

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 “Need help signing in?” on the login screen at 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. Clicking “Forgot your password?”. This will redirect the user to myidM’s password reset page.

CONNECTED Employee®
pepsico

Sign In

Enter your @pepsico.com e-mail address

Password

Remember me

Sign In

Need help signing in?

Forgot your password? First time user? | Login Help

Keeping PepsiCo safe and secure

MFA Reset or Setup

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?](#)

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

CONNECTED Employee
pepsico

Launch App Home 7120035 Admin

Settings
Sign out

Work +

CONNECTED Employee
pepsico

Associate SSO

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

Setup Multi Factor Authentication

1. Open any browser and access ‘secure.pepsico.com’
2. Enter your ‘@pepsico.com’ email address and password.
3. Click on Sign in.

CONNECTED Employee

Sign In

Enter your @pepsico.com e-mail address

Password

Remember me

Sign In

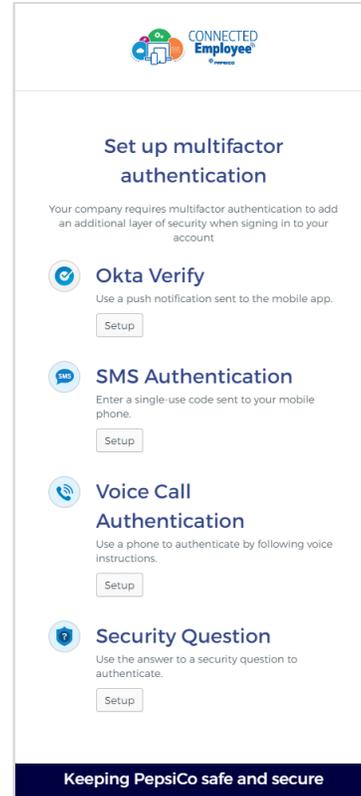
Need help signing in?

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4. You will be redirected to Set up multifactor Authentication Page with below options:

- Okta Verify
- SMS Authentication
- Voice Call Authentication
- Security Question

