

Participant Management

Login Trouble Shooting

There are a number of issues that arise during the course of participants logging into MyNetball. This document is designed to assist administrators in trouble shooting some common issues that occur.

Participant has changed email address

When a participant login is created the current email address listed in the profile is used to create a participant login id. This can often result in issues if the participant has changed email address.

Scenario 1

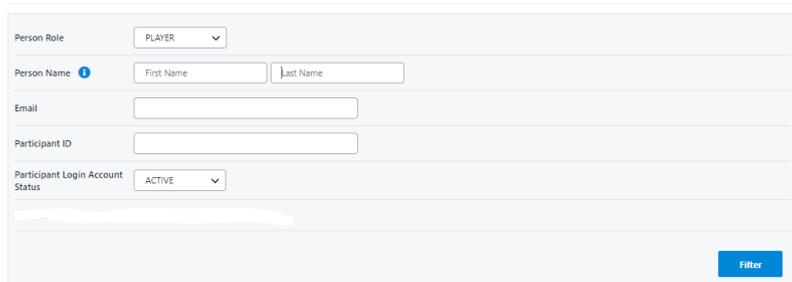
Participant has changed their email address but the participant id is still the old email address or number.

Solution 1

Go to People/Participant Login

Search for the participant record.

Participant Login Management 



Click on the expand button as shown below



Login ID: 2839040

User Email: shannawheare@live.com.au
Last login: Never
Failures since last login: 0
Total login Failures: 0

Actions:

[Send Login Invite](#) | [Send Reset Password Link](#) | [Change Password](#) | [Unlock Account](#)

Participant records linked to this user account:

ID	NAME	EMAIL
 2839040	Wheare, Shanna	shannawheare@live.com.au

Click on Change password.

The password will appear as a 6 digit number next to the Account Status.

Email participant with their Login ID as shown above along with new password, attached participant manual which contains instruction on how to change both the password and login id.

Scenario 2

Participant is looking to join your club having previously played elsewhere.

Solution 2

In the first instance ask if the participant has an existing login for MyNetball.

If participant has a log in and has forgotten password, direct participant to use the forgot login button on the MyNetball website. The account recovery tool will appear and can also assist the participant if they don't know their login.

Account Recovery & Creation

Share:   

FIND MY RECORD

OR

OR

If the participant says they are unable to find an account, then they will need to create an account by returning to the MyNetball website homepage and use the New to MyNetball link. The New to MyNetball link will prompt the user to create an account and password which can then be used to login to your registration page using the registration link from the club online registration form.

LOGIN

Participant Administrator

[Lost Password?](#)
[New to MyNetball?](#)

TIP: If a participant can find their login information though it has the wrong email and is with another club, you will first need to transfer the participant into your club then do Scenario 1

It is important to remember due to the security feature in MyNetball a participant is responsible for maintaining their own information.