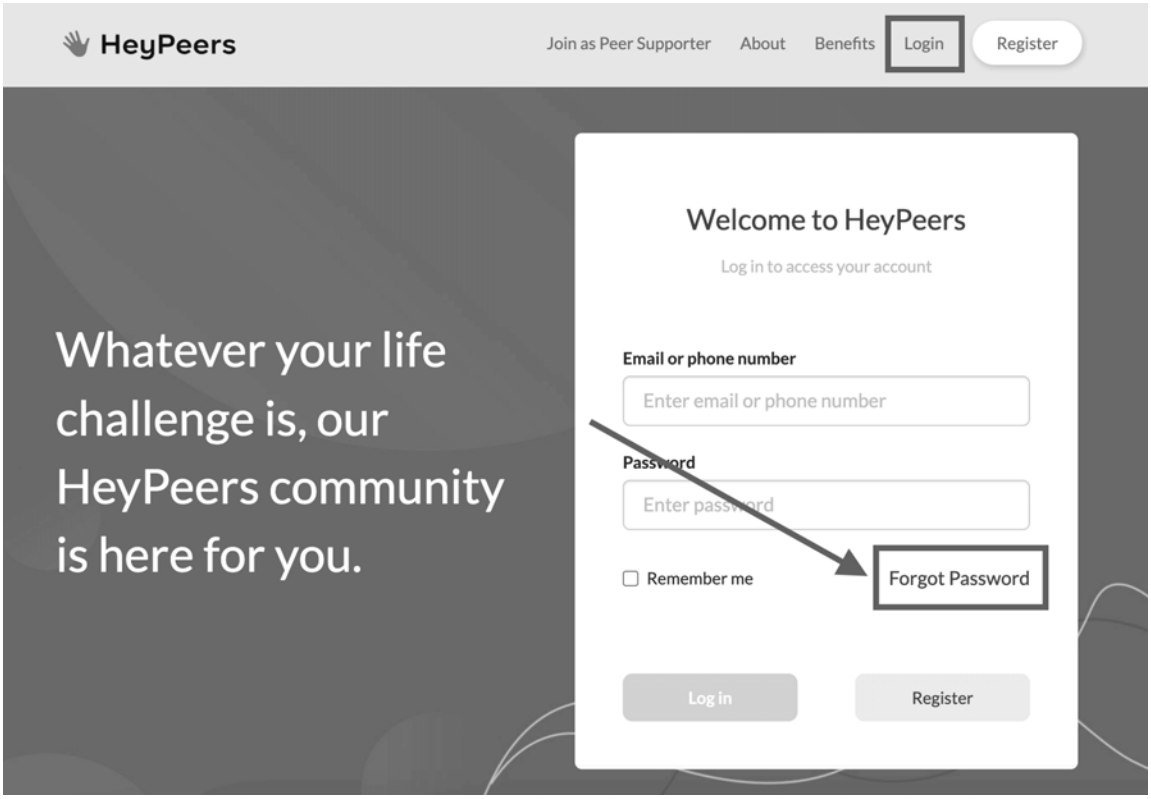
How To Reset Your Password

Customer Care
2 years ago · Updated

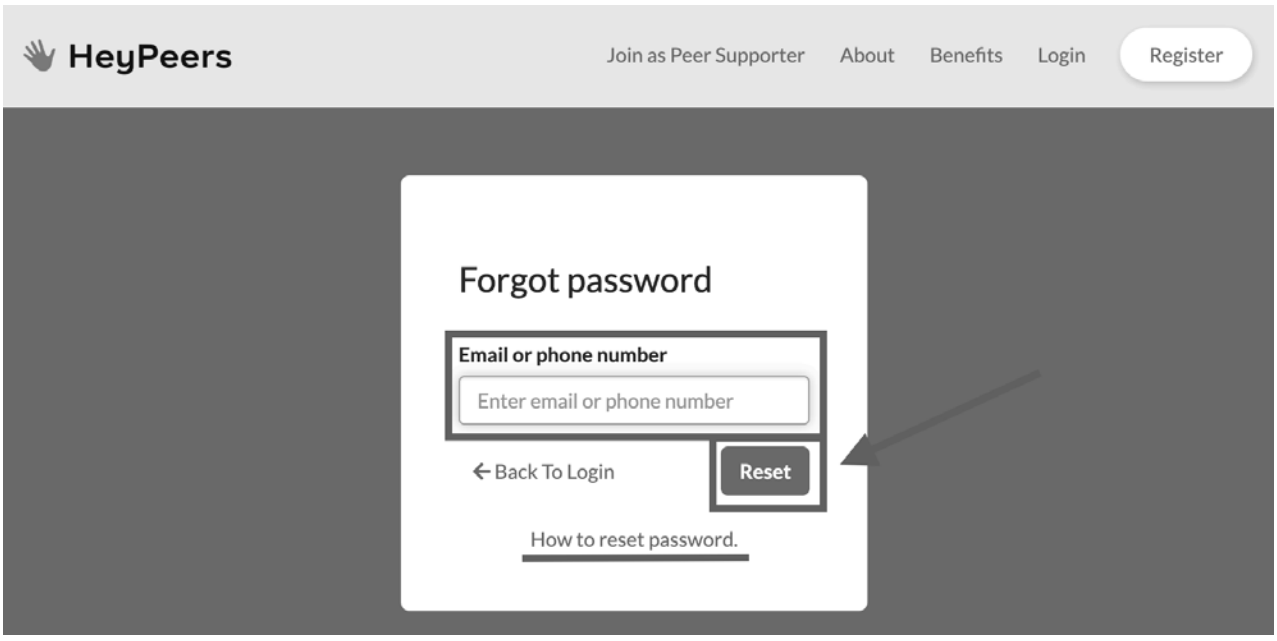
Follow

If for some reason you cannot remember your password, no problem at all! You can easily reset your password.

- Go to HeyPeers.com
- Click on **LOGIN** in the top right corner.
- You will be brought to a new screen, click on the hyperlinked "**Forgot Password**" located below the email and password prompts in the login box.

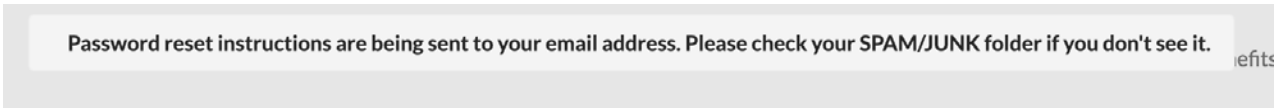


- You will be brought to a new screen. Enter your email or mobile phone number that you used to created to your HeyPeers account. Click the **Reset** button.
- If you click the How To Reset Your Password link, you will be brought back to this article.

