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.

Who is registering?

ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

Sign up to access your account services and features online.

First Name
John

Last Name
Jones

Email Address
testjones@test.com

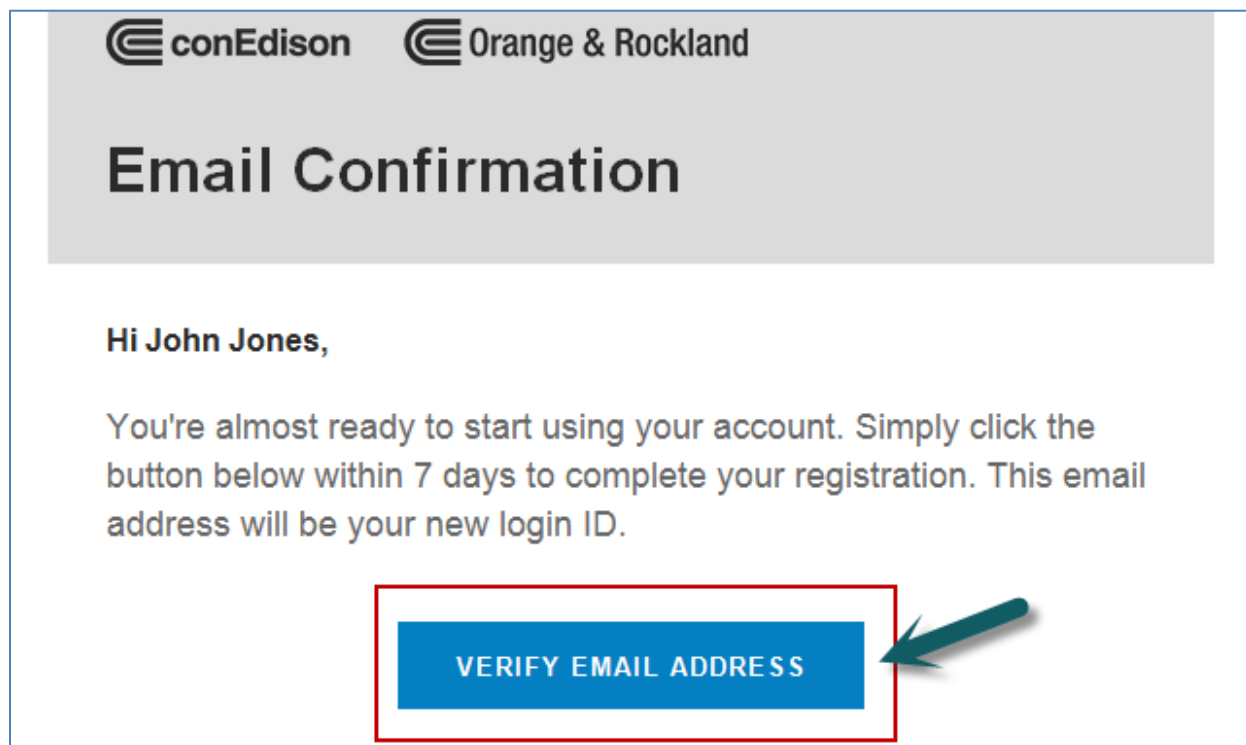Your email address will be your new login ID.

Submit →

*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:

We've emailed you at testjones@test.com. Follow the instructions in your email to continue registering.

Not your email address? Register a different email by reloading the page. Your email address will be your new login ID. Resend Your Activation

