

Trouble Shooting Registering to NetSetGO

- Select the NetSetGO Centre you wish to register your child to.
 - You may find an appropriate centre through the NetSetGO website <http://netsetgo.asn.au> > **Centre Search Finder** > **Enter Postcode/ Club name etc.**
 - Alternatively, if you are an existing member of a club, the NetSetGO Coordinator may have sent you an email with a **link to register for their NetSetGO Program.**
 - Netball WA NetSetGO Program's can be found at <http://wa.netball.com.au/netsetgo>

NetSetGO Centre Search

Club/Association/Centre Name: Postcode: Type: --ANY--

Season: 2017 Program Days: ALL DAYS From Date:

Please enter your search criteria and press the SEARCH button

- Once you have navigated to the registration page, be sure to check you are registering to the correct NetSetGO Centre.
 - You can double check this in the 'online registration' title
- If you are a return user to NetSetGO and know your MyNetball Login ID- **this will be either a 7-digit ID or an email address**, please enter these into the login spaces provided.
 - If you have forgotten your password > **Forgotten login details**
 - If you have forgotten your Login ID > **Forgotten login details**
 - If you are a first time participant > **Click 'Continue' and enter first name, last name, email address and DOB into the boxes provided.**

Log In

If you're not registering yourself, you'll need access to the participant's account to complete this form. For parents registering a child, you will need access to the child's account.

Login ID

Password

[Forgotten Login details?](#)

Don't have a Login ID?

4. A pop up will appear once you have selected **Forgotten Login Details**.
 - If you have forgotten your password but know the login ID (email/ 7-digit ID) please enter this in the appropriate box.
 - If you do not know the Login ID or password, **please enter your child's first name, last name and DOB.**
5. MyNetball will then produce results based on these details and your account status, **please note both a club and association may appear for your child.**

- If your account does not have an active Login ID, you will be prompted to **Create a Login ID**

| RESULTS | | | | |
|----------|----------|-----------------------------|--------------|---|
| Part. ID | Name | Club/Assoc | Status | Actions |
| 0000000 | John Doe | Example Netball Association | Email Exists | Create Login Contact Org |
| 0000000 | John Doe | Example Netball Club | Email Exists | Create Login Contact Org |

- If your account does have an active Login ID, you will be prompted to **Reset your Password**

| RESULTS | | | | |
|----------|----------|-----------------------------|----------------|---|
| Part. ID | Name | Club/Assoc | Status | Actions |
| 0000000 | John Doe | Example Netball Association | Account Exists | Reset Password Contact Org |
| 0000000 | John Doe | Example Netball Club | Account Exists | Reset Password Contact Org |

- If your account status shows as **No Email**, please contact your NetSetGO Coordinator with your email address

| RESULTS | | | | |
|----------|----------|-----------------------------|-----------------------|--|
| Part. ID | Name | Club/Assoc | Status | Actions |
| 0000000 | John Doe | Example Netball Association | No Email, contact org | Contact Support Contact Org |
| 0000000 | John Doe | Example Netball Club | No Email, contact org | Contact Support Contact Org |

6. Once you have recovered your account > **Go to the original link to register directly to the NetSetGO Program > Found in Step 1.**

Other MyNetball NetSetGO FAQ:

Q. I can see my login ID email is an old email / I have changed emails:

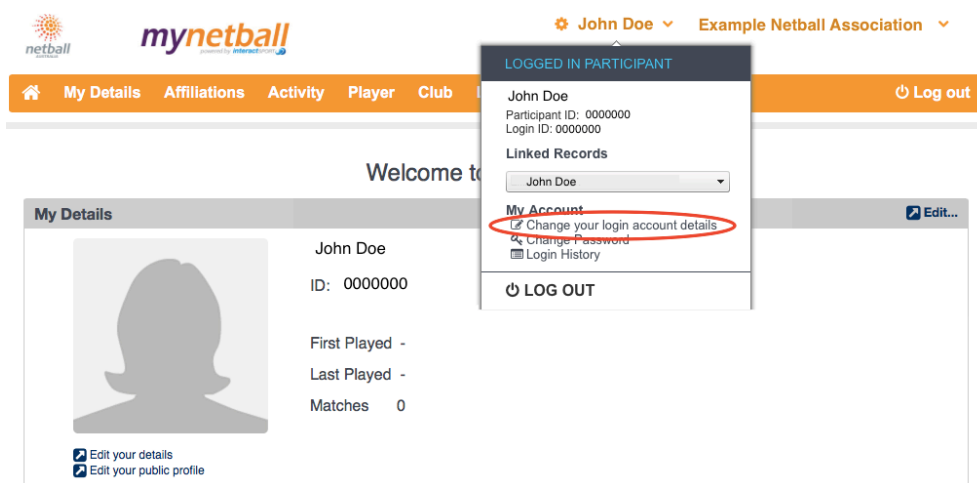
A. Contact your NetSetGO Centre coordinator with your new email address and they will update this against your record. To change your login ID from your old email to your new email:

