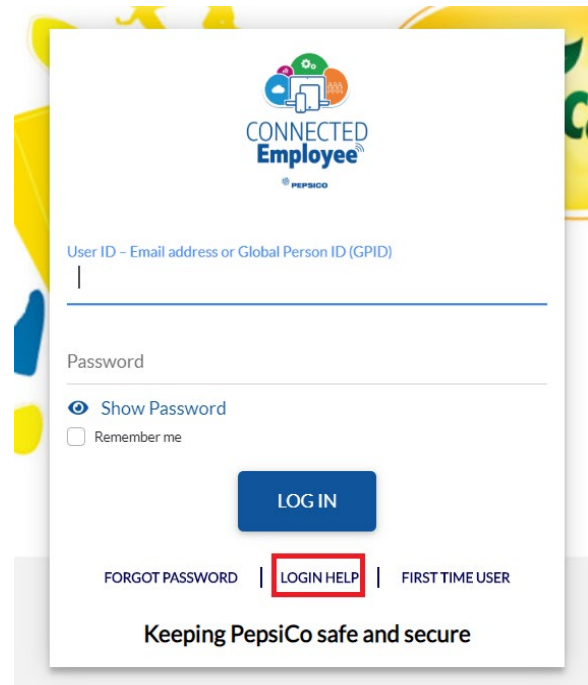


User Self Service

Password Resets

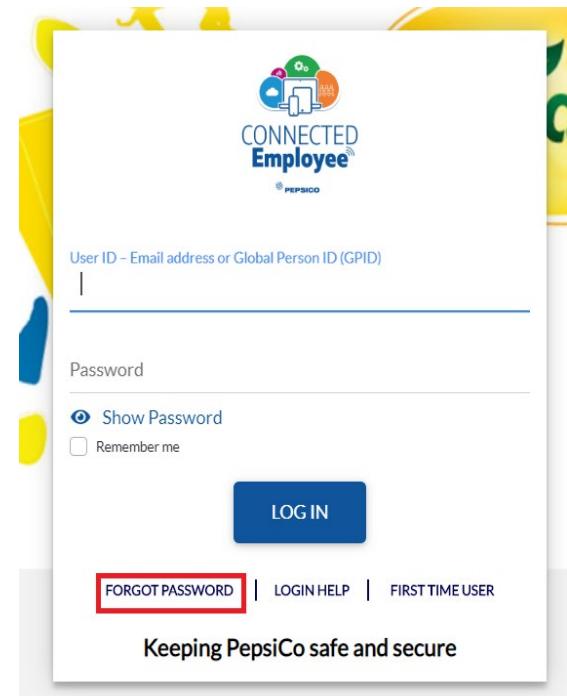
User password resets are not managed in Okta. If a user needs to reset their password, please direct them to myidM. This can be reached by

1. Clicking the “LOGIN HELP” on the login screen at secure.pepsico.com.



The screenshot shows the 'CONNECTED Employee' login page. At the top is the logo with the text 'CONNECTED Employee' and 'PEPSICO' below it. Below the logo is a text input field labeled 'User ID - Email address or Global Person ID (GPID)'. Underneath is a 'Password' field with a 'Show Password' toggle (currently on) and a 'Remember me' checkbox. A blue 'LOG IN' button is centered below these fields. At the bottom, there are three links: 'FORGOT PASSWORD', 'LOGIN HELP' (highlighted with a red box), and 'FIRST TIME USER'. The footer text reads 'Keeping PepsiCo safe and secure'.

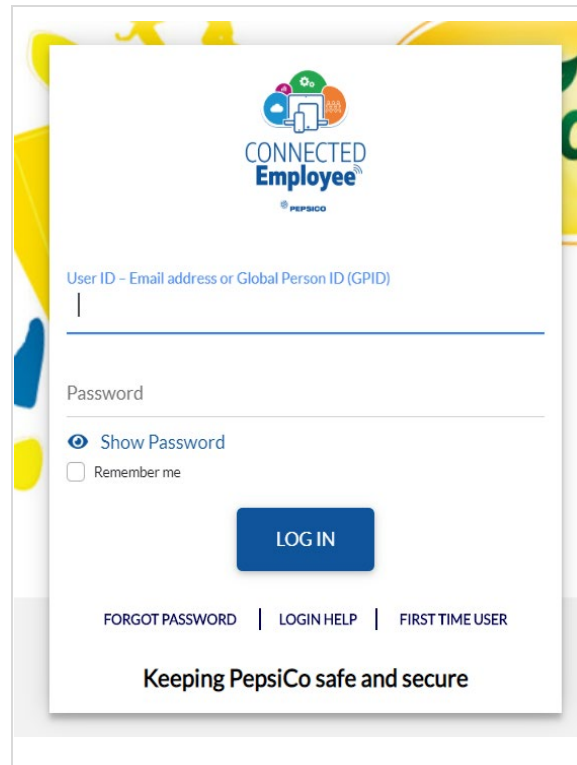
2. Clicking “FORGOT PASSWORD”. This will redirect the user to myidM’s password reset page.



This screenshot is identical to the one above, showing the 'CONNECTED Employee' login page. However, the 'FORGOT PASSWORD' link at the bottom is highlighted with a red box instead of 'LOGIN HELP'. The rest of the page content, including the logo, input fields, and 'LOG IN' button, remains the same.