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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.
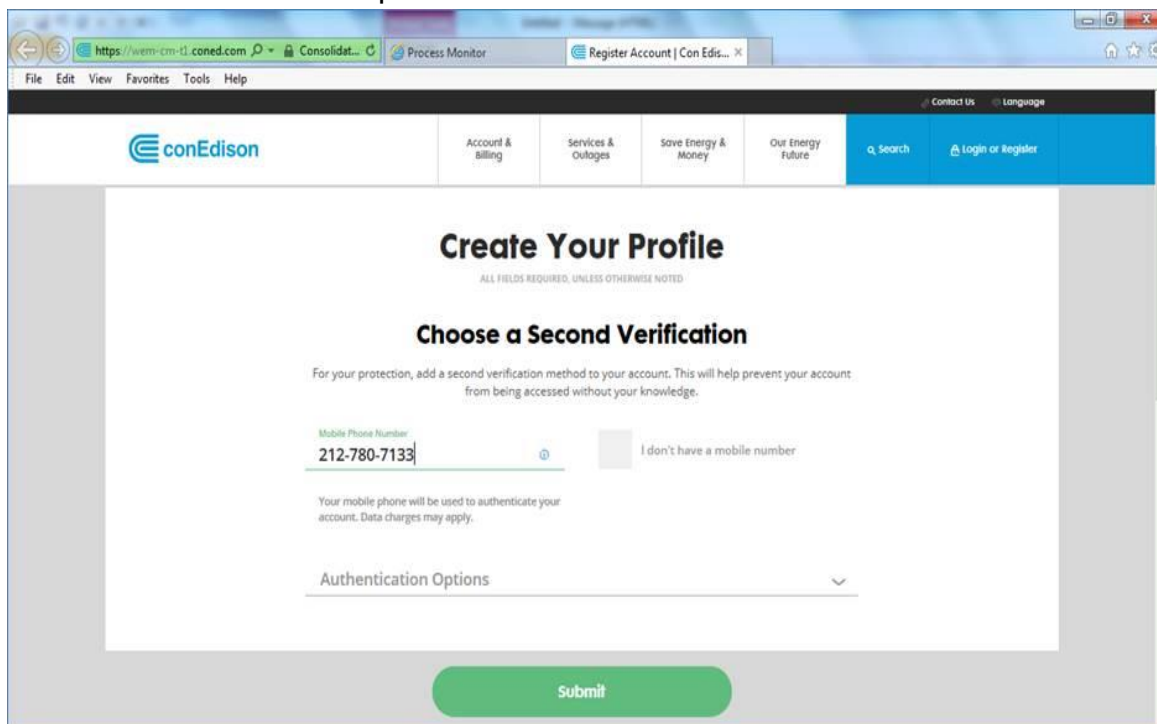

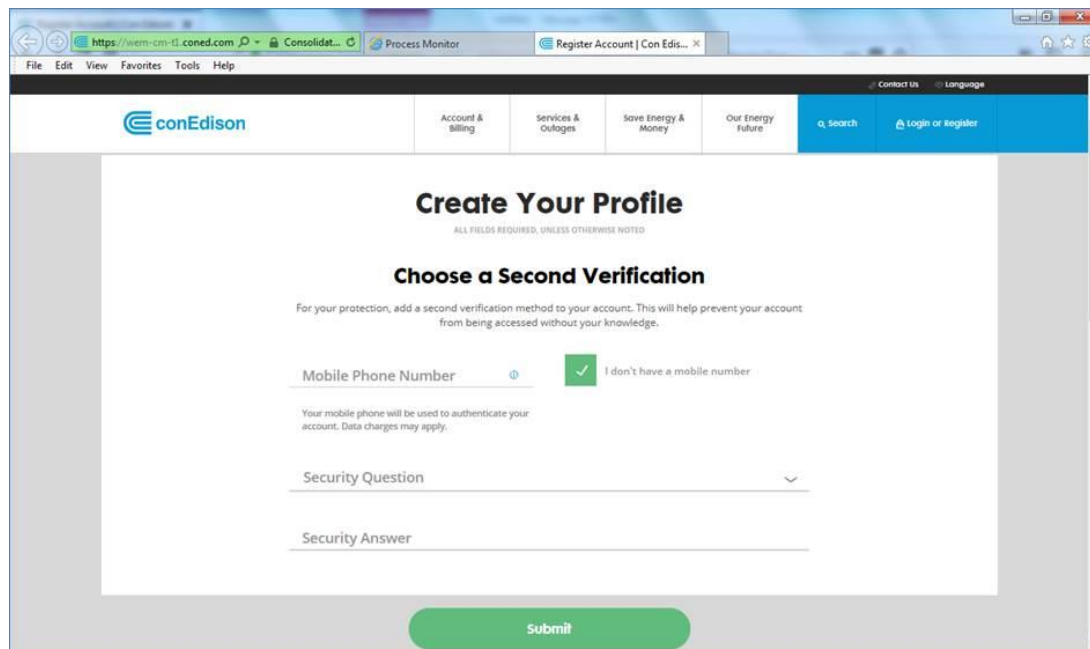**Step 4:** After you click on "Verify Email Address," set a password and click Submit.

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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.

*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.

