

# How can I reset my Password?

Go to the Account Recovery link on one of the following Login portals:

- [MyNetball](#)
- [All other ResultsVault Sports](#)

Follow the below steps to reset your password via email. Alternatively, if you don't have access to that email address, you can also reset your password following the prompts via text.

**Please note** - if you do not have a Login ID and see a 'Create Login' button during account recovery, you will need to do this first before resetting your password.

1. Go to the Account Recovery and Creation page on MyNetball: <https://mynetball.resultsvault.com/common/pages/noauth/AccountRecovery.aspx?misc=dolpku1D8oKQImY66XEQB9muRdpkw%2fJs%2fvAecXWTyjY%3d>

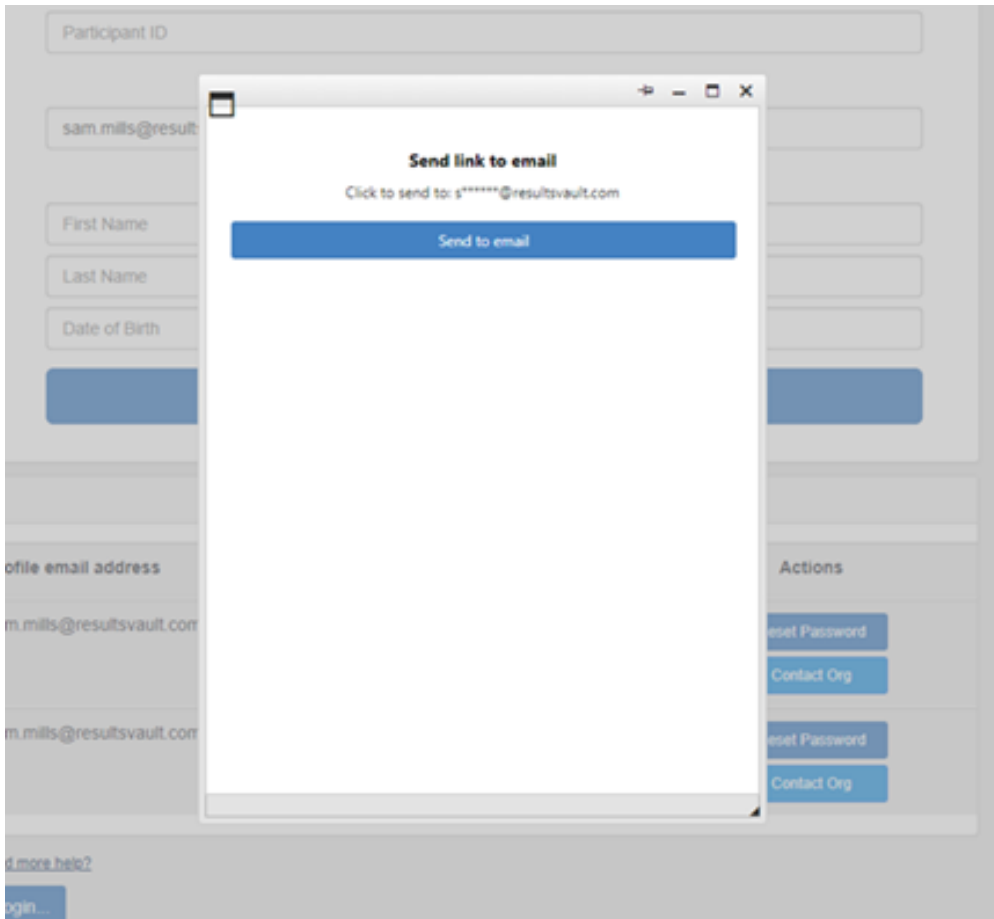
2. Search for your record by Participant ID, email, name or DOB and click on 'Reset Password'.

The screenshot shows the 'Account Recovery & Creation' page. At the top, there is a 'Find my record' section with four input fields: 'Participant ID', 'Email' (containing 'sam.mils@resultsvault.com'), 'First Name', and 'Last Name'. Below these is a 'Date of Birth' field and a blue 'Find' button. Below the search form is a 'Results' table with the following data:

Profile email address	Login ID	Club/Assoc	Status	Actions
sam.mils@resultsvault.com	s****@resultsvault.cc	Netball Australia	Account Exists	<a href="#">Reset Password</a> <a href="#">Contact Org</a>
sam.mils@resultsvault.com	s****@resultsvault.cc	Association 1 Training Entity	Account Exists	<a href="#">Reset Password</a> <a href="#">Contact Org</a>

At the bottom left, there is a link 'Need more help?' and a blue 'Login...' button.

3. Select 'Send to email' button. The listed email address will then be sent a link to reset your password.



4. If you don't have access to that email, select the 'Send to mobile' button. You'll then receive a text message with a link to the reset password page.

