

CAM On-Boarding Quick Start Guide



September 2025

Table of Contents

Overview	1
How to Access Account Manager	2
Register for a New PJM User Account	3
New User Account Notification	9
Approve or Deny Access	9
How to Create a New User Account	11
How to Search for a User	17
Search Tips: Account Shortname, First/Last Name	17
CAM User Profile – Profile Information	19
Actions: Lock, Unlock, Password Reset	20
<i>How to Use the Action Button to Lock/Unlock an Account or Reset a Password</i>	20
<i>Icon Glossary</i>	21
Reinstating/Terminating Accounts	22
Adding Additional Company Account(s) and/or Tool Access to an Existing User or System Account	24

Overview

This PJM CAM On-Boarding Quick Start Guide will provide instructions and information for new user registration, user account management and Company Account Manager (CAM) Administrator user account management in the PJM Account Manager Internet application.

As a designated CAM Administrator, you will be responsible for the management of users under your company account(s) in the Account Manager production and training environments. This may include, but is not limited to, the following actions:

- Verifying and approving new user accounts
- Providing and/or approving tools/access for users
- Setting up new user accounts/updating information in existing accounts
- Locking/unlocking accounts
- Resetting passwords
- Terminating user accounts
- Submitting eDART user requests/approving new user accounts
- Creating/maintaining [Allowlist\(s\)](#)
- Requesting additional tool access based on the user's company or line of business

How to Access Account Manager

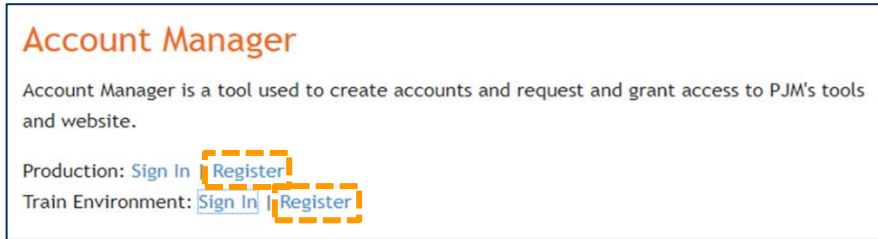
Account Manager can be accessed from PJM's [Account Manager Page](#): [pjm.com Home > Markets & Operations > PJM Tools > Account Manager](#).

CAMs and users can register for an account or sign in to an existing user account here.

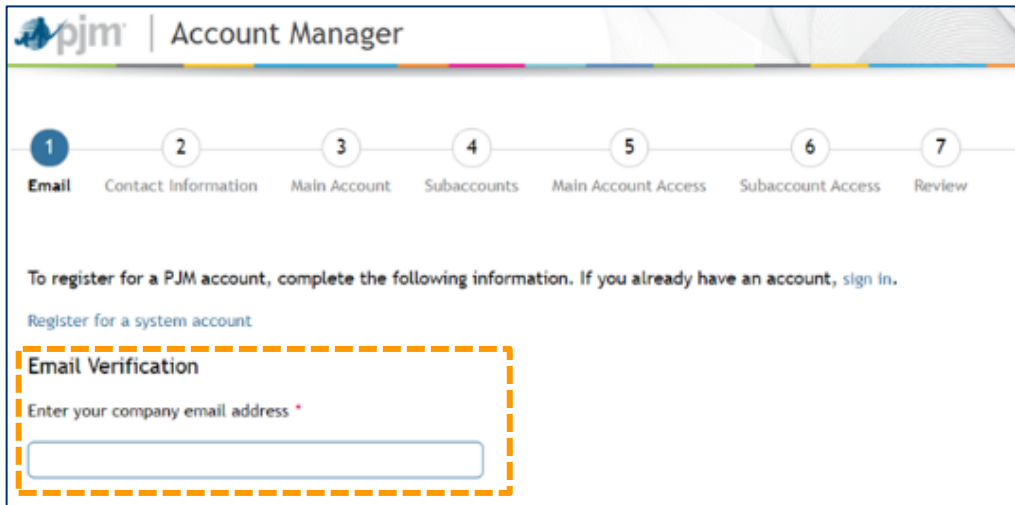
The screenshot displays the PJM website's navigation and content for the Account Manager page. The top navigation bar includes links for 'about pjm', 'training', 'committees & groups', 'planning', 'markets & operations', and 'library'. The 'markets & operations' link is highlighted. A breadcrumb trail shows the path: Home > Markets & Operations > PJM Tools > Account Manager. The left sidebar contains a menu with 'Operational Data', 'Data Directory', 'Interregional Data Map', 'PJM Tools', 'PJM Security', 'System Requirements', and 'Upcoming Changes'. The 'PJM Tools' menu item is expanded. The main content area features the title 'Account Manager' and a description: 'Account Manager is a tool used to create accounts and request and grant access to PJM's tools and website.' Below the description, there are two sets of links: 'Production: Sign In | Register' and 'Train Environment: Sign In | Register'. These links are enclosed in a dashed orange box. On the right side, there is a 'CONTACT INFORMATION' section with a 'Member Community' button and the phone numbers '(866) 400-8980' and '(610) 666-8980'.

Register for a New PJM User Account

1. Click **Register** for the appropriate environment in which you require a user account

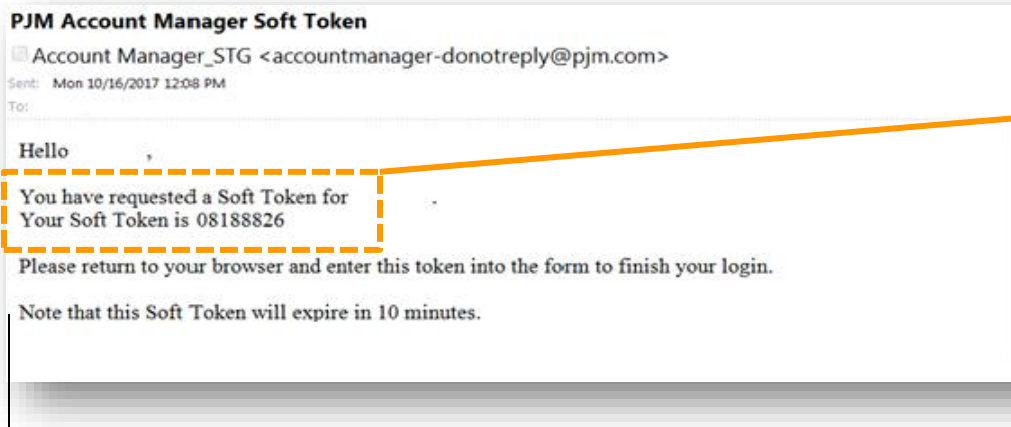
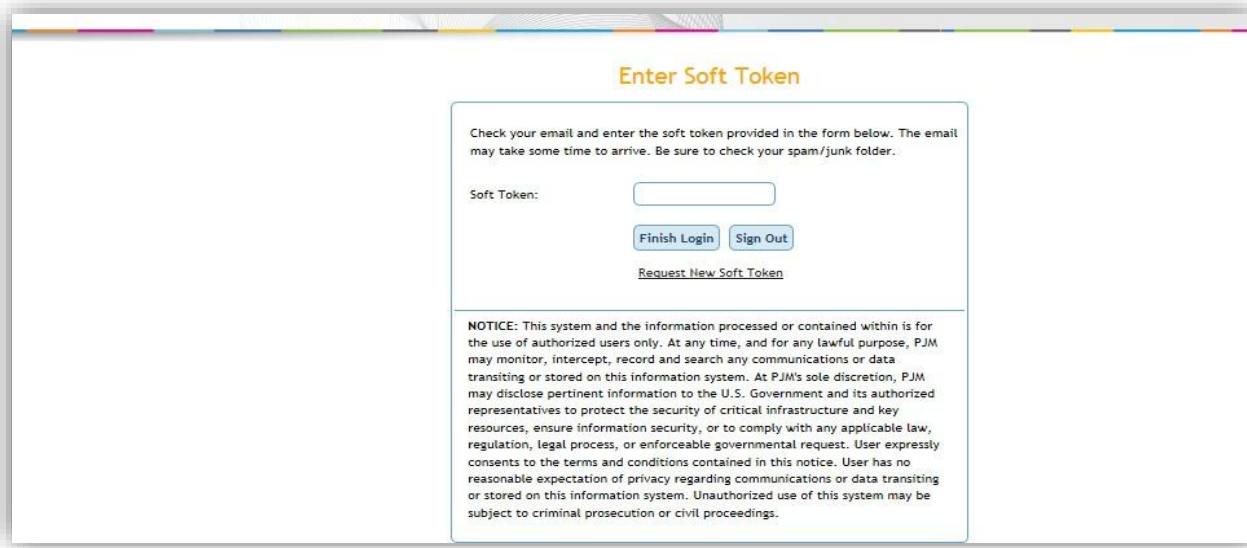


2. Type in company email address and click **Next**.



CAM On-Boarding Quick Start Guide

After inputting your email, you will be prompted to enter a soft token to verify the email address.



