

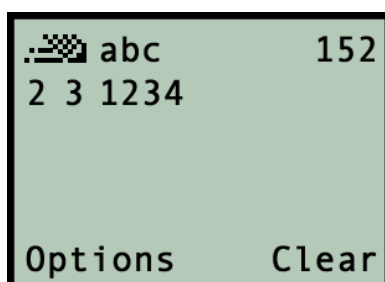
## SMS Results Service – captains’ guide

### 1 Overview

This feature allows captains to securely text in results directly into FixturesLive, updating league tables and results automatically.

### 2 What to do

Either team captain texts to **07976 601028**, for example:



where

**2** = the home team’s goals

**3** = the away team’s goals

**1234** = your PIN number

(it’s 1234 unless you’ve changed it)

Each number is separated by a single space

**You must use this format exactly – anything else is likely to be rejected**

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You will receive a confirmation or error message, normally within two minutes. If not, contact your league directly with your result.

Your league decides how quickly a result must be sent in, and any penalties for misuse, but please note:

- if you see from your confirmation message that the result has been entered the ‘wrong way round’, text again to correct the result (this is allowed in most circumstances)
- messages will only be accepted from the mobile number that matches the number of the captain/manager on FixturesLive
- we save all messages received, including invalid ones, with the mobile number the message was sent from
- results will only be accepted on the day of the game
- you cannot report postponements using this system – you must contact your league

### 3 Things that must be in place first

- **You must be designated as the captain/manager of your team on FixturesLive.** Look at your team's page: if your name appears, then you are able to text, providing your mobile number is also on the system. Captains are appointed by your FixturesLive Club Administrator.
- **Your mobile number must be included in your personal details.** This can be entered by your FixturesLive club administrator, or by yourself after you log in. If you don't know your password, use the 'forgotten password' feature to retrieve your details. You can hide your contact details from public view if you wish.
- **You must know your PIN number.** You are initially given the PIN 1234, which you can change by logging in to FixturesLive and accessing the "My Details" page.
- **Your league must be signed up for the service.** There is a charge for this.

### 4 Frequently asked questions

**What if I know I'm going to be away for a particular game - say I'm on holiday?** Either captain can send in the result, but to be sure, you could log in to change your mobile number to that of another team member so they can text in, then change it back when you return.

**What happens if I forget my mobile phone, or the batteries run out, or I'm not at the game for some reason, so I can't send the result in?** Results can be sent in by either captain, which should cover most eventualities. If neither captain can send in the result, contact your league, who can enter the result through the web site.

**What about postponements or walkovers?** You can't use the SMS service for these - you will need to contact your league.

**Can someone else in the club text in for me, and for other teams?** No - the system works out from the incoming message whether you're a captain, and if so, whether you have a fixture that day - this keeps the message you send as simple as possible.

**My league requires me to send results in by text, but I don't own a mobile phone - what do I do?** The simplest thing to do is log in and to enter a team member's mobile phone number into your contact details, as if it's your phone number.

### 5 Help

Any specific issues about using the service for your league should be raised with your league.

Any general or technical queries, send to [info@fixtureslive.net](mailto:info@fixtureslive.net)