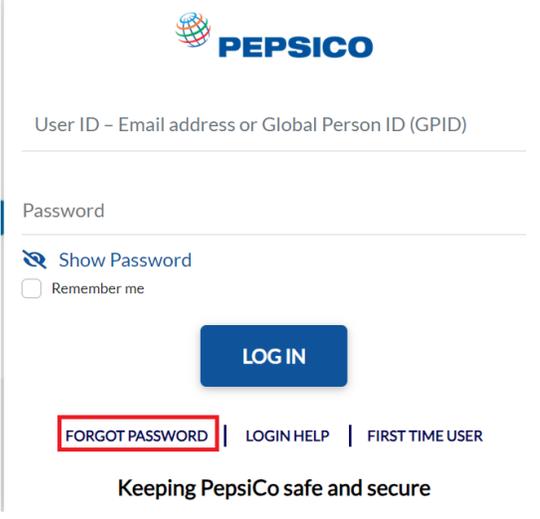


User Self Service

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. Login to [My Apps Dashboard | PepsiCo](#)
2. Clicking "FORGOT PASSWORD". This will redirect the user to myidM's password reset page.





User ID - Email address or Global Person ID (GPID)

Password

Show Password

Remember me

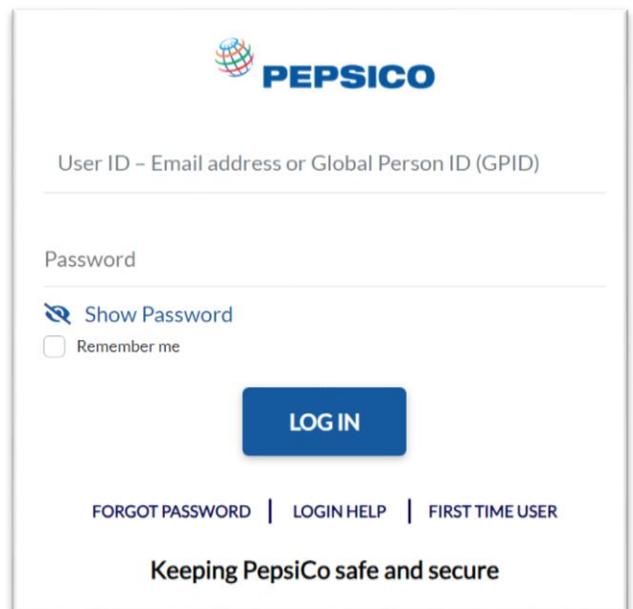
LOG IN

[FORGOT PASSWORD](#) | [LOGIN HELP](#) | [FIRST TIME USER](#)

Keeping PepsiCo safe and secure

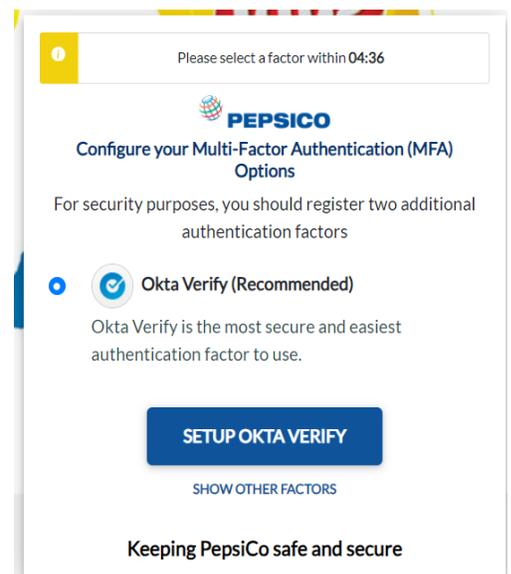
Setup Multi Factor Authentication

1. Open any browser and access an application.
2. Enter your '@pepsico.com' email address and password.
3. Click on 'LOG IN'.



The screenshot shows the Pepsico login page. At the top is the Pepsico logo. Below it 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 and a "Remember me" checkbox. A blue "LOG IN" button is centered below the password field. At the bottom of the form are links for "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.
5. Multifactor Authentication Page with below options:
 - i. Okta Verify

