BLUETRITON ACCOUNT ACTIVATION

FAQs for BlueTriton Brands

This guide includes the questions for the following areas:

- o General Login

- o Devices

- o User ID

- o Password

- o Multi-factor Authentication

- o Support

BLUETRITON ACCOUNT ACTIVATION
FAQs_____

GENERAL LOGIN QUESTIONS

1. **What is this Login ID used for?**

   Your user ID is for logging into your BlueTriton SuccessFactors account. This user ID will be different than your previous Nestle Waters account.

2. **When can I start activating my account?**

   Between October 25 and November 8, you may activate your new BlueTriton account.

3. **Can I simply call to enroll in my Benefits without activating my account?**

   No. Every associate is required to activate their new BlueTriton account.

4. **When can I start electing for my benefits?**

   2022 Annual Enrollment for Benefits begins on November 9.

DEVICE QUESTIONS

1. **Can I use my ReadyRefresh Handheld to activate my account?**

   Likely no. The browsers do not allow free-type search so you likely won't be able to access the URL associate.btbsuccessfactors.com .

2. **Can I use my personal mobile device to activate my account?**

   Yes.

3. **Can I help a colleague by having them use my mobile device?**

   No.

USER ID QUESTIONS

1. Where do I find my Employee ID?

   You can find your Employee ID by looking at the top of your paycheck, Kronos, or by asking your HR Business Partner.

2. What if my Employee ID starts with a 0?

   You need to skip the 0's and begin your Employee ID with the number following the 0.

   Example, Employee ID: 01234567 would have a login credential of 1234567@bluetriton.com

3. I'm getting this error message with my user ID, what should I do?

   "This username may be incorrect.
   Make sure you typed it correctly.
   Otherwise, contact your admin."

   You have entered your user ID incorrectly. If you do not know your user ID, reference Question 1.

4. I'm receiving this error message (Nestle profile error), what should I do?

   "AADSTS90072: User account 'first.last@waters.nestle.com' from identity provider 'https://sts.windows.net/ac8e675b-d438-4e73-b5c5-c5e0821cb042/' does not exist in tenant 'BlueTriton Brands' and cannot access the application 'https://afwzqstw9.accounts.ondemand.com'(SAP Cloud Platform Identity Authentication) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account"

   You need to create a new profile in your browser.

5. Is the User ID going to be my new email?

   No. Your BlueTriton email will be the same as your Nestle Waters email but will use the @bluetriton.com domain instead of the @waters.nestle.com domain.

PASSWORD QUESTIONS

1. **What is the initial password?**

   Capital First initial of your legal first name + Capital First initial of your legal last name + Date of birth (in MMDDYYYY format) + Last 6 numbers of your Social Security Number

   Example, John Smith, born March 1, 1975 with the last 6 digits of his social security number ending in 885555 will have the password 'JS03011975885555'

2. **Is the password case sensitive?**

   Yes. The initials of your legal First and Last name should be capitalized.

3. **What if I go by a different name than my legal first name?**

   The password format is using the legal name listed in the Nestle SAP system. It should match whatever is listed on your paycheck.

4. **How many attempts do I get before I'm locked out of my account?**

   For security reasons, we cannot list that. However, you should be mindful of your Caps Lock and the correct digit format for your birthday and social security number.

5. **What's the birthday format?**

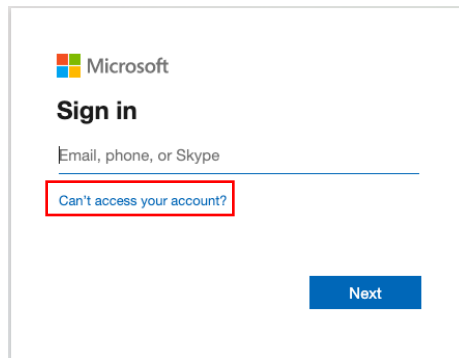   MMDDYYYY. Example; March 19, 1987 is 03191987

6. **What do I need to include in my new password?**

   Your new password requires:
   - A minimum of 8 characters
   - A mix of capital and lowercase letters
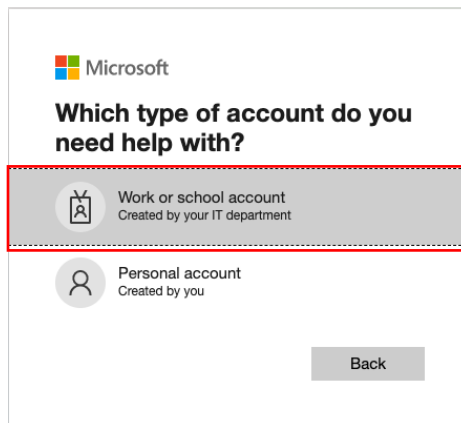   - At least 1 number

7. **What should I do if I forget my password?**

   A. Navigate to associate.btbsuccessfactors.com

   B. On login screen, select 'Can't access your account?'

a. Select 'Work or School Account'

b. Enter your username or your email address associated with your account, the characters in the picture or words in the audio, and click Next.

c. Select 'Forgot my password' and click Next

Get back into your account

Why are you having trouble signing in?

