



# Account Manager Enhancements

Knowledge Management Center  
December 2020

- Project overview
- Enhancement details
- Timeline
- Demonstration
- Q & A
- Future Enhancements
- Additional Information

- Account Manager Enhancements Project 2020
  - Evaluation of current state of tool
    - 5,431 active “company” accounts
      - Members, non-members, subaccounts
    - 43,968 user accounts
  - User feedback
    - Internal
    - External
      - User requests
      - Bright Ideas
  - Security concerns

- CAM Enhancements
  - Merge user
    - Allows CAMs to merge multiple user accounts into one single user account (SUMA)
  - Migrate user
    - Allows PJM CAM the ability to move user profile from one company account to another and retain username and password
    - Allows Member CAMs the ability to move user profile from subaccount to main account and retain username and password

- Training Sessions
  - December 14, 2020 (2:00 pm to 3:00 pm)
  - December 16, 2020 (11:00 am to 12:00 pm)
- Train Release
  - December 09, 2020
- Production Release
  - December 16, 2020



# Live demo and Q&A

- User registration process updates – January Release
- System ID enhancements – January Release
- User to Member mapping – January Release
  - Additional field on user profile to designate whether a user is an employee, contractor, agent of/to the Member
- Password reset questions – January Release

- 2021 Account Manager Project
  - User Recertification design, workflow, and implementation
  - Search page enhancements
  - Email notification updates



[Amanda Egan,  
[amanda.egan@pjm.com](mailto:amanda.egan@pjm.com)]

[Jessica Crown,  
[jessica.crown@pjm.com](mailto:jessica.crown@pjm.com)]

[PJM CAM Administrator,  
[accountmanager@pjm.com](mailto:accountmanager@pjm.com)]



### Member Hotline

(610) 666 – 8980

(866) 400 – 8980

[custsvc@pjm.com](mailto:custsvc@pjm.com)