


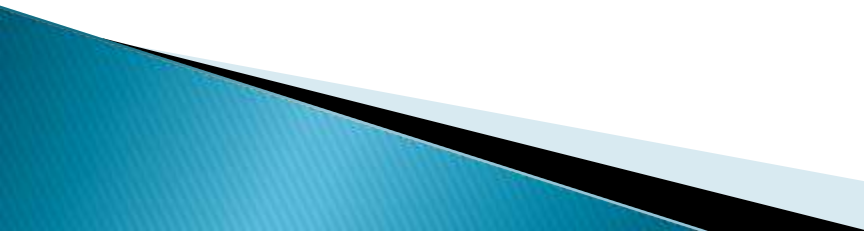


Online Account Registration Step-by-Step Guide

Welcome to our website

- ▶ Thank you for taking the time to register an online account with us.
 - ▶ The only requirement to register an online account is a valid email address. This will be used to identify your unique account.
 - ▶ A card number is not required, but is strongly recommended to take advantage of all the benefits of our website (see the following “Online Account Benefits” for additional details).
 - ▶ This guide is tailored to www.kroger.com, but it can be used on all of our Kroger Family of Stores websites (the online account registration process is the same).
- 

Online Account Benefits

- ▶ Download digital coupons straight to your Shopper's Card!
 - ▶ Receive our weekly ad directly in your inbox every week.
 - ▶ Create and save your shopping list.
 - ▶ View your points balance quickly and easily.
 - ▶ Receive special online offers and coupons.
 - ▶ Maintain your account information easily.
 - ▶ See what's happening at your local store.
- 

Select "Create an Account."

The screenshot shows the Kroger website homepage. At the top left is the Kroger logo. To its right are links for WEEKLY ADS, FIND STORES, Rx REFILLS, and PLUS CARD. Below this is a blue navigation bar with links: Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. A search bar is located below the navigation bar, with a dropdown menu set to "All Sites". To the right of the search bar are links for "Sign in" (with a Kroger Plus logo) and "Create an account" (circled in red). The "Create an account" link includes the text "Registration is free & easy. Why join?". A diagonal banner on the right side says "Sign in and SAVE!". Below the search bar is a notice about an email database breach with a link to "Frequently Asked Questions". The main content area features a "Save on Fuel" banner with a green fuel nozzle image and a "Full Baskets for them..." banner with a basket of candy and a "Gift Card for You!" offer. At the bottom is a "DIGITAL COUPONS" section with two coupons: one for Cocoa Puffs and one for Chex Mix. The "Advertised Specials" section below it is empty.

Kroger

WEEKLY ADS FIND STORES Rx REFILLS PLUS CARD

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search: All Sites

Sign in
Download coupons, view your points and more.

Create an account
Registration is free & easy.
Why join?

Sign in and SAVE!

Questions about the email database breach and how it may affect you? Please see our email [Frequently Asked Questions](#) for further details.

Save on Fuel
Take a break and spring into fuel savings!
Learn more.

View Weekly Ad Grab the Savings! Save on Fuel

Full Baskets for them...
A Gift Card for You!
Learn more.

DIGITAL COUPONS 151 coupons worth up to \$236!