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

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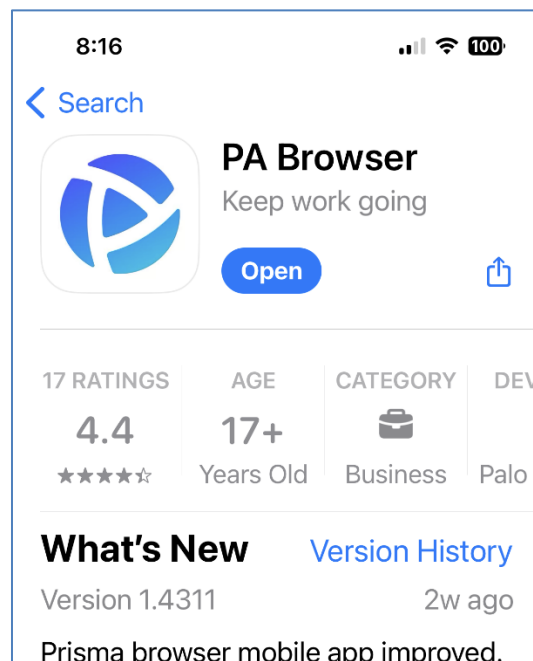
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Step 8: Install the browser by following the on-screen prompts. For example: In Windows the installation file will download to your Downloads folder where it can be opened to begin the installation (if asked to allow the installation, please do).
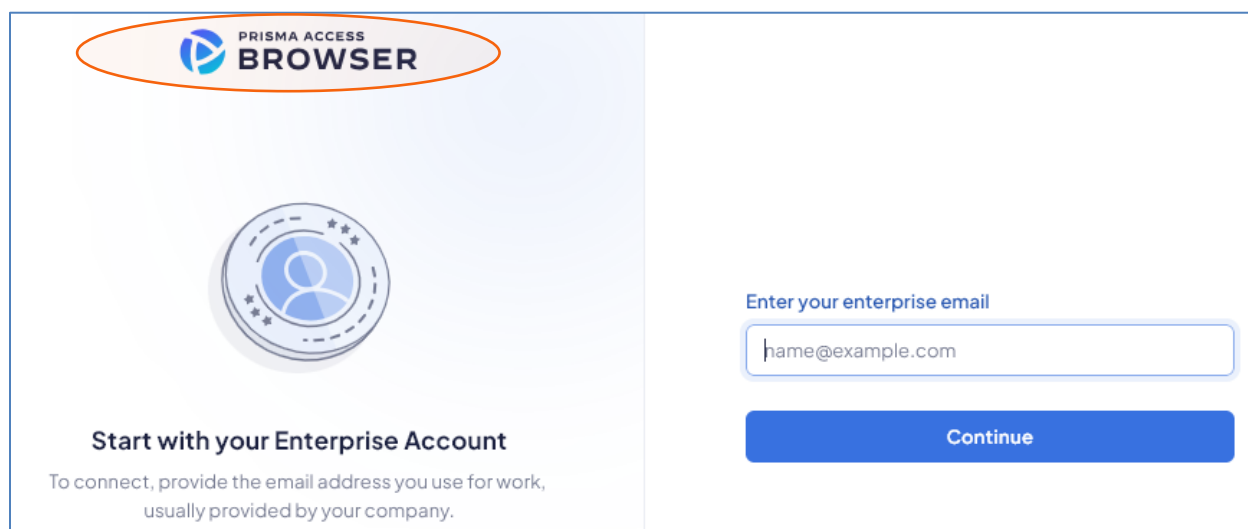
Windows:

