

Member Information Reporting Application (MIRA)

CAM Quick Start Reference

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Table of Contents

MIRA Customer Account Manager (CAM) Quick Start Reference 3

1 MIRA Account Setup and Access 3

 1.1 Getting Started..... 3

2 Getting Help 9

MIRA Customer Account Manager (CAM) Quick Start Reference

1 MIRA Account Setup and Access

All Market Participant companies should have their PJM Customer Account Manager (CAM) log in to the MIRA system, and designate users for their customer accounts.

A single user can be given access to report data for all reporting functions or the roles and access to the screens can be split among different users.

1.1 Getting Started

1.1.1 Login Procedures

To obtain an account, see the instructions in sections 1.2 Customer Account Manager (CAM) Access or 1.3 Regular User Access.

The User ID must be unique to the user and must be set up as the user's primary email address. For security purposes, it is advised to have the user reset their password using the MIRA "Forgot Password?" function as described in section 1.4.

The password is suspended temporarily after three failed attempts to log into the system.

1.1.2 Customer Account Manager (CAM) Access

CAMs are associated with one or more market participant companies, and in MIRA, CAMs have the ability to create user accounts and assign reporting access rights for those companies for which they are CAM.

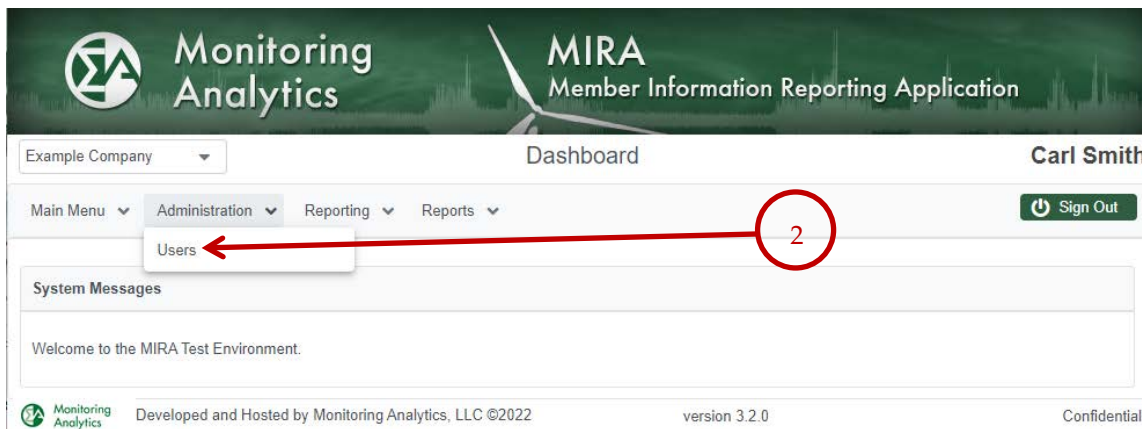
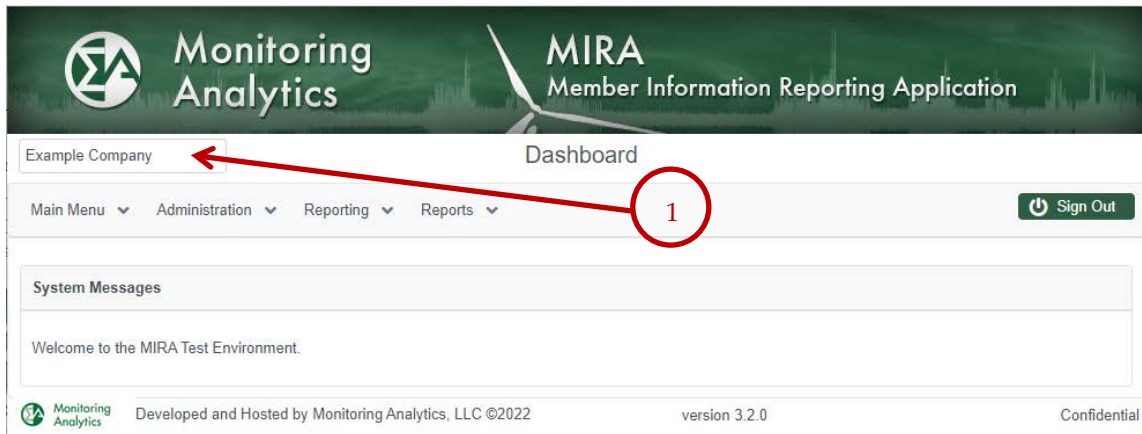
PJM maintains the list of credentialed CAMs. CAMs for companies with reporting responsibilities will be granted Account Manager access in MIRA.