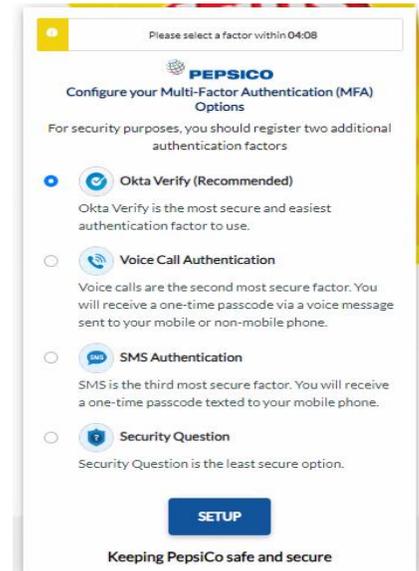


The screenshot shows the Pepsico MFA setup page. At the top, a yellow banner says "Please select a factor within 04:36". Below is the Pepsico logo and the heading "Configure your Multi-Factor Authentication (MFA) Options". A message states: "For security purposes, you should register two additional authentication factors". There are two radio button options: "Okta Verify (Recommended)" which is selected, and "SHOW OTHER FACTORS". A description for Okta Verify says: "Okta Verify is the most secure and easiest authentication factor to use." A blue "SETUP OKTA VERIFY" button is prominent, with "SHOW OTHER FACTORS" in smaller text below it. The footer text reads "Keeping PepsiCo safe and secure".

6. Click on SHOW OTHER FACTORS to see the list of other available factors.

7. Now you can be able to see the list of all available factors with below options:
 - i. Okta Verify
 - ii. SMS Authentication
 - iii. Voice Call Authentication
 - iv. Security Question

8. Choose any one of the options and click on 'SETUP.'

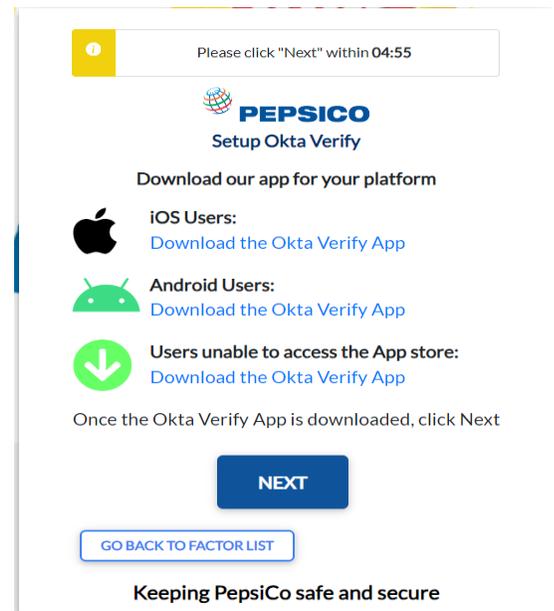


Okta Verify Setup

1. Choose “Okta Verify” and click on “Setup” button at the bottom.
2. You will be redirected to Setup Okta Verify page with instructions to download the Okta Verify app based on your platform.
3. Download Okta Verify App from the appropriate app store on your mobile device.

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.



Please click "Next" within 04:55

PEPSICO
Setup Okta Verify

Download our app for your platform

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

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

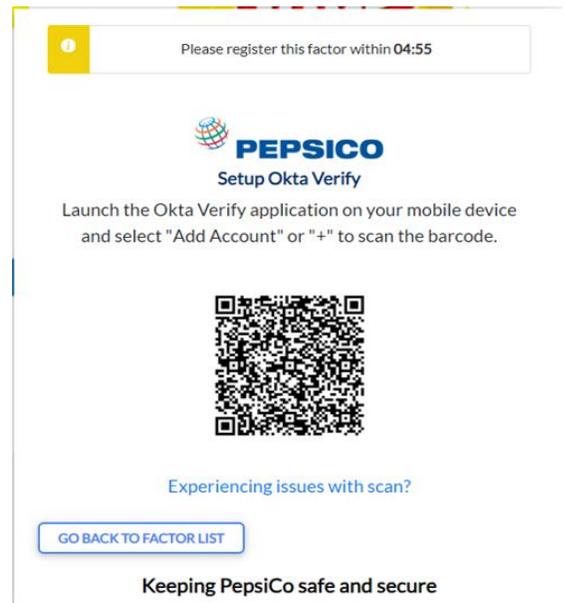
[GO BACK TO FACTOR LIST](#)

Keeping PepsiCo safe and secure

Note: For Chinese Android users, Okta Verify will need to be installed manually.

