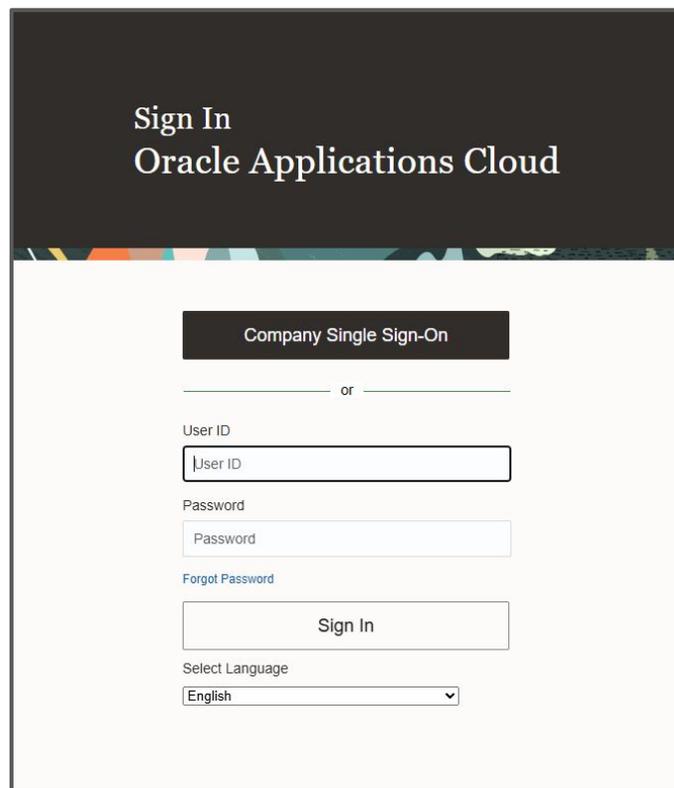# Troubleshooting Supplier Access

Username Retrieval

Note: Company Single Sign-on will not work with the Oracle Supplier portal and Kohl's.
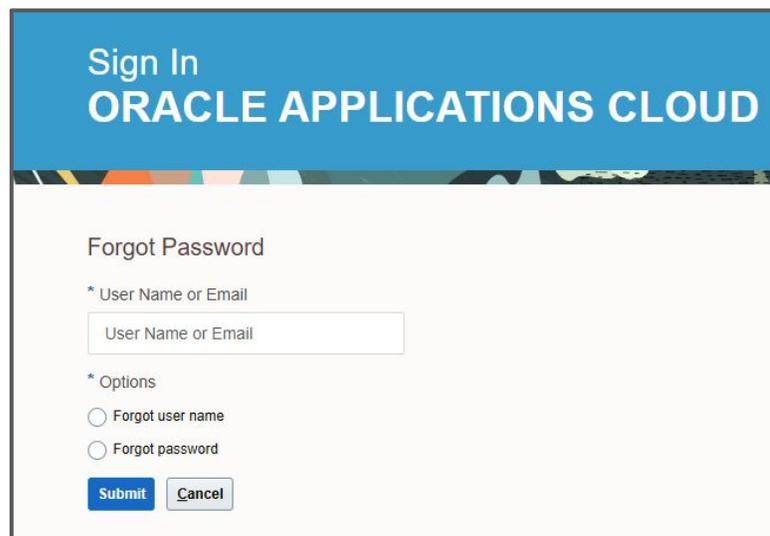
Visit the Kohl's Financial System Login Home Page and click **Forgot Password**

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

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

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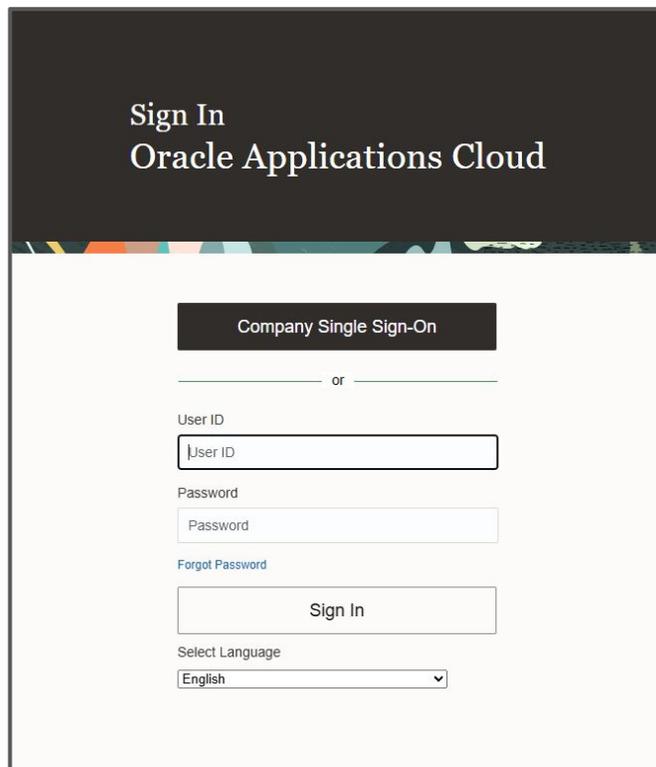
https://ejke.fa.us2.oraclecloud.com/

