
Call (610) 666-2244 or email it_ops_ctr_shift@pjm.com