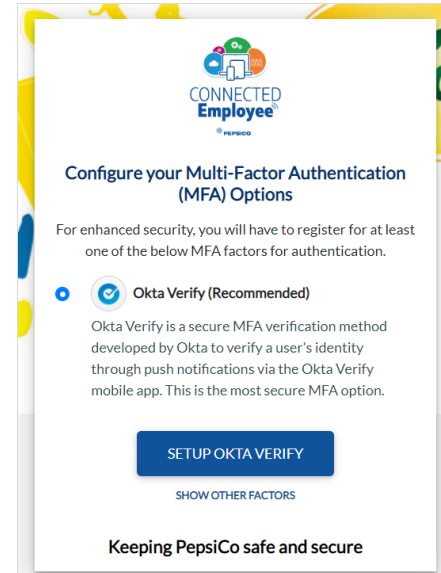
Setup Multi Factor Authentication

1. Open any browser and access **Salesforce/SiteMinder** applications
2. Enter your '@pepsico.com' email address and password.
3. Click on 'LOG IN'.

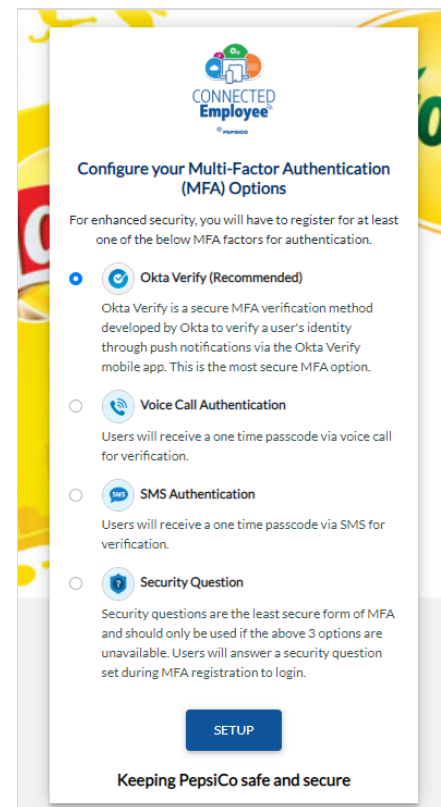


The image shows a login page for 'CONNECTED Employee' by Pepsico. At the top center is the logo, which includes a smartphone icon with a checkmark and the text 'CONNECTED Employee' and 'PEPSICO'. Below the logo is a text input field labeled 'User ID - Email address or Global Person ID (GPID)'. Underneath that is a password input field labeled 'Password'. To the left of the password field are two options: 'Show Password' with an eye icon and 'Remember me' with a checkbox. A blue 'LOG IN' button is positioned below these options. At the bottom of the form, there are three links: 'FORGOT PASSWORD', 'LOGIN HELP', and 'FIRST TIME USER'. The footer text reads 'Keeping PepsiCo safe and secure'.

4. You will be redirected to Set up multifactor Authentication Page with below options:
 - Okta Verify
5. Click on 'SHOW OTHER FACTORS' to see the list of other available factors



6. Now you can be able to see the list of all available factors with below options:
 - Okta Verify
 - SMS Authentication
 - Voice Call Authentication
 - Security Question
7. Choose any one of the options and click on 'SETUP'



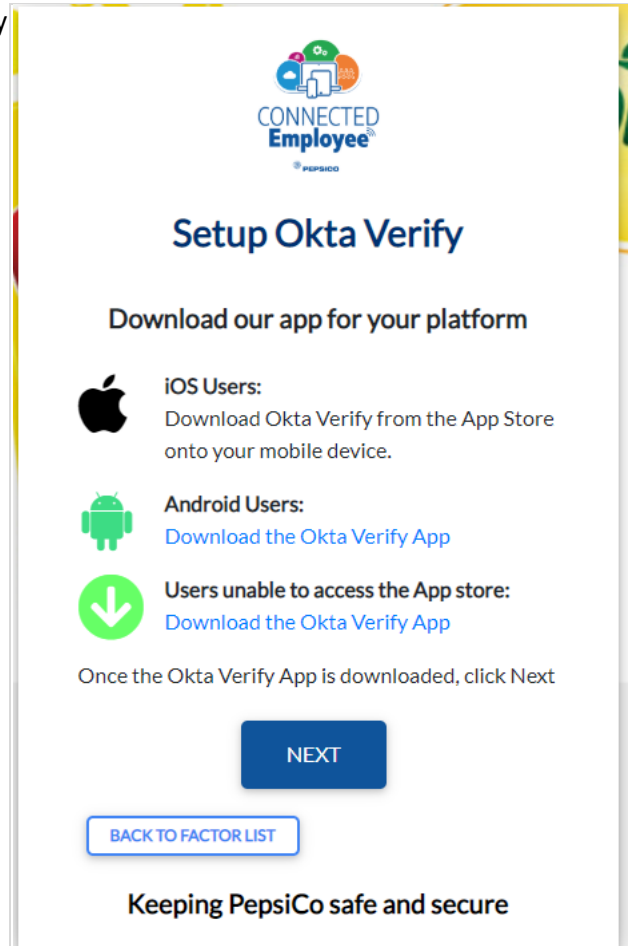
Okta Verify Setup


1. Choose "Okta Verify" and click on "Setup" button at the bottom.

- Okta Verify (Recommended)

Okta Verify is a secure MFA verification method developed by Okta to verify a user's identity through push notifications via the Okta Verify mobile app. This is the most secure MFA option.


