



# Account Manager User Certification

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Knowledge Management Center  
As of July 13, 2021

Action Required	Deadline	Who Is Affected
Validate users, user access, and user relationship to main (Member) account	<b>August 31</b>	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

## Train Environment

- June 14 to June 29

## Training/Demo for CAMs\*

- June 15: 2 p.m. to 3 p.m.
- June 28: 1:30 p.m. to 2:30 p.m.
- July 13: 2 p.m. to 3 p.m.

\* Sessions will be recorded and posted on PJM.com

## Open House Sessions

- July 8: 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 19: 10 a.m. to 12 p.m.
- August 26: 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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