

**PepsiCo Email MFA Associate SSO service (Okta)
implementation Phase I**

**KB Article – Setup Multifactor Authentication on Associate
SSO service (Okta)**

Last Updated: 1/7/2020

Version 1.2

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About this Document

Purpose

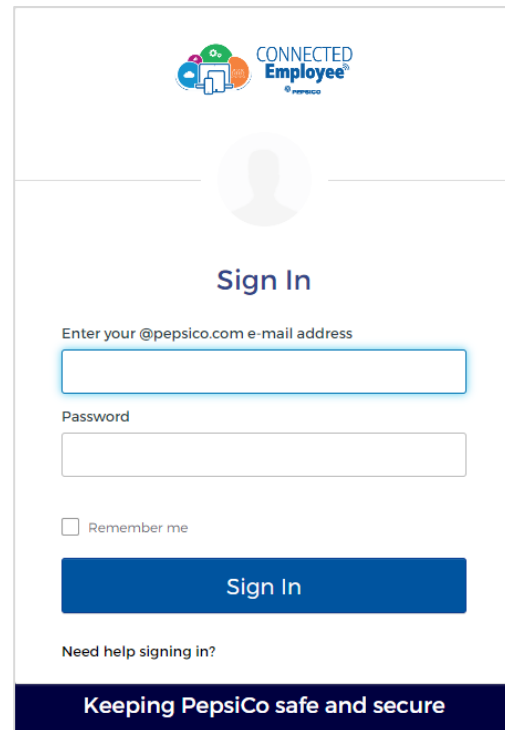
This document describes the process of setting Multifactor authentication in Associate SSO service (Okta) for a user accessing Office 365 Applications.

Intended Audience

- Office 365 Users

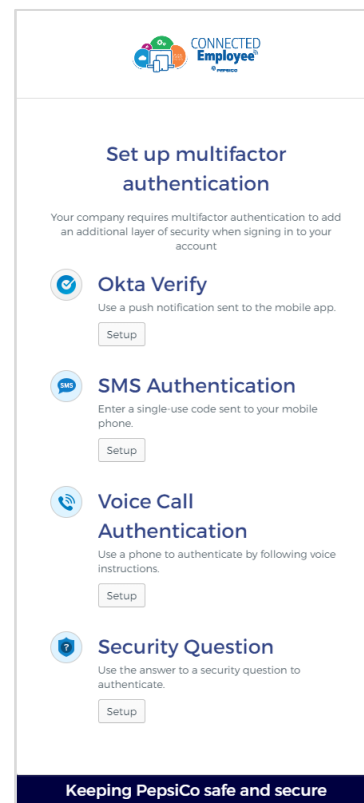
1 Setup Multi Factor Authentication

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



The image shows the 'Sign In' page for the 'Connected Employee' portal. At the top, there is a logo with a colorful circular icon and the text 'CONNECTED Employee'. Below the logo is a placeholder for a user profile picture. The main heading is 'Sign In'. Underneath, there is a prompt 'Enter your @pepsico.com e-mail address' followed by a text input field. Below that is a 'Password' label and another text input field. A checkbox labeled 'Remember me' is positioned below the password field. A large blue button with the text 'Sign In' is centered below the checkbox. At the bottom of the form area, there is a link that says 'Need help signing in?'. The footer of the page is a dark blue bar with the white text 'Keeping PepsiCo safe and secure'.

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



The image shows the 'Set up multifactor authentication' page. At the top, it features the same 'CONNECTED Employee' logo as the previous page. The main heading is 'Set up multifactor authentication'. Below this, a message states: 'Your company requires multifactor authentication to add an additional layer of security when signing in to your account'. There are four authentication options listed, each with an icon, a title, a description, and a 'Setup' button:

- Okta Verify**: Use a push notification sent to the mobile app. (Icon: Okta Verify logo)
- SMS Authentication**: Enter a single-use code sent to your mobile phone. (Icon: SMS icon)
- Voice Call Authentication**: Use a phone to authenticate by following voice instructions. (Icon: Phone handset icon)
- Security Question**: Use the answer to a security question to authenticate. (Icon: Question mark icon)

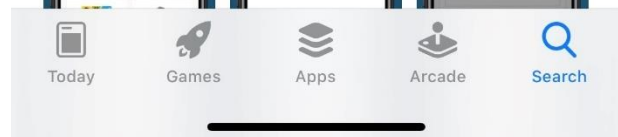
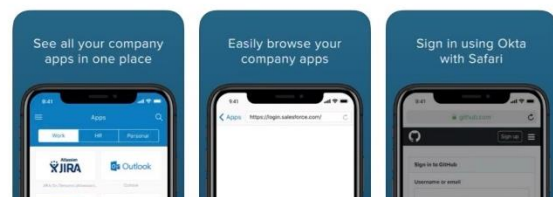
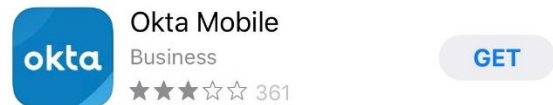
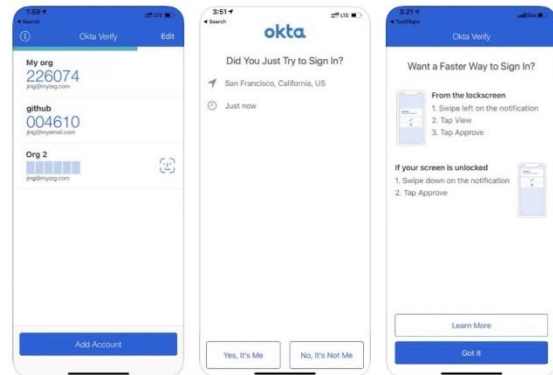
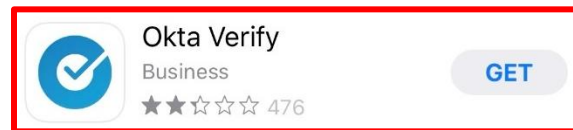
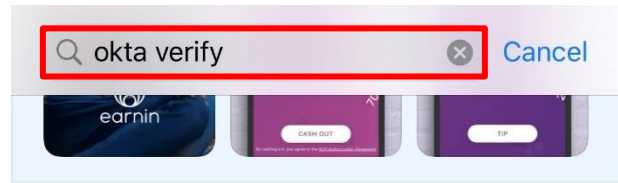
The footer is a dark blue bar with the white text 'Keeping PepsiCo safe and secure'.

Okta Verify Setup

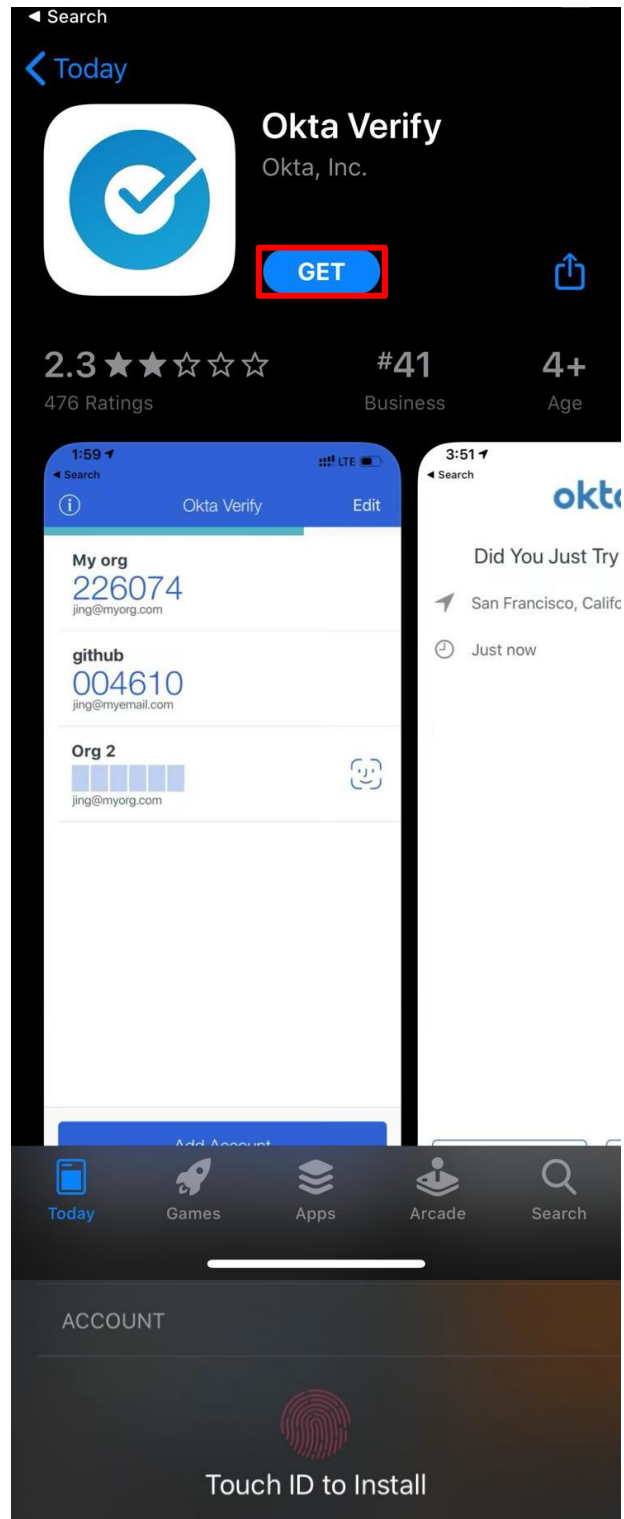
Prior to setting up Okta Verify for your account, please ensure the application is installed on your mobile device.

