Annual User Certification Quick Guide

June 2025

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Overview

For security purposes, PJM now requires CAMs to perform an annual review of users and their authorized access to ensure that all user accounts in Account Manager have the appropriate access and to certify that the users who have access are authorized to do business on behalf of their listed organization. CAMs will have a 60-day window from start to close to certify their users and accesses.

Certify All User Relationships to the Member/Main Account for Members

- Any users that only have Account Manager Read/Write access will not be part of user certification and do not need to be certified.

- Changes made to access permissions after the window opens will be reflected in this user certification period; however, new user or system accounts created after the window opens will not be included.

Certify System Account Accesses for All Members

- Only the accesses need to be certified for a system account. The user relationship certification does not apply to system accounts.

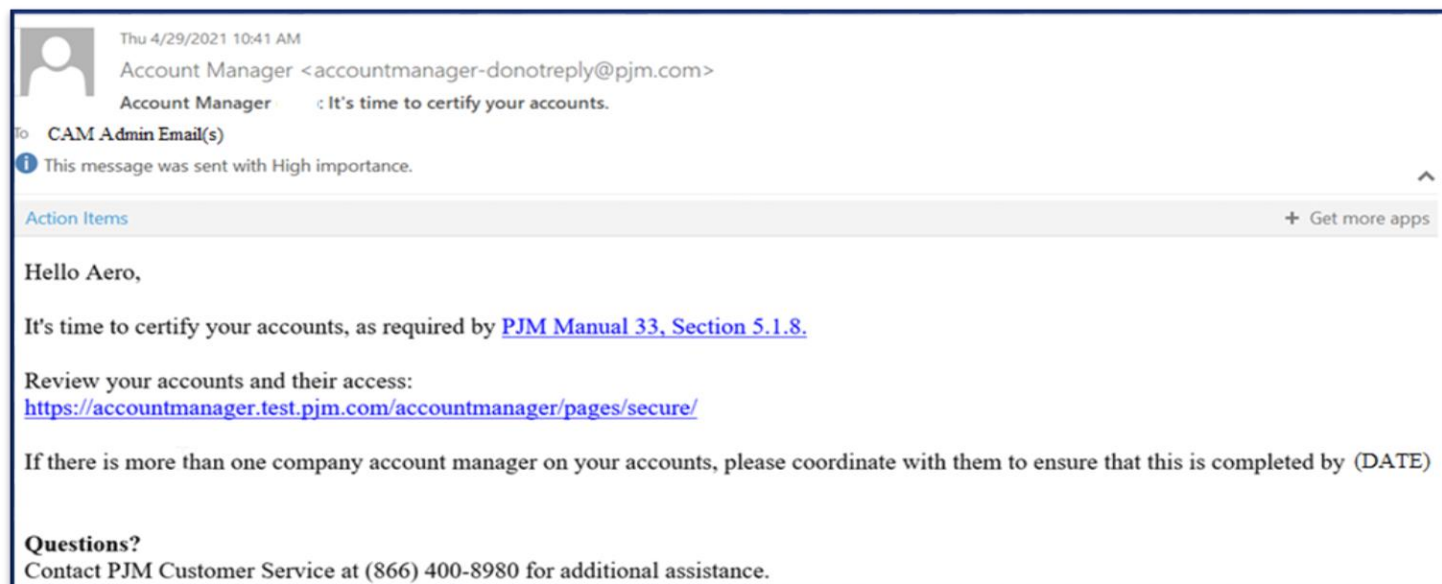## Who Can Certify Users and Their Accesses

- Single-account CAMs are able to certify users and their accesses for the company account that they manage.

- SUMA CAMs are able to certify users and their accesses for all company accounts that they manage.

> **Please Note**: If you are not a CAM for the user's main account, you will only be able to certify the access of the user related to the company account(s) for which you are the CAM.

