

# Self-Service Registration and Login for The Employee Hub

**Currently only Windows (10 or 11 64-bit) and MacOS (Catalina 10.15 or later) are supported**

**Support for additional platforms, including mobile devices, coming soon!**

**Already registered? Skip to Step 7**

**Retirees:** Have your last pension paystub or medical deduction available.

Note: Windows screenshots below. The experience on other platforms may differ slightly.

**Step 1:** Click [this link](#) to begin your registration 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 registration form is titled "Who is registering?" and includes the instruction "ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED". Below the title, it says "Sign up to access your account services and features online." The form has three input fields: "First Name" with the value "John", "Last Name" with the value "Jones", and "Email Address" with the value "testjones@test.com". A note below the email field 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.

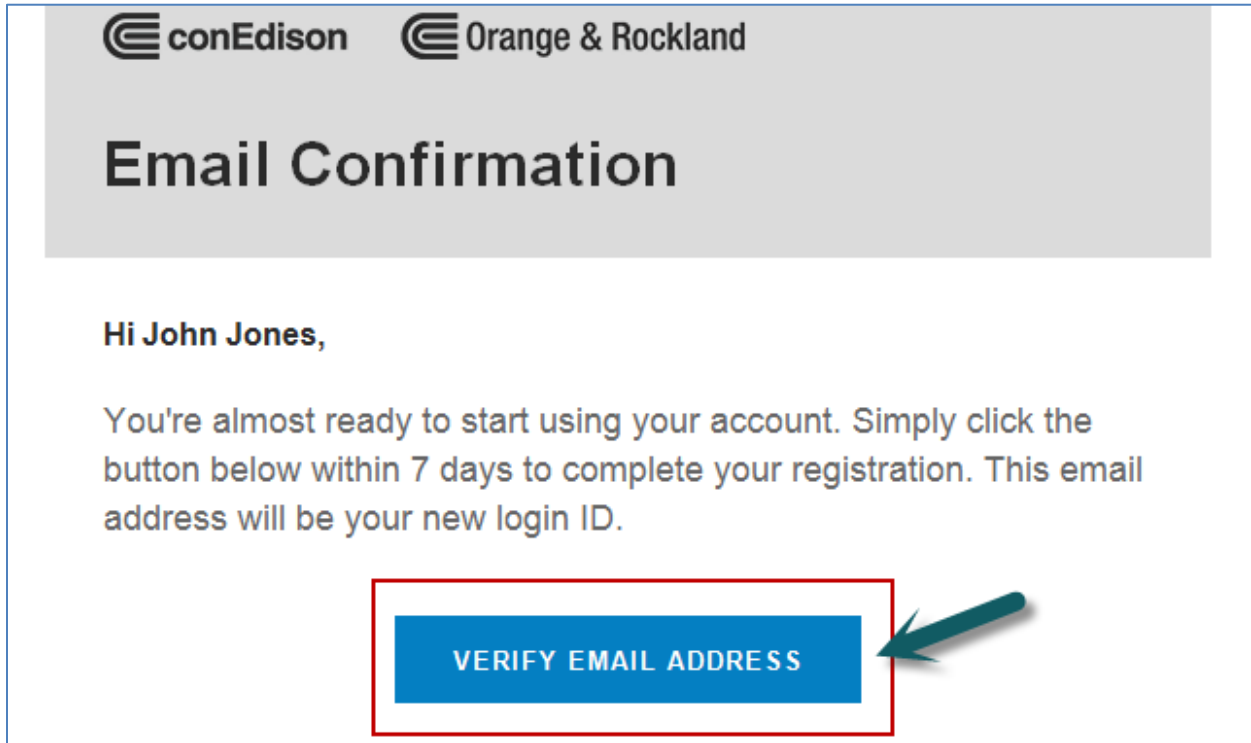
After clicking Submit, you will receive the following message:

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

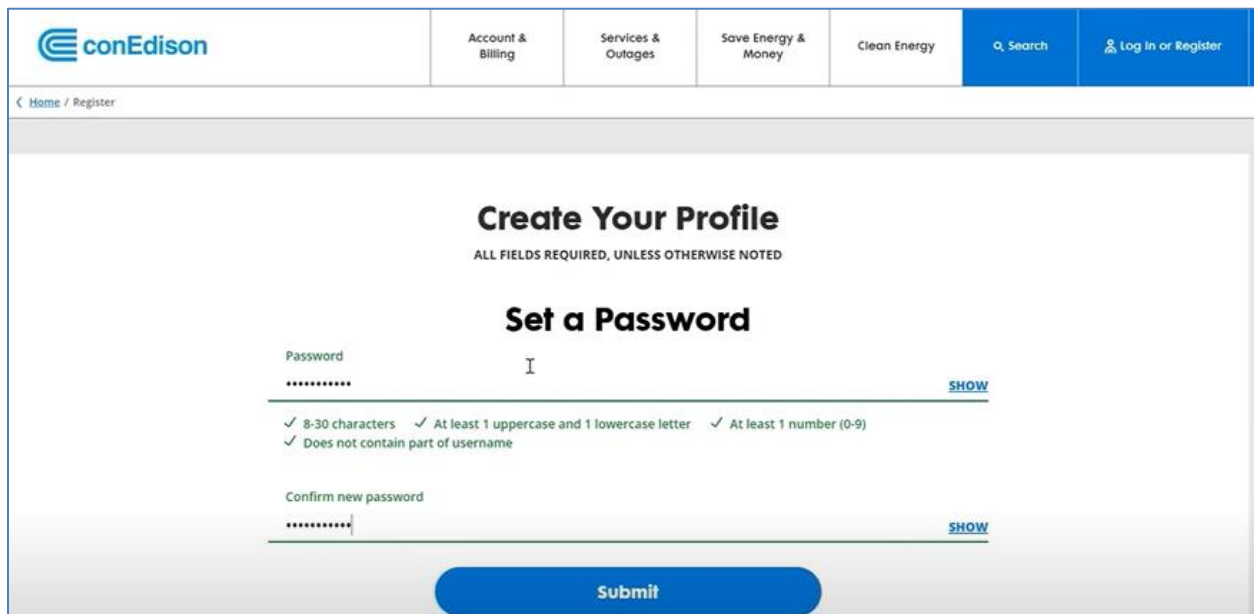
Not your email address? Register a different email by reloading the page. Your email address will be your new login ID. [Resend Your Activation](#)

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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.

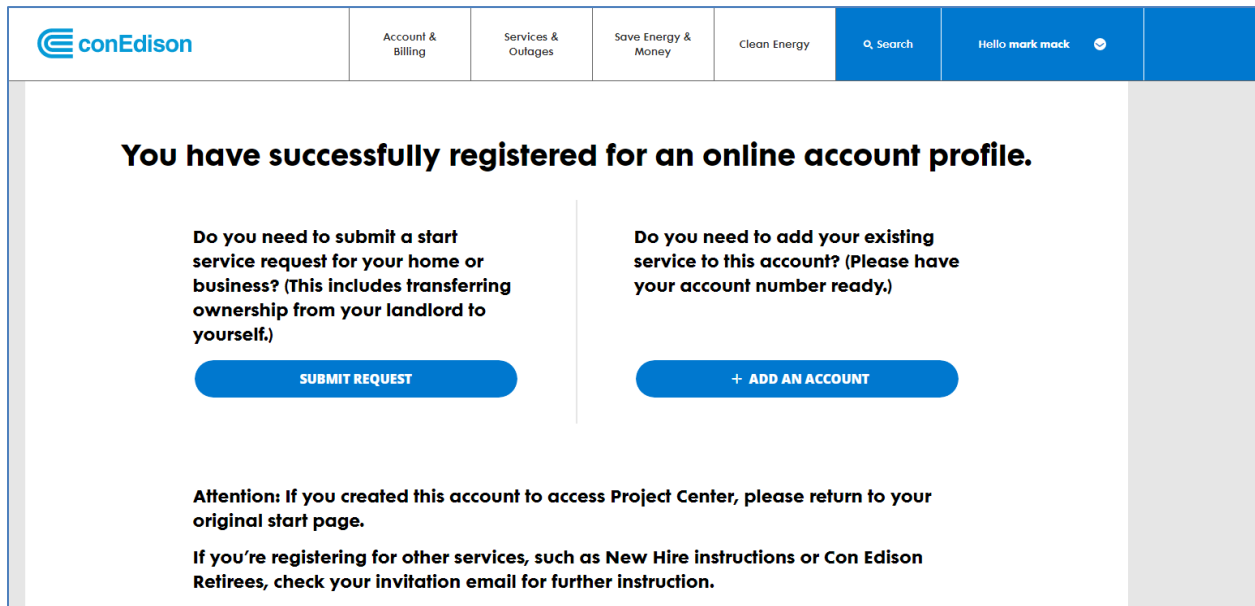
The screenshot shows a web browser window with the URL <https://wem-cm-t1.coned.com>. The page title is "Create Your Profile" with the sub-header "Choose a Second Verification". Below the sub-header, there is a text input field for "Mobile Phone Number" containing "212-780-7133" and a radio button for "I don't have a mobile number" which is selected. 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 as the previous one. The "I don't have a mobile number" radio button is now checked with a green checkmark. Below it, there are two more text input fields: "Security Question" and "Security Answer". A green "Submit" button is at the bottom.