3. You will be redirected to Setup Okta Verify page with instructions to download the Okta Verify app based on your platform.
4. Download Okta Verify App from the appropriate app store on your mobile device
5. Click on Next button






PepsiCo

Setup Okta Verify

Download our app for your platform

 **iOS Users:**
Download Okta Verify from the App Store onto your mobile device.

 **Android Users:**
[Download the Okta Verify App](#)

 **Users unable to access the App store:**
[Download the Okta Verify App](#)

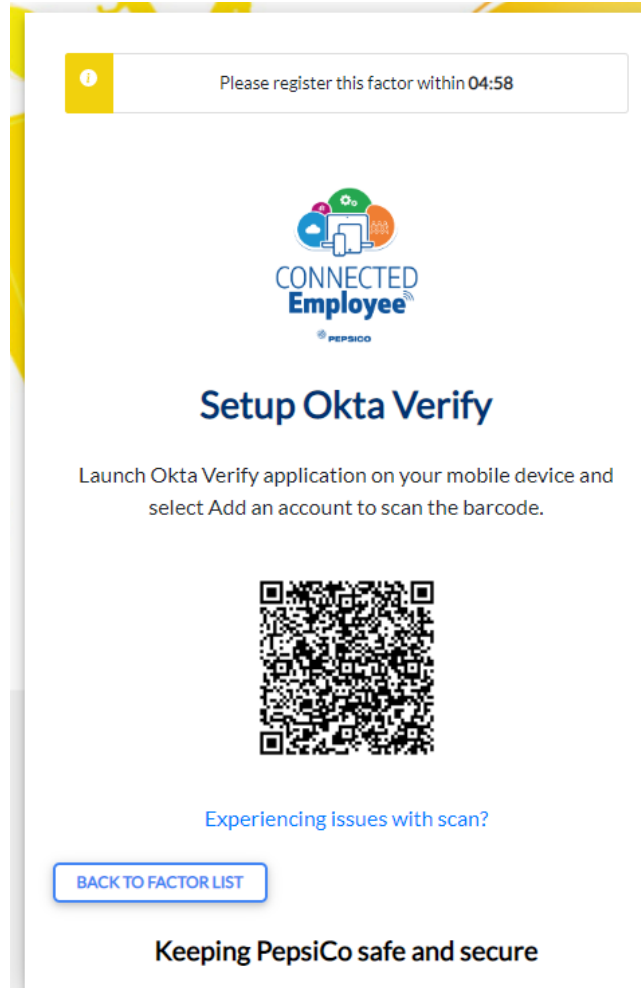
Once the Okta Verify App is downloaded, click Next

[NEXT](#)

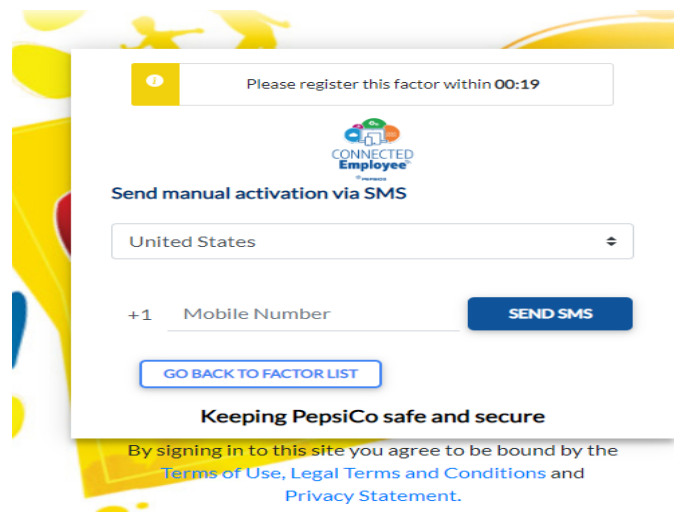
[BACK TO FACTOR LIST](#)

Keeping PepsiCo safe and secure

5. On the Okta Verify mobile app, tap 'Add Account' and scan the QR code.
6. Your account will be added to the Okta Verify Mobile App and push notifications will be sent to your Okta Verify App for Multifactor Authentication.



7. If you are experiencing issues scanning QR code click on 'Experiencing issues with scan'.
8. Select country code and enter mobile number. Click send SMS.
9. Once you receive SMS with activation link click on the link. This will open Okta verify application that you already downloaded on your device and enroll Okta Verify factor.