5. Select any one or more of the options to setup MFA

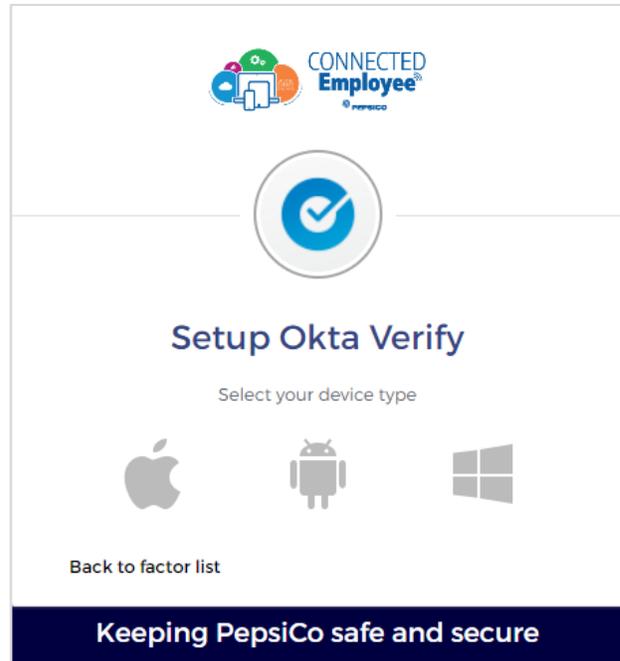


Okta Verify Setup

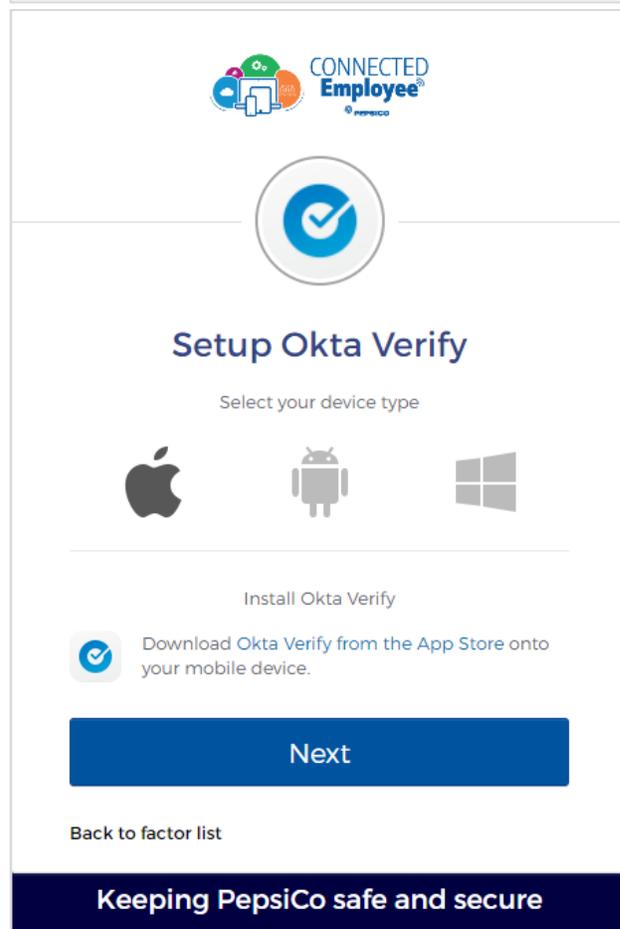
1. Click "Setup" button under Okta Verify Option.



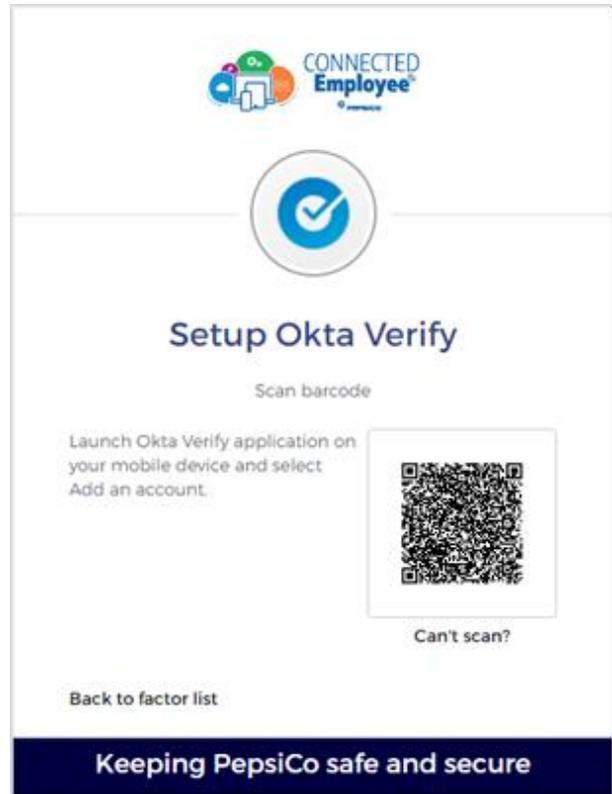
2. Select your Mobile device type (Apple, Android or Windows)



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.