**iOS:
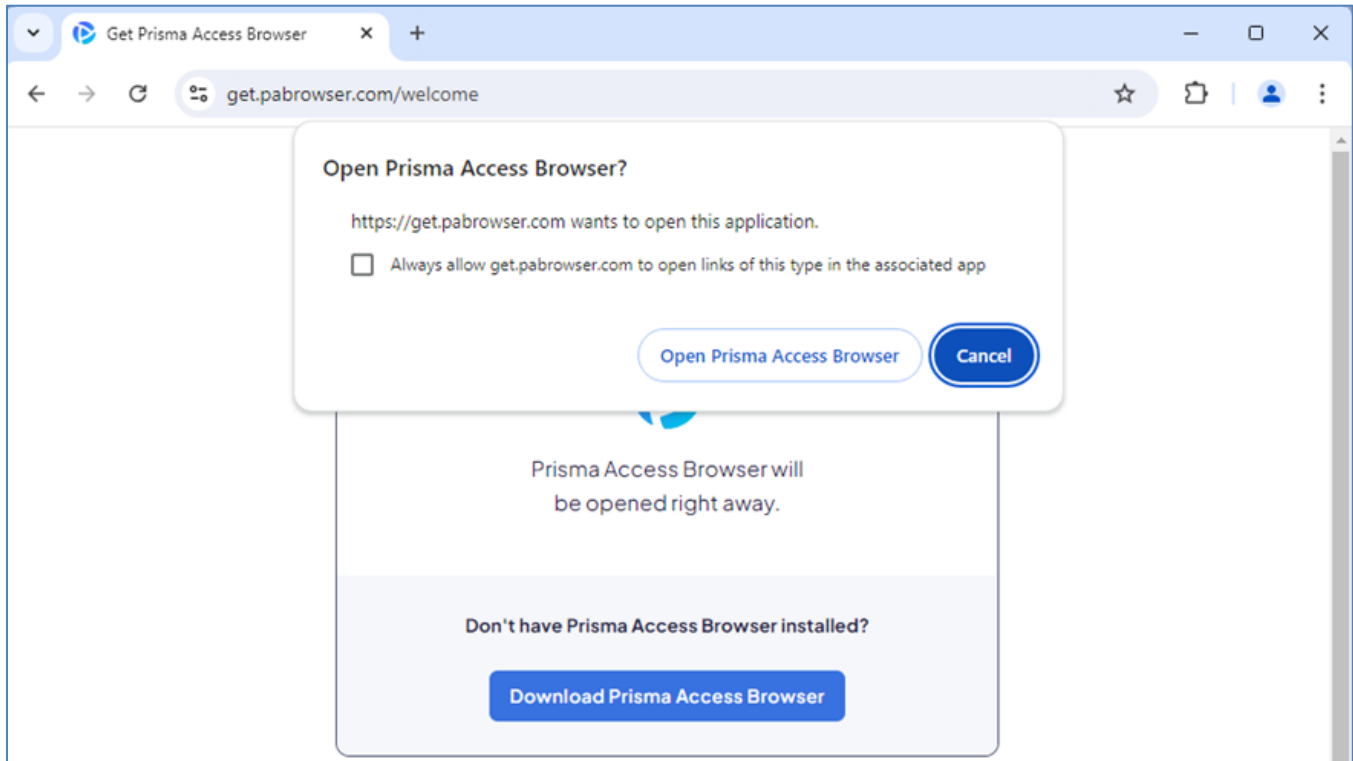
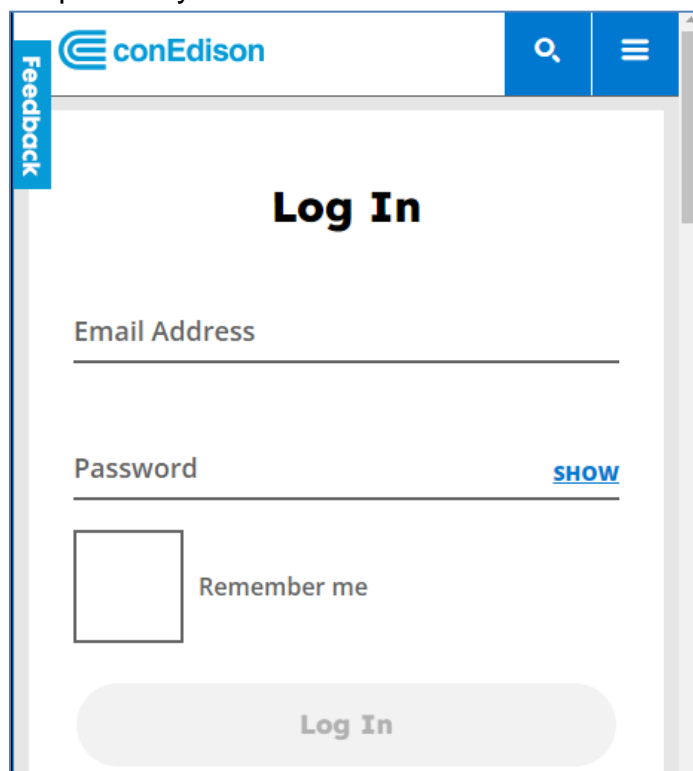# Self-Service Registration and Login for The Employee Hub

