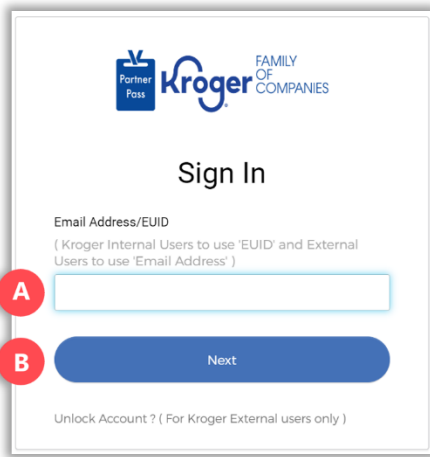


## Reactivate a User

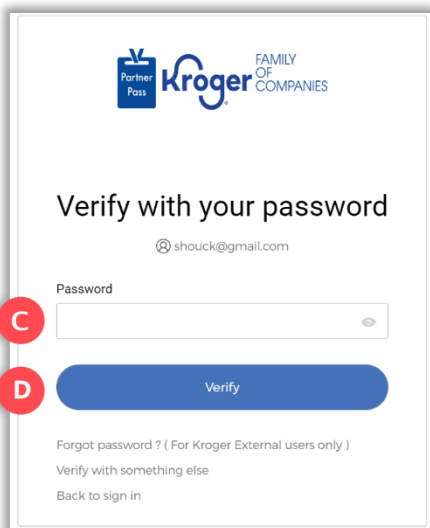
! Organizations are expected to keep the active users in their organizations up to date.

1. Navigate to <https://partnerpass.krogerapps.com/>
2. Enter your **Email Address (A)**.
3. Click **Next (B)**.



The screenshot shows the 'Sign In' page of the Partner Pass portal. At the top, there is the Partner Pass logo and the Kroger Family of Companies logo. Below the logo, the text 'Sign In' is centered. Underneath, there is a label 'Email Address/EUID' followed by a note: '( Kroger Internal Users to use 'EUID' and External Users to use 'Email Address' )'. A text input field is provided for the email address, with a red circle 'A' next to it. Below the input field is a blue 'Next' button, with a red circle 'B' next to it. At the bottom, there is a link for 'Unlock Account ? ( For Kroger External users only )'.

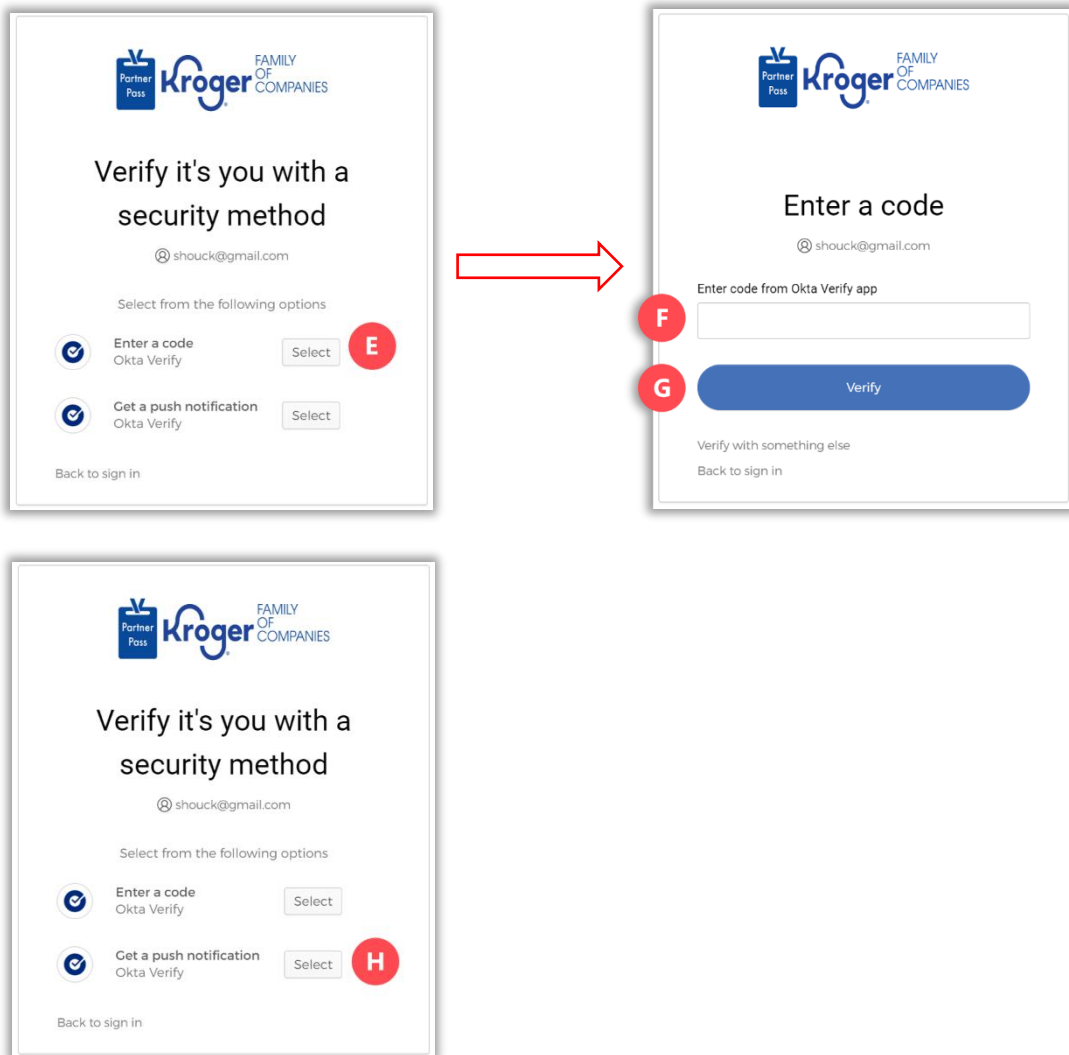
4. Enter your **Password (C)**.
5. Click **Verify (D)**.



