Vendor FAQ for Partner Pass

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About Partner Pass

What is Partner Pass?

Partner Pass is Kroger's secure single sign-on dashboard that allows you to access multiple Kroger applications with one ID and password.

Currently, the only applications supported by Partner Pass are Ocado DSD, Lavante (vendor self-service portal that allows vendors to view payment remittance data), and Supplier Hub (vendor management system). We are targeting to roll out additional applications in the coming years.

How does Partner Pass benefit me?

Partner Pass will simplify and enhance your experience by minimizing the number of login credentials you will need and elevating security measures to keep your data safe.

About Multi-Factor Authentication

What is multi-factor authentication (MFA)?

MFA is a method of authentication that requires you to provide two independent credentials to verify your identity. It requires you to enter an access code or receive a push notification from a secondary account and/or device.

Why is MFA required?

MFA is an effective way to enhance security.

Traditional usernames and passwords are susceptible to theft, and they have become increasingly more vulnerable to malicious activities. MFA creates an additional layer of security to help increase the level of confidence that the person requesting access is who they claim to be.

Reports show that applications and identities are the initial targets in 86% of breaches, so it has become a necessity to protect them using a second layer of security.

When do I need to use MFA?

You will need to authenticate using MFA every time you log into Partner Pass.

About Okta Verify

What is the Okta Verify app?

The Okta Verify app is a free app that is available in the App Store. It allows you to verify your identity by using an MFA access code or receiving a push notification. Okta Verify makes it less likely that someone pretending to be you can gain access to your account. Every time you login to Partner Pass, Okta Verify will prompt you to verify that it is you who is trying to log in.

Does the Okta Verify app cost money?

No, it is free!

How can I access the Okta Verify app?

The app is available for free in the App Store. Step by step guidance on how to download it is available **here**.

Can I access the Okta Verify app using my desktop?

No, access via desktop does not meet our security requirements. You must access the app via your mobile device (cell phone or tablet).

Can I access the Okta Verify app from more than one device?

We only permit one device per account. If you get a new device, please reach out to our Supplier Engagement Group at 844-277-6165. Your multi-factor authentication will need to be reset and it is time sensitive.

Is the Okta Verify app registered to a phone number or device?

The app registers to the device, not the phone number. This means you can also access the app from a tablet.

What do I do if I don't own a smart device or cannot use a personal device for business?

- Create a new email with the subject line: Okta Verify Exception Request
- Body of email: I am requesting to be placed on the exception list for the Okta Verify application because [insert reason].
- Send email to: PartnerPassRequests@kroger.com

Partner Pass Update

What does the Partner Pass update entail and when does it go into effect?

For Ocado users:

On February 24, 2023, Kroger implemented new security requirements for Partner Pass users. These requirements included increased password complexity and a new app-supported method of multi-factor authentication (MFA) to access Partner Pass.

For Supplier Hub users:

On December 5, 2023, Supplier Hub users will receive a "Welcome to Partner Pass" email from Okta <noreply@okta.com> to begin accessing Supplier Hub through Partner Pass.

How does this update impact me?

To meet this new multi-factor authentication (MFA) requirement, Partner Pass will prompt you to download the free Okta Verify app to your smart device. This app is available on the app store, and we have included instructions on how to download it **here**.

Every time you login to Partner Pass, Okta Verify will prompt you to verify that it is you who is trying to log in. You will also need to create a new password (which will need to be updated every 89 days) and set a security question.

Where will Partner Pass user update emails come from?

You will receive automated registration and update emails from Okta and SupplierCommunication@kroger.com.

How do I access Partner Pass?

https://partnerpass.krogerapps.com/

Please ensure any bookmarks are set to the above URL.

What if I didn't receive the "Welcome to Partner Pass" email?

If you do not see the "Welcome to Partner Pass" email, check your junk/spam folder. If you still did not receive it, have the "Welcome to Partner Pass" enrollment email re-sent from 'noreply@okta.com':

- Create a new email with the subject line: Welcome to Partner Pass email
- Body of email: Please have the Okta Verify "Welcome to Partner Pass" email resent to [insert email address of the original user]
- Send email to: PartnerPassRequests@kroger.com

Password Requirements

Why do I need to create a new password?

The more complex a password is, the more difficult an account is to hack. To better safeguard against breaches and protect your sensitive data, we have increased the complexity requirements for your password.

What are the password complexity requirements?

Your new password must adhere to the following guidelines:

- At least 12 characters
- A lowercase letter
- An uppercase letter
- Your password cannot contain any part of your username
- A number
- A symbol
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords
- At least 12 hours must have elapsed since you last changed your password

How will I know if my password meets the new requirements?

You will receive feedback during password creation to affirm your progress. This feedback will not allow you to set a password that does not adhere to the new guidelines.

Will I receive an alert when my password is set to expire?

Yes, Okta will send an automated email to advise you that your password is about to expire and provide guidance on how to update it. Passwords expire every 89 days.

What happens if my password expires?

Partner Pass will prompt you to update your password the next time you log in.

What if I forget my password?

Regardless of whether the password expires or is forgotten, you can use a self-service option to reset your password using the MFA and security challenge question you set when registering. Step by step guidance is available **here**. Your Partner Pass account will be locked after 5 incorrect attempts at logging in.

Which self-service capabilities are available to me?

Step by step guidance is available **here**. You can leverage self-service to:

- Reset your password directly from the login page
- Change your password once logged in

- Update your security question and password recovery options
- Unlock your account

What should I do if I have further questions?

Please review the information and job aids provided on the Partner Pass **information page** and the **help page** and/or contact the Supplier Engagement Group (SEG) if you have questions:

- SupplierCompliance@Kroger.com
- Phone: Operated M-F 8am-6pm ET
    - (Inside the US): 1-844-277-6165
    - Phone (Outside the US): +011-513-387-1140