

Members Guide

Using Email Sign-on for the first time

Using Email Sign-on means:

- Members log in with their own email address and a user-defined password, rather than a system generated username and password
- All members associated with that email address will be accessible under the one login
- Members can self-manage their own account and view playing statistics at any time via member.basketball.net.au
- Cleaner data for administrators interested in assessing participation information and minimising duplicate member records

When users sign in for the first time (only) using Email Sign-on, they will be required to confirm their email address before commencing their registration. All further registrations with the same email address will only require the entry of the user set password to access the member account.

On the following page is a three step guide to this process.

Frequently Asked Questions

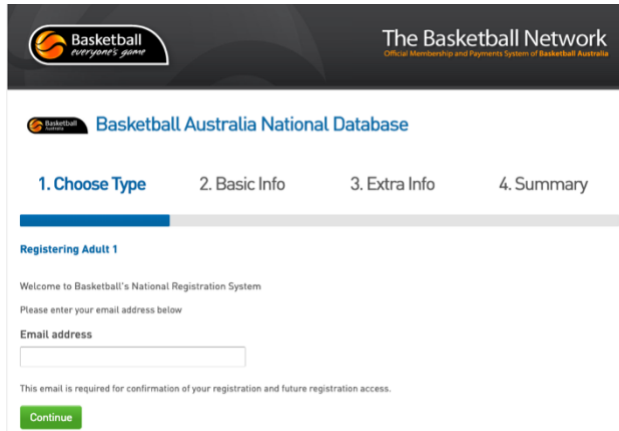
- **What if I do not receive the email to confirm my email address?**
Initially you should check your Junk or Spam filter/Mailbox to see if the email was diverted there by your email system.
If your email address is not recognised, even though you have played at the association, simply click on “Yes, I’m new”.

If you do not receive a confirmation email, your account may be ‘locked’ due to previous incomplete registration/s. In this situation, please contact your association, who will lodge a support request for SportsTG to unlock your account.
- **How long do I have to confirm my email address?**
You must check your email and confirm your account within 24 hours to continue your registration. If you have not confirmed your account within 24 hours, your account will be locked. In this situation, please contact your association, who will lodge a support request for SportsTG to unlock your account.
- **For a detailed guide and further Frequently Asked Questions, please visit:**
<https://www.dropbox.com/s/xscr7kegni7z9pc/Participant%20Guide%20to%20Registering%20to%20Basketball%20v3.0.docx?dl=0>

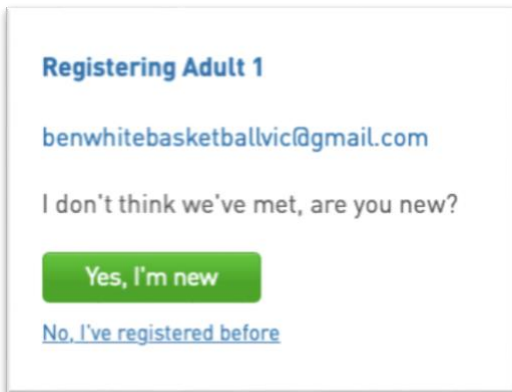


Email SignOn Member Registration Process

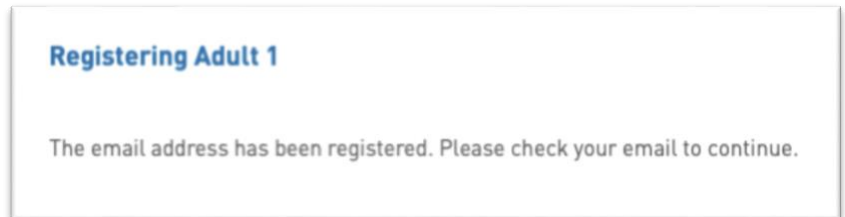
STEP 1 – Enter your email



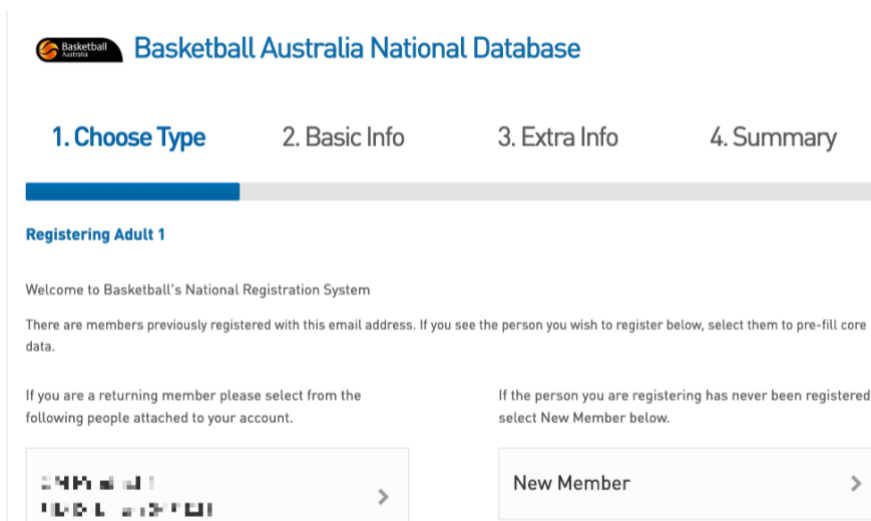
STEP 2 – You will be given one of the following two prompts, depending on your registration history. Follow the prompts given on screen.



OR



STEP 3 – Once you've confirmed your email address, you will then be taken to a page where you can set your password and complete your registration.




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