



HOW TO RESET YOUR PASSWORD

If you have forgotten your My ABF password here are the steps to reset it.

Step 1. Go to the login screen:

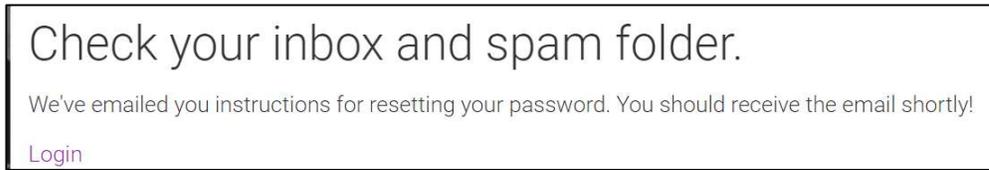
The screenshot shows the My ABF login interface. At the top, it says 'My ABF' with a logo and 'Come on in'. Below this are two input fields: the first contains the number '518891' and the second contains a series of dots representing a password. A blue 'LOGIN' button is positioned below the fields. At the bottom left is a 'Sign Up' link and at the bottom right is a 'Reset password' link. A red arrow points from the 'Reset password' link to the next step's screenshot.

Step 2. Click Reset password to bring this up:

The screenshot shows the 'My ABF Password Reset' screen. The header is red and contains 'My ABF' and 'Password Reset' with a refresh icon. The main text reads 'Enter your email address and we'll send you a link to reset your password.' Below this is the text 'ABF Technology Team'. There is an 'Email Address' input field. At the bottom is a dark grey 'RESET' button. At the bottom left is a 'Log In' link and at the bottom right is a 'Sign Up' link. Two red arrows point to the 'Email Address' field and the 'RESET' button.

Step 3. Type the email address for your account and click Reset.

You should receive a message onscreen looking like this:



Step 4. Find the email.

It will be from "My ABF" with a subject "Password reset request" and looks like below.

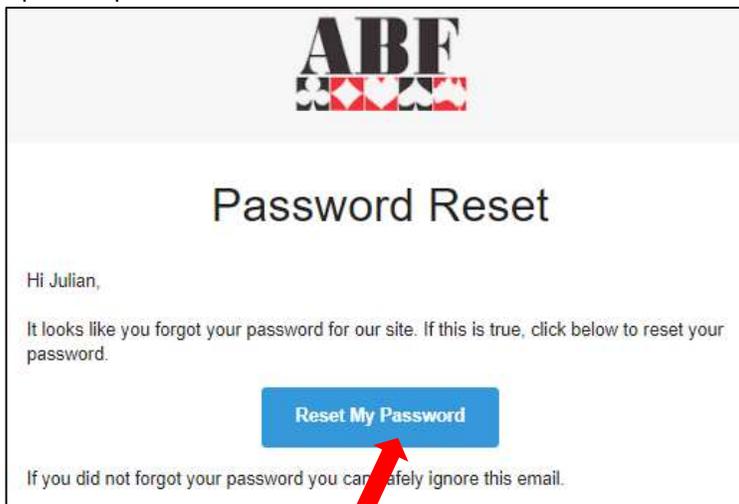
If you do not receive the email:

- a) Check your spam folder to see if it is there.
- b) Check that you have provided the right email address (the reset email will only be sent if the email provided at step 2 matches the email address in your account). Try again if necessary.

If you still cannot find the email contact My ABF Support.

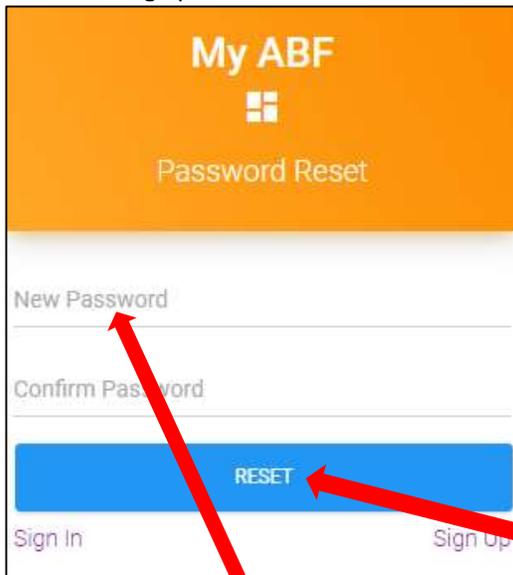
Sometimes players try to reset their passwords when their account is not yet active. If this happens, you will receive a different email containing a link asking you to activate your account first. After you have done that, you will be taken into the Profile page of your My ABF account. You can change the password directly from there – or you can repeat the steps in this document.