Check your email associated with the user account in Account Manager for the soft token.

Please check your spam/junk folder if the automated soft token email is not in your inbox before clicking **Request New Soft Token** link.

CAM On-Boarding Quick Start Guide

3. Select a username, add the required contact information, then select and answer three security questions. Click **Next** to continue.

Note: If a user account is already associated with the email address you entered on the first screen, a warning will appear under the email address. This warning will not prevent you from creating a new user account; however, if you have an existing user account, please log in to that user account.

The screenshot shows the 'Contact Information' step of the onboarding process. The progress bar at the top indicates steps 1 through 7, with step 2 being the current step. The form includes the following sections:




- Sign In Information:** Username field with 'CHolliday15' entered. Email field with 'carter.holliday@pjm.com' entered, accompanied by a warning message: 'Your email address is already associated with a PJM account.'
- Contact Information:** First Name field with 'Carter', Last Name field with 'Holliday', Job Title field with 'PJM Tester', and Phone field with '-610-555-1212'.
- Security Questions:** A section for answering three questions to verify identity. The questions are: 'Who is your favorite basketball team?', 'What is/was the make and model of your first car?', and 'What is the name of your current pet?'. Each question has a dropdown menu and a corresponding text input field.

4. In the **Employed as** section, select the option that best describes your relationship to the main company account.

The screenshot shows the 'Main Account Selection' step of the onboarding process. The progress bar at the top indicates steps 1 through 4, with step 3 being the current step. The form includes the following section:

- Main Account Selection:** A dropdown menu labeled 'Employed as' with 'Select One' selected. The dropdown menu is open, showing the following options: 'Select One', 'Agent', 'Consultant', 'Contractor', and 'Employee'.

CAM On-Boarding Quick Start Guide

5. Select the main company account and click **Next**. 
6. If the main company account has subaccounts, it will proceed to the *Subaccount(s) Selection* screen (Figure 1). If the main company account has no subaccounts, it will proceed to the *Tools Selector* screen (Figure 2).
 - a. On the *Subaccount(s) Selection* screen, you can select one subaccount, multiple subaccounts or all subaccounts. Click **Next**. 
7. Assign tool access for the main account by selecting the tool name under *Access* then clicking the center **double-arrow** icon to add (Figure 2). Click **Next**. 

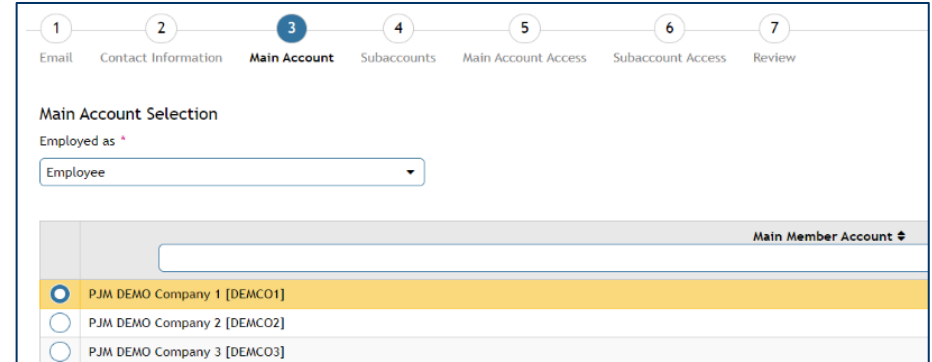
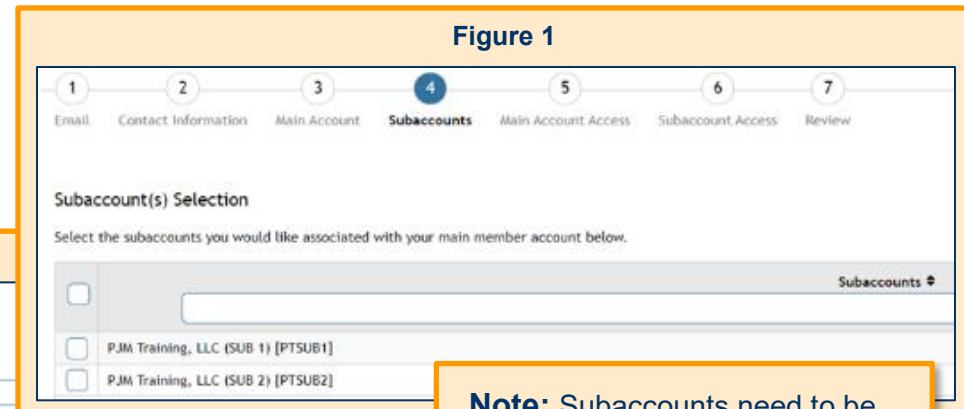
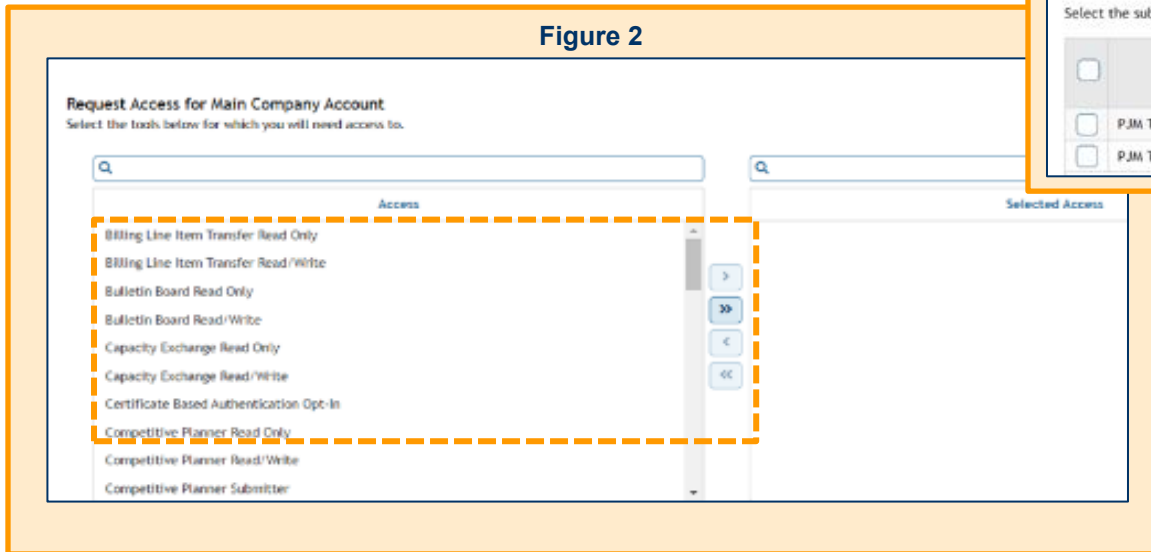


Figure 1



Note: Subaccounts need to be [Allowlisted](#) to appear on the *Subaccount(s) Selection* screen.

Figure 2



CAM On-Boarding Quick Start Guide

8. Select tool access for the subaccounts. Click the **pencil** icon in the *Actions* column for the subaccount.

Accounts	Access Selected
PJM DEMO Company 1	None

9. Select tool access (Only SUMA-enabled tools will be available to select for each subaccount). Click **Submit**.

Repeat steps 8 & 9 for each selected subaccount.

