Quick Reference Guide
Your MyNetball Record

If you have ever played netball within Victoria, chances are you have an account within MyNetball, but you may not have activated it. This needs to be done in order to access the MyNetball participant platform. See _Setting Up Your Accounts / Activating Your MyNetball Record_ (below) for details on how to do this.

If you have already activated your account (i.e. set the username and password) then you may need to link your account to another one (i.e. a parent linking their account to their child's or partner's account so there is only one username and password). See _Linking Accounts_ (below) for details on how to link your account to another account. This can only be done with permission of the other member or for children.

Changing your Login ID and password are very common things that people need to do with their MyNetball profile. See _Changing Your Login ID and Password_ for details of how to do this.

If you have previously set up your account, and your login ID is an email address you no longer have access to, you need to contact your Club for assistance with this. They can generate a new password for you and then you can follow the steps in _Changing Your Login ID and Password_ to change your Login ID to a new email address.

This Quick Reference Guide contains information around:

➢ Setting Up Your Account / Activating Your MyNetball Record

Visit my.netball.com.au to bring you to the MyNetball website.

If you know your log-in details (username and password), you can enter them in the log-in section and proceed to your account.

If you do not know your details you can click on **Lost Password**

This will bring you to the Account Recovery & Creating page.

Enter your details to see if you have an account.

Note When searching for your record, if you search for your Participant ID (MyNetball ID) or Email Address the results will look slightly different to the image below.

i.e. if you search by email address, it will not show you the MyNetball number.

When you click **FIND** there might be multiple records listed with your name on it (see below).

These are **not** separate accounts, if you look closely they are all the same Part ID. They are just a record for each association you have been involved in over time.

Note the following actions depending on the **Status** of the account.

No Email, contact org	This means that there is a record for you in MyNetball but there is no email address on file for this record and the account has not been set up. Contact your Association/League for assistance updating the email address and setting up your account. Contact Org
Email Exists	This means that there is an account for you but that the account has not been set up properly, there is an email address on file. You can click on **Create Login** which will send a Log-in invite to the email address that is on file. Create Login It will tell you the email address that the Log-in invite was sent to. A link to Create your Login has been sent to m*******@tbg.com. Please follow the instructions in the email. Note - Links in emails to create logins expire after a short period of time for security reasons, so please use immediately. If this is not an email address that you have access to then contact your Club/Association/League for assistance setting up your account. Contact Org
Account Exists	This means that you have an active MyNetball account. If you cannot remember your password, you can use the Reset Password button to reset your password. Reset Password **Reset Password** button will tell you what email address the link was sent to. A link to reset your password(s) has been sent to J*******@netballvic.com.au Please follow the instructions in the email. Note - Links in emails to reset passwords expire after a short period of time for security reasons, so please use immediately. If the email address does not look correct (i.e. it is an old email address that you no longer have access to) or you are not receiving the emails, contact your Club/Association/League for assistance resetting this. Contact Org

If you do not appear in the list at all (see below) then you need to create a new MyNetball Record.

Account Recovery & Creation

Share:

No records match your criteria.

If you do not have a MyNetball Record, contact your Club/Association/League for assistance with this.

Once your Club/Association/League have confirmed you **do not** have an account, you can follow the New to MyNetball link to create a new account.