Installing Okta Verify – iOS

1. Open the App Store and search for “Okta Verify”
 - a. Please make sure you are installing Okta Verify and NOT Okta Mobile
2. Select the Okta Verify app

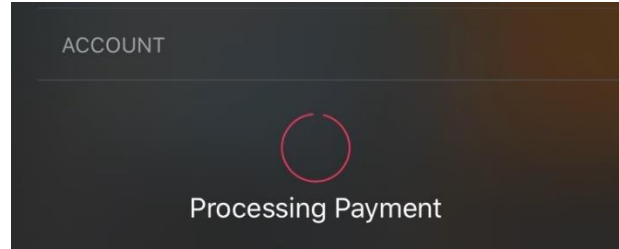


3. Select "GET" to install the Okta Verify application



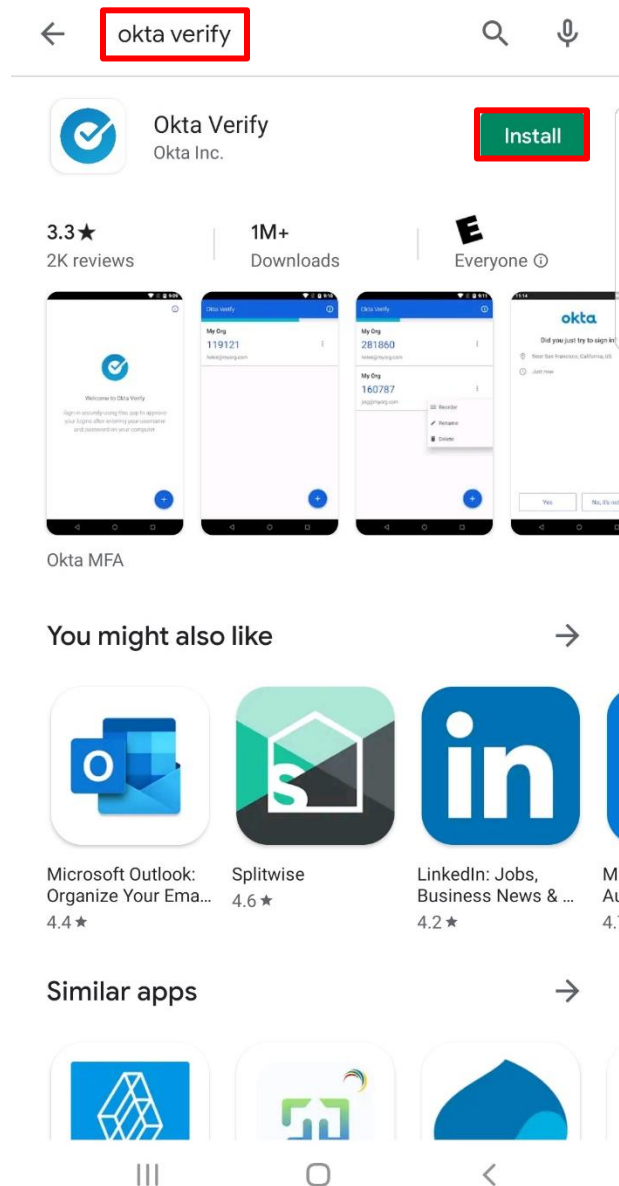
- a. You may need to log into the App Store using your Apple ID if you are not already logged in.

- b. The App Store may say “Processing Payment” when installing the app. This is normal and you will not be charged installing Okta Verify.
4. Okta Verify will now be installed on your device.

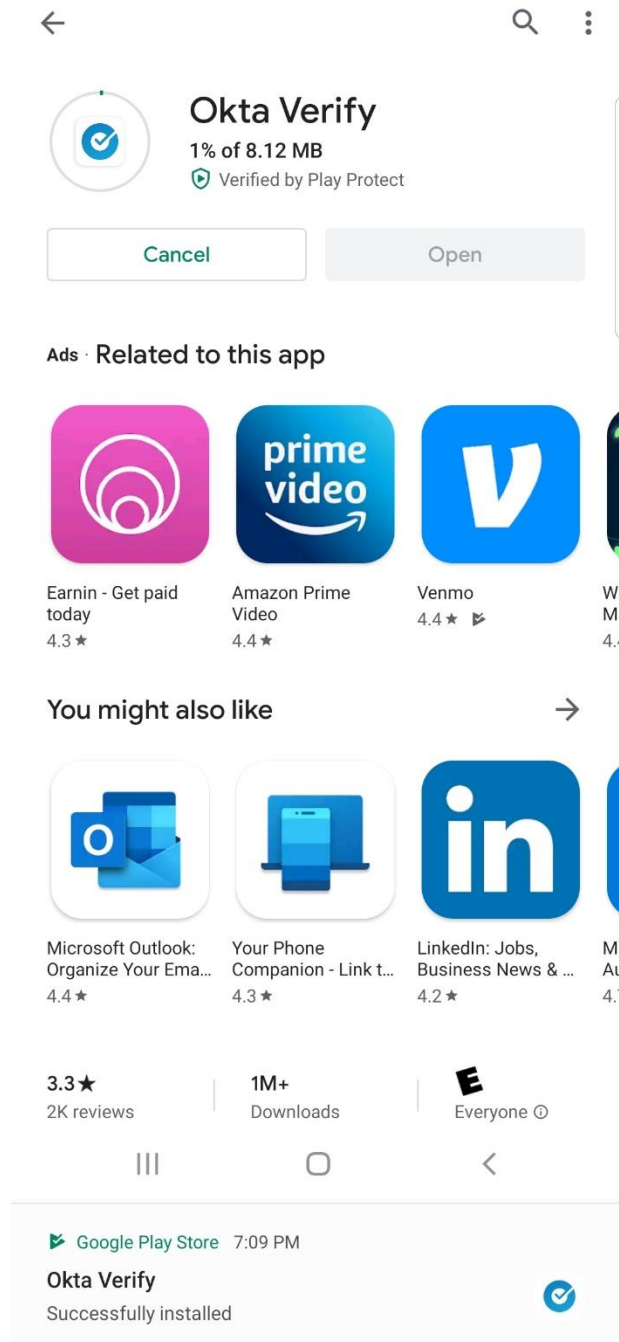


Installing Okta Verify – Android

1. Open the Play Store and search for “Okta Verify”
2. Select and install the Okta Verify application
 - a. Please make sure you are installing Okta Verify and NOT Okta Mobile