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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.



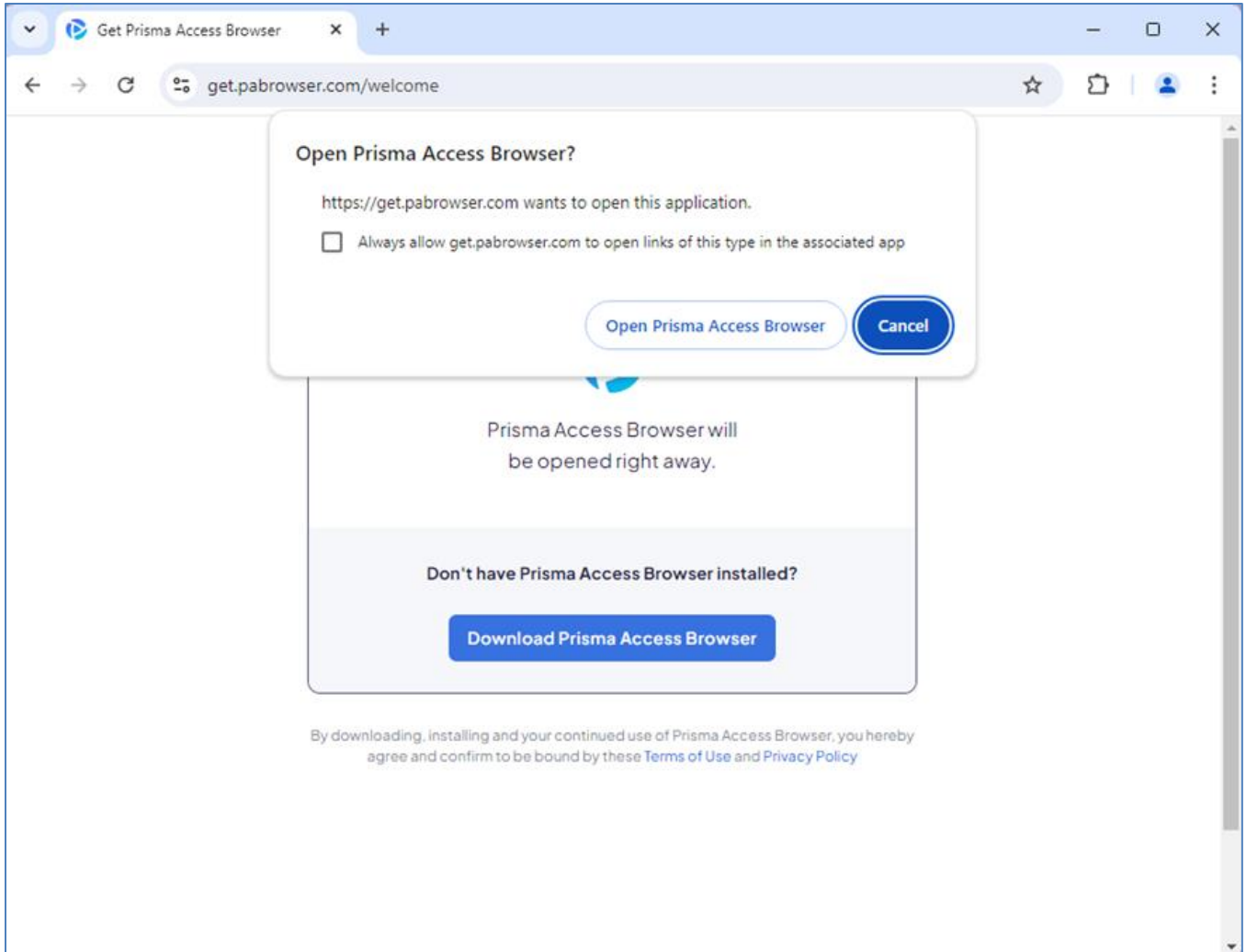
**Pending Workers (not for retirees):** please contact your Talent Advisor before proceeding to the next steps.