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:**

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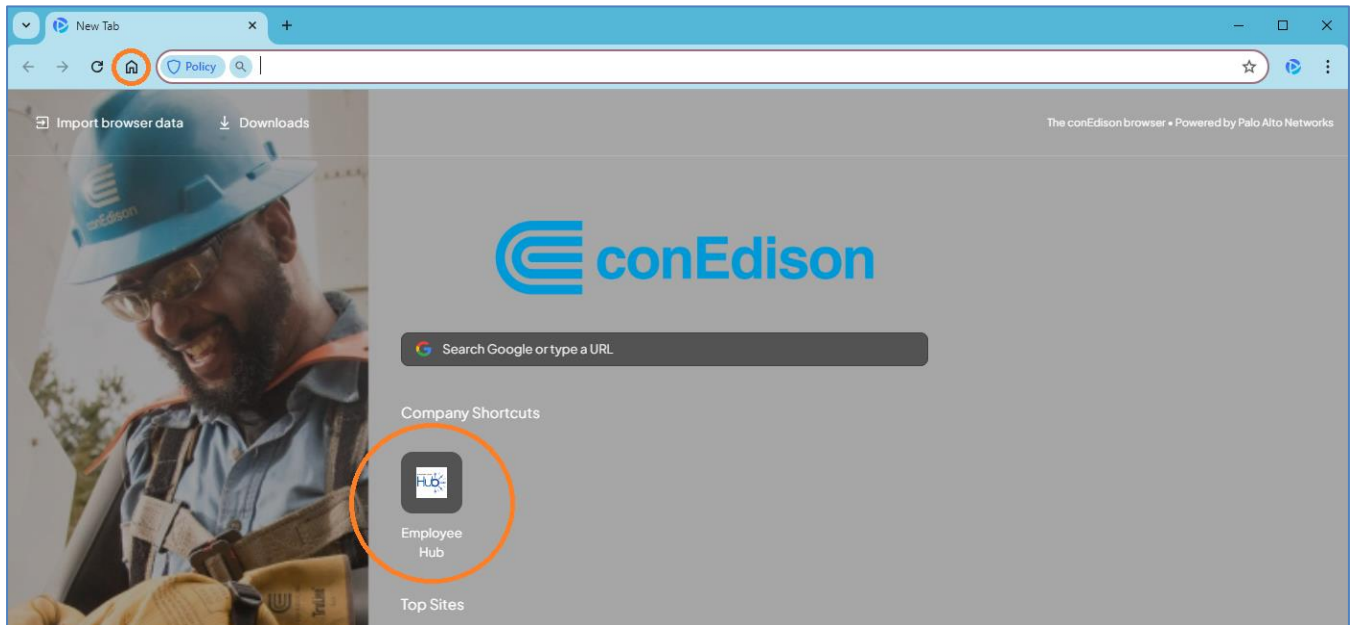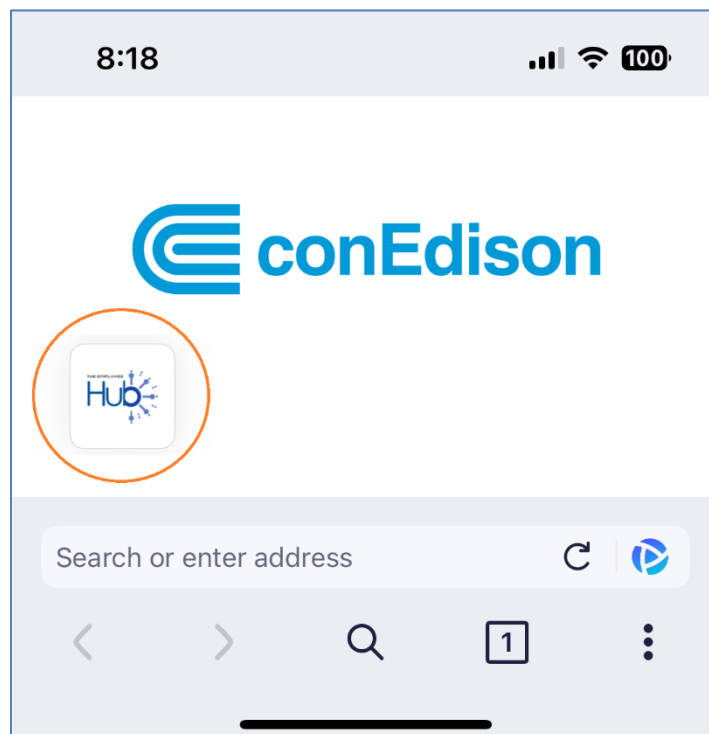
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Step 11: You will now be brought to The Employee Hub login screen. Click on The Employee Hub icon (circled in the images below).

