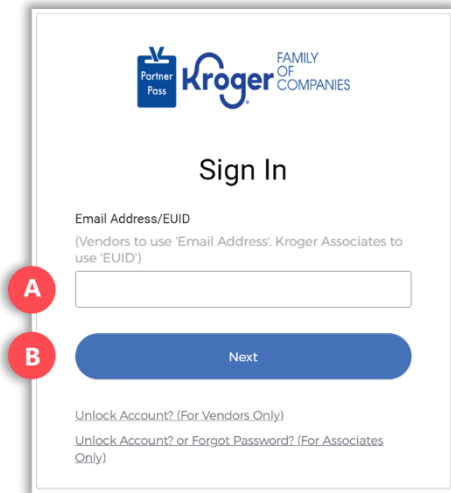


## Deactivate a User

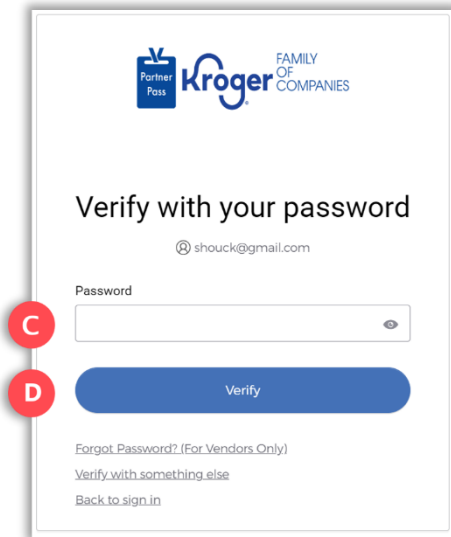
! This task can only be performed if you have the admin user role.

! Organizations are expected to keep the active users in their organizations up to date.  
External admin users are responsible for deactivating any users that are no longer employed by the organization.

1. Navigate to <https://partnerpass.krogerapps.com/>
2. Enter your **Email Address (A)**.
3. Click **Next (B)**.

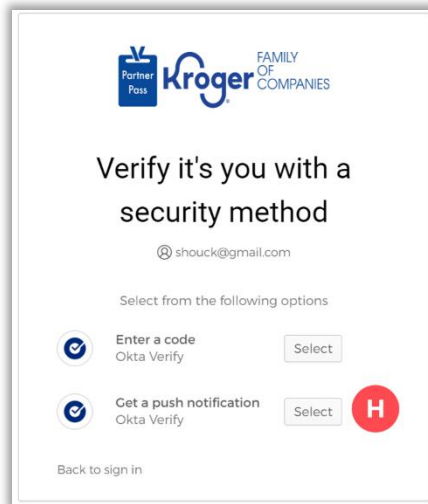
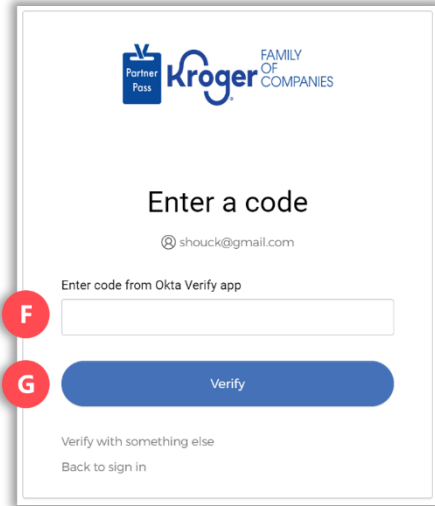
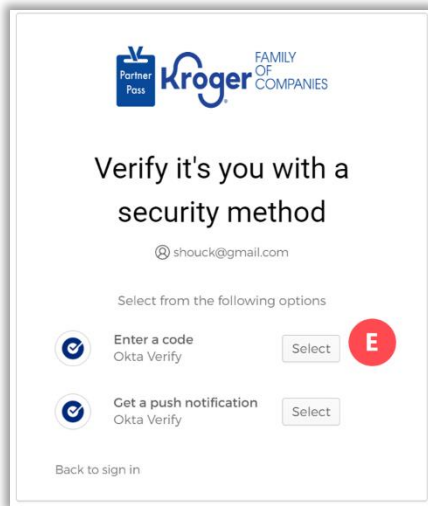