◉ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

○ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

C. Enter your mobile phone number and click 'Text'. You will receive a text message with a verification code

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

◉ Text my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (***********68) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

D. Enter the verification code into the field and click 'Next'

Get back into your account

verification step 1 > choose a new password

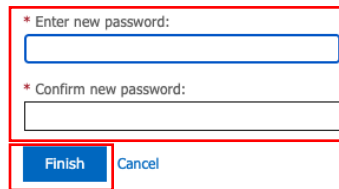Please choose the contact method we should use for verification:

◉ Text my mobile phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

E. Enter your desired password into the New Password field and again into the Confirm Password field. Click Finish.

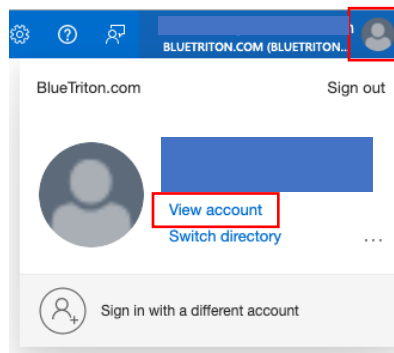## Get back into your account
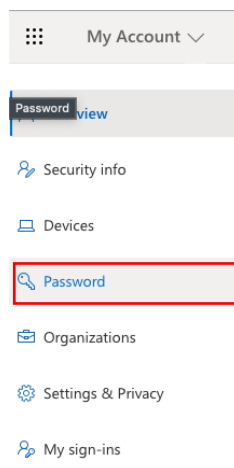
verification step 1 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish   Cancel

1. How can I change my password if I know my current password?

A. Login to portal.azure.com

B. Click the user icon in the top right corner. Click 'View Account'

BLUETRITON.COM (BLUETRITON..

BlueTriton.com   Sign out

View account
Switch directory   . . .

Sign in with a different account

C. Click Password from the menu on the left

⠿   My Account ⌄

Password view

Ⓟ Security info

🖵 Devices

🔍 Password

📇 Organizations

⚙ Settings & Privacy

Ⓟ My sign-ins

D. Enter your password into the 'Old password' field and your desired password into both the 'New password' and 'Confirm new password' fields. Click Submit.

Change password

User ID
████████@bluetriton.com

Old password

Create new password

Confirm new password

Submit   Cancel

MULTI-FACTOR AUTHENTICATION QUESTIONS

1. What phone number should I enter to authenticate?

   You should enter your personal mobile phone number.

2. Can another associate use my personal phone number for authentication?

   No.

3. What if I don't have a mobile phone?

   Please call the support desk at and they'll provide you with an alternative way to authenticate.

4. What if I don't want to use my mobile phone to authenticate?

   We encourage you to use your cell phone for the quickest access to SuccessFactors and your benefits starting November 9. If you still do not wish to use your mobile phone, please call the support desk at 1-855-282-BLUE (2583) and they'll provide you with an alternative way to authenticate.
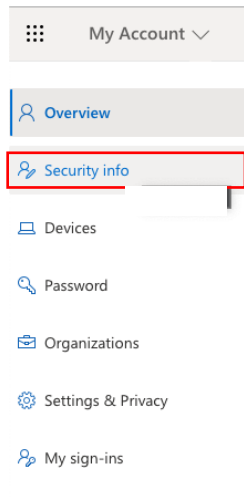
5. How do I change my phone number for multi-authentication?

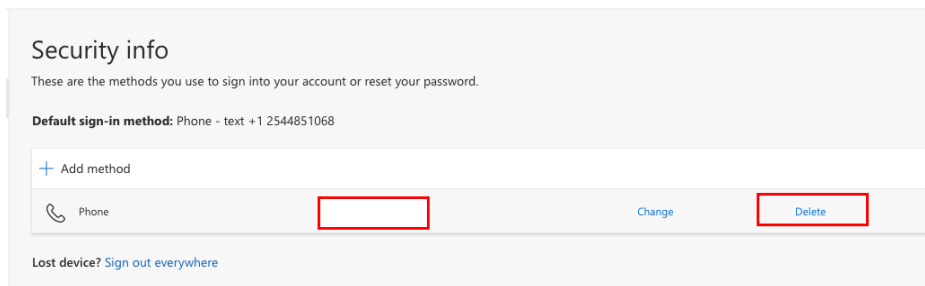   A. Log in to portal.azure.com

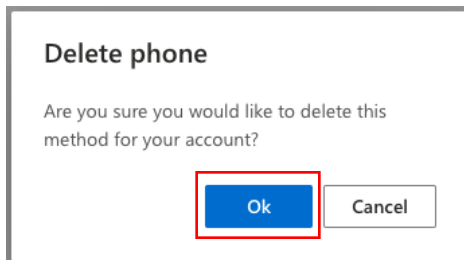   B. Click the user icon in the top right corner. Click 'View account'
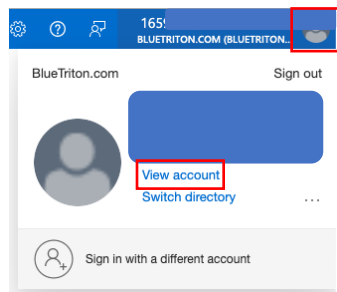
C. Click 'Security info' from the menu on the left

D. Locate the phone number you wish to remove from multi-authentication and click 'Delete'

E. Click 'Ok'

1. Who do I contact for help?

   First, ask your designated Change Champion for help. If they can't help, then you will contact 1-855-282-BLUE (2583) for support.

2. Can I call the Nestle support desk for help?

   No. Please call the number listed in the support documents (1-855-282-BLUE)

3. How will I know my issue has been resolved after I call?

   The support personnel will either tell you directly or contact your HRBP once the issue is resolved.

Still need help?

👥 Reach out to your designated Change Champion, Your

Leader or Your HR Business Partner

📞 1-855-282-2583 (BLUE)

✉ HRHelp@aspirehr.com