

AllHires

[Knowledgebase](#) > [AllHires FAQ](#) > [I have requested a new password but haven't received it. Why?](#)

I have requested a new password but haven't received it. Why?

Nadine Rankin-Plant - 2025-12-15 - [Comments \(0\)](#) - [AllHires FAQ](#)

It is possible that if you have some anti-spam software running, it may have intercepted the new password email. This is normally the case with Gmail, Hotmail etc. accounts and you should check your junk/spam email folder.

Adding all allhires.com addresses to your list of safe senders and contacts should prevent the problem occurring again.