

# I am not receiving my Reset Password email for NRL Account

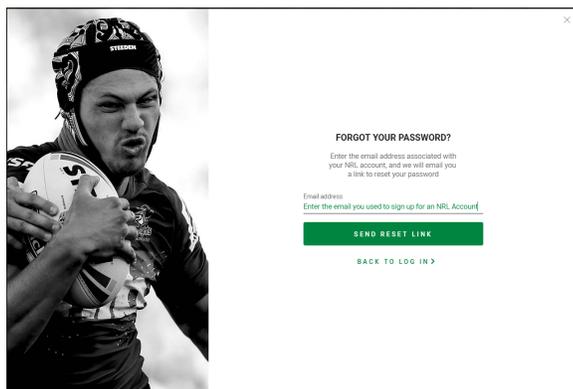
If you have requested to reset your password, you will be sent an email with instructions on how to complete the process.

If you cannot find the email in your inbox, check your Spam (or Junk) folder to make sure it hasn't gone there.

If you have not received a password reset email, please **make sure** that on the password reset screen, you have **entered the email address that you used to create your NRL Account**. You may not be receiving the password reset email because you have entered the incorrect email address.

To avoid any issues with your NRL Account, we recommend that you verify your email. You can trigger the verification email on the Edit Profile page once you have logged in to your NRL Account. If you are experiencing any issues, please [contact us](#) and provide as much information as possible regarding your issue.

If you created your NRL Account using your Facebook or Google account details, you do not need a password. On the Log In screen choose the Facebook or Google button to complete the Log In process. Please remember, if you want to reset your password on your Facebook or Google account, you need to go to the settings screen of the relevant social account. You cannot reset your social account's password through your NRL Account.



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- [I can't sign up using Facebook](#)

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