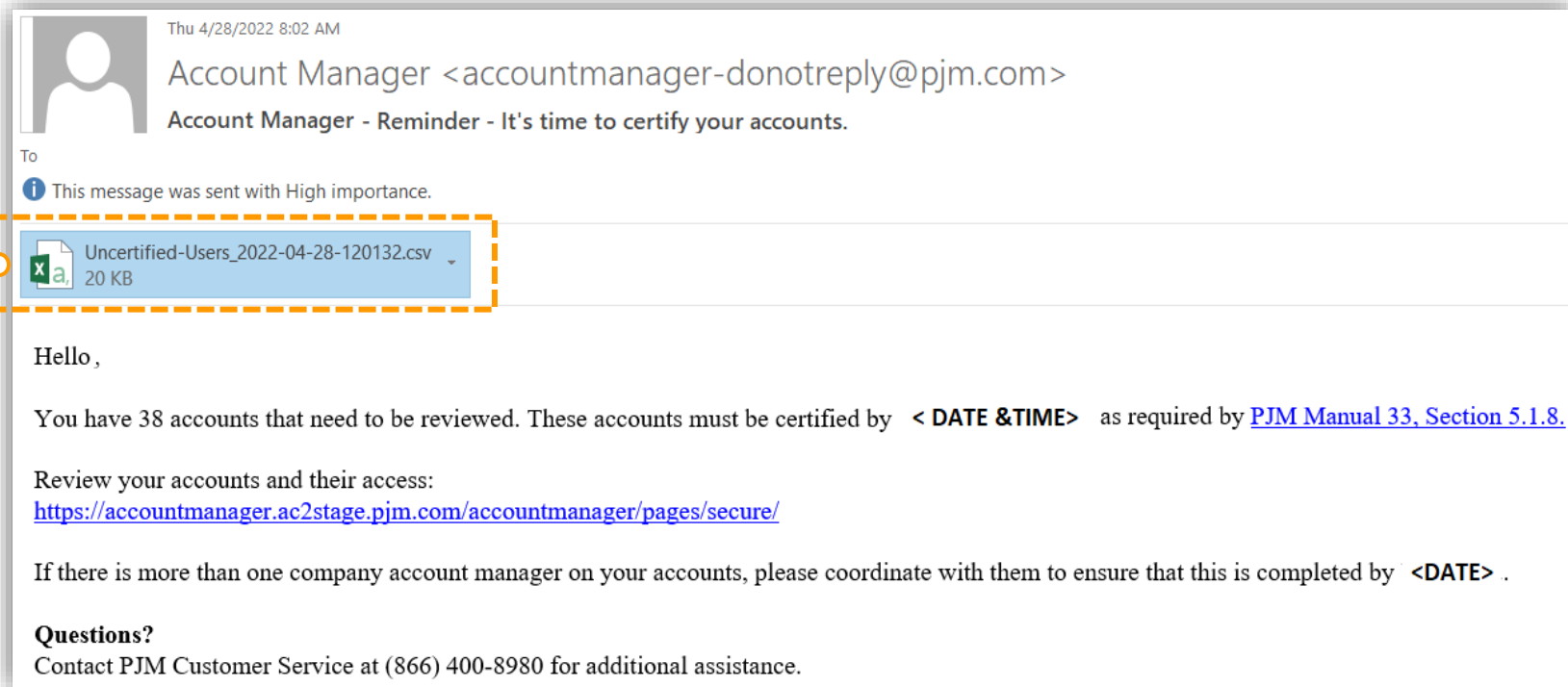## Email Notifications for Certification Window Opening and Closing

All CAMs will receive email notifications when the annual user certification window opens and closes. CAMs will **only** be able to certify their users and accesses during this 60-day window.

Example Email Notification When Window Opens

Thu 4/29/2021 10:41 AM

Account Manager <accountmanager-donotreply@pjm.com>

Account Manager   : It's time to certify your accounts.

To   CAM Admin Email(s)

This message was sent with High importance.

Action Items	+ Get more apps

Hello Aero,

It's time to certify your accounts, as required by PJM Manual 33, Section 5.1.8.

Review your accounts and their access:
https://accountmanager.test.pjm.com/accountmanager/pages/secure/

If there is more than one company account manager on your accounts, please coordinate with them to ensure that this is completed by (DATE)

Questions?
Contact PJM Customer Service at (866) 400-8980 for additional assistance.

Example Email Notification of Window Closure

Thu 4/28/2022 8:02 AM

Account Manager <accountmanager-donotreply@pjm.com>
Account Manager - Reminder - It's time to certify your accounts.

To

ⓘ This message was sent with High importance.

