

# Account Manager – Password Resets

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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><b>September 30</b></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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