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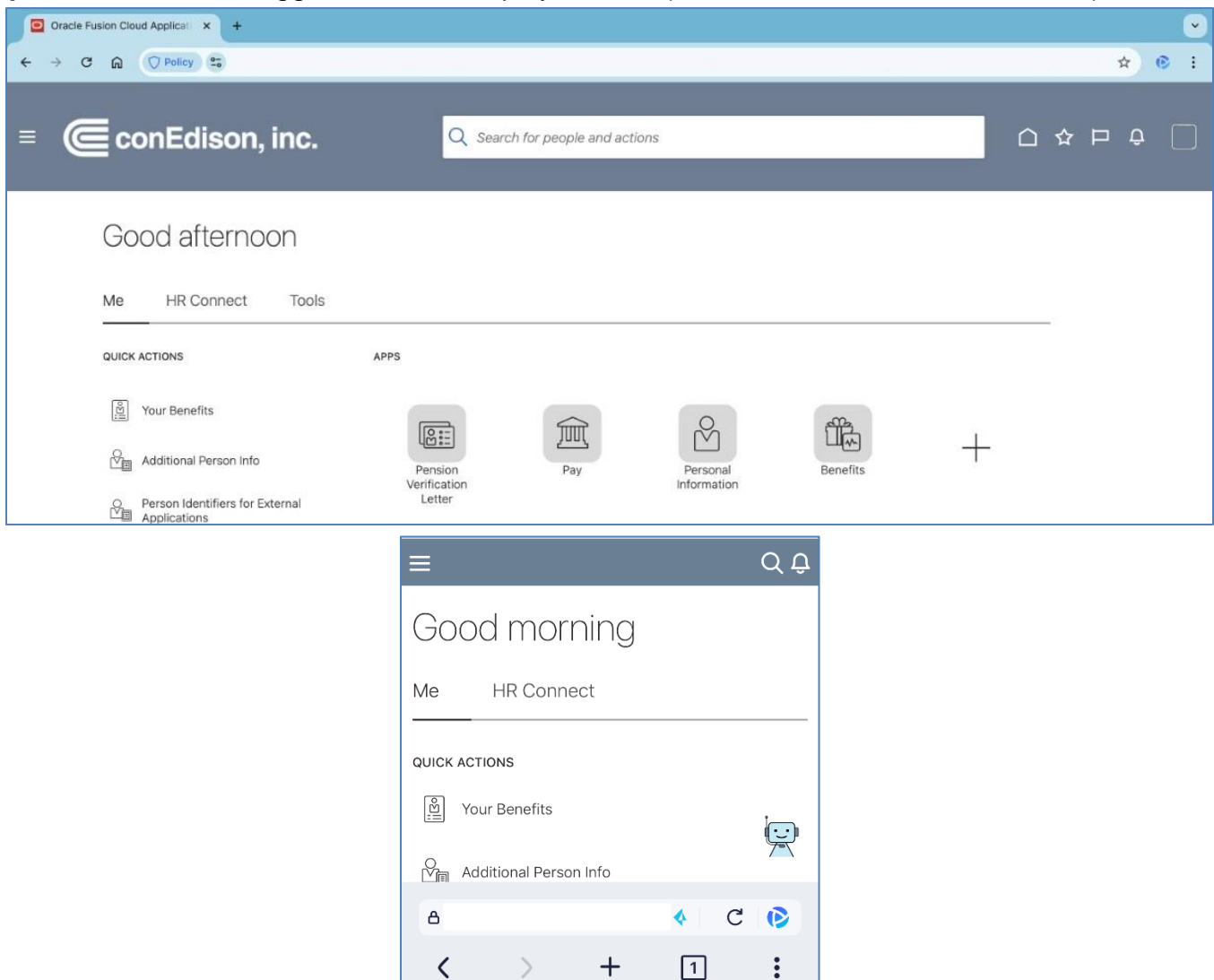

In iOS:

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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.

