

## Frequently Asked Questions (FAQ) for upcoming Migration of eDART Members to Account Manager

### **Q1 Why is PJM migrating eDART users to Account Manager?**

**A1** The migration of eDART users to Account Manager is part of the eDART Refresh project and extends Single-sign-on (SSO) capabilities to eDART users.

### **Q2 When will existing eDART users be migrated over to Account Manager?**

**A2** The timeline for migration of existing eDART members to Account Manager is yet to be determined at this time. When complete, all new eDART member requests will be through Account Manager.

### **Q3 Will I still be able to access eDART the same way I do today?**

**A3** Yes, eDART users will still be able to access eDART through existing URLs. Because eDART access will be provisioned through Account Manager, users can either use the eDART URL to sign in, or access the tool through the Tools homepage on [pjm.com](http://pjm.com) ([tools.pjm.com](http://tools.pjm.com)). Information on how to create user's and provision tool access can be found in the [CAM Onboarding Quick Start Guide](#).

### **Q4 Will members still be able to register for eDART using the eDART Registration form currently available on [pjm.com](http://pjm.com)?**

**A4** The [eDART Registration form](#) currently available on [pjm.com](http://pjm.com) will no longer be used after eDART is available in Account Manager.

### **Q5 What should I do if I experience issues with my eDART user account?**

**A5** Members experiencing issues with their eDART user accounts prior to and after the migration should contact their Company Account Manager (CAM). Users can locate name and contact information for their CAM on the [My Tools Home page](#) (User Profile > Profile Information > Account Managers (under References subsection)).

### **Q6 Will company-based Single User Multi-accounts (SUMA) be available for eDART?**

**A6** Single User Multi-Account (SUMA) allows users with access to multiple company accounts to use the same user ID and password without having to log into different accounts separately. At this time, SUMA is not available for eDART. Therefore, new and migrated eDART users will be set up as individual accounts in Account Manager.

### **Q7 How can I add or remove a eDART Company Account Manager(s) (CAMs)?**

**A7** Click the following link to [Add or Remove eDART CAMs](#).

### **Q8 How can I learn more about this topic ongoing?**

**A8** Information and updates will be shared ongoing at [eDART Forum](#), [eDART XML Forum](#), and [Tech Change Forum](#) meetings. In addition, questions can be directed to [edarthelp@pjm.com](mailto:edarthelp@pjm.com)