

# Self-Service Registration and Login for The Employee Hub

**The Employee Hub is supported on Windows (10 or 11 64-bit), MacOS (Catalina 10.15 or later), Android (9 or later) and iOS (please make sure you are using the latest version).**

## **Retirees:**

- Did you **access the previous system** \*OR\* **register in Okta** prior to your retirement date? **Skip to Step 7.**
- New users, please have your last pension net amount or monthly medical deduction available.

Windows and iOS screenshots are included below. The experience may vary across platforms.

**Step 1:** Click [this link](#) to begin your registration (Okta) on coned.com.

**Step 2:** Enter your first name, last name, and your email address. The email address entered must match the email address on record with Con Edison\*. Click Submit.

The screenshot shows a registration form titled "Who is registering?". Below the title is a small note: "ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED". The form instructs the user to "Sign up to access your account services and features online." It contains three input fields: "First Name" with the value "John", "Last Name" with the value "Jones", and "Email Address" with the value "testjones@test.com". Below the email field, a note states: "Your email address will be your new login ID." At the bottom of the form is a green "Submit" button with a right-pointing arrow.

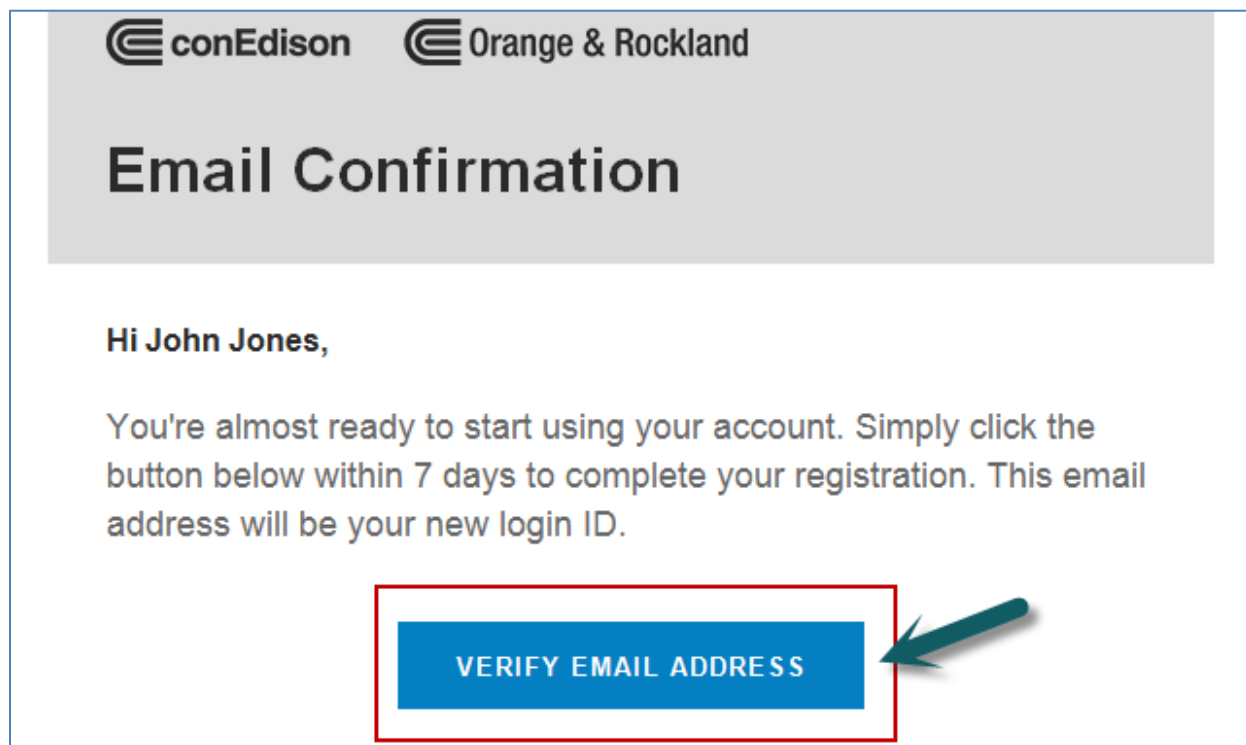
\*To update the email address on record, please contact HR Assistance at 1-800-582-5056.

After clicking Submit, you will receive the following message:

The screenshot shows a confirmation message box. The main text reads: "We've emailed you at testjones@test.com. Follow the instructions in your email to continue registering." Below this, in smaller text, it says: "Not your email address? Register a different email by reloading the page. Your email address will be your new login ID. [Resend Your Activation](#)"

# Self-Service Registration and Login for The Employee Hub

**Step 3:** You will receive an email with the subject line, “Please Verify Your Email Address.” Click on “Verify Email Address” to begin creating a Profile.