**Retirees** can continue to the next steps, assuming the above registration was completed before 9/1/2024 or during the retirement interview for newer retirees. For newer retirees who did not register during the retirement interview process and/or are not able to login during the steps that follow below, please contact HR Assistance at 1-800-582-5056.

**Step 7: Download and install the Prisma Access Browser.** You can login to The Employee Hub **only** from this browser, not from Chrome, Edge, Safari, etc. Use this download link from any supported device (**currently Windows and MacOS only**): <https://get.pabrowser.com>.

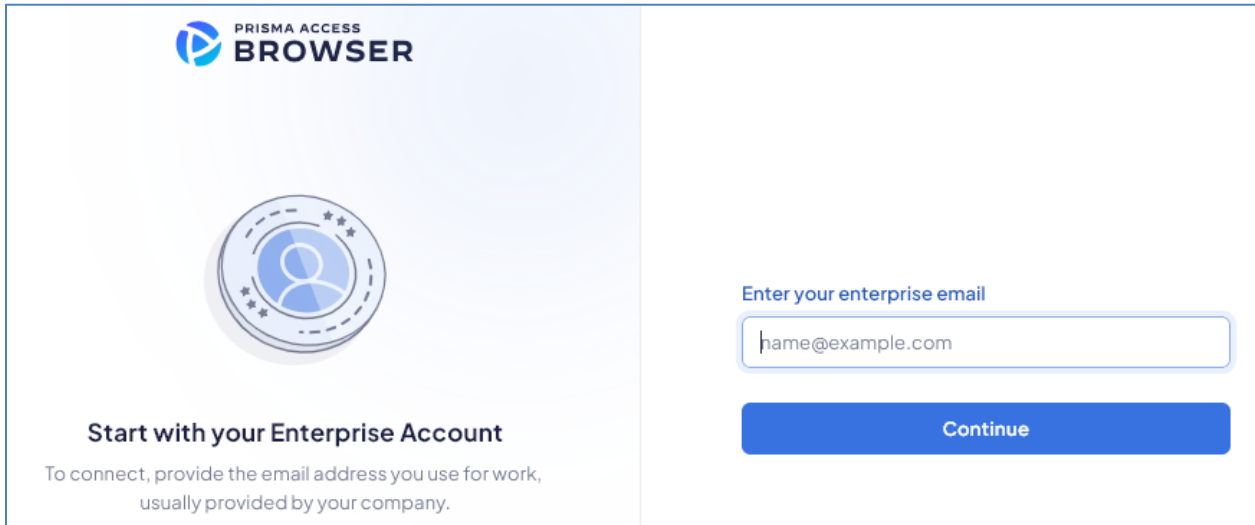
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**Step 8:** Depending on the device used, the screen below may appear, or a mobile app store will open. Install the browser by following the on-screen prompts. In Windows, for example, the installation file will download to your Downloads folder where it can be opened to begin the installation. If asked to allow the installation, please do.



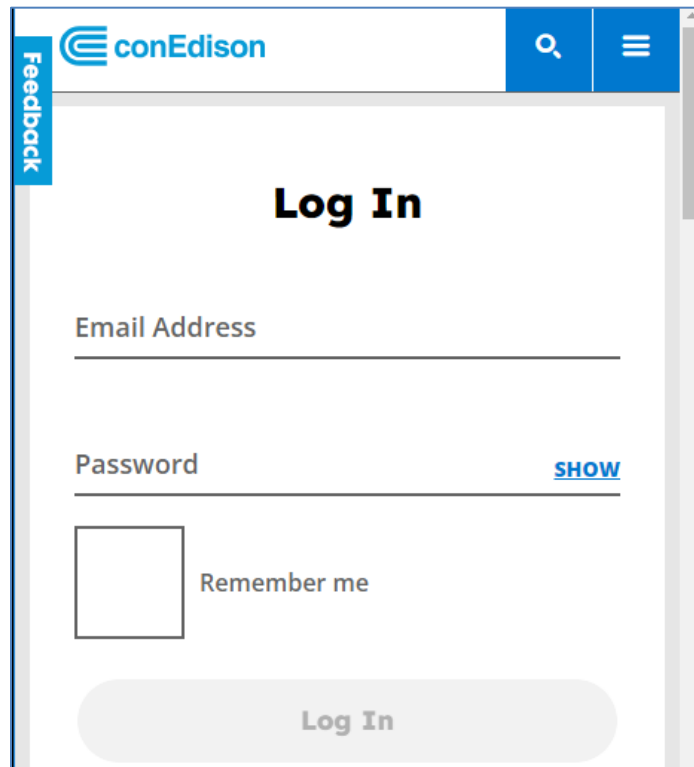
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**Step 9:** After installation, the following screen will open\*. Type your registered email address and click Continue.