Step 13: You are now logged into The Employee Hub. (Windows and iOS screens below)
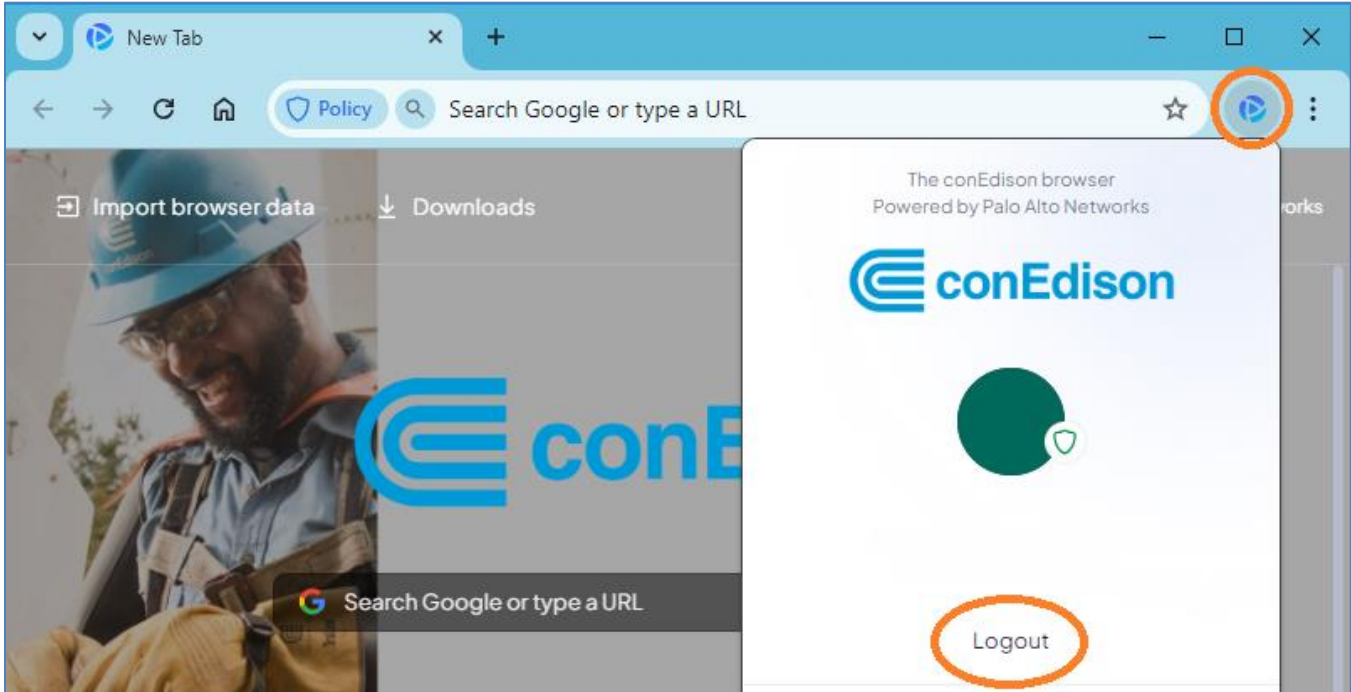
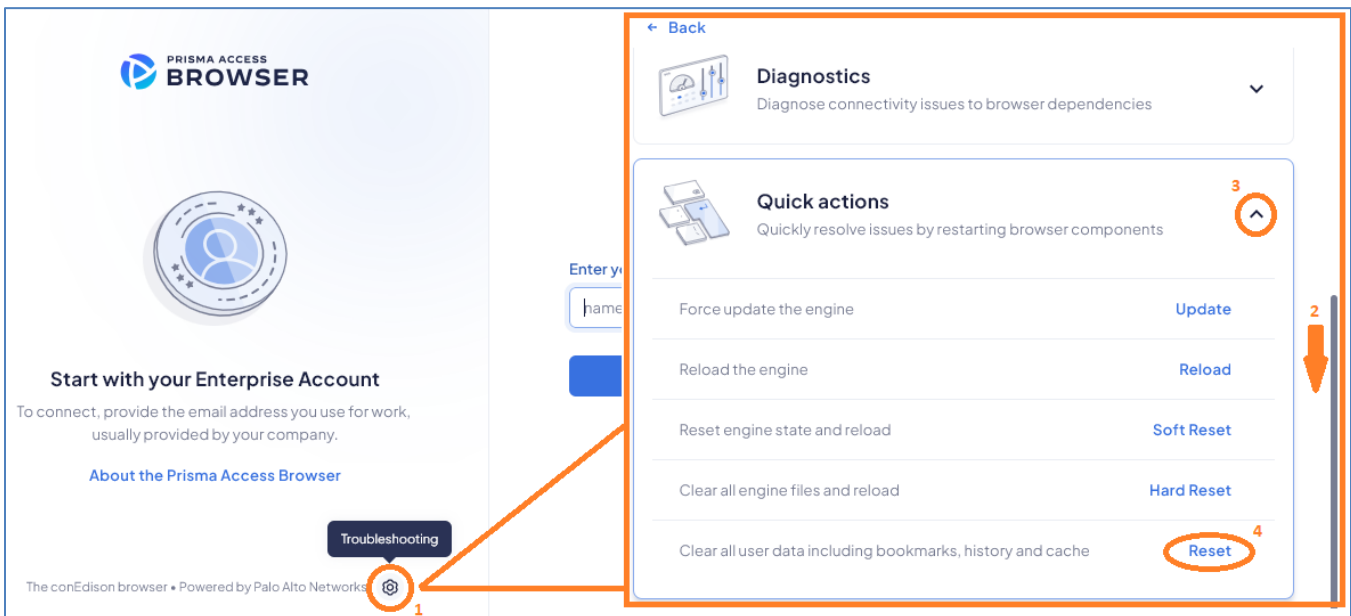# Self-Service Registration and Login for The Employee Hub