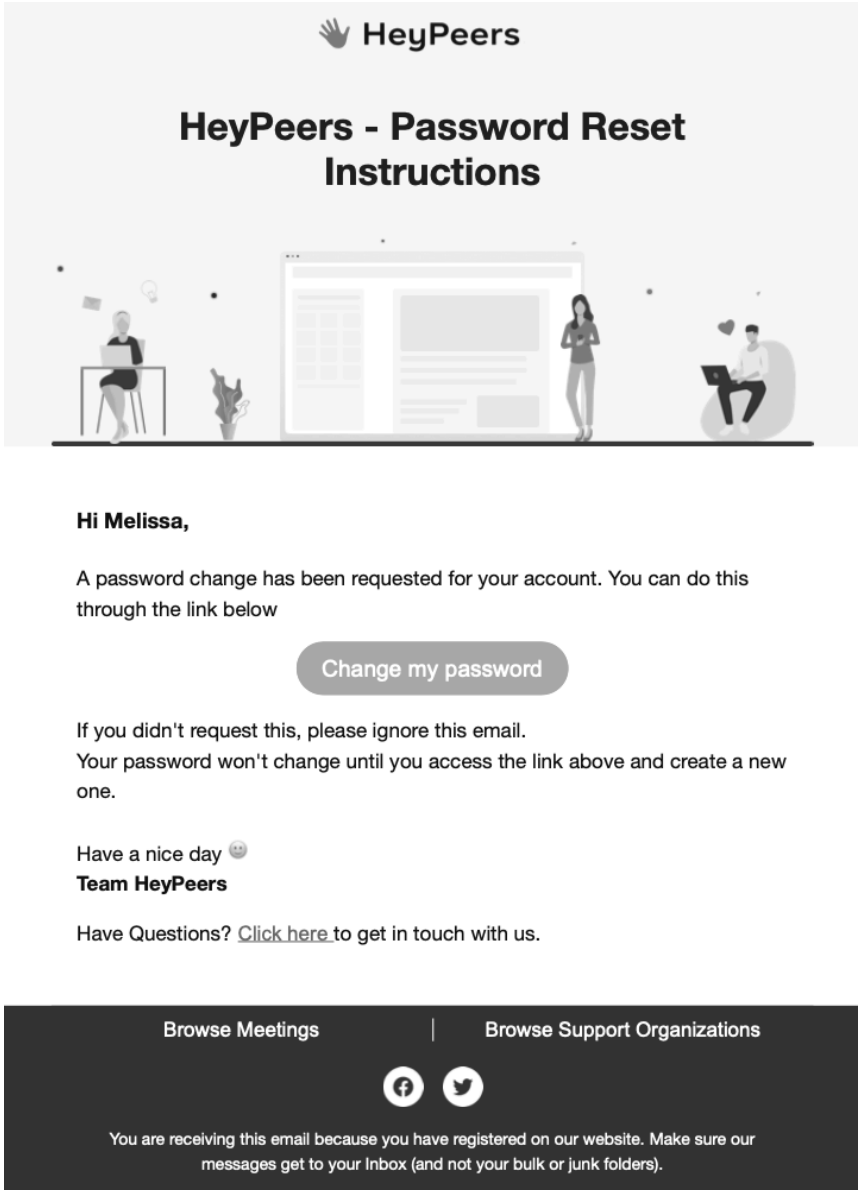


- After you click to **Reset** the password, you will see a pop-up message on the top banner of your webpage that says "*Password reset instructions are being sent to your email address. Please check your SPAM/JUNK folder if you don't see it.*" Then click the **Back To Login** link.

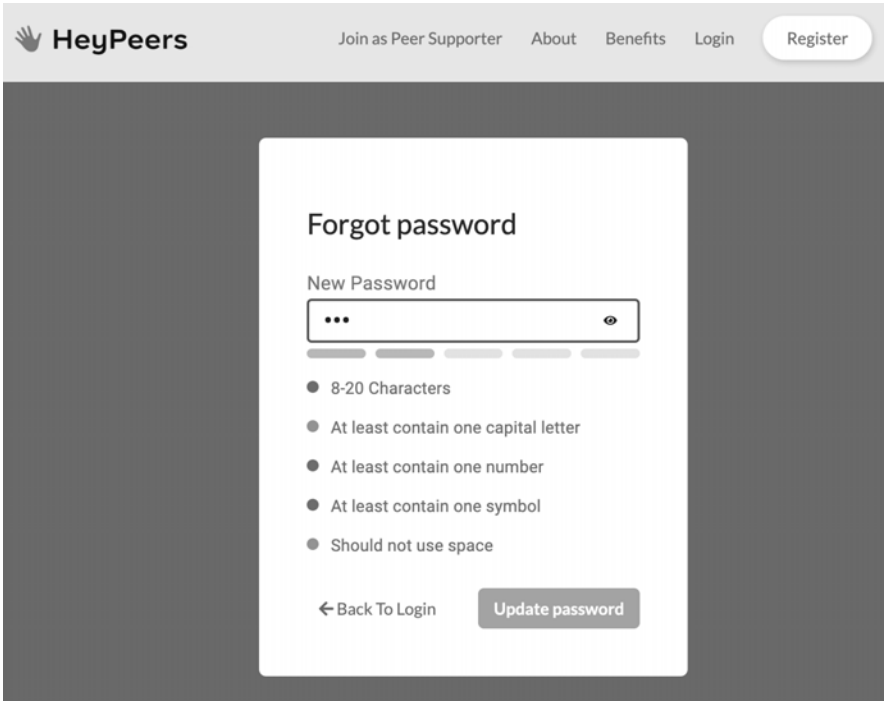
- Note: If you click **Reset** multiple times, you must use the most recent email to reset your password. For example, if you accidentally click **Reset** 3 times, you will get 3 emails. You must use the last email received, because the first 2 emailed links will no longer work.