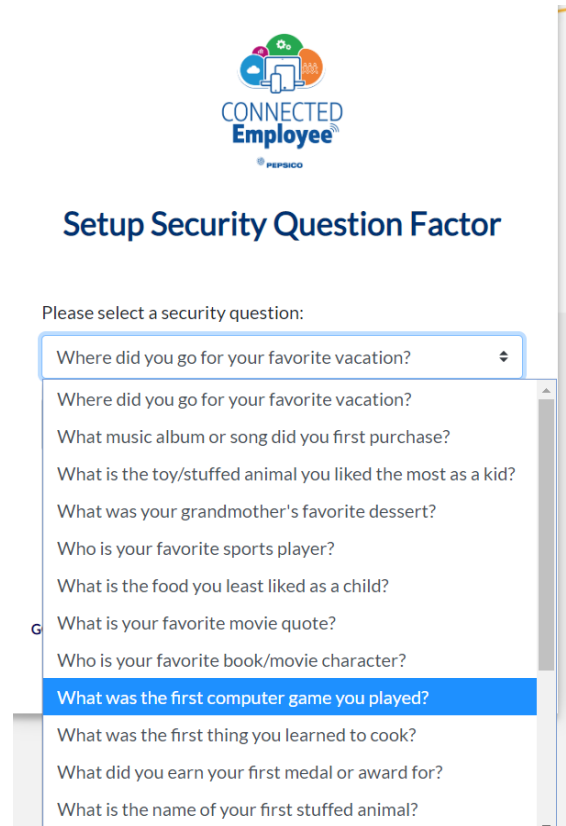
Security Question Setup

1. Select Security Question Radio Button and Click "Setup" button under Security Question Option on Setup MFA page

Security Question

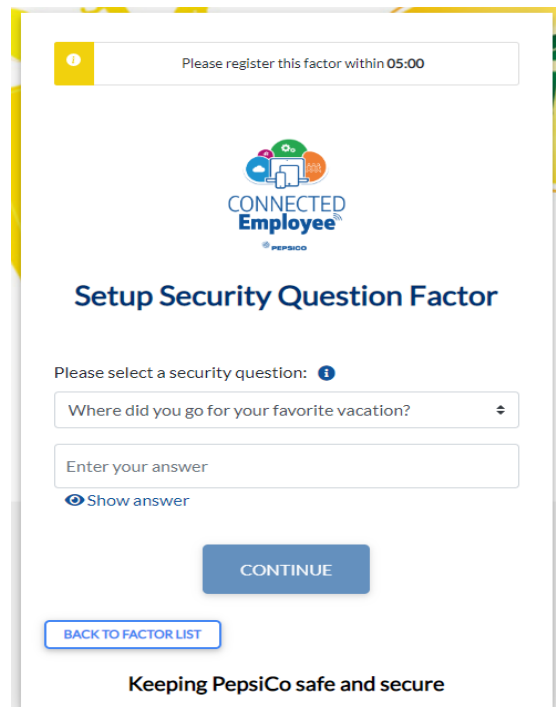
Security questions are the least secure form of MF and should only be used if the above 3 options are unavailable. Users will answer a security question set during MFA registration to login.

2. Select a security question from the dropdown.



The screenshot shows the 'Setup Security Question Factor' page. At the top is the 'CONNECTED Employee' logo with the Pepsico logo below it. The main heading is 'Setup Security Question Factor'. Below this, it says 'Please select a security question:'. A dropdown menu is open, showing a list of questions. The question 'What was the first computer game you played?' is highlighted in blue. Other questions include 'Where did you go for your favorite vacation?', 'What music album or song did you first purchase?', 'What is the toy/stuffed animal you liked the most as a kid?', 'What was your grandmother's favorite dessert?', 'Who is your favorite sports player?', 'What is the food you least liked as a child?', 'What is your favorite movie quote?', 'Who is your favorite book/movie character?', 'What was the first thing you learned to cook?', 'What did you earn your first medal or award for?', and 'What is the name of your first stuffed animal?'.

3. Enter the answer in the box and click "CONTINUE"



The screenshot shows the 'Setup Security Question Factor' page. At the top is the 'CONNECTED Employee' logo with the Pepsico logo below it. The main heading is 'Setup Security Question Factor'. Below this, it says 'Please select a security question:'. A dropdown menu is open, showing a list of questions. The question 'Where did you go for your favorite vacation?' is selected. Below the dropdown is an input field labeled 'Enter your answer'. Below the input field is a 'Show answer' link. Below the input field is a blue 'CONTINUE' button. Below the 'CONTINUE' button is a 'BACK TO FACTOR LIST' button. At the bottom of the page is the text 'Keeping PepsiCo safe and secure'.


SMS Authentication Setup

1. Choose "SMS Authentication" and click on "Setup" button at the bottom.
2. Select your country and input your phone number.
3. Click 'SEND SMS'

SMS Authentication

Users will receive a one time passcode via SMS for verification.

Please register this factor within 04:17



Set Up SMS Factor

United States

+1 [SEND SMS](#)

[BACK TO FACTOR LIST](#)

Keeping PepsiCo safe and secure

4. Enter the One Time Passcode you get as SMS on your Mobile and click 'CONTINUE'

Please register this factor within 03:19

CONNECTED Employee
PEPSICO

Set Up SMS Factor

Haven't received an SMS? To try again, click **Resend code**.

India

+91 [REDACTED] **RESEND CODE**

Please enter the code **CONTINUE**

BACK TO FACTOR LIST

Keeping PepsiCo safe and secure

Voice Call Authentication Setup

1. Click "Setup" button under Voice Call Authentication Option on Setup MFA page

Voice Call Authentication

Users will receive a one time passcode via voice call for verification.

2. Select your Country and enter Phone Number.

3. Click 'CALL'

This screenshot shows the 'Set Up Call Factor' interface for the United States. At the top, a yellow information icon is next to a timer that reads 'Please register this factor within 04:53'. Below this is the 'CONNECTED Employee' logo with the Pepsico tagline. The main heading is 'Set Up Call Factor'. A dropdown menu is set to 'United States'. Below that, there is a field for the phone number with a '+1' prefix and a 'CALL' button. A 'BACK TO FACTOR LIST' button is located below the phone number field. At the bottom, the text 'Keeping PepsiCo safe and secure' is displayed.

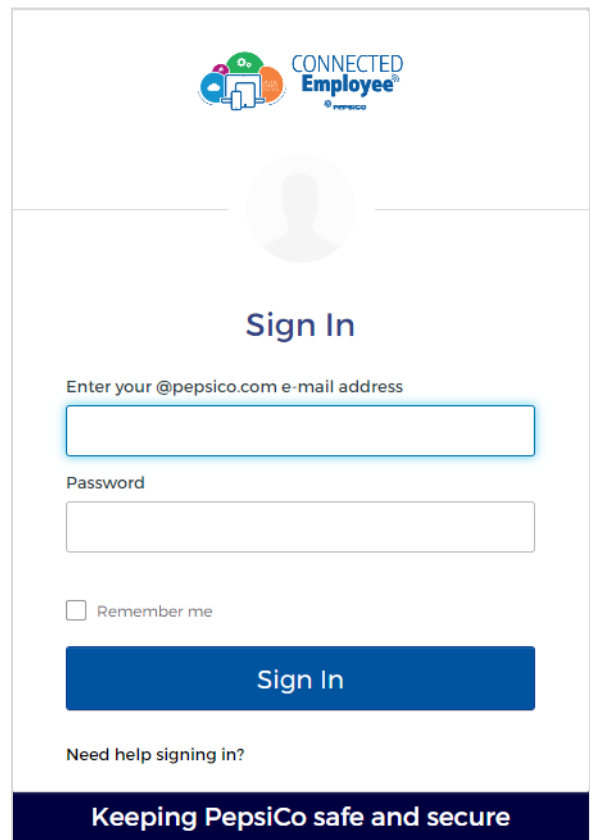
4. Enter the code received on Voice Call and click on 'CONTINUE'


