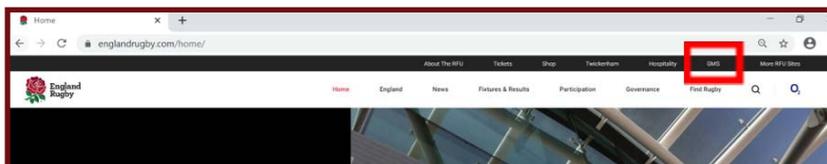## HOW TO RESET YOUR PASSWORD / PROBLEM LOGGING IN

https://help.rfu.com/support/solutions/articles/15000020859-how-to-reset-your-password-problem-logging-in


Click on GMS on the englandrugby.com website to the GMS sign on page and click on the Forgot Password link to enter your registered email address/es, or user name (if you know it) to receive an email link to reset your password. (Your Club Admin can advise you of both).
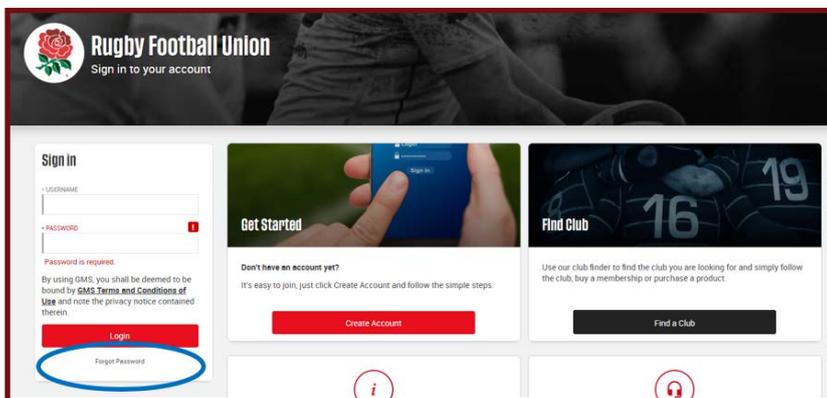
Please follow the instructions to enter your username (if known), or email address. You may need to enter all your possible email addresses you have. Tick the Captcha box to confirm you are not a robot and click on Reset Password.
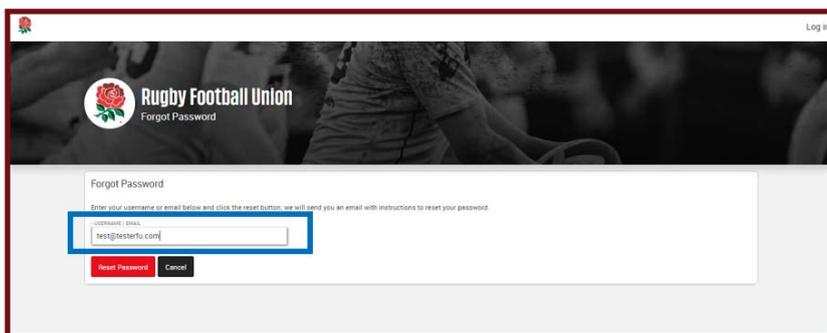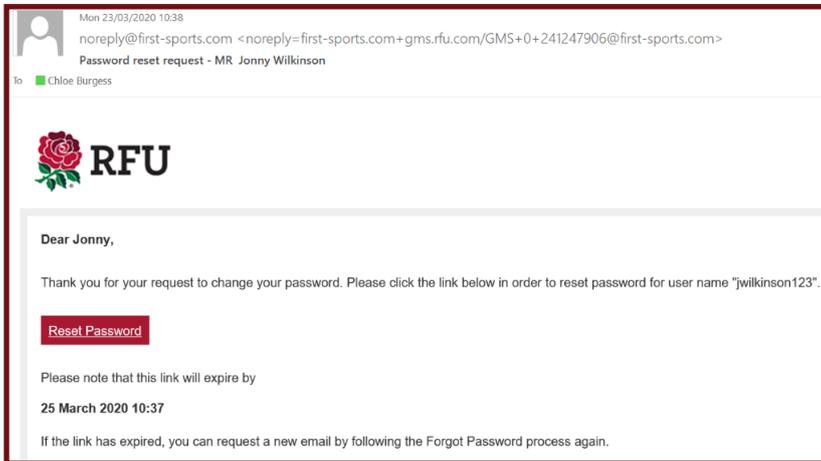
You will be sent an email with a link to reset your password:

TWO Important things to note:
Firstly, if you don't receive your email within five minutes, check your Spam folder!

Secondly, on this email sent to you at the bottom of the email it will show you in red what your username is. This might be different from your email address.

Click on the Red Reset Password link in the email to take you to Reset Password, page. Please note passwords must be at least 8 characters long, and contain an upper case character, a lower case character, a special character and a number.

If you have multiple usernames because of a merged account to reset your password when given the option to reset password click on just one as this reset the username chosen but will not reset the other ones.

Once you have changed your password, you will be prompted to sign back into GMS, with your new password and your user name shown on your email notification and will land on your Personal Profile Dashboard.

After signing into GMS, you may be asked to verify your account if not done so already - see the guide How Do I Verify My Account.

**If after 48 hours and checking your email Junk/Spam and Deleted folders. If you still haven't received a reset email notification, then please note that there is a known issue with some email service providers delaying or blocking some bulk template verification emails such as password reset/account verification emails sent from GMS. These emails could be in your Junk or Spam folders, so please check in these folders.

If you have not received these emails after checking your other folders, then please see the article on the support portal for 'Not Receiving Emails'.