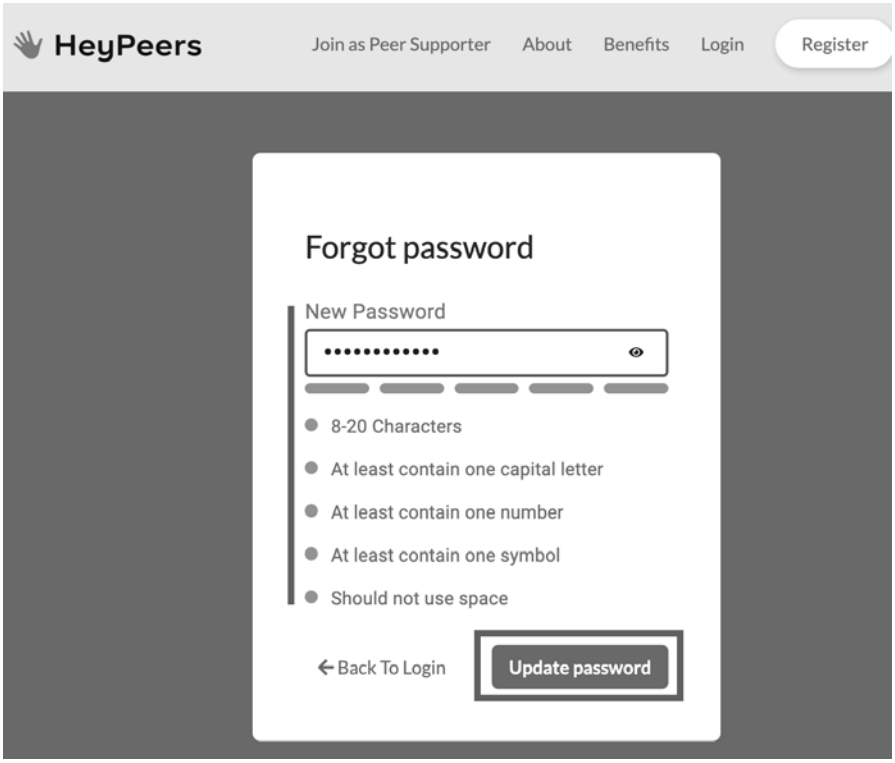
- Once you are back on the login page, open a separate browser tab to check your email.
- The email will be titled "**Reset password instructions**" and will be sent from HeyPeers (noreply@heypeers.com).
- If you do not see the email, please check your SPAM or junk folder. If it was in the SPAM or junk folder, be sure to add the noreply@heypeers.com email as a safe email contact.



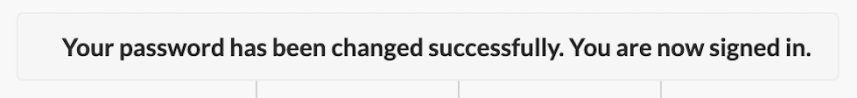
- Inside the email, click on the hyperlinked text "**Change my password**."
- A new tab will open in your web browser. There you will be prompted to create a NEW password. When creating your new password, make sure it meets these requirements:
  - 8-20 characters
  - At least contain one capital letter
  - At least contain one number
  - At least contain one symbol
  - Should not use space
- As you type in your new password, the dot in front of the list of requirements will turn **GREEN** once you have satisfied that item. If any of the items in the list are **RED**, then you need to add that item to your password before it will be accepted.