This screenshot shows the 'Set Up Call Factor' interface for India. It features the same timer and logo as the previous screen. The dropdown menu is set to 'India'. The phone number field is partially filled with a blacked-out number, and a 'CALLING' button is visible. Below the phone number field, there is a field for entering a code with the placeholder text 'Please enter the code' and a 'CONTINUE' button. A 'BACK TO FACTOR LIST' button is also present. The footer text 'Keeping PepsiCo safe and secure' is visible at the bottom.


MFA Factor Reset or Setup

Once MFA factor is set, if you want to remove an enrolled factor or setup another factor follow the below steps.

1. Login to secure.pepsico.com



 CONNECTED Employee®



Sign In

Enter your @pepsico.com e-mail address

Password

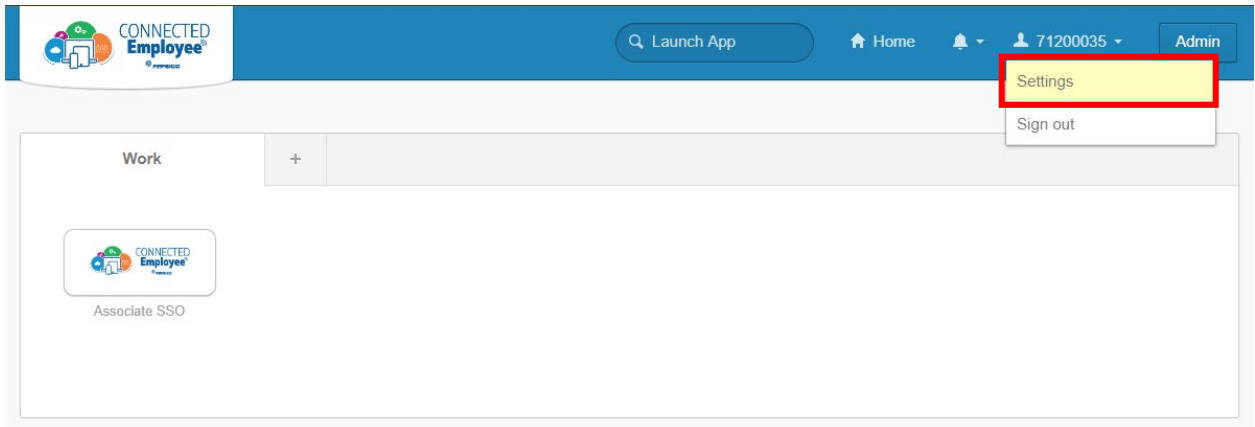
Remember me

[Sign In](#)

[Need help signing in?](#)

Keeping PepsiCo safe and secure

2. On the right side, navigate to [First Name/Last Name] > Settings



Note: The screenshot is showing a GPID because this is a test account. End users will see a first name/last name.

3. Scroll down to the “Extra Verification” section
4. Under “Extra Verification”, users can remove and set up new MFA devices.

✓ Extra Verification	
Extra verification increases your account security when signing in to Okta and other applications you use	
Okta Verify	Remove
SMS Authentication	Set up
Voice Call Authentication	Set up
Security Question	Set up