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

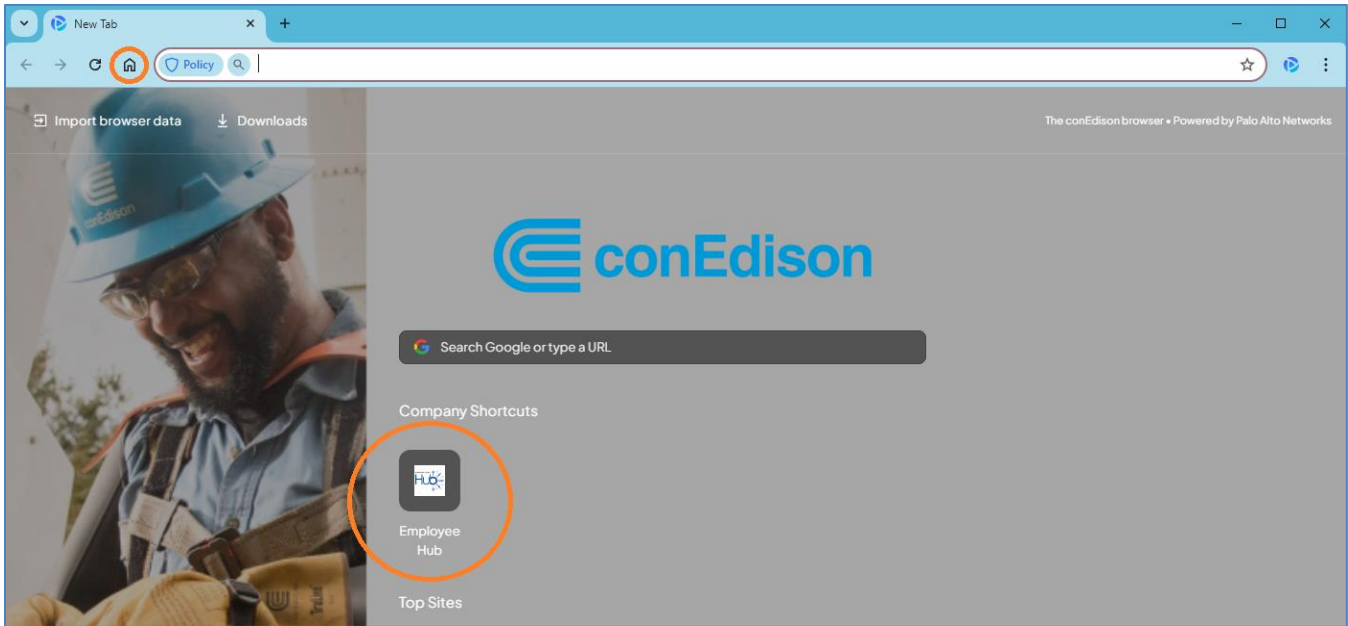
**Step 10:** When prompted, login with your registered email address and password on the following screen. You will then be prompted for your second verification.



