

Account Manager – Password Resets

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Knowledge Management Center
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Action Required	Deadline	Who Is Affected
<p>Ensure that users have answered the password reset questions on their user profile in Account Manager and know who their company CAMs are</p>	<p>September 30</p>	<p>Company Account Managers (CAMs) – Account Manager</p>



Users can reset passwords by...

- Utilizing the “Forgot Password” feature in Account Manager (must have provided response to security questions)
- Contacting a company CAM

PJM will assist with password resets when...

- No CAMs are listed on the user’s account
- After core business hours
- Users exist under the company “Other”
- Emergency situations arise, as needed

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Account Manager: Password Resets



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