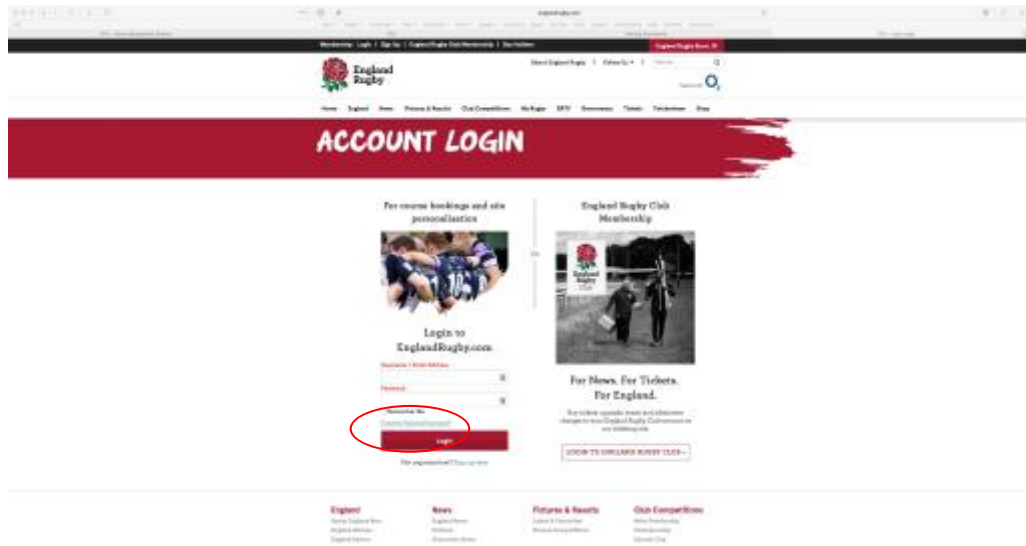## WHAT TO DO IF YOU DO CANNOT REMEMBER YOUR RFU ID/PASSWORD

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.
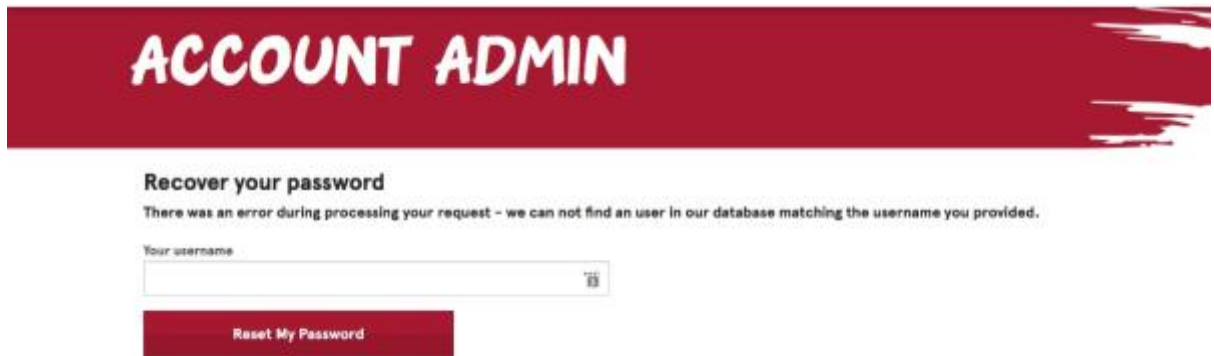
If you have entered an incorrect RFU ID or email address, you will see the following screen
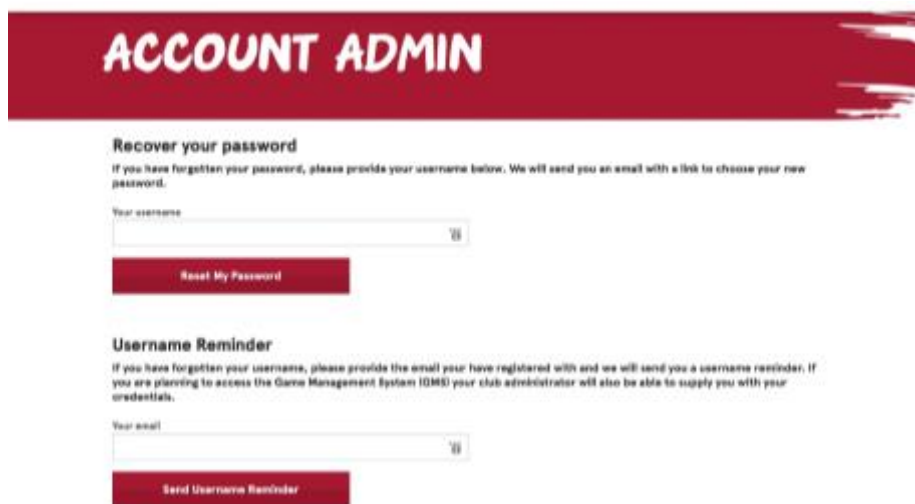
If you think you made a mistake then click the back button on the browser and repeat step 3. If you have entered your email correctly and you get this message, you are either using the wrong email address or you have not yet registered with the RFU. If you suspect the wrong email address, then go back 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

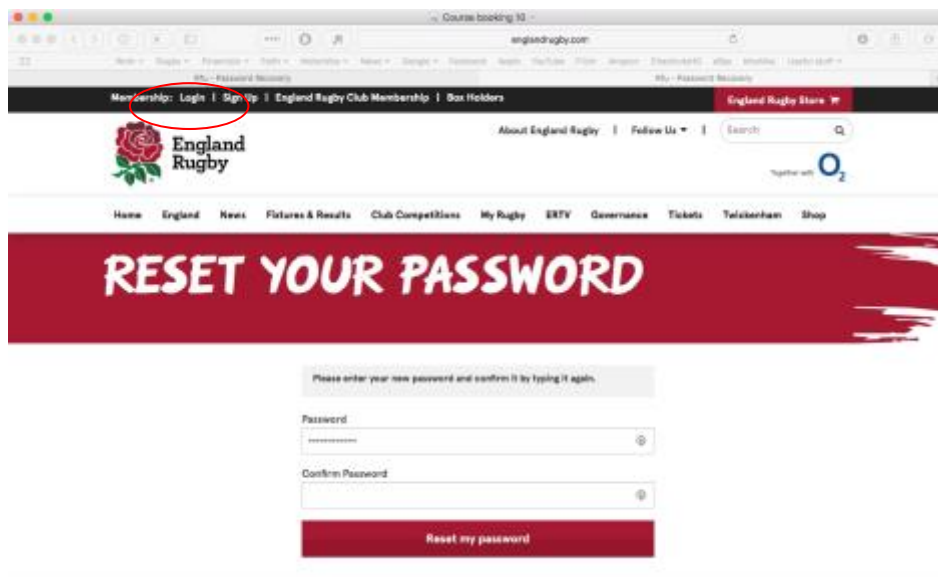Enter the user name and click "RESET MY PASSWORD". You will then see this screen:

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

Reset your password to be taken to this screen:

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