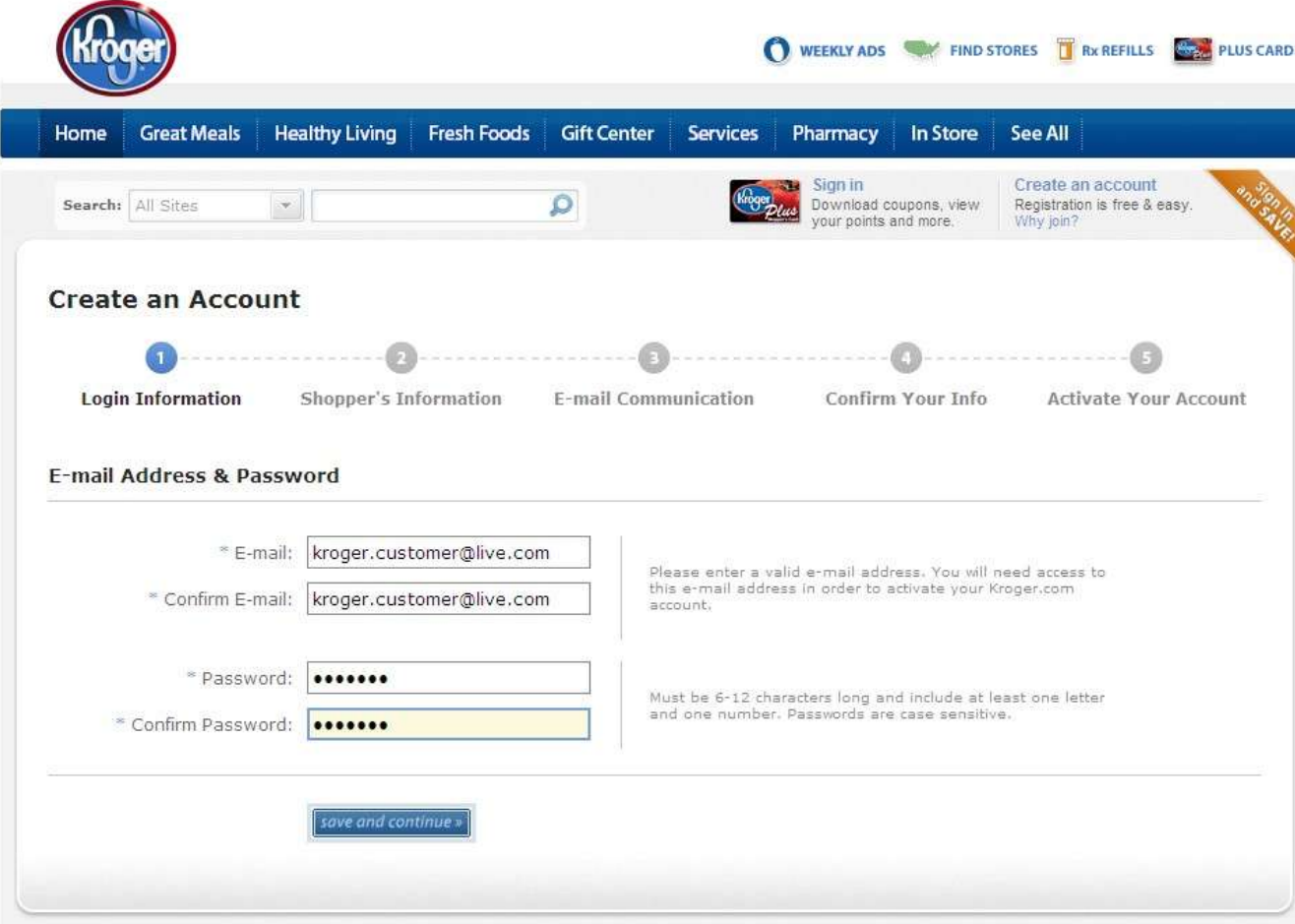
Save \$0.55 on Cocoa Puff's® when you buy any ONE BOX Cocoa Puffs® cereal May 27, 2011

Save \$0.50 on 2 Chex® Mix when you buy TWO any flavor 4.5 OZ. OR LARGER Chex Mix® OR Chex® 100 Calorie Snack< May 27, 2011

Advertised Specials
No Featured Products Currently Available

Enter email address and password.

Passwords must be at least six digits and contain at least one number.



The screenshot shows the Kroger website's account creation process. At the top is the Kroger logo and navigation links: WEEKLY ADS, FIND STORES, Rx REFILLS, and PLUS CARD. Below is a navigation bar with links: Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. A search bar is present with a dropdown menu set to 'All Sites'. There are also links for 'Sign in' (with a Kroger Plus logo) and 'Create an account' (with a 'Why join?' link). A yellow banner on the right says 'Sign in and SAVE!'. The main heading is 'Create an Account', followed by a progress bar with five steps: 1. Login Information (highlighted), 2. Shopper's Information, 3. E-mail Communication, 4. Confirm Your Info, and 5. Activate Your Account. The current step is 'E-mail Address & Password', which includes four input fields: '* E-mail:', '* Confirm E-mail:', '* Password:', and '* Confirm Password:'. The first two fields contain the email address 'kroger.customer@live.com'. The password fields are masked with dots. To the right of the fields are two instructional paragraphs: 'Please enter a valid e-mail address. You will need access to this e-mail address in order to activate your Kroger.com account.' and 'Must be 6-12 characters long and include at least one letter and one number. Passwords are case sensitive.' At the bottom of the form is a 'save and continue »' button.

Kroger

WEEKLY ADS FIND STORES Rx REFILLS PLUS CARD

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search: All Sites

Sign in
Download coupons, view your points and more.

Create an account
Registration is free & easy. Why join?

Sign in and SAVE!

Create an Account

- 1 Login Information
- 2 Shopper's Information
- 3 E-mail Communication
- 4 Confirm Your Info
- 5 Activate Your Account

E-mail Address & Password

* E-mail:

* Confirm E-mail:

* Password:

