

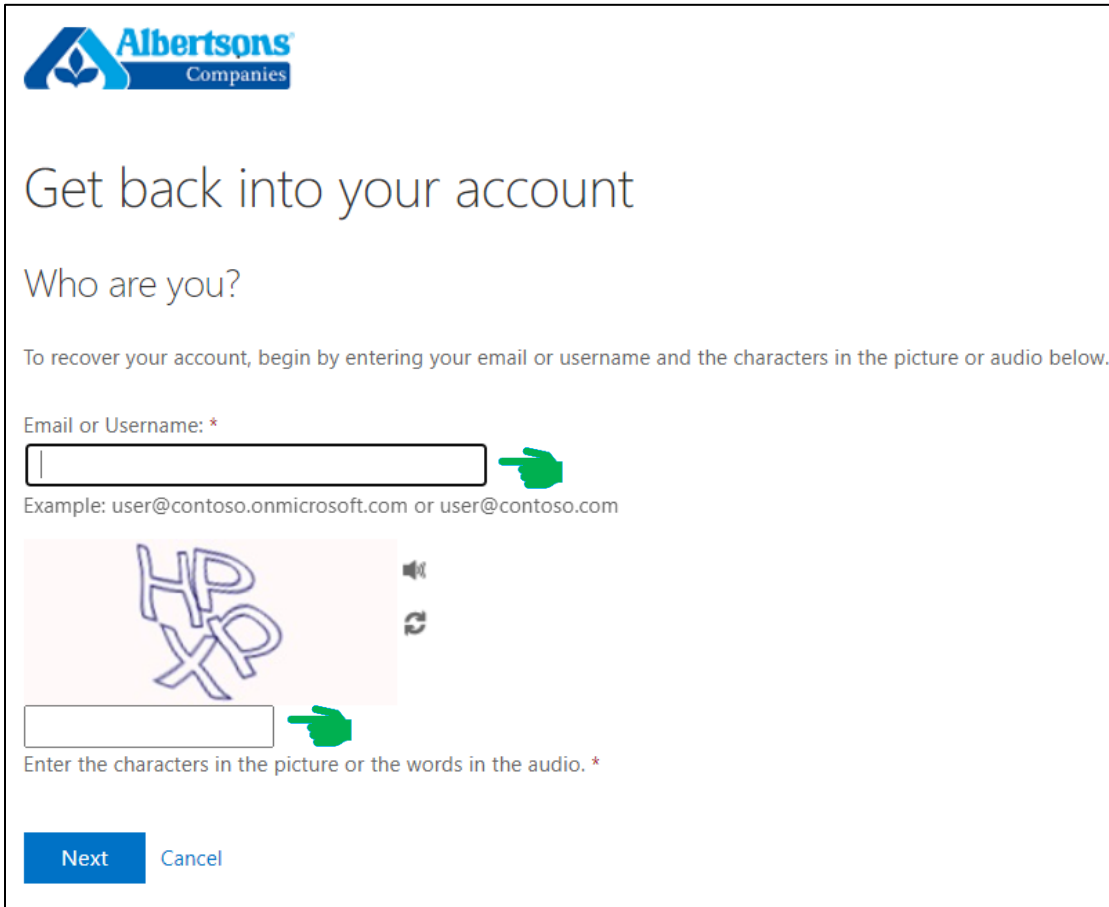
Changing Password using MFA Registered Device


This user guide will give you an end-to-end walkthrough on how to **Change Password using MFA Registered Device**.

Notes:

- For remote/backstage employees with company laptop, temporary passwords will not work on the Windows Login screen unless connected to the **VPN** or **company network**.
- If the old password is unknown, drop by the nearest office to sync the computer using the Company network, 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 the link <https://passwordreset.microsoftonline.com/?whr=safeway.com>
2. Enter EmployeeID@safeway.com or LDAP@safeway.com then type the characters in the picture or the words in the audio.






Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

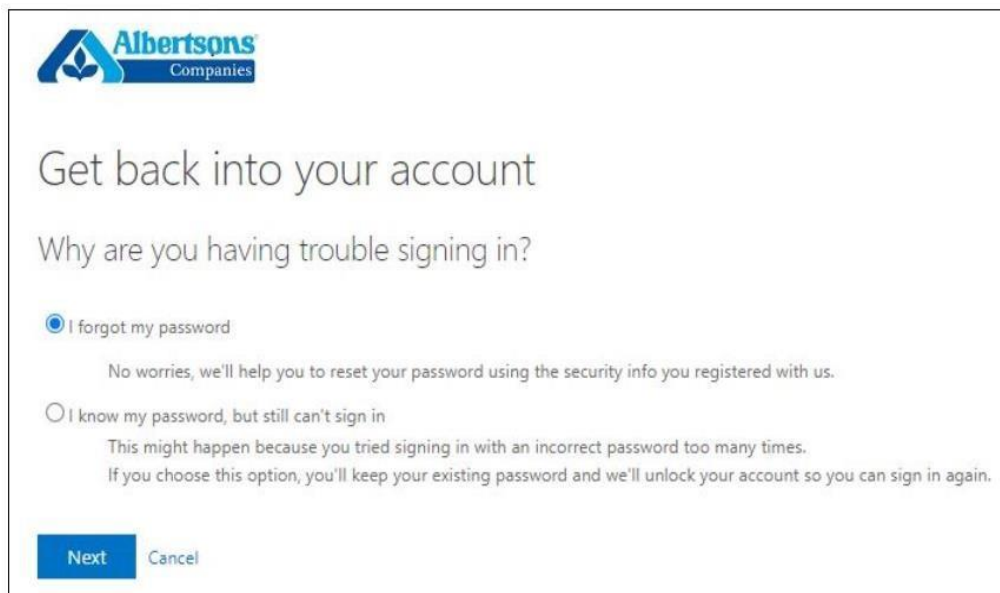
Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio. *

Notes:

- Employee ID or **EID** is a unique 7- or 8-digit number that has been assigned to each Albertsons employee. If not known, reach out to your immediate **Manager** or call **Associate Experience Center (AEC) at (888) 255 – 2269**.
- **LDAP** (Lightweight Directory Access Protocol) is a unique username assigned to some Albertsons employees. If not known, reach out to your immediate **Manager** or call **Associate Experience Center (AEC) at (888) 255 – 2269**.
- Characters are case sensitive.

3. Click **Next**.
4. Select the option depending on your situation.



The screenshot shows the Albertsons Companies logo at the top left. Below it, the heading reads "Get back into your account". Underneath, the question "Why are you having trouble signing in?" is displayed. There are two radio button options: "I forgot my password" (which is selected) and "I know my password, but still can't sign in". Each option has a brief explanatory text below it. At the bottom left, there are two buttons: "Next" (highlighted in blue) and "Cancel".

5. Choose your verification method. See the example below:

Note: The list of options will depend on your MFA Registration preference.

Albertsons Companies

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone
 Call my mobile phone
 Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

470843

Next

Cancel

6. Type a <new password> in the **New Password** and **Confirm New Password** fields.

Albertsons Companies

Get back into your account

verification step 1 ✓ > **choose a new password**

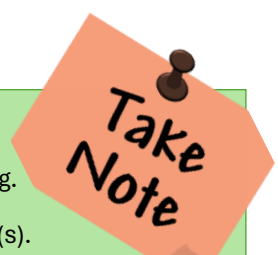
* Enter new password:

* Confirm new password:

Finish Cancel

Here are the password guidelines:

- Password must be 16 characters long.
- Password must have at least 1 letter(s).
- Password must have at least 3 valid character types.
- Password must have at least 1 uppercase letter(s).
- Password must have at least 1 digit(s).
- Password must have at least 1 special character(s).
- Password must not be any of the last 10 used passwords.



7. Click **Finish**. The message "Your password has been reset" will show once successful.

