

Rugby Xplorer (RX)

Step By Step Registration Guide

CREATE A RUGBY XPLOER PROFILE

Signing up for the first time in Rugby Xplorer, follow the steps below. When signing up a family, we recommend selecting the parent as the primary account holder as they are most likely going to have kids linked to their account from the previous registration system.

1. Download the Rugby Xplorer app or open the web page <https://myaccount.rugbyexplorer.com.au/>
2. Begin the process by entering your email address. This will check to see if you have a Rugby Xplorer account.
3. For individuals who do not have a Rugby Xplorer account, they will be required to search for themselves by clicking "sign me up"
4. Enter your first name, last name, date of birth, mobile number and check your email.
5. Select your Rugby Region
6. Agree to the Rugby Xplorer Privacy Policy
7. Click "Sign-up"
 - If there are profiles that might be you, they will display on the screen, where you can send yourself a verification email.
 - If no profiles match you, then you will be sent the verification email automatically.
8. Check your emails for the verification link
9. Enter your password twice
10. Click "confirm". Your password has now been set
11. To login to Rugby Xplorer, ensure you are back at the home screen
12. Enter your email
13. Click "continue"
14. Enter password
15. Click "sign in"

The next time you login, enter your email address and password

LINKING FAMILY MEMBERS

To link an account that has an existing Rugby ID, the information entered must be a match to what is recorded in the database to successfully link.

Individuals with a unique email address on their profile will receive an email asking them to verify the linking. Once the user has confirmed the linking, refresh your Rugby Xplorer Portal/app and you will be able to view the account by clicking "switch accounts".

Administrators should not link people not related to them. All players must self-register.

To link a person, open Rugby Xplorer app/ Rugby Portal and log in:

1. Click "Register"
2. Click "Find a Club" (for example)
3. Click "Link a new person".
4. Enter their First Name, Last Name, DOB and Mobile
5. Click "Sign up"
6. Select the profile or if they do not have an existing profile click *'create new profile'.
 - a. Note, 'Create new profile' will create a new Rugby ID for this person and will not recognize prior registrations or accreditations.
7. Click "continue"
8. A verification email will be sent to new account getting linked. They must "verify" the request to link to appear under your account.

Note, if you are linking an individual aged under 13 years old in USA. There are additional verification steps required to link the two records.

REGISTERING TO A CLUB

You must have a Rugby Xplorer account to register. Registrations can be completed via the app or website: <https://myaccount.rugbyexplorer.com.au/>

Your Club may send you a unique link to register directly into your club. If you haven't received this, please contact your Club Admin, see unique links below, or search for the club in the registration process.

1. Open Rugby Xplorer app/ Rugby Portal and sign in by entering email address and password
2. Click "Register"
3. Click 'Find a Club'
4. Select who you would like to register, click "continue"
5. Enter Club name and "search" Club name will appear in bold, with its parent organizations below in grey.
6. Click Club name and "next"
7. Select Registration Role, Registration Type and Duration from dropdowns, click "next"
8. Registrations will display as open or closed. If open, continue through the process. If closed, contact your club or check our troubleshooting guide
9. Personal details will appear for the individual that you are registering, click "next"
10. Ability to add a Profile Photo (including a selfie) or click "skip"
11. Additional details will appear depending on your Rugby Region, complete the required details and click "next"
 - o USA Rugby requires address, gender, country of origin and ethnicity.
12. Enter emergency contact details, click "next"
13. Additional information
 - o If U18 enter school, height and weight and school.

14. Any custom questions added by your club, and/or parent organizations will appear on a new page.
15. Registration summary will appear
 - Registration Fees expand to show the breakdown of registration fees.
 - Any early bird discounts and/or Rugby Xplorer Credits will appear here
 - The transaction fee will appear
16. If applicable, enter Club Discount Code
 - 'Club Discount Applied' will appear for successful discounts.
 - 'Incorrect Club Discount Code' will appear for discounts that have already been redeemed or wrong code has been entered.
17. Agree to Rugby's Registration Terms and Conditions
18. Click "Pay"
19. Select payment option
 - Enter credit/ debit card details
20. Click "Make Payment"
21. Confirmation screen will appear with "Finish" and a confirmation email will be sent to the registered participant
22. Would you like to add another registration?
 - Selecting 'Yes', will enable family discounts in a registration loop (if offered by your club).
 - By selecting no, you will no longer be eligible for a family discount (if offered)

FAQ'S

- If you have forgotten your password, click 'reset password'. Check your email inbox/junk/spam folder for a link, then reset your password or request an SMS.
- If you have updated your email address on your My Account page, your new email address will become your username and your password will remain unchanged.
- If your email address has changed since you last logged in but you still remember the password, sign in with the old information then update your email address on your 'My Profile' page.
- If you don't remember your password, please contact your Customer Service team. Creating a new account with a new email address will create a duplicate profile and new Rugby ID which will affect your registration and accreditations.
- Please note, some business networks block Rugby Xplorer. We suggest using a device not connected to that firewall. Where possible complete on a device with an alternate internet provider or via your mobile. You could also contact your IT department and ask them to mark Rugby Xplorer as a safe domain.