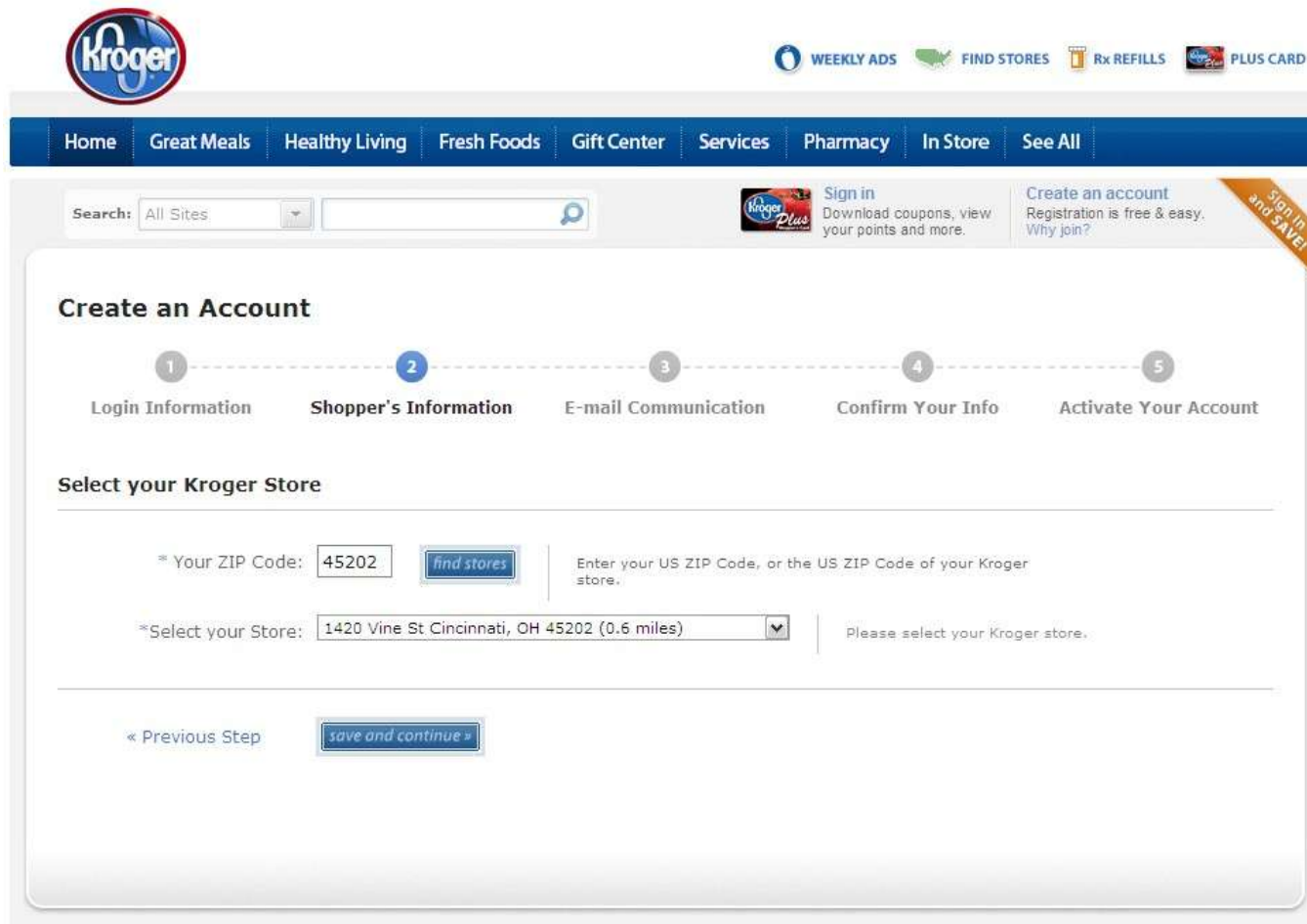
* Confirm Password:

Please enter a valid e-mail address. You will need access to this e-mail address in order to activate your Kroger.com account.

Must be 6-12 characters long and include at least one letter and one number. Passwords are case sensitive.

[save and continue »](#)

Enter your zip code and select your preferred store from the dropdown box.



The screenshot shows the Kroger website's account creation process. At the top, there is a navigation bar with the Kroger logo and links for WEEKLY ADS, FIND STORES, Rx REFILLS, and PLUS CARD. Below this is a secondary navigation bar with links for Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. A search bar is located on the left, and a 'Sign in' button with a Kroger Plus logo is on the right. A 'Create an account' link is also present, with a note that registration is free and easy. A yellow banner on the right side says 'Sign in and SAVE!'. The main content area is titled 'Create an Account' and features a progress indicator with five steps: 1. Login Information, 2. Shopper's Information, 3. E-mail Communication, 4. Confirm Your Info, and 5. Activate Your Account. The current step is 'Select your Kroger Store'. This step includes a form with two main sections. The first section is for entering the ZIP code, with a text input field containing '45202' and a 'find stores' button. Below this is a note: 'Enter your US ZIP Code, or the US ZIP Code of your Kroger store.' The second section is for selecting a store, with a dropdown menu showing '1420 Vine St Cincinnati, OH 45202 (0.6 miles)' and a 'Please select your Kroger store.' label. At the bottom of the form, there is a '« Previous Step' link and a 'save and continue »' button.

Kroger

WEEKLY ADS FIND STORES Rx REFILLS PLUS CARD

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search: All Sites

Sign in
Download coupons, view your points and more.

