

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"> 1. https://myaccount.rugbyexplorer.com.au/ 2. Enter your email 3. IF FOUND, click “email me a magic link” 4. Open your email and click magic link 5. Enter new password 6. Click “confirm” 7. Enter your email 8. Click “continue” 9. Enter password 10. Click “sign in” 11. You will be directed to the participant portal and can edit any details in ‘My Profile’ as required
Sign up (new participant, email NOT FOUND)	<ol style="list-style-type: none"> 1. IF NOT FOUND, click “sign me up” 2. Enter your details to create a Rugby account 3. Open your email and click magic link 4. Enter new password 5. Click “confirm” 6. Enter your email 7. Click “continue” 8. Enter password 9. Click “sign in” 10. You will be directed to the participant portal and can edit any details ‘My Profile’ as required
Sign in (returning participant)	<ol style="list-style-type: none"> 1. IF KNOWN, click “sign in” 2. You will be directed to the participant portal and can edit any details ‘My Dashboard’ as required
Reset Password NOTE: <ul style="list-style-type: none"> • Reset password links are active for 5 minutes. 	<ol style="list-style-type: none"> 1. https://myaccount.rugbyexplorer.com.au/ 2. Enter your email 3. Click “Continue” 4. Click “Reset Password” 5. Option to reset password via Email or SMS 6. Confirmation will appear on screen 7. When you receive the email/ SMS click “Reset Password” link 8. Enter password 9. Click “Confirm”

*As of 16 November 2020

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

RUGBY ACCOUNT – LINKING ACCOUNTS	
Existing Linked Accounts	<ul style="list-style-type: none"> 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. The person who has logged in will become the primary account holder. Both participants can be registered individually. You can view linked accounts by clicking the person icon (top right) of your My Profile page.
Linking Accounts NOTE: <ul style="list-style-type: none"> Club administrators should not link nor register any player. All players must self-register. Not only does this create duplicates and affect member records being accurate with accreditations flowing through, but administrators are agreeing to registration terms and conditions on behalf of a player which is illegal and insurance coverage may be compromised. 	<ol style="list-style-type: none"> 1. Open Rugby Xplorer app/ Rugby Portal 2. Click “Register” 3. Click “Link a new person” 4. Enter their First Name, Last Name, DOB and Mobile 5. Click “Sign up” 6. Existing profiles that might match who you are looking for will appear 7. Options to select this person, or if not them to ‘create new profile’ <ol style="list-style-type: none"> a. NOTE: ‘Create new profile’ will create duplicates if this person already exists and will not bring across their registration and/or accreditation history. 8. Click “continue” 9. Verification email will be sent to individual, once they have “verified” the linking the individual will appear in your list of linked accounts
Unlinking accounts	<ol style="list-style-type: none"> 1. Open Rugby Xplorer app/ Rugby Portal 2. Click ‘Switch Accounts’ and view profile of individual you want to unlink 3. Add unique email address to this record under ‘Account Details’, click “update” 4. Scroll to the bottom of the page and click “unlink user” 5. Email notifications will be sent to the individual

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RUGBY ACCOUNT – OTHER SYSTEMS	
<p>Learning Centre</p> <p>NOTE:</p> <ul style="list-style-type: none"> • Learning Centre can only be accessed on the web portal, not through the app. • Google Chrome is the best web browser to use. 	<ul style="list-style-type: none"> • Learning Centre will appear for EVERYONE in the Rugby Xplorer Portal. • 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. • Once you have selected the profile, you will be redirected to the Learning Centre in a new tab.
<p>Admin Portal</p>	<ul style="list-style-type: none"> • Participants who have been granted user permissions will see “Admin Portal”. • Clicking this will direct you to the relevant club, association and/or state that you have been given access for.
<p>RAS (Referee Appointment System)</p>	<ul style="list-style-type: none"> • RAS will appear for any CURRENT REGISTERED MATCH OFFICIAL. • By clicking “RAS” it will direct you to the Referee Appointment System.
<p>Sideline</p>	<ul style="list-style-type: none"> • Sideline will appear for any CURRENT REGISTERED MATCH OFFICIAL. • By clicking “Sideline” it will direct you to the referee coaching system.

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