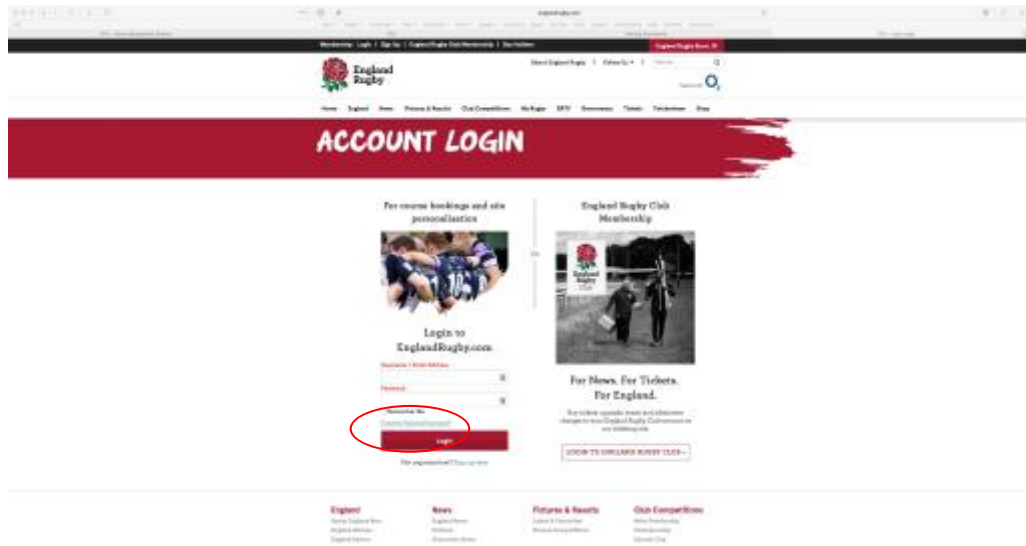


WHAT TO DO IF YOU DO NOT REMEMBER YOUR RFU ID/PASSWORD

1. If you have not done so already, begin the process of booking onto an RFU course. Click [here](#) for instructions.
2. Once you reach stage 3 – Account Login you will see the following screen. Click on the link “FORGOTTEN USERNAME/PASSWORD”



3. This brings up the following screen. If you know your RFU ID but not your password, fill out the first box. If you cannot remember your RFU ID or password, put your email in the second box and click the “SEND USERNAME REMINDER” button.

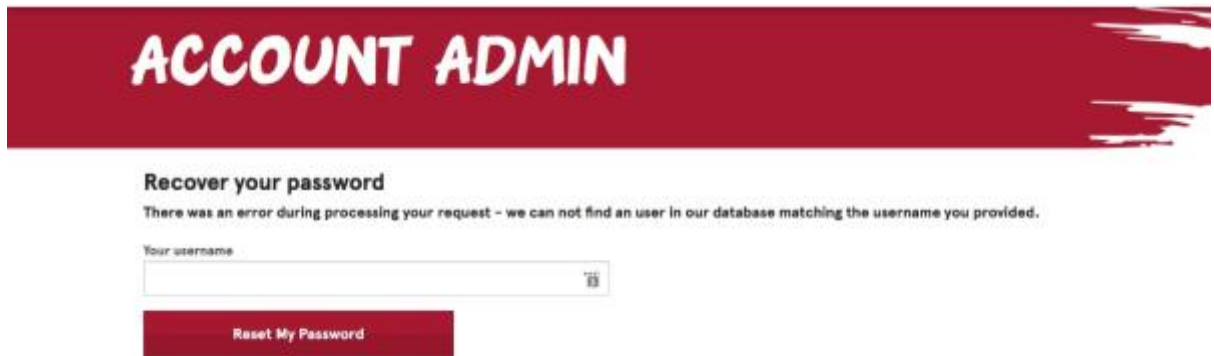
Recover your password
If you have forgotten your password, please provide your username below. We will send you an email with a link to choose your new password.

Your username

Username Reminder
If you have forgotten your username, please provide the email your have registered with and we will send you a username reminder. If you are planning to access the Game Management System (GMS) your club administrator will also be able to supply you with your credentials.

Your email

If you have entered an incorrect RFU ID or email address, you will see the following screen