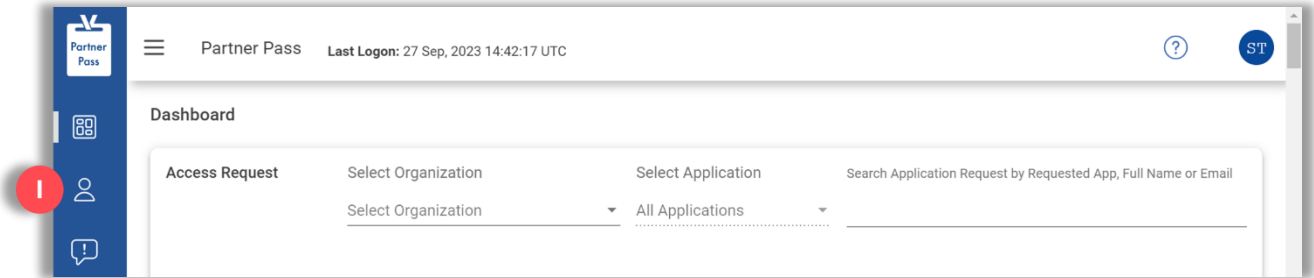
The screenshot shows the 'Verify with your password' page of the Partner Pass portal. At the top, there is the Partner Pass logo and the Kroger Family of Companies logo. Below the logo, the text 'Verify with your password' is centered. Underneath, there is a user email address 'shouck@gmail.com'. Below the email address, there is a label 'Password' followed by a password input field with an eye icon, with a red circle 'C' next to it. Below the input field is a blue 'Verify' button, with a red circle 'D' next to it. At the bottom, there are three links: 'Forgot password ? ( For Kroger External users only )', 'Verify with something else', and 'Back to sign in'.

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

To:	Do this:
Enter a code	<ul style="list-style-type: none"> <li>Click <b>Select (E)</b> for Enter a Code.</li> <li>On your device, open the <b>Okta Verify App</b>.</li> <li>Enter the <b>6-digit code</b> displayed on your device into the <b>Enter code field (F)</b> on the Partner Pass screen.</li> </ul> <p><b>Note:</b> A new code is generated every 30 seconds.</p> <ul style="list-style-type: none"> <li>Click <b>Verify (G)</b>.</li> <li>You are now logged into Partner Pass.</li> </ul>
Get a push notification	<ul style="list-style-type: none"> <li>Click <b>Select (H)</b> for Get a push notification.</li> <li>On your device, click <b>Yes, it's me</b>.</li> <li>You are now logged into Partner Pass.</li> </ul>

