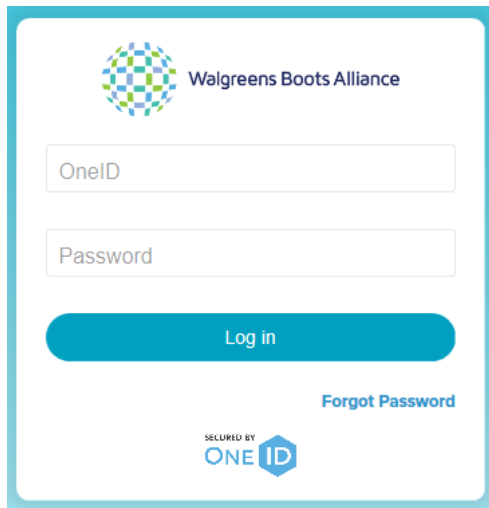


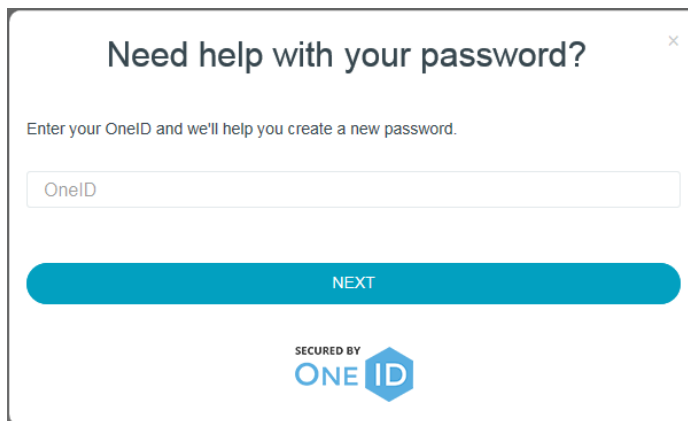
## Forgot Password Option

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- Navigate to <https://mypassport.walgreens.com>
- Click **Forgot Password**



- Enter your OneID
- Click **Next**



- Select a method for verifying your identity and follow the flow, based on that method.
  - You can select to answer your Security Question or use one of the Two-Step Verification methods.

- For information on updating your Security Question, click [here](#). Please be aware that if you are accessing MyPassport from outside the Walgreens network, your Security Question will not be listed as an option in the Forgot Password flow.
- For an overview of Two-Step Verification, click [here](#).
- For step-by-step instructions on enrolling in Two-Step Verification, click [here](#).

### How would you like to verify your identity? ✕

**Security Question**

Answer a question that only you know the answer to.

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**Mobile App Push Notification**

A push notification will be sent to your PingID or MyPassport app on your mobile device.

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**Email**

A one time passcode will be sent to your registered email id.

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**Text Message**

A one time passcode will be sent to

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**Phone Call**

A phone call will be made to your registered phone number to receive a one time passcode.

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- Enter your new password
  - When entering your new password, a pop-up will appear with password restrictions. Make sure that your new password meets all of the restrictions. The full password policy can be viewed by clicking the “i” icon next to the New Password field.
  - If you check the Show Password checkbox, your new password will not be masked as you type it.
- Re-enter your new password

### Create a password ✕

Show Password

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- Click **Save**
- Click **Close**