Uncertified-Users_2022-04-28-120132.csv
20 KB

Hello ,

You have 38 accounts that need to be reviewed. These accounts must be certified by   < DATE &TIME>   as required by PJM Manual 33, Section 5.1.8.

Review your accounts and their access:
https://accountmanager.ac2stage.pjm.com/accountmanager/pages/secure/

If there is more than one company account manager on your accounts, please coordinate with them to ensure that this is completed by   <DATE> .

Questions?
Contact PJM Customer Service at (866) 400-8980 for additional assistance.

An Excel spreadsheet is provided as an attachment with the window closure email notifications to CAMs. This spreadsheet provides CAMs with the name, username(s), account(s), Employed as, tool access, lock status, and lock reason for outstanding users that still need to be certified prior to the window close date.

Email notification reminders to CAMs regarding the window closing are sent at 15-days before, 7-days before and on the day of closing.

Getting Started

For user certification actions, sign in to your CAM or SUMA CAM user account. Next, click the **User Certification** tab, then either click the **Users** subtab or **System Accounts** subtab.

1. Click the **User Certification** tab.

You will need to certify your users and their accesses under both subtabs.

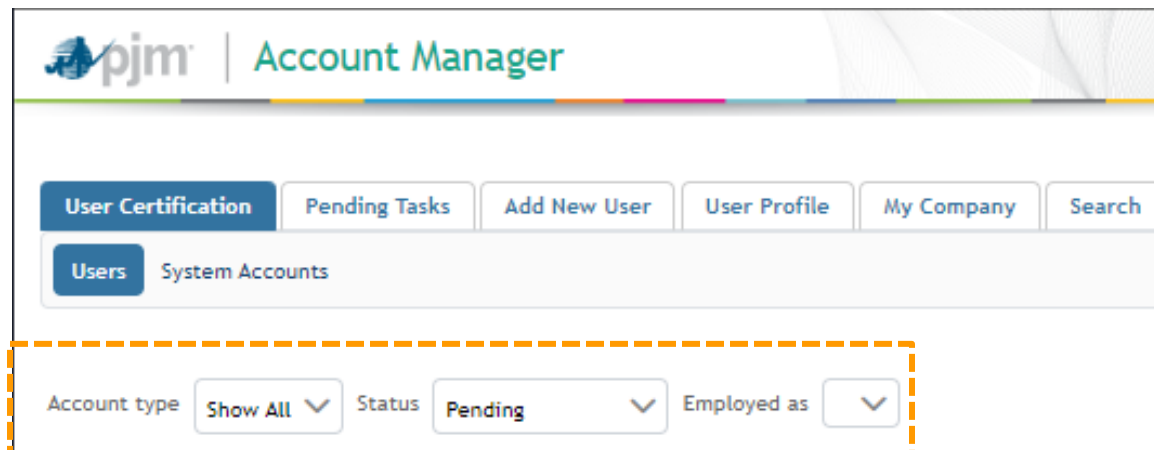2. Click either the **Users** or **System Accounts** subtab to begin.

How to Certify Users and Accesses for User and System Accounts

Search and Filtering Tips: User Certification Screen

- You can narrow your search results by using the dropdown arrow for the following fields on the Users tab:

  A. **Account Type** – Show All (default), SUMA account(s), or Non-SUMA account(s)

  B. **Status** – Show All, Pending (default), Partially Complete or Complete

  C. **Employed as** – Select All (default), or click one or more employed as roles

On the System Accounts subtab you can narrow your search results by using the dropdown arrow for Account Type or Status fields.

- You can sort by locked or unlocked user accounts by using the ascending- or descending-order arrows in column 1. Hovering over the padlock icon provides you with the reason the account is locked.

- You can filter alphabetically or numerically by using the ascending- or descending-order arrows in the **First Name**, **Last Name**, **Username**, **Email**, **Employer**, **Employed as,** or **Certification Date** fields.

- You cannot use "wildcards (*)" if you are searching for all users with a first name that starts with the letters "Tim," type Tim (no asterisk following the letters) in the **First Name** search box and hit **Enter**.

Employed as Field Definitions

- **Agent –** An entity or individual, not an employee of the Member, that performs actions or functions on behalf of the Member required under any PJM governing document, as designated in a PJM form of agreement authorizing PJM to deal with the Agent on behalf of the Member, including but not limited to a Declaration of Authority, license agreement, data sharing agreement, or consulting agreement. The actions of the Agent on behalf of Member shall be legally binding on the Member. The Member shall accept all responsibility, and be liable, for the receipt of information by the Agent or the provision of information to PJM by the Agent.

