

Xplorer guidance document

HOW TO CHANGE YOUR PASSWORD

Access Xplorer:

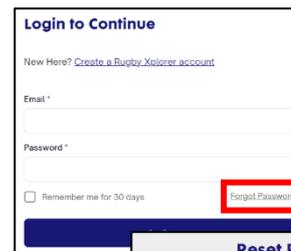
You can access Xplorer in various ways. To access via direct link, click on:

<https://myaccount.rugbyxplorer.com.au>

If you do not already have an existing Xplorer profile account, please see our *“how to create a profile”* guidance document on how to create a profile.

Change a forgotten password:

1. On the login page, click on the **“Forgot Password”**



link.

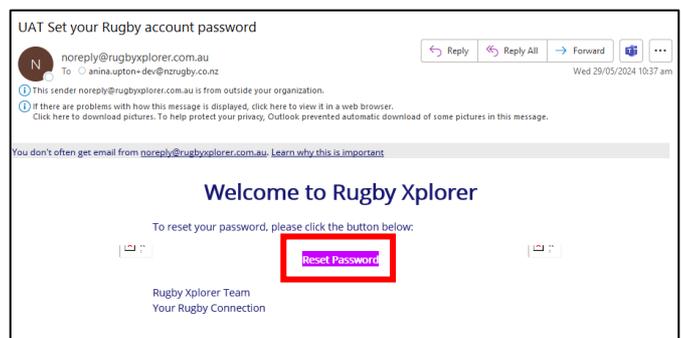
2. Type in your email address on the **“Reset Password”** pop up screen, select the **“Email”** circle and click **“Reset”**.



3. A green banner will appear at the top of the screen, telling you to check your email.

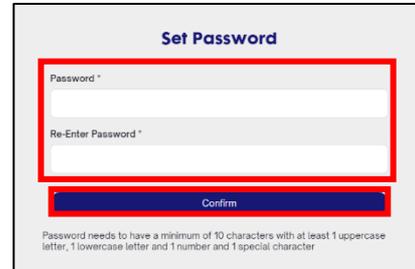
If the account exists, a reset password email will send to your email address

4. Go to your email inbox and open the **“Set your Rugby account password”** email and click on **“Reset Password”**.



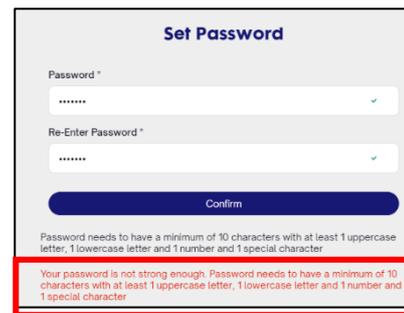
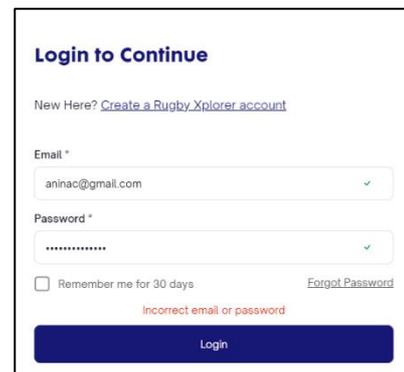
5. The **“Reset Password”** page will appear as a new tab.

6. Type your password in twice and click the **“Confirm”** button.
7. You will receive an email confirming the password change.



Notes:

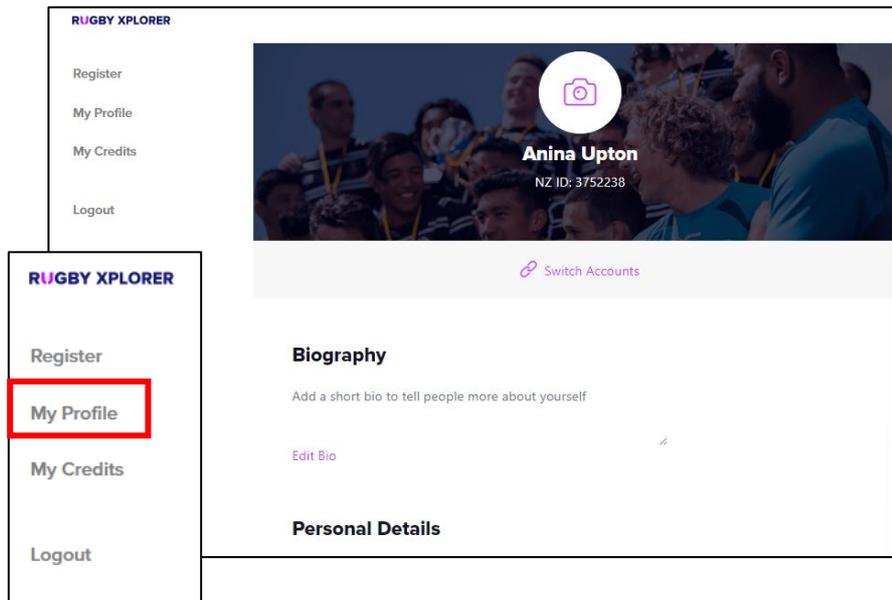
- If the password you choose to set is too short or in the incorrect format, this red text will display:
- If you try to log into Rugby Xplorer and you have not created an account yet; or you add incorrect information, this will display: **“Incorrect email of password”**.

- If you are not using your Xplorer profile, it will time out after 30mins and you will have to log back in.

Change your password for other reasons:

You can change your password at any time in your Rugby Xplorer **“My Profile”**.



Scroll down the page to the **“Account Details”** section.

1. Click on the **“Change Password”** button.



2. A **“Change Password”** pop up will appear on the screen:
 - a. Type in your current password in the first box.
 - b. Type in your new password twice in the next two boxes.
 - c. Click **“Confirm”**.

