

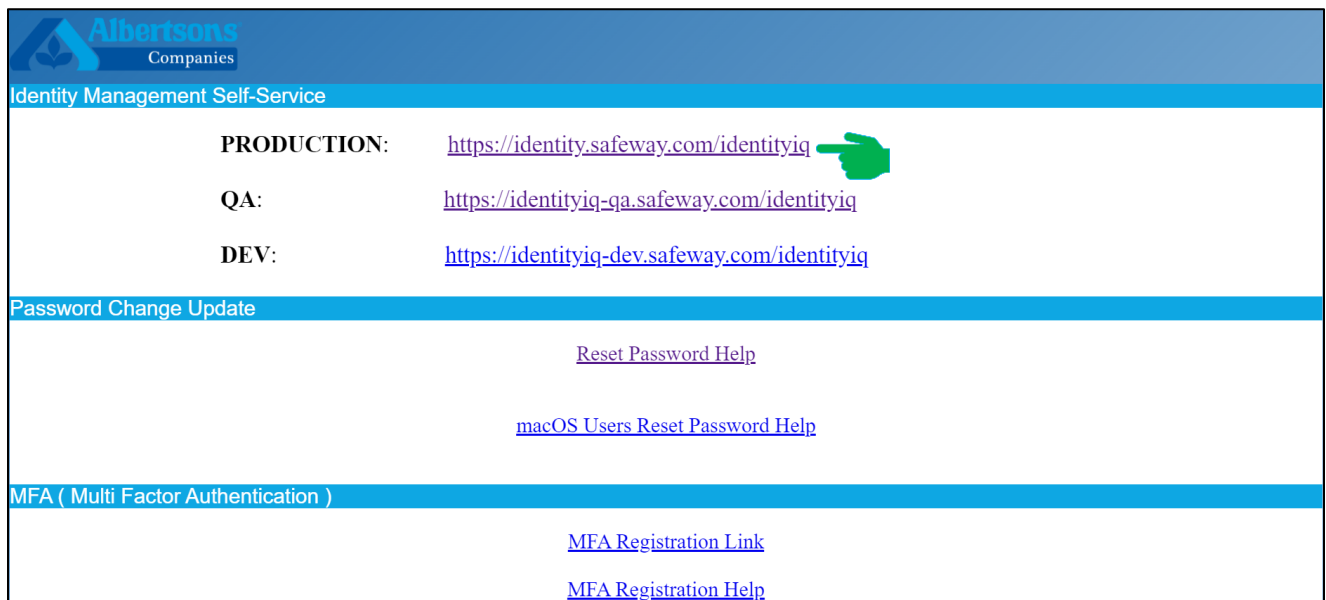
## Logging in to Identity Governance with a Temporary Password

This user guide will give you an end-to-end walkthrough on how to **Log in to Identity Governance with a Temporary password.**

**Notes:**

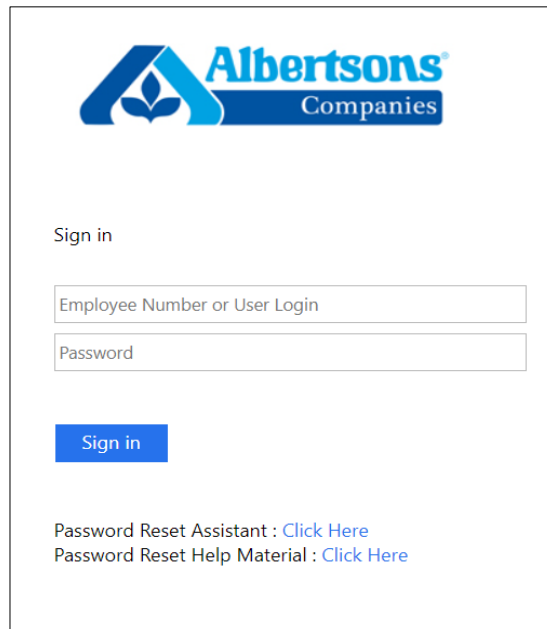
- For remote/backstage employees with company laptop, temporary passwords will not work on the Windows Login screen unless connected to the **VPN** or **company network**.
- If the old password is unknown, drop by the nearest office to sync the computer using the Company network, otherwise the password sync might not work.
- The 16-character password policy does not apply to C-Accounts.

