



Account Manager User Certification

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Knowledge Management Center
As of June 20, 2022

Action Required	Deadline	Who Is Affected
Validate users, user access, and user relationship to main (Member) account	August 31	Company Account Managers (CAMs) – Account Manager



- Account Manager User Certification
 - CAMs will be asked to validate all users, review user access, and establish a relationship (agent, vendor, employee) between users and the main (Member) account
 - 60 day window to complete: June 30 to August 31 in Production
 - Details available in [Manual 33](#), section 5.1.8
 - [User guide](#) available on Account Manager webpage of PJM.com

- Members that fail to complete the annual Member recertification requirements listed in section 3.1.11 of Manual 33 may be considered in non-monetary breach of The PJM Operating Agreement for failure to comply with Operating Agreement, section 11.3.1.
 - A defaulting Market Participant shall be precluded from buying or selling in the PJM Markets, FTR markets, or any other market operated by PJM until the default is remedied as set forth above;
 - A defaulting Member shall not be entitled to participate in the activities of any committee or other body established by the Members Committee PJM;
 - A defaulting Member shall not be entitled to vote on the Members Committee or any other committee or other body established pursuant to this Agreement.
 - PJM shall notify all other Members of the default.

Total Records

57,567

Total Certified

55,442

Users/System
Accounts Terminated

4,486

User/System Accounts
Access Terminations

6,637

- User terminations:
 - Allow termination of a user account from the User Certification Screen rather than having to go to the Profile screen
 - Ability to terminate multiple users at one time from the User Certification UI
 - Terminated users access will not have to be certified
- User information:
 - Display if a user account is locked in Certification UI and the reason why the account is locked
 - Make SUMA Accounts stand out more so CAMS can see that they have subaccounts to certify
- Reporting:
 - Enhanced filtering: complete, not complete, ability to see how many left to complete
 - Emails will have report attached to CAMS xx days before close with list of user accounts that still need to be certified

Train Environment

- June 14 to June 29

Training/Demo for CAMs*

- June 15: 10 a.m. to 11 a.m.
- June 20: 1:00 p.m. to 2:00 p.m.
- July 7: 10:30 a.m. to 11:30 a.m.

* Sessions will be recorded and posted on PJM.com

Open House Sessions

- July 12: 1 p.m. to 3 p.m.
- July 21: 10 a.m. to 12 p.m.
- July 26: 1 p.m. to 3 p.m.
- August 5: 10 a.m. to 12 p.m.
- August 11: 1 p.m. to 3 p.m.
- August 18: 10 a.m. to 12 p.m.
- August 25: 1 p.m. to 3 p.m.
- August 30: 1 p.m. to 3 p.m.

Presenter:

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User Certification



Member Hotline

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