

Deactivate a User

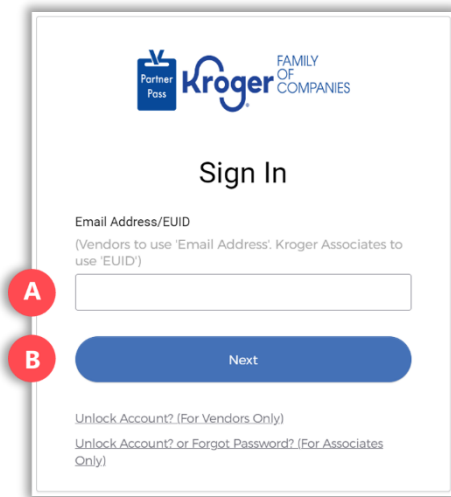


This task can only be performed if you have the admin user role.

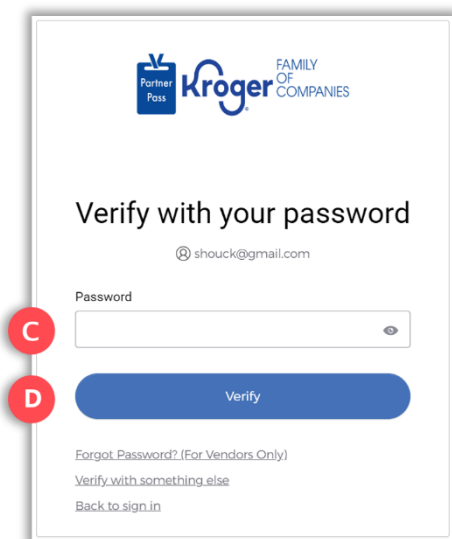
Note: Organizations are expected to keep the active users in their organizations up to date.

External admin users are responsible for deactivating any users that are no longer employed by the organization.