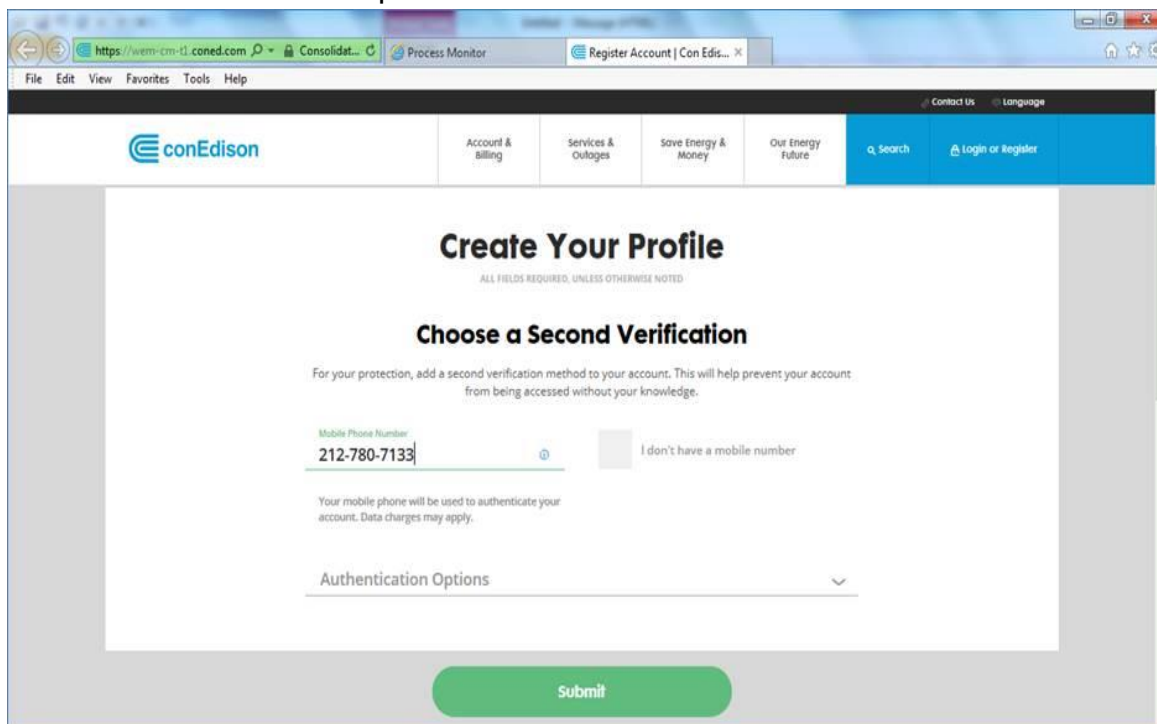


**Step 4:** After you click on “Verify Email Address,” set a password and click Submit.

A screenshot of the "Create Your Profile" web form. The page has a header with the conEdison logo and navigation links: "Account & Billing", "Services & Outages", "Save Energy & Money", "Clean Energy", "Q. Search", and "Log In or Register". Below the header is a breadcrumb trail: "< Home / Register". The main heading is "Create Your Profile" with the subtext "ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED". The section is titled "Set a Password". It contains two password input fields. The first field is labeled "Password" and has a "SHOW" link to its right. Below it are three checkmarks indicating password requirements: "8-30 characters", "At least 1 uppercase and 1 lowercase letter", and "At least 1 number (0-9)". A fourth checkmark states "Does not contain part of username". The second field is labeled "Confirm new password" and also has a "SHOW" link to its right. At the bottom of the form is a blue "Submit" button.

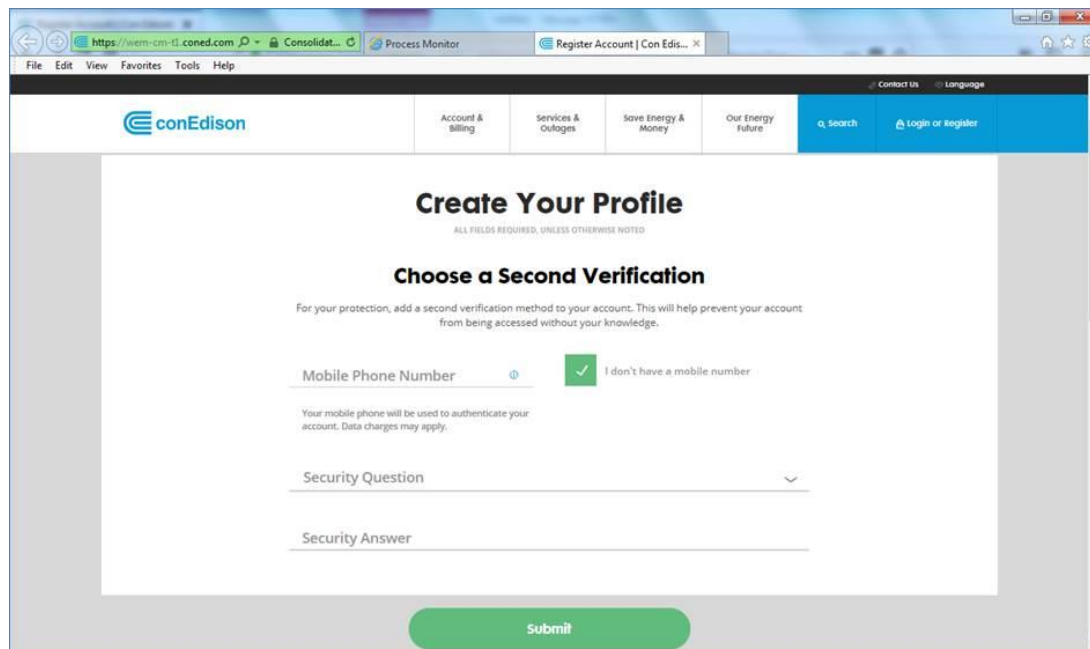
# Self-Service Registration and Login for The Employee Hub

**Step 5:** Next, you will “Choose a Second Verification.” Enter your “Mobile Phone Number”\* and then choose one of the “Authentication Options” and click Submit.



The screenshot shows a web browser window with the URL <https://wem-cm-tl.coned.com>. The page is titled "Create Your Profile" with the sub-header "Choose a Second Verification". Below this, it says "For your protection, add a second verification method to your account. This will help prevent your account from being accessed without your knowledge." The "Mobile Phone Number" field contains "212-780-7133". There is a link "I don't have a mobile number". Below this, it says "Your mobile phone will be used to authenticate your account. Data charges may apply." The "Authentication Options" dropdown is visible. A green "Submit" button is at the bottom.