Create an account
Registration is free & easy. Why join?

Sign in and SAVE!

Create an Account

1 Login Information 2 Shopper's Information 3 E-mail Communication 4 Confirm Your Info 5 Activate Your Account

Select your Kroger Store

* Your ZIP Code: [find stores](#) Enter your US ZIP Code, or the US ZIP Code of your Kroger store.

*Select your Store: Please select your Kroger store.

« Previous Step [save and continue »](#)

Enter your Shopper's Card information.

Why should you enter your card information? See "Online Account Benefits."
System not accepting your information? See "Help Section."

The screenshot shows the Kroger.com account creation process. At the top, there is a navigation bar with links: Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. Below the navigation bar is a search bar and a sign-in button. A banner for 'Create an account' is visible, stating 'Register is free & easy. Why not?'. The main content area is titled 'Create an Account' and features a progress indicator with five steps: 1. Login Information, 2. Shopper's Information (current step), 3. E-mail Communication, 4. Confirm Your Info, and 5. Activate Your Account. Under the 'Shopper's Information' step, there are two radio button options for the Kroger Plus Card: 'I don't have a Kroger Plus Card...' and 'Yes, I have a Kroger Plus Card...'. The 'Yes' option is selected. Below this, a grey box contains two sections: '1. Please enter your Kroger Plus Card number OR 10-digit alternate ID' and '2. Please enter your last name and US ZIP Code'. The first section has two input fields: 'Kroger Plus Card Number (?)' with the value '423162750840' and 'Alternate ID (?)' which is empty. The second section has two input fields: 'Last Name:' with the value 'Kroger' and 'US ZIP Code:' with the value '45202'. At the bottom of the form, there is a 'Previous Step' link and a 'save and continue >' button.

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search All Sites

Sign in Download coupons, view your prints and more

Create an account Register is free & easy. Why not?

Create an Account

1 Login Information 2 Shopper's Information 3 E-mail Communication 4 Confirm Your Info 5 Activate Your Account

Kroger Plus Card

I don't have a Kroger Plus Card. I'll just create my Kroger.com account without one. (Interested in applying for one?)

Yes, I have a Kroger Plus Card. Use my card number or alternate ID to create my account. (Why should I?)

* 1. Please enter your Kroger Plus Card number OR 10-digit alternate ID

Kroger Plus Card Number (?): 423162750840 Enter the 12 or 13 digits on the back of your card, starting with the number 2 or 4.

-OR-

Alternate ID (?): Enter your 10-digit alternate ID you use when you don't have your Kroger Plus Card.

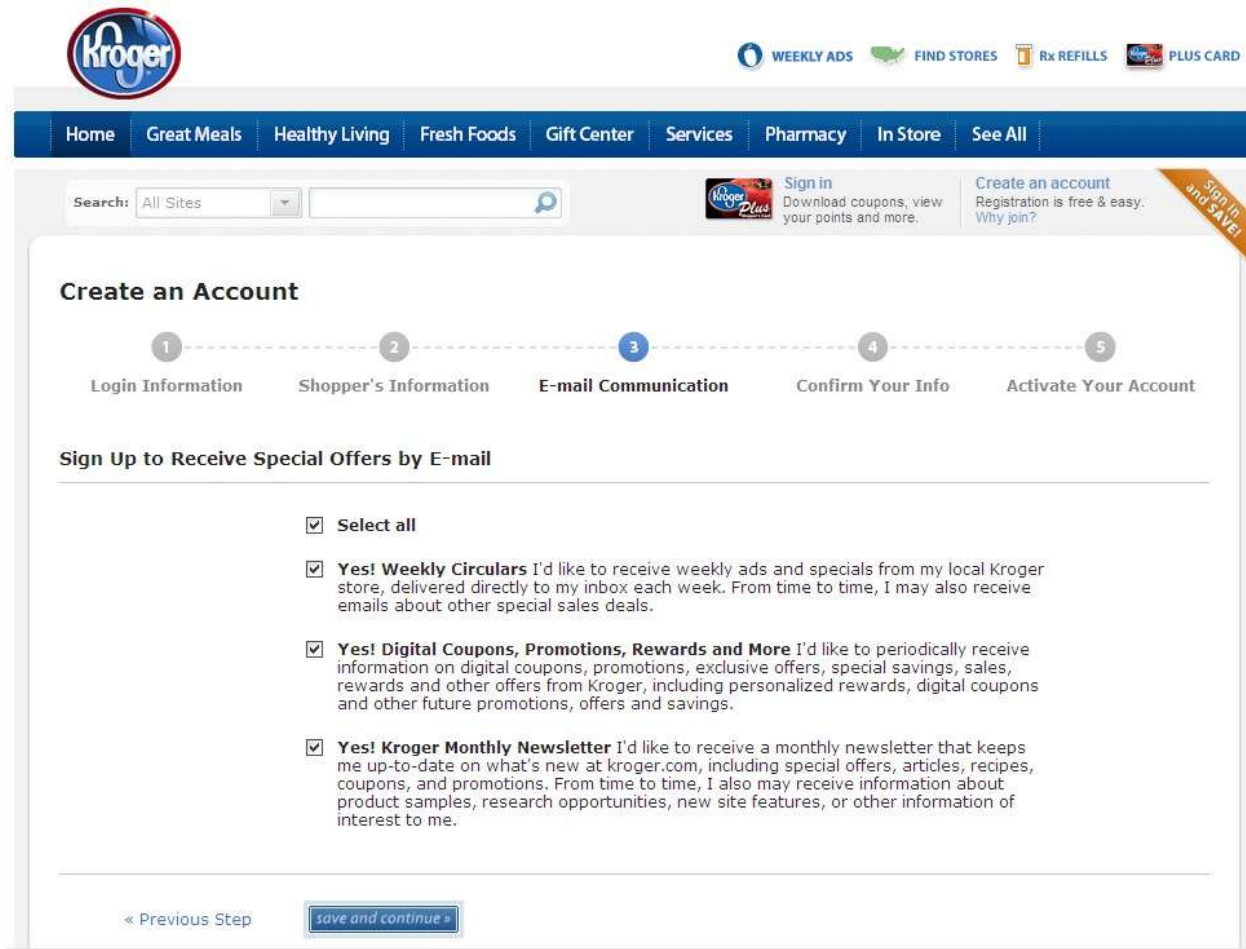
* 2. Please enter your last name and US ZIP Code (Why do we ask?)