4. Click on Next button.

5. On the Okta Verify mobile app, tap 'Add Account' and scan the QR code.



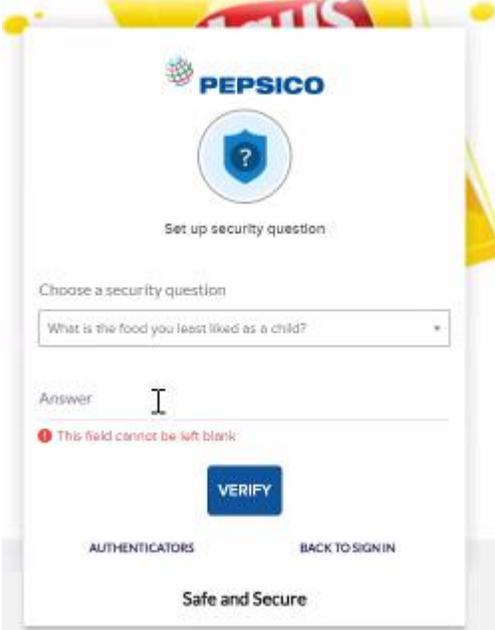
6. Your account will be added to the Okta Verify Mobile App and push notifications will be sent to your Okta Verify App for Multifactor Authentication.
7. If you are experiencing issues scanning QR code click on 'Experiencing issues with scan'.

Security Question Setup

1. Select Security Question Radio Button and Click "Setup" button under Security Question Option on Setup MFA page.
2. Select a security question from the dropdown.
3. Enter the answer in the box and click "CONTINUE."

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.



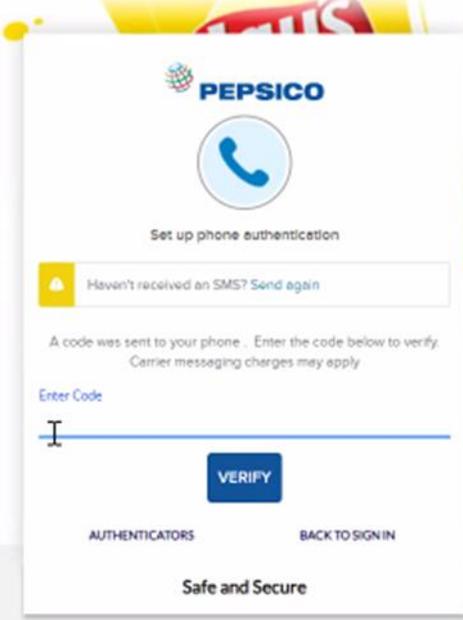
The screenshot shows the Pepsico Security Question Setup page. At the top, the Pepsico logo is displayed. Below it is a shield icon with a question mark, followed by the text "Set up security question". A dropdown menu labeled "Choose a security question" is open, showing the option "What is the food you least liked as a child?". Below the dropdown is an "Answer" input field with a cursor. A red error message below the input field reads "This field cannot be left blank:". A blue "VERIFY" button is positioned below the input field. At the bottom of the page, there are two links: "AUTHENTICATORS" and "BACK TO SIGN IN". The text "Safe and Secure" is displayed at the very bottom.

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.



The screenshot shows the Pepsico SMS authentication setup interface. At the top, the Pepsico logo is displayed. Below it is a phone icon and the text "Set up phone authentication". A yellow button with a house icon and the text "Haven't received an SMS? Send again" is visible. Below this, a message states "A code was sent to your phone. Enter the code below to verify. Carrier messaging charges may apply." There is an "Enter Code" label above a text input field with a cursor. A blue "VERIFY" button is positioned below the input field. At the bottom, there are two links: "AUTHENTICATORS" and "BACK TO SIGN IN". The text "Safe and Secure" is displayed at the very bottom.

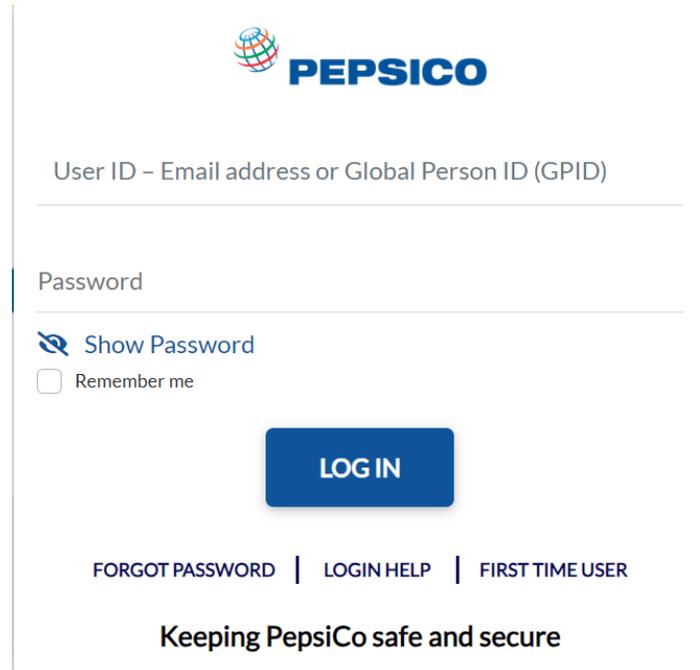
4. Enter the One Time Passcode you get as SMS on your Mobile and click 'Verify'

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.

