

Problem

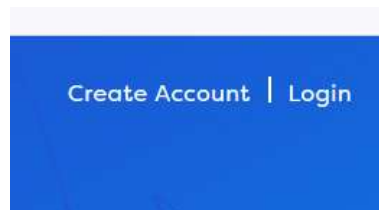
I have a player profile in SportyHQ, which includes my email address, but I have forgotten my password.

How do I reset the password to gain access?

Solution

1. Go to <https://www.sportyhq.com/> and select the **Login** option
(top right hand corner)

Note: DO NOT 'Create Account'



The SportyHQ login screen will appear

2. Select **Forgot Password?**

A screenshot of the SportyHQ login page. At the top is the SportyHQ logo. Below it is the heading 'Login information'. There are two input fields: 'Email or Username' and 'Password'. Below these is a 'Remember me' checkbox and a 'Forgot Password?' link highlighted in yellow. At the bottom is an orange 'Sign In' button.

The SportyHQ 'Password Reset' screen will appear

3. Enter your known '*email address*' and choose **Request Password**

A screenshot of the SportyHQ password reset page. At the top is the SportyHQ logo. Below it is the heading 'Password Reset'. There is a sub-heading 'Enter your email address below:'. Below this is an input field labeled 'Email' highlighted in yellow. At the bottom is an orange 'Request Password' button. Below the button is a link that says 'Don't have an account yet? Sign Up'.

A password reset will be sent to your email address, simply follow the instructions to complete the reset process.

Unknown or obsolete Email Address

It will be possible, in some cases, that your email address was either not included or perhaps is now obsolete.

If this is the case contact your Club Match & Pennant person and ask them to modify your profile and add your current preferred email address.

If your M&P contact is unable to complete this change they will escalate the query to Club Circuit for attention.