Okta Verify Setup

1. Click "Setup" button under Okta Verify Option.

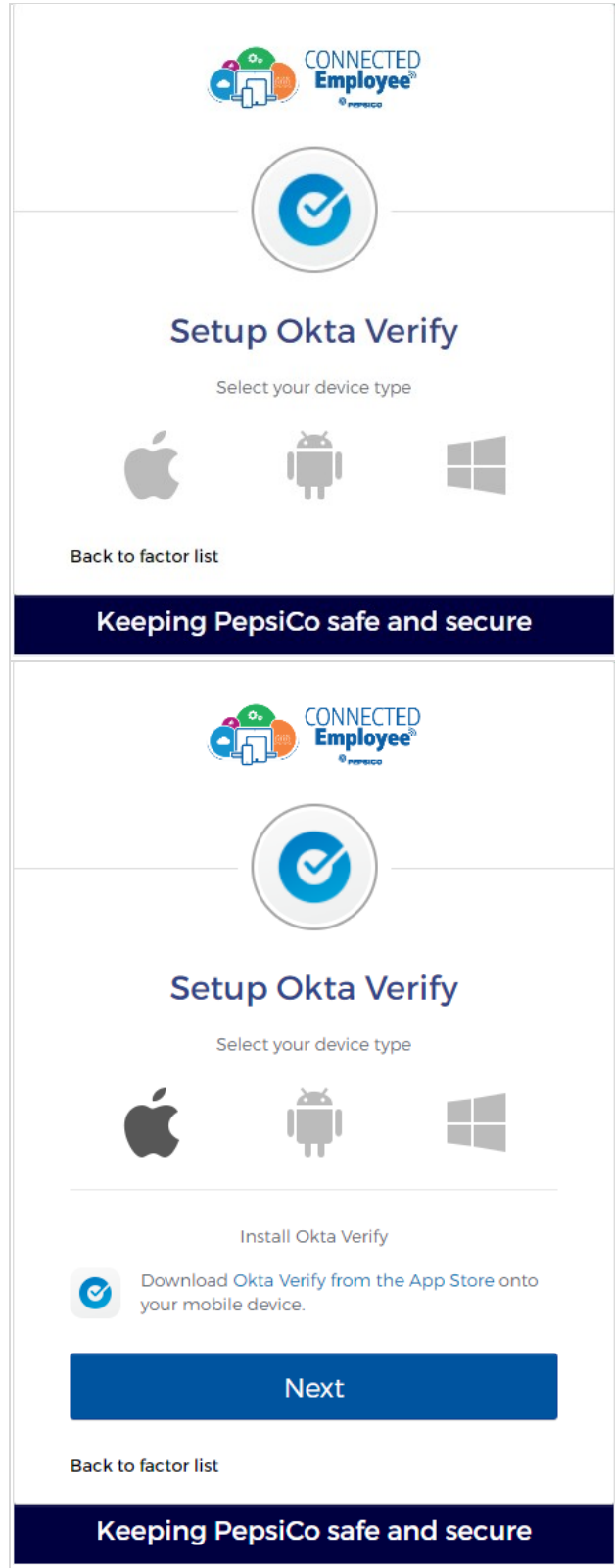


Okta Verify

Use a push notification sent to the mobile app.

Setup

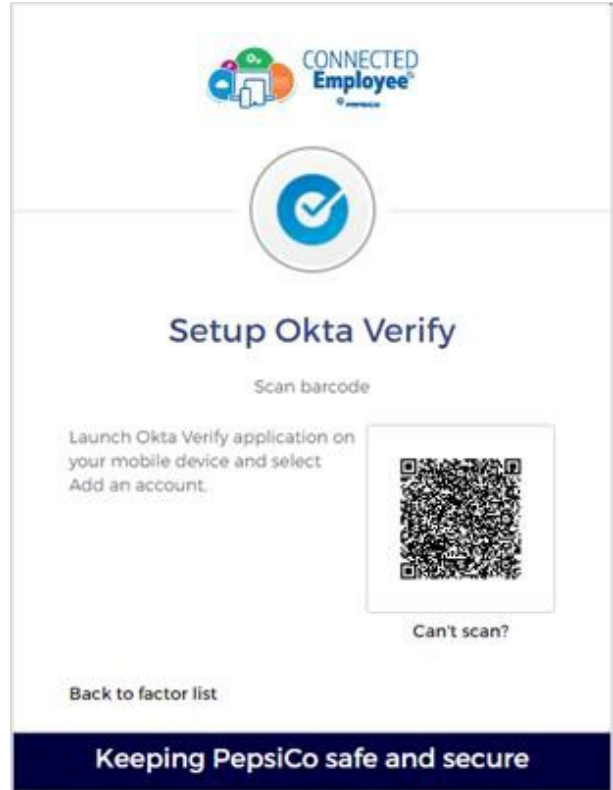
2. Select your Mobile device type (Apple, Android or Windows)



The image shows two screenshots of the 'Setup Okta Verify' interface. The top screenshot displays the 'CONNECTED Employee' logo at the top, followed by a circular icon with a checkmark. Below this, the text 'Setup Okta Verify' is centered, with the instruction 'Select your device type' underneath. Three device icons are shown: Apple, Android, and Windows. A 'Back to factor list' link is at the bottom left. A dark blue banner at the bottom contains the text 'Keeping PepsiCo safe and secure'. The bottom screenshot is identical but includes an 'Install Okta Verify' section. It features a checkmark icon and the text 'Download Okta Verify from the App Store onto your mobile device.' Below this is a large blue 'Next' button. The 'Back to factor list' link and the bottom banner are also present.

3. Download Okta Verify App from the appropriate app store on your mobile device
 - a. For Chinese Android users, Okta Verify will need to be installed manually. The application can be downloaded from [this link](#).
4. Click on Next button

5. On the Okta Verify mobile app, tap 'Add Account' and scan the QR code.
6. Your account will be added to the Okta Verify Mobile App and push notifications will be sent to your Okta Verify App for Multifactor Authentication.
7. If you have issue scanning QR code click on 'Can't scan?' for Okta Push manual enrollment through SMS.



SMS Authentication Setup

1. Click "Setup" button under SMS Authentication Option on Setup MFA page

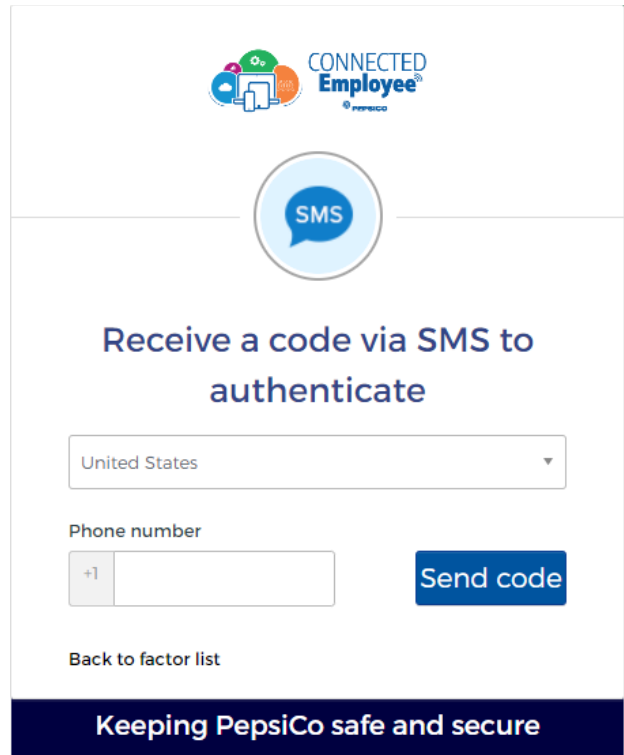


SMS Authentication

Enter a single-use code sent to your mobile phone.