10. On the *Request Access for Subaccount* screen, you can review the access selected for each subaccount. If you missed any tools, click the **Back** button. Follow the previous steps to select additional tools. Complete access selection and click **Next**.

Select Access for Subaccount PJM Training, LLC (SUB 1)

Access

- Billing Line Item Transfer Read/Write
- Bulletin Board Read Only
- Bulletin Board Read/Write
- Capacity Exchange Read Only
- Capacity Exchange Read/Write
- DR Hub CSP Full Member
- DR Hub Read Only
- DR Hub Read/Write
- ExSchedule Read Only
- ExSchedule Read/Write

Selected Access

- Billing Line Item Transfer Read Only
- MSRS Read Only

The Open Access Same-Time Information System (OASIS) provides information by electronic means about available transmission capability for point-to-point service and a procedure on a non-discriminatory basis. OASIS enables transmission providers and transmission customers to communicate requests and responses to buy and sell available transmission capacity under the PJM Open Access Transmission Tariff.

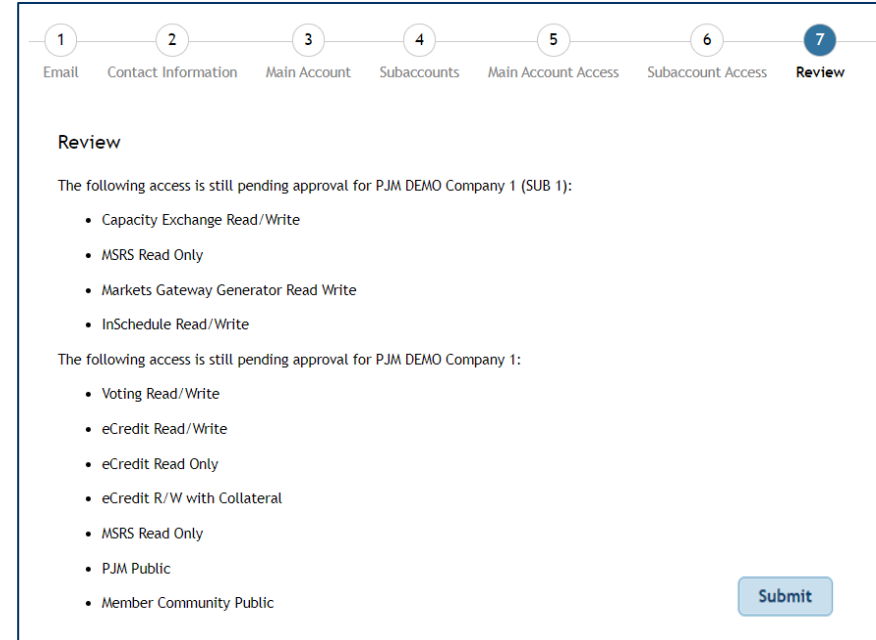
Comments

Please use the comments field to provide information to the Company Account Manager to help determine what access you require.

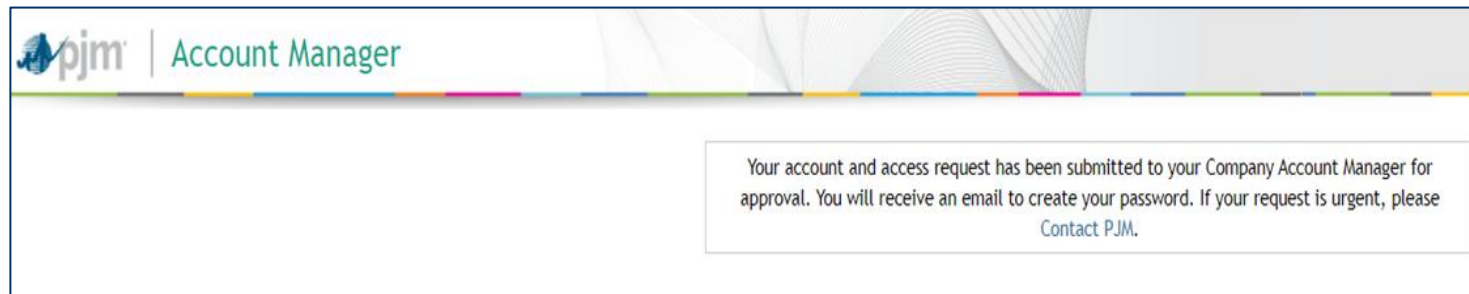
Actions	Accounts	Access Selected
	PJM DEMO Company 1 (SUB 1) [DMCOS1]	Capacity Exchange Read/Write, MSRS Read Only, Markets Gateway Genera

CAM On-Boarding Quick Start Guide

11. Review the company account(s) and accesses being granted to the new user account. Click **Submit** to finalize the request.



As a CAM Administrator, you will receive the following confirmation screen. The user will then receive an automated email with a link to set up their password. **Please note that the link expires four hours after issuance.** If the link expires, as a CAM Administrator you will need to issue the user a password reset.



CAM On-Boarding Quick Start Guide

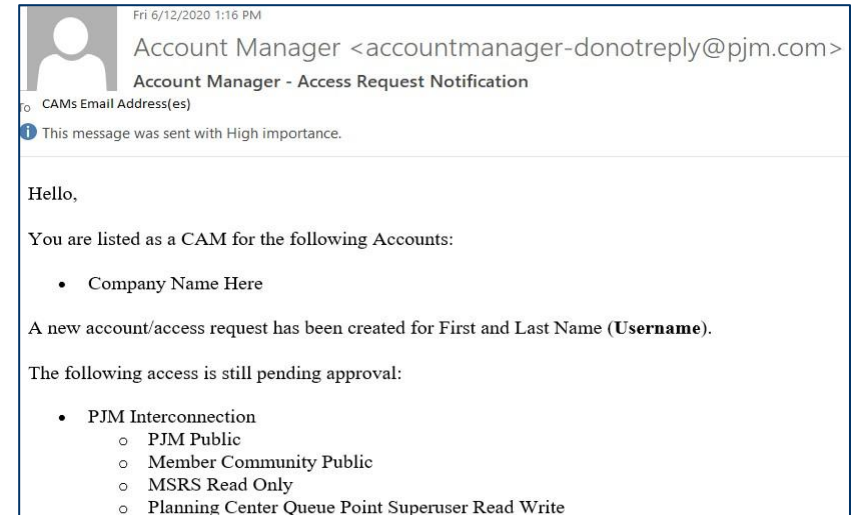
New User Account Notification

When a new user creates an account under your company account(s), you will receive an email notification. Review the user information and access requested.

APPROVE OR DENY ACCESS

From your Account Manager CAM home screen, you will need to navigate to your **Pending Tasks** tab.

Tool access requested by new users or an existing user requesting additional access will appear in your **Pending Tasks** tab under **User Access Requests**. Although you will receive email notifications of pending access requests, a best practice is to check this tab frequently for incoming user requests.



The screenshot shows the "Pending Tasks" interface. The top navigation bar includes "Pending Tasks", "Add New User", "User Profile", "My Company", and "Search". Below this, there are tabs for "User Access Requests", "User Requests", and "PKI Certificate Requests". The main content area displays a table of pending access requests. The table has columns for "First Name", "Last Name", "Username", "Email", "Phone", "Employer", and "Actions". The "Actions" column contains "X" and checkmark icons. The table is filtered to show "Pending Only" requests. The first four rows are grouped under the username "Carter".

