Troubleshooting Tips and Accessing ENgage

Having trouble setting your password, or accessing ENgage? Please use the following information to help you with this:

Password re-set for people with an existing record

1. Go to ENgage.
2. Click **Forgot Password**.
3. Enter your membership/registration number (previously known as your affiliation number) into the ENA ID field. This should be entered without any zeros in front of it. Please contact your club secretary if you're unsure of this number.
4. Complete the Captcha (to prove you're not a robot!) before clicking **Reset Password.**
5. Check your emails including your junk folder for the reset password email. Note: the email will come from noreply@first-sports.com.
6. Some email providers are experiencing delays in transit - Sky and Yahoo - so emails may take a little longer to reach you.
7. Internet Explorer is no longer Microsoft's default browser and has been discontinued - we'd recommend using Google Chrome for the best user experience.
8. If you still do not seem to be receiving the email, please contact Customer Services on membership@englandnetball.co.uk or 01509 277850, and we'll be able to help you.

Accessing ENgage as a new registered user

1. You can access the ENgage homepage here.
2. Search for your club (or your child's club if you're signing up as parent) in **Find Club** on the ENgage homepage, click the magnifying glass, and select the club.
3. The website banner should now have the club's name (and not England Netball's).
4. Click **Create Account**, and complete the registration.
5. Once you've done this, you should receive an email stating your ENA ID and a link to set your password. Please be aware that this email may go to your junk folder.
6. If you have not received this information, please contact membership@englandnetball.co.uk and we will provide you with your ENA ID, along with further information.