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

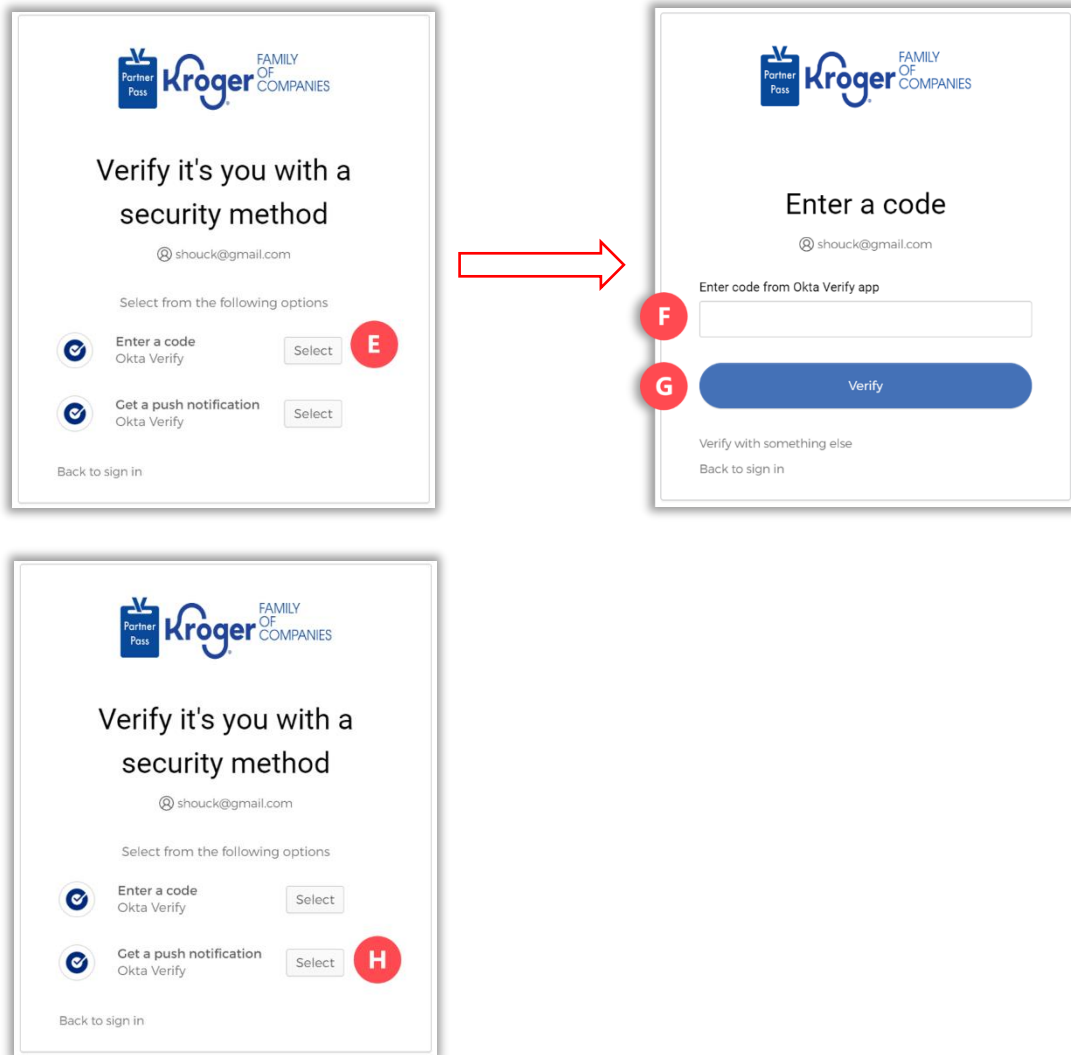


4. Enter your **Password (C)**.
5. Click **Verify (D)**.

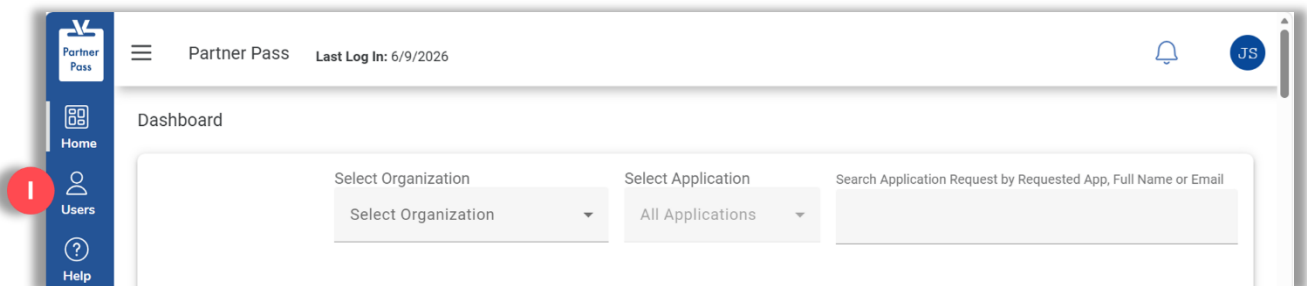


6. Use the below table to determine the next step:

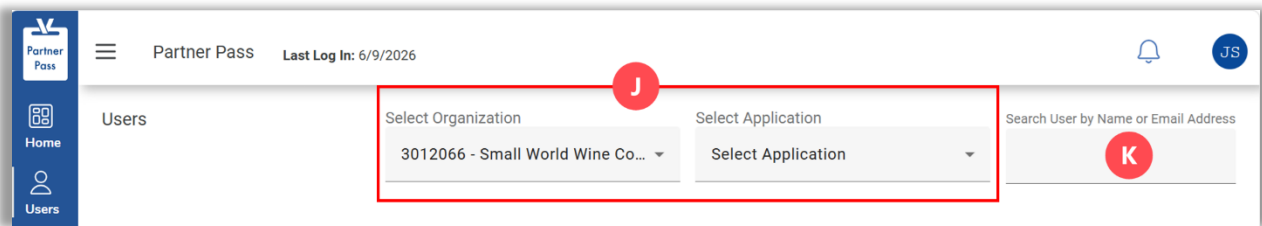
To:	Do this:
Enter a code	- Click Select (E) for Enter a Code. - On your device, open the Okta Verify App. - Enter the 6-digit code displayed on your device into the Enter code field (F) on the Partner Pass screen. Note: A new code is generated every 30 seconds. - Click Verify (G). - You are now logged into Partner Pass.
Get a push notification	- Click Select (H) for Get a push notification. - On your device, click Yes, it's me. - You are now logged into Partner Pass.



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



8. Select the **Organization and Application** (ex: Supplier Hub, Supplier Connect, or Maximo) (J).
9. If necessary, **search** (K) by name or email address.



Partner Pass Last Log In: 6/9/2026

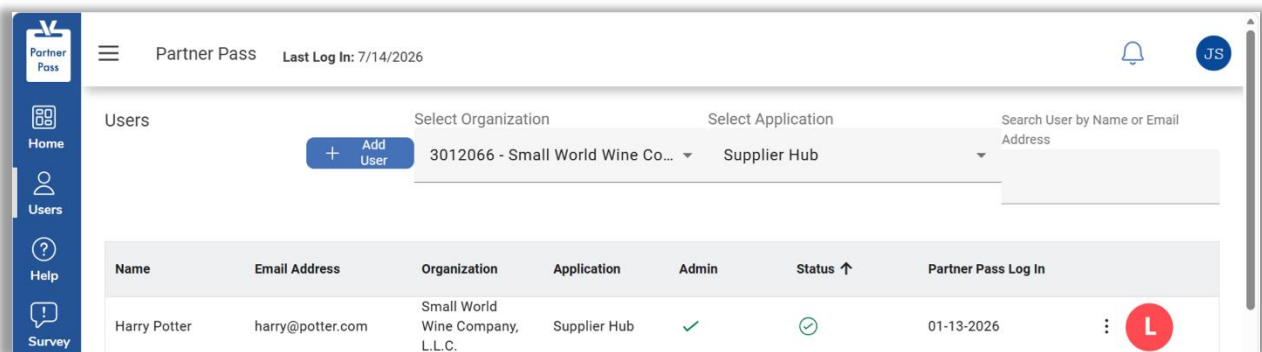
Users

Select Organization: 3012066 - Small World Wine Co...

