



## Football Admin System (FAS)

### Updating Your Login & Account

[www.scottishfalive.co.uk](http://www.scottishfalive.co.uk)

## FAQs

- 1. Is there any guidance on the changes to SFA Live / Football Admin System, as I am struggling to log in?**

Yes, you will find guidance online on how to update your account, including a 'How to' video at [www.scottishfalive.co.uk](http://www.scottishfalive.co.uk)

- 2. Is there a new web address for SFA Live / Football Admin online system?**

No, the web address is still [www.scottishfalive.co.uk](http://www.scottishfalive.co.uk)

- 3. I cannot find the SFA Live / Football Admin online system, on my device?**

This may be due to a number of reasons:

- Your device is not connected to the internet
- You have entered the website address incorrectly, please note it is [www.scottishfalive.co.uk](http://www.scottishfalive.co.uk)

- 4. What date does the new log in process go live?**

Wednesday, 15 June 2022 at 00:00 hrs

- 5. Why does the SFA Live / Football Admin website log in web page look different?**

The log in web page has changed to allow users to update their accounts from 15 June 2022

## 6. What does updating my account mean for me?

The updating of your account will provide the following:

- Increased security
- Simpler password reset
- A password you choose
- A single user account no matter how many Scottish football organisations you are with

## 7. What do I need to do to update my account?

All users are required to **update** their accounts.

You will:

- Go to the update your account at [www.scottishfalive.co.uk](http://www.scottishfalive.co.uk)
- Log in with a current username and password
- Choose the email address you wish to use for your new login (this should be a personal email address that only you have access to, not a shared or business email)
- You will be sent a verification code
- Enter your chosen email address and verification code on the new login page
- Choose a new password on your first login. Set a password that is a minimum of 10 characters and contains any 3 of: uppercase, lowercase, numbers, symbols.
- That's it!
- Any existing accounts you have should be linked. If you have another account that is not listed, let us know.

## 8. Do I need to add a new email address when I log in for the first time from 15 June 2022?

Please click on the link on the login page to update your account and follow the process, you will be required to confirm your chosen or preferred personal email address for your account through this process.

There are two options available, option one allows you to select an email address already stored on your account and option two allows you to add a new one. Which option you choose has no bearing on how we update your account and is entirely based on your own preference.

## 9. Do I need to change my password when I update my account?

Yes, as part of the updating account process you will be asked to create a new password which you must then use when you log in at [www.scottishfalive.co.uk](http://www.scottishfalive.co.uk)

Your new password must have a minimum of 10 characters and contain at least three of the following character types:

- lowercase letter
- uppercase letter
- number
- symbol

#### **10. Do I need to update my contact details after I log in?**

Yes, please review your current personal and organisation contact details and check whether they need updated. It may be the case that they are correct, and no changes are required. Ensuring your contact details are correct means you are less likely to miss any important communication concerning your involvement in Scottish football.

#### **11. I have requested a password reminder, what happens now?**

You will be sent an email to your current registered email address with your current password which you must then use when you log in at [www.scottishfalive.co.uk](http://www.scottishfalive.co.uk) with your current registered email address.

#### **12. My password was saved in my browser but no longer appears, why is this?**

This is likely due to the background changes we have made to [www.scottishfalive.co.uk](http://www.scottishfalive.co.uk) You may be able to retrieve your password by following the instructions provided.

#### **13. Can I use a club or generic email address to log in which I share with another person or member in my club?**

No, I am sorry we no longer allow this, any generic or club email addresses can only be used by one user to log in. You can add this email address to your Organisation Contact Details for other relevant communications linked to this email address from SFA Live.

#### **14. My email address is not being recognised when I log in?**

This may be due to a number of reasons:

- You have inputted the wrong email address or made an error when inputting
- Someone else is using that email address, such as a generic or club email address
- You are not a registered user of SFA Live and do not have the right access to the site

#### **15. My password is not being recognised when I log in?**

This may be due to a number of reasons

- You have inputted the wrong password or made an error when inputting it
- You are not a registered user of SFA Live and do not have the right access to the site

#### **16. Why does the account access page on Scottish FA Live now look different?**

As part of the update to your account we have changed the look of the account access landing page. This now provides you with one or more account areas for you to access but through just one log in. Please click on the area on the account page to access this part of SFA Live.

#### **17. How do I access SFA Live now I have updated my account on or after 15 June 2022?**

If you have updated your account, please now click on **LOG IN** on the SFA Live update your account landing page [www.scottishfalive.co.uk](http://www.scottishfalive.co.uk). This will take you to the log in page for users who have updated their accounts. Please enter your chosen email and new password and click on sign in to log in to your updated account.