

This Rugby Xplorer self-help guide will assist RUGBY PARTICIPANTS (players, non-playing members, club admins and Rugby fans) to activate their Rugby Account, which will enable them to favourite a Club or Competition plus remain signed in for when your Club registrations open.

RUGBY ACCOUNT - SIGN IN & SIGN UP	
Sign in (new participant, email FOUND) *EVERYONE will be new to start with	<ol style="list-style-type: none"> <li>1. <a href="https://myaccount.rugby.com.au">https://myaccount.rugby.com.au</a></li> <li>2. Enter your email</li> <li>3. <b>IF FOUND</b>, click “email me a magic link”</li> <li>4. Open your email and click magic link</li> <li>5. Enter new password</li> <li>6. Click “confirm”</li> <li>7. Enter your email</li> <li>8. Click “sign in manually”</li> <li>9. Email address will pre-populate, enter password</li> <li>10. Click “sign in”</li> <li>11. You will be directed to the participant portal and can edit any details in ‘My Dashboard’ as required</li> </ol>
Sign up (new participant, email NOT FOUND)	<ol style="list-style-type: none"> <li>1. <b>IF NOT FOUND</b>, click “sign me up”</li> <li>2. Enter your details to create a Rugby account</li> <li>3. Open your email and click magic link</li> <li>4. Enter new password</li> <li>5. Click “confirm”</li> <li>6. Enter your email</li> <li>7. Click “sign in manually”</li> <li>8. Email address will pre-populate, enter password</li> <li>9. Click “sign in”</li> <li>10. You will be directed to the participant portal and can edit any details ‘My Dashboard’ as required</li> </ol>
Sign in (returning participant)	<ol style="list-style-type: none"> <li>1. <b>IF KNOWN</b>, click “sign in manually”</li> <li>2. Email address will pre-populate, enter password</li> <li>3. Click “sign in”</li> <li>4. You will be directed to the participant portal and can edit any details ‘My Dashboard’ as required</li> </ol>
Reset Password	<ol style="list-style-type: none"> <li>1. <a href="https://myaccount.rugby.com.au">https://myaccount.rugby.com.au</a></li> <li>2. Enter your email</li> <li>3. Click “Sign in Manually”</li> <li>4. Click “Reset Password”</li> </ol>

\*As of 4 December 2019

For more information, visit <http://rugbyau.com/participate/rugby-administration/club-administration> or contact Rugby AU Team – [rugbyexplorer@rugby.com.au](mailto:rugbyexplorer@rugby.com.au).

RUGBY ACCOUNT – LINKING ACCOUNTS	
Existing Linked Accounts	<ul style="list-style-type: none"> <li>If you and other participants share the same email address and have an existing family relationship in the system, all records will be brought across to Rugby Xplorer as linked accounts.</li> <li>The person who has logged in will become the primary account holder. Both participants can be registered individually.</li> <li>You can view linked accounts by clicking the person icon (top right) of your My Profile page.</li> </ul>
Linking Accounts	<ol style="list-style-type: none"> <li>1. Open Rugby Xplorer app/ Rugby Portal</li> <li>2. Click “Register”</li> <li>3. Click “Link a new person”</li> <li>4. Enter their First Name, Last Name, DOB and Mobile</li> <li>5. Click “Sign up”</li> <li>6. Existing profiles that might match who you are looking for will appear</li> <li>7. Options to select this person, or if not them to ‘create new profile’               <ol style="list-style-type: none"> <li>a. NOTE: ‘Create new profile’ will create duplicates if this person already exists and will not bring across their registration and accreditation history.</li> </ol> </li> <li>8. Click “continue”</li> <li>9. Verification email will be sent to individual, once they have “verified” the linking the individual will appear in your list of linked accounts</li> </ol>
Unlinking accounts	<ol style="list-style-type: none"> <li>1. Open Rugby Xplorer app/ Rugby Portal</li> <li>2. Click ‘Switch Accounts’ and view profile of individual you want to unlink</li> <li>3. Add unique email address to this record under ‘Account Details’, click “update”</li> <li>4. Scroll to the bottom of the page and click “unlink user”</li> <li>5. Email notifications will be sent to the individual</li> </ol>

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RUGBY ACCOUNT – OTHER SYSTEMS	
<p>Learning Centre</p> <p>NOTE:</p> <ul style="list-style-type: none"> <li>• Learning Centre can only be accessed on the web.</li> <li>• Google Chrome is the best web browser to use.</li> </ul>	<ul style="list-style-type: none"> <li>• Learning Centre will appear for EVERYONE in the Rugby Xplorer Portal.</li> <li>• Click “Learning Centre” and select the profile you want to enter the Learning Centre as. This is important for linked accounts, as some accreditations have age restrictions.</li> <li>• Once you have selected the profile, you will be redirected to the Learning Centre in a new tab.</li> </ul>
<p>Admin Portal</p>	<ul style="list-style-type: none"> <li>• Participants who have been granted user permissions will see “Admin Portal”.</li> <li>• Clicking this will direct you to the relevant state, association and/ or club that you have been given access for.</li> </ul>
<p>RAS (Referee Appointment System)</p>	<ul style="list-style-type: none"> <li>• RAS will appear for any CURRENT REGISTERED MATCH OFFICIAL.</li> <li>• By clicking “RAS” it will direct you to the Referee Appointment System.</li> </ul>
<p>Sideline</p>	<ul style="list-style-type: none"> <li>• Sideline will appear for any CURRENT REGISTERED MATCH OFFICIAL.</li> <li>• By clicking “Sideline” it will direct you to the referee coaching system.</li> </ul>

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