3. The application will begin installation on your mobile device.



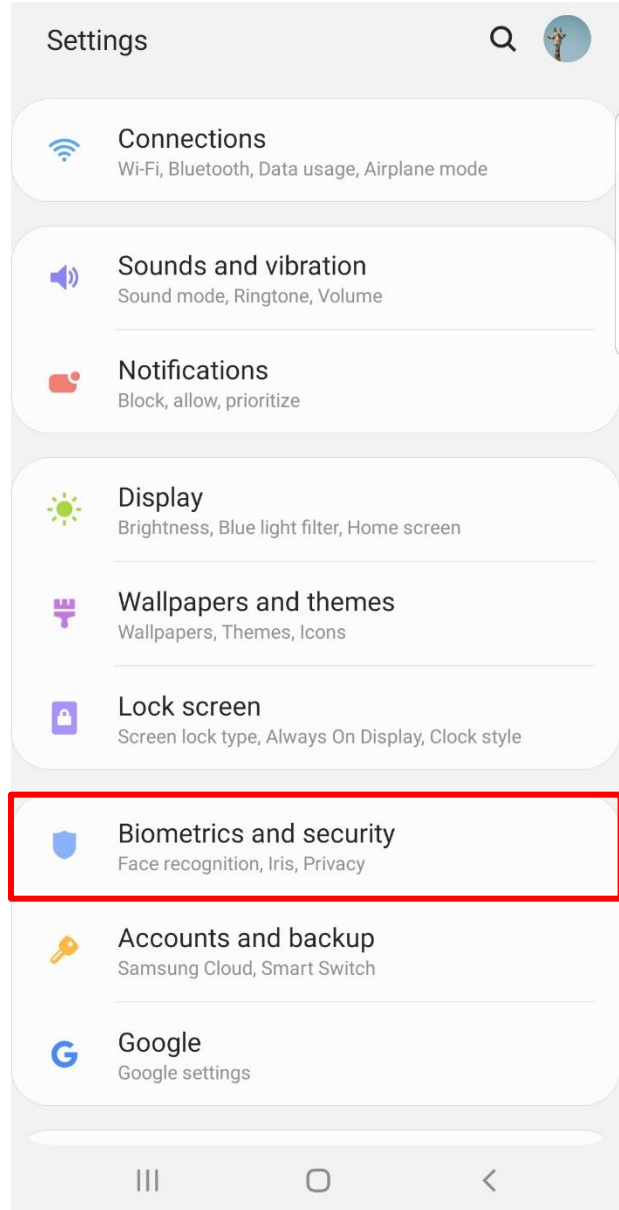
4. A confirmation notification will show once the application has successfully installed on your device.

Installing Okta Verify – Android Manual Installation

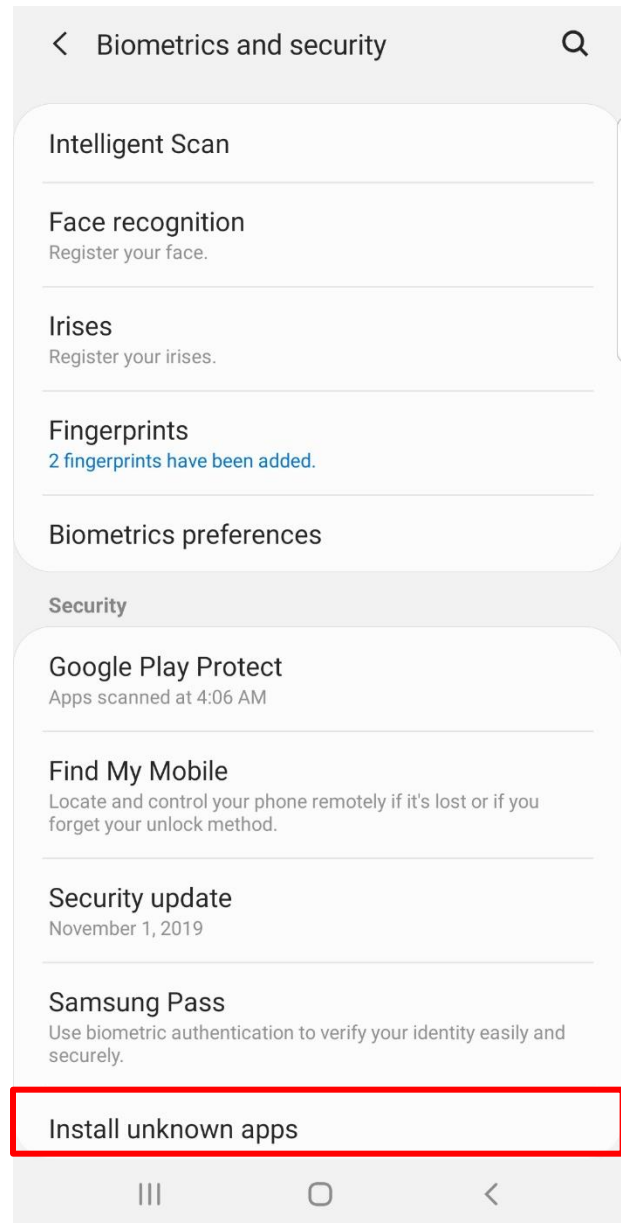
Manual installation for Okta Verify will be required for regions where the Google Play Store and Google Services are not enabled (e.g. China). These steps show how to manually install the Okta Verify application.

Note: When Google services are not available, push notifications in Okta Verify will NOT function.

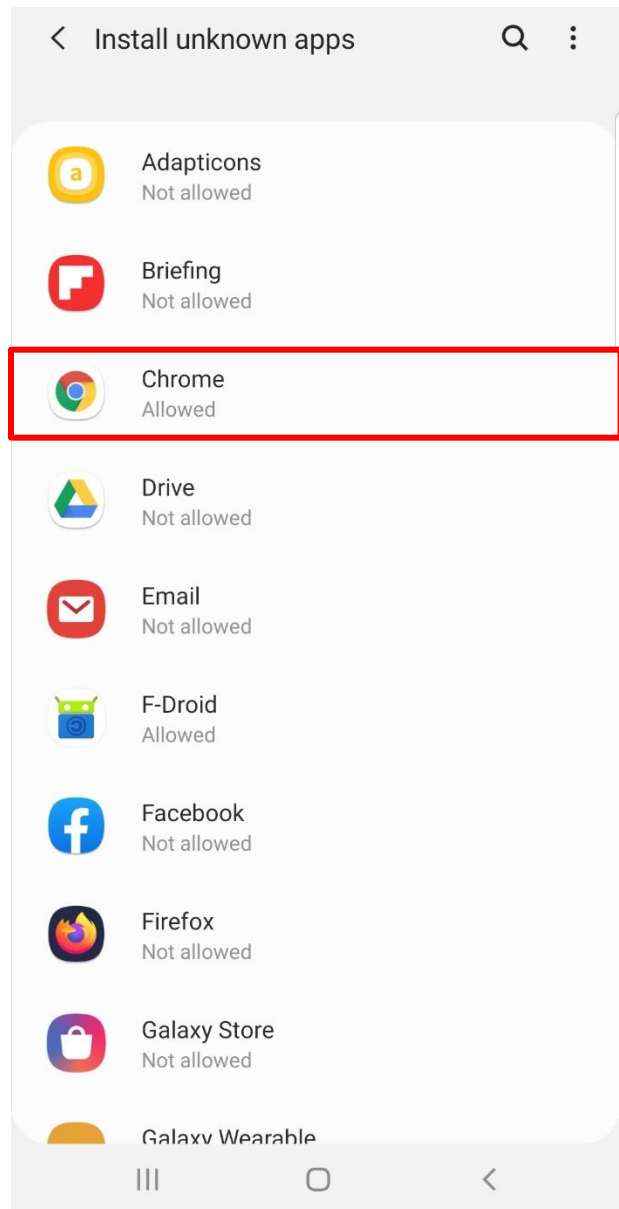
1. On your mobile device, ensure that APK installations are allowed. If it is already enabled, skip this step.
 - a. Open “Settings”
 - b. Click on “Biometrics and Security”
 - i. On some Androids, this will instead be “Apps and Notifications”



