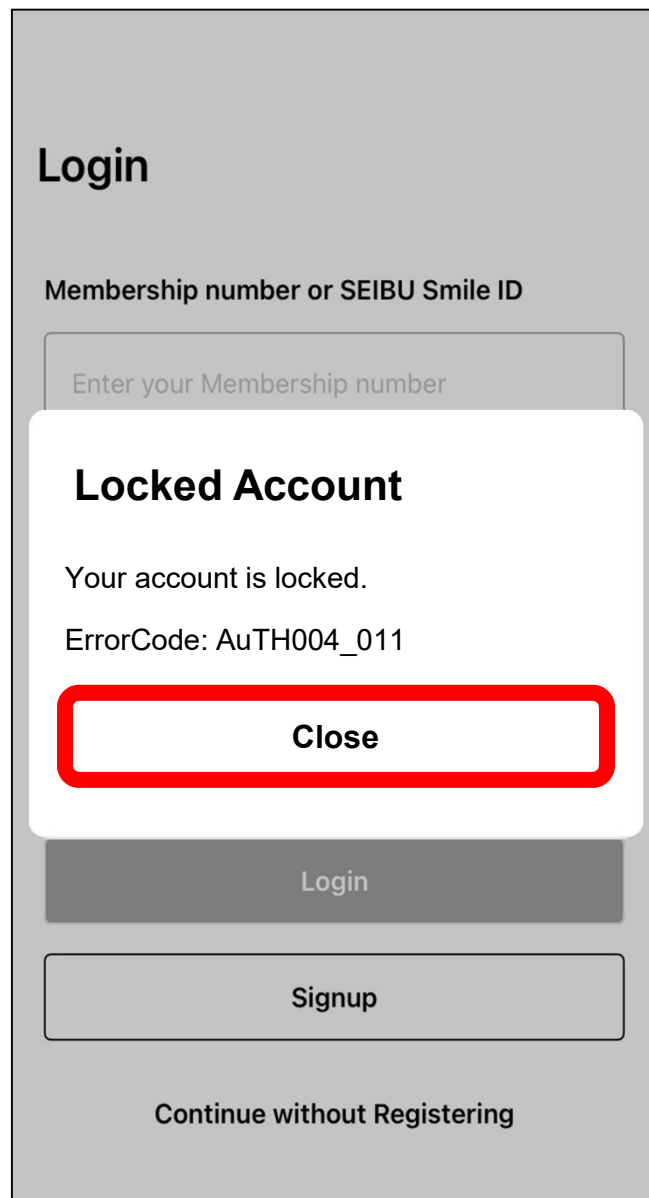


- 1 If the Locked Account dialog appears, please tap “Close”.



- 2 Please tap “Forgot password” on App Login screen.

Login

Membership number or SEIBU Smile ID

Password

Forgot Password [↗](#)

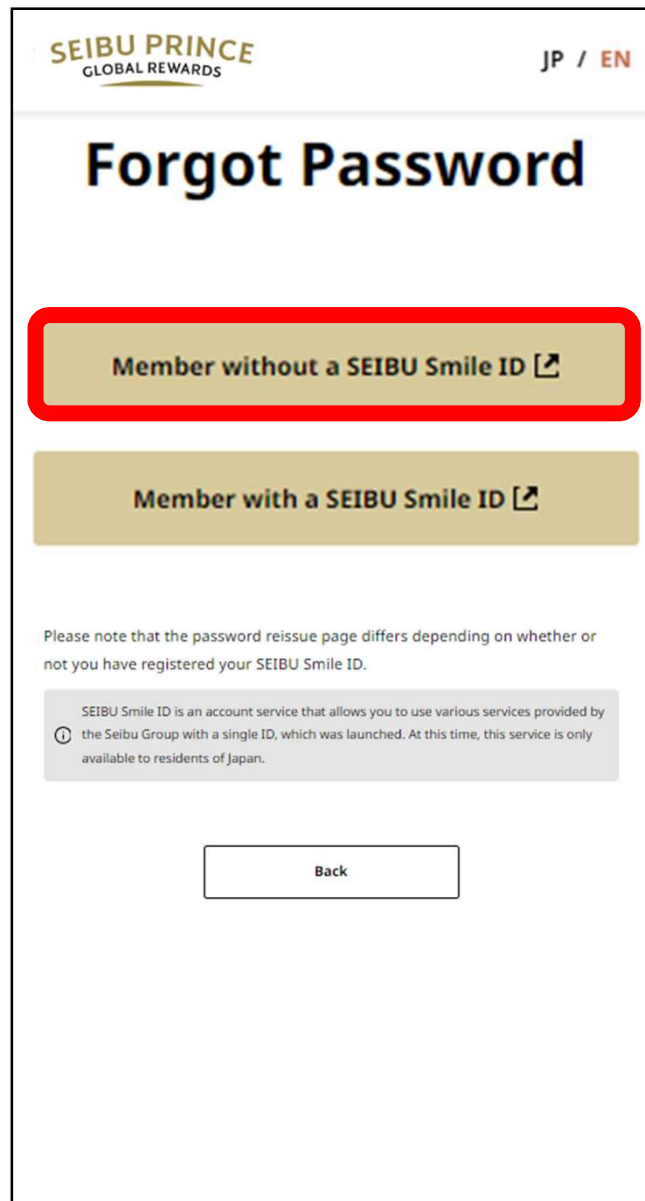
First-Time Guests with Card [↗](#)

Login

Signup

Continue without Registering

- 3 Please tap "Member without a SEIBU Smile ID".



* SEIBU Smile ID is an account service that allows you to use various services provided by Seibu Group with a single ID. At this time, this service is only available to residents in Japan.

- 4 Please enter “Membership number” and “Email address”, then tap “Continue” to complete the password reset.

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Password assistance

Please enter your Membership number and email address.

Membership number (8 digits)*

Email address*

Continue

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