

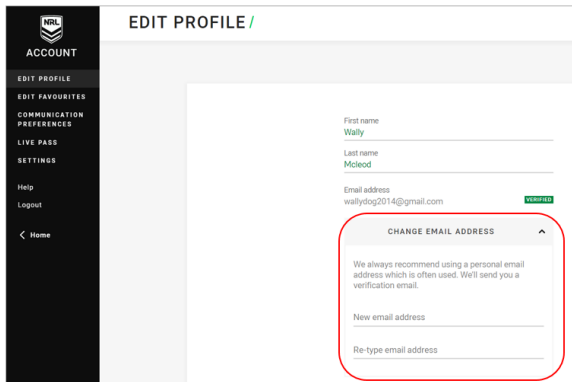
# Playing Fantasy and NRL Account

Common questions around playing Fantasy and NRL account. If the information you need is not below, please do not hesitate to [contact us](#) for assistance.

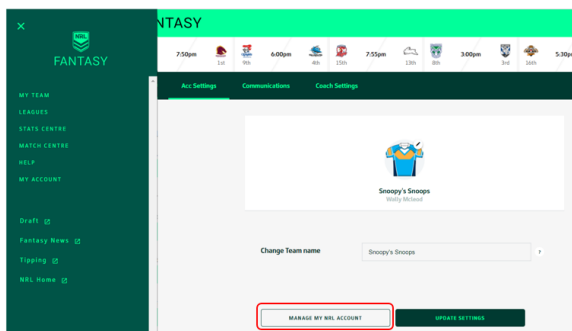
## Can I change my login details to include a new email address?

Yes, this is easily done by going to My Account on [NRL.com](#) or from within the My Account section of NRL Fantasy. Changing your email address for Fantasy requires changing your NRL Account email.

[My Account > Edit Profile page on NRL.com](#)



[My Account section on NRL Fantasy](#)



## I am having trouble logging in to my Fantasy account. Please help!

Without knowing the exact problems you are having, we have outlined some possible problems-solutions below.

### Have you created a (new in 2018) NRL Account?

- If not, do that now.
- If yes, did you create a different one for NRL Fantasy (from the app or NRL Tipping?)

### Did you verify your NRL Account email by clicking the link you were sent after you created the NRL Account?

- If not, we've not been able to ensure you're using a valid email address. Verify now or set-up a new NRL Account and verify that before registering to play NRL Fantasy.

**If you've already registered, sometimes difficulty logging in is just a matter of going to the My Account section and resetting your password via the NRL Account / Forgot Password links.** Remember that your password must be at least 8 characters long.

[Copy link to page](#)

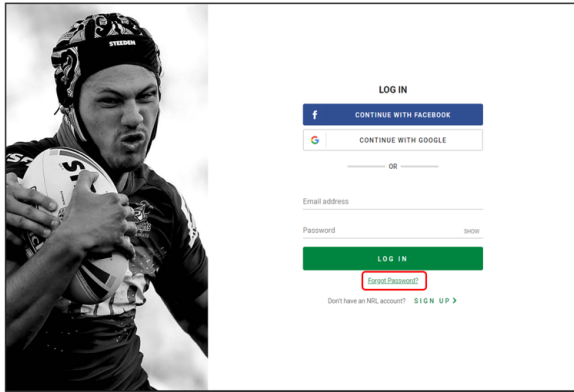
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### FAQs & Troubleshooting

- [Advertise with NRL - Explore the opportunities](#)
- [All about Fantasy: Leagues, Players and Stats](#)
- [Didn't receive the reset password email for NRL Account?](#)
- [Didn't receive the verification email or 4 digit code?](#)
- [Fantasy Coach](#)
- [Fantasy Draft - Trades, Player Values and Scores](#)
- [Fantasy Only - Trades, Player Value and Positions](#)
- [I am blocked from watching video in my country](#)
- [I am trying to play Fantasy and am experiencing issues with my account setup...](#)
- [I can't sign up using Facebook](#)

### More Insight

- [2019 NRL Pre-Season Trial Matches](#)
- [Advertise with NRL - Explore the opportunities](#)
- [Archive Retrieval - Footage](#)
- [Community Rugby League - MySideline, Online Learning Centre and Play Rugby League](#)
- [Deleting your NRL Account](#)
- [Image Licensing and Commercialisation](#)
- [Information to provide in your Content Services Brief or Request](#)
- [Make an NRL Content Services \(Film & Photos\) Request](#)
- [NRL Rate Card - Match Vision and Photos](#)
- [NRL TV - Live and On Demand](#)



**If you're on an App**, all of the above applies, but also **check that you have the latest version?**

- If that's a yes, have you tried uninstalling and reinstalling?

If this hasn't helped, please [contact us](#) with as many details as you can provide. For example, which device are you trying to use, how far can you get in registering/logging in, what does the site say when you "get stuck", etc. We will keep working to help you!

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## Why can't I log in using Facebook?

If you are having trouble signing up to an NRL Account using Facebook and are getting the error message that you need an email to create an NRL Account, it might be that at some point you did not give NRL permission to access your personal details linked to your Facebook account.

To correct this you will need to go to Facebook and follow the steps below before you can proceed to sign up to an NRL Account using Facebook ([Click here to view more details](#)).

- 1) Log in to your Facebook account and go to your personal settings.
- 2) Delete the NRL Account App from your Apps.
- 3) Return to [NRL.com](#) and sign up to NRL Account.

If all else fails and you still can't log in, please [contact us](#) explaining the details of your predicament and we will attempt to solve your puzzle ASAP.

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## What happens if I forget my password to log in?

If you have forgotten your password, go to the Log in screen of NRL Account and click on the Forgot Password link. You will be prompted to enter the email address associated to your NRL Account.

An email with instructions as to how you can reset your password will then be sent to you. If you cannot find this email in your inbox, it is always worth checking your email junk or spam folder.

If you still have not received the email, make sure that you have entered the correct email address that you used to sign up to an NRL Account.

[Click here to reset your password.](#)

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## I am not receiving my reset password email for my 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 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.

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.

If all else fails and you still can't log in, please [contact us](#) and provide the details of your issue and we will assist you to log back in.

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## Why can't I log in with my iPad or similar device?

Is your device supported by the NRL? [Click here and check whether your iPad or other device](#) is supported by the NRL.

If your device is supported, then it's most likely a memory issue and you might have too many apps running in the background using up memory. It's good practice to **close** apps as many of them continue to run some services even if you haven't got them **open**. [Click here](#) to follow the instructions on the Apple site.

If you are on an iPad, it is also a good idea to close some tabs in your Safari browser if you have a lot open as they also use memory. You should find things run a bit smoother overall and hopefully our site (which requires slightly more memory) will let you in.

## Other information

- [I am trying to play Fantasy and am experiencing issues with my account setup...](#)