

This self-help guide will explain some easy ways to trouble shoot login issues if you are a Club admin or an individual participant trying to log into the Rugby Portal.

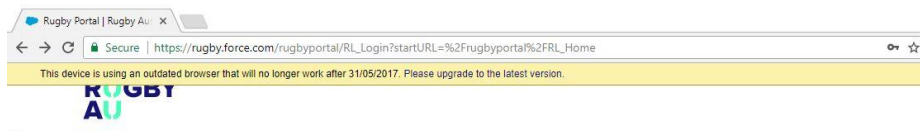
If you have If you are having issues logging into or completing basic functions in the Rugby Portal the Rugby Helpdesk should be your first port of call.

Contact us on 02 8005 5600, or aru.learningcentre@rugby.com.au or rugbylink@rugby.com.au.

Don't forget to check out the 'The Rugby Portal – Need help logging in' self-help guide as well.

Incompatible Browser

- Make sure you have the latest browser which is compatible with the Rugby Portal. We recommend Google Chrome.



Rugby Portal

Login

*Email or MyRugby ID:

*Password:

[Reset Password](#)

Different Email on Record

- If the Rugby Portal finds the MyRugby ID or email address and you recognise the email, but no longer have access to this email, you can "Recover Account" by entering in your Surname and Date of Birth
- If a match is found, you can enter a new email address to receive an email with a link to reset your password.
- Alternatively, Club admins can add your email address onto your Rugby Link record. **IMPORTANT:** it will require an overnight sync process to update your Rugby Portal account. After this has been completed you will be able to go through the Reset Password steps.

Recover Your Account

Please enter your Surname and Date of Birth.

*Surname:

*Date of Birth:

Match Found

We found a match in our system.

Please enter a new email address to receive an email with a link to reset your password.

*New Email:

No Email on Record

- Club admins can add your email address onto your Rugby Link record. **IMPORTANT:** it will require an overnight sync process to update your Rugby Portal account. After this has been completed you will be able to go through the Reset Password steps.
- Alternatively, contact us on 02 8005 5600 or rugbylink@rugby.com.au with your MyRugby ID and email

No Email Attached to Account

There is no email address attached to the record with MyRugbyID 4238064, so we can not send you an email to reset your password.

Please contact us on (02) 8005 5600.

CANCEL

Creating New Account - Address

- When creating a new record via the Rugby Portal the “Suburb Search” needs to include the Suburb, State and Postcode to be able to “submit”.
- When typing in your suburb you will need to wait for the dropdown to appear, whereby the state and postcode are automatically added in. Once they have been added you can “Submit” the new record.

Register

Enter your details below to register.

*First Name:	<input type="text"/>
*Last Name:	<input type="text"/>
*Date of Birth:	<input type="text"/>
*Email:	<input type="text" value="ejsullivan1977@gmail.com"/>
*Mobile Number:	<input type="text"/>
*Country:	<input type="text" value="Australia"/>
*Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
*Suburb Search	<input type="text" value="Type Australian Suburb"/>
	WOODEND QLD 4305
<p>CANCEL</p>	
<p>SUBMIT</p>	

No MyRugby ID Found

- Triple check you are using your MyRugby ID, your Rugby Link ID will not work. Ask your Club admin to make sure you are using the correct ID.

‘No Rugby Link ID passed from IDP’ Error

- This error means your Rugby Link and Rugby AU Portal records are not linked correctly. Please contact the Rugby Link Team (rugbylink@rugby.com.au) who can correctly link your records.

*As of 22 January 2018