**Customer Guide for resetting Homeseeker account login details**

**If you do not already have an active email address on your Homeseekers account, you will need to contact customer services on 01268 533333**

**If you have forgotten your login reference number:**

**(Only works if you have an active email address on your Homeseekers account)**

1. From the Basildon Choice website [Home - Basildon Choice](https://www.basildonchoice.org.uk/)
2. Click on ‘login here’ under ‘Already Registered’

A screenshot of a computer

Description automatically generated

1. Click on ‘I have forgotten my login reference’
2. Fill in your email address that is on your Homeseekers account and click ‘request login reference’
3. You will then be sent an email with your login reference number

**If you have forgotten your memorable date and/ or password:**

**(Only works if you have an active email address on your Homeseekers account)**

1. From the Basildon Choice website [Home - Basildon Choice](https://www.basildonchoice.org.uk/)
2. Click on ‘login here’ under ‘Already Registered’
3. Enter your login reference and click continue
4. Click on ‘I have forgotten my password’
5. You will then need to fill in your login reference, email address and two of the following: Date of birth, surname, and NI number – then click reset
6. You will be sent an email containing a new password and memorable date
7. Go back to the Basildon Choice website and enter in your new details
8. You will then be prompted to choose your own new memorable date and password

* For your memorable date please enter a date format such as – 01 01 2000
* For your password please use **at least** 2 upper case letters, 2 lower case letters and 2 numbers. For example – TOpper22 (symbols and punctuations are not allowed)

1. Finally, click on ‘update details’
2. Make sure to keep note of your new login details