4. Enter your **Password (C)**.
5. Click **Verify (D)**.

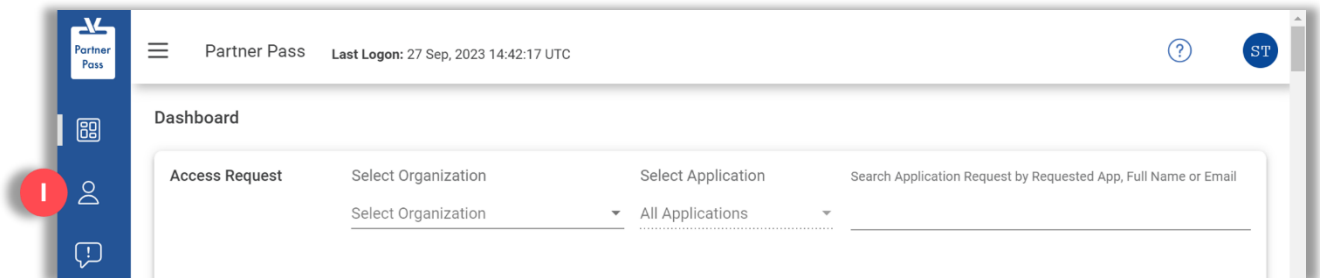


6. Use the below table to determine the next step:

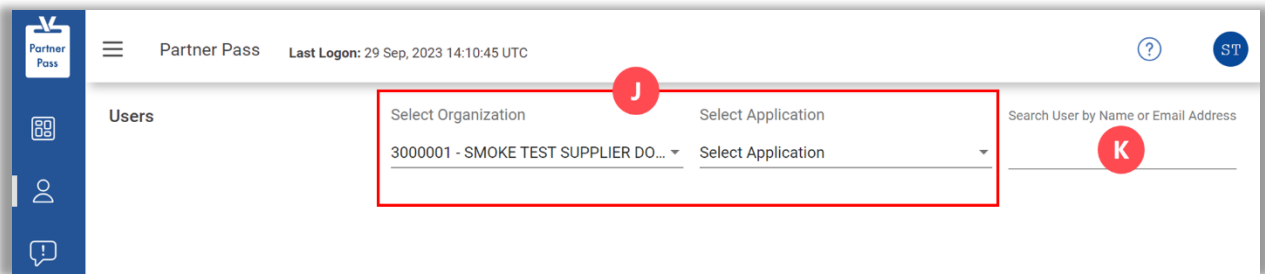
To:	Do this:
Enter a code	<ul style="list-style-type: none"> <li>Click <b>Select (E)</b> for Enter a Code.</li> <li>On your device, open the <b>Okta Verify App</b>.</li> <li>Enter the <b>6-digit code</b> displayed on your device into the <b>Enter code field (F)</b> on the Partner Pass screen.</li> </ul> <p><b>Note:</b> A new code is generated every 30 seconds.</p> <ul style="list-style-type: none"> <li>Click <b>Verify (G)</b>.</li> <li>You are now logged into Partner Pass.</li> </ul>
Get a push notification	<ul style="list-style-type: none"> <li>Click <b>Select (H)</b> for Get a push notification.</li> <li>On your device, click <b>Yes, it's me</b>.</li> <li>You are now logged into Partner Pass.</li> </ul>



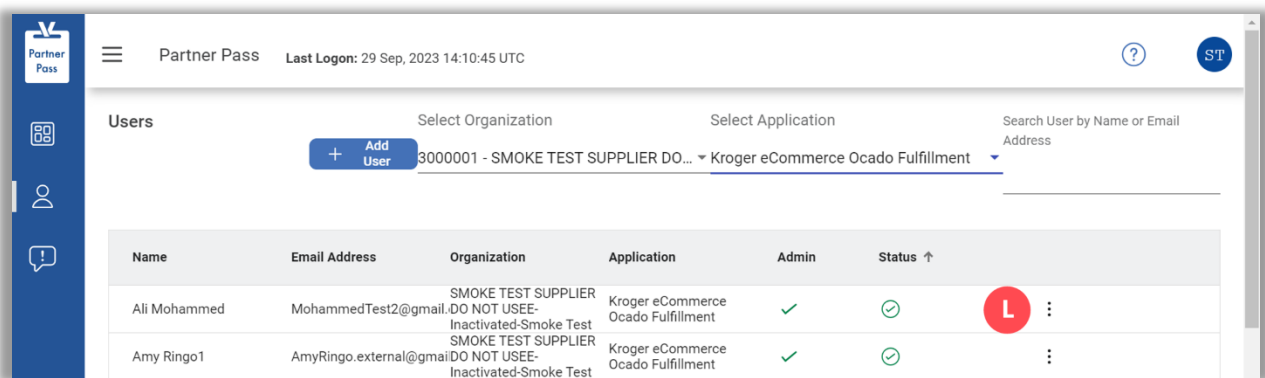
7. Click the **Users icon (I)**.



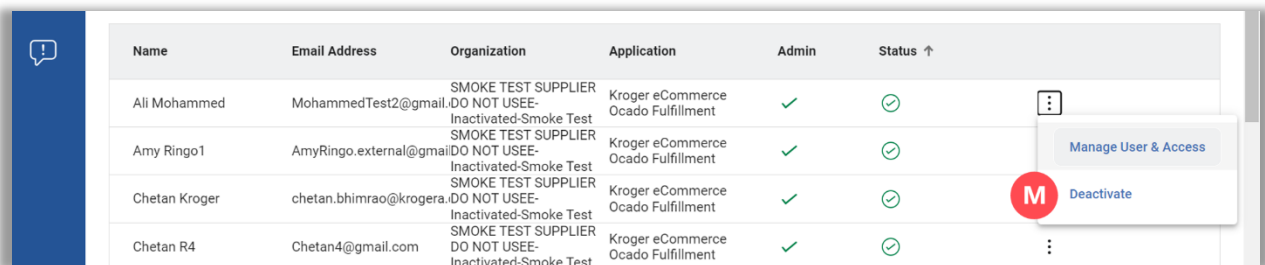
- Select the **Organization or Application (J)**.
- If necessary, **search (K)** by name or email address.



- Click the **3 dots (L)** for the user you want to deactivate.



- Click **Deactivate (M)**.



- Select a **reason (N)**.
- Enter any necessary **comments (O)**.
- Click **Deactivate (P)**.

**Note:** The Deactivate button will become active after a reason is selected.

**Deactivate User** ✕

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User: **Ali Mohammed**  
 Organization: **SMOKE TEST SUPPLIER DO NOT USEE- Inactivated-Smoke Test**  
 Application: **Kroger eCommerce Ocado Fulfillment**

Select reason for deactivation of user

Select reason

Comment

Brief description or notes on deactivation

Character Limit: 0/256

Cancel
Deactivate

15. The user's **Status** (Q) will change to deactivated.

Name	Email Address	Organization	Application	Admin	Status ↓
Ali Mohammed	MohammedTest2@gmail.com	SMOKE TEST SUPPLIER DO NOT USEE- Inactivated-Smoke Test	Kroger eCommerce Ocado Fulfillment	✓	⊘