

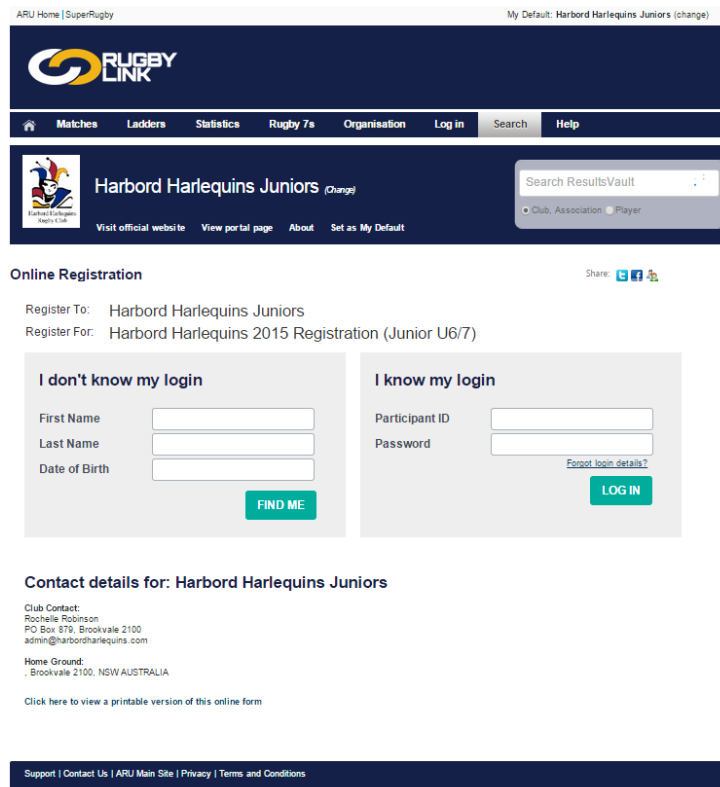
Registrations – Participant Account Recovery

This Rugby Link self-help guide explains the process of how participants are able to successfully recover their account. This includes searching for your record when you do not have a login ID and/ or password.

Account Recovery

Navigation in Rugby Link: Club's unique Registration URL sent via email, social media or located on Rugby Club website

- Click on your Club's unique registration URL



The screenshot shows the Rugby Link website interface for Harbord Harlequins Juniors. The page title is "Online Registration". It includes a navigation menu with options like "Matches", "Ladders", "Statistics", "Rugby 7s", "Organisation", "Log in", "Search", and "Help". The main content area has two sections: "I don't know my login" and "I know my login".

I don't know my login

First Name:

Last Name:

Date of Birth:

FIND ME

I know my login

Participant ID:

Password:

[Forgot login details?](#)

LOG IN

Contact details for: Harbord Harlequins Juniors

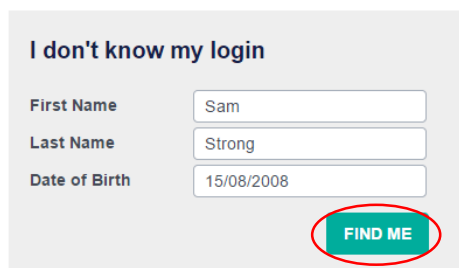
Club Contact:
 Rochelle Robinson
 PO Box 279, Brookvale 2100
 admin@harbordharlequins.com

Home Ground:
 Brookvale 2100, NSW AUSTRALIA

[Click here to view a printable version of this online form](#)

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- If you did not receive your participant login details prior to registration, you can commence your registration using the 'I don't know my login' section
 - Enter in your first and last name, as well as your date of birth
- Click "Find Me" to search for your record



I don't know my login

First Name:

Last Name:

Date of Birth:

FIND ME

NOTE: these are important points of account validation and stops the formation of duplicates

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- ‘Is this you?’
 - Check that you first and last name, as well as your organisation are correct
 - If your Email Status ‘Exists’ click “Email Login”

First Name	Last Name	Organisation	Email Status	
Sam	Strong	Sydney Junior Rugby Union	Exists	EMAIL LOGIN
Sam	Strong	Harbord Harlequins Juniors	Exists	EMAIL LOGIN

- This is an example of the email you will receive from ResultsVault
 - “Click to change” your password
 - Following this process, you will be able to complete your registration via the ‘I know my login’ section using your Club’s registration URL

Selected Message Content:

Password Reset for login to ResultsVault /SportzVault

The following accounts were found:

Logon ID	Valid for	Login type	Status	Change pwd
2658248	PARTICIPANT	PARTICIPANT	ACCOUNT ENABLED	Click to change

To change the password of the listed accounts please click the relevant link above. Password for accounts which are locked or deleted cannot be changed. In those cases please contact your club/association. Links expire after 2 hours.

This email was generated from ResultsVault by entering a login ID or email address.
If you did not generate this request it does not mean your account is compromised, as the reminder is only ever sent to your email address.
However, you should report repeated abuse of this service to us.
If you have any queries please reply to this email.

This email was sent via:

W: www.interactsport.com **Powered by:**

E: support@interactsport.com

Any abuse of the system can be reported to support@resultsvault.com.

- If your Email Status is ‘No Email’ click “Contact ARU”

Sam	Stronger	Sydney Junior Rugby Union	No Email	CONTACT ARU
Sam	Stronger	Harbord Harlequins Juniors	No Email	CONTACT ARU

- This will direct you to ARU’s Rugby Link webpage: <http://www.aru.com.au/runningrugby/RugbyLink.aspx>
 - Email (rugbylink@rugby.com.au) or call (02 8005 5600) the Rugby Link Support Team
- The Rugby Link support team will add your email address to your record and send your participant logins to the email address provided
- Once you receive your participant logins you will be able to proceed with your registration using the ‘I know my login’ via your Club’s registration URL

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- You can also contact your Rugby Club
 - Contact information for your Rugby club will appear at the foot of the registration URL
 - The Club administrator will have the ability to add an email address to your record in the system and issue you with your participant logins
- For example, Harbord Harlequins Juniors contact:

Contact details for: Harbord Harlequins Juniors

Club Contact:
Rochelle Robinson
PO Box 879, Brookvale 2100
admin@harbordharlequins.com

Home Ground:
, Brookvale 2100, NSW AUSTRALIA

NOTE: if you are registering with a new Club a CLEARANCE is required.

For further information on Clearances and Transfers please visit our 'Clearances and Transfers' webpage:

<http://www.aru.com.au/runningrugby/ClearancesTransfers.aspx>

**As of 1 June 2016*

For more information, visit www.aru.com.au/runningrugby/rugbylink
or contact InteractSport [Support](#)/ Rugby Link [Support Team](#).