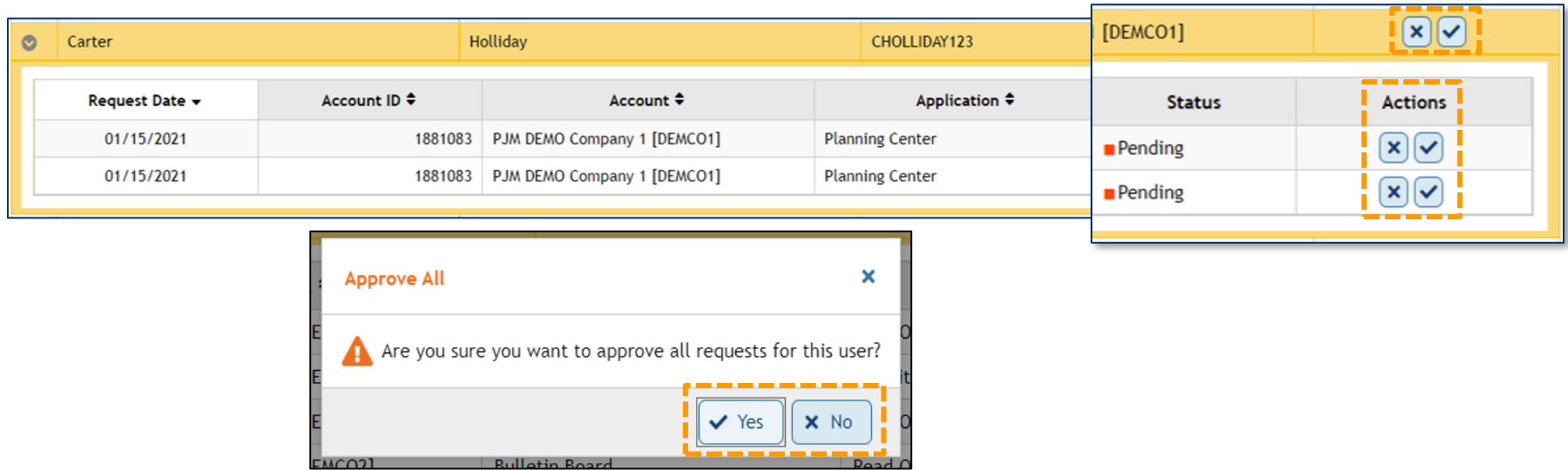
First Name	Last Name	Username	Email	Phone	Employer	Actions
Ally	Electric	AEHybridTRN	aelectric@pjm.com	610-666-4545	PJM DEMO Company 2 [DEMCO2]	X ✓
Carter	Holliday	CHOLLIDAY123	carter.holliday@pjm.com	610-555-1212	PJM DEMO Company 1 [DEMCO1]	X ✓
Carter	Holliday	cholliday12	cholliday@pjm.com	610-555-1212	PJM DEMO Company 1 [DEMCO1]	X ✓
Carter	Holliday	CHdemomrg7	carter.holliday@pjm.com	610-555-1212	PJM DEMO Company 1 [DEMCO1]	X ✓

Records Per Page: 15 << < 1-4 of 4 records > >> Reset

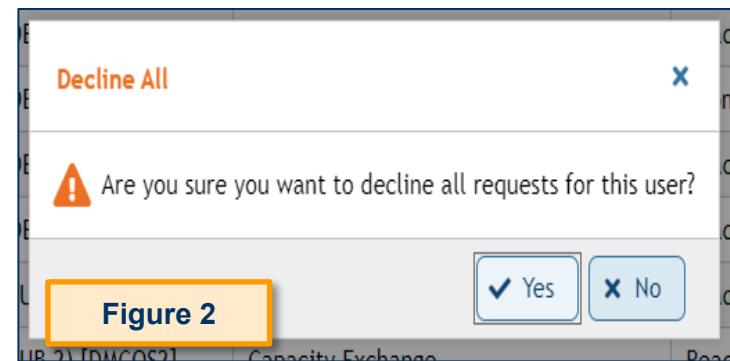
1. All requests generated by a single user will be grouped together under their username.
2. To view all access requested by a user, click the drop-down **arrow** in the first column.

CAM On-Boarding Quick Start Guide

- To approve requests individually, click the **check mark** in the *Actions* column. To approve all of a user's requests, click the **check mark** in the yellow banner. When approving all requests for a user, a pop-up box will ask you to confirm the action. Click as appropriate.



- To decline requests individually, click the **X** in the *Actions* column. For a declined request (Figure 1), enter an explanation in the pop-up box. Click **Submit**. To decline all of a user's requests, click the **X** button in the yellow banner, then confirm the action in the pop-up warning box (Figure 2).



How to Create a New User Account

1. Click **Add New User > PJM Account**

The screenshot shows the 'Add New User' page. At the top, there are navigation tabs: 'Pending Tasks', 'Add New User', 'User Profile', 'My Company', 'Search', and 'eDART CDW'. Below these are two buttons: 'PJM account' and 'System Account'. A progress bar below the buttons shows seven steps: 1. Email, 2. Contact Information, 3. Main Account, 4. Subaccounts, 5. Main Account Access, 6. Subaccount Access, and 7. Review. The 'Email' step is currently active. Below the progress bar is an 'Email *' input field. A note box on the right side of the page reads: 'Note: To create a System ID account, click System Account instead of PJM Account and follow the prompts.'

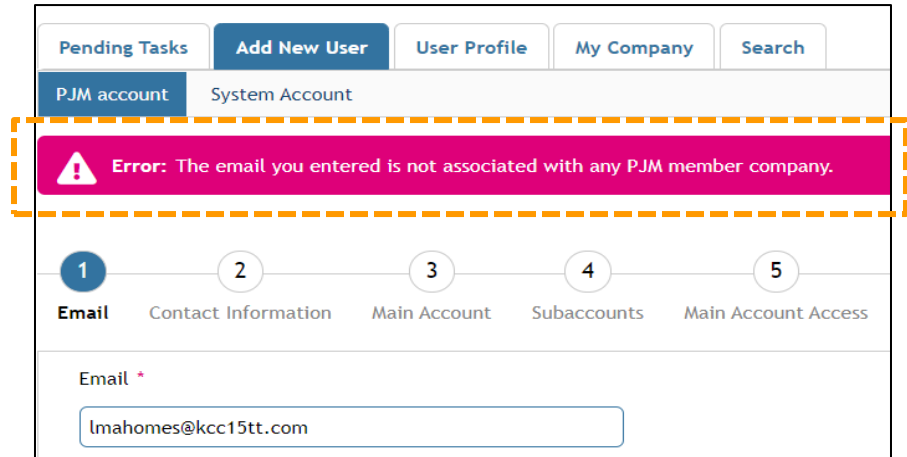
2. In the **Email** field, type in the user's email address. Click **Next**. If the entered email address is not [Allowlisted](#) or already has an existing user account, you will receive an error warning (see below).

This screenshot shows the same 'Add New User' page as the previous one, but now the 'Email *' field is filled with the text 'lucas.mahomes@pjm.com'. The 'Next' button at the bottom right of the form is highlighted with a dashed orange box. The progress bar remains the same, with 'Email' as the current step. There are also buttons for 'View Imported Users' and 'Import Users' on the right side of the form.

CAM On-Boarding Quick Start Guide

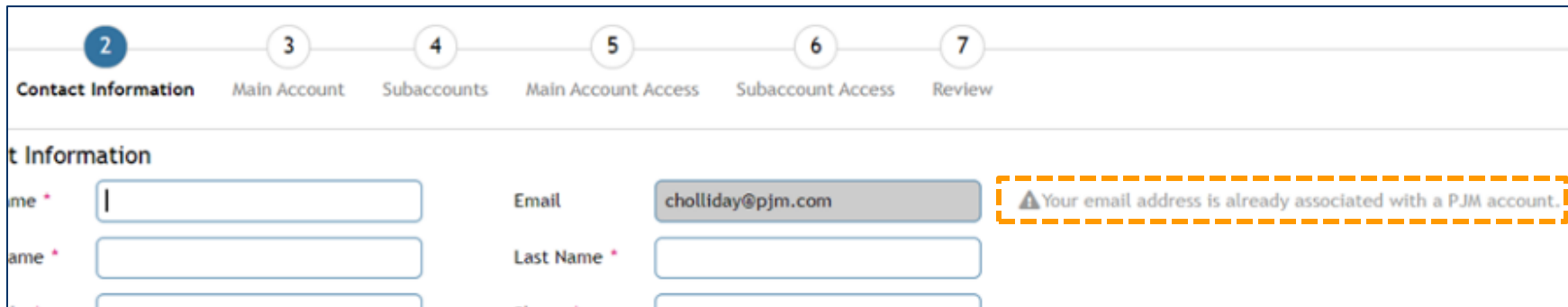
ERROR MESSAGE: EMAIL ADDRESS IS NOT ALLOWLISTED

CAMs can only create a new user for the accounts they manage, and the accounts will be limited to Allowlisted domains. The error warning is displayed if a non-Allowlisted email domain is entered. The CAM will need to add the email domain to the Allowlists for the main company and any subaccounts (if applicable) before they can proceed.