- **Consultant –** An entity or individual, not an employee of the Member who the Member has authorized PJM to share information with on its behalf as designated in a PJM form of agreement, including but not limited to a data sharing agreement or consulting agreement. The actions of the Consultant on behalf of the Member shall be legally binding on the Member. The Member shall accept all responsibility, and be liable, for the receipt of information by the Consultant or the provision of information to PJM by the Consultant.

- **Employee** – An employee of a Member.

- **Contractor** – An independent contractor or temporary worker of a Member.

User Accounts Certification Tab

2. In the top right corner, there is a Total Completed counter. This will help identify how many users have been certified and/or still need to be certified.

1. Status filter is now updated to reflect Show All, Pending, Partially Complete, and Complete.

3. Bulk Certify/Bulk Terminate Users action. When more than one user has been selected, this option will allow you to choose either Bulk Terminate or Certify Users.

User Certification - Users

User Certification	Pending		Search

Users | System Accounts

Total Completed: 0/28

Account type: Show All | Status: Pending | Employed as | Certify Users ▼ | CSV

Select	↓ᴬᴢ	SUMA	Actions	Status	First Name ↑₂ ❽	Last Name ↑₂ ❷	Username ⬍	Email ⬍	Employer ⬍	Employed as ⬍	Certification Date ⬍
☐			📋 🔍	■ Pending	Julissa	Craven	JCSTGMERGE2	j.craven@pjm.com	CAM Training ONLY, LLC (SUB 1) [CMSUB1]	Employee	
☐		2	📋 🔍	■ Pending	Julissa	Craven	JCSTGMERGE	j.craven@pjm.com	CAM Training ONLY, LLC [CAMTRN]	Contractor	
☐			📋 🔍	■ Pending	Julissa	Craven	JCHYBRIDSCAM	j.craven@pjm.com	CAM Training ONLY, LLC (SUB 2) [CMSUB2]	Contractor	
☐			📋 🔍	■ Pending	Justin	Crow	JCSTG3522	justin.crow@pjm.com	CAM Training ONLY, LLC [CAMTRN]	Contractor	
☐		1	📋 🔍	■ Pending	Richard	Hammond	rhammond	Rhammond@pjm.com	CAM Training ONLY, LLC [CAMTRN]	Contractor	
☐			📋 🔍	■ Pending	George	Johnson	geojohn	geo.johnson@pjm.com	CAM Training ONLY, LLC [CAMTRN]	Agent	

4. In the *Actions* column, to certify a user you can now click on the **clipboard** icon, if the user is a SUMA user you will be asked to verify all access is correct. In addition, clicking the **magnifying glass** icon to see the user's relationship to the main member company account and their tool access. You can also update the user's access or navigate to their profile screen directly from the pop-out window.

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5. **Example of pop-out Account Access window.**

Accounts for Julissa Craven

Below is the active access for Julissa Craven.
Access can be removed below. Other updates can be made from the User Profile screen.

Accounts				Access	
Actions	Account	Certification Date	Actions	Tool	Access Type
📋	CAM Training ONLY, LLC (SUB 1)		🗑	Data Viewer	Read/Write
			🗑	PJM	Public
			🗑	System Map	Read Only

Clicking this link will allow you to navigate directly to the user's profile screen.

You can view and then terminate a user's access, if applicable, by clicking on the **trash can** icon.

Here you will see the account in which the user has access to that you are a CAM Admin for. You can also certify the user from this screen by clicking on the **clipboard** icon.

If you terminate all access from this screen, you will receive the following pop-up warning box. If you need to terminate the account please click the *here* link in the pop-up box and terminate from the User Profile screen.

User Certification ✕

This user will now have default access. If you do not want this user to continue to have access, terminate the account here.

Close

After reviewing the user and their access(es):

6. To certify a user and their access, you can either click the **clipboard** icon in the *Actions* column on the main User Certification dashboard, or click the **magnifying glass** icon to open the pop-out window and certify the user here by clicking the **clipboard** icon.

