

**How to help an athlete access their password reset link**

If an athlete is not receiving their password re-set email, the ENgage assigned club secretary can support them by forwarding the link on their account.

Please follow these instructions, to complete this:

1. Log into ENgage
2. In the ‘My Organisations’ box, select the thumbnail of the organisation
3. Click ‘People’
4. Select ‘Everyone’

 You will then be presented with a list of people that have history with your club.

1. Click on the small white funnel icon to the right-hand side of your screen
2. Click on the small white plus sign (+)
3. Select the criteria you wish to search by
4. Click ‘Apply’
5. Double click on the name of the individual
6. Select ‘Communication History’ in the left-hand side menu (If no emails appear here, then they haven’t used the right ENA ID when selecting ‘Forgotten Password’)
7. To find the password re-set email, click on the arrow/s on the far right of the screen to view the email/s
8. If the password re-set link has expired, you can prompt a new password re-set email by following point 13a, otherwise, continue to point 14
9. Hover and right click your cursor over the text ‘Choose new password’ in the body of the email
10. Select ‘Copy link’

You can then paste this link into a direct email to the individual, so that she can re-set the password.

Please note, the password is only valid for 24 hours.

13a. Sign out of your ENgage account

13b. Click on ‘Forgotten Password’

13c. Enter the individuals ENA ID

13d. Select ‘Reset Password’

13e. After this, sign back into your own account and continue from step 2