

Frequently Asked Questions (FAQ) Regarding Migration of eDART Accounts to Account Manager

Note: Click [here](#) to view **eDART Account Migration to Account Manager Guide**

Q1 Why is PJM migrating eDART users to Account Manager?

A1 The migration of eDART users to Account Manager is part of the eDART Refresh project, and extends Single Sign-On (SSO) capabilities to eDART users.

Q2 When will existing eDART users be migrated over to Account Manager?

A2 Migration of existing eDART users to Account Manager began on July 25, 2023. All eDART users must be migrated by December 13, 2023. All new eDART user requests must be done through Account Manager.

Q3 Will I still be able to access eDART the same way I do today?

A3 Because eDART access will be provisioned through Account Manager, users can either use the new SSO-enabled eDART URLs below to sign in, or access the tool through the PJM Tools homepage on pjm.com (tools.pjm.com). Information on how to create users and provision tool access can be found in the [CAM Onboarding Quick Start Guide](#).

- Production: <https://edartssso.pjm.com>
- Train: <https://edartssotrain.pjm.com>

Q4 Will members still be able to register for eDART using the eDART Registration form currently available on pjm.com?

A4 The [eDART Registration form](#) is no longer available to register for eDART accounts. Members seeking access to eDART can sign in or register for an account in [Account Manager](#) and request eDART access. All other requests, such as password resets, unlocking accounts, should be directed to CAMs for handling in Account Manager.

Q5 What is the purpose of the [Revoke Access \(Legacy\)](#) form currently posted on the [eDART page](#) on pjm.com?

A5 The Revoke Access (Legacy) form is available for CAMs to list and submit names of users in their company(ies) who will **not** migrate to Account Manager. The form will be disabled at the conclusion of the eDART migration period (12/13/2023).

Q6 What will happen if my eDART account is not migrated to Account Manager by 12/13/2023?

A6 Effective 12/13/2023, all eDART access must be through [Account Manager](#) and any remaining eDART legacy accounts in Active status will be set to 'Access Revoked' status.

Some consequences of **not** migrating eDART accounts before 12/13/2023 include:

- Inability for users in 'Access Revoked' status to access eDART (Legacy or SSO)
- Inability to create Generation/Transmission/TERM tickets

- Inability to respond to Gen Checkout/Data Requests/IRC/RRC and view reports in eDART
- Interruption to scheduled processes/jobs extracting eDART data

It is strongly recommended that migration of eDART accounts be prioritized and addressed as soon as possible, and before 11/13/2023 to allow time for provisioning and address any questions you may have.

Q7 What should I do if I experience issues with my eDART user account?

A7 Members experiencing issues with their eDART user accounts prior to and after the migration should contact their CAM. Users can locate name and contact information for their CAM on the [My Tools Home page](#) (User Profile > Profile Information > Account Managers (under References subsection)).

Q8 Will company-based Single User Multi-accounts (SUMA) be available for eDART?

A8 SUMA allows users with access to multiple company accounts in Account Manager to use the same user ID and password without having to log into different accounts separately. eDART is a suite of tools and as such has a security configuration that is not compatible with SUMA. Following extensive consideration and technical evaluation, eDART will not be SUMA enabled similar to other tools. [Company Distributed Workflow \(CDW\)](#) functionality for eDART offers companies a SUMA-like experience by allowing one company (Agent) to perform eDART functions on behalf of another company (Member). Agent users are able to switch Members within a single session of eDART without having to logout and log in again. Contact edarthelp@pjm.com to learn more about CDW and request a demo.

Q9 Are PKI Certificates required for eDART?

A9 With eDART migration to Account Manager, PKI certificates are required for all eDART browserless communications. Users accessing eDART via URL are not required to have a PKI Certificate. PKI certificates already set up for use of other PJM Tools can be applied for eDART browserless usage. For more information and next steps to take for PKI Certificates, click the link to the [PJM Security](#) home page to learn about PKI and required steps to become compliant:

- PKI Certificates and PKI/Two Factor Browserless/API [FAQs](#) (PDF)
- PKI Authentication [Guide](#) (PDF)
- Exporting Public Keys [Guide](#) (PDF)

Q10 What is the impact to System Accounts?

A10 System accounts in Account Manager cannot be used to access the UI. Users will need a separate individual account if UI access is desired.

Q11 How will eDART accounts be set up eDART Accounts in Account Manager?

A11 CAMs will be facilitating the setup of eDART Accounts in Account Manager. Migration of some eDART account requests may require additional steps and thus user may experience a delay between when the request is approved and when they can log into eDART, for example:

- Transmission access requests need CEII check/approval
- Requests for usernames that currently exist in eDART and require review before update
- 'Resurrecting' revoked eDART accounts may require additional updates in eDART

Requests are handled as they come into the queue. Please contact eDARTAccountRequests@pjm.com if anything needs to be expedited.

Q12 How will I know if my account has been migrated?

A12 A new SSO-enabled eDART URL is needed for migrated users (see A3 above). Upon login at edart.pjm.com, a migrated user will receive a message that the wrong URL was used. The message will include the correct URL to use.

Q13 How will users access eDART in Account Manager post-migration?

A13 The PJM “My Tools” Home page displays a listing of the tools the user has access to for both the user’s primary and secondary accounts. Users can launch eDART by selecting ‘Tool’ under the application name and then will be directed to eDART. When logged into any PJM Tool, the user can click ‘My Tools’ and select eDART from the displayed options.

Q14 After migration, will an eDART Train account automatically be created when setting up an eDART Prod account in Account Manager?

A14 Users who desire an account in eDART Train can follow the steps outlined in the Account Manager [New User Registration Workflows Quick Guide](#) to set up a separate account for eDART Train.

Q15 What will happen to the role of eDART CAM after the eDART migration period?

A15 The role of eDART CAM will no longer exist in Account Manager upon completion of the eDART migration period. eDART CAMs who are not already Account Manager CAMs can transition to the Account Manager CAM role by following the steps outlined in the [CAM On-Boarding Quick Start User Guide](#).

Q16 How can I learn more about this topic ongoing?

A16 Information and updates are shared ongoing at [eDART Forum](#), [eDART XML Forum](#), [Tech Change Forum](#) and other Stakeholder meetings during the Account Migration period. Questions can also be directed to eDARTAccountRequests@pjm.com.