Setup

2. Select your country and input your phone number.
3. Click 'Send code'



The screenshot shows the 'CONNECTED Employee' interface for receiving an SMS code. At the top, there is a logo with a smartphone icon and the text 'CONNECTED Employee' and 'PepsiCo'. Below the logo is a circular icon with 'SMS' inside. The main heading reads 'Receive a code via SMS to authenticate'. There is a dropdown menu for country selection, currently showing 'United States'. Below that is a 'Phone number' label and a text input field with a '+1' country code selector. To the right of the phone number field is a blue 'Send code' button. At the bottom left, there is a link that says 'Back to factor list'. A dark blue footer bar at the bottom contains the text 'Keeping PepsiCo safe and secure'.

CONNECTED
Employee®
PepsiCo

SMS

Receive a code via SMS to
authenticate

United States ▼

Phone number

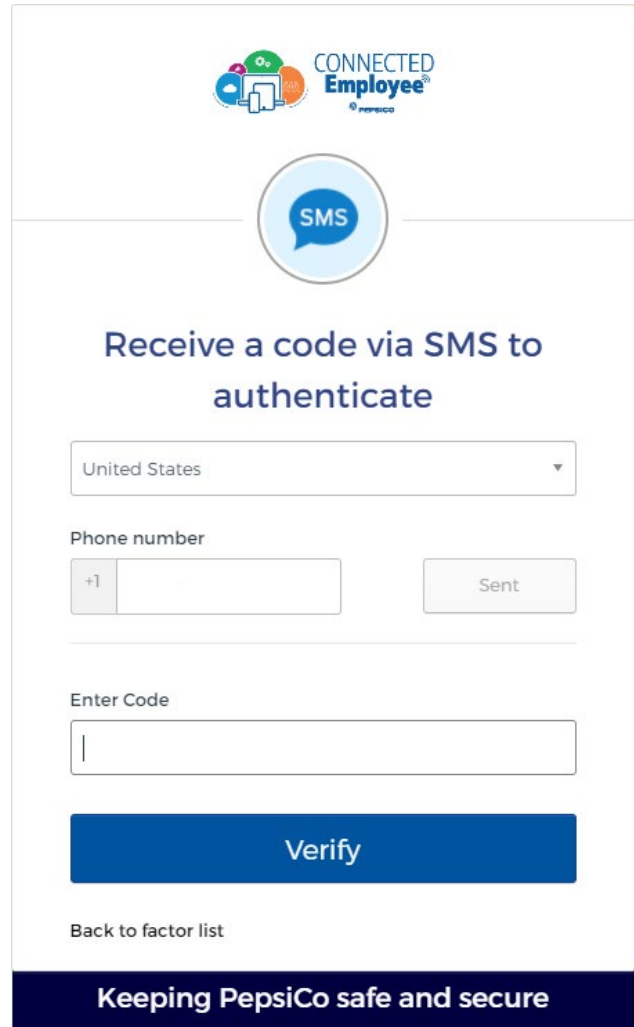
+1

Send code

[Back to factor list](#)

Keeping PepsiCo safe and secure

4. Enter the One Time Passcode you get as SMS on your Mobile and click 'Verify'



The screenshot shows the 'Connected Employee' interface for SMS authentication. At the top, there is a logo for 'CONNECTED Employee' with a 'pepsico' tagline. Below the logo is a circular icon with 'SMS' inside. The main heading reads 'Receive a code via SMS to authenticate'. There is a dropdown menu for 'United States'. Below that is a 'Phone number' section with a '+1' prefix and a 'Sent' button. An 'Enter Code' input field is provided. A large blue 'Verify' button is at the bottom. A link for 'Back to factor list' is also present. The footer contains the text 'Keeping PepsiCo safe and secure'.

Voice Call Authentication Setup

1. Click "Setup" button under Voice Call Authentication Option on Setup MFA page




Voice Call Authentication


Use a phone to authenticate by following voice instructions.

Setup

2. Select your Country and enter Phone Number.

3. Click 'Call'





Follow phone call instructions to authenticate

United States ▼

Phone number Extension

+1

Call

[Back to factor list](#)

