



# Authentication and Single Sign On Enhancements for PJM Tools

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As of September 15, 2020

## Feedback from Member Survey highlighted two areas of improvement

- Idle timeout
- Session timeout

### Idle timeout


- A user is logged out after being idle within an application for more than 20 minutes

### Session timeout

- A user is logged out after 24 hours regardless of activity.

## Sign In

Session Expiration Warning ✕

 **Warning: your session is about to expire.**  
Please click Ok to continue your session.

Time Remaining: 96 seconds

OK

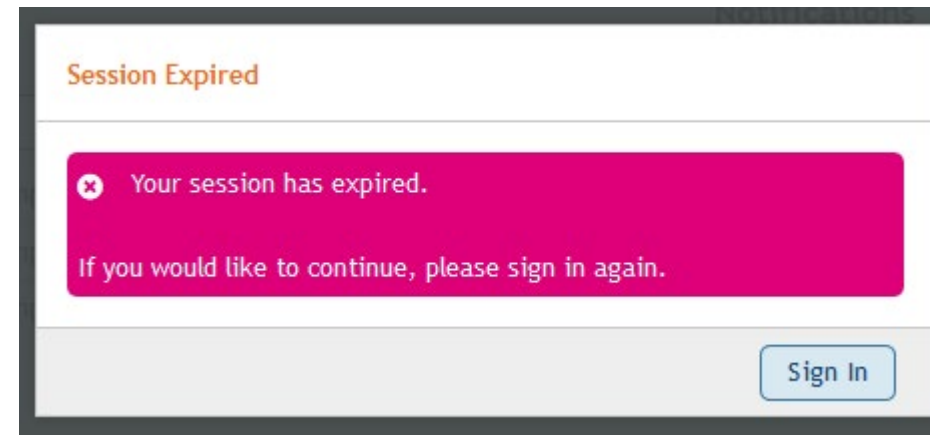
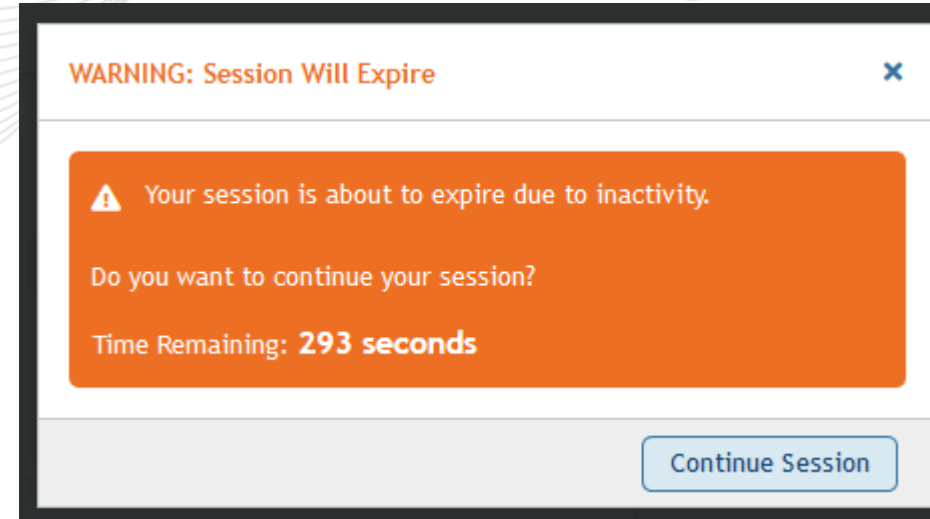
Log in

[Forgot password](#) | [Register](#)

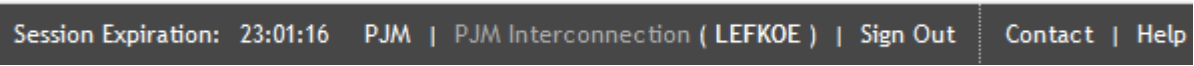
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- Enhance feedback to users and make user experience more user friendly
  - Differentiate between idle and session timeouts
  - Provide ample time for user to acknowledge timeout
  - Make timeout functionality more streamlined like modern banks and credit card websites

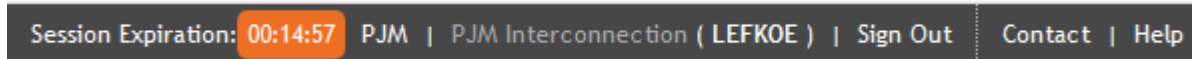
- Idle timeout popup
  - If the user is idle for 20 minutes a 5 minute warning will be displayed
  
- Session timeout
  - After 24 hours of activity the user will receive a session expired popup



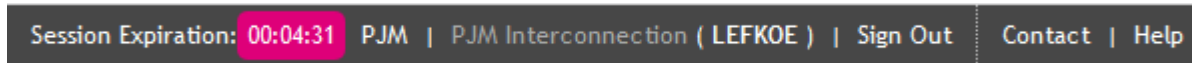
- Session expiration timer added to top left tool bar
  - New Session timer

