

Request Access to Maximo

Note: Maximo is a Kroger Enterprise Asset Management system that is responsible for handling work orders, purchase orders, assets, and items used to repair something that is broken in manufacturing, logistics, fleet, or at a retail store.

Maximo is accessed by logging in to 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 see:

- [Partner Pass information page](#)
- [Partner Pass support page](#)

1. Contact a Maximo admin from your organization and request access to Maximo. Your admin will [grant Maximo access](#).



If you don't know who your admin is, contact your local Kroger Facility Engineering Accounting Professional or division contact.

2. Use the table below to determine the next step.

If:	Do this:
You don't already use Partner Pass for Supplier Hub, Supplier Connect, Ocado, or IRC.	Continue to step 3 .
You already use Partner Pass to access other Kroger applications.	Go to step 6 .

Okta Verify Setup

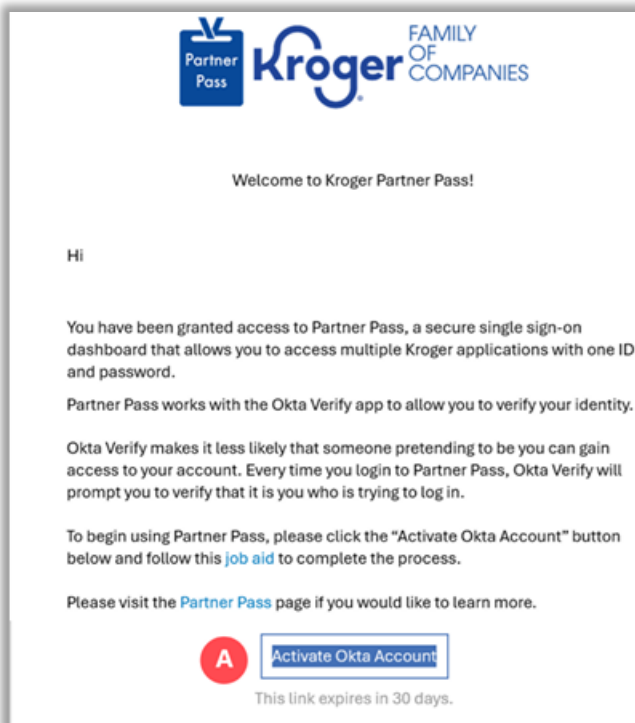
3. After your Maximo admin grants you access to Maximo, you will receive a "Welcome to Partner Pass" enrollment email from 'noreply@okta.com'
4. Scroll to the bottom of the "Welcome to Partner Pass" enrollment email and click **Activate Okta Account (A)**.

You may need to check your junk/spam folder.



If you still don't see the email:

- 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

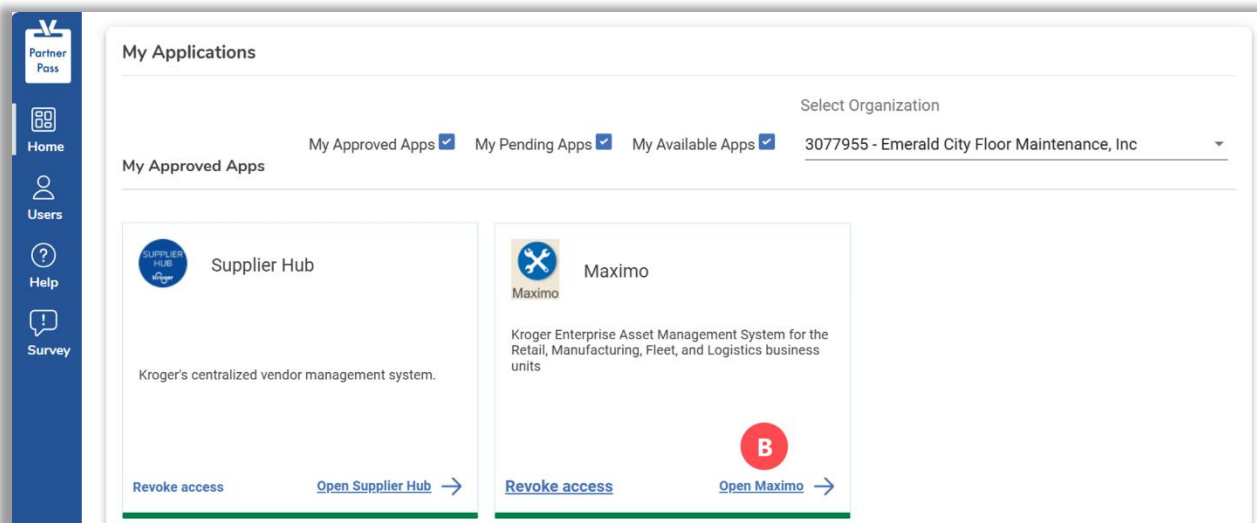


- Complete the process to [Download the free Okta Verify App](#) on your smart device and go to **step 7**.

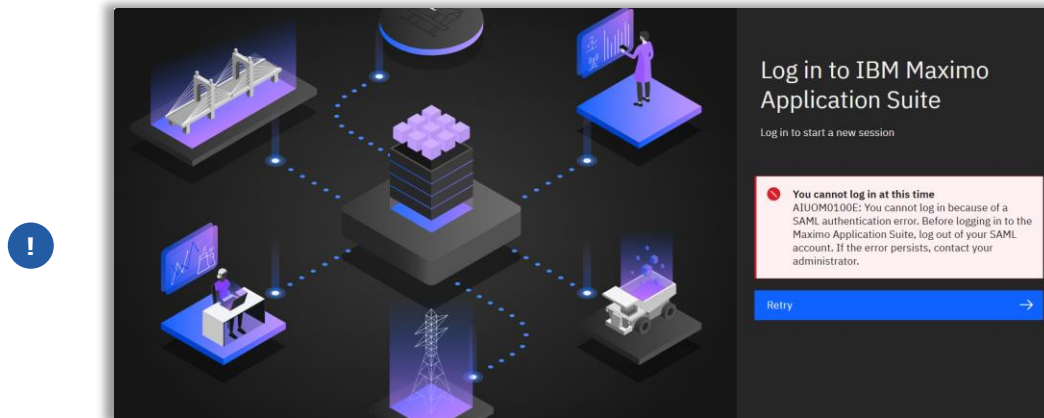
Note: If you already have Okta Verify installed and are using it for other applications (inside or outside of Kroger), open the Okta Verify app and **skip to step 11 in this [job aid](#)** to add an account.

Login to Partner Pass

- Login to <https://partnerpass.krogerapps.com/>
- After Kroger has completed your profile, click **Open Maximo (B)**.



If you were just recently given access to Maximo, you may see this screen after you click **Open Maximo**:



This message means that Kroger has not yet completed your Maximo setup. Please allow up to 3 business days for Kroger to complete your profile.

Note: For help with logging into Partner Pass or using Partner Pass, contact the Kroger Supplier Engagement Group (SEG):

- By phone (Monday-Friday, 8AM-6PM ET)
 - For US: +1 844-277-6165
 - Outside US: +011 513-387-1140
- By email at SupplierCompliance@kroger.com

For help with the Maximo application (anything after clicking Open Maximo), contact your local Kroger Facility Engineering Accounting Professional or division contact.