SMS Authentication Setup

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

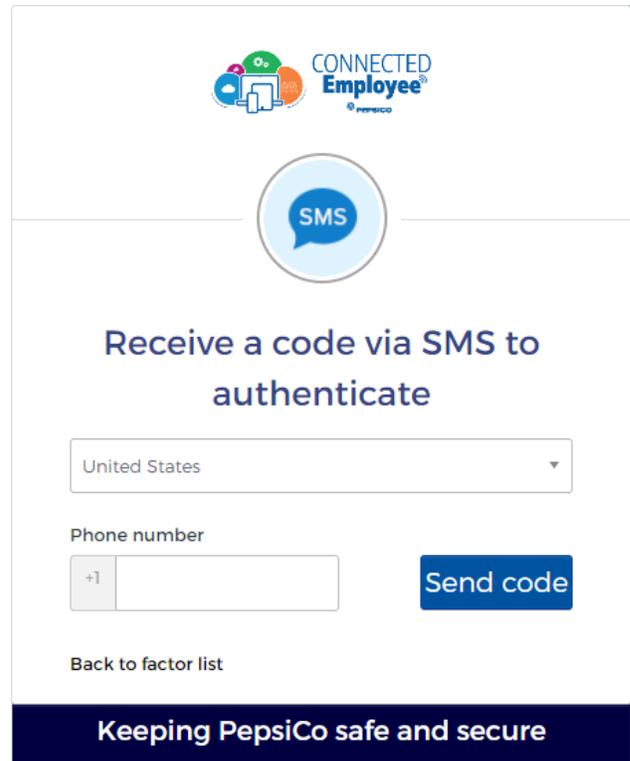


SMS Authentication

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 a mobile authentication interface. At the top, there is a logo for 'CONNECTED Employee' with the PepsiCo logo below it. 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

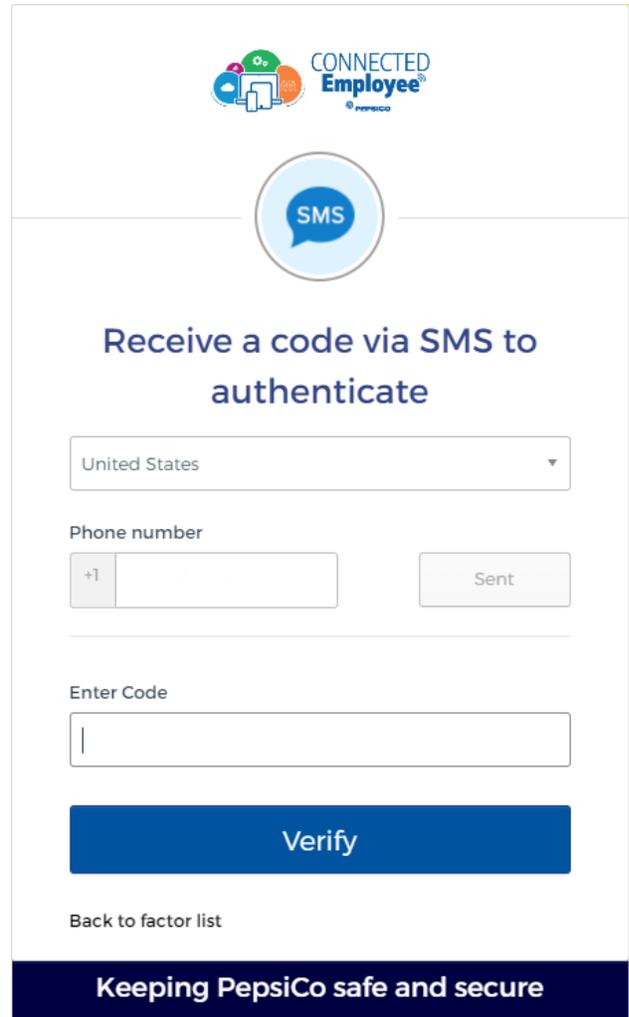
+1

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 with a mobile phone 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 'United States'. Below that is a 'Phone number' section with a '+1' icon, a text input field, and a 'Sent' button. Underneath is an 'Enter Code' section with a text input field. A large blue 'Verify' button is centered below the code field. At the bottom left, there is a link 'Back to factor list'. A dark blue footer bar 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®
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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