Last Name: Kroger Enter the last name currently registered to your Kroger Plus Card.

US ZIP Code: 45202 Enter the US ZIP Code currently registered to your Kroger Plus Card.

< Previous Step save and continue >

Choose your email subscriptions.



The screenshot shows the Kroger website's account creation process. At the top, there is a navigation bar with the Kroger logo and links for WEEKLY ADS, FIND STORES, Rx REFILLS, and PLUS CARD. Below this is a secondary navigation bar with links for Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. A search bar is located on the left, and a 'Sign in' button with a Kroger Plus logo is on the right. A 'Create an account' link is also present, with a note that registration is free and easy. A yellow banner on the right side says 'Sign In and SAVE!'. The main content area is titled 'Create an Account' and features a progress bar with five steps: 1. Login Information, 2. Shopper's Information, 3. E-mail Communication (the current step), 4. Confirm Your Info, and 5. Activate Your Account. Below the progress bar, there is a section titled 'Sign Up to Receive Special Offers by E-mail'. This section contains three checkboxes, all of which are checked:

- Select all**
- Yes! Weekly Circulars** I'd like to receive weekly ads and specials from my local Kroger store, delivered directly to my inbox each week. From time to time, I may also receive emails about other special sales deals.
- Yes! Digital Coupons, Promotions, Rewards and More** I'd like to periodically receive information on digital coupons, promotions, exclusive offers, special savings, sales, rewards and other offers from Kroger, including personalized rewards, digital coupons and other future promotions, offers and savings.
- Yes! Kroger Monthly Newsletter** I'd like to receive a monthly newsletter that keeps me up-to-date on what's new at kroger.com, including special offers, articles, recipes, coupons, and promotions. From time to time, I also may receive information about product samples, research opportunities, new site features, or other information of interest to me.

At the bottom of the form, there are two buttons: a '« Previous Step' button and a 'save and continue »' button.

Confirm your information.

Be sure to review our [Terms and Conditions](#) and select the checkbox.

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search: All Sites

Sign In
Download coupons, view your points and more.

Create an account
Registration is free & easy. Why join?

Create an Account

1 Login Information 2 Shopper's Information 3 E-mail Communication 4 **Confirm Your Info** 5 Activate Your Account

Confirm Your Kroger.com Account Information

Please verify that the following account information is correct, check the box to accept the terms and conditions of our site, and click "Complete Registration."

E-mail Address: kroger.customer@ive.com

Store Location: Kroger
1420 Vine St
Cincinnati, OH 45202-7018

Store Phone: 513-721-7285
Pharmacy Phone:

Kroger Plus Card Number: None or not provided

You have chosen to receive the following communications:
Weekly Circular
Special Promotions and Opportunities
Monthly Newsletter

* I have read and agree to the [Terms and Conditions](#).

< Previous Step complete registration >

An email has been sent to your email address for confirmation.

