

Myaccount.wakefern.com is a Password Reset Self Service tool that gives you the ability to reset your own password from any browser or mobile device.

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.
- ✓ 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

How to Access the Password Reset Self Service tool:

1. From any internet browser, go to <https://myaccount.wakefern.com>. You will be presented with a login screen.

First Login - One Time Setup & Password Reset:

1. From any internet browser, go to <https://myaccount.wakefern.com> You will be presented with a login screen.
2. Enter your User ID.
3. Enter the password provided by Wakefern.
4. Once signed in, you will need to setup up your profile.

All fields are required.

Alternate phone number (To receive a phone call or text to authenticate your identity)

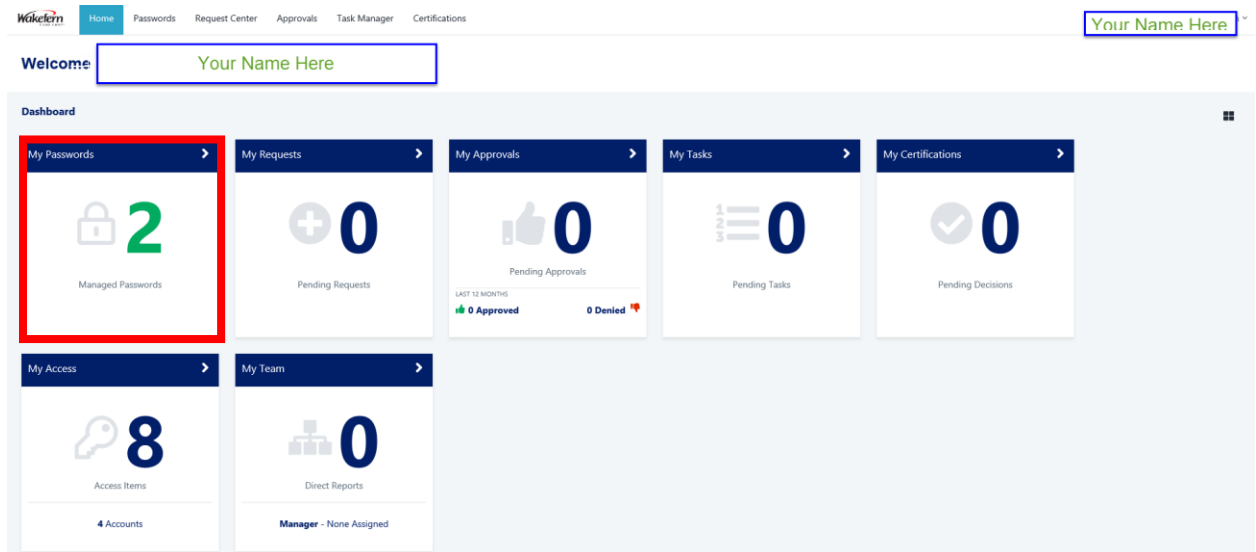
Alternate e-mail address (To receive an e-mail to authenticate your identity)

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.

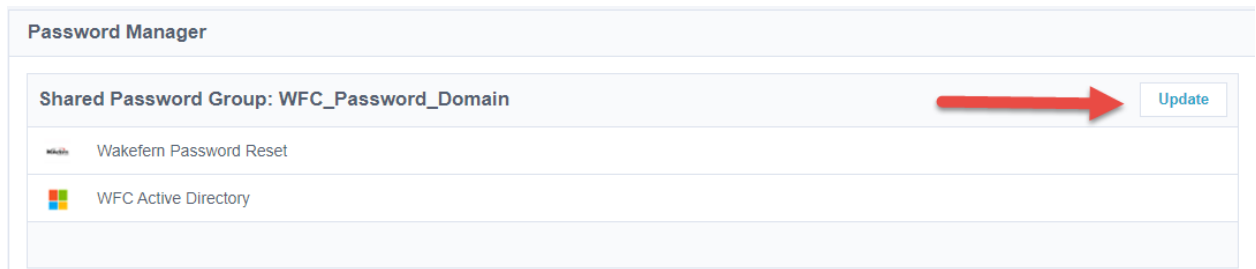
Once complete, click **Save**.

The screenshot shows the 'Wakefern' logo at the top with the text 'A few more steps before you continue'. Below this is the 'Contact Information' section with two fields: 'Alternate Phone' (containing '+1 (201) 555 0123') and 'Alternate Email' (containing 'myemail@wakefern.com'). The 'Security Questions' section follows, consisting of five rows. Each row has a 'Question' dropdown menu (all set to 'Select an item') and an 'Answer' text input field. At the bottom right, there are 'Cancel' and 'Save' buttons.

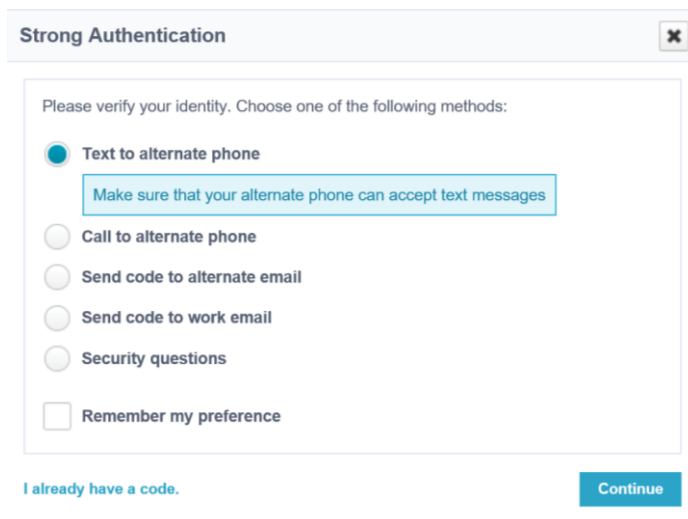
- Click the **My Passwords** tile



- Click **Update** to reset the **WFC Active Directory** password.



- You will be prompted to choose an authentication method to authenticate your identity.



8. Once authenticated, you will be prompted to update your password. When complete, press **Update**.

Update WFC_Password_Domain Password

User Name srs2h

Updated Password

••••••••

Confirm Updated Password

••••••••

Cancel

Update

9. The system will confirm your password reset was accepted. This might take a minute or two. You should receive a message **Account updated**.

Update WFC_Password_Domain Password

▲ Account updated.

User Name srs2h

Updated Password

Confirm Updated Password


Close

Update

10. Logout by clicking on your name in the top right corner of the screen and select **Sign Out**.

If you previously registered but do not remember your password:

11. On the login screen, Click on **Problems Signing in**



Sign in with your user name

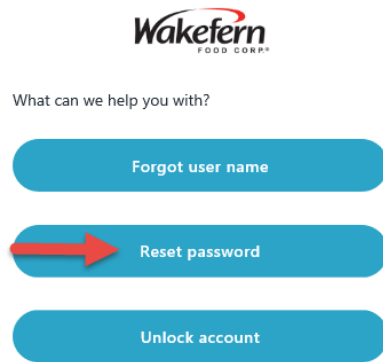
User Name

Password

Sign In

Problems signing in?

12. Click **Reset Password**.



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What can we help you with?

Forgot user name

Reset password

Unlock account

13. Enter your 5 character User ID and press **Continue**



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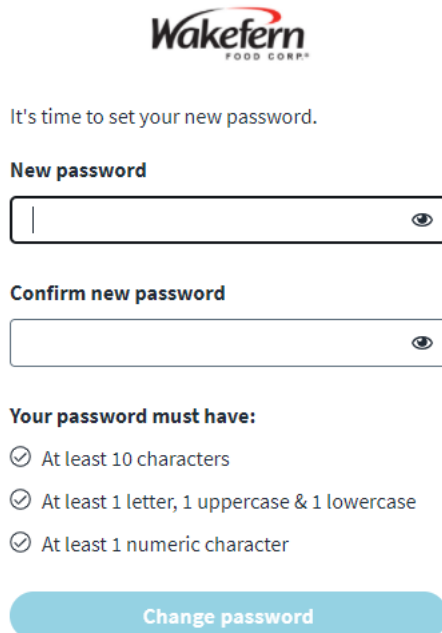
To reset your password, let's start with your user name.

User Name

Continue

14. You will be prompted to authenticate your identity as outlined above.

15. You will be prompted to enter a new password, enter a new password that meets the requirements outlined on the screen and press **Change Password**.



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FOOD CORP.

It's time to set your new password.

New password

Confirm new password

Your password must have:

- At least 10 characters
- At least 1 letter, 1 uppercase & 1 lowercase
- At least 1 numeric character

Change password

16. You will receive confirmation that your password has been updated successfully.



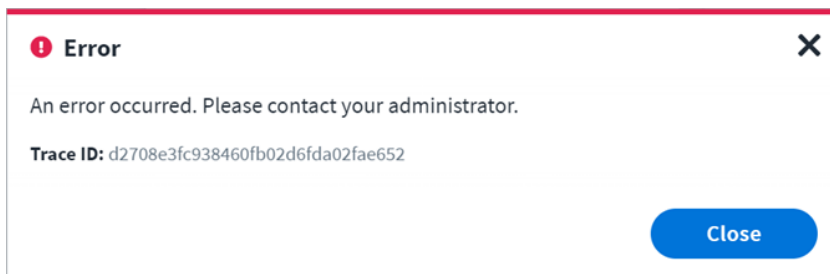
Success! Your password has been updated. You will get a confirmation email in a moment. You can sign in now or come back later.



Return to Sign In

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 are worked in the order they are received when there are no live calls in queue and could delay a response to your request.

- 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:

Update WFC_Password_Domain Password

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 "

Cancel

Update

- The option to reset your Mainframe / Rapid password does not display.
 - Click on your name in the top right corner and select **App Manager**

The screenshot shows the Wakefern MyAccount dashboard. At the top, there is a navigation bar with links: Home, Passwords, Request Center, Approvals, Task Manager, Certifications, and Admin. On the right side of the navigation bar, the user's name "Margaret Ackerman" is displayed with a dropdown arrow. A red arrow points to this dropdown menu, which is open, showing options: App Manager (highlighted in yellow), Preferences, Help, About, and Sign Out. Below the navigation bar, the dashboard content area starts with a "Welcome Back, Margaret M Ackerman" message and "Last Login on 8/17/20". The main dashboard area is titled "Dashboard" and contains four widgets: "My Passwords" (showing 2 Managed Passwords), "My Requests" (showing 0 Pending Requests), "My Approvals" (showing 0 Pending Approvals, with a sub-section for "LAST 12 MONTHS" showing 0 Approved and 0 Denied), and "My Tasks" (showing 0 Pending Tasks).

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

If 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. Voice mail and e-mail requests are worked in the order they are received when there are no live calls in queue.