\*Note: If you don't have a mobile phone, choose “Other Second Verification Option,” and check “I don't have a mobile number” to select a Security Question and type in the Answer. Then click Submit.



The screenshot shows the same web browser window. The "Mobile Phone Number" field is now empty. The "I don't have a mobile number" checkbox is checked. Below this, the "Security Question" and "Security Answer" fields are visible. A green "Submit" button is at the bottom.

# Self-Service Registration and Login for The Employee Hub

**Step 6:** After a successful submission, you will see the screen below. You **do not** need to make a selection on this screen.

The screenshot shows the Con Edison website interface. At the top is a navigation bar with the Con Edison logo and several menu items: 'Account & Billing', 'Services & Outages', 'Save Energy & Money', 'Clean Energy', 'Q Search', and 'Hello mark mack'. The main content area has a heading 'You have successfully registered for an online account profile.' Below this are two columns of options. The left column asks 'Do you need to submit a start service request for your home or business? (This includes transferring ownership from your landlord to yourself.)' with a 'SUBMIT REQUEST' button. The right column asks 'Do you need to add your existing service to this account? (Please have your account number ready.)' with a '+ ADD AN ACCOUNT' button. At the bottom, there is an attention notice: 'Attention: If you created this account to access Project Center, please return to your original start page. If you're registering for other services, such as New Hire instructions or Con Edison Retirees, check your invitation email for further instruction.'

## Important: Please Read Before Proceeding

**Pending Workers (not for retirees):** please contact your Talent Advisor before proceeding to the next steps.

**Retirees** who accessed the previous system prior to 7/1/2024 \*OR\* recent retirees who completed the registration (Okta) above prior to their retirement date can proceed to Step 7. Otherwise, complete the steps above and then contact HR Assistance at 1-800-582-5056 to complete your registration (Okta) before moving on to the next step. For a callback, please leave a voicemail with your **name**, phone **number**, employee **ID**, and **registered email address**.

## Step 7: Download the Prisma Access Browser

From your personal device, visit the vendor website (<https://get.pabrowser.com>) \*OR\* mobile store (i.e., App Store / Google Play) and search for "PA Browser" (see step 8 for the app picture\*\*).

You can login to The Employee Hub **only** from this browser, not from Chrome, Edge, Safari, etc.

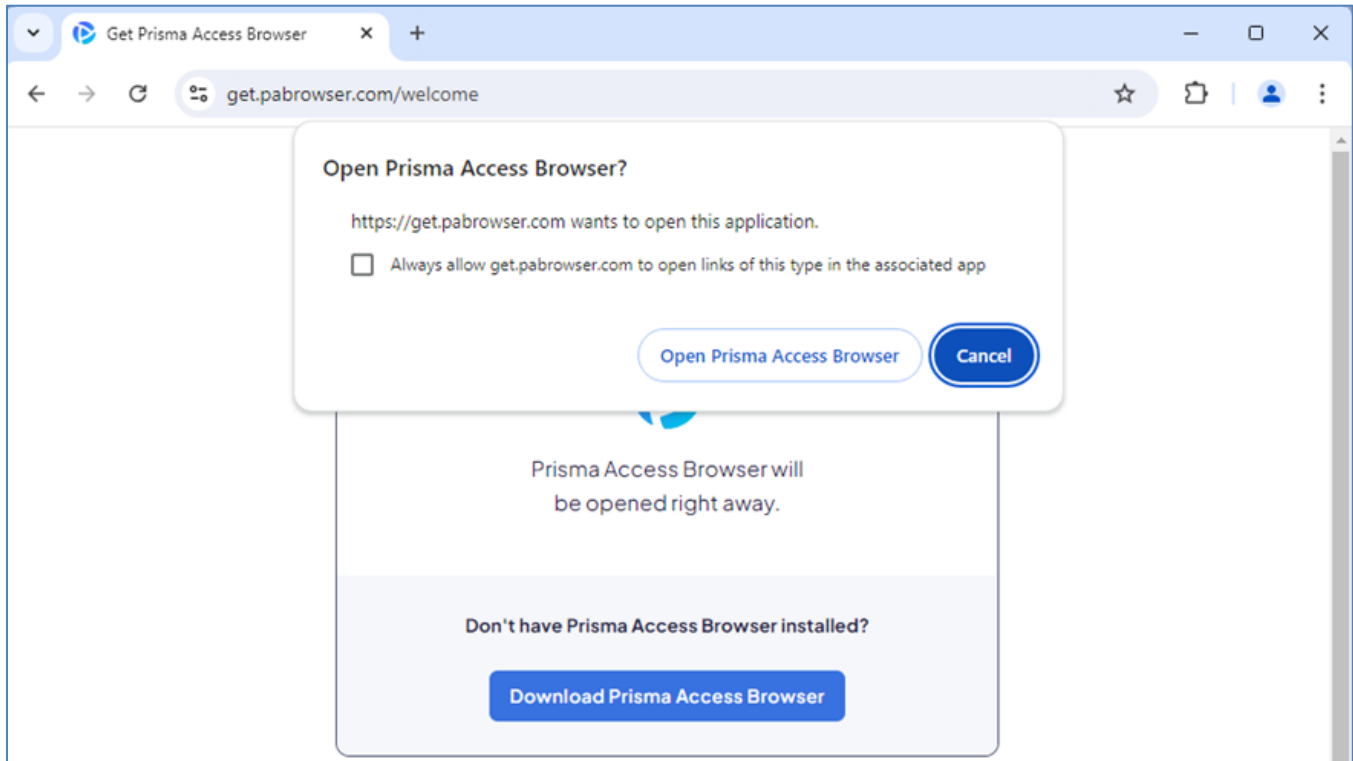
**Important:** The Prisma Access Browser is a secure experience intended for accessing The Employee Hub. A few websites related to The Employee Hub may be accessible **for viewing only**.