The screenshot shows the Kroger.com website's account activation process. At the top, the Kroger logo is on the left, and navigation links for WEEKLY ADS, FIND STORES, Rx REFILLS, and PLUS CARD are on the right. Below the logo is a blue navigation bar with links for Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. A search bar is located below the navigation bar, with a dropdown menu set to 'All Sites'. To the right of the search bar are links for 'Sign in' (with a Kroger Plus logo) and 'Create an account' (with the text 'Registration is free & easy. Why join?'). A yellow banner on the right side of the page says 'Sign in and SAVE!'. The main content area is titled 'Create an Account' and features a progress bar with five steps: 1. Login Information, 2. Shopper's Information, 3. E-mail Communication, 4. Confirm Your Info, and 5. Activate Your Account. The fifth step is highlighted with a blue circle. Below the progress bar, the text reads 'One Last Step to Activate Your Kroger.com Account'. A warning icon (a yellow triangle with an exclamation mark) is followed by the text: 'Please check your e-mail inbox and follow the instructions to complete the activation process. You will be asked to confirm your Kroger.com account by clicking on the link provided in the e-mail message.'

Kroger

WEEKLY ADS FIND STORES Rx REFILLS PLUS CARD

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search: All Sites

Kroger Plus Sign in
Download coupons, view your points and more.

Create an account
Registration is free & easy.
Why join?

Sign in and SAVE!

Create an Account

1 2 3 4 5

Login Information Shopper's Information E-mail Communication Confirm Your Info **Activate Your Account**

One Last Step to Activate Your Kroger.com Account

⚠ Please check your e-mail inbox and follow the instructions to complete the activation process.
You will be asked to confirm your Kroger.com account by clicking on the link provided in the e-mail message.

Check your inbox for your confirmation email.

The screenshot displays the Hotmail web interface. On the left, a navigation pane shows folders like 'Inbox (1)', 'Junk', 'Drafts', 'Sent', 'Deleted (6)', and 'New folder'. Below these are 'Quick views' (Flagged, Photos, Office docs, Shipping updates) and 'Messenger' (with a sign-out option). The main area is the 'Inbox', featuring a search bar, filter options (All, Unread, From contacts, Social updates, From groups, Everything else), and a 'Show' dropdown. A single email from 'Kroger' is visible, titled 'Activate Your Kroger.com Account Now', received at 9:33 AM. The bottom of the inbox shows '1 messages' and navigation controls. A Messenger notification box is overlaid on the left side of the inbox area.

Hotmail

New Delete Junk Sweep ▾ Mark as ▾ Move to ▾ |

Inbox (1)

Search email

Show: **All** | Unread | From contacts | Social updates | From groups | Everything else « Arrange by ▾

Kroger **Activate Your Kroger.com Account Now** 9:33 AM

1 messages

New Delete Junk Sweep ▾ Mark as ▾ Move to ▾ |

You're signed in to Messenger. To change your status, click your name in the upper right corner. [Keep me signed in](#) | [Sign out of Messenger](#)

Search contacts

Your friends are offline right now. [Sign out of Messenger](#)

Select the hyperlink in the confirmation email to activate your new Online Account.

Hotmail

New | Reply | Reply all | Forward | Delete | Junk | Sweep | Mark as | Move to |

Inbox

Activate Your Kroger.com Account Now Back to messages |

Kroger Add to contacts 9:33 AM Reply
To kroger.customer@live.com

Please add noreply@kroger.com to your address book to ensure our e-mail messages reach your inbox.

Dear Valued Customer,

Welcome! Thank you for registering on Kroger.com and choosing to receive the following communications:

Weekly Circular
Special Promotions and Opportunities
Monthly Newsletter

To protect your privacy, there is just one last step to activate your account.

Please confirm your e-mail address and selected preferences by clicking the following link:
<https://customer.kroger.com/Register/ConfirmEmailAddress.aspx?token=a9bdaa0db473ae531baa3a02cae80ba8>

If you are unable to click the link, please copy the link and paste within the address bar of your web browser.

Regards,
The Kroger.com Web Team
<http://www.kroger.com/>

Please review our Terms and Conditions and Privacy Policy:
Terms and Conditions: http://www.kroger.com/company_information/Pages/terms_conditions.aspx
Privacy Policy: http://www.kroger.com/company_information/Pages/privacy_policy.aspx

You're signed in to Messenger. To change your status, click your name in the upper right corner. Keep me signed in | Sign out of Messenger

Search contacts

Your friends are offline right now. Sign out of Messenger

Home
Contacts
Calendar

Messenger tip:

Congratulations! Your new Online Account is now ready to use.

Select "Log in to your account."

The screenshot shows the Kroger website's account activation confirmation page. At the top left is the Kroger logo. To the right are navigation links: WEEKLY ADS, FIND STORES, Rx REFILLS, and PLUS CARD. Below these is a blue navigation bar with links: Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. A search bar is located below the navigation bar. To the right of the search bar are two promotional boxes: one for 'Sign in' (Download coupons, view your points and more.) and another for 'Create an account' (Registration is free & easy. Why join?). A yellow banner on the right side says 'Sign in and SAVE!'. The main content area is titled 'Create an Account' and features a progress bar with five steps: 1. Login Information, 2. Shopper's Information, 3. E-mail Communication, 4. Confirm Your Info., and 5. Activate Your Account. Below the progress bar, the text reads 'Your Kroger.com Account Has Been Activated'. A green checkmark icon is followed by the text: 'Thank you for registering with Kroger.com. We have confirmed your e-mail as: kroger.customer@live.com. Go ahead and get started. [Log in to your account >](#)'. The link 'Log in to your account >' is circled in red.

