Tools Security

Sunil Kumar Rachakonda,
Lead Development Operations Analyst

Tech Change Forum
October 13, 2026

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

PJM © 2026

Impact Details

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 2026 (Train)** **October 2026 (Production)**	All tools currently using **OTP-based MFA**

PJM © 2026

Multi-Factor Authentication Enhancements

- 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.

PJM © 2026

Multi-Factor Authentication Enhancements

- 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).

PJM © 2026

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.

PJM © 2026

Impacted Tools (Browser Based Access Only)

- Account Manager
- Billing Line Item Transfer
- Bulletin Board
- Capacity Exchange
- Cost Agent
- Data Viewer
- DER Directory
- DR Hub
- eDART
- ELCC Calculator
- Emergency Procedures
- FTR Center
- InSchedule
- Market Settlements Reporting System (MSRS)
- Markets Gateway
- NextGen
- PJM.com
- Planning Center: Queue Point, Gen Model, TC Planner, TO Planner, Queue Scope, Competitive Planner
- Power Meter
- Resource Tracker
- TO Connection
- Voting

PJM © 2026

Train Implementation Dates

September 8, 2026 (Completed)

- Account Manager
- Billing Line Item Transfer
- Bulletin Board
- Data Viewer
- ELCC Calculator
- Emergency Procedures
- Planning Center: Queue Point, Gen Model, TC Planner, TO Planner, Queue Scope, Competitive Planner
- Market Settlements Reporting System (MSRS)
- eDART
- Voting
- Power Meter
- TO Connection
- Capacity Exchange
- InSchedule
- FTR Center
- DR Hub

September 14, 2026 (Completed)

- Cost Agent
- DER Directory
- Data Viewer
- NextGen
- QueueScope
- Resource Tracker

PJM © 2026

Production Implementation Dates

October 1, 2026 (Completed)

- Account Manager
- Billing Line Item Transfer
- Bulletin Board
- Cost Agent
- Data Viewer
- DER Directory
- ELCC Calculator
- Emergency Procedures
- Planning Center: Queue Point, Gen Model, TC Planner, TO Planner, Queue Scope, Competitive Planner
- NextGen
- Resource Tracker
- Voting

October 7, 2026 (Completed)

- Market Settlements Reporting System (MSRS)
- eDART
- Power Meter
- TO Connection
- Capacity Exchange
- InSchedule
- FTR Center
- DR Hub

October 19, 2026

- Markets Gateway

TBD

- eCredit
- PJM Tools home page

PJM © 2026

2026 Roadmap

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

PJM © 2026

Contact

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

Tools Security

Member Hotline

(610) 666 – 8980

(866) 400 – 8980

custsvc@pjm.com

PJM © 2026

PROTECT THE POWER GRID

THINK BEFORE YOU CLICK!

pjm

BE ALERT TO MALICIOUS PHISHING EMAILS

Report suspicious email activity to PJM.

Call (610) 666-2244 or email it_ops_ctr_shift@pjm.com

PJM © 2026