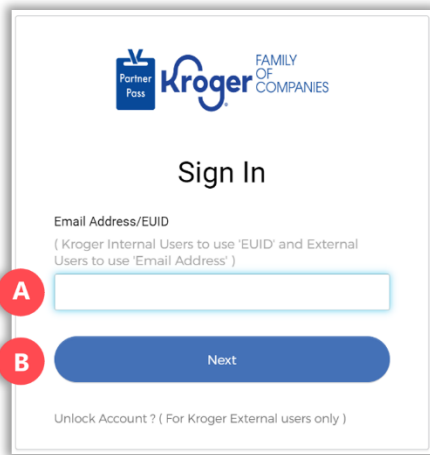


Reactivate a User

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

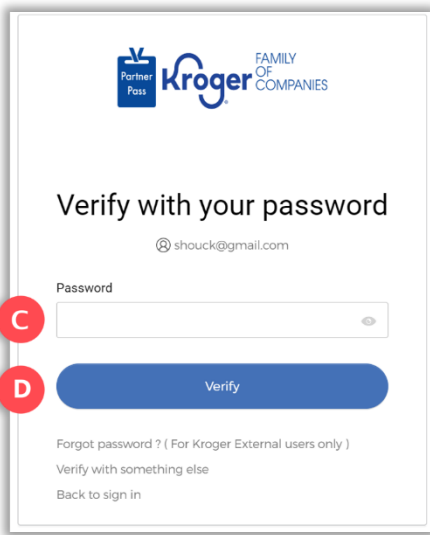
Note: Organizations are expected to keep the active users in their organizations up to date.

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 Kroger Partner Pass system. At the top is the Kroger logo and 'FAMILY OF COMPANIES'. Below the logo is the text 'Sign In'. Underneath is a label 'Email Address/EUID' with a subtext '(Kroger Internal Users to use 'EUID' and External Users to use 'Email Address')'. There is a text input field for the email address, marked with a red circle 'A'. Below the input field is a blue button labeled 'Next', marked with a red circle 'B'. At the bottom, there is a link 'Unlock Account ? (For Kroger External users only)'.

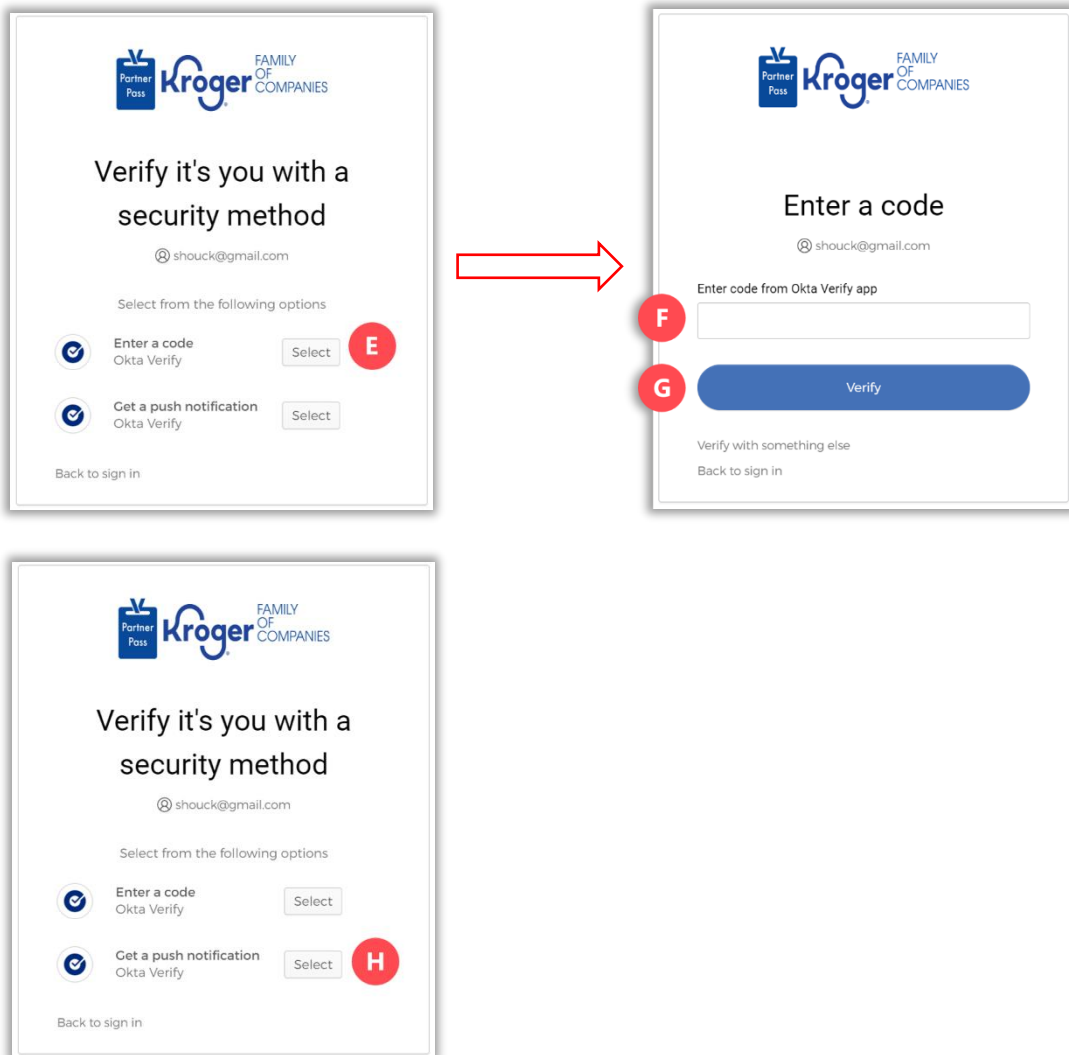
4. Enter your **Password (C)**.
5. Click **Verify (D)**.