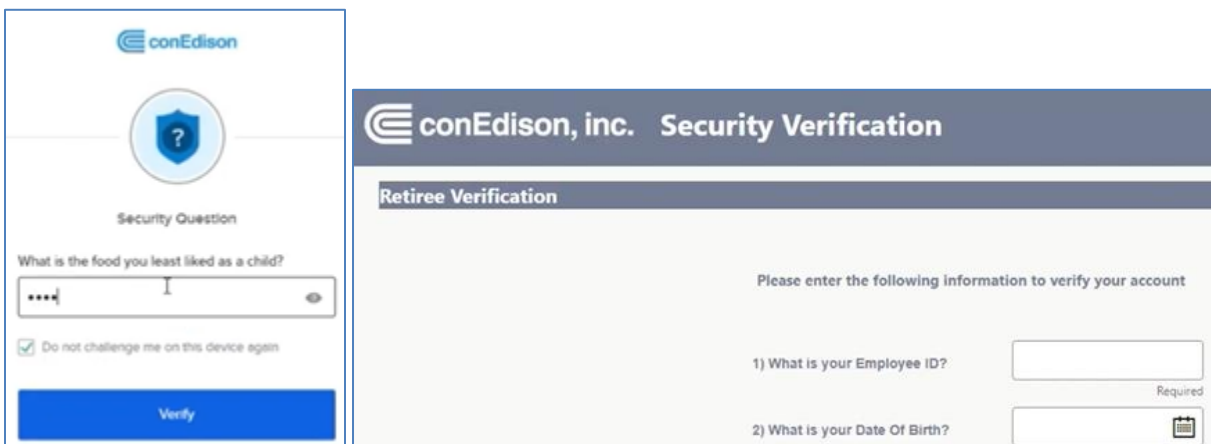
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**Step 11:** You will now be brought to The Employee Hub login screen. Click on The Employee Hub icon under “Company Shortcuts.”

If you lose your way, click the Home button in the upper left panel of the browser to return to this page and click The Employee Hub icon (circled in image below).