WARNING MESSAGE: EMAIL ADDRESS ALREADY EXISTS

If a user account already exists for the email address entered, the CAM Admin will see the following message: “Your email address is already associated with a PJM account.” This should not prevent the CAM from creating another user account.



CAM On-Boarding Quick Start Guide

- Fill in the user's contact information and click **Next**.

The screenshot shows the 'Add New User' form with the 'Contact Information' step highlighted. The progress bar indicates steps 1 through 7: Email, Contact Information, Main Account, Subaccounts, Main Account Access, Subaccount Access, and Review. The 'Contact Information' section includes the following fields:


Username *	CHollitST2	Email	cholliday2@pjm.com
First Name *	Carter	Last Name *	Holliday
Job Title *	Demd	Phone *	610-555-1212

- Select the user's relationship to the main company account in the **Employed as** field.


The screenshot shows the 'Add New User' form with the 'Main Account Selection' step highlighted. The progress bar indicates steps 1 through 7: Email, Contact Information, Main Account, Subaccounts, Main Account Access, Subaccount Access, and Review. The 'Main Account Selection' section includes the following field:

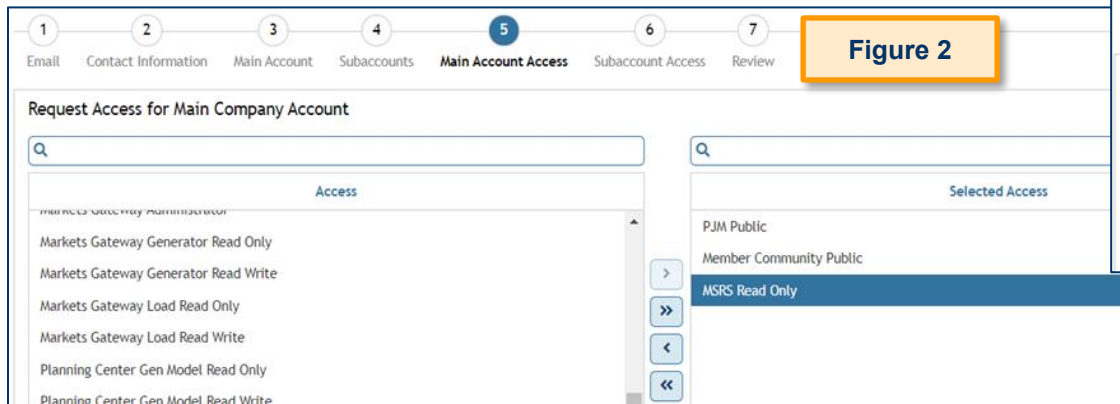
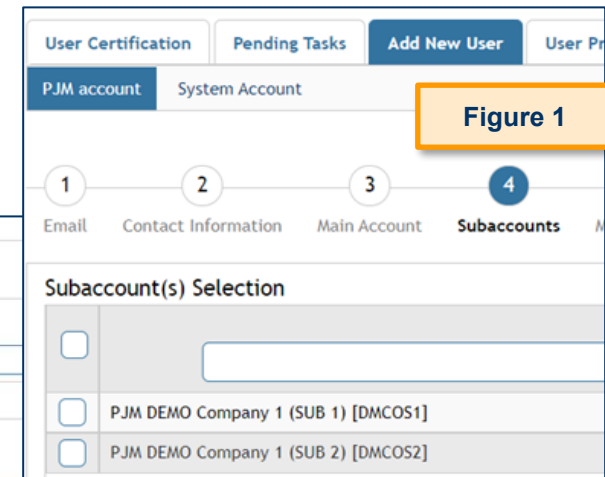
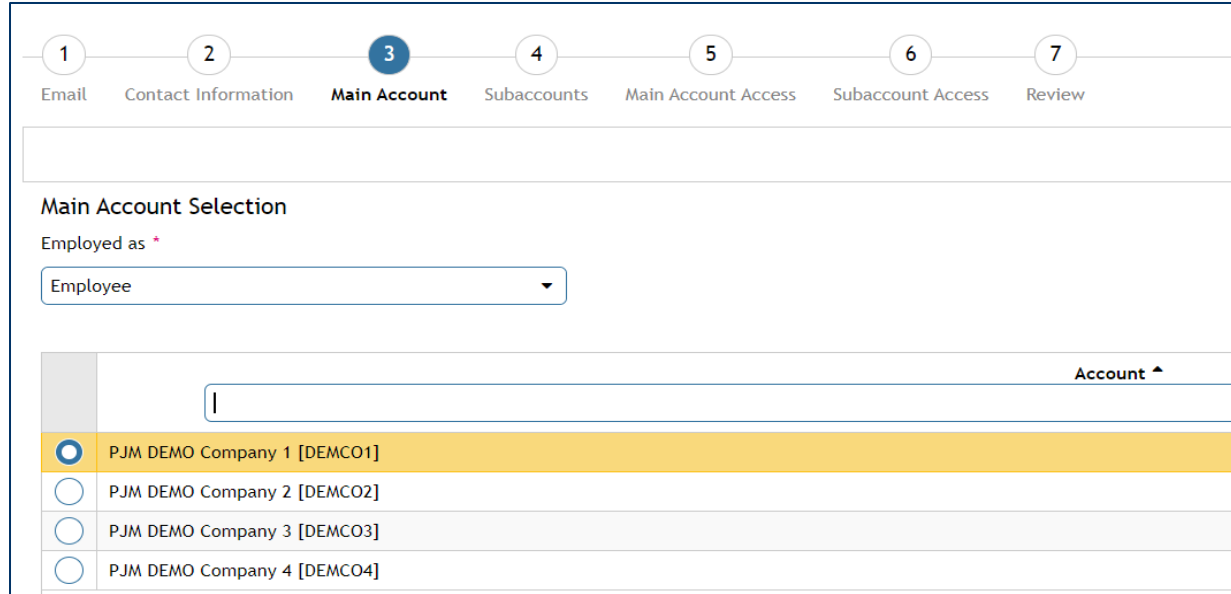
Employed as *	Select One
	Select One
	Agent
	Consultant
	Contractor
	Employee

CAM On-Boarding Quick Start Guide

5. Select the main company account and click **Next**. 

6. If the main company account has subaccounts, it will proceed to the *Subaccount(s) Selection* screen (Figure 1), or, if the main company account has no subaccounts, it will proceed to the *Tools Selector* screen (Figure 2).