Kroger

WEEKLY ADS FIND STORES Rx REFILLS PLUS CARD

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search: All Sites

Sign in
Download coupons, view your points and more.

Create an account
Registration is free & easy. Why join?

Sign in and SAVE!

Create an Account

- 1 Login Information
- 2 Shopper's Information
- 3 E-mail Communication
- 4 Confirm Your Info.
- 5 Activate Your Account

Your Kroger.com Account Has Been Activated

✔ Thank you for registering with Kroger.com. We have confirmed your e-mail as: **kroger.customer@live.com**. Go ahead and get started. [Log in to your account >](#)

Sign into your Online Account.

Kroger

WEEKLY ADS FIND STORES Rx REFILLS PLUS CARD

Home Great Meals Healthy Living Fresh Foods Gift Center Services Pharmacy In Store See All

Search: All Sites

Sign In

Already have an Account? Please Sign In.

* E-mail:

* Password: [Forgot your password?](#)

Remember me on this computer

New to Kroger.com? Create an Account

Registration is easy and it's free! Here's why you should join:

- View your Kroger Plus Card points and savings
- Download coupons directly to your Kroger Plus Card
- Sign up to receive your weekly ad by e-mail
- See what's happening at your Kroger store
- Receive e-mails for special offers, coupons & more
- Create and save a shopping list
- Update your mailing address

[Get started. Sign up today! >>](#)

Use the My Account page to manage your information.

The screenshot displays the Kroger My Account page. At the top, a navigation bar includes links for Home, Great Meals, Healthy Living, Fresh Foods, Gift Center, Services, Pharmacy, In Store, and See All. Below this is a search bar with a dropdown menu set to 'All Sites' and a search icon. On the right, a welcome message for 'Stephen!' is followed by links for Logout, My Kroger, My Weekly Ads, My Account, and My Points.

The main content area features a 'Welcome back, Stephen!' message. To the right, there are three summary boxes: '\$365.66 Your 2011 Card Savings', '82 points March 2011 Fuel Rewards [?] [?]', and '29 Points April 2011 Fuel Rewards [?] [?]'.

Below these are five icons representing different account features: Account Settings, Weekly Ad, Coupons, Store News, and Shopping List.

The 'E-mail Address' section is expanded, showing the email address '██████████@kroger.com' with an 'Edit' link. Other collapsed sections include Password, Preferred Store, Kroger Plus Card, E-Mail Subscriptions, Contact Information, and Profile Information.

Thank you for creating an Online Account with us!



Having difficulties with the registration process?
See the following "Help Section" for further assistance.

Do you have further questions or concerns?

Contact our Customer Service Center at:

1-866-221-4141

(8 a.m.-9 p.m. EST)

Or email us by clicking [here](#).

Help Section

Below are the answers to our FAQs followed by some commonly encountered errors and their solutions.

EMAIL ADDRESS

Should I use a personal email address, or is okay to use my work email address?

There is no simple answer as it's ultimately a matter of personal preference. However, using a work email can cause some issues. Specifically, some work email systems (especially government) will filter out our email messages before they're delivered.

PREFERRED STORE

Can I use my area code to find my preferred store?

The preferred store selection box searches by zip code only.

When I select a preferred store does that mean that it is the only store I can shop at?

You are more than welcome to shop at any of our stores that you wish. In fact, we encourage it. The preferred store selection simply indicates to us the store from which we should tailor the content we provide you. There is absolutely no restriction on where you shop.

CARD NUMBER

Do I have to have my 12 digit card number to register for an online account?

Registering your card number is not required; however, it is strongly recommended. Many of the benefits our website provides you are derived from registering your card number (see "Online Account Benefits" for complete details).

Help Section

CARD NUMBER

It's not accepting my card number or alternate ID; what's the problem?

First, make sure you're entering the whole twelve digit card number or alternate ID, with no spaces or dashes. Second, it's possible that we may have old information on your account, so the last name or zip code that you're entering may not match. If you suspect this is the case, please call our Customer Service Center at 1-866-221-4141, between 8 a.m. and 9 p.m. EST, to have your account information updated.

CONFIRMATION EMAIL

Having difficulties selecting the hyperlink in our confirmation email?

Certain email providers will block hyperlinks to protect you from malicious activities. Unfortunately, sometimes this blocks content that you wish to receive as well. AOL and Verizon customers may encounter this issue.

AOL customers will need to check their email by navigating to www.aol.com online. This will allow you to bypass the AOL desktop email client that's blocking the hyperlink.

Verizon customers will need to adjust their security settings for this message to display the hyperlink.

Still haven't received your confirmation email?

