

Password Reset Self Service <https:\\myaccount.wakefern.com> Quick Start Guide

Myaccount.wakefern.com is a Password Reset Self Service tool that gives you the ability to reset your Active Directory and Mainframe password from any browser or mobile device. For security purposes, all users are required to reset their own password using the password self-service website <https:\\myaccount.wakefern.com>

Things to Know Before You Start:

- ✓ Accounts are **disabled** after **30 days of inactivity**. You **will not** be able to reset your password using the self-service website if your account becomes disabled.
- ✓ Accounts become **locked** if the password is entered incorrectly more than 3 times. The Account will automatically **unlock after 15 minutes** or you can unlock it on [myaccount.wakefern.com](https:\\myaccount.wakefern.com).
- ✓ Passwords can only be re-set **one time** within a 24-hour period.
- ✓ **Password Requirements:**
 - At least 10 characters
 - At least 1 letter, 1 upper case & 1 lower case
 - At least 1 numeric character
- ✓ Vendors who also have WFC Mainframe User ID's can also reset their mainframe password on [myaccount.wakefern.com](https:\\myaccount.wakefern.com)

One Time Setup:

You must register your profile before you are able to use the website to reset your password.

1. Go to <https:\\myaccount.wakefern.com> from any browser URL address bar.
2. Login with your Active Directory User ID and Password
3. You will be required to enter the following information:
 - Alternate phone number (To receive a phone call or text to authenticate your identity)
 - Alternate e-mail address (To receive an e-mail to authenticate your identity)
 - Answer 5 security questions (To answer security questions to authenticate your identity)
Please note, answers are case sensitive and must be typed exactly as entered during the one time setup process.
4. Click **Save** at the bottom of the screen. You will now be logged into password self-service and on the Dashboard.

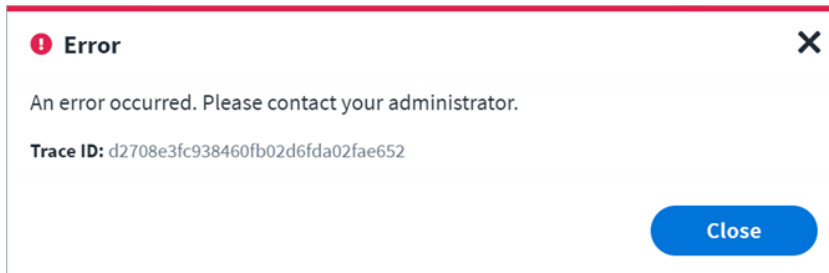
How do I Reset My Password Going forward?

1. Go to <https:\\myaccount.wakefern.com> from any browser URL address bar.
2. Click **Problems signing in?**
3. Click **Reset Password**
4. Enter your user name
5. Choose how you want to authenticate
5. Once authenticated, reset your password by clicking on the **My Passwords** tile, click **update**, and you will be prompted to update your password and confirm updated password.

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Possible Errors:

1. The following error appears after resetting your password using the [Problems signing in?](#) link.



Your account has become disabled due to inactivity. Please contact the Wakefern Service Center at 800-339-0495 or e-mail helpdesk@wakefern.com. Please be sure to include your user id.

Phone calls are the priority at the helpdesk. Issues reported via e-mail and voicemail are worked in the order they are received when there are no live calls in queue and could delay a response to your request.

2. New Password Violates password-history or constraints

You may only reset your password once in a 24 hour period using myaccount.wakefern.com. If your password has already been reset and the 24 hour time frame has not expired, you will receive the following error:

User Name srs2h

Updated Password

❗ Your password change failed.

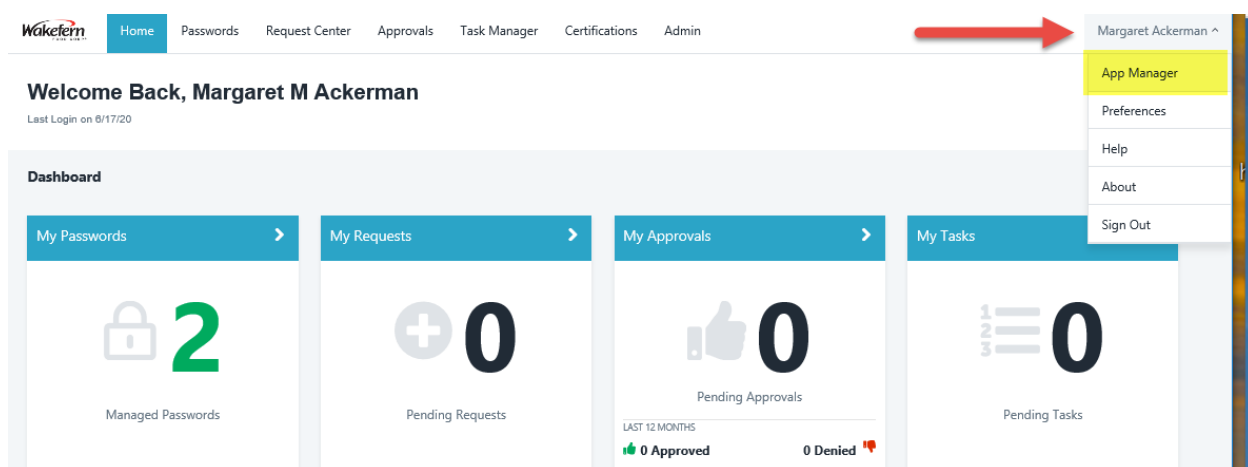
Confirm Updated Password

"New password violates password-history or constraints: 0000052D:
SvcErr: DSID-031A12D2, problem 5003 (WILL_NOT_PERFORM), data
0"

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3. The option to reset your Mainframe / Rapid password does not display once signed in.

- Click on your name in the top right corner and select **App Manager**



- Click on **Mainframe / Rapid** and select **Update Password**

Should you require further assistance, please contact the Wakefern Service Center at 800-339-0495.

The Service Center cannot reset your password. They can assist if your account has been disabled and will assist with questions regarding the use of the self-service password reset website.

Phone calls are the priority at the desk. If you do not need immediate assistance, please e-mail helpdesk@wakefern.com. Voicemail and e-mail requests are worked in the order they are received when there are no live calls in queue and could delay a response to your issue.