Select Application: Select Application

Search User by Name or Email Address

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



Partner Pass Last Log In: 7/14/2026

Users

+ Add User

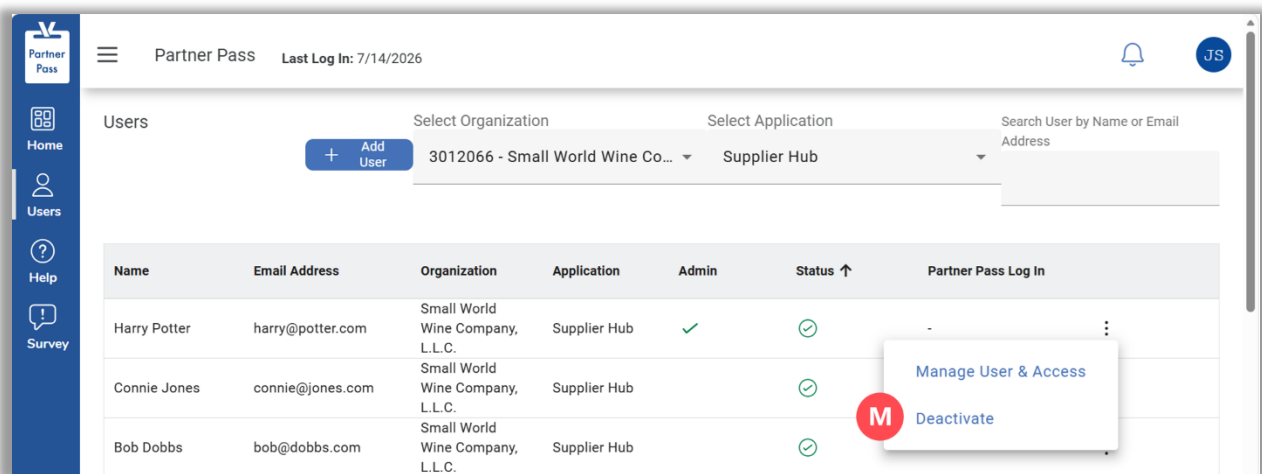
Select Organization: 3012066 - Small World Wine Co...

Select Application: Supplier Hub

Search User by Name or Email Address

Name	Email Address	Organization	Application	Admin	Status ↑	Partner Pass Log In
Harry Potter	harry@potter.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✓	01-13-2026

11. Click **Deactivate** (M).



Partner Pass Last Log In: 7/14/2026

Users

+ Add User

Select Organization: 3012066 - Small World Wine Co...

Select Application: Supplier Hub

Search User by Name or Email Address

Name	Email Address	Organization	Application	Admin	Status ↑	Partner Pass Log In
Harry Potter	harry@potter.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✓	-
Connie Jones	connie@jones.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✓	-
Bob Dobbs	bob@dobbs.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✓	-

Manage User & Access

Deactivate

12. Select a **reason** (N).
13. Enter any necessary **comments** (O).
14. Click **Deactivate** (P).

Note: The Deactivate button will become active after a reason is selected.

Deactivate User

User: Harry Potter

Organization: Small World Wine Company, L.L.C.

Application: Supplier Hub

Select reason for deactivation of user

Select reason

Comment

Brief description or notes on deactivation

Character Limit: 0/256

Cancel

Deactivate

15. The user is successfully deactivated from the organization and application (ex: Supplier Hub, Supplier Connect, or Maximo) you are working with.

Partner Pass

Home

Users

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Survey

Partner Pass

Last Log In: 7/14/2026

Users

Select Organization

3012066 - Small World Wine Co...

Select Application

Supplier Hub

+ Add User

Address

Name	Email Address	Organization	Application	Admin	Status ↑	Partner Pass Log In
Connie Jones	connie@jones.com	Small World Wine Company, L.L.C.	Supplier Hub		✓	-
Bob Dobbs	bob@dobbs.com	Small World Wine Company, L.L.C.	Supplier Hub		✓	-
Mickey Mouse	Mickey@Mouse.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✓	07-06-2026
Harry Potter	harry@potter.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✗	-

✓ The user is deactivated from Small World Wine Company, L.L.C. and Supplier Hub