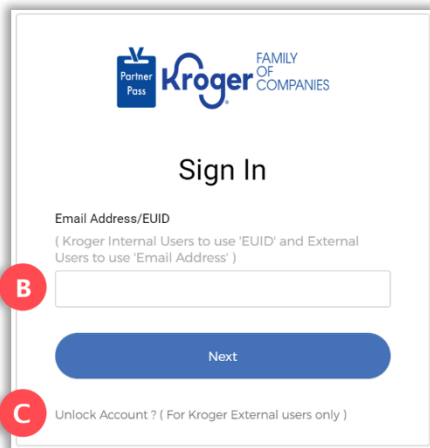# Unlock Account

> **Note:** Your Partner Pass account will be locked after 5 incorrect attempts at logging in.
> The screen will show "Unable to sign in" but you will receive an email (check inbox and junk folder) called **Account Locked**.
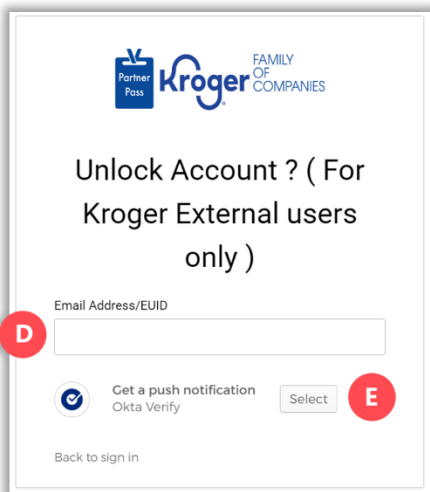
1. Use the below table to determine the next step:

| To:	Do this:
Unlock your account through the email	• Open the email called **Account Locked**. • Click the **link** (A) inside the email to Unlock Account. **Note:** If the email is in the junk folder, copy/paste the link into a browser or move the email to the inbox to enable clicking on the link. • Continue to **step 2**.
Unlock your account through Partner Pass	• Navigate to **https://partnerpass.krogerapps.com/** • Enter your **Email Address** (B). • Click **Unlock Account?** (C). • Continue to **step 2**.
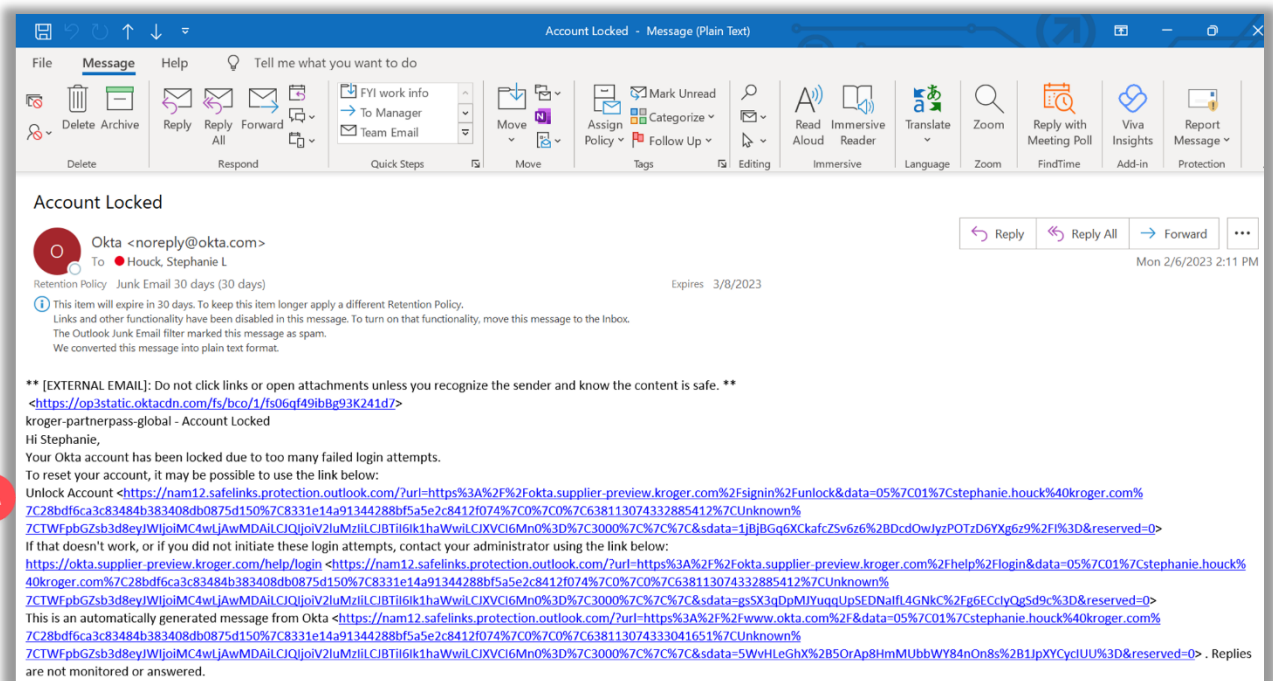
2. Enter your **Email Address** (D).
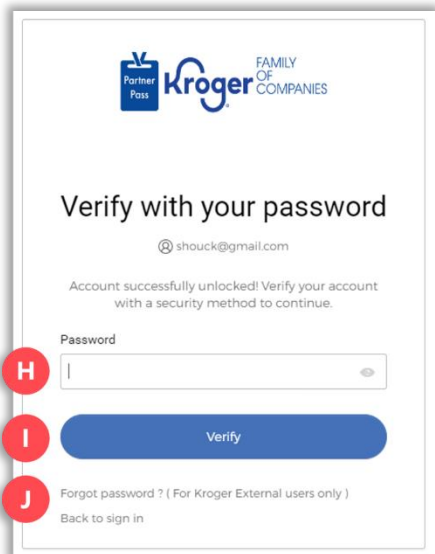
3. Click **Select** (E).

