

Supplier Integrity: Supplier Hub Help

Vendor: Log In to the Kroger Supplier Hub

This job aid provides instructions for vendors and suppliers to log into the Kroger Supplier Hub and the steps to take if you cannot log in.

Log In to the Kroger Supplier Hub

To access and log in to the Supplier Hub:

1. Navigate to **supplier.kroger.com**.
The Supplier Hub login screen displays.
2. Enter your User Name and Password (A).
3. Click the link to review the **Kroger Terms and Conditions** then check the box next to **Accept Kroger Terms & Conditions** (B).
4. Click **Login** (C). The system displays your organization's **General** screen.

Login Assistance

If you enter an incorrect user name/password combination, an error message displays below (D).

If you cannot log in, click **Login Assistance** on the login screen (E). The **Login Assistance** screen displays (F).

- To recover your **Password**, enter your User Name in the field then click **Forgot Password** (G).
- To recover your **User Name**, enter your E-Mail Address in the field then click **Forgot User Name** (H).

The system sends an e-mail with a link where you can reset your password.

The system sends an e-mail with your user name. If your e-mail address is associated with multiple user names, you will receive an e-mail for each user ID.

Note: If you need to recover both your user name and password, complete the steps to recover your user name, then return to the **Login Assistance** screen and use your user name to reset your password.

The screenshot shows the login interface with the following elements highlighted by red boxes and callouts:

- A:** User Name field containing 'vendor@vendor.com' and Password field with masked characters.
- B:** Checkmark next to 'Accept Kroger terms & conditions'.
- C:** Login button.
- D:** Error message: 'Login failed. Please verify your login information or contact the system administrator.'
- E:** Login Assistance link.

Login Assistance (F)

Forgot Password

Enter your user name, instructions for how to reset your password will be emailed to you.

(G) User Name

Forgot User Name

Enter the email address associated with your account, your user name will be emailed to you.

(H) Email
(Example: first.last@domain.com)