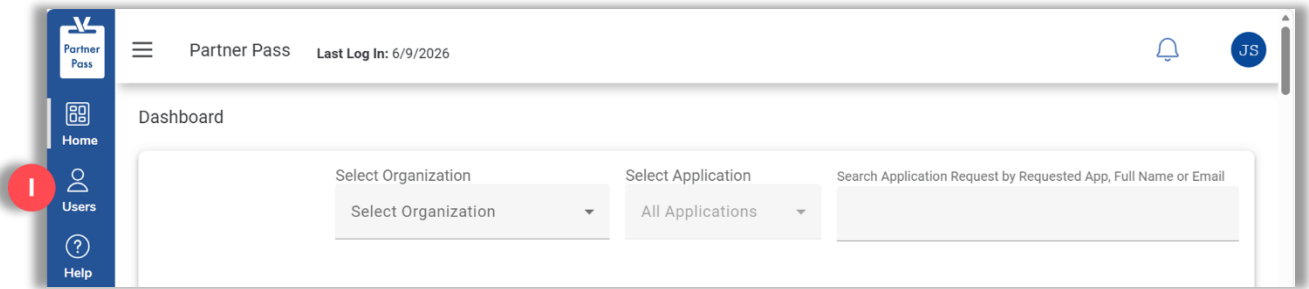
The screenshot shows the 'Verify with your password' page. At the top is the Kroger logo and 'FAMILY OF COMPANIES'. Below the logo is the text 'Verify with your password'. Underneath is the email address '@ shouck@gmail.com'. There is a label 'Password' above a text input field for the password, marked with a red circle 'C'. Below the input field is a blue button labeled 'Verify', marked with a red circle 'D'. At the bottom, there is a link 'Forgot password ? (For Kroger External users only)', a link 'Verify with something else', and a link 'Back to sign in'.

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.

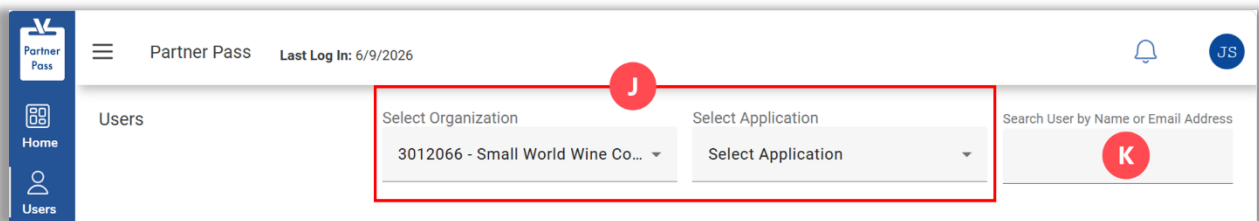


7. Click the **Users icon (I)**.



8. Select the **Organization and Application** (ex: Supplier Hub, Supplier Connect, or Maximo) **(J)**.

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



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

Name	Email Address	Organization	Application	Admin	Status ↑	Partner Pass Log In	
Monkey Mousse	monkey@mouse.com	Wine Company, L.L.C.	Supplier Hub	✓	✓	07-08-2026	⋮
Katniss Everdeen	Katniss@Everdeen.com	Small World Wine Company, L.L.C.	Supplier Hub		✓	02-17-2026	⋮
Mohammed Ali	januarytesting@gmail.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✓	01-14-2026	⋮
Hannah Barbara	Hannah@Barbara.com	Small World Wine Company, L.L.C.	Supplier Hub		✓	-	⋮
Bob Roberts	Bob@Roberts.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✗	-	⋮
Scooby Doo	scooby@doo.com	Small World Wine Company, L.L.C.	Supplier Hub		✗	-	⋮
Harry Potter	harry@potter.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✗	-	⋮ L

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

Partner Pass	Name	Email Address	Organization	Application	Admin	Status ↑	Partner Pass Log In
Home	Katniss Everdeen	Katniss@Everdeen.com	Small World Wine Company, L.L.C.	Supplier Hub		✓	02-17-2026
Users	Mohammed Ali	januarytesting@gmail.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✓	01-14-2026
Help	Hannah Barbara	Hannah@Barbara.com	Small World Wine Company, L.L.C.	Supplier Hub		✓	-
Survey	Bob Roberts	Bob@Roberts.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✗	-
	Scooby Doo	scooby@doo.com	Small World Wine Company, L.L.C.	Supplier Hub		✗	-
	Harry Potter	harry@potter.com	Small World Wine Company, L.L.C.	Supplier Hub	✓	✗	-

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

Reactivate User

User: Harry Potter

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

Application: Supplier Hub

Inactivated by: Joe Smith

Inactivation Date: 07/14/2026

Inactivation Reason: User no longer needs access to application

Inactivation Comment:

Cancel

Reactivate

13. The user is successfully reactivated for the organization and application (ex: Supplier Hub, Supplier Connect, or Maximo) you are working with.

