FAQ's

General Questions

I can't remember my login details

Username

The welcome email you receive when you first register/connect with the Dan Abrahams Soccer Academy includes your username so if you ever forget it you can refer to this email. If you cannot find this email you can contact **Support** for assistance

Password

If you have forgotten your password you can request to have it re-set by **Support**. When you log in, click 'Forget username or password?' to request a new password be emailed to you

I need to change my password

You can change your password on the **My Details** page

What is an Account ID?

The **Account ID** is a randomly generated number that identifies the organisation. Players, coaches and parents will require this number when they request to connect up to an organisation, along with the **Connection PIN**. The **Account ID** is displayed for all users on the **My Details** page

What is a Connection PIN?

A **Connection PIN** is a 4 digit number linked to the organisation and is used by players, coaches and parents to connect to the organisation

I'm not receiving emails from the Dan Abrahams Soccer Academy

Upon registering or connecting to an account, you will be sent a confirmation email to your chosen account. Confirmation and notification emails are sent when updates are made to the account, or to notify you of changes. If you are not receiving these emails, please check your junk/spam folder and add office@danabrahams.com to your safe senders list

What is a User ID?

The **User ID** is a randomly generated number which is issued to players, coaches and parents upon connecting to the Academy. This number can be found on