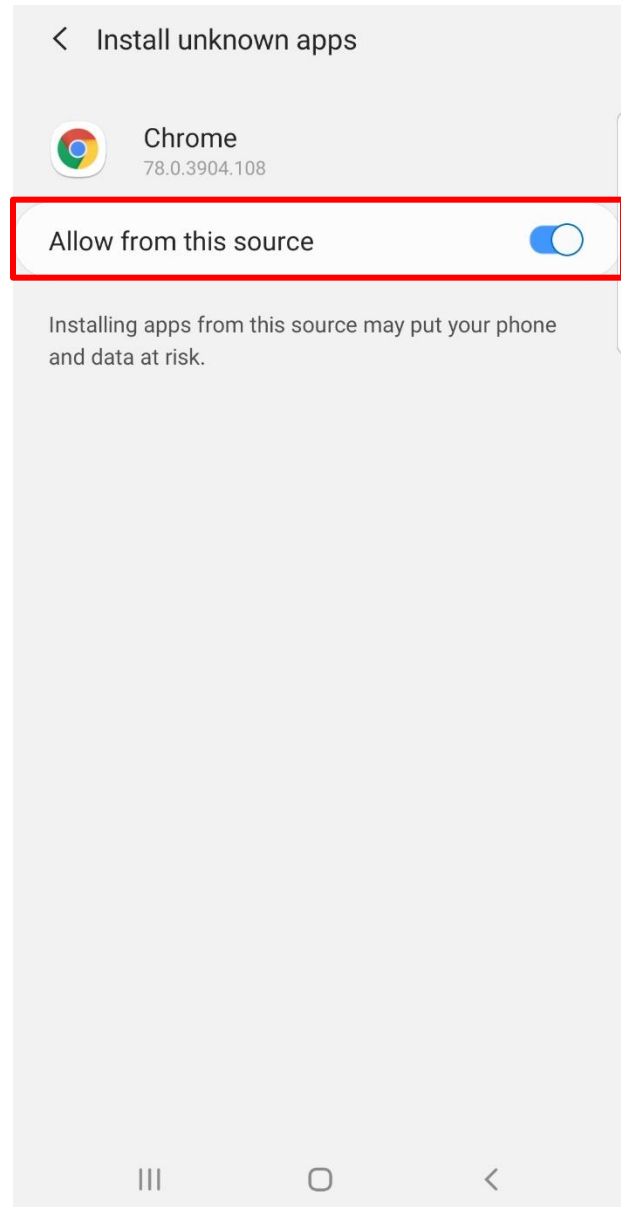
- c. Click “Install unknown apps”
 - i. This may be “Install other apps”
 - ii. On some Androids, you may need to tap “Special access” first



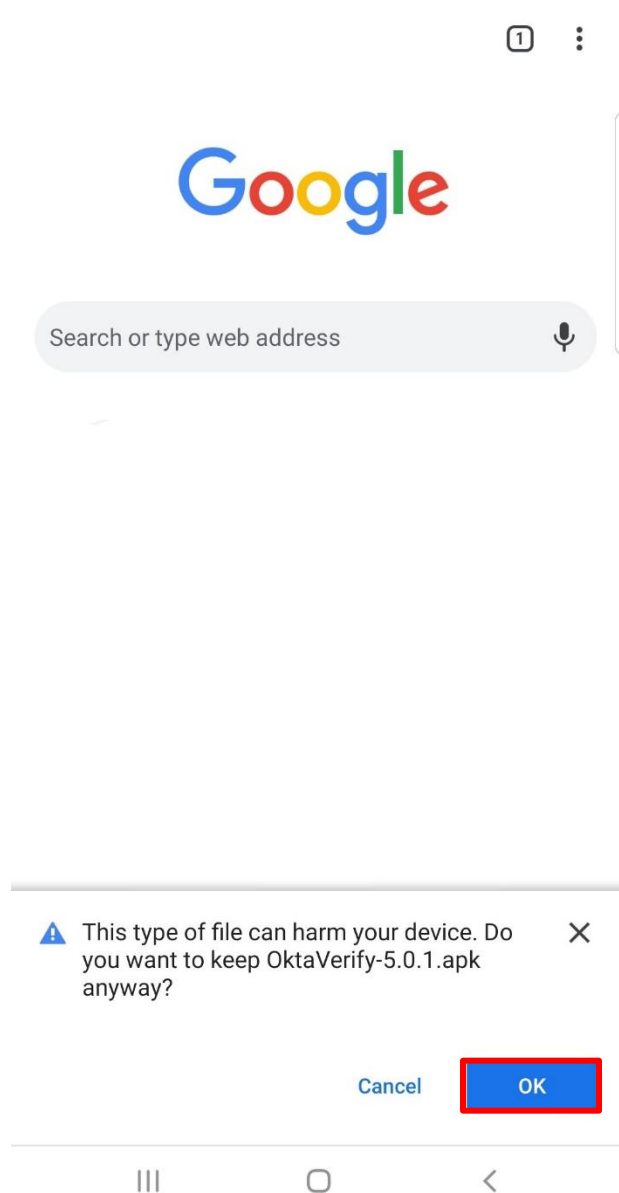
- d. Select your primary phone browser.
 - i. Your primary browser may not be Chrome. Select whatever your primary browser is.



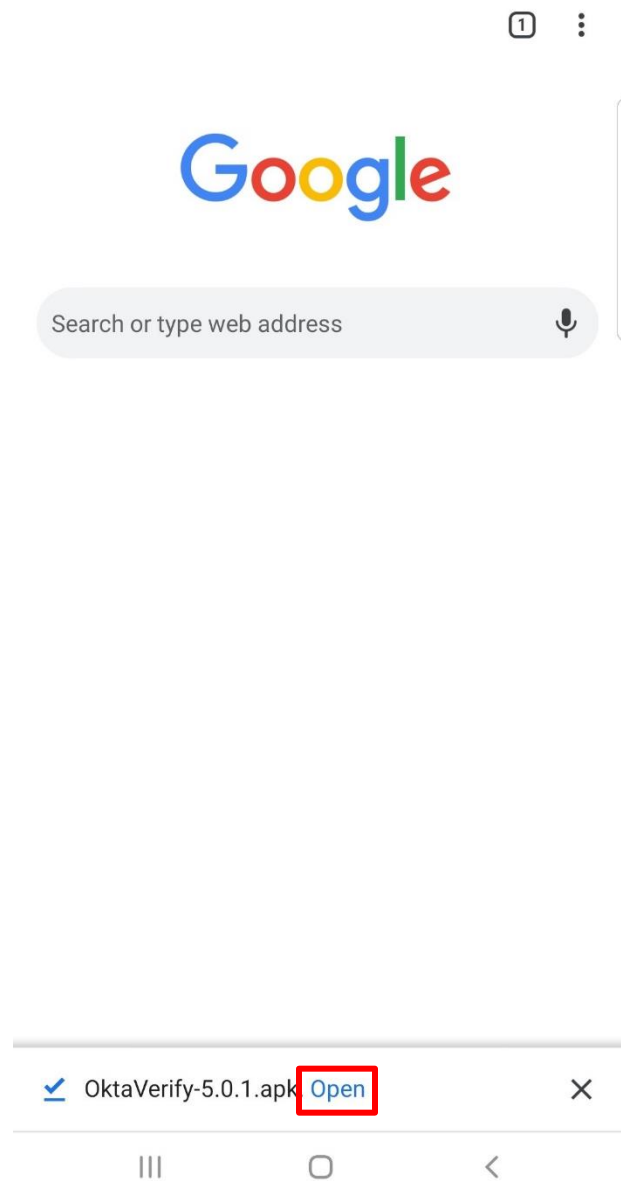
- e. Toggle “Allow from this source” on.
- f. Tap “Ok” if prompted to confirm



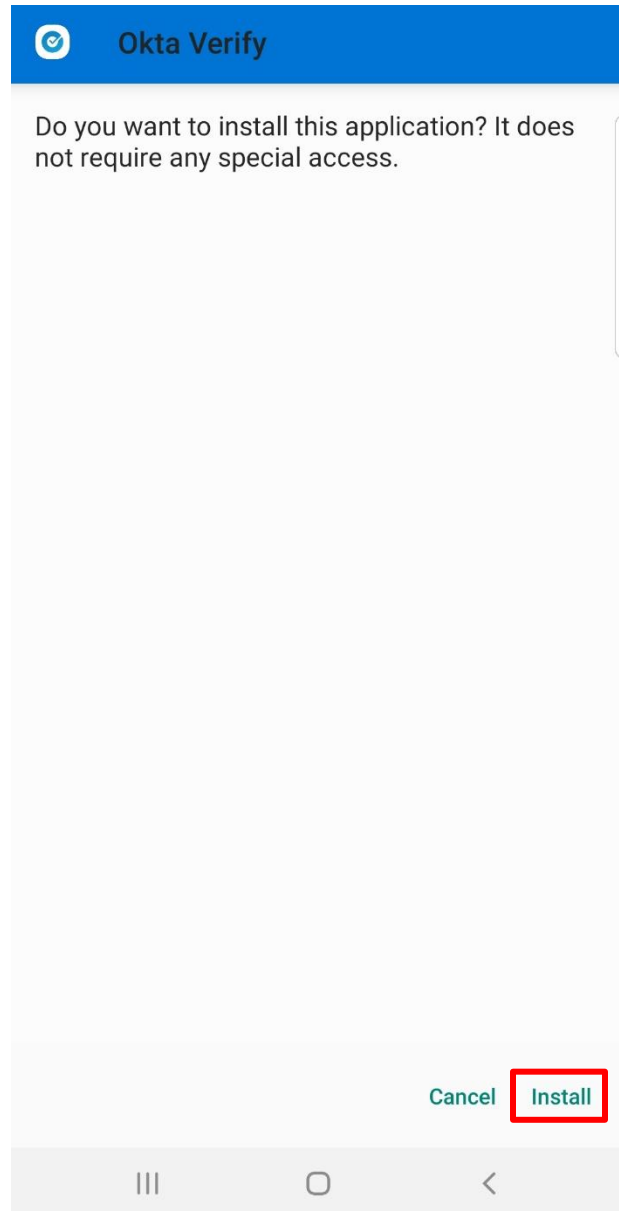
2. Download Okta Verify from this [this link](#) from your mobile device.
3. Tap “Ok” if prompted to confirm downloading the APK file.