1. Go to **Identity Management Self-Service** via <https://identity.safeway.com>.
2. Click the **link** beside **PRODUCTION**.



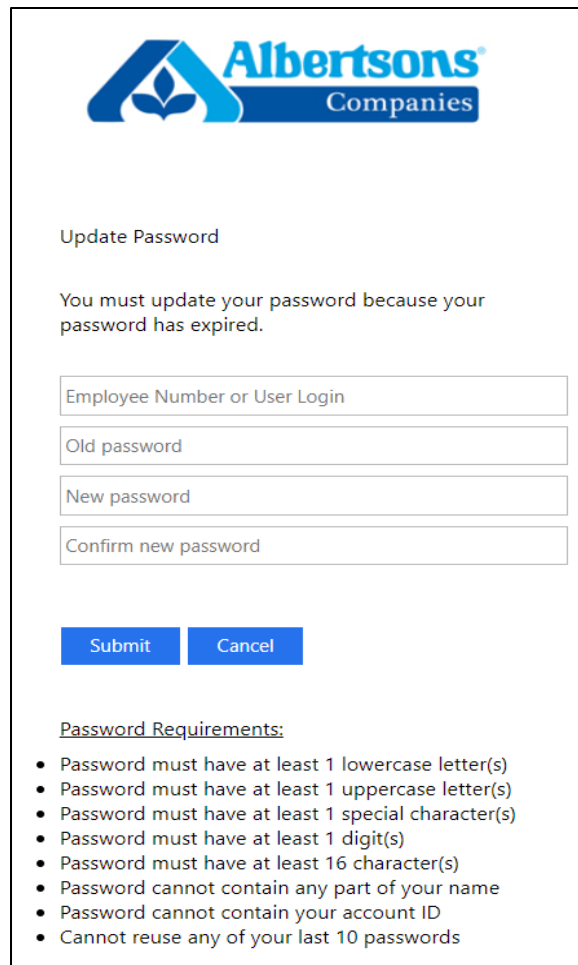
The screenshot shows the 'Identity Management Self-Service' page. At the top left is the Albertsons Companies logo. Below the logo, the page is divided into sections. The first section is 'Identity Management Self-Service', which contains three rows of links: 'PRODUCTION:' with a link to <https://identity.safeway.com/identityiq> (highlighted with a green hand icon), 'QA:' with a link to <https://identityiq-qa.safeway.com/identityiq>, and 'DEV:' with a link to <https://identityiq-dev.safeway.com/identityiq>. The second section is 'Password Change Update', containing two links: [Reset Password Help](#) and [macOS Users Reset Password Help](#). The third section is 'MFA ( Multi Factor Authentication )', containing two links: [MFA Registration Link](#) and [MFA Registration Help](#).

3. Enter your **LDAP ID / Employee ID** on the **Employee Number or User Login** field and the **Temporary Password** on the **Password** field, then click **Sign in**.



The screenshot shows the Sign in page for Albertsons Companies. At the top is the Albertsons Companies logo. Below the logo is the text "Sign in". There are two input fields: "Employee Number or User Login" and "Password". Below the input fields is a blue "Sign in" button. At the bottom of the page, there are two links: "Password Reset Assistant : [Click Here](#)" and "Password Reset Help Material : [Click Here](#)".

4. Type the **<temporary or expired password>** in the **Old Password**, a **<new password>** in the **New Password** and **Confirm New Password** fields.

