

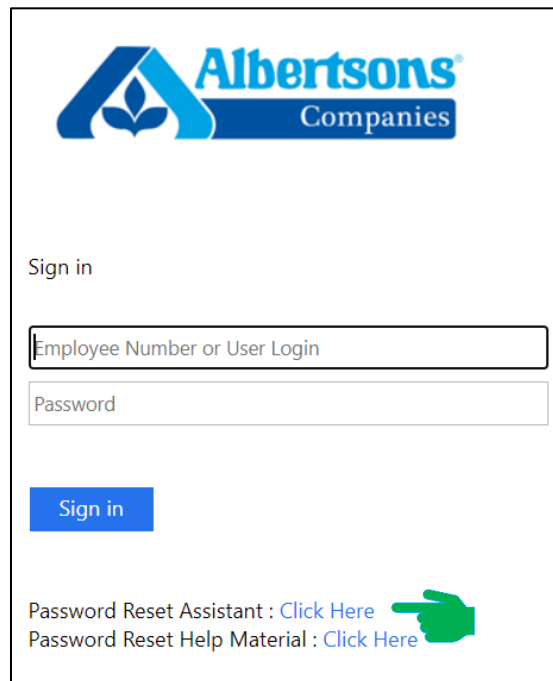
Changing Password via Password Reset Assistant


This user guide will give you an end-to-end walkthrough on how to **Change Password via Password Reset Assistant**.

Notes:

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

1. Access **Albertsons Identity Governance** by going to <https://identity.safeway.com>.
2. Click the appropriate URL depending on whether the password is for the **PRODUCTION**, **QA (Quality Assurance)**, or **DEV (Development)** environment.
3. From the blue **Albertsons Companies Sign in** screen, [Click Here](#) to access the **Password Reset Assistant**.






Sign in

Employee Number or User Login

Password

[Sign in](#)

Password Reset Assistant : [Click Here](#) 

Password Reset Help Material : [Click Here](#)

- Complete the **Password Reset Assistant** questionnaire.

Report abuse'." data-bbox="193 101 795 425"/>

Password Reset Assistant:

* Required

Answer the following questions

1. Do you know your username or employee ID?

Yes

No

Next

Never give out your password. [Report abuse](#)

- Answer the following questions:

<p>1. Do you know your username or employee ID?</p> <ul style="list-style-type: none"> • If yes, proceed to the next question. • If no, reach out to your Store Director / Immediate Manager / Supervisor to reset your password or call the IT Service Desk and speak with an agent at 1-877-286-3200.
<p>2. Are you a New Hire/First time user?</p> <ul style="list-style-type: none"> • If yes, proceed to the next question. <p>For Employee, refer to the following:</p> <ul style="list-style-type: none"> ○ Did password reset using Default Password work? Proceed to question no. 5 if yes. ○ If you are not sure of the initial password, reach out to your Manager or follow instructions from New Employee Onboarding Manual <p>For Contractor: Reach out to your Store Director / Immediate Manager / Supervisor to reset your password.</p> <ul style="list-style-type: none"> • If no, proceed to the next question.
<p>3. Have you registered for MFA on your phone?</p> <ul style="list-style-type: none"> • If yes, refer to the job aids to reset password using MFA. • If no, proceed to the next question. • If you don't have an MFA registered phone with you (lost, changed number, etc.), proceed to the next question.
<p>4. Have you set up the answers to your Security Questions?</p> <ul style="list-style-type: none"> • If yes, refer to the job aids to reset password using Security Questions. • If no, proceed to the next question.
<p>5. Are you Employee or Contractor? Refer to the following:</p> <p>For Employee: Reset Password using the Automated Phone System, then proceed to the next question.</p>

For Contractor: Reach out to your Store Director / Immediate Manager / Supervisor to reset the password for you.

6. Did the password reset using Automated Phone System work?
 - If yes, refer to the job aids to update password using Automated Phone System.
 - If no, refer to the following:
 - Reach out to your Store Director / Immediate Manager / Supervisor to reset the password for you.
 - Call the IT Service Desk and speak with an agent at 1-877-286-3200.