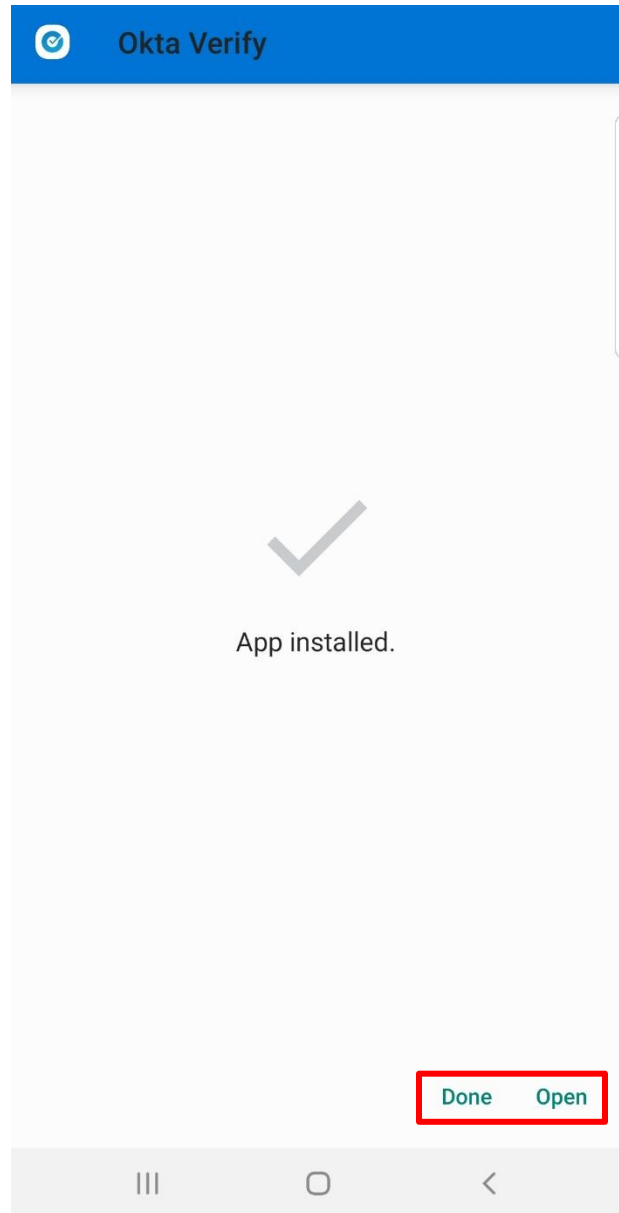
4. Tap “Open” to execute the APK.



5. Tap “Install” in the bottom right of the screen



6. Okta Verify will be installed on your device. Click “Done” to return to the home screen or “Open” to launch the app.

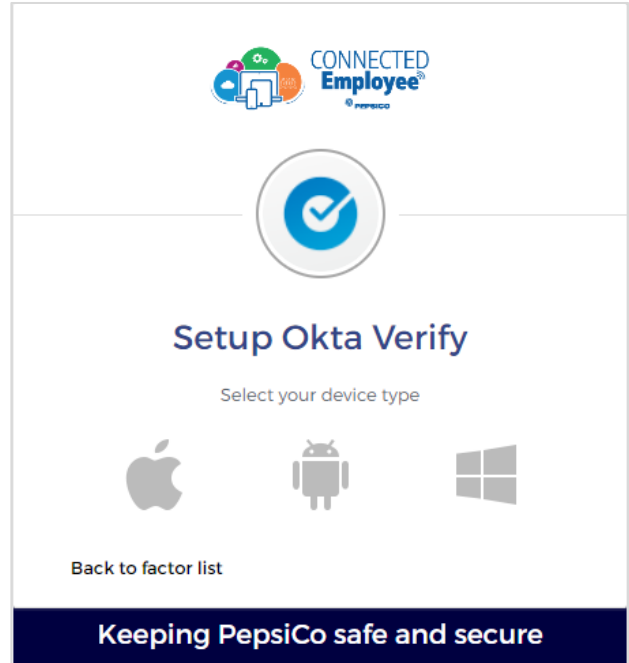


Registering your Account with Okta Verify

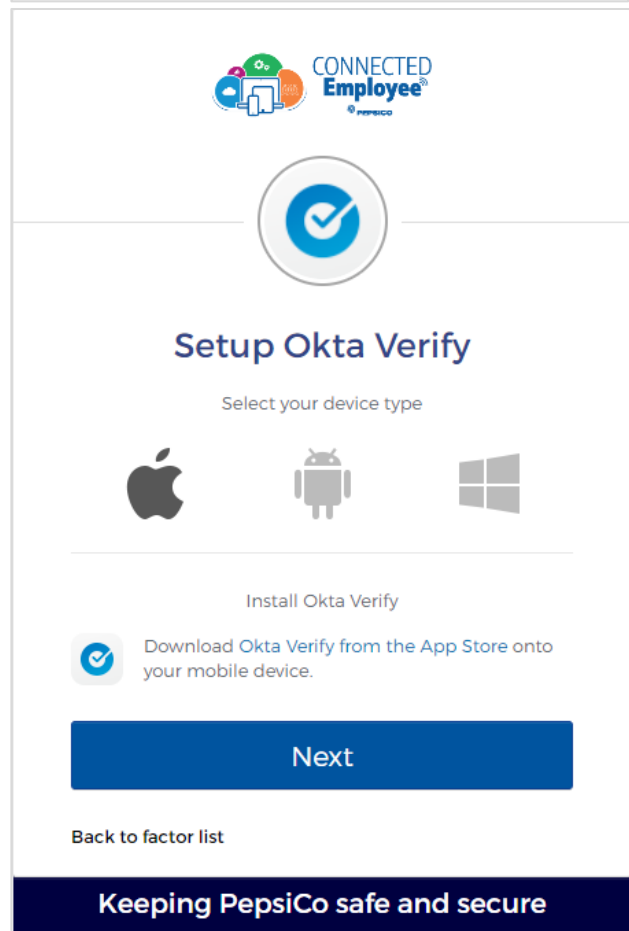
1. Click “Setup” button under Okta Verify Option.