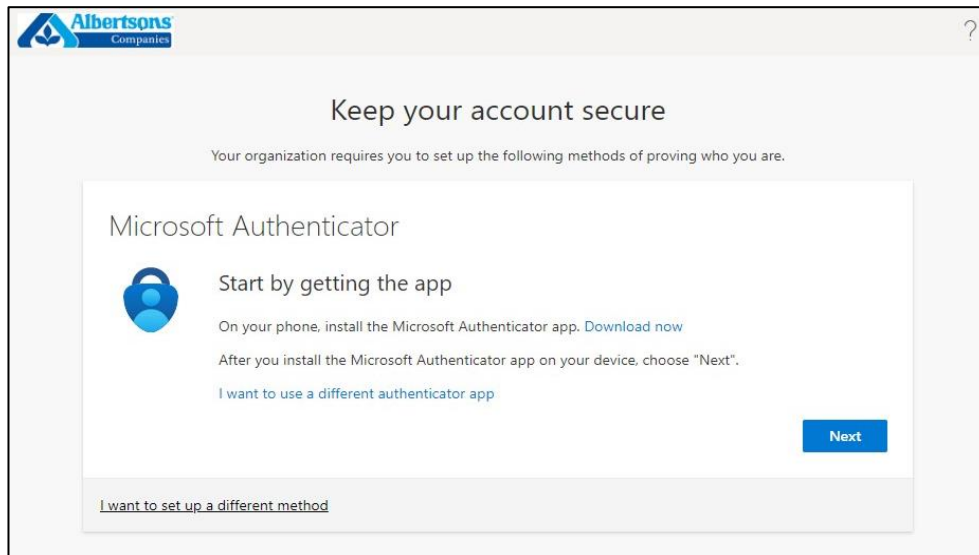


The screenshot shows the Update Password page for Albertsons Companies. At the top is the Albertsons Companies logo. Below the logo is the text "Update Password". There is a message: "You must update your password because your password has expired." Below the message are four input fields: "Employee Number or User Login", "Old password", "New password", and "Confirm new password". Below the input fields are two buttons: "Submit" and "Cancel". At the bottom of the page, there is a section titled "Password Requirements:" with a bulleted list of requirements:

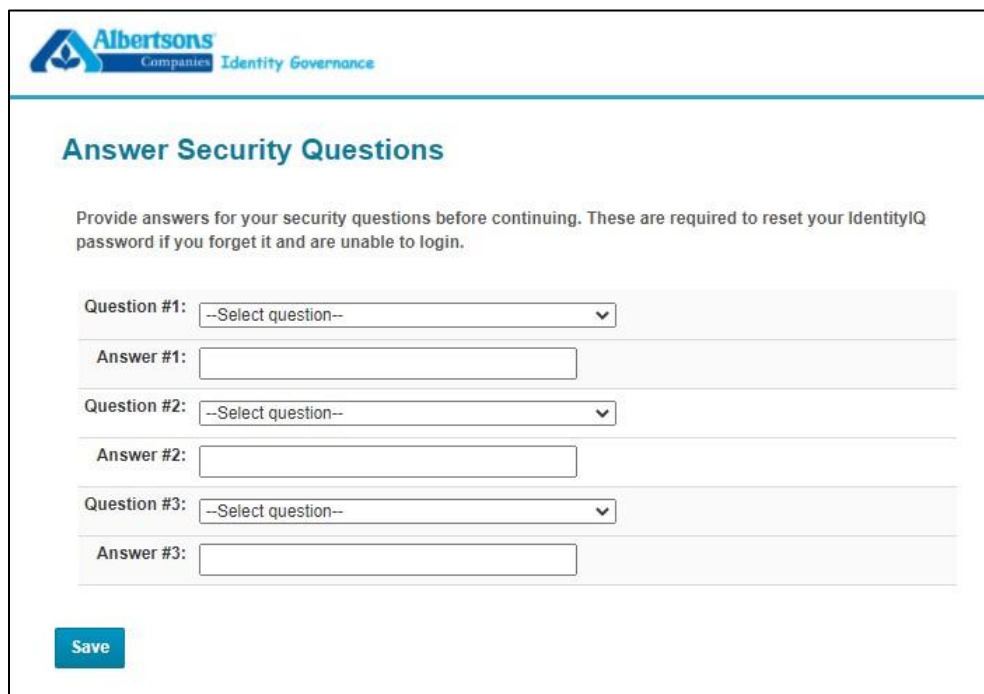
- Password must have at least 1 lowercase letter(s)
- Password must have at least 1 uppercase letter(s)
- Password must have at least 1 special character(s)
- Password must have at least 1 digit(s)
- Password must have at least 16 character(s)
- Password cannot contain any part of your name
- Password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

5. Click **Submit**.

- If you have not registered your **Multi Factor Authenticator (MFA)**, the [Microsoft Authenticator](#) will prompt and will require you to register.



- If you have not yet set up your Security Questions yet, you will be asked to set up your Security Questions. Click **Save** once finished.



6. Once Completed, [Albertsons Identity Governance Home Page](#) will load.