

## **The Link - Frequently Asked Questions with Answers**

October 25, 2021

### **Q: What is The Link?**

**A:** *The Link is a versatile tool that works on smart phones, tablets and computers. It enhances the PSEG employee experience, giving all employees, including those in the field, a place to go to engage with PSEG, connect with colleagues, interact with leadership, and share ideas – any time, any place.*

### **Q: Who should use The Link?**

**A:** The Link is for PSEG employees.

### **Q: How can I access The Link?**

**A:** You can access The Link on an Apple or Android mobile device using the **FirstUp app** or on a computer.

### **Q: How can I download The Link app?**

- Download the **FirstUp app** from the [Apple store](#) or [Google Play](#), or text **PSEG** to **45411** to receive a link right to the app.
- Click **Have an organization code?**
- Enter **PSEG** as the organization code.
- Click on **The Link/PSEG**.
- At the bottom of the page, click **Don't have an account? Join Now**.
- Enter your work email address (if you have one) or a personal email address (if you don't) and a password of your choosing, then click **Join Now**.
- Confirm your identity from a verification email in your email inbox. For those using a PSEG email address, we recommend using your desktop to view this email.
  - If you entered a personal email address, The Link will also prompt you to enter your **First Name**, **Last Name** and **Employee Number** (with leading zeros, numerals only), to verify your identity.
- You're in! Check out your channels, customize your profile, like content and bookmark important information for later!

**Q: Is using The Link voluntary?**

**A:** Yes, it's voluntary and is neither required nor needed for your job duties or responsibilities as a PSEG employee. The content on The Link will not require you to perform any work. Rather, The Link will help you stay connected and informed about the company's response to the coronavirus as well as other company news and relevant updates.

**Q: Can I use The Link during work hours?**

**A:** Yes, The Link is intended for use while at work. The Link will provide all employees with quick access to company news and information and an opportunity to share ideas while in the office and in the field, any time, any place.

**Q: Will I get compensated for the data I use on The Link?**

**A:** No, using The Link is voluntary. The Link app's data usage is minimal, as such there will be no stipend or compensation for using the app.

**Q: Can I submit information that I feel is newsworthy through the Link.**

**A:** Yes. Once registered for The Link, if you have a story you feel all employees would benefit from knowing about, you can [build your own articles and posts and submit to the PSEG Pics channel](#). A member of the communications team will review your story and post it.

The Link also is growing with more and more channels that you can share content to.

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**Q: Will downloading The Link give PSEG access to my personal information and data on my phone?**

**A:** No, PSEG will NOT have access to other data on your phone outside of the app. The company will not be able to monitor your location.

**Q: Do I have to enable push notifications?**

**A:** No, but it is highly recommended so you are alerted when important messages are shared with you.

**Q: What is Social Chorus?**

**A:** Social Chorus is the developer of The Link platform.

**Q: Where can I find help using The Link?**

- Contact the PSEG IT support team via: [Barista](#).
- The Link 101 channel, within the app, provides helpful tips and tricks for getting the most out of your app experience. The channel will feature a series of content that discusses the features, functionality and best practices of The Link.
- Social Chorus 24/7 knowledge base [available online](#).

**Q: Where can I read the Terms & Conditions and Privacy Policy?**

A: [View the Terms of Service](#) [View the Privacy Policy](#)

**Q: Is single sign on available off of the PSEG network, such as on personal devices?**

A: Single sign on is only available on the PSEG network. If you want to access the platform via the mobile app or personal computer, you must register using an email address. See “**How can I download The Link app?**” question for details on how to register.

**Q: If I can access The Link on the PSEG network using single sign on, am I required to also register for The Link using an email address to access the platform off of the PSEG network?**

A: You do not have to register for off network access, but we recommend doing so to get breaking news if the PSEG network is interrupted. For ease of use, we recommend registering through the FirstUp app before entering The Link via single sign on. If you have issues registering, please open a ticket in [Barista](#).