

Member Information Reporting Application (MIRA)

CAM Quick Start Reference

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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 the Power Plant Operations Report - Monthly (PPOR-M), Power Plant Operations Report - Continuous (PPOR-C,) Fuel Policy (FP), RPM/ACR, or Black Start functions.

A single user can be given access to report data for all reporting functions (PPOR-M, PPOR-C, FP, RPM/ACR or Black Start), 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. When an account is created, a temporary password must be assigned. However, 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.

1.2 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.

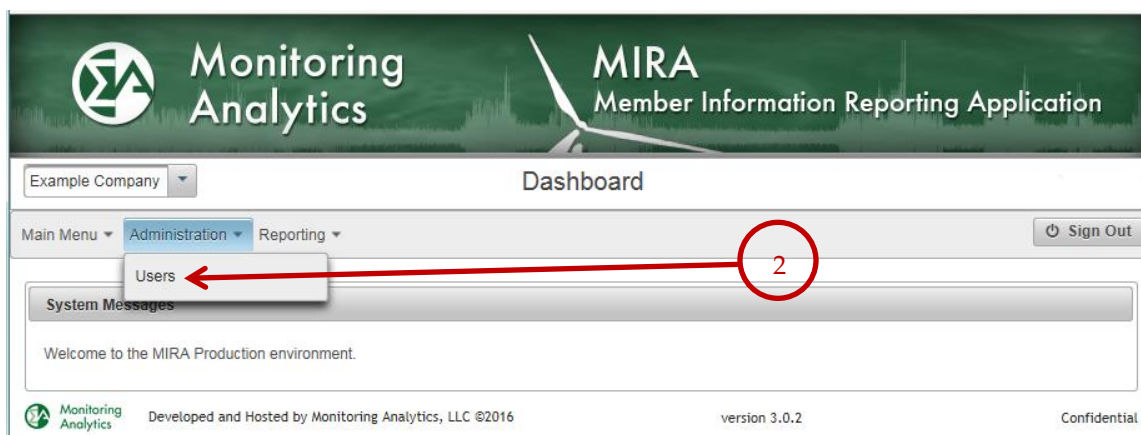
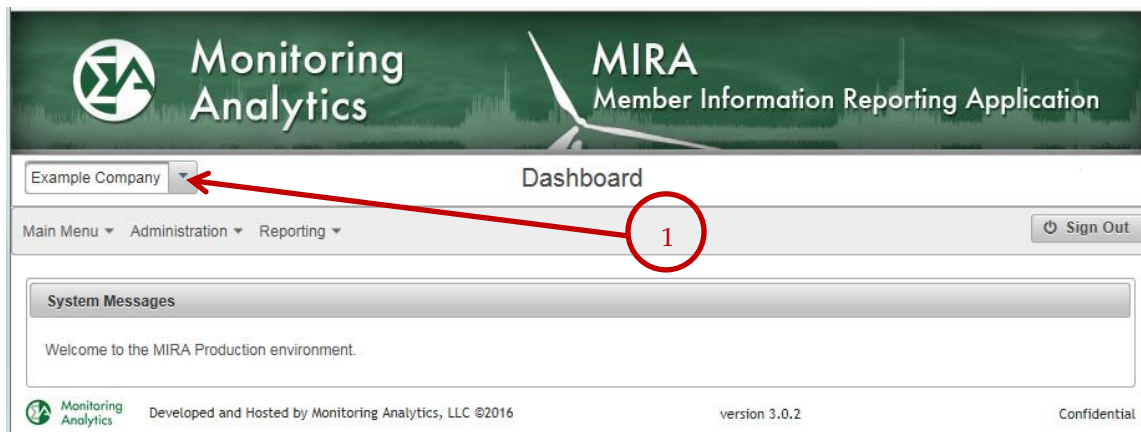
1.2.1 CAM Creating User Accounts

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, phone number, email address, and a temporary password;
Step 4	Remember to save the users credentials.

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

The screenshot shows the 'User Maintenance' page in the MIRA application. The header includes the Monitoring Analytics logo and the text 'MIRA Member Information Reporting Application'. Below the header, there's a navigation bar with 'Example Company', 'User Maintenance', and 'Demo User'. A 'Sign Out' button is also present. The main content area has a 'Main Menu' dropdown and a 'Sign Out' button. A red circle labeled '1' points to the '+ Add User' button. Below this, there's a table with columns 'Login Id', 'Last Name', 'First Name', and 'Actions'. A red circle labeled '2' points to the first row of the table. A red circle labeled '3' points to the form fields for 'Login Id', 'Last Name', 'First Name', 'Telephone Number', 'Email Address', 'Password', and 'Confirm Password'. A red circle labeled '4' points to the 'Actions' column of the table.

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

The CAM will enter the user's telephone number, email address, and a temporary password that will have to be changed on first instance of logging in. The temporary password can be

communicated by the CAM to the user, or the user can simply set a new password using the “Forgot your password?” functionality (this is the recommended method).

Note: it is critical that the CAM use the correct email address in the “Email Address” field. This is the unique key that allows the user to use the “Forgot your password?” functionality.

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, 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.

Monitoring Analytics MIRA Member Information Reporting Application

Example Company User Maintenance Demo User

Main Menu Administration Reporting Sign Out

Expand rows to see detailed information.

+ Add User

(1 of 1)

Login Id	Last Name	First Name	Actions
demo.user3@company.com	User3	Demo	[Edit] [Refresh] [Trash] [Add]

demo.user3@company.com

Last Name: * User3

First Name: * Demo

Telephone Number: 12345

Email Address: * demo.user3@company.com

Password

Confirm Password

Last password change date: 02/04/2016 18:54:59

Company	User Types	Actions
Example Company	<input type="checkbox"/> Company User <input type="checkbox"/> Power Plant Operations User (monthly)	<input type="checkbox"/> Fuel Policy User <input type="checkbox"/> RPM/ACR User <input type="checkbox"/> Power Plant Operations User (continuous)

Company	User	First Name	Actions
demo.user@company.com	User	Demo	[Edit] [Refresh] [Trash] [Add]
demo.user2@company.com	User2	Demo	[Edit] [Refresh] [Trash] [Add]

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).

Company	User Types	Actions
Example Company	<input checked="" type="checkbox"/> Company User <input type="checkbox"/> Power Plant Operations User (monthly)	<input type="checkbox"/> Fuel Policy User <input type="checkbox"/> RPM/ACR User <input type="checkbox"/> Power Plant Operations User (continuous)

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 (<http://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 1.4.

1.4 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 2.

The screenshot shows the MIRA Member Information Reporting Application interface. At the top, there is a green header bar with the Monitoring Analytics logo on the left and 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 labeled 'Password' and 'Confirm Password', and a 'Submit' button below them. The word 'Confidential' is centered at the bottom of the page.

Monitoring Analytics

MIRA
Member Information Reporting Application

Reset Password
Reset Password

Password

Confirm Password

Submit

Confidential

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: <http://www.monitoringanalytics.com/tools/tools.shtml>
- *Never give the system administrator or any other help desk support staff your passwords for any accounts.*