1.1.2.1 CAM Creating User Accounts

When a CAM logs in to the MIRA system, their "Dashboard" screen will look like the screen shot below.

Step 1: Select the Company to Administer

Upon logging in, the CAM should select the company for which they are administering accounts. The drop down selector shown in item 1 below allows the CAM the choice of only those companies for which the CAM's account has permissions. If the CAM only has permissions to one account, that company account will be selected by default.



Step 2: Administer Users

To administer user accounts, the CAM should click on “Administration”, then “Users” as indicated in item 2 above.

On the “User Maintenance” screen, follow the steps shown in the screenshot below:

Create a User	
Step 1	Select “Add User”(to create a new user, or proceed to step 3 to change an existing account);
Step 2	On the newly created User row, click on the arrow to the left of the row to expand the row and show the user input fields.
Step 3	Type in the new user’s Login ID (this user name should be set = the user’s email address), name, and phone number.

If you try to save the new user's record (Step 4) before populating the information in Step 3, or before you assign company access, you will get an error.

The screenshot shows the 'User Maintenance' interface in the MIRA application. At the top, there is a header with the Monitoring Analytics logo and the text 'MIRA Member Information Reporting Application'. Below the header, there is a navigation bar with 'Example Company' on the left, 'User Maintenance' in the center, and 'Demo User' on the right. A 'Sign Out' button is located in the top right corner. The main content area has a 'Main Menu' with 'Administration' and 'Reporting' options. Below this, there is a message 'Expand rows to see detailed information.' and an '+ Add User' button. A table with one row is shown, with columns for 'Login Id', 'Last Name', 'First Name', and 'Actions'. A red circle '1' points to the '+ Add User' button. A red circle '2' points to the expand/collapse arrow in the first row. A red circle '3' points to the form fields for 'Login Id', 'Last Name', 'First Name', 'Telephone Number', 'Email Address', 'Password', and 'Confirm Password'. A red circle '4' points to the 'Actions' column of the first row. Below the form, there is a table with columns for 'Company', 'User Types', and 'Action'. The table shows two records: 'demo.user@company.com' with 'User' type and 'demo.user2@company.com' with 'User2' type. Both have 'Demo' as the user type.

Step 3 shown above is where the new user's credentials are assigned. When the CAM clicks on the arrow in Step 2, to expand the new user record, the CAM will see the screen above.

If the system indicates that a user with the desired email address already exists in the system, the CAM cannot grant new access rights to that user. To grant these access rights, the CAM should contact Monitoring Analytics (mira@monitoringanalytics.com), and arrangements will be made to provide the appropriate access.

To specify a company and assign access to a reporting function for a user, the CAM will:

Assign User Access

Step 1	Click the arrow to the left of the row to expand the row prior to adding company access.
Step 2	Click on the “+” sign to add a company access.
Step 3	Start to type in (and select from the generated drop-down list) the name of the company to assign access. The CAM can only assign access to the Market Participant company the CAM has access to.
Step 4	Check off the reporting functions for which the user should have access for that company.
Step 5	Save the user record.

The screenshot shows the 'User Maintenance' interface for 'Example Company' as a 'Demo User'. It features a table with user records and a detailed form for editing 'demo.user3@company.com'. Red annotations highlight: 1. The 'Login Id' field in the form; 2. The 'trash can' icon in the 'Actions' column of the user table; 3. The 'Password' field; 4. The 'User Types' section with checkboxes for 'Company User', 'Power Plant Operations User (monthly)', 'Fuel Policy User', 'RPM/ACR User', and 'Power Plant Operations User (continuous)'; 5. The '+ Add User' button at the top left.

In Step 4 above, if a CAM wishes to create a user account, but doesn't want to provide access to any functions for that company at the time of account creation, the CAM can assign the user access to the "Company User" role, which has no reporting ability. (See item #1 below).

In Step 4 above, if a CAM wishes to delete access to a company, use the "trash can" icon to delete the company access record from the user's account. (See item #2 below).

This close-up shows the 'User Types' section of the form. Red annotations highlight: 1. The 'Company User' checkbox, which is checked; 2. The 'trash can' icon in the 'Actions' column, used for deleting company access records.

1.1.3 Regular User Access

When a CAM sets up a user account, the CAM should communicate the following information to the new user:

- 1) That their account ID is their email address.
- 2) The URL for the Monitoring Analytics “Tools” page (<https://www.monitoringanalytics.com/tools/tools.shtml>) and how to connect to the MIRA system.
- 3) To establish a new password, use the “Forgot your password?” function, as described in section 1.1.5.

1.1.4 Password Rules

Passwords are encrypted by the system before storing them in the database. Since the password is encrypted in the database, no one, including the MIRA administrator can discern the password simply by examining it.

- Password must be at least 10 characters long.
- Password must contain characters from at least 3 of the following 4 categories; {ABCDEFGHIJKLMNOPQRSTUVWXYZ}, {abcdefghijklmnopqrstuvwxyz}, {0123456789}, {~!@#\$%^&* _+=`|\(){}[]:;'"<>.,?/}

1.1.5 Forgot Your Password?

When first logging in, or whenever a CAM or a User forgets their password, they can reset their password with the “Forgot your password?” function. On the log in screen, click on “Forgot your password?”:

Monitoring Analytics

MIRA
Member Information Reporting Application

Sign In Required

Username:

Password:

[Forgot your password?](#)

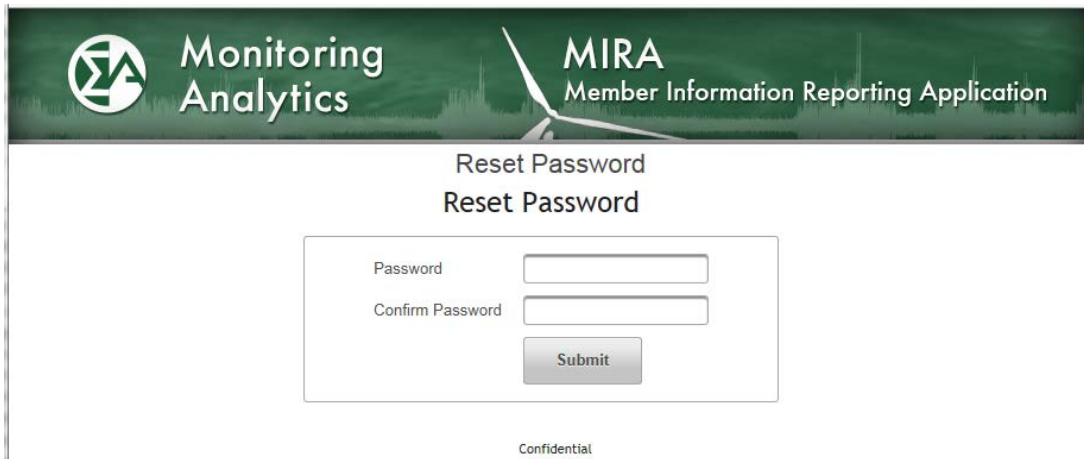
WARNING: This system and the information processed or contained within is for the use of authorized users only. All activity on this computer system may be monitored and/or recorded by systems personnel. Collected information may be released to third parties including the federal government. Anyone using this system expressly consents to such monitoring. Individuals using this computer system without authority, or in excess of their authority, are advised that if monitoring reveals possible improper or criminal activity, system personnel may provide the evidence of such monitoring to management or law enforcement officials for disciplinary proceedings and/or criminal and civil proceedings under local and foreign laws.

Confidential

The user will be prompted to enter their email address. If the email address matches the email of a user in the system, that user will be emailed a link. Clicking on the link will take the user to

a change password prompt. Clicking on “Submit” lets the user return to the log in screen, where the new password will be effective.

If the user never receives the email link, it usually means that the email address is not set up correctly in the user profile in the system, or it means that the user’s company firewall/spam filter is rejecting the email with the link. In either case, please contact the Monitoring Analytics system administrator as described in Section 1.1.2.



The screenshot shows the MIRA Member Information Reporting Application interface. At the top, there is a dark green header with the Monitoring Analytics logo on the left and the MIRA logo with the text "MIRA Member Information Reporting Application" on the right. Below the header, the page title "Reset Password" is centered. The main content area contains a form with two input fields: "Password" and "Confirm Password", each with a corresponding text label to its left. Below these fields is a "Submit" button. At the bottom of the form area, the word "Confidential" is displayed.

2 Getting Help

To get technical help with the MIRA system, please contact the Monitoring Analytics system administrator:

- Help Desk Email: mira@monitoringanalytics.com
- For additional information, the system administrator’s MIRA web page is: <https://www.monitoringanalytics.com/tools/tools.shtml>
- *Never give the system administrator or any other help desk support staff your passwords for any accounts.*