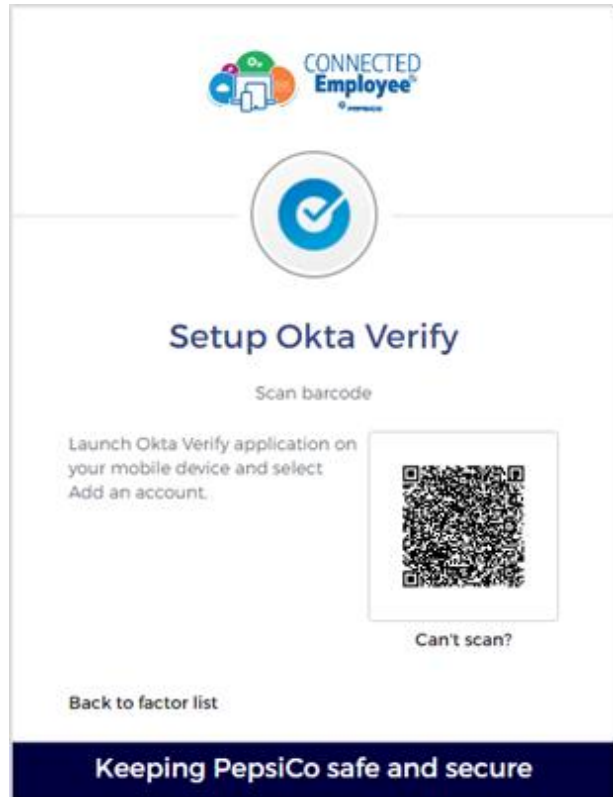
2. Select your Mobile device type (Apple, Android or Windows)



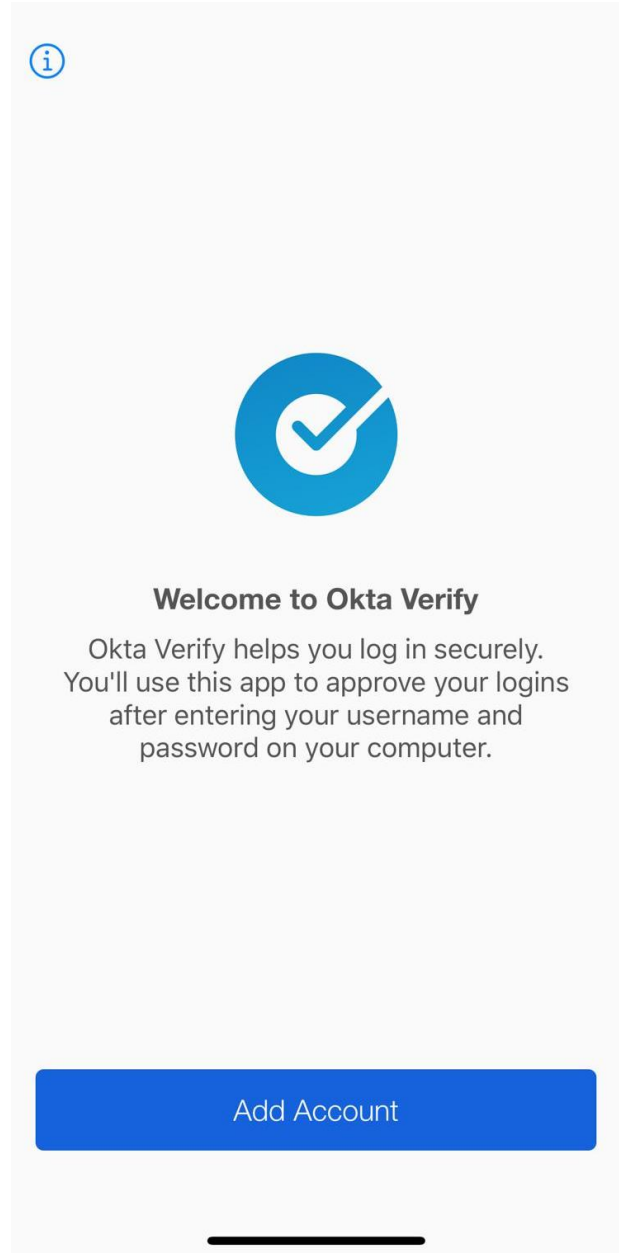
3. Click on Next button.



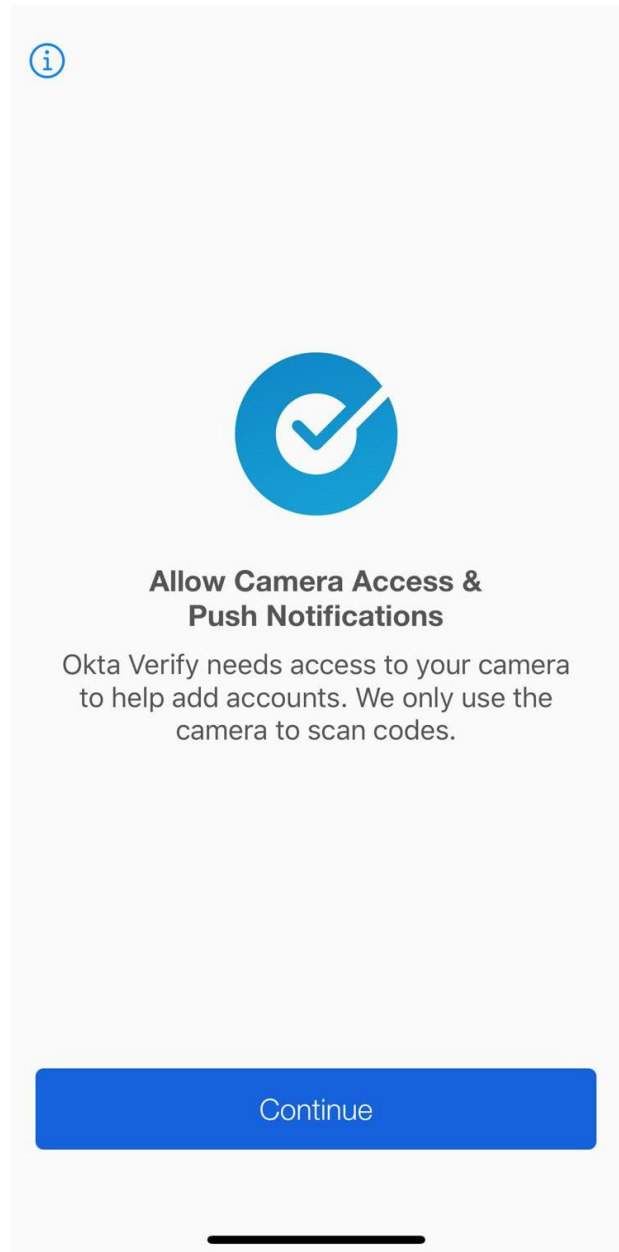
4. Associate SSO service (Okta) will show a QR code for registering the account to your Okta Verify app.



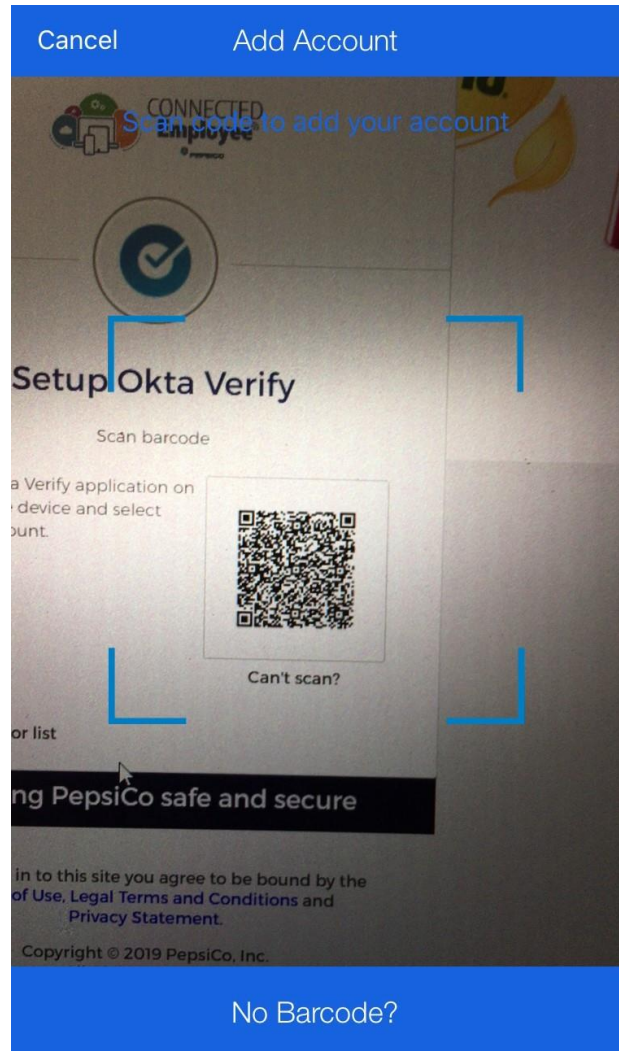
5. From the Okta Verify app, click “Add Account”
 - a. On Android, this will be a “+” icon on the bottom right instead.