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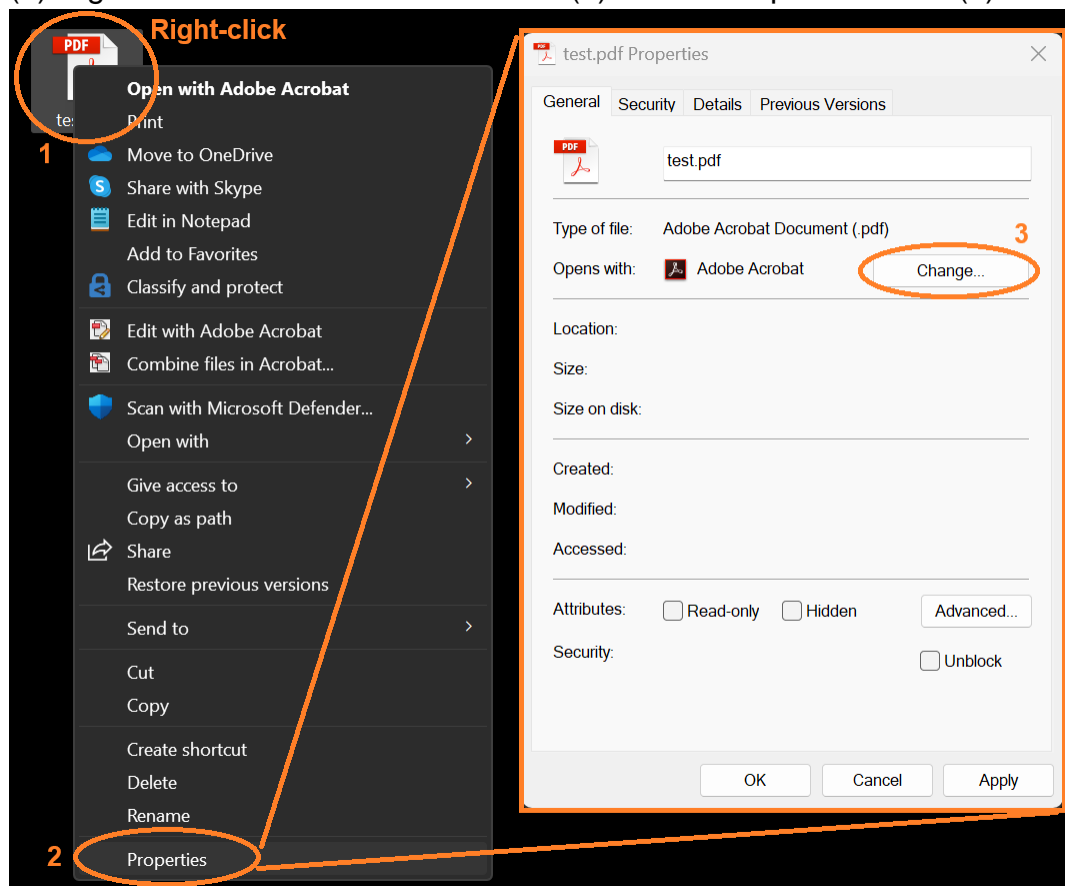
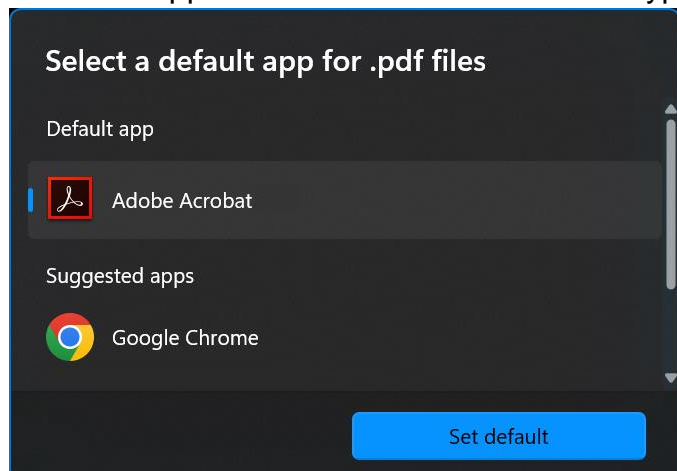# Self-Service Registration and Login for The Employee Hub

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."

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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: