

Frequently Asked Questions about PKI Certificates and Two-Step Verification Browserless/API

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Q What is PKI?

A Public Key Infrastructure (PKI) is a technology for authenticating users and devices in the digital world. The basic idea is to have one or more trusted parties digitally sign documents certifying that a particular cryptographic key belongs to a particular user or device and are safe to use. These documents are known as certificates.

Q How can I upload a certificate?

A It can be uploaded from Account Manager, under User Profile.

Q Where can I get the PKI certificates?

A Certificates must be purchased from NAESB approved certificate authorities, which are:

- OATI (www.oati.com)
- Systrends (www.systrends.com)
- GlobalSign (www.globalsign.com)
- SSL (www.ssl.com)

Q Is the cost of the certificates covered by a PJM membership?

A No, membership does not cover the cost of the certificate. Certificates must be purchased separately.

Q Can I share the certificate with other users?

A No, the certificate is unique to a user.

Q Which applications are impacted?

A

- ExSchedule and OASIS (both UI and browserless)

- Browserless transfers of tools below:
 - Markets Gateway
 - Bulletin Board
 - InSchedule
 - Power Meter
 - Billing Line Item Transfer
 - ExSchedule
 - FTR Center
 - Capacity Exchange
 - DR Hub
 - Planning Center

Q Will you still need a username and password for browserless access?

A Yes, you will still need a username and password along with the certificate.

Q Will certificates used at other ISOs work here?

A Yes, certificates will work as long as they are from NAESB approved certificate authorities.

Q When will certificates be required?

A For ExSchedule and OASIS, they will be mandatory by the fourth quarter of 2020. For all other tools that use browserless transfers, they will be required in 2021.

Q Are there any changes to the soft token for two-step verification?

A ExSchedule and OASIS will no longer require the soft tokens for two-step verification on the user interfaces. There will be no changes in the use of the soft token when accessing the user interface of all other applications.