

# Frequently Asked Questions about PKI Certificates and Two-Step Verification Browserless/API

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*Why we are doing this?*

**A** On February 4, 2020 FERC issued an order for Public Utilities to comply with NAESB 3.2 standards which says to protect all OASIS transfers with Certificate based authentication.

**Q** What is PKI?

**A** Public Key Infrastructure (PKI) is a technology for authenticating users and devices in the digital world. The basic idea is to have one or more trusted parties digitally sign documents certifying that a particular cryptographic key belongs to a particular user or device and are safe to use. These documents are known as certificates.

**Q** What applications are impacted with FERC order?

**A** Exschedule and OASIS (Both UI and Browserless)

**Q** Will PJM use this solution anywhere else?

**A** Yes, PJM is planning leverage same solution for browserless transfers that are part of single sign on(SSO), below are the impacted tools

- Markets Gateway
- InSchedule
- Power Meter
- FTR Center
- Capacity Exchange
- DR Hub
- MSRS (Refreshed)

**Q How can I upload a certificate?**

**A** Users can upload the certificate from accountmanager user profile page. CAM has to approve the upload before user can start using it.

**Q Where can I get the PKI certificates?**

**A** Certificates must be purchased from NAESB approved certificate authorities, which are:

- OATI ([www.oati.com](http://www.oati.com))
- Systrends ([www.systrends.com](http://www.systrends.com))
- GlobalSign ([www.globalsign.com](http://www.globalsign.com))
- SSL ([www.ssl.com](http://www.ssl.com))

**Q Is the cost of the certificates covered by a PJM membership?**

**A** No, membership does not cover the cost of the certificate. Certificates must be purchased separately.

**Q Can I share the certificate with other users?**

**A** No, the certificate is unique to a user.

**Q Will you still need a username and password for browserless access?**

**A** Yes, you will still need a username and password along with the certificate.

**Q Will certificates used at other ISOs work here?**

**A** Yes, certificates will work as long as they are from NAESB approved certificate authorities.

**Q When will certificates be required?**

**A** For ExSchedule and OASIS, they will be mandatory by the fourth quarter of 2020. For all other tools that use browserless transfers, they will be required in 2021.

**Q** Are there any changes to the soft token for two-step verification?

**A** ExSchedule and OASIS will no longer require the soft tokens for two-step verification on the user interfaces. There will be no changes in the use of the soft token when accessing the user interface of all other applications.