Password Reset Best Practices

To ensure PJM user accounts remain secure, PJM requires that user accounts have their passwords changed every 128 days. PJM's Account Manager tool sends a reminder to the user's email on file 14 days, 7 days and 4 days before the password will expire.

Those email reminders come from "Account Manager <accountmanager-donotreply@pjm.com>" and include the username about to expire and the Account Manager login link.

If the password is not changed before its expiration, the user account will be **locked**.

To reduce the number of instances where our stakeholders are unable to access their user accounts, PJM is requesting that you **please take action** on the email reminders by logging into your user account and changing your password before the expiration date to avoid your user account getting locked.

Here are some details to consider:

- If you have not done so already, be sure to have your **Security Questions** answered within the Account Manager tool so you can take advantage of the "Forgot password link."

- PJM user accounts are managed by your **Company Account Manager (CAM)**. CAMs are individuals at your company, or an affiliated company, who are **designated** to be your contact for PJM user account management.

- If, for some reason, you are unable to change your password before your user account gets locked, you should **contact a CAM** listed on your account.

- ****Note**: Your CAMs are listed in the body of the password expiration email reminders and in the "Account Managers" section of your user account profile.

- If you have multiple user accounts, consider creating a SUMA (Single User Multi-Account) user account to have tool access for multiple company accounts using one username/login.

- ****Note:** This does **not** apply for tools that are not SUMA-enabled. Those who need access to non-SUMA-enabled tools for multiple companies still need to maintain individual user accounts per member company. Please see the Account Manager FAQs for a list of which tools are not SUMA-enabled.

- If part or all of your participation with PJM is done in an automated fashion (e.g., API, XML), consider creating a **system ID user account** for that activity. Passwords for system ID user accounts never expire, so you do not have to worry about your user account being locked out due to an expired password.

  **Note: System Accounts cannot access the user interface of PJM tools, with the exception of the Account Manager tool. Please see the New User Registration Workflows Quick Guide for more information on System Accounts.

If there are no CAMs noted for your company, contact accountmanager@pjm.com to request that your user account be unlocked and/or password reset. In that request, provide your username, full name and email address associated with the user account.

For additional information regarding the Account Manager tool and PJM user accounts/passwords, please see the Account Manager tool page and the PJM Security page on PJM.com