DO NOT CREATE A NEW MYNETBALL RECORD WITHOUT CHECKING WITH YOUR LEAGUE/ASSOCIATION/CLUB THAT YOU DO NOT HAVE ONE THAT IS ACTIVE OR INACTIVE.
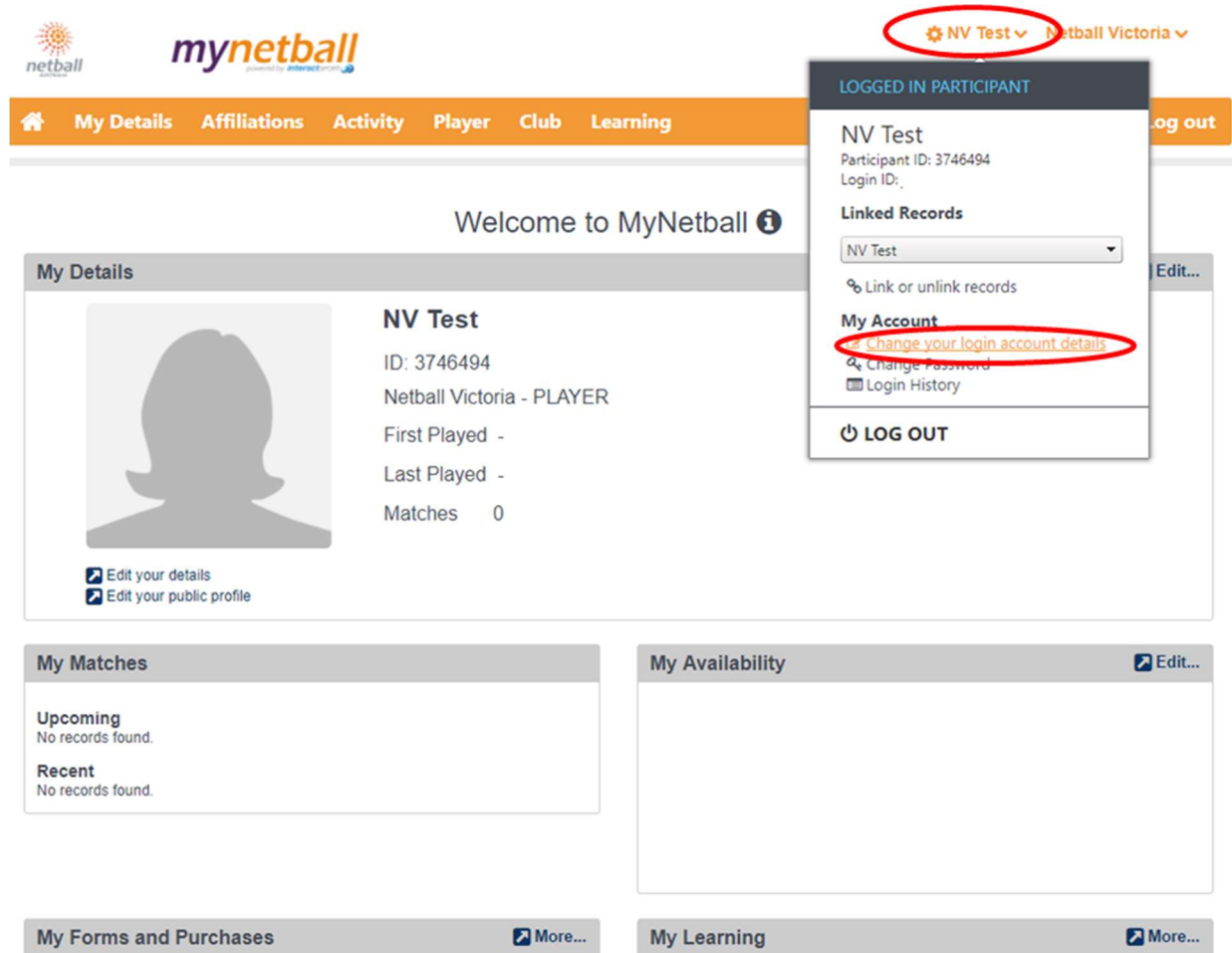
CREATING DUPLICATE ACCOUNTS CREATES A LOT OF PROBLEMS FOR BOTH YOURSELF AND YOUR ORGANISATION(S)

➢ Changing Your Login ID and Password

Once you have activated and logged into your MyNetball Account you can update your details, access online courses and link/unlink records.

From the home page, hover over your name in orange at the top of the page.

This will bring up a pop-up window where you want select <u>Change your login account details</u>.

This will bring you to the User Details page.

Here you can update your Login ID and change your password

➢ Linking Accounts

In the same area that you change your Login ID and Password can also link accounts. This is a useful option for parents who play and have children who also play. It means that they only must have one set of login details.

As long as the email addresses that are on file for all the accounts are the same, you should be able to link them.

Click on **Search for other records to Link**
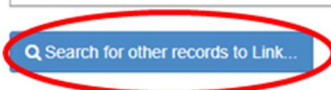
This will bring up the Link Records window.

Records that share the same email address should automatically appear in the list.

Select the ones that you want to link and **Link Selected Records**

The newly linked record should appear in the linked participants table.

Once you have linked the records you want to, you can move between the profiles by hovering over your name at the top of the page.

Under Linked Records you will see a drop-down list that will have all the linked records. By clicking on one of them you can move to their profile.

Linking accounts like this becomes helpful if you have multiple family members that participate in netball and have MyNetball accounts.

When you are completing the online registration for any of your linked family, you just have to know the one set of details and they system will prompt you to specify who exactly you are registering.

Note: If your login ID is not your email address, you need to change this via steps above (User details) before you can link the account.

If you feel that someone should appear in this list ad they are not, then you need to check the email address on their account.

➢ Changing Details

From the home page of your MyNetball account, click on <u>My Details</u> >> <u>Participant Details</u>.
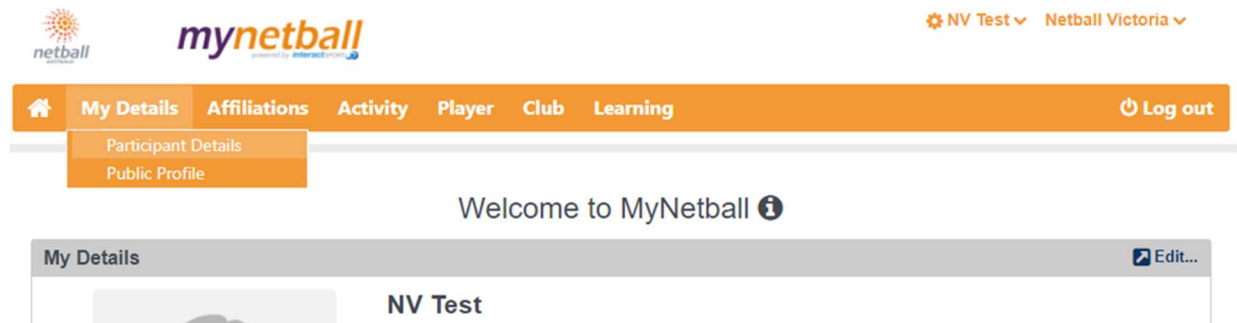
This will bring you to the <u>Edit you details</u> page where you can update your information as needed.

Make sure you click **Update** at the bottom of the page to save any of the details you have changed.