



User Accounts - explained

1 What are user accounts?

A user account is a *passport* into a specific area of FixturesLive. Whether you need the Competition Administration Area or MyFixturesLive - you'll need a user account to access it.

2 Accessing your accounts

After you log in from the homepage (and accept the terms & conditions on the following page) you will be presented with a list of your 'accounts'.

Simply select the account you need, and you'll be taken to the relevant part of the site.

Note: at the top of the page is an ever-present menu. From here you can access your other accounts, change your personal details or simply log out of the system.

3 Getting the access you need

Depending on what access you require, you have several points of contact regarding acquiring accounts depending on your position in your sport/s. For Club/Competition/Organisation administration access, or for a News Updater account - you will need to contact FixturesLive directly.

With the exception of a MyFixturesLive account (which you acquire when you subscribe) all other accounts club membership, match reports etc. you will need to contact your Club Administrator.

As FixturesLive continues to expand, other accounts will become available to you. You should be informed at the time what they are, and how to acquire them.

5 Issues regarding user accounts

Initially, some people may find that they have no user accounts. The reasons for this are likely to be:

- Your accounts have been removed from the system, either by FixturesLive or relevant administrators. This can happen, for instance, if you move clubs.
- You have duplicate identities on the system, and your accounts are associated with a different identity - use the [forgotten password feature](#) to find these.
- An error occurred during the creation of your login details.

If you need help, contact us at info@fixtureslive.net