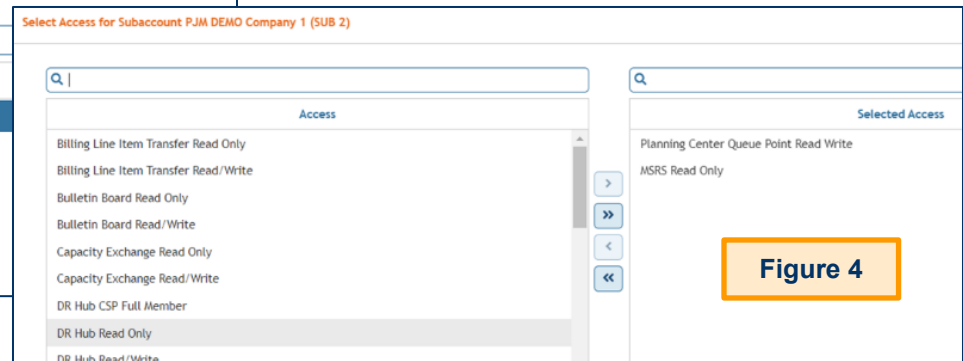
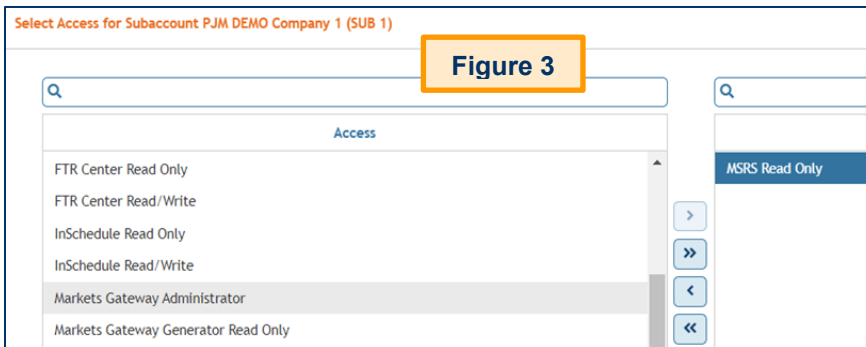
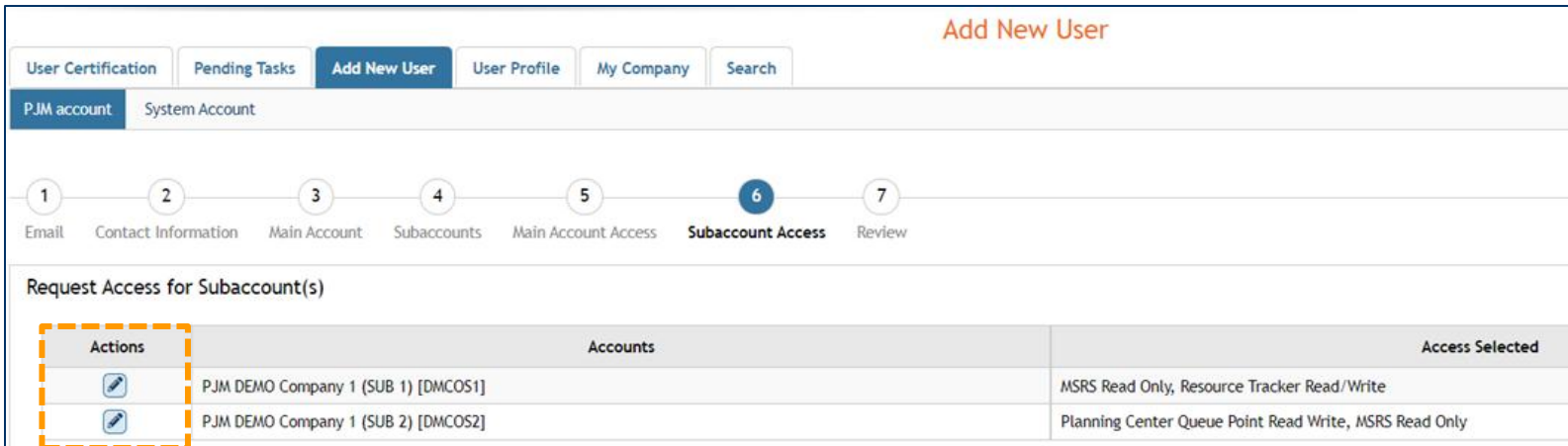
a. On the *Subaccount(s) Selection* screen (Figure 1), you can select one, multiple or all subaccounts. Click **Next**. 



CAM On-Boarding Quick Start Guide

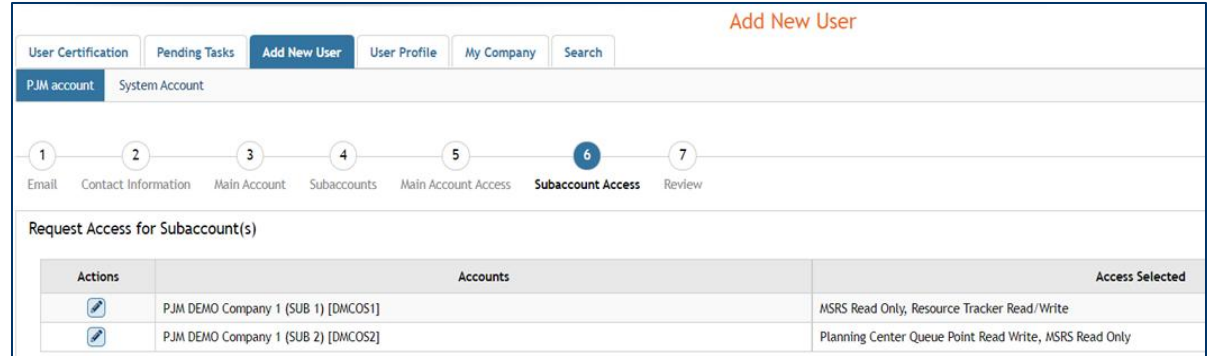
7. If the main account has subaccounts (Figure 1 above), select the subaccount(s) and click **Next**. Next
8. Select tool access for the main account (Figure 2 above) and click **Next**.
9. To select tool access for the subaccounts, click the **pencil** icon in the *Actions* column for each subaccount. Select tool access and click **Submit**.

Note: Only SUMA-enabled tools will be available to select for each subaccount. Repeat this step for each additional subaccount (See Figure 3: first subaccount and Figure 4: second subaccount.)



CAM On-Boarding Quick Start Guide

10. On the *Request Access for Subaccount(s)* screen, you can review any tools selected for each subaccount. If you missed any tools, click the **Back** button and follow the previous steps to select additional tools. When you are finished selecting tool access, click **Next**.



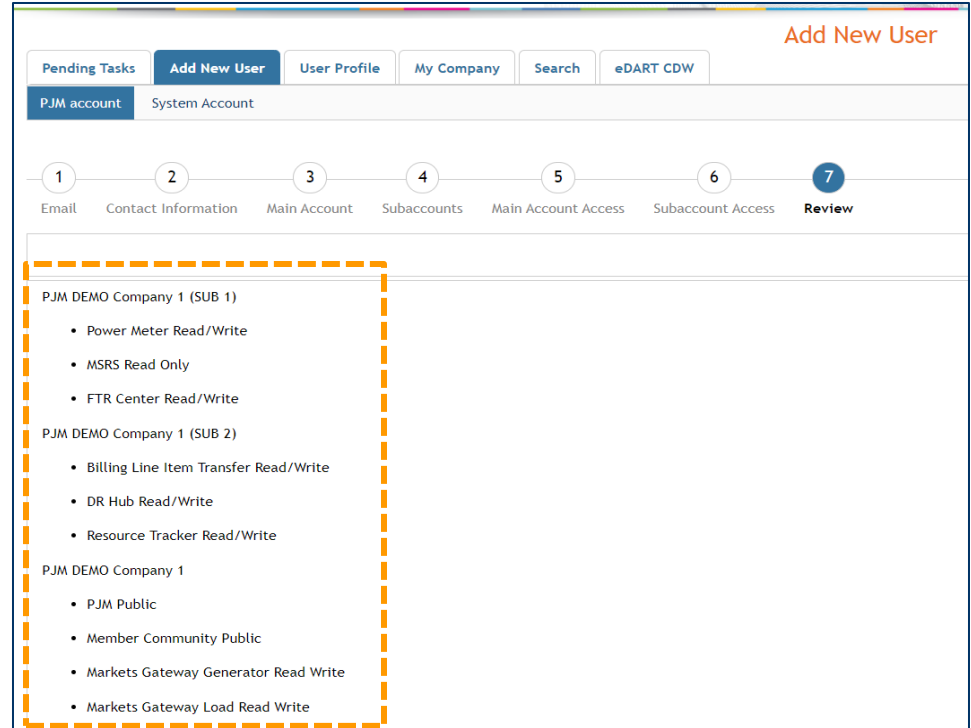
11. On the final screen, review all accounts and tool accesses being granted to the new user account. Click **Submit** to finalize this request.



12. After you submit the request, you will go back to the *Add New User* screen, and it will provide you a notice that the new user profile has been saved.

- a. The new user will receive an automated email containing a link to set up a password for their newly created user account.

Note: The password setup link expires four hours after issuance.