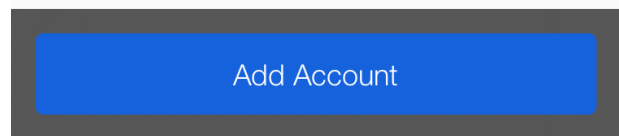
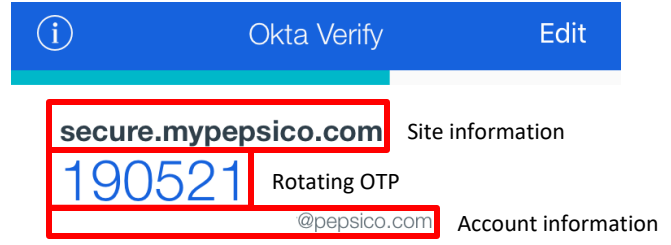
- b. If you have not previously used the app, you may need to allow Camera Access and Push Notifications for the app.



6. Scan the QR code with your Okta Verify app



7. Once the account has been successfully registered to your Okta Verify app, you will see the site, the 6 digit OTP, and your account email listed in the application.
 - a. The 6 digit OTP rotates every few seconds and is only used when selecting “Or enter code” when logging in with Okta Verify.



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'



Receive a code via SMS to authenticate

United States ▼

Phone number

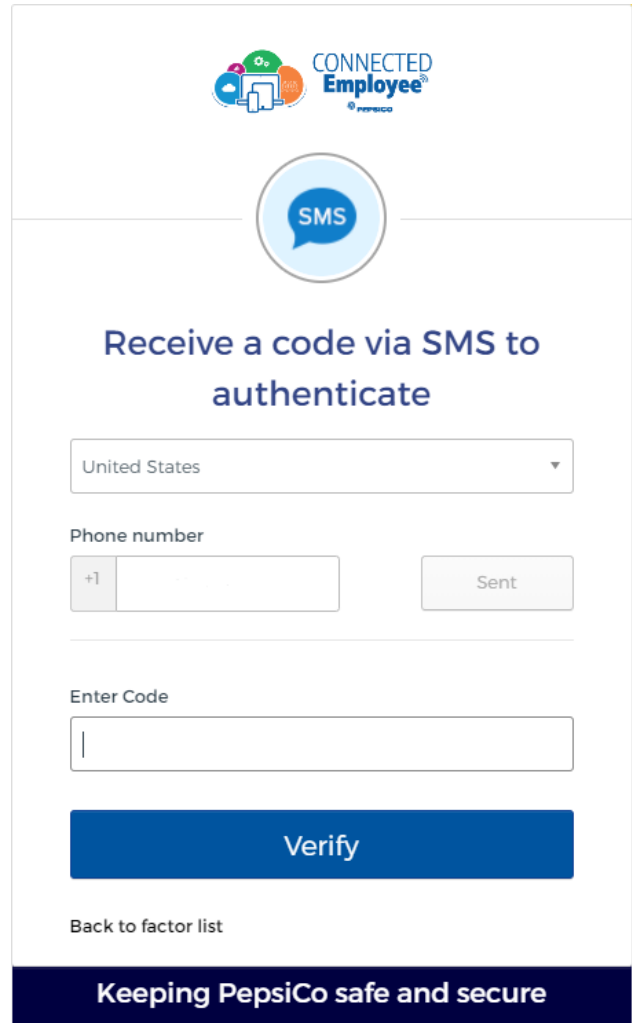
+1

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'



CONNECTED Employee®

SMS

Receive a code via SMS to authenticate

United States ▼

Phone number

+1

Sent

Enter Code

Verify

[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

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

+1



Extension

Call

[Back to factor list](#)

Keeping PepsiCo safe and secure

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



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

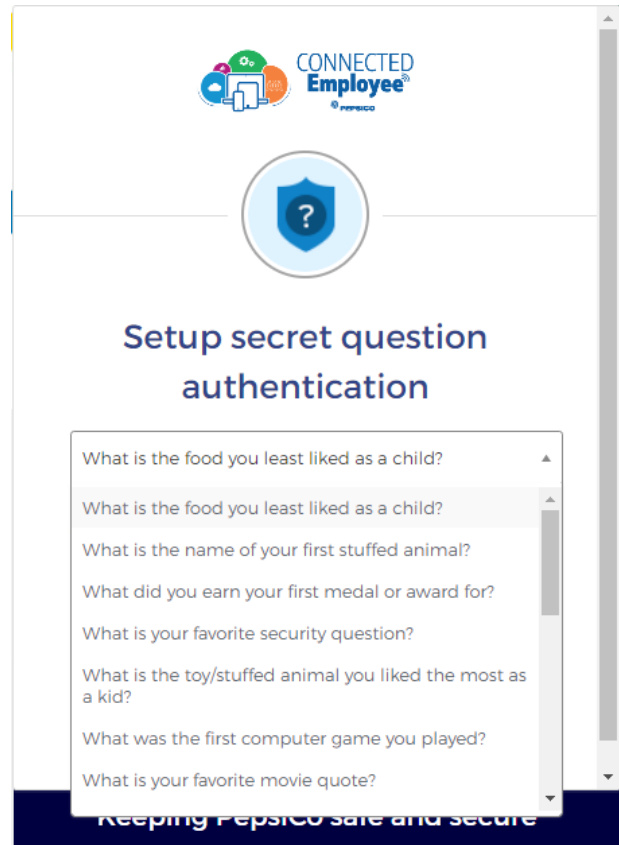


Security Question

Use the answer to a security question to authenticate.

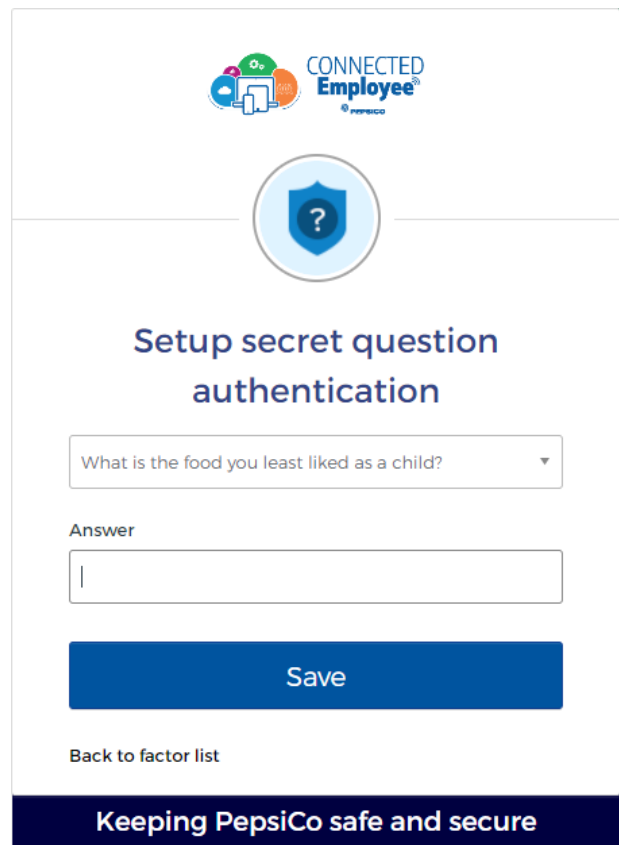
Setup

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 a PepsiCo icon. Below the logo is a blue shield icon with a white question mark. The title 'Setup secret question authentication' is centered. A dropdown menu is open, displaying a list of security questions. The first question, 'What is the food you least liked as a child?', is highlighted. The other questions in the list are: '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?'. At the bottom of the page, there is a dark blue banner with the text 'Keeping PepsiCo safe and secure'.

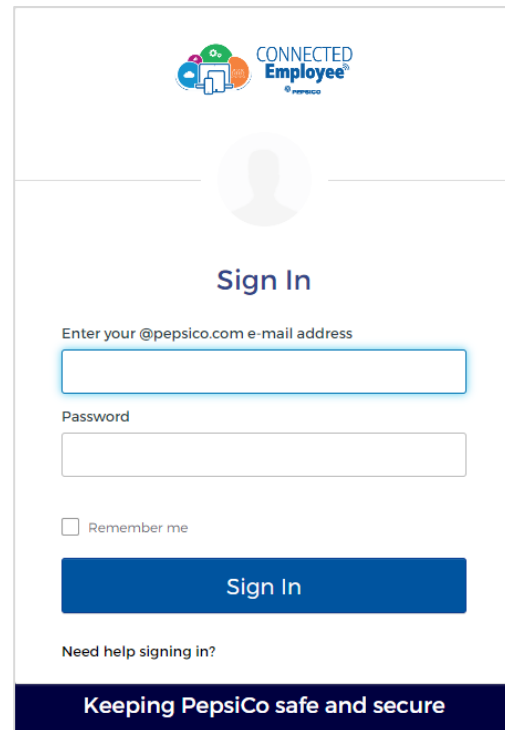
3. Enter the answer in the box and click "Save"



The screenshot shows the 'Setup secret question authentication' page. At the top, there is a logo for 'CONNECTED Employee' with a PepsiCo icon. Below the logo is a blue shield icon with a white question mark. The title 'Setup secret question authentication' is centered. A dropdown menu is open, displaying a list of security questions. The first question, 'What is the food you least liked as a child?', is highlighted. Below the dropdown menu is a text input field labeled 'Answer'. The input field is empty. Below the input field is a blue button labeled 'Save'. At the bottom of the page, there is a dark blue banner with the text 'Keeping PepsiCo safe and secure'.

