

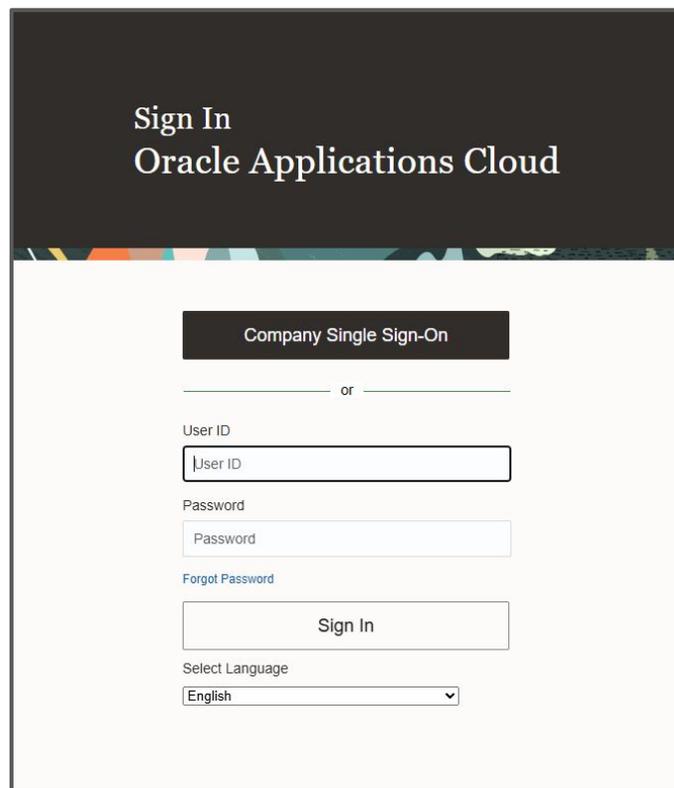
Troubleshooting Supplier Access

Username Retrieval

Note: Company Single Sign-on will not work with the Oracle Supplier portal and Kohl's.

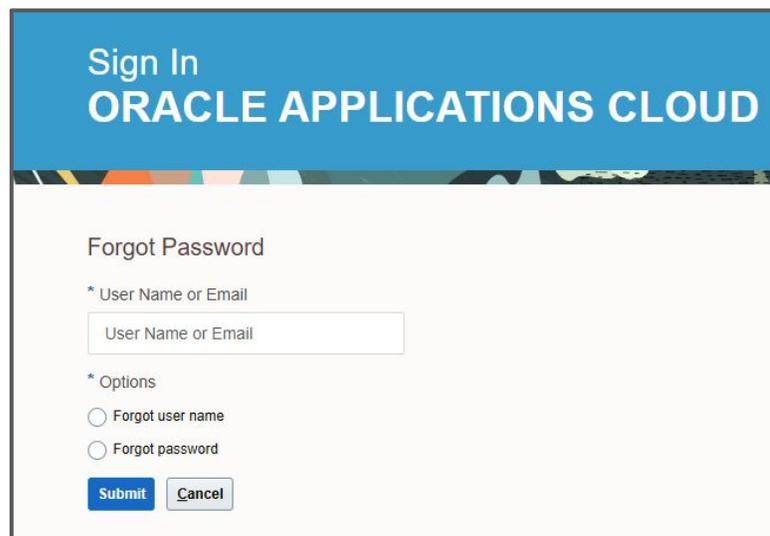
Visit the Kohl's Financial System Login Home Page and click **Forgot Password**

<https://ejke.fa.us2.oraclecloud.com/>



The screenshot shows the Oracle Applications Cloud Sign In page. At the top, it says "Sign In Oracle Applications Cloud". Below that is a "Company Single Sign-On" button. Underneath is a horizontal line with "or" in the center. There are two input fields: "User ID" and "Password". Below the "Password" field is a link for "Forgot Password". At the bottom of the form is a "Sign In" button. Below the "Sign In" button is a "Select Language" dropdown menu with "English" selected.

Enter your email address, click **Forgot Username**, and click **Submit**.



The screenshot shows the Oracle Applications Cloud Forgot Password page. At the top, it says "Sign In ORACLE APPLICATIONS CLOUD". Below that is a "Forgot Password" section. There is a required field for "* User Name or Email" with a text input box. Below that is an "* Options" section with two radio buttons: "Forgot user name" and "Forgot password". At the bottom of the form are two buttons: "Submit" and "Cancel".

Troubleshooting Supplier Access

You will receive this email.



Once you receive your user name, return to the Kohl's Financial System (Oracle) homepage to login.

<https://ejke.fa.us2.oraclecloud.com/>

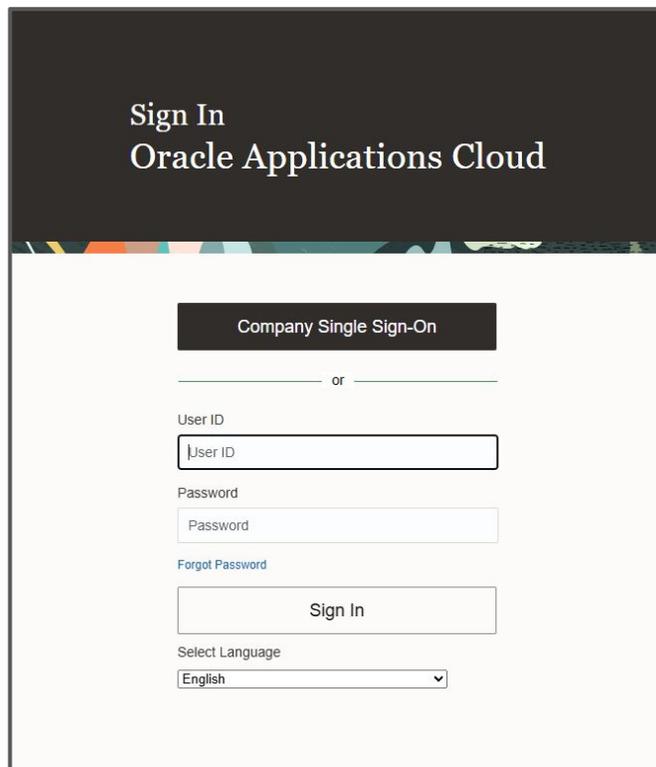
Troubleshooting Supplier Access

Password Retrieval

Note: Company Single Sign-on will not work for Oracle Supplier portal transactions with Kohl's.

Visit the Kohl's Financial System Login Home Page and click **Forgot Password**

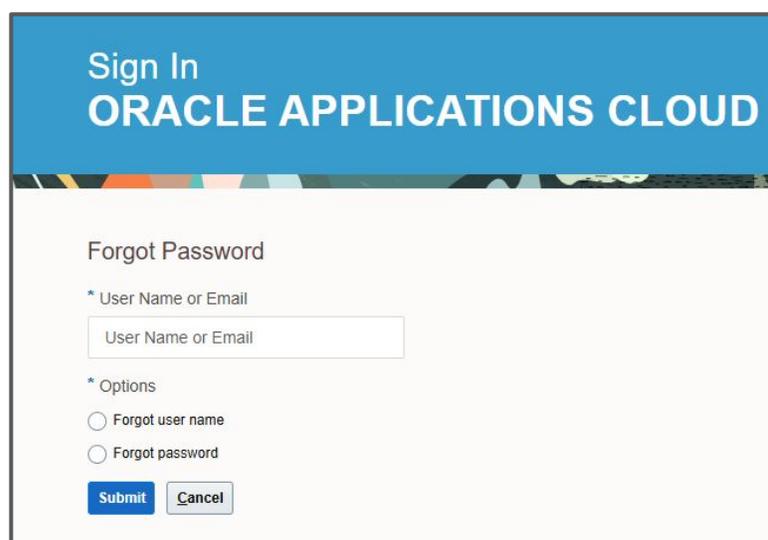
<https://ejke.fa.us2.oraclecloud.com/>



The screenshot shows the Oracle Applications Cloud Sign In page. At the top, it says "Sign In Oracle Applications Cloud". Below that is a "Company Single Sign-On" button. Underneath is a separator line with "or" in the middle. There are three input fields: "User ID" (containing "User ID"), "Password", and "Forgot Password". Below these is a "Sign In" button. At the bottom, there is a "Select Language" dropdown menu set to "English".

If you do not know your password, click **Forgot Password**.

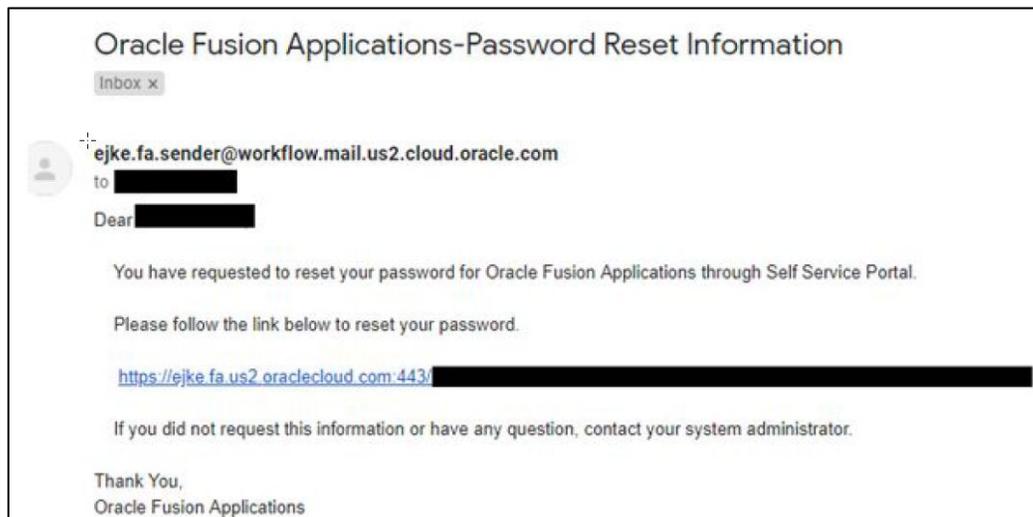
Enter your user name, click **Forgot Password**, and click **Submit**.



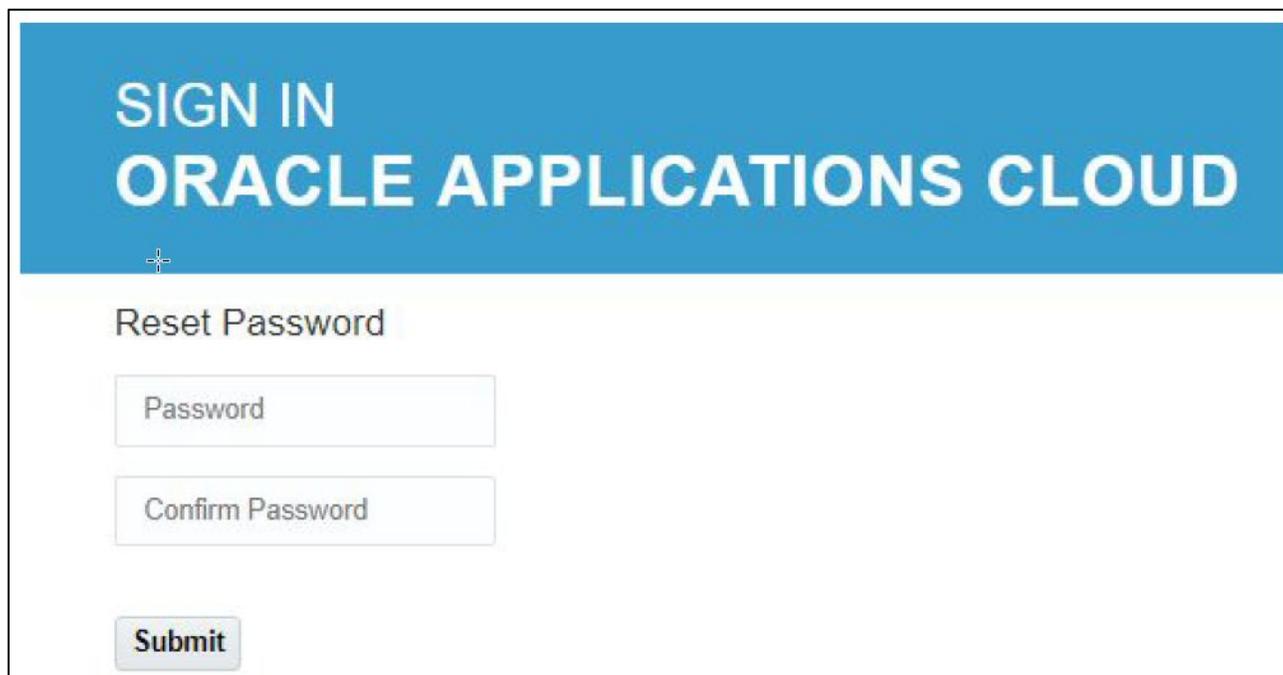
The screenshot shows the Oracle Applications Cloud Forgot Password page. At the top, it says "Sign In ORACLE APPLICATIONS CLOUD". Below that is the "Forgot Password" section. There is a required field for "* User Name or Email" containing "User Name or Email". Below that are two radio button options: "Forgot user name" and "Forgot password". At the bottom, there are "Submit" and "Cancel" buttons.

Troubleshooting Supplier Access

You will receive this email.



Click on the link. You will then be prompted to reset your password.



The image shows a screenshot of the "SIGN IN ORACLE APPLICATIONS CLOUD" page. The page has a blue header with the text "SIGN IN ORACLE APPLICATIONS CLOUD". Below the header, there is a "Reset Password" section with the following form elements:

Reset Password

Password

Confirm Password

Submit

Once you completed the password reset, return to the Kohl's Financial System (Oracle) homepage and login.

<https://ejke.fa.us2.oraclecloud.com/>