ACCOUNT ADMIN

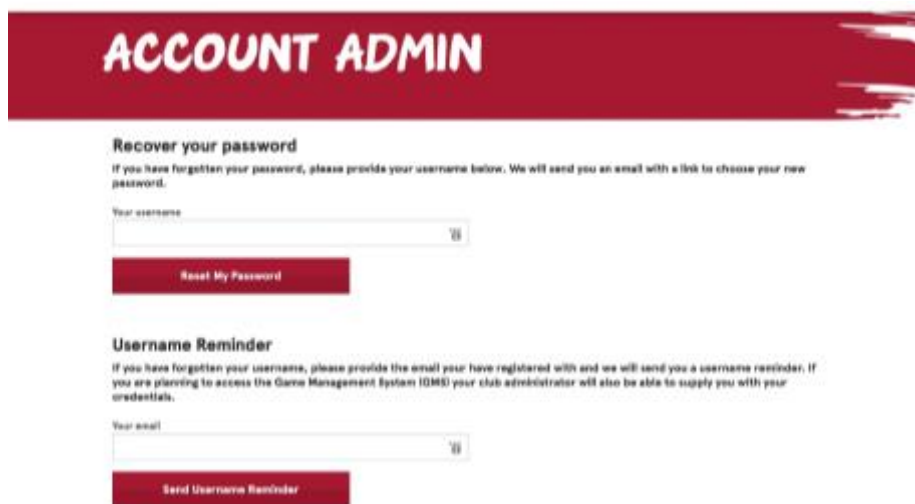
Recover your password
There was an error during processing your request - we can not find an user in our database matching the username you provided.

Your username

Reset My Password

If you think you made a mistake then click the back button on the browser and repeat step 3. If you have entered your email correctly and you get this message, you are either using the wrong email address or you have not yet registered with the RFU. If you suspect the wrong email address, then go back to step 3, otherwise follow this link: for instructions on how to register.

4. Once you have entered your email address for a user name reminder you will receive an email from England Rugby with your user name. Copy this and then click the back button on to go back to this screen



ACCOUNT ADMIN

Recover your password
If you have forgotten your password, please provide your username below. We will send you an email with a link to choose your new password.

Your username

Reset My Password

Username Reminder
If you have forgotten your username, please provide the email you have registered with and we will send you a username reminder. If you are planning to access the Game Management System (GMS) your club administrator will also be able to supply you with your credentials.

Your email

Send Username Reminder

Enter the user name and click "RESET MY PASSWORD". You will then see this screen:



ACCOUNT ADMIN

Recover your password
We have successfully processed your request - new password reset link has been sent to your email account.

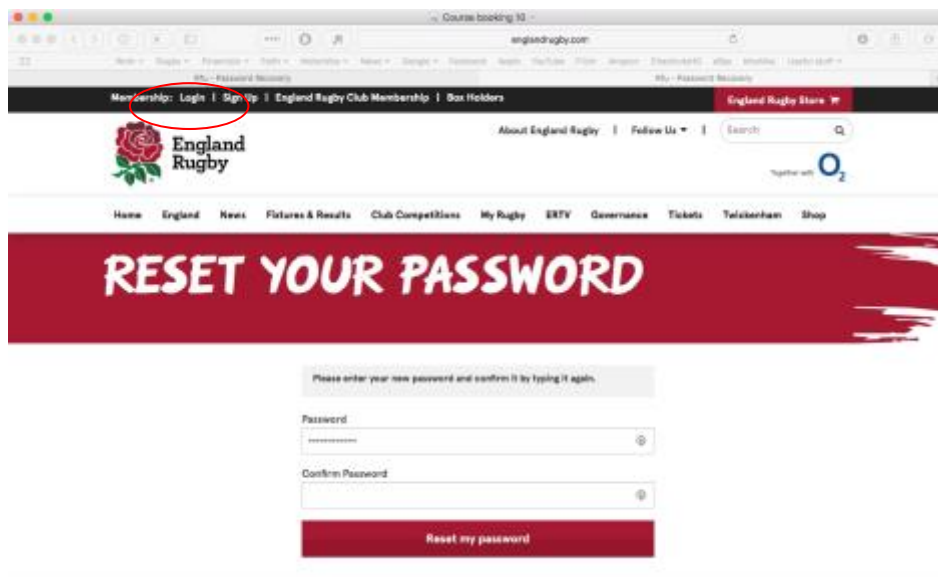
5. You will receive another email from England rugby with a link. Click on the link to be taken to this screen:



The screenshot shows a red banner at the top with the text "RESET YOUR PASSWORD" in white. Below the banner is a form with the following elements:

- A grey instruction box: "Please enter your new password and confirm it by typing it again."
- A "Password" input field with a red asterisk and a toggle icon.
- A "Confirm Password" input field with a red asterisk and a toggle icon.
- A red button labeled "Reset my password".

Reset your password to be taken to this screen:



The screenshot shows the England Rugby website interface. At the top, there is a navigation bar with "Membership: Login | Sign Up | England Rugby Club Membership | Box Holders" and "England Rugby Store". The England Rugby logo is visible. Below the navigation bar is a red banner with the text "RESET YOUR PASSWORD" in white. Below the banner is a form with the following elements:

- A grey instruction box: "Please enter your new password and confirm it by typing it again."
- A "Password" input field with a red asterisk and a toggle icon.
- A "Confirm Password" input field with a red asterisk and a toggle icon.
- A red button labeled "Reset my password".

You should now know your user ID and password. Use these to log in to the course. Follow: [this link](#) for instructions on how to book on to the course

END