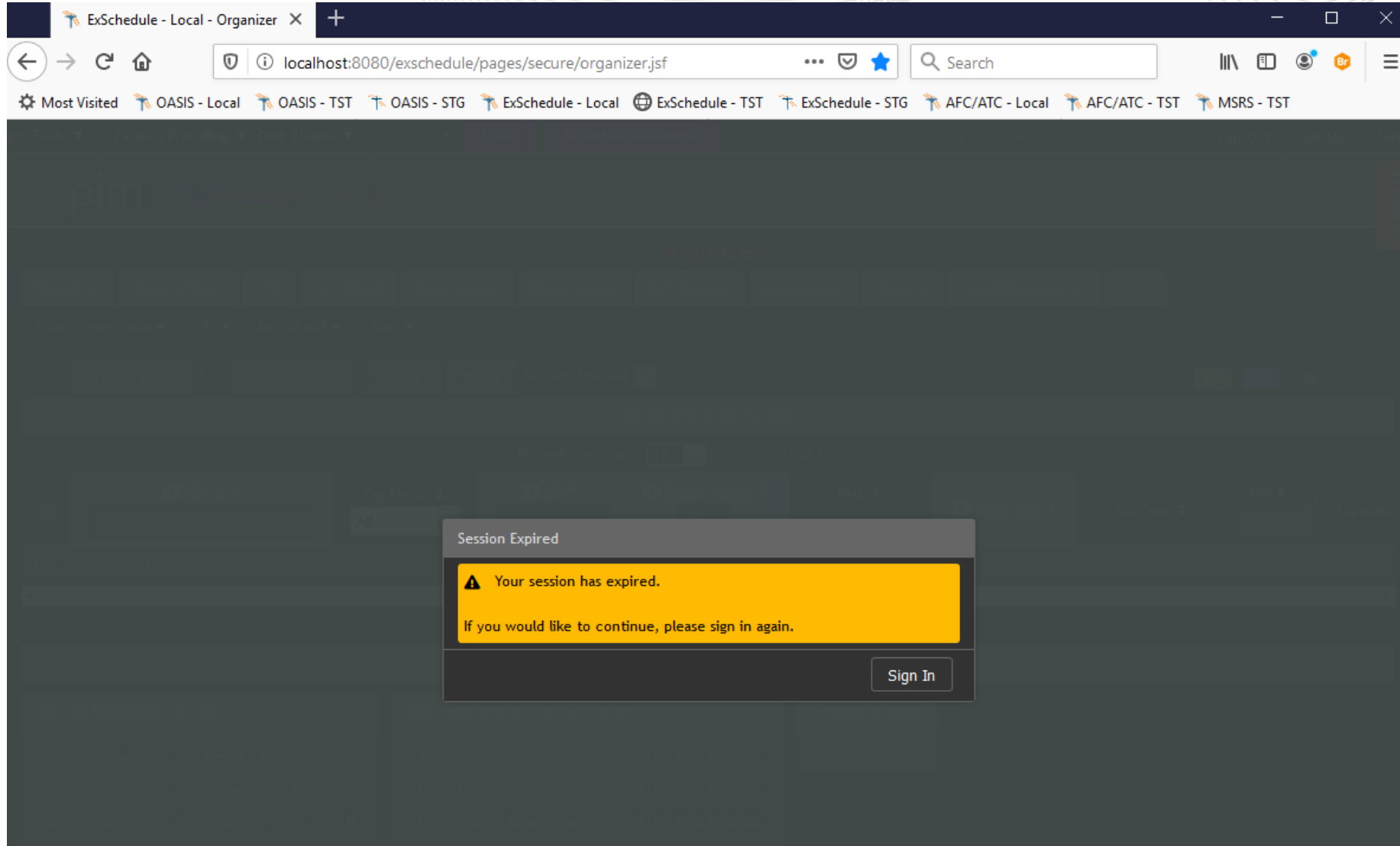
A screenshot of a dark grey top navigation bar. On the left, it displays 'Session Expiration: 23:01:16' in white text. To the right of the timer are the links 'PJM | PJM Interconnection ( LEFKOE ) | Sign Out' and 'Contact | Help'.

- 15 minutes or less appears in warning color

A screenshot of a dark grey top navigation bar. The 'Session Expiration' timer is now '00:14:57' and is highlighted with an orange background. The rest of the bar, including the links 'PJM | PJM Interconnection ( LEFKOE ) | Sign Out' and 'Contact | Help', remains the same.

- 5 minutes or less appears in alert color

A screenshot of a dark grey top navigation bar. The 'Session Expiration' timer is now '00:04:31' and is highlighted with a pink background. The rest of the bar, including the links 'PJM | PJM Interconnection ( LEFKOE ) | Sign Out' and 'Contact | Help', remains the same.



- Q32020
  - External Communications
  - First phase of applications deployed to Production
- Q42020
  - Balance of applications deployed to Production