1. Login to MyNetball using your existing Login ID (old email address ect.) > <http://my.netball.com.au>
2. Click the downward arrow next to your child's name > **select change login account details**
3. Enter your new/ correct email address > generate email.

Q. My child's Login ID is the 7-digit ID and I'd like to change it to my email address, how can I do this?

A. Login to MyNetball > <http://my.netball.com.au>

1. Click the downward arrow next to your child's name > select change login account details.



2. Ensure the email address entered is correct. Then 'Click here to convert your login ID to use your email address'.

User Details [Help on this topic](#)

[Change your Password](#)

Edit User Details

Login ID [Click here to convert your login ID to use your email address...](#)

Email address
You can enter up to 3 addresses separated with a semi-colon(;).
 Ensure there are no spaces anywhere in the text field.
 If you enter multiple addresses, your primary address should be listed first.

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3. Review the details and read the information > **Generate Email.**

User Details Help on this topic

[Change your Password](#)

Would you like to change your login ID of 556940 to use your email address instead?
 The benefits of changing over are that you will then be able to link other participant records that have the same email address entered against one login and choose between them easily. Your login will also be easier to remember!

1. Make sure you have entered a valid email address below. You'll only be able to create the login if the email address isn't already used as a login ID.
2. Click the *Send Email* button below to generate an email to that address which will be used to verify that you own the email address.
3. Follow the instructions in the email you receive for more information about how to complete the process. If you don't receive an email within 30 minutes you can repeat the process.

[Click here if you need to edit your user details before sending the email](#)

Upgrade User

Login ID:
 Email address:

Generate Email

Powered by InteractSport [Contact Support](#)

Q. I have multiple children with logins on MyNetball, can I link their records to one Login ID and password?

A. Yes! For all your children, please ensure their login ID is the same email address- as per the process above.

1. Login to MyNetball > <http://my.netball.com.au>, ensure your login ID is an email address.
2. Under your child's name click 'Link or unlink records'.

The screenshot shows the MyNetball user interface. At the top, there is a navigation bar with 'My Details', 'Affiliations', 'Activity', 'Player', 'Club', and 'Learn'. A user profile for 'John Doe' is displayed, with fields for 'ID: 0000000', 'First Played', 'Last Played', and 'Matches: 0'. A dropdown menu is open, showing options for 'Link or unlink records' (circled in red), 'My Account' (with sub-options for 'Change your login account details', 'Change Password', and 'Login History'), and 'LOG OUT'.

- From here you can search for your other children's accounts and link them into one account.

User Details Help on this topic

[Change your Password](#)

Edit User Details

Login ID

[Update](#)

Linked Participants

You can link other participant records that have the same email address entered then switch to those participants in the user bar.

| Participant ID | Name | Sport | |
|----------------|----------|---------|-----------|
| 0000000 | John Doe | Netball | Unlink... |
| 0000001 | Jane Doe | Netball | Unlink... |
| 0000002 | Jo Doe | Netball | Unlink... |

[Search for other records to Link...](#)

- Now you will be able to switch between users on the user bar. When logging into MyNetball (for NSG via one of the process above) the system will ask you to select the child you are registering.

The screenshot shows the MyNetball user interface. At the top, there is a navigation bar with the MyNetball logo and user information: "John Doe" and "Example Netball Association". Below the navigation bar, there is a "Welcome to MyNetball" message. The main content area is titled "My Details" and shows a profile for "John Doe" with ID: 0000000. There are options to "Edit your details" and "Edit your public profile". A dropdown menu is open, showing "LOGGED IN PARTICIPANT" and "John Doe" with details: Participant ID: 0000000, Login ID: example@example.com.au. Below this, there is a "Linked Records" section with a table:

| ID | Name |
|---------|----------|
| 0000000 | John Doe |
| 0000001 | Jane Doe |
| 0000002 | Jo Doe |