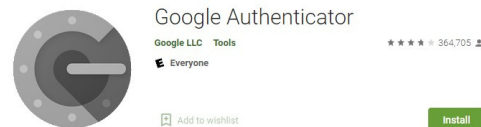


Netball Connect uses Two Factor Authenticator to add an additional layer of security to your account. It means there is an additional login credential.

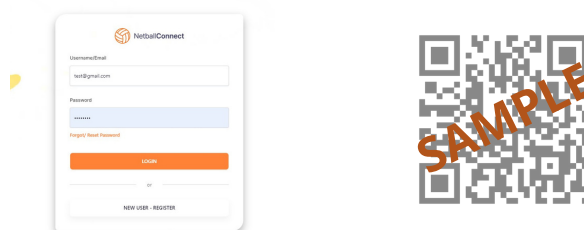
The first step in accessing your profile is entering your username and password, the second step is to scan the QR code that appears on the screen. Scan the QR code with your phone camera, in your Authenticator app you will be asked to save the code. You will only have the option to scan the QR code once, and for any subsequent logins you will need to open your Authenticator App and enter the new code. Authenticator codes change every 30 seconds.

Any authenticator app will work, if you do not have one, we recommend Google Authenticator App. Download via the links - [iPhone](#) or [Android](#).



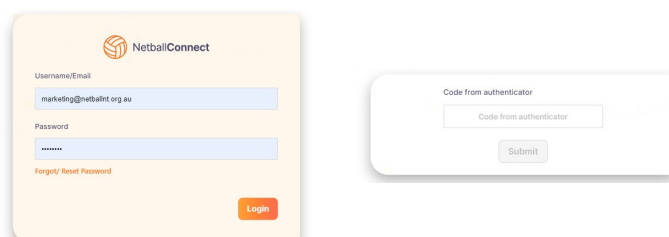
Logging In - First time

The first time you login enter your username and password. The second step is to scan the QR code on the screen with your phone camera, the authenticator app will open, and give you a code for Netball Connect enter this to login.



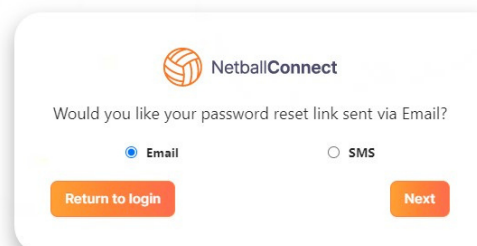
Future Logins

For future logins you will enter your username and password as usual. The second step will be to open your authenticator app, find the code for Netball Connect and enter it.



Forgotten your password ?

Select the Forgot/Reset Password. The password reset link can be sent to your email or phone.



FAQ's

My Google Authenticator code does not work ?

- Please check that your phone and laptop/desktop time zones match.
- Secondly, check that your google authenticator email is the same with which you logged in .
- If that doesn't work your best way would be to ask your respective club/association admin to hard reset TFA.