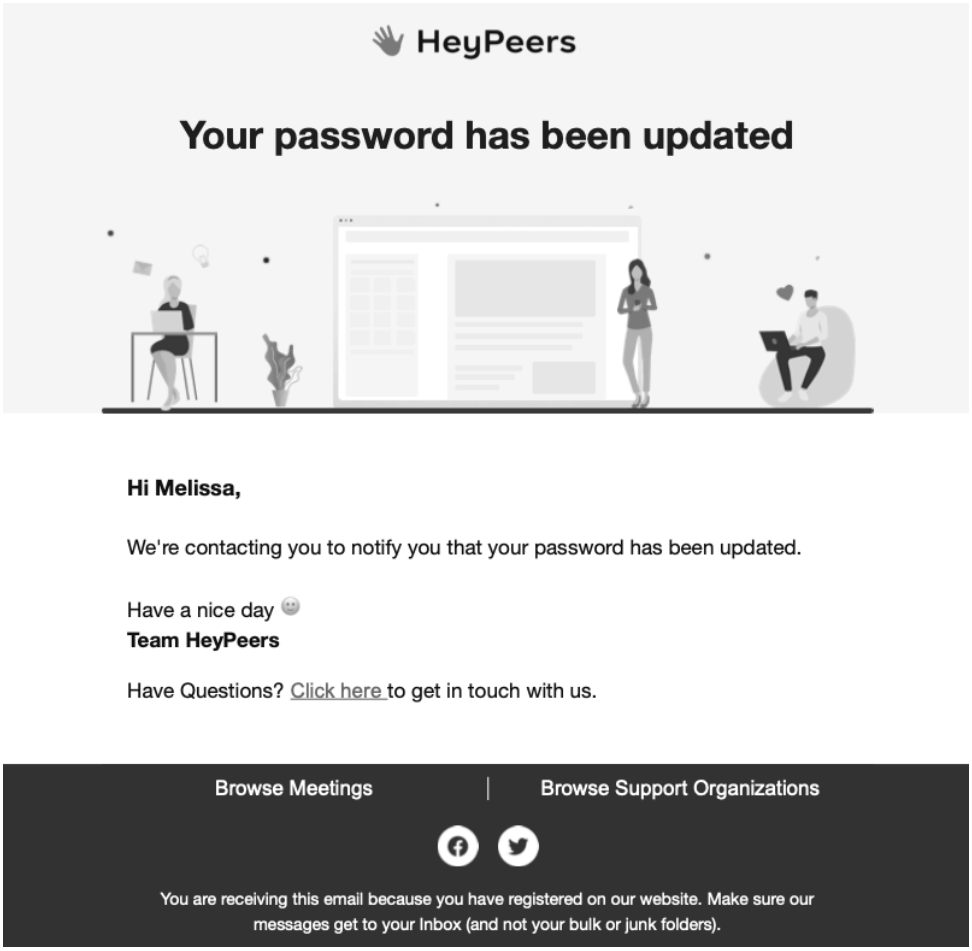


- Once all of the items on the list are GREEN, click **Update password**.

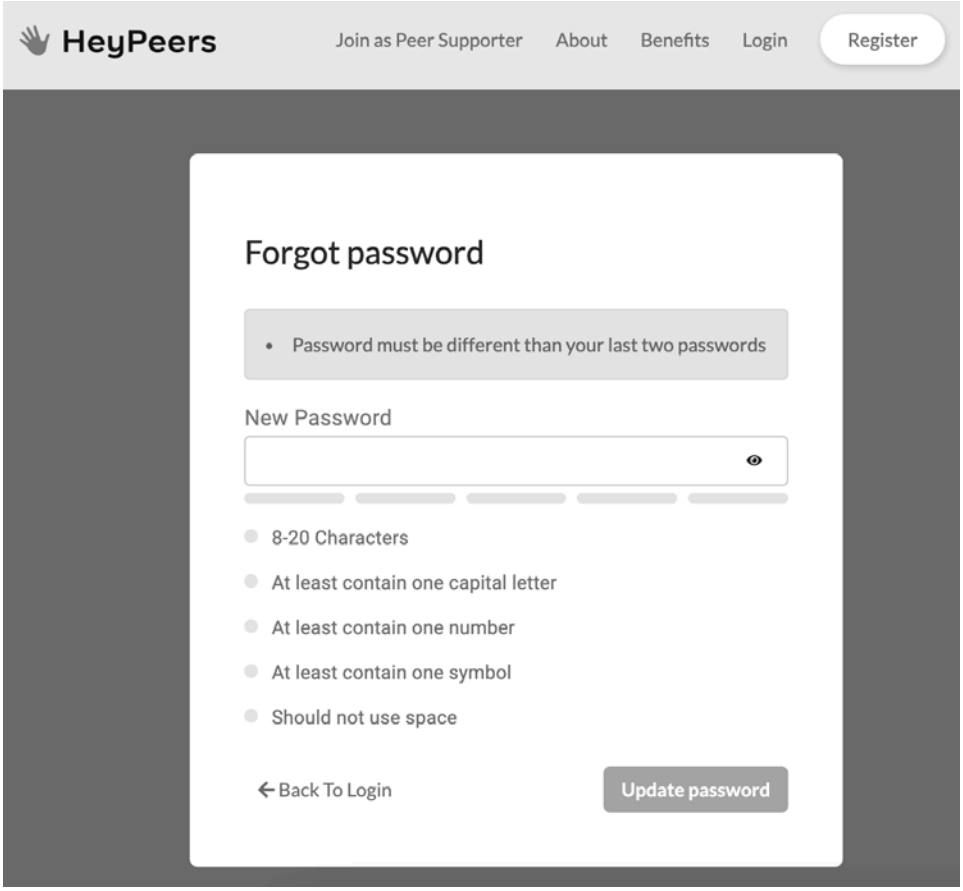


- Once you click **Update password**, it will log you in to your account, and you will see a message on the top banner of your webpage that says "Your password has been changed successfully. You are now signed in."
- You will also receive a confirmation email that your password was successfully changed.





- If you get a red alert message that says "*Password must be different than your last two passwords*" then you must choose a new password.
  - *If you believe you entered your current password, and no longer want to reset it, click the **Back To Login** button on the bottom left corner to log in.



- If you are still not able to log in, or if you get any other error messages, please send an email to support@heypeers.com with a screenshot and details about what is not working.
- Please also let us know what device and browser you are using.
    - For the device, are you using a mobile phone (Android or iPhone), Windows or Apple laptop or an iPad, etc.?
    - For the browser, are you using Chrome, Safari, Firefox, etc.? If you don't know what browser you are using, you can visit whatismybrowser.com and take a screenshot of what your browser is, and then send it to us for reference.

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