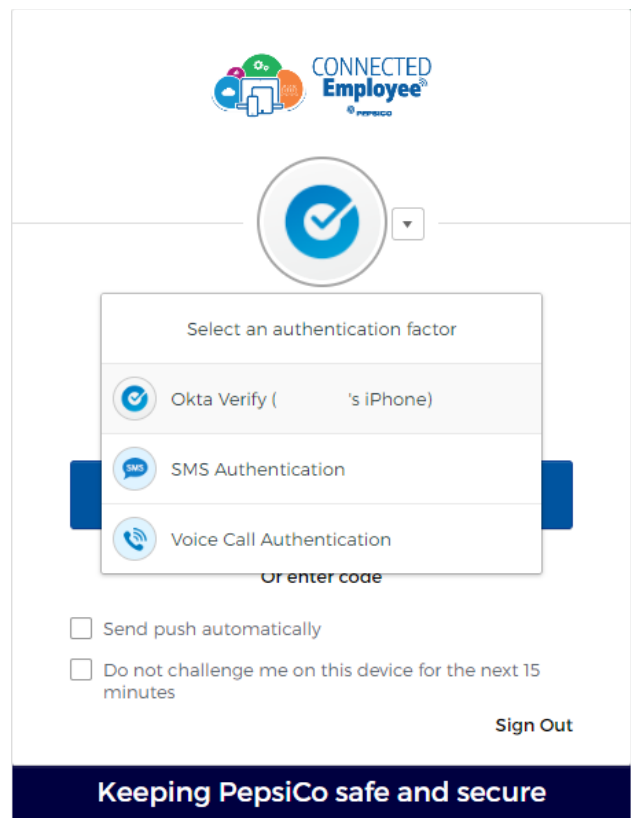
2 Choose Multi Factor Challenge Options

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





The image shows the 'Sign In' page for the 'CONNECTED Employee' portal. At the top, there is a logo with a colorful circular icon and the text 'CONNECTED Employee'. Below the logo is a placeholder for a profile picture. The main heading is 'Sign In'. There are two input fields: 'Enter your @pepsico.com e-mail address' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. A blue 'Sign In' button is positioned below the checkbox. At the bottom, there is a link 'Need help signing in?' and a dark blue footer bar with the text 'Keeping PepsiCo safe and secure'.


4. Click the dropdown to select any of the configured factors for MFA challenge



The image shows the MFA challenge options page. At the top, there is a logo with a colorful circular icon and the text 'CONNECTED Employee'. Below the logo is a circular icon with a checkmark and a dropdown arrow. A dropdown menu is open, showing three options: 'Okta Verify (iPhone)', 'SMS Authentication', and 'Voice Call Authentication'. Below the dropdown menu is a link 'Or enter code'. There are two checkboxes: 'Send push automatically' and 'Do not challenge me on this device for the next 15 minutes'. A 'Sign Out' link is located at the bottom right. A dark blue footer bar with the text 'Keeping PepsiCo safe and secure' is at the bottom.

5. For Okta Verify, click on 'Send Push' to send push notification to Okta Verify App on your mobile device.
6. On your mobile device, open the Okta Verify App notification and select 'Yes' to access the application





Okta Verify ('s
iPhone)

Send Push



Or enter code


☐ Send push automatically

☐ Do not challenge me on this device for the next 15 minutes

Sign Out

Keeping PepsiCo safe and secure





SMS Authentication

(+1 XXX-XXX-XXXX)

Enter Code

Send code


☐ Do not challenge me on this device for the next 15 minutes


Verify

Sign Out

Keeping PepsiCo safe and secure

9. For Voice Call Authentication, click on Call
10. Once you receive the code on Voice Call, Enter the code on this screen and click on 'Verify'





Voice Call Authentication
(+1 XXX-XXX-XXXX)

Enter Code

Call

☐ Do not challenge me on this device for the next 15 minutes

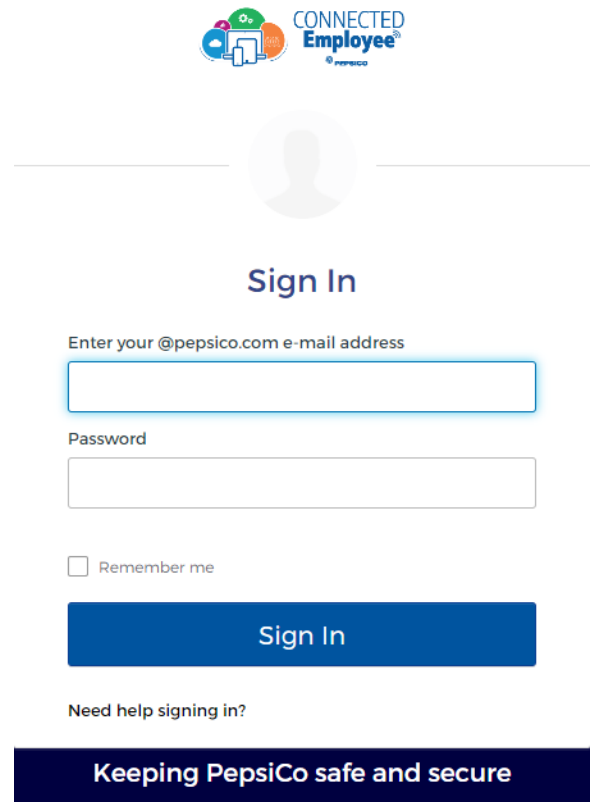
Verify

Sign Out

Keeping PepsiCo safe and secure

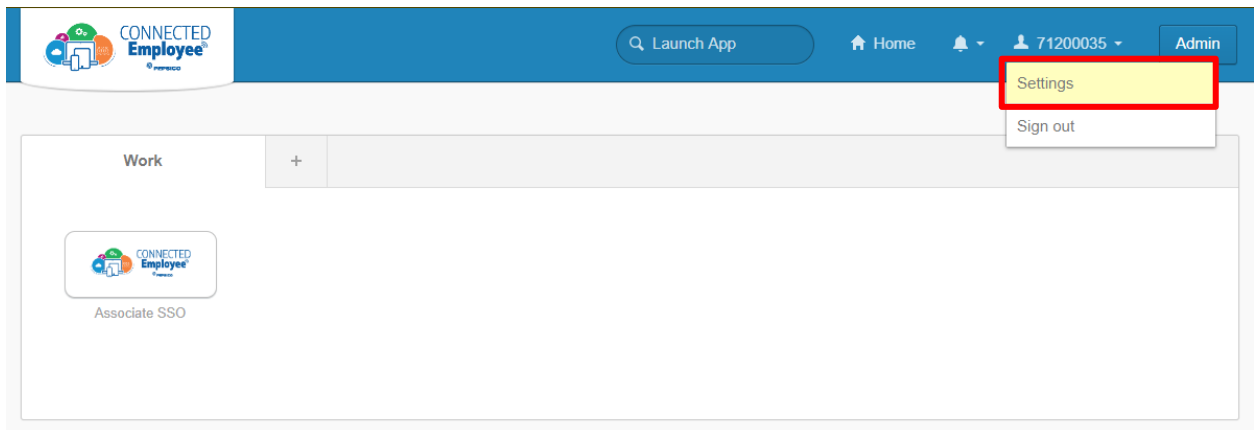
3 Self Service – MFA Reset or Set up

1. Login to secure.pepsico.com



The screenshot shows the login interface for the 'CONNECTED Employee' system. At the top right is the logo. Below it is a placeholder for a user profile picture. The main heading is 'Sign In'. There are two input fields: 'Enter your @pepsico.com e-mail address' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. A large blue 'Sign In' button is centered. At the bottom, there is a link 'Need help signing in?' and a dark blue banner with the text '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