Open the password reset email:



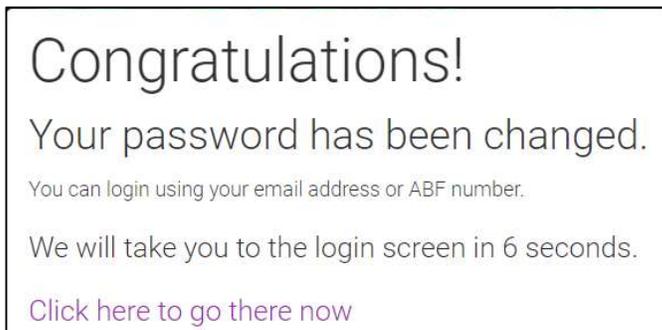
Step 5. Click Reset My Password.

This will bring up the Password reset screen:



Step 6. Enter a new password; confirm it in the next field and click Reset.

You should receive a message onscreen looking like this:



You will be automatically taken back to the login screen after 10 seconds, or you can click the link to go there immediately.

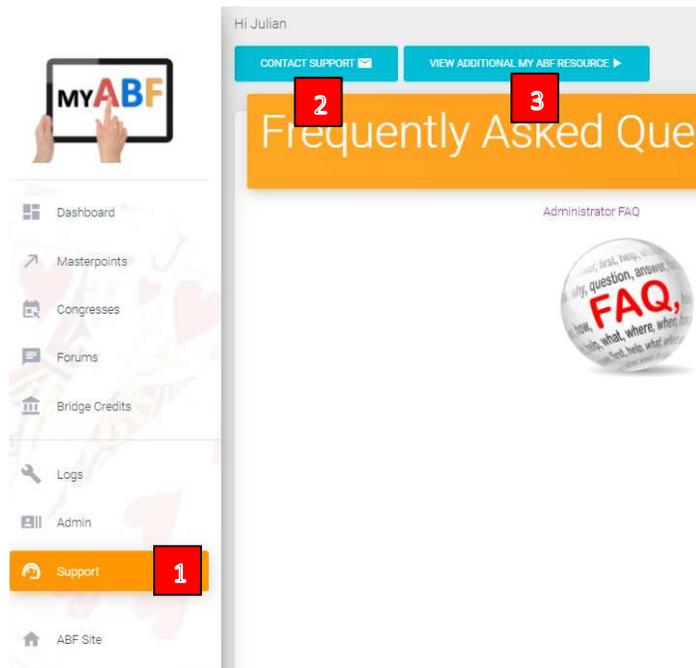
Step 7. Log back in using your new password.

More information?

If you want more information about the system or help with a particular area there are several sources of information you can use:

Accessed from My ABF support screen

- 1. Frequently Asked Questions**
Select the Support main menu item and browse through the various sections of Frequently Asked Questions.
- 2. Contact My ABF Support**
Email My ABF support directly using the left hand link at the top of the Support screen.
- 3. View the “My ABF Resources” webpage**
Access this page using the right hand link at the top of the Support screen. This contains assorted “How to” guides for various functions in My ABF as well as YouTube videos



External to My ABF

- 4. View the “My ABF Resources” webpage**
This can also be accessed directly at <https://www.abf.com.au/member-services/my-abf-resources/>
- 5. Videos**
There are assorted videos on this YouTube channel:
<https://www.youtube.com/channel/UCZPuvivkdbzl4kg-cwxQuNQ>