



WDNA
Wanneroo Districts Netball Association Inc.

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Assisting players with Login IDs and forgotten passwords Updated March 2018

Checking a participant's ID number and email linked to account

1. Login to MyNetball as an administrator > <http://my.netball.com.au>
2. Ensure participant's details are up-to-date, if receiving an enquiry.

- People > Person Search > First name + Last Name

Person Search

This search locates all person records (regardless of role, including contacts) of the **current organisation and child organisations**.
Click a record to display role information at the bottom of the screen. Max 200 records returned in search.

Search by Name ID

First Name Middle Name Last Name Search

Show Extra Filtering

Once you have found your participant, press the little pencil under the edit column.

Make sure to double check the email entered, if it still used by the participant.

Person Edit:

Help on this topic

General

Personal Details Roles Registration Custom Fields Public Profile Payments Audit Admin Accreditations Learning Family Relationships

Title

First Name*

Middle Name / Initial

Last Name*

Alternate Last Name / Maiden Name

Date of Birth*

Country of Birth

Gender* Male Female Undisclosed

Email* No email

3. From here you can see the participant's ID number and all of their details. If they are still unable to log in you can go to their MyNetball Account status.



Checking a participant’s MyNetball Account status

- People > Participant Login Manager > Search using name / Participant ID

Note: use **Any Role** and **Any Account Status** when searching

Participant Login Management ?

Person Role: ANY ROLE

Person Name: First Name, Last Name

Email: [input field]

Participant ID: [input field]

Participant Login Account Status: ANY

Filter

1. If the participant appears as **NO ACCOUNT**, this means the participant has a record on MyNetball, but has not created a login.

i. Ensure the correct email is on record by clicking the pencil icon. Once the email address has been changed, press **Update** at the bottom of the page.

ii. Select the participant

iii. Select Action if **‘Send Login Invite’**

Note: This login invite will only last 48 hours.

Selected an action for the selected records

Actions: Please select bulk action... Perform Action

Select All Participants Currently selected: 0
Click the > button to show more information about the record, and to access extra actions.

>	Part. ID	Name	Login ID	Account Status	Valid Actions
>	0000000	John Doe		NO ACCOUNT	INVITE

6. If the participant appears as **ACTIVE**, this means the participant has a record on MyNetball and has had a login created.

i. Ensure the correct email is on record by clicking the pencil icon. **Update** at the bottom of the page.

ii. Take note of the Login ID- if the email address entered is an incorrect or old email, ensure the correct email is entered for future use and so any links get sent to the correct address. **Note:** Previous email addresses will remain as the Login ID, but be inactive. The



Login ID may appear as the participant ID or as an email address, the participant has to use this to log in with.

Selected an action for the selected records

Actions

Select All Participants Currently selected: 0
Click the > button to show more information about the record, and to access extra actions.

>	Part. ID	Name	Login ID	Account Status	Valid Actions
>	<input type="checkbox"/> 0000000	John Doe	example@example.com.au	ACTIVE	RESET
>	<input type="checkbox"/> 1234567	Joan Doe	1234567	ACTIVE	RESET

7. There are a number of actions you can take if an account appears as ACTIVE.

- i. Click the arrow next to the participant's details to drop down the options.
- ii. From here you will be able to see any linked accounts, and any active email addresses
- iii. Select the appropriate action from the actions list. If a participant has forgotten their password click **Send Reset Password Link** as the participant will be able to action the change themselves.

Note: Please select **Change Password** as the *last* option.

Selected an action for the selected records

Actions

Select All Participants Currently selected: 0
Click the > button to show more information about the record, and to access extra actions.

>	Part. ID	Name	Login ID	Account Status	Valid Actions
>	<input type="checkbox"/> 0000000	John Doe	example@example.com.au	ACTIVE	RESET

Login ID:
User Email:
Last login: 20 Jul 17 4:01PM
Failures since last login: 0
Total login Failures: 0

Actions: Send Login invite | Send Reset Password Link | Change Password | Unlock Account

Participant records linked to this user account:

ID	Name	Email
>	0000000	