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## How do I change my primary email address or add a secondary email to my account?

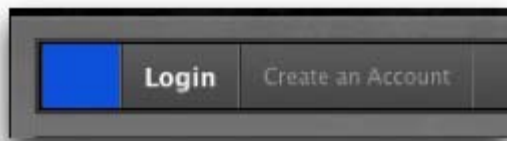
Primary and Secondary Email addresses are to be used and added for your own NGIN account. If you would like someone not associated with your account to receive email communications regarding your child, you would need to add them to the Cc: List for your child's subprofile. [Click Here](#) for instructions on this.

- Primary email addresses will receive account information, financial/order receipts, notifications, and profile messages.
- Secondary email addresses on your account will receive profile messages only (example, a coach sends an email regarding your child)

To change your primary email address follow ALL steps below:

(To add a secondary email to your account only follow steps 1-8)

1. Login into your NGIN Network account by clicking on the "Login" button/link found in the upper left corner of the website.



2. You will now see a screen where you will enter your email address/username (if you do not know your username, simply enter your email address) followed by your password. (if you do not know your password, click the 'forgot your password' link and the system will automatically send password reset instructions to the email address you entered)

### Article Details

Last Updated  
20th of December, 2011

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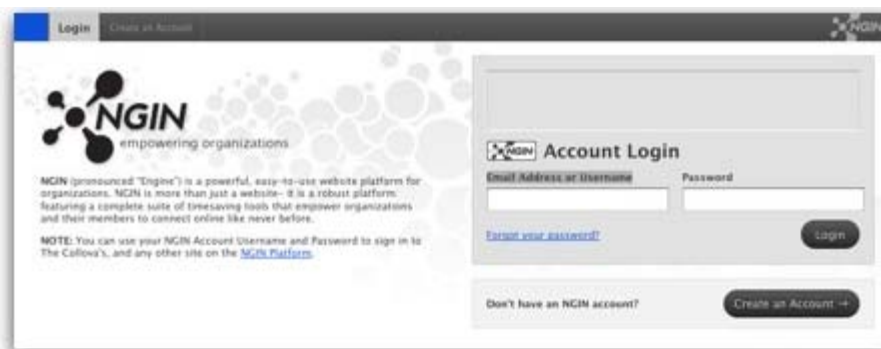
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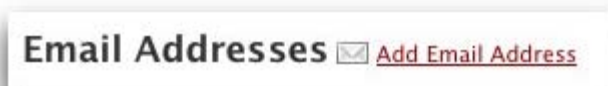
3. Once you are successfully logged in, you will see your username appear in the upper left corner of the website



4. Click on the drop down arrow next your username to access your account menu
5. Click the Account Settings option



6. Whether you are changing a primary email or adding a secondary email address to your account, you will first need to add the new email. To do this, click the Add Email Address link next to the Email Addresses section.



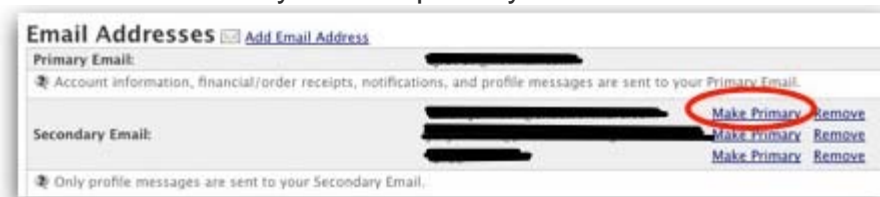
7. Enter the new email address in the field provided to add it to your account.
8. Upon adding a new email address, a confirmation email will be sent to the new email address. If you do not see the verification email in your Inbox after a couple of minutes, be sure to check your Spam/Junk folder. This email address will remain in a 'pending' state until you confirm it.
9. When the verification email is received click on the verification link

within the email to confirm the new email address.

- This will bring you back to your NGIN Account.
- Within your NGIN Account Settings, you will now see the email address you added listed as a secondary email. (You can add multiple secondary emails to your account). Please Note: Secondary emails DO NOT receive order or account emails such as password resets or registration confirmations. Secondary email addresses only receive profile notifications sent by an organization.

STOP HERE IF YOU ARE SIMPLY ADDING A SECONDARY EMAIL TO YOUR ACCOUNT  
CONTINUE TO STEP 12 IF YOU WANT TO MAKE THIS YOUR PRIMARY EMAIL

- Click the Make Primary link next to the secondary email address if you would like to make that your new primary email



- You will now see that your new email address has been made the Primary Email and the old primary email will now be listed as a secondary email. If you would like to permanently remove this email address from your account, click the Remove link.

## Related Articles

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## Attachments

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## Visitor Comments

- Comment #1** (Posted by [dennis loving](#) )  
i get a message that my e mail is already taken when trying to set up a new primary. i went through the support Q&A and that did not help.
- Comment #2** (Posted by TST Support)  
If you receive a message that says your email is already taken, that indicates you have already created a separate NGIN account using that email address. You would then need to use the 'forgot your username' followed by the 'forgot your password' links to retrieve the information for your account.
- Comment #3** (Posted by [farhat](#) )  
hu
- Comment #4** (Posted by [Susan Nevitt](#) )  
#9 - until the confirmation is complete the "Make Primary" option will not be available. #9 The verification will require another logon to their NGIN Account. (the same account as was used in #1).
- Comment #5** (Posted by [Gina](#) )  
I have somehow created 2 email accounts. The one I want to use does not have all the correct relationships with all of the sports. Can you tell me how to get rid of the account I do not want to use so I can make that email address the primary address available in the account I want to use?
- Comment #6** (Posted by [yvonne daniel](#) )

block will not open and allow me to create a secondary email address

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*If you have a support related question and want a direct response please use the [Support Request Form](#).*

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