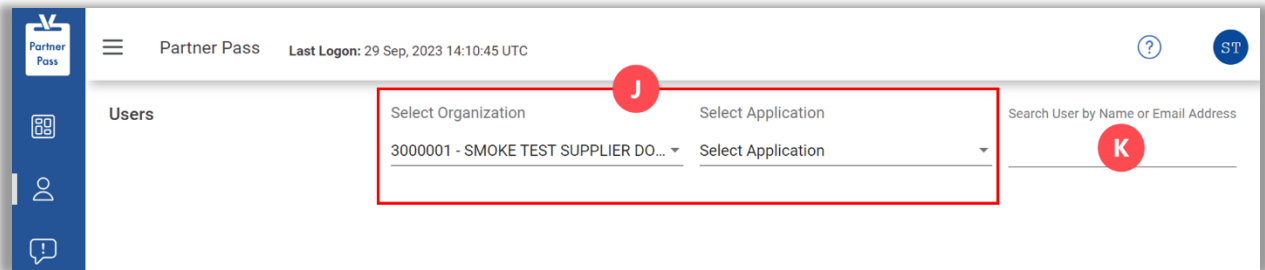


7. Click the **Users icon (I)**.



8. Select the **Organization or Application (J)**.

9. If necessary, **search (K)** by name or email address.



10. Click the **3 dots (L)** for the user you want to reactivate.

Name	Email Address	Organization	Application	Admin	Status ↓	
Ali Mohammed	MohammedTest2@gmail.com	SMOKE TEST SUPPLIER DO NOT USEE- Inactivated-Smoke Test	Kroger eCommerce Ocado Fulfillment	✓	⊘	<b>L</b> ⋮
Chetan1 Rao	Chetan1@gmail.com	SMOKE TEST SUPPLIER DO NOT USEE- Inactivated-Smoke Test	Kroger eCommerce Ocado Fulfillment	✓	⊘	⋮

11. Click **Reactivate (M)**.

Name	Email Address	Organization	Application	Admin	Status ↓	
Ali Mohammed	MohammedTest2@gmail.com	SMOKE TEST SUPPLIER DO NOT USEE- Inactivated-Smoke Test	Kroger eCommerce Ocado Fulfillment	✓	⊘	⋮
Chetan1 Rao	Chetan1@gmail.com	SMOKE TEST SUPPLIER DO NOT USEE- Inactivated-Smoke Test	Kroger eCommerce Ocado Fulfillment	✓	⊘	⋮
Chetan2 Rao	Chetan2@gmail.com	SMOKE TEST SUPPLIER DO NOT USEE- Inactivated-Smoke Test	Kroger eCommerce Ocado Fulfillment	✓	⊘	<b>M</b> ⋮
Demetrius Beverly02	vendorssotest+Demetrius.pepsico@gmail.com	SMOKE TEST SUPPLIER DO NOT USEE- Inactivated-Smoke Test	Kroger eCommerce Ocado Fulfillment	✓	⊘	⋮

Manage User & Access

Reactivate

12. Click **Reactivate** (N).

**Reactivate User** ✕

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User: **Ali Mohammed**  
 Organization: **SMOKE TEST SUPPLIER DO NOT USEE-Inactivated-Smoke Test**  
 Application: **Kroger eCommerce Ocado Fulfillment**

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Inactivated by: **Stephanie Test**  
 Inactivation Date: **09/29/2023**  
 Inactivation Reason: **User temporarily inactivated by Supplier**  
 Inactivation Comment:

Cancel
Reactivate

13. The user's **Status** (O) will change to active.

Partner Pass

Last Logon: 29 Sep, 2023 14:17:27 UTC

?
ST

**Users** Select Organization      Select Application      Search User by Name or Email Address

+ Add User
3000001 - SMOKE TEST SUPPLIER DO... ▾ Kroger eCommerce Ocado Fulfillment ▾

Name	Email Address	Organization	Application	Admin	Status ↑	
Ali Mohammed	MohammedTest2@gmail.DD NOT USEE-Inactivated-Smoke Test	SMOKE TEST SUPPLIER DO NOT USEE-Inactivated-Smoke Test	Kroger eCommerce Ocado Fulfillment	✓	⊙	⋮
Amy Ringo1	AmyRingo.external@gmailDD NOT USEE-Inactivated-Smoke Test	SMOKE TEST SUPPLIER DO NOT USEE-Inactivated-Smoke Test	Kroger eCommerce Ocado Fulfillment	✓	⊙	⋮