

SeekingArrangement Help Center

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I forgot my password, how can it be reset?

Customer Support - 2020-04-23 - in [SeekingArrangement](#)

No problem!

You can reset your password [HERE](#).

Be sure to input the same email address that is associated with your account.
You cannot reset to a previously-used password.

Tip: If you don't see the email alert within a few minutes, it might have been redirected to your "Spam" or "Junk" folder by mistake -- so please be sure to check there, as well!

Errors?

If more than one reset request is submitted, you'll receive more than one email alert (each with a unique reset link).

Only the most recent link will work properly — if an older link is selected, you'll receive the following error message: **"Invalid or Expired Token"**.

This error will also be displayed if your reset link was unused for more than 6 hours.

Simply try again, be careful not to request more than one reset link, and make sure you're selecting the most recent one (if multiple were received).

I can no longer access that email address!

If the email address on file has been compromised and/or you're unable to access it to complete the reset process, we can help!

You'll need to email Customer Support either at support@seeking.com or [using this form](#). Once we have verified your account for security purposes, we can update the email address on file so you can re-attempt the password reset.

PLEASE be sure to include the applicable details, listed below. This will help speed up the resolution process.

If you are a Premium/paying member:

Please verify the billing address associated with the account and/or the last transaction ID.

If you are a Standard member:

Please verify the date of birth and username associated with the account.

In addition to this, please include the following:

1) What is the old email address associated with your account?

2) What is the new email address you would like it changed to? (**Note: the new email address cannot be linked to an existing account**)

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