You should now see the date populated in the *Certification Date* column for this user, as well as *Complete* in the Status column. In addition, your Total Completed tracker in the top right corner will update in real-time as users are certified.

Repeat this workflow for each additional non-SUMA user on your user certification list.

SUMA CAMs

When you see a number in the SUMA column to the left of the user's account, this means they are a SUMA user with access under multiple company accounts in which you serve as a CAM Admin for. You will need to certify the user's access that pertains to your company account(s). Please follow the process below for these users.

1. Click the **magnifying glass** icon in the Actions column to view user's access.

2. From the pop-out menu, you will see the company account(s) for which you are a CAM. In the *Accounts* table, review their accesses by clicking on each company account. To the right, in the *Access* table, the user's access for that company will appear to view and terminate, if applicable. You can then certify the user's access under each company by clicking the **clipboard** icon. The user's profile is also accessible by clicking on the blue text "User Profile screen."

Accounts for Julissa Craven ✕

Below is the active access for Julissa Craven.
Access can be removed below. Other updates can be made from the User Profile screen.

Accounts				Access		
Actions	Account	Certification Date		Actions	Tool	Access Type
📋	CAM Training ONLY, LLC			🗑	ExSchedule	Read/Write
📋	CAM Training ONLY, LLC (SUB 1)			🗑	Markets Gateway	Generation Read Write
📋	CAM Training ONLY, LLC (SUB 2)			🗑	Markets Gateway	Load Read Write
				🗑	MSRS	Read Only
				🗑	OASIS	Read/Write
				🗑	Planning Center	Queue Point Read Write
				🗑	Power Meter	Read/Write

When you click through each company account, you will be able to view active accesses, terminate accesses (with the exception of Account Manager R/W) or view the user's profile page before you certify the user. Click the **clipboard** icon for each account to complete the certification.

You should now see the date populated in the _Certification Date_ column for this user, as well as _Complete_ in the Status column. In addition, your Total Completed tracker in the top right corner will update in real-time as users are certified.

> **Repeat this workflow for each additional SUMA user on your user certification list.**

> ****Please note that if an individual has Account Manager R/W privileges provisioned to their user account, their user account cannot be terminated from the User Certification Window. Please have an Authorized Representative, Officer, or Maintenance Manager from your company submit a CAM Maintenance Request through the Membership Management Community to first revoke their access. Once their CAM Admin access has been removed from their user account by PJM, their user account can then be completely terminated.****

System Accounts Certification Tab

1. Click the **User Certification** tab, then click the **System Accounts** subtab.

Please follow the user certification workflows above whether it is a single System Account or a SUMA System Account.

Bulk Terminate User / System Accounts

During user certification, if you discover user and/or system accounts that are dormant or no longer needed, please terminate them. If you have multiple accounts to terminate, please use the *Bulk Terminate Users* button. When you terminate the account(s), the completion date will auto-populate completing their user certification requirements for this event.

How to Bulk Terminate Accounts

1. Click the select box for each user account to terminate.

2. Click *Bulk Terminate Users* button.

3. Click **Yes** to terminate accounts.

4. Certification date auto-populates, certifying the terminated accounts.

Repeat this process for any System Accounts that may need to be terminated. Remember to click the System Account subtab to view system accounts for which you are a CAM.

Bulk Certify User / System Accounts

During user certification, you will also have the option to Bulk Certify user and System accounts. Please carefully review each user or System account before completing this action. After reviewing each account, you can activate the Bulk Certify option by selecting more than one user or System account. When you certify the account(s), the completion date will auto-populate completing their user certification requirements for this event.

How to Bulk Certify Accounts

1. **Click the select box for each user account to certify.**

2. **Click *Bulk Certify Users* button.**

4. **Click Yes to certify accounts.**

Repeat this process for any System Accounts that may need to be certified. Remember to click the System Account subtab to view system accounts for which you are a CAM.

4. Certification date auto-populates, certifying the terminated accounts.

CSV Export

Once user certification opens, CAMs have the option to use the CSV file button if they would like to export their user accounts list into an Excel file to review prior to certifying their user accounts and/or system accounts. Also, if you wish to have a record after you certify all of your user accounts and/or system accounts you can export the lists for your records. You can use the *Account Type, Status, or Employed as* filters to modify your results as need for your CSV exports.