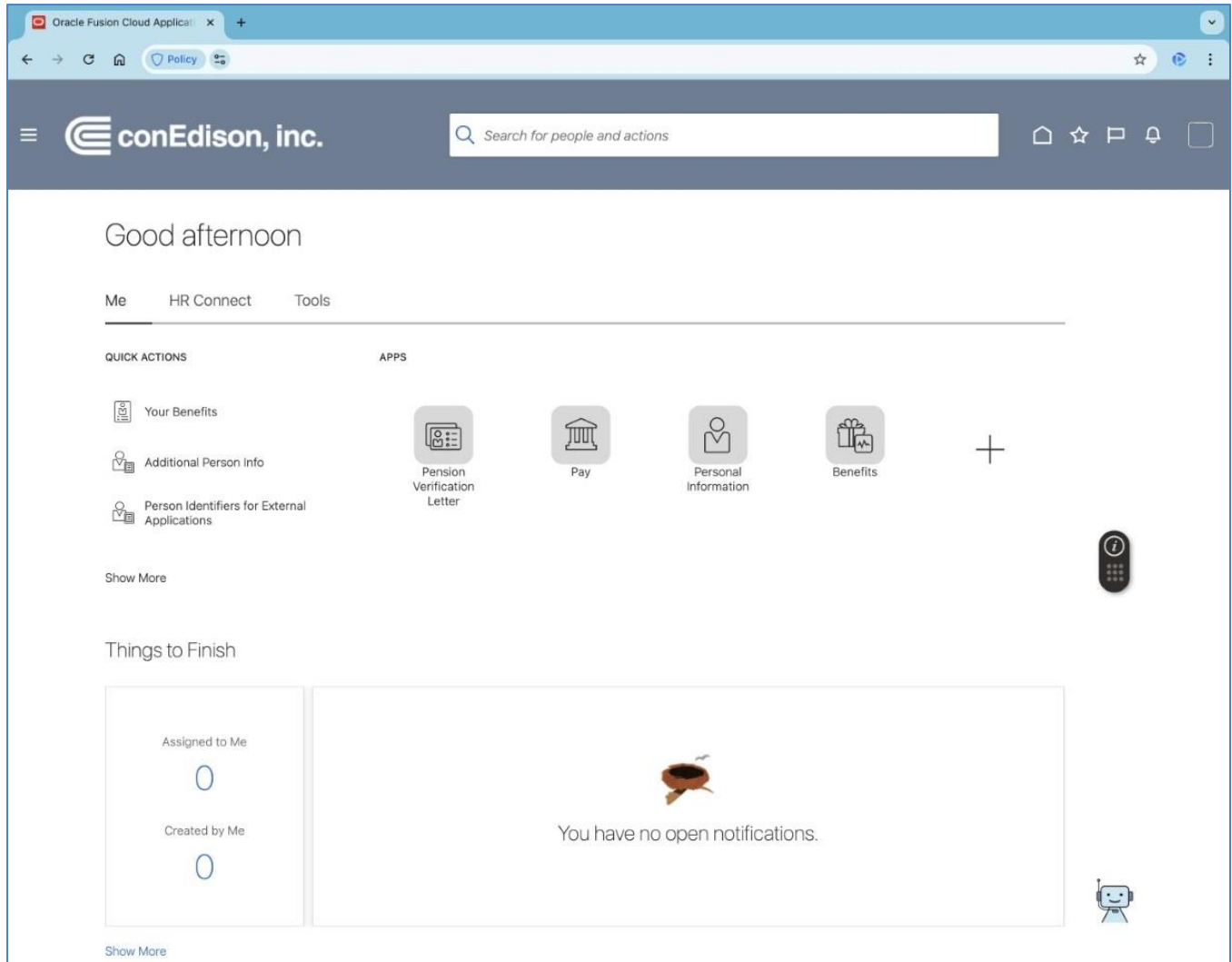


**Step 12:** If this is your first time logging in, you may be asked security questions to verify your account. The specific security questions may differ from the samples below.



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**Step 13:** You are now logged into The Employee Hub.

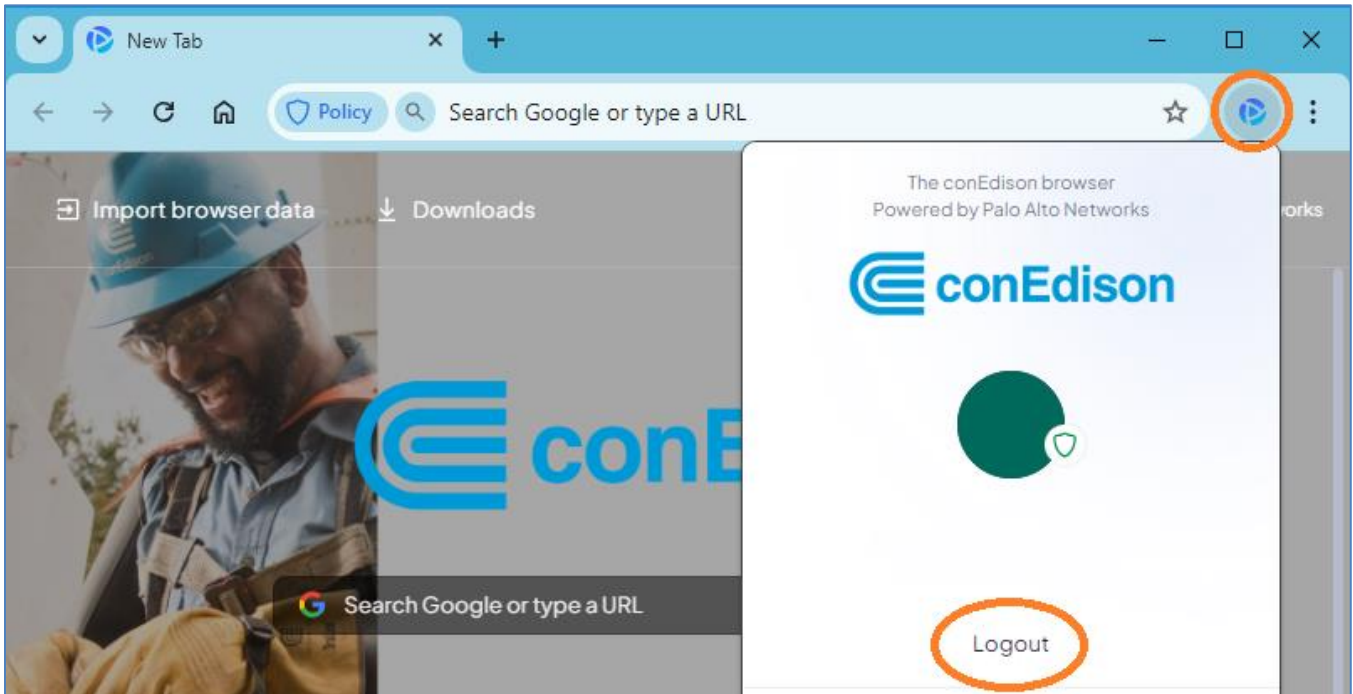




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## Optional Helpful Tips

To clear cache and other settings for a clean browser, 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).

