



Forgot User ID

If an associate has forgotten their User ID, they can follow these steps to have their User ID emailed to them.

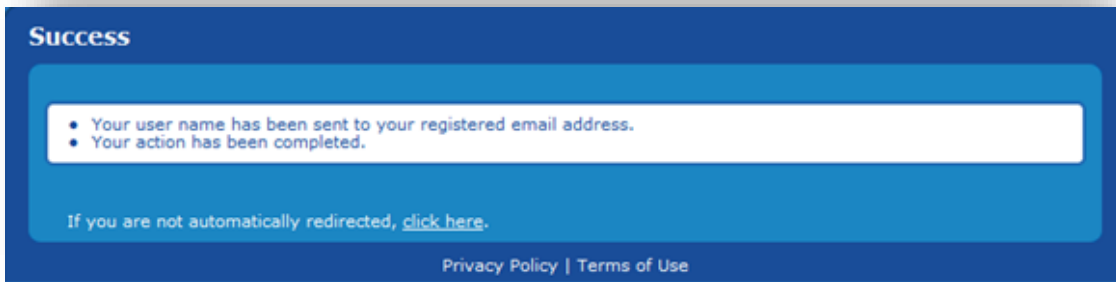
If you do not remember your WalmartOne User ID and do not know and/or do not have access to the eMail ID linked to your WalmartOne account you will need to close your WalmartOne account and register for a new WalmartOne account.

To close your WalmartOne account - please call the HRSS Support Line at 1-800-530-9929 during normal business hours. Option 2 for Performance & Talent Management and WalmartOne followed by 2 option again for WalmartOne.

Step 1: Enter Email Address –



Step 2: Check Your Email –





Step 3: Security Challenge –

Once the associate's code has been entered, they will be prompted to respond to one of the security questions they set up during the initial registration process.

Security Challenge

Please answer your security question

What is the first name of the best man at your wedding?

Would you like us to remember this computer?

- Yes. This is my computer, and I'll be using it to access the WalmartOne in future
- No. This is not my computer and I won't be using it very often

Go

Step 4: Reset Password –

After completing the security challenge, the associate will be prompted to reset their password. Once the password is reset, the associate will receive an automated email confirming the password reset and will be taken back to the log-in screen to enter the new credentials.

Reset your password

New password

- 8 or more characters
- At least one upper case and one lower case character
- At least one number

Password strength Begin Typing

Re-enter password

Go



Forgot Password

If an associate has forgotten their password, they can follow these steps to have their password reset. The process is very similar to when the associate has forgotten their User ID.

If you do not remember your WalmartOne Password and do not know and/or do not have access to the eMail ID linked to your WalmartOne account you will need to close your WalmartOne account and register for a new WalmartOne account.


To close your WalmartOne account - please call the HRSS Support Line at 1-800-530-9929 during normal business hours. Option 2 for Performance & Talent Management and WalmartOne followed by 2 option again for WalmartOne.

Step 1: Enter User ID –

Recover your password

User name

Type the characters shown below



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Step 2: Check Your Email –

The associate will receive an email with a verification code. They will need to obtain this code and enter it quickly as it is only valid for a short time. The verification code will be valid for only 15 minutes and the associate cannot close their browser window.

Check your email

We just sent an email to your registered email address.

This email contains a validation code that only lasts for a short time. Go check your email, and then enter the code here.

Enter code

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New Account Registration

If the associate has not registered with Walmart One, they will need to register with Walmart One to proceed. Once the caller clicks on [Register](#) the following screen will display:

Hi there! Thanks for registering on WalmartOne. Before we get going, here's what you will need:

- Your Walmart Identification Number (WIN) ?
- Your birthday
- The date you were hired ?
- Your email address

[Go](#)

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There are **FOUR** steps needed to complete the registration process:

Step 1: The associate will need to enter the following –

- Win Number
- Birth Date
- Hire Date

New Account Registration
Step 1 of 4

Walmart Identification Number (WIN) ?

Birth date / /
(mm) (dd) (yyyy)

Hire date ? /
(mm) (yyyy)

Type the characters shown below

xGkbz8



Step 2: The associate will need to enter the following –

- User Name (**The User Name will need to be 7 to 12 characters.**)
- Email Address
- Password (**Password must have 7-12 characters, and have upper case, lower case and numerical characters.**)

The registration form is set against a blue background. It contains the following elements:

- User name:** A text input field with a blue border. Below it, a bullet point states: "Your user name must be 4 to 16 characters long and may contain letters and numbers".
- Email:** A text input field with a blue border. Below it, a bullet point states: "An email will be sent to this address in the next step. Please be sure that you have immediate access to the account that you list."
- Password:** A text input field with a blue border. Below it, three bullet points specify requirements: "8 or more characters", "At least one upper case and one lower case character", and "At least one number".
- Password strength:** A progress indicator bar with the text "Begin Typing" to its right.
- Re-enter password:** A text input field with a blue border.

Step 3: Verify their email account –

The screen is titled "Check your email" and is labeled "Step 3 of 4". It features a blue background with a white text box containing the following instructions:

- "We just sent an email to your registered email address."
- "This email contains a validation code that only lasts for a short time. Go check your email, and then enter the code here."

Below the text box is an "Enter code" label followed by a white text input field with a blue border. At the bottom right of the screen is a yellow "Go" button.

The screenshot shows an email with the following content:

***** Automated email from WalmartOne *****
***** Please do not reply to this message *****

You've almost finished! To complete this step, you'll need your one-time validation code, which is:

454473

Thank you,
WalmartOne

This email and any files transmitted with it are confidential and intended solely for the individual or entity to whom they are addressed. If you have received this email in error destroy it immediately. *** Walmart Confidential ***



Step 4: Enter Security Questions –

Security questions are case sensitive and should be either all capital or all lowercase letters.

Set your security options
Step 4 of 4

Choose challenge data to provide security for your confidential health care, financial data and benefits information.

You may use the drop-down arrow to select a different question.

Answers to the challenge questions must be between 4 and 16 characters long. Be sure to complete all 5 challenge questions and use only letters and numbers in your answers. Inappropriate or offensive answers are automatically blocked by the system.

Once all four steps have been completed, the associate will be successfully registered with Walmart One.

Walmart One

You are registered!

- Your user name is noblitts35
- You can now login! You will be automatically redirected to the login page in 10 seconds.

If you are not automatically redirected, [click here](#).

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If Associate Did Not Receive Verification Email

If the associate does not receive the verification email during the registration process or when they reset their password, advise the associate to check their spam folder.

If unsuccessful, refer them to the Internet Service Provider for assistance, or to try and register with a different email account.

Advise the caller that the verification email will be coming from mybnfts@wal-mart.com