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**
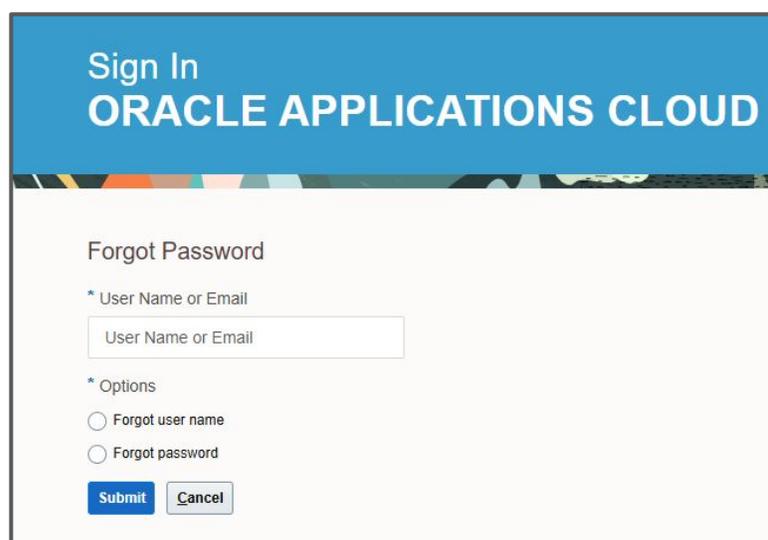
https://ejke.fa.us2.oraclecloud.com/

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

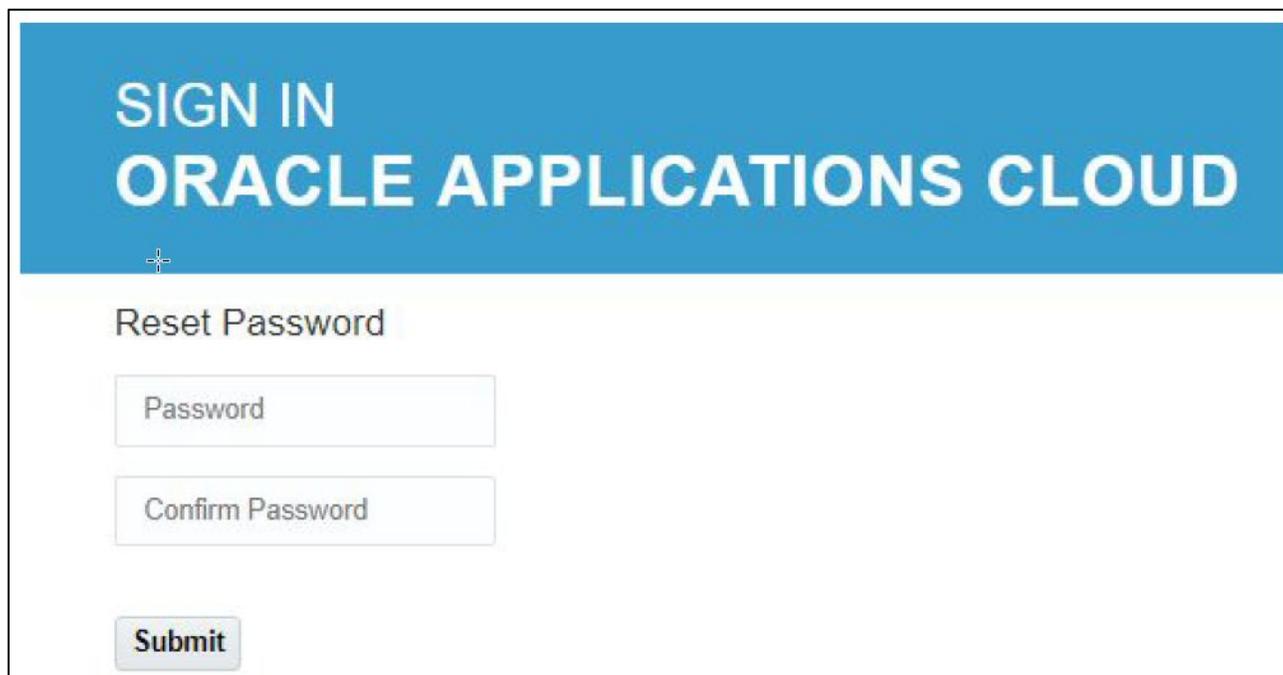Enter your user name, click **Forgot Password**, and click **Submit**.

Troubleshooting Supplier Access

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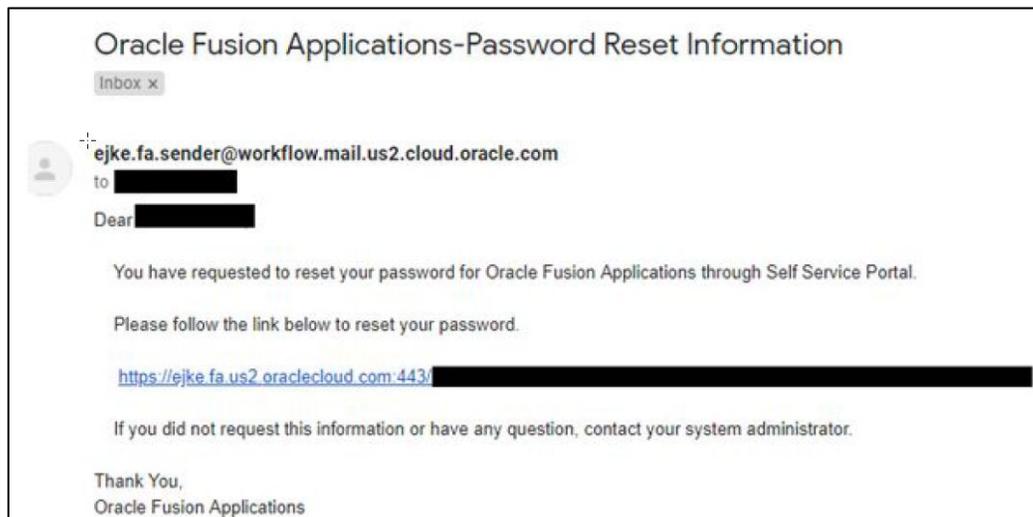
Click on the link. You will then be prompted to reset your password.

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

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