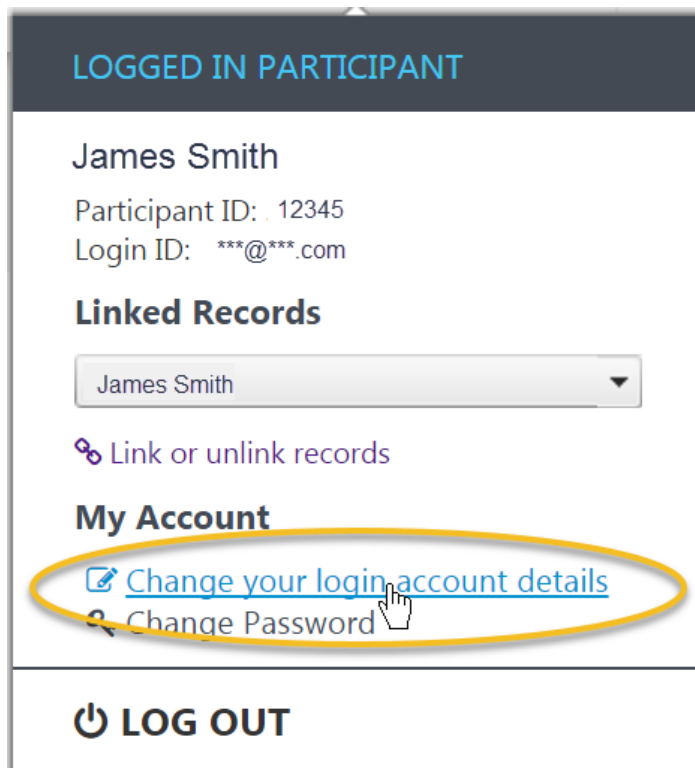


My Profile email is different to my Login email address. What can I do to fix this?

You can update your Login email to be the same as your Profile email by:

1. Logging into your Player Portal and selecting [Change your login account details](#) on the header bar in your name dropdown.



LOGGED IN PARTICIPANT

James Smith
Participant ID: 12345
Login ID: ***@***.com

Linked Records

James Smith ▼

🔗 Link or unlink records

My Account

✎ [Change your login account details](#)

🔗 Change Password

🔌 LOG OUT

2. Entering (and confirming) your new email and selecting **Update**.

User Details

Change My password

🔗 Change my Password

Change my login email

Login ID

@.com

New Login Email

Confirm New Login Email

Update



Be sure to check your new details carefully to ensure you are entering in your new email details correctly.

3. You should then receive an email to verify your new login email.



Follow the email link to verify your new account login email. Your new email address will not take effect until this verification step has been completed.

If you do not receive the verification email, you should check that you entered in the correct new email address.

Other reasons why you may not have received the email:

- The verification email is in your Junk Mail folder. Please check this first before contacting support.
- Your mailbox is full, so you can't receive any more emails. You'll need to clean up your mailbox before being able to receive your verification email.

If the email address you entered is correct and you haven't received the verification email within 2 hours, please [contact Support](#).