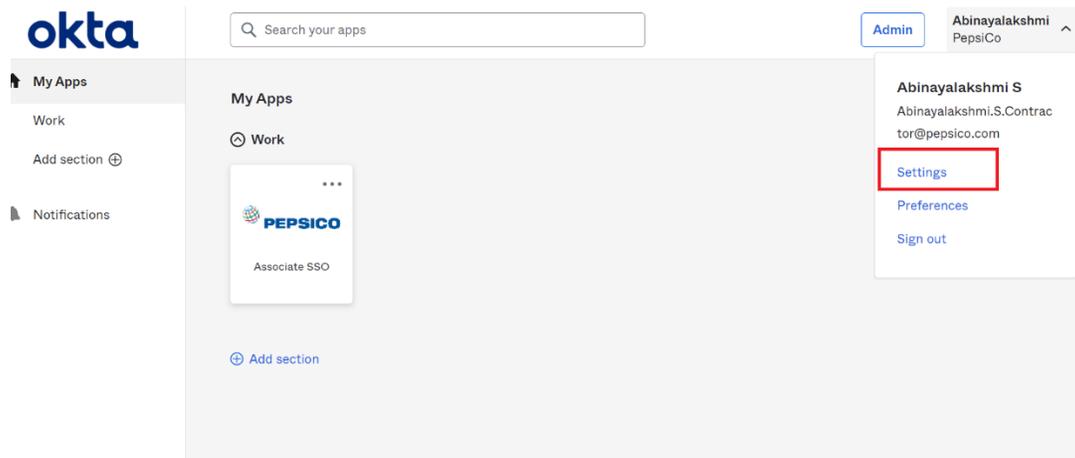
Note :The user must have any one accessible MFA to reset other MFA.

- a. Login to [My Apps Dashboard | PepsiCo](#)



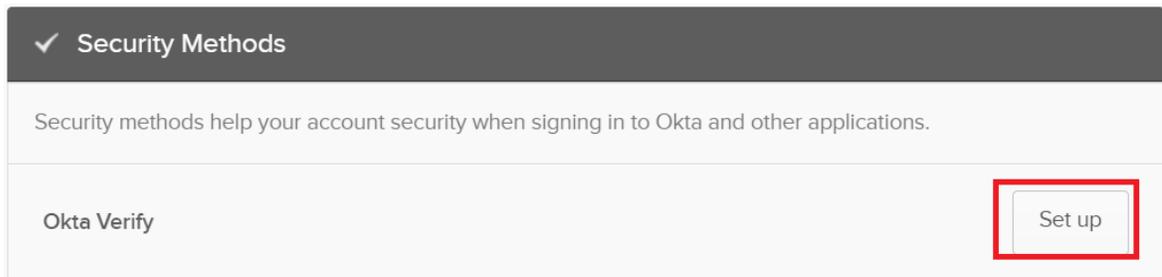
The screenshot shows the PepsiCo login interface. At the top right is the PepsiCo logo, consisting of a globe icon and the word "PEPSICO" in blue. Below the logo is a text input field labeled "User ID - Email address or Global Person ID (GPID)". Underneath that is another text input field labeled "Password". To the left of the password field is a "Show Password" link with an eye icon, and below it is a "Remember me" checkbox. A prominent blue "LOG IN" button is centered below the password field. At the bottom of the login area, there are three links: "FORGOT PASSWORD", "LOGIN HELP", and "FIRST TIME USER". At the very bottom of the page, the slogan "Keeping PepsiCo safe and secure" is displayed.

b. 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.

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



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

Note: For Chinese Android users, Okta Verify will need to be installed manually.

4. Click on Next button



Okta Verify

Use a push notification sent to the mobile app.

Setup

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 Code.

Please click "Next" within 04:55



PEPSICO
Setup Okta Verify

Download our app for your platform

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

 **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

[GO BACK TO FACTOR LIST](#)

Keeping PepsiCo safe and secure

Please register this factor within 04:55



PEPSICO
Setup Okta Verify

Launch the Okta Verify application on your mobile device and select "Add Account" or "+" to scan the barcode.



