



Account Manager User Certification

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Knowledge Management Center
As of June 15, 2021

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

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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