

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](#).