[Experiencing issues with scan?](#)

[GO BACK TO FACTOR LIST](#)

Keeping PepsiCo safe and secure

SMS Authentication Setup

1. Click "Setup" button under SMS Authentication Option on Setup MFA page.
2. Select your country and input your phone number.
3. Click 'Send code'
4. Enter the One Time Passcode you get as SMS on your Mobile and click 'Verify'



SMS Authentication

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

Setup

Voice Call Authentication Setup

1. Click "Setup" button under Voice Call Authentication Option on Setup MFA page
2. Select your Country and enter Phone Number.
3. Click 'Call'
4. Enter the code received on Voice Call and click on Verify



Voice Call Authentication

Use a phone to authenticate by following voice instructions.

Setup

Security Question Setup

1. Click "Setup" button under Security Question Option on Setup MFA page
2. Select a security question from the drop down.
3. Enter the answer in the box and click "Save"



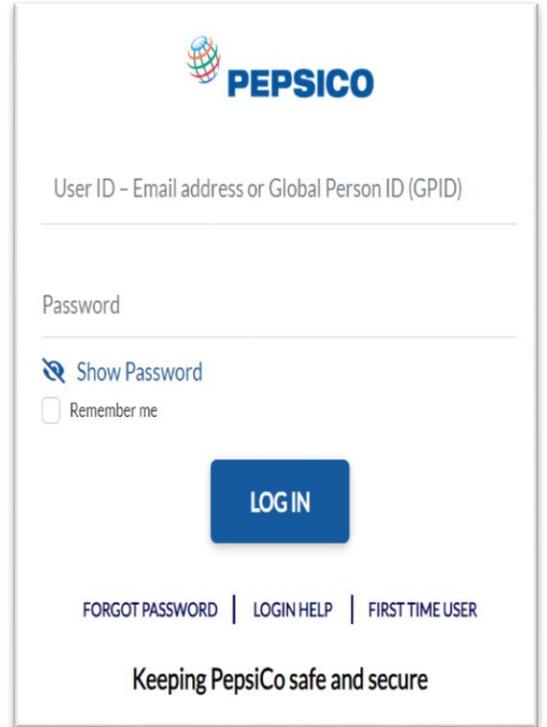
Security Question

Use the answer to a security question to authenticate.

Setup

Language Update

1. Login to [My Apps Dashboard | PepsiCo](#)



PEPSICO

User ID - Email address or Global Person ID (GPID)

Password

Show Password

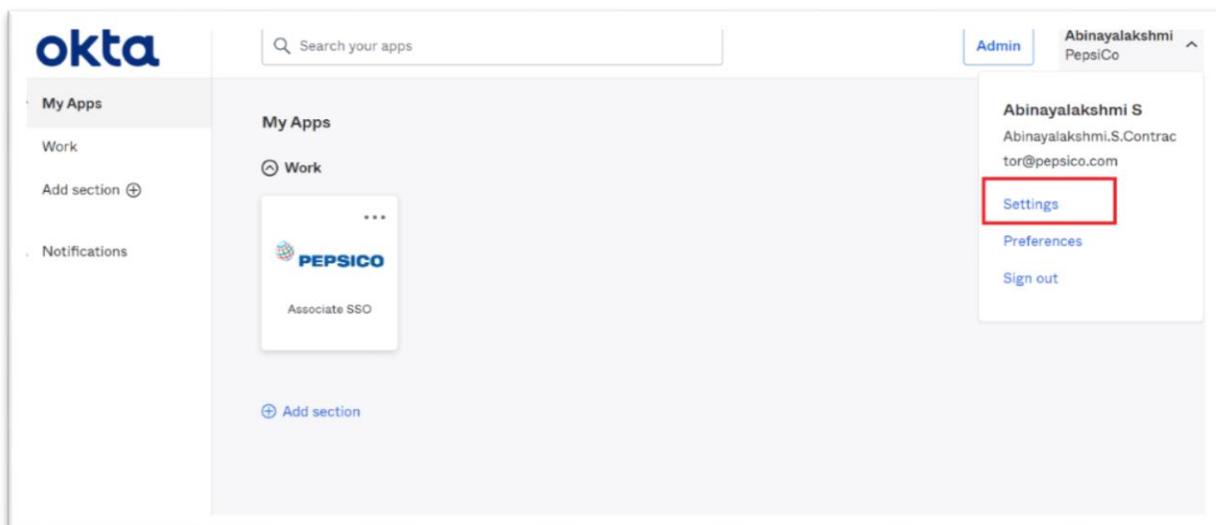
Remember me

LOG IN

FORGOT PASSWORD | LOGIN HELP | FIRST TIME USER

Keeping PepsiCo safe and secure

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



Note: The screenshot will show End users' first name/last name.

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