**Do not** use the Prisma Access Browser as your default browser. It is not intended for viewing documents (e.g., PDF files), transacting on other websites (e.g., ADP.com), and using search engines (e.g., Google). Use your default browser for these purposes.

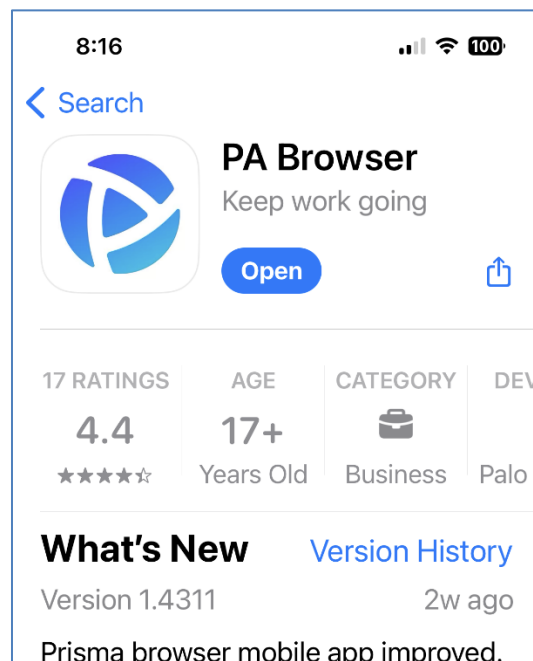
# Self-Service Registration and Login for The Employee Hub

**Step 8:** Install the browser by following the on-screen prompts. For example: In Windows the installation file will download to your Downloads folder where it can be opened to begin the installation (if asked to allow the installation, please do).

## Windows:

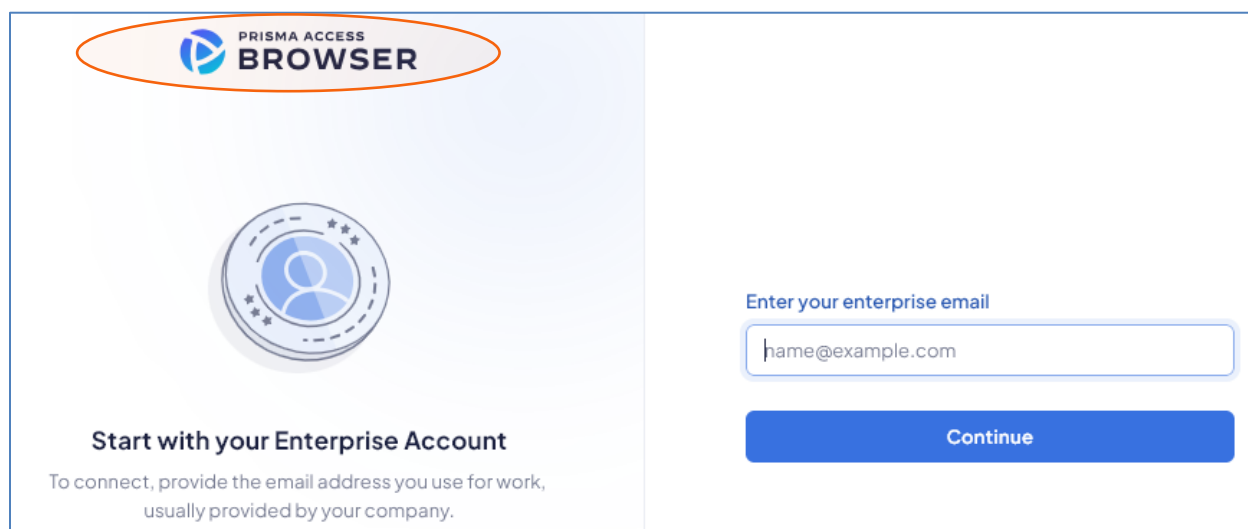


## \*\*iOS:



## Self-Service Registration and Login for The Employee Hub

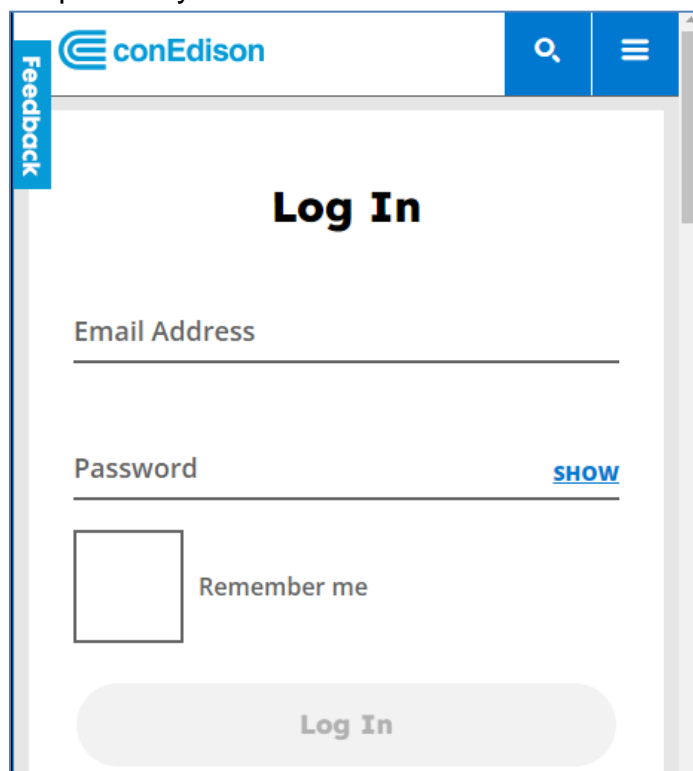
**Step 9:** After installation, type your registered email when requested on the screen\*, then click Continue. The screen will look slightly different on different platforms. **Windows example:**