Some email providers (for example, Yahoo!) will hold our confirmation emails for up to 24 hours before delivering them to your inbox. Unfortunately, there is nothing we can do to speed up the process as it's an issue on the email provider end. If it's been over 24 hours, please contact our Customer Service Center at 1-866-221-4141, between 8 a.m. and 9 p.m. EST, to discuss further options.

This error message means there is already an Online Account registered under your email address.

Simply select "Sign In" and enter your email address and password.


Don't remember your password?

Select "Forgot Password" from the Sign In box.

Create an Account



E-mail Address & Password

 **There was a problem with the information that you entered:**

- The e-mail address that you entered is already in use.

* E-mail:

* Confirm E-mail:

* Password:

* Confirm Password:

Please enter a valid e-mail address. You will need access to this e-mail address in order to activate your Kroger.com account.

Must be 6-12 characters long and include at least one letter and one number. Passwords are case sensitive.

[save and continue >](#)

This error message occurs when the last name or zip code that you've entered to confirm your card number does not match your account. Please call our Customer Service Center at 1-866-221-4141, between 8 a.m. and 9 p.m. EST, to have your account information updated.

Kroger Plus Card

I don't have a Kroger Plus Card. I'll just create my Kroger.com account without one. (Interested in applying for one?)

Yes, I have a Kroger Plus Card. Use my card number or alternate ID to create my account. (Why should I?)

⚠ There was a problem with the information that you entered:

- Sorry, but we were not able to find a match using the information you provided below. Please try again, or [contact customer service](#) for help with your Kroger Plus Card number or alternate ID.

*** 1. Please enter your Kroger Plus Card number OR 10-digit alternate ID**

Kroger Plus Card Number (?): | Enter the 12 or 13 digits on the back of your card, **starting with the number 2 or 4.**

-OR-

Alternate ID (?): | Enter your **10-digit alternate ID** you use when you don't have your Kroger Plus Card.

*** 2. Please enter your last name and US ZIP Code (Why do we ask?)**

* Last Name: | Enter the last name currently registered to your Kroger Plus Card.

* US ZIP Code: | Enter the US ZIP Code currently registered to your Kroger Plus Card.

« Previous Step

This error message is simply warning you that you have not accepted our Terms & Conditions by selecting the appropriate checkbox.

Confirm Your Kroger.com Account Information

Please verify that the following account information is correct, check the box to accept the terms and conditions of our site, and click "Complete Registration."



There was a problem with the information that you entered:

- You must accept the Terms and Conditions of this site before you can create your Kroger.com account.

E-mail Address: test@kroger.com

Store Location: Kroger Marketplace
130 PAVILION PARKWAY
NEWPORT, KY 41071

Store Phone: 859-292-5640
Pharmacy Phone: 859-292-5680

Kroger Plus Card Number: None or not provided

You have chosen to receive the following communications: You have not subscribed to any e-mail communications from us.

*I have read and agree to the [Terms and Conditions](#).

« Previous Step

[complete registration »](#)

This error message is a security precaution.

Sometimes, moving back and forth between pages too quickly or entering the wrong account information multiple times will trigger our system to lock you out as a security precaution, to protect against possible malicious activity.

The good news? The lock out will be reset automatically after 30 minutes.
The bad news? Not even our Customer Service Center can unlock the system.

Create an Account



Select your Kroger Store

* Your store's ZIP code: Enter the US ZIP code of your Kroger store.

* Select your Store: Please select your Kroger store.

Kroger Plus Card



Sorry, but this feature has been temporarily disabled for security purposes.

For security reasons, we have temporarily suspended your ability to register your Kroger Plus Card to your Kroger.com account. We allow five attempts to validate your Kroger Plus Card number or alternate ID with the correct last name and ZIP code registered to your Kroger Plus Card account.

In the meantime, you can continue creating your Kroger.com account by clicking the *Save & Continue* button below. You can return to register your Kroger Plus Card number or alternate ID to your new Kroger.com account in 30 minutes.

Please contact [customer service](#) if you need help with your Kroger Plus Card number or alternate ID.

« Previous Step

This error message means that an error has occurred with our system. Please either try again later (we do everything possible to resolve issues in a timely manner), or contact our Customer Service at 1-866-221-4141, between 8 a.m. and 9 p.m. EST, to report the issue.

Help

[Contact Us](#)

[Comments](#)

[Kroger.com](#) > [Help](#) > [Contact Us](#)

There was a problem with your request

If you feel as if you have reached this page in error, please contact Kroger with your comments or questions:

- ▶ Email us by using our [Customer Comments form](#).
- ▶ Mail us at:
1014 Vine Street
Cincinnati, Ohio 45202-1100
- ▶ View a contact list for our [Division Offices](#).

Help Section

- ▶ Do you have further questions or concerns?

Contact our Customer Service Center at:

1-866-221-4141

(8 a.m.–9 p.m. EST)

Or email us by clicking [here](#).