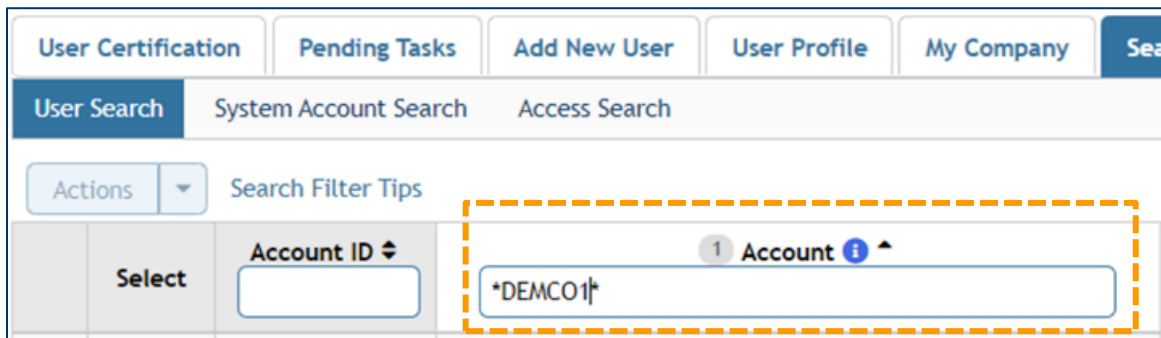
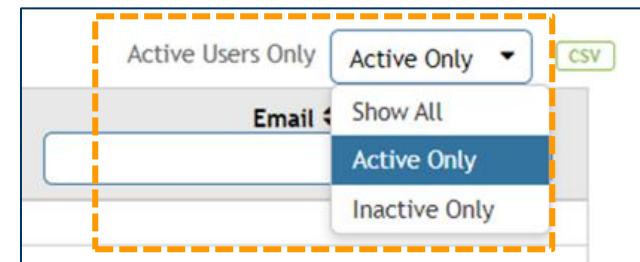
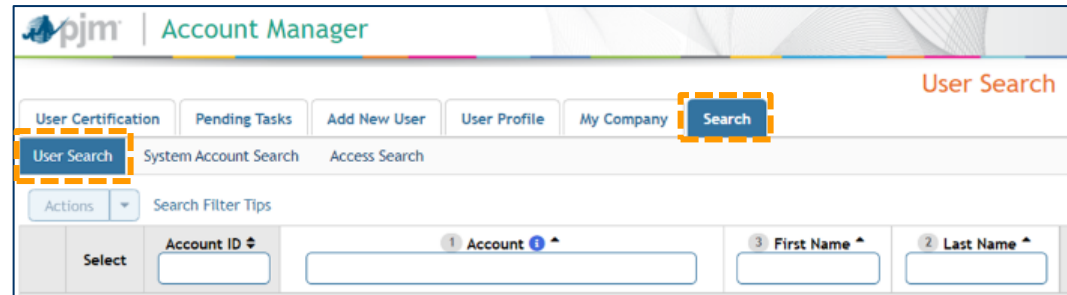


How to Search for a User

You can search for a user account if you have any or all of the following: the Account ID, Account Longname or Shortname, the user's first and/or last name, username, or email address.

SEARCH TIPS: ACCOUNT SHORTNAME, FIRST/LAST NAME

1. Make sure you are on the **Search** tab and **User Search** subtab.
2. Use the **Active Users Only** drop-down menu to switch the view from **Active Only** (the default) to **Show All or Inactive Only**.
3. To search by Account Shortname, some examples to use are an asterisk and brackets: ***[Shortname]** or an asterisk before and after the ***Shortname***.



CAM On-Boarding Quick Start Guide


4. Use the **Name** fields to search by a user's first and/or last name. In the following examples, a CAM is searching for a user named "Danny Taro."

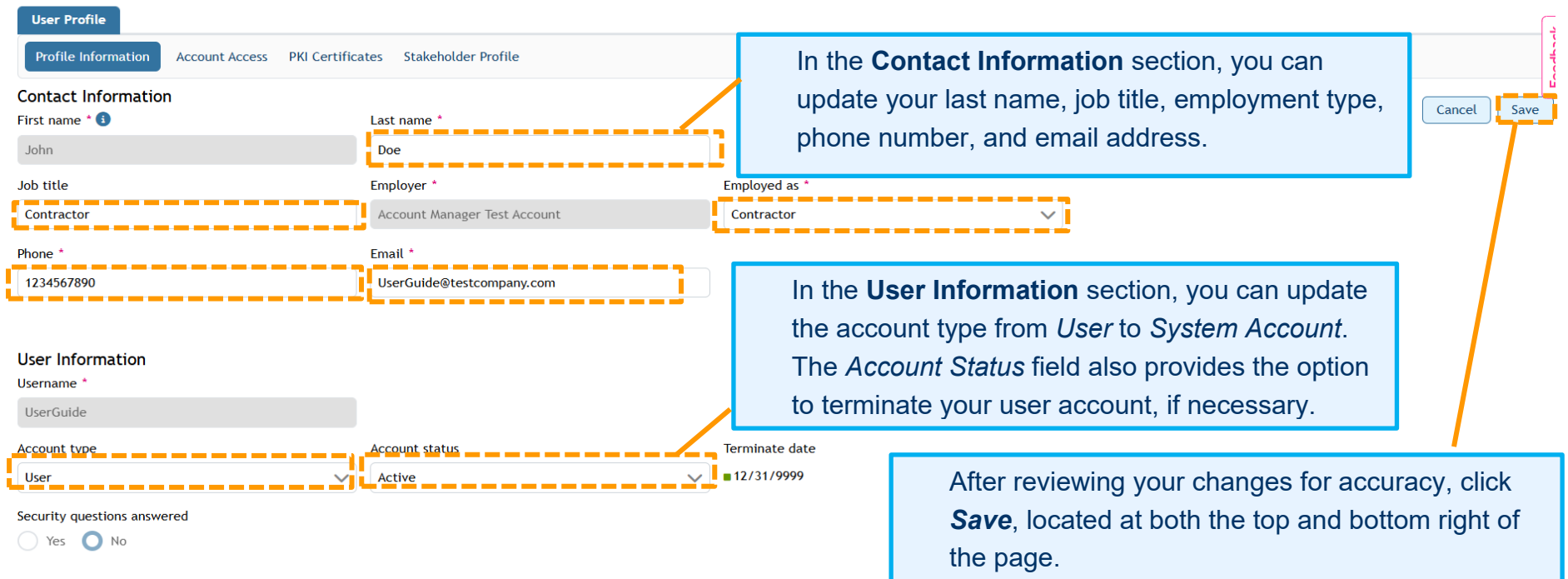
- a. Search by first name only with letters and an asterisk.
- b. Search by last name only with letters and an asterisk if needed.

3 First Name ^ <input type="text" value="DANN*"/>	2 Last Name ^ <input type="text"/>	Username ^ <input type="text"/>
Danny	Taro	DTHybridTRN
Records Per Page: 15 v	<< < 1-1 of 1 records > >>	Reset

3 First Name ^ <input type="text"/>	2 Last Name ^ <input type="text" value="TAR*"/>	Username ^ <input type="text"/>
Danny	Taro	DTHybridTRN
Records Per Page: 15 v	<< < 1-1 of 1 records > >>	Reset

CAM User Profile – Profile Information

1. On the **User Profile Information** page, CAMs can manage their contact and profile information by clicking the **Edit Profile** button. Once the soft token is validated, your CAM profile will open, and you may proceed with making edits. CAMs can update a job title, phone number and email address; however, the username, and employer cannot be edited.
2. CAMs can also manage their account information. You will have the ability to change the account password by selecting the **Change Password** button.
3. As a CAM, if a user no longer requires access to PJM Tools, you can terminate their account by selecting the **Terminate account** checkbox and then click **Save**.  After clicking save, a pop-up box will ask you to confirm the action. Click as appropriate.



The screenshot shows the 'User Profile' page with the 'Profile Information' tab selected. The page is divided into two main sections: 'Contact Information' and 'User Information'. The 'Contact Information' section includes fields for First name, Last name, Job title, Employer, Employed as, Phone, and Email. The 'User Information' section includes fields for Username, Account type, Account status, Terminate date, and Security questions answered. Callouts provide instructions on how to update contact information and account type, and how to save changes.

