

## Login to Partner Pass to Access Supplier Hub

As of January 16, 2024, Supplier Hub can only be accessed through Partner Pass, a secure single sign-on dashboard that allows you to access multiple Kroger applications with one ID and password.



Partner Pass works with the Okta Verify app to allow you to verify your identity and make it less likely that someone pretending to be you can gain access to your account.

For additional information, please visit our [Partner Pass information page](#)

### Overview of logging into Supplier Hub

1. Follow the instructions in the "Welcome to Partner Pass" enrollment email you received from '[noreply@okta.com](mailto:noreply@okta.com)'

**Note:** You may need to check your junk/spam folder.

2. [Download the free Okta Verify App](#) on your smart device.
3. Login to [Partner Pass](#).
4. Click the [Supplier Hub tile](#).

### Where to go for help

To:	Do this:
Have the "Welcome to Partner Pass" enrollment email re-sent from ' <a href="mailto:noreply@okta.com">noreply@okta.com</a> '	<ul style="list-style-type: none"> <li>• Create a new email with the subject line: Welcome to Partner Pass email</li> <li>• Body of email: Please have the Okta Verify "Welcome to Partner Pass" email resent to [<i>insert email address of the original user</i>].</li> <li>• Send email to: <a href="mailto:PartnerPassRequests@kroger.com">PartnerPassRequests@kroger.com</a></li> </ul>
Request an exception if you can't download Okta Verify or use a smart device	<ul style="list-style-type: none"> <li>• Create a new email with the subject line: Okta Verify Exception Request</li> <li>• Body of email: I am requesting to be placed on the exception list for the Okta Verify application because [<i>insert reason</i>].</li> <li>• Send email to: <a href="mailto:PartnerPassRequests@kroger.com">PartnerPassRequests@kroger.com</a></li> </ul>
Get Okta Verify on a new device	<p>Contact the Supplier Engagement Group. Your multi-factor authentication will need to be reset and it is time sensitive.</p> <ul style="list-style-type: none"> <li>• Phone (US): 844.277.6165</li> <li>• Phone (outside US): +011.513.387.1140</li> </ul>
View Supplier Hub job aids	<a href="#">Supplier Hub Help page</a>
View Partner Pass job aids	<a href="#">Partner Pass Help page</a>
For general questions/support	<p>Contact the Supplier Engagement Group:</p> <ul style="list-style-type: none"> <li>• Phone (US): 844.277.6165</li> <li>• Phone (outside US): +011.513.387.1140</li> </ul>