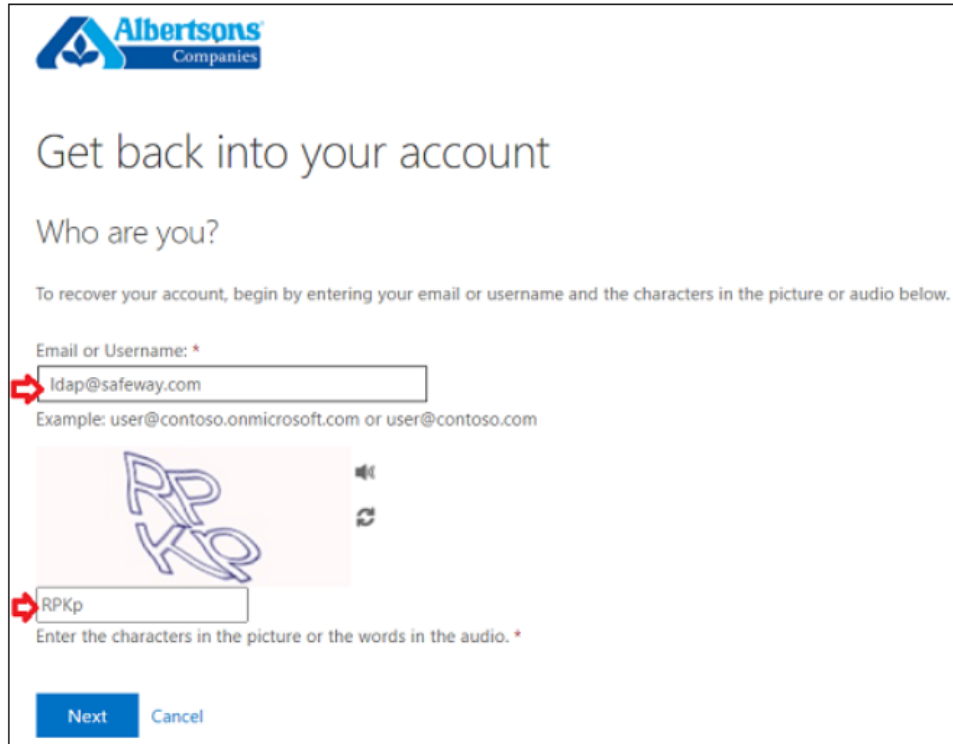


Changing Password using MFA Registered Device

1. Access **Identity Governance** by going to <https://identity.safeway.com/fyp/forgotpassword/>.
2. Type the characters in the picture or the words in the audio. See the example below:



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Companies


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: *

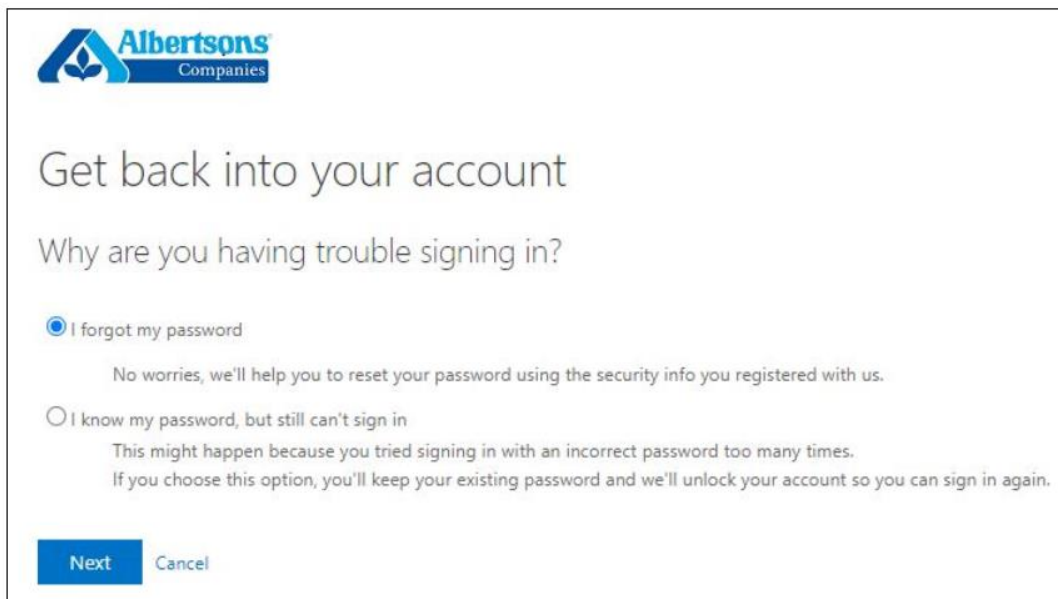
Example: user@contoso.onmicrosoft.com or user@contoso.com



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

Next Cancel

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



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Get back into your account

Why are you having trouble signing in?

I forgot my password
No worries, we'll help you to reset your password using the security info you registered with us.

I know my password, but still can't sign in
This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

5. Select the contact method to use for verification. See the example below:
Note: The list of option 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. Enter the Type a <new password> in the **New Password** and **Confirm New Password** fields.

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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:

Take Note

- Password must have at least 1 letter(s)
- Password must have at least 4 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

