

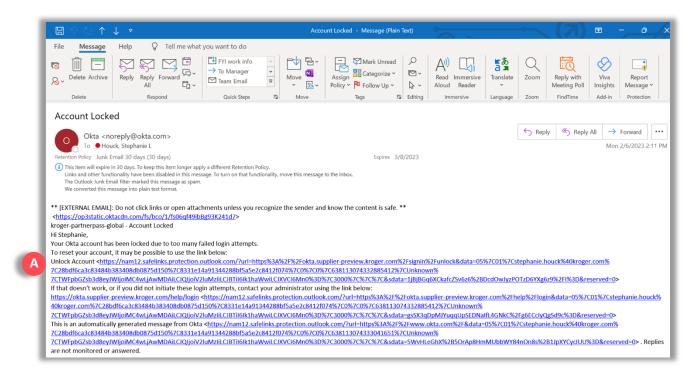
Unlock Account

Note: Your Partner Pass account will be locked after 5 incorrect attempts at logging in.

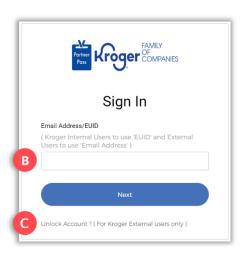
The screen will show "Unable to sign in" but you will receive an email (check inbox and junk folder) called **Account Locked**.

1. Use the below table to determine the next step:

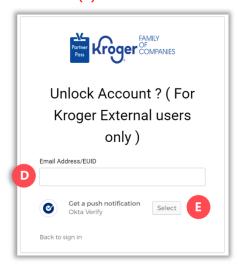
То:	Do this:
Unlock your account through the email	 Open the email called Account Locked. Click the link (A) inside the email to Unlock Account. Note: If the email is in the junk folder, copy/paste the link into a browser or move the email to the inbox to enable clicking on the link. Continue to step 2.
Unlock your account through Partner Pass	 Navigate to https://partnerpass.krogerapps.com/ Enter your Email Address (B). Click Unlock Account? (C). Continue to step 2.





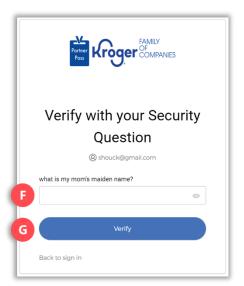


- 2. Enter your **Email Address** (D).
- 3. Click **Select** (E).



- 4. On your device, click Yes, it's me.
- 5. On the Partner Pass screen, enter the **answer to your security question** (F).
- 6. Click Verify (G).





7. Enter your **password** (H).

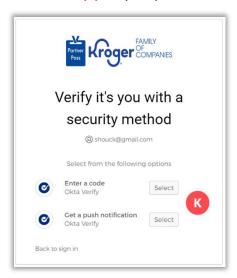
Note: If you don't remember your password, click **Forgot Password?** (J).

8. Click Verify (I).





9. Click **Select** (K) for your preferred security method.



- 10. Depending on the security method you selected, **enter the code** from the Okta Verify app to the Partner Pass screen or click **Yes, it's me** on your device.
- 11. You are now logged into Partner Pass.