4. On your device, click **Yes, it's me**.

5. On the Partner Pass screen, enter the **answer to your security question** (F).
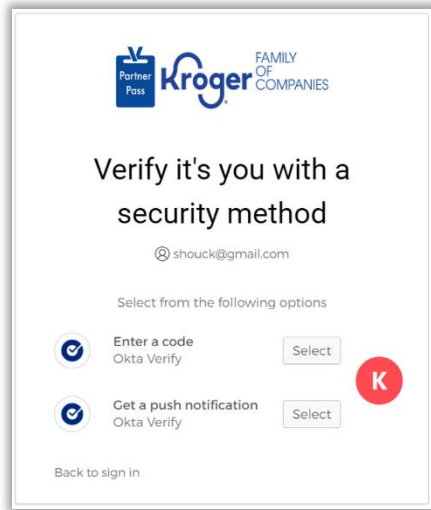
6. Click **Verify** (G).
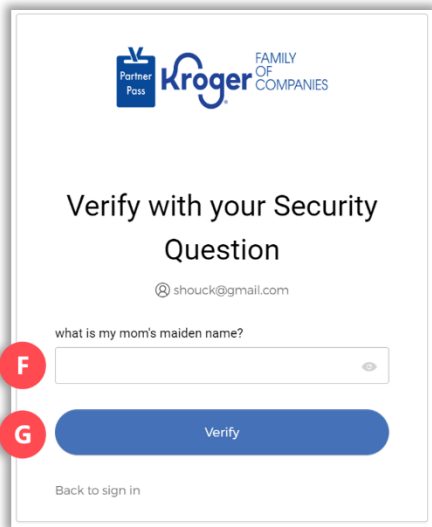
7. Enter your **password** (H).

> **Note:** If you don't remember your password, click **Forgot Password?** (J).

8. Click **Verify** (I).

9. Click **Select** (K) for your preferred security method.

10. Depending on the security method you selected, **enter the code** from the Okta Verify app to the Partner Pass screen or click **Yes, it's me** on your device.

11. You are now logged into Partner Pass.