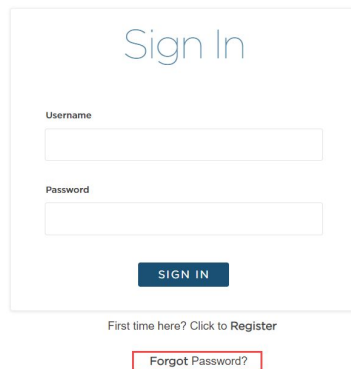


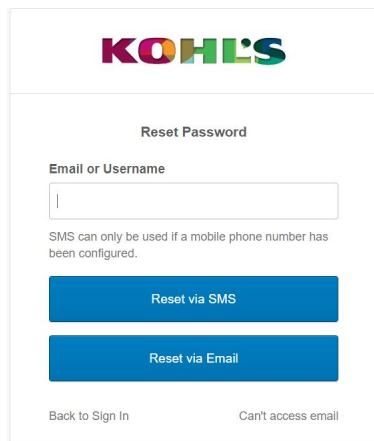
# Quick Reference Guide - Forget Password

## Step 1: Click Forget Password?



The image shows the Kohl's Sign In page. At the top, it says "Sign In" in a large, light blue font. Below that, there are two input fields: "Username" and "Password". A dark blue button labeled "SIGN IN" is positioned below the password field. At the bottom of the page, there is a link that says "First time here? Click to Register" and a red-outlined button labeled "Forgot Password?".

## Step 2: Enter registered email and Select either “Reset via SMS” (if set up mobile number with your account) or “Reset via Email”



The image shows the Kohl's Reset Password page. At the top, the Kohl's logo is displayed. Below it, the heading "Reset Password" is centered. There is an input field labeled "Email or Username". Below this field, a note states: "SMS can only be used if a mobile phone number has been configured." There are two blue buttons: "Reset via SMS" and "Reset via Email". At the bottom, there are two links: "Back to Sign In" and "Can't access email".

## Step 3: Check your Email or Texts for link to reset password

User registered successfully. Please check your inbox for instructions on setting up your credentials

## Step 4: Answer Security Question that were set up from initial registration

## Step 5: Enter new password

*If you are not receiving the Reset Email or Text, please contact [k-link@kohls.com](mailto:k-link@kohls.com) and the team can try to resend it. For any additional login support, such as security questions, please call the EOC at 262-703-1515 and open an incident ticket. The K-Link team is unable to assist in that capacity.*