

Changing Password using Challenge Q & A

1. Access **Identity Governance** by going to <https://identity.safeway.com/fyp/forgotpassword/>.
2. Type the <Employee ID or User Login> on the **Username** field, then click **Forgot your password?**.
3. Type the <answers> to all three (3) security questions on the **Answer Security Questions** prompt.

The screenshot shows a web form titled "Answer Security Questions". It contains three security questions, each with a dropdown menu and a text input field for the answer. The questions are: "Question 1: In what city were you born?", "Question 2: What is your mothers maiden name?", and "Question 3: In which city have you lived the longest?". Below the questions are two password fields: "Enter New Password*" and "Confirm Password*". At the bottom are "Cancel" and "Submit" buttons.

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

Notes:

- While typing, a password requirement checklist will appear below the Password field.
- Each item will turn green as soon as the requirement is met.
- If the minimum of (4) requirements are not met, the Change button will not be active (clickable).
- Refer to **Section D** for the password policy.

5. Click **Submit**.