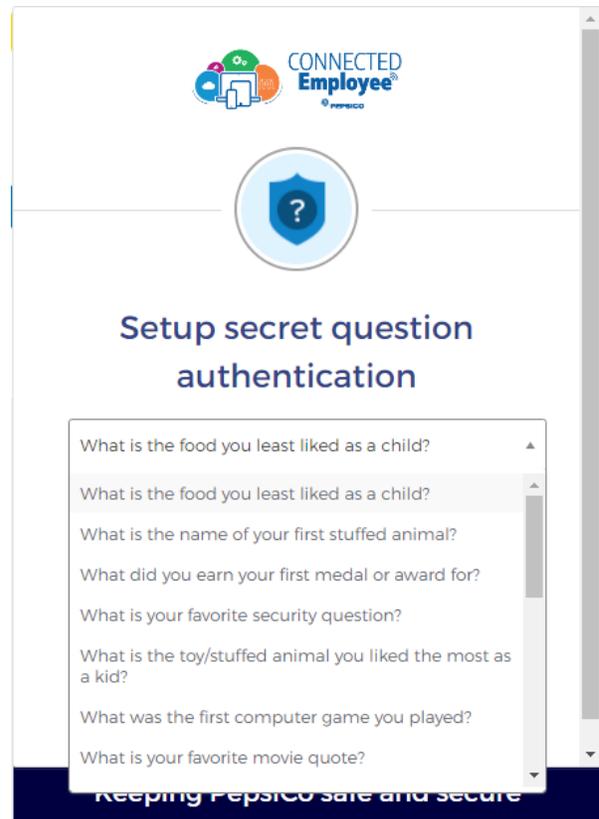


Security Question

Use the answer to a security question to authenticate.

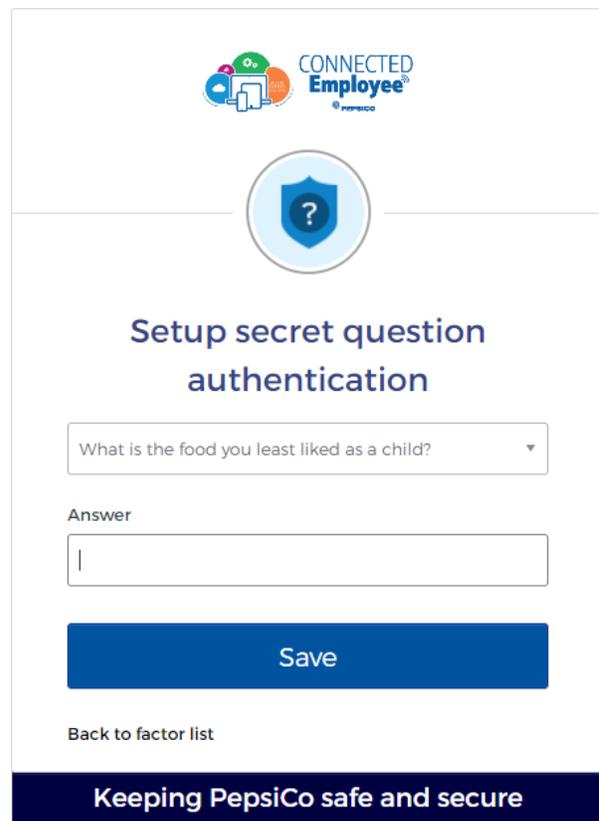
Setup

2. Select a security question from the dropdown.



The screenshot shows the 'Setup secret question authentication' page. At the top, there is a logo for 'CONNECTED Employee' with the PepsiCo logo below it. Below the logo is a blue shield icon with a white question mark. The main heading is 'Setup secret question authentication'. A dropdown menu is open, displaying a list of security questions: 'What is the food you least liked as a child?', 'What is the name of your first stuffed animal?', 'What did you earn your first medal or award for?', 'What is your favorite security question?', 'What is the toy/stuffed animal you liked the most as a kid?', 'What was the first computer game you played?', and 'What is your favorite movie quote?'. The first question is selected. At the bottom of the page, there is a dark blue banner with the text 'Keeping PepsiCo safe and secure'.

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



The screenshot shows the 'Setup secret question authentication' page. At the top, there is a logo for 'CONNECTED Employee' with the PepsiCo logo below it. Below the logo is a blue shield icon with a white question mark. The main heading is 'Setup secret question authentication'. Below the heading is a dropdown menu with the selected question: 'What is the food you least liked as a child?'. Below the dropdown menu is a text input field labeled 'Answer'. Below the input field is a blue button labeled 'Save'. Below the button is a link labeled 'Back to factor list'. At the bottom of the page, there is a dark blue banner with the text 'Keeping PepsiCo safe and secure'.