Keeping PepsiCo safe and secure

4. Enter the code received on Voice Call and click on Verify

CONNECTED Employee
pepsico

Follow phone call instructions to authenticate

United States

Phone number Extension

+1

Calling

Enter Code

Verify

Back to factor list

Keeping PepsiCo safe and secure

Security Question Setup

1. Click "Setup" button under Security Question Option on Setup MFA page

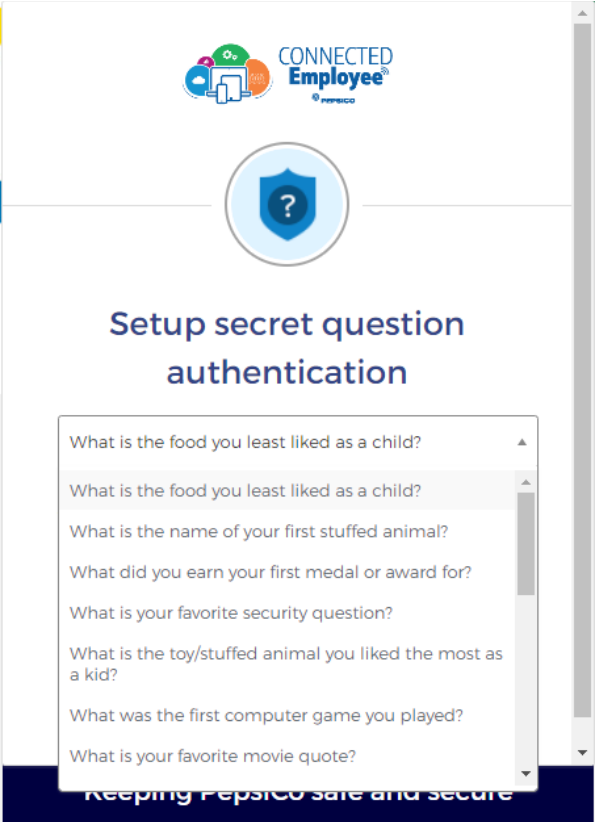


Security Question

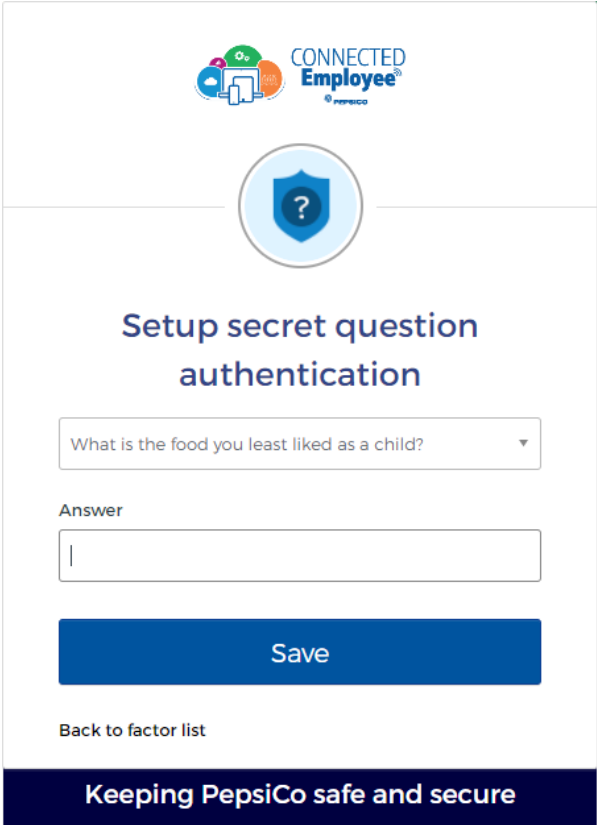
Use the answer to a security question to authenticate.

Setup

2. Select a security question from the drop down.

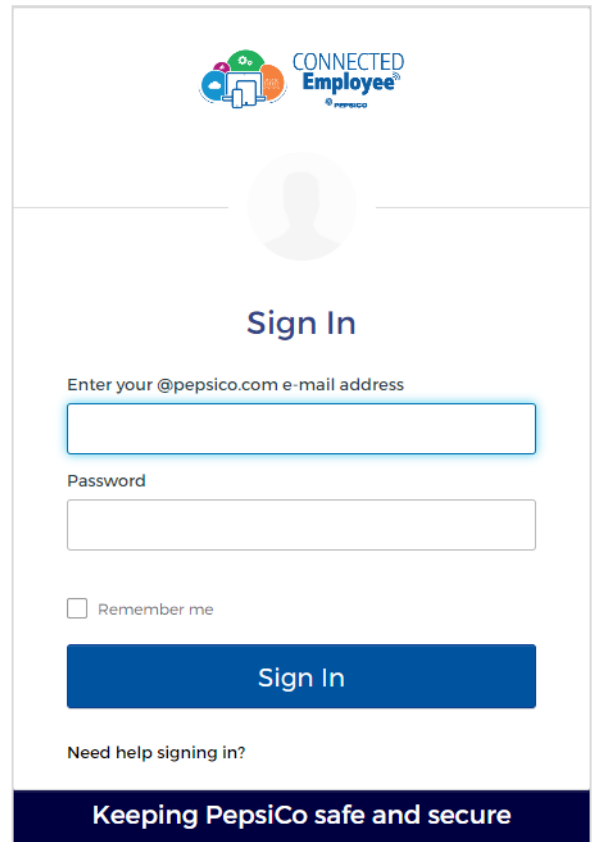


3. Enter the answer in the box and click "Save"



Language Update

1. Login to secure.pepsico.com



CONNECTED Employee®
pepsico

Sign In

Enter your @pepsico.com e-mail address

Password

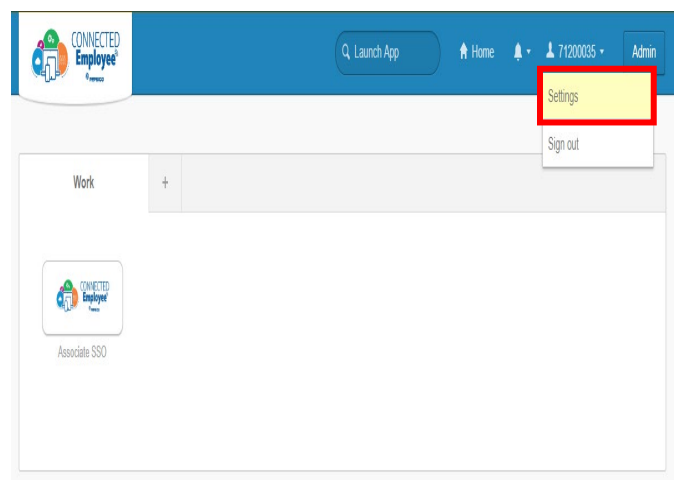
Remember me

Sign In

Need help signing in?

Keeping PepsiCo safe and secure

2. On the right side, navigate to [First Name/Last Name] > Settings



Note: The screenshot is showing a GPID because this is a test account. End users will see a first name/last name.

3. Scroll down to the “Display Language Section”
4. Click on Edit and select your preferred language and click Save.