Contact Information

In the **Contact Information** section, you can update your last name, job title, employment type, phone number, and email address.

User Information

In the **User Information** section, you can update the account type from *User* to *System Account*. The *Account Status* field also provides the option to terminate your user account, if necessary.

After reviewing your changes for accuracy, click **Save**, located at both the top and bottom right of the page.

Actions: Lock, Unlock, Password Reset

LOCKING ACCOUNTS

User accounts may need to be locked if the user is on leave of absence for an extended period of time or for disciplinary reasons.

UNLOCKING ACCOUNTS

User accounts may need to be unlocked if the user failed to change their password or made three unsuccessful login attempts. This action must be completed before a password can be reset.

RESETTING A PASSWORD

User accounts may require a password reset if the user forgot their current password or is locked out due to an expired password. Users should contact their company CAMs to request password resets. Unlock the account first and then issue a password reset.

How to Use the Action Button to Lock/Unlock an Account or Reset a Password

1. Click **Search** tab.
2. Click **User Search** subtab.
3. Type in any combination of the **Account, Last Name, First Name, Email** or **Username** fields.
4. Hit **Enter**.
5. Click the **check box** to select the user record(s) to perform a single action.
6. Click the drop-down **arrow** on the **Actions** button and select **Lock Account, Unlock Account** (must be done before resetting a password) or **Reset Password**.




The screenshot shows the 'User Search' interface. At the top, there are tabs for 'Pending Tasks', 'Add New User', 'User Profile', 'My Company', and 'Search'. Below these is a sub-tab for 'User Search' and search filters for 'System Account Search' and 'Access Search'. A table lists user accounts with columns for 'Account ID', 'Account', 'First Name', 'Last Name', and 'Username'. Each row has a checkbox in the first column and an 'Actions' dropdown menu. The 'Actions' dropdown is open, showing options: 'Lock Account', 'Unlock Account', and 'Reset Password'. The first three rows have their checkboxes selected.

Account ID	Account	First Name	Last Name	Username
3006025	PJM Training (Subaccount 1) [PJMTR1]	Redmond	Barry	barrypnr
3006025	PJM Training (Subaccount 1) [PJMTR1]	Xiomara	DeLeon-Vega	XDVCAMTRSUB1
3006025	PJM Training (Subaccount 1) [PJMTR1]	Danny	Torrance	torranceptr
3006027	PJM Training (Subaccount 3) [PJMTR3]	Xiomara	DeLeon-Vega	XDVPJMTRN
3006024	PJM Training [PJMTR]	Jack	Burton	burtonptr
3006024	PJM Training [PJMTR]	Charlie Jean	Kingsbury	CJKPJMTRN

Note: When resetting a password, a system-generated email will be sent directly to the email address listed on the user's account.

CAM On-Boarding Quick Start Guide

ICON GLOSSARY

Pending Tasks		Add New User	User Profile	My Company	Search	
User Search		System Account Search	Access Search			
Actions	Search Filter Tips					
Select	Account ID	Account	First Name	Last Name	Username	Acc
 <input type="checkbox"/>	3006025	PJM Training (Subaccount 1) [PJMTR1]	Redmond	Barry	barryptr	User
 <input type="checkbox"/>	3006027	PJM Training (Subaccount 3) [PJMTR3]	Dave	Bowman	bowmanptr	User
 <input type="checkbox"/>	3006024	PJM Training [PJMTR]	Jack	Burton	burtonptr	SUMA
<input type="checkbox"/>	2214	PJM TEST [PJMTST]	Jes	Crow	bowmanp	SUMA CAM
<input type="checkbox"/>	3006027	PJM Training (Subaccount 3) [PJMTR3]	Xiomara	DeLeon-Vega	XDVPJMTRN	SUMA

Yellow Padlock with “white” checkbox: Locked active account.

Yellow Padlock with “grayed out” checkbox and user record information: Terminated user account.
Only PJM CAMs can reinstate/edit terminated user accounts.

“Grayed out” checkbox before an active user: You are not a CAM Admin for that user’s main company account and cannot modify the user account with the Lock/Unlock/Password Reset actions.

Reinstating/Terminating Accounts

CAMs may receive requests to reinstate or to terminate user accounts.

Terminate: A user may have gone on leave, left or retired from the company, or changed job roles and no longer needs the account.

Reinstate: There are times when someone may accidentally terminate their user account. In other cases, a user may have been on leave and has now returned back to work. An account may have been terminated because they left the company or role, but now that user has been hired back or changed job roles within the company. You will need to contact a PJM CAM to be able to reinstate a terminated account.

HOW TO TERMINATE AN ACCOUNT

1. Go to the **Search** tab.
2. Click **User Search**.
3. Type in any combination of the **Account**, **Last Name**, **First Name**, **Email** or **Username** fields.
4. Hit **Enter**.
5. Click the **Username** of the account to be terminated.
6. Click the **Edit Profile** button, located at both the top and bottom right of the page. (Figure 1)
7. If needed, enter soft token.
8. Change **Account Status** from **Active > Terminated**. Then click **Save** to terminate the account (Figure 2)

Note: Reinstated accounts, the user will no longer have tool/access permissions that were once associated with this account. The user will need to re-request tool/access to use PJM tools, or as a CAM Admin you will need to provision access back prior to use.

CAM On-Boarding Quick Start Guide

To make changes to the user's profile or to Terminate the user Account, click the **Edit Profile** button, located at both the top and bottom right of the page.

Figure 1

The screenshot shows the 'Profile Information' page with the following fields:

- First name: John
- Last name: Doe
- Job title: Contractor
- Employer: Account Manager Test Account
- Employed as: Contractor
- Phone: 1234567890
- Email: UserGuide@testcompany.com

An 'Edit Profile' button is located at the top right of the page, highlighted with a dashed orange box.

Figure 2

The screenshot shows the 'Profile Information' page with the following fields:

- First name: John
- Last name: Doe
- Job title: Contractor
- Employer: Account Manager Test Account
- Employed as: Contractor
- Phone: 1234567890
- Email: UserGuide@test

The 'User Information' section includes:

- Username: UserGuide
- Account type: User
- Account status: Active
- Terminate date: 12/31/9999
- Security questions answered: No

A 'Save' button is located at the bottom right of the page, highlighted with a dashed orange box. A blue callout box points to the 'Account status' field, and another blue callout box points to the 'Save' button.


Adding Additional Company Account(s) and/or Tool Access to an Existing User or System Account

1. Go to the **Search** tab.
2. Click **User Search**.
3. Type in any combination of the **Account, Last Name, First Name, Email** or **Username** fields.

Select	Account ID	Account	First Name	Last Name	Username
<input type="checkbox"/>	1881083	PJM DEMO Company 1 [DEMC01]	Ellie	Rosenberg	EllieMrgMain

4. Click the **username** for desired user.
5. **User Profile** screen – click the **Account Access** subtab.

6. **Access Request** screen – Click Request Access button.
7. If you have a SUMA enable or are creating a SUMA enabled tool – Click ADD accounts.

8. Select available tools from the list by click the arrows to move the tool to the Selected Access Box
9. Once tools are selected, Click Next  and confirm the tool access.

CAM On-Boarding Quick Start Guide

Please Email ACCOUNTMANAGER@PJM.COM:

- If additional application tools are required based on the line of business for your company account(s).
- If you wish to also have access to the Account Manager TRAIN (sandbox) site at (<https://accountmanagertrain.pjm.com>). This is a separate environment from production. An account will be established upon request, and you will need to follow a similar process as used in production to set up your user account (with the CAM Admin role) in TRAIN.

MEMBERSHIP MANAGEMENT COMMUNITY:

For any CAM Admin changes (add/replace/revoke), please have an authorized individual complete a new request on the [Membership Management Community](#) page under [Maintenance](#).

For future business needs requiring the creation of a subaccount, please have an authorized individual complete a new request via the [Membership Management Community](#) page under [Maintenance](#).