

Changing Password using Challenge Q & A

This user guide will give you an end-to-end walkthrough on how to **Change Password using Challenge Q & A**.

Notes:

- For remote/backstage employees, ensure that the company laptop is connected to **VPN** or **company network** before changing the password using Challenge Q & A. Otherwise, the password sync might not work.
- The 16-character password policy does NOT apply to Store C-Accounts.

1. Reset your password by clicking this <https://identity.safeway.com/identityiq/login.jsf?prompt=true>.
2. Type the <Employee ID or User Login> on the **Username** field, then click **Forgot your password?**.



Albertsons Identity Governance



Username

[Forgot Password?](#)
[Unlock Account](#)

- Click the drop-down to select the question then type the <answers> to all three (3) security questions on the [Answer Security Questions](#) prompt. See example below:

Answer Security Questions

Question 1

What is your mothers maiden name? ▼

Answer*

Question 2

What is the LAST elementary school you attended? ▼

Answer*

Question 3

In what city were you born? ▼

Answer*

- Type a <new password> in the [New Password](#) and [Confirm New Password](#) fields. Refer to the Note for the New Password requirements.

Note: The New Password should meet the below requirements

- Password must have at least 1 lowercase letter(s).
- Password must have at least 1 uppercase letter(s).
- Password must have at least 1 special character(s).
- Password must have at least 1 digit(s).
- Password must have at least 16 character(s).
- Password cannot contain any part of your name.
- Password cannot contain your account ID.
- Cannot reuse any of your last 10 passwords.

Enter New Password*

.....

Confirm Password*

.....

5. Click **Submit**.

Notes:

- A “Password do not match” message will show up if there is a password mismatch.
- When the minimum of (4) requirements are not met, “An error has occurred. Try again or contact your System Administrator.” will appear.