

I can't log in. What can I do?

If you can't log in, the first thing to do is to check whether your record is in our database.

- 1. Go to the Account Recovery link of your sport:
 - [MyNetball](#)
 - [All other ResultsVault Sports](#)
- 2. Find your details, by entering in one of these three fields and press Find:
 - Participant ID,
 - Email address or
 - Personal details (First Name, Last Name + DOB).

Account Recovery & Creation

Find my record

Participant ID

OR

Email Address

OR

First Name

Last Name

Date of Birth

Find

Login...

- 3. If you can find your details in our database, you'll be able to either Create Login or Reset Password.
 - You can create a Login for yourself if you don't already have one and you have registered to the sport before. By creating a Login, you will be able to access your record online. Once you have selected Create Login, a Login invitation will be sent to your Login email address. If you don't already have an email address saved against your record, you will need to [contact Support](#) to add it to your profile.

Email address	Club/Assoc	Status	Actions
<your email address>	<your Club/Assoc>	Status: Email Exists	Create Login Contact Org

- If you already have a Login account for your record, you will be able to reset your password by sending an email to your Login email address. The email will contain a link for you to reset your password. If the email address shown for your record is incorrect or old, you will need to [contact Support](#) who can assist you to change your Login email address.

Email address	Club/Assoc	Status	Actions
<your email address>	<your Club/Assoc>	Status: Account Exists	Reset Password Contact Org

4. If you cannot find your details in our database, and you think you have signed up before, please [contact Support](#).