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Sometimes, you may experience some issues as it relates to logging into your MSport account. These problems, most often, are not uncommon and can be solved by following a few guidelines. If the login issue is an isolated case however, MSport customer support services will resolve the issue when you contact them.

4.1 Forgot Password

If you are using the MSport app, load it, go to the top-right edge of the app screen and click "Login." When the login page appears, go to the bottom-left end (below the phone number) Tj T* BT /F1 12 Tf 50 504 Td (and pas

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With that action, "Find My Account" page appears. To reset your password, you have to confirm your account first by typing in your mobile number. Click "Next" and an OTP will be sent immediately to your mobile number. Type in the OTP to verify your number.

You have just 59 second to do so. Once it's typed in, the "Reset Password" page appears. Enter your new password and confirm it by retyping it into the field provided. Cl

ick the "Reset Password" button and you have access to your account again.

However, if you're on the desktop site, go to the top-right side of the site, and click "Forgot Password," which is found under the "Password" field. When you do this, follo

w the same process as stated when using the app.

4.2 My Account Has Been Suspended

Know that there are several reasons MSport might suspend your account, as outlined in t

he company's terms and conditions. Some of these reasons are:

- If you are below adult age i.e. 18 and above;
- If you supplied registration information that is inaccurate or

- unsatisfactory;
- If the name on your debit/credit card differs from the one used to

open MSport account;