The screenshot shows a registration window for the Prisma Access Browser. In the top-left corner, there is a blue circular icon with a white 'P' and the text 'PRISMA ACCESS BROWSER' next to it, which is circled in orange. Below this icon is a large blue circular icon with a white person silhouette and stars. The text 'Start with your Enterprise Account' is displayed, followed by the instruction: 'To connect, provide the email address you use for work, usually provided by your company.' On the right side, there is a text input field labeled 'Enter your enterprise email' containing the text 'name@example.com'. Below the input field is a blue button labeled 'Continue'.

\*Note: After installation, you can find this browser's blue circular icon (circled in the top-left above) on your mobile home screen, desktop, taskbar, or search for "Prisma" on your device.

**Step 10:** When prompted, login with your registered email address and password on the following screen. You will then be prompted for your second verification.

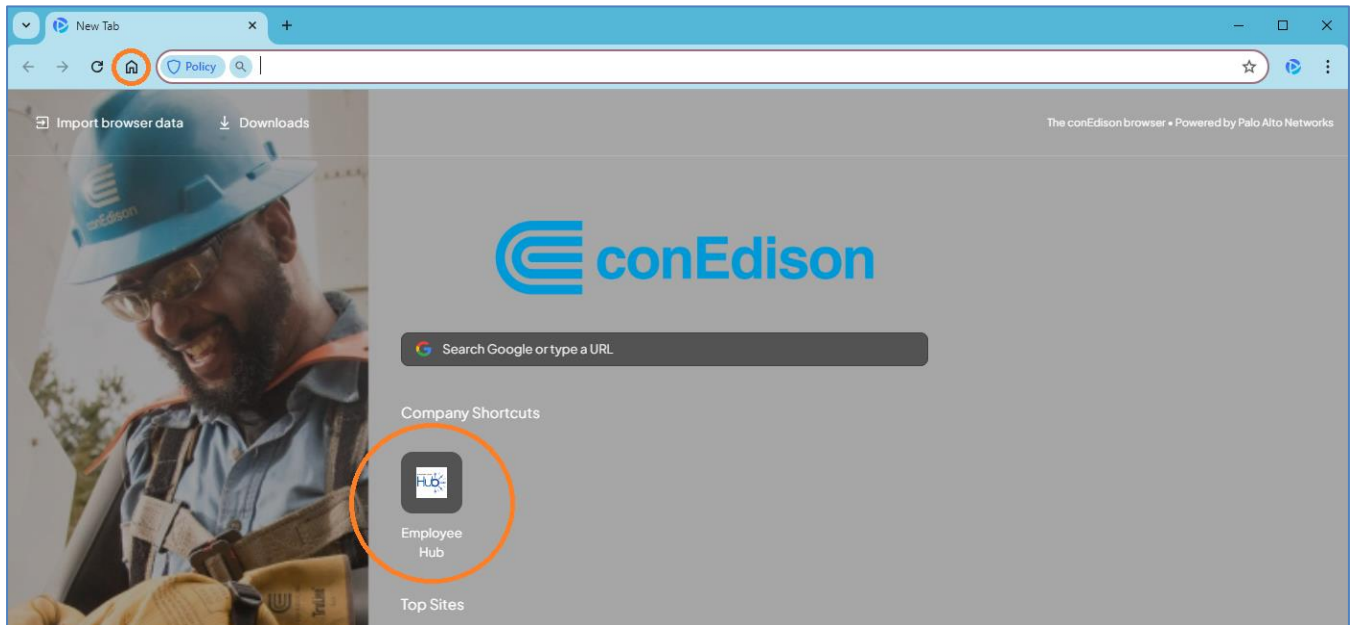


The screenshot shows a web application interface for 'conEdison'. The top header includes the 'conEdison' logo, a search icon, and a menu icon. A vertical 'Feedback' button is on the left. The main heading is 'Log In'. Below it are two input fields: 'Email Address' and 'Password'. The 'Password' field has a 'SHOW' link to its right. Below the password field is a checkbox labeled 'Remember me'. At the bottom is a large, light gray 'Log In' button.

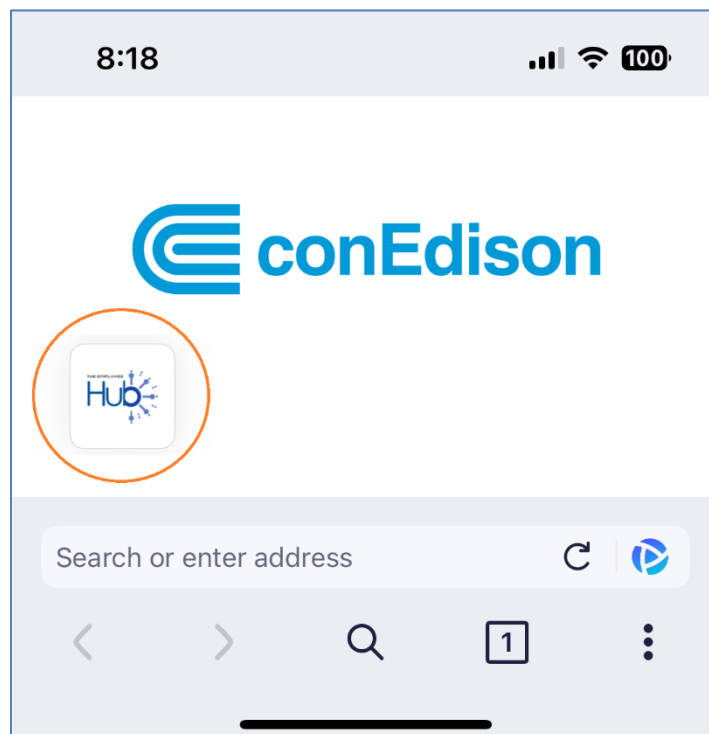
# Self-Service Registration and Login for The Employee Hub

**Step 11:** You will now be brought to The Employee Hub login screen. Click on The Employee Hub icon (circled in the images below).

In Windows, you can click the Home button in the upper left panel of the browser to return to this page at any time:



In iOS:



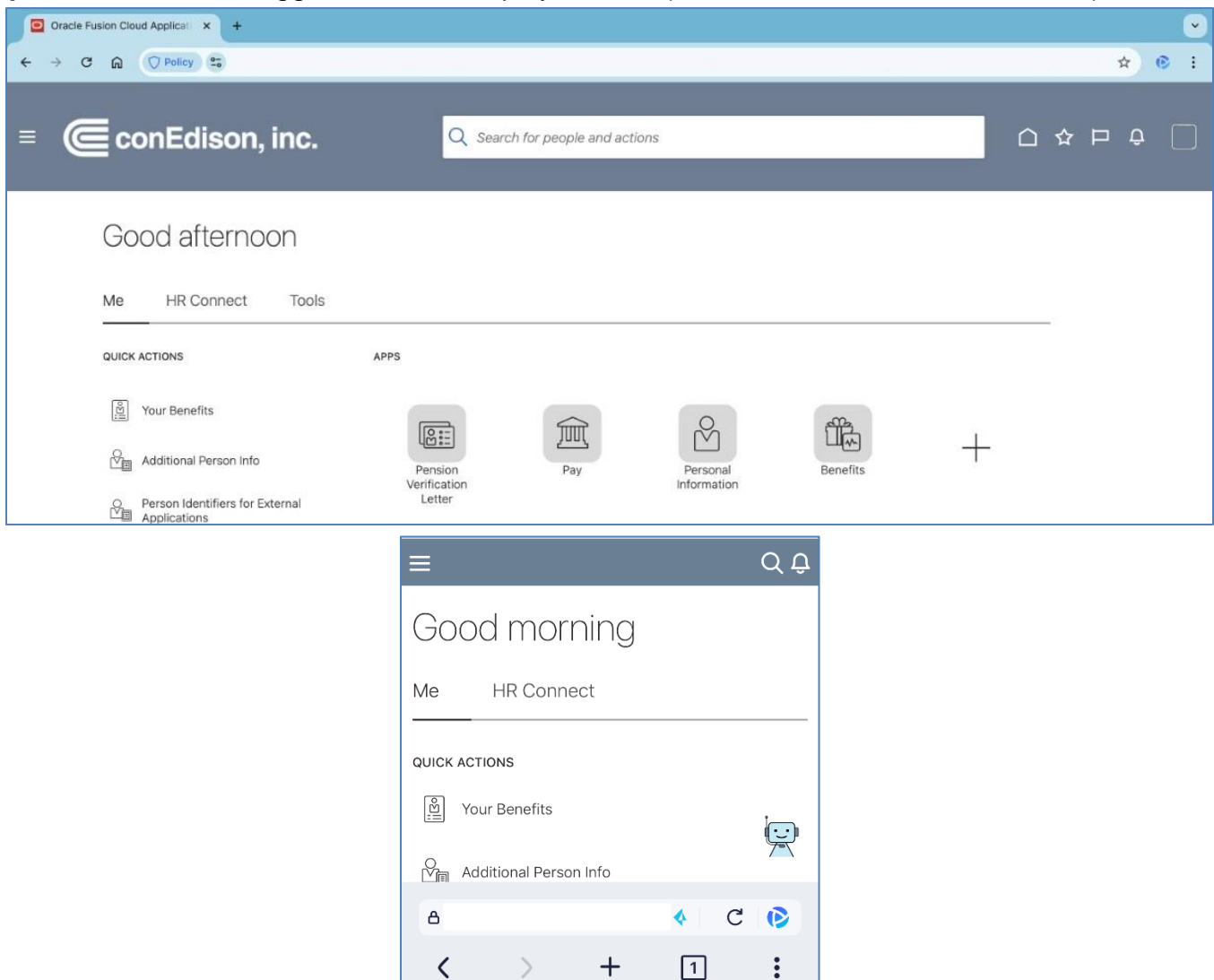
# Self-Service Registration and Login for The Employee Hub

**Step 12:** If this is your first time logging in, you may be asked security questions to verify your account. The specific security questions may differ from the samples below.

The left screenshot shows a 'Security Question' screen with the conEdison logo at the top. Below the logo is a shield icon with a question mark. The text 'Security Question' is centered. Below that is the question 'What is the food you least liked as a child?' followed by a text input field with a password mask (four dots). A checkbox labeled 'Do not challenge me on this device again' is checked. At the bottom is a blue 'Verify' button.

The right screenshot shows a 'Retiree Verification' screen with the conEdison, inc. logo and the title 'Security Verification'. Below the title is a section titled 'Retiree Verification'. The text 'Please enter the following information to verify your account' is centered. Below that are two questions: '1) What is your Employee ID?' and '2) What is your Date Of Birth?'. Each question has a corresponding text input field. The 'Employee ID' field is marked as 'Required'.

**Step 13:** You are now logged into The Employee Hub. (Windows and iOS screens below)

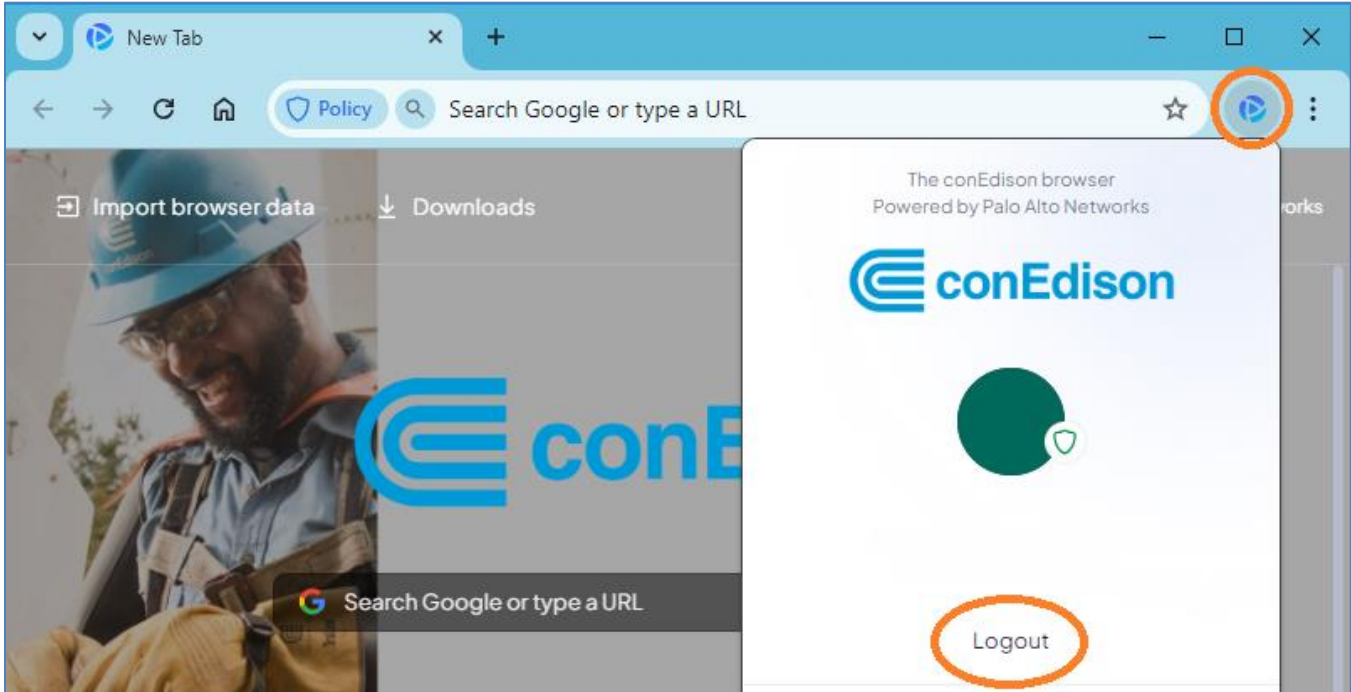


# Self-Service Registration and Login for The Employee Hub

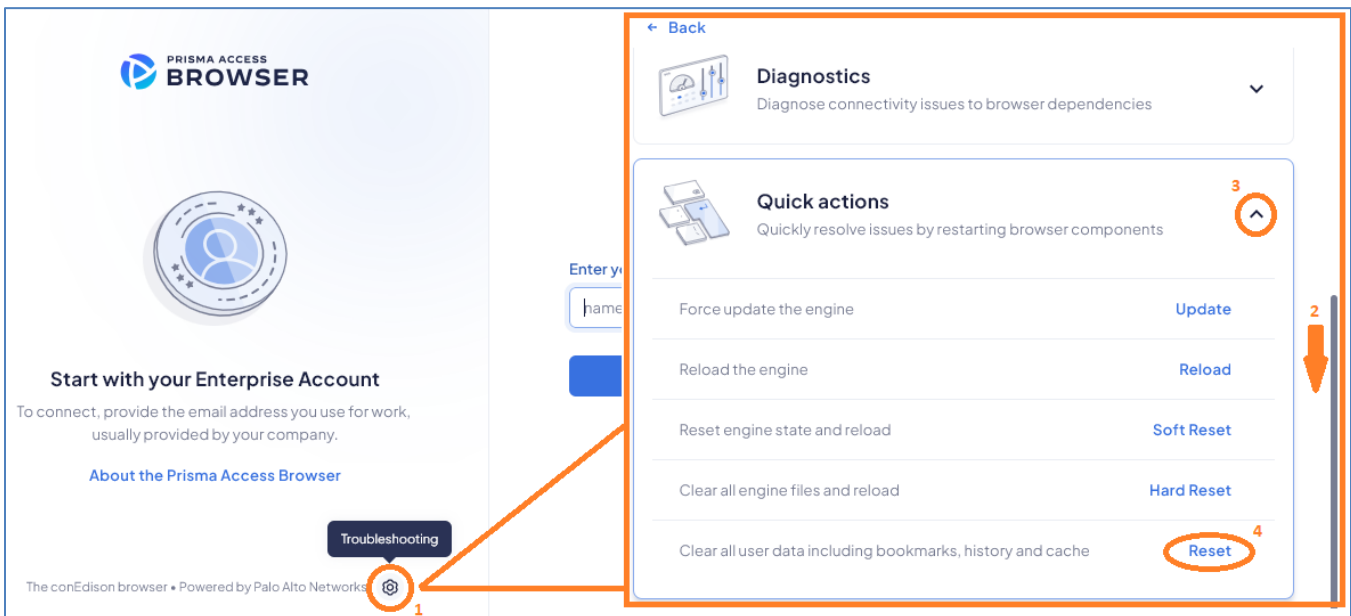
## Optional Helpful Tips

1.

To clear cache and other settings for a clean browser on Windows, first ensure you are logged out.



On the sign-in screen, click the Troubleshooting gear (1). Scroll down to Quick actions (2), click the arrow to expand (3), and select the last option Reset (4).

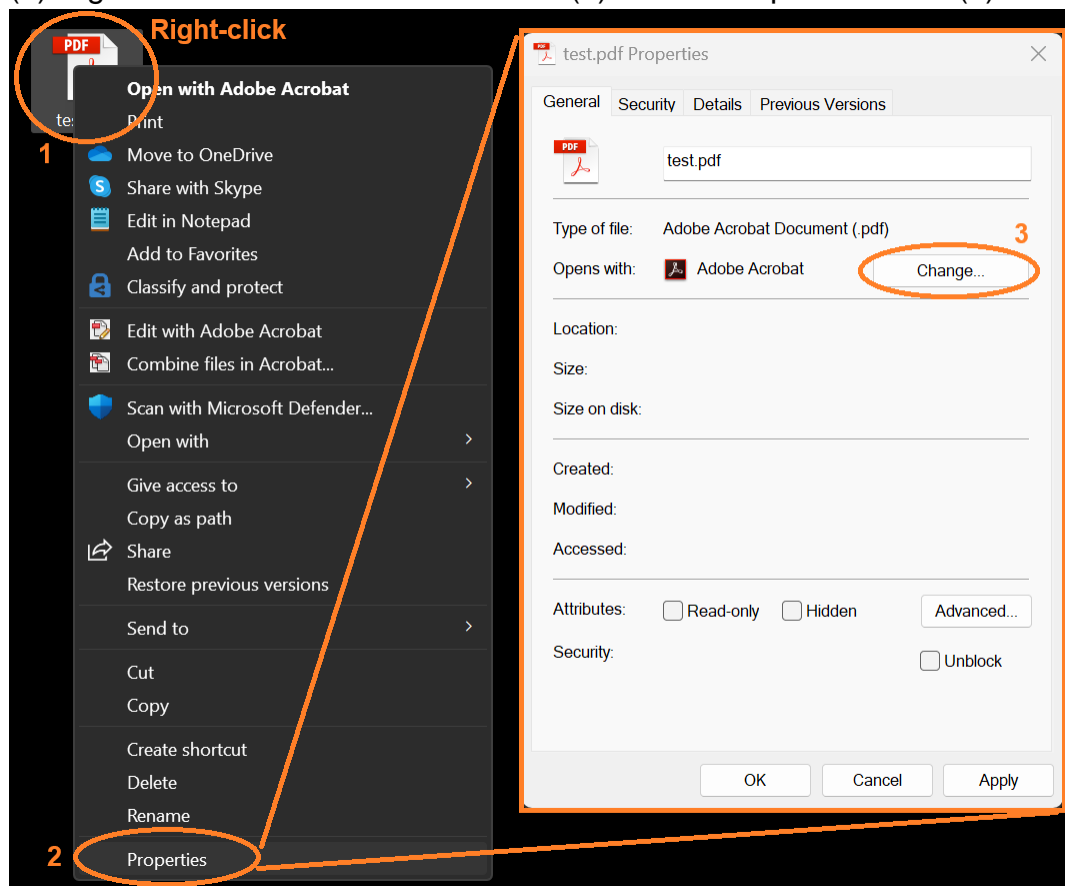


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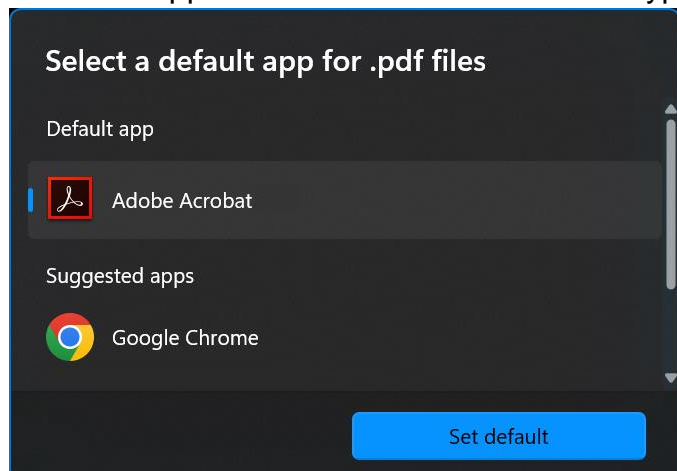
2.

The Prisma Access Browser can **download** allowed documents but is not intended for **opening** documents like payslips (i.e., PDF files). If the Prisma Access Browser fails to open a document, you can set another application to open it. Here is an example for PDF documents on Windows:

(1) Right-click on a PDF document and (2) select “Properties” then (3) click “Change”



Select an application from the list for the file type (e.g. Adobe/Chrome); click “OK” or “Set default.”



## Self-Service Registration and Login for The Employee Hub

3.

Can't find the file you just downloaded? Try using your default browser to access your Downloads folder. Two-step example below for Chrome or Edge web browser on Windows:

