

Frequently Asked Questions (FAQ) Regarding Migration of eDART User 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 is occurring between 7/25/2023 and 12/13/2023. When complete, all new eDART user requests will be 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](https://pjm.com/tools) ([tools.pjm.com](https://pjm.com/tools)). 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>
- Training: <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](#) available on pjm.com will ultimately only be used for Revoke Access requests (pending redevelopment of the existing form). We anticipate that the new form will be ready in late August 2023. Company Account Managers (CAMs) should submit Revoke Access requests for existing eDART users who will not be migrated to Account Manager. All other requests regarding eDART shall be made through Account Manager.

Q5 What should I do if I experience issues with my eDART user account?

A5 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)).

Q6 Will company-based Single User Multi-accounts (SUMA) be available for eDART?

A6 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.

Q7 Are PKI Certificates required for eDART?

- A7** 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)

Q8 What is the impact to System Accounts?

- A8** System accounts in Account Manager cannot be used to access the UI. Users will need a separate individual account if UI access is desired.

Q9 How will accounts be setup eDART Accounts in Account Manager?

- A9** CAMs will be facilitating the setup of eDART Accounts in Account Manager. A requirement for account setup is that there must be a 1-for-1 match in Usernames between eDART and Account Manager. Where there is a mismatch in usernames, new accounts must be created in Account Manager following Account Manager username criteria (must be between 6 and 12 characters, first character cannot be a special character, allowed special characters are !\$~`^_{}).

Q10 How will I know if my account has been migrated?

- A10** 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.

Q11 How will users access eDART in Account Manager post-migration?

- A11** 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.

Q12 After migration, will an eDART Train account automatically be created when setting up an eDART Prod account in Account Manager?

- A12** eDART Train accounts will not automatically be created in Account Manager Train when setting up a new eDART Prod account. 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.

Q13 What will happen to the role of eDART CAM?

A13 With the eDART account migration to Account Manager, the role of eDART CAM will no longer be in use and eDART accounts will be managed by Account Manager CAMs. eDART CAMs can transition to the role of Account Manager CAM if they choose by following the steps outlined in the [CAM On-Boarding Quick Start User Guide](#).

Q14 When eDART comes into AM, do I need to be an eDART CAM?

A14 The role of eDART CAM will not exist in Account Manager; however, CAMs with eDART access will be able to manage eDART accounts in Account Manager. To request eDART access, see 'User Profile – Account Access' section of the User Account Management Quick Guide [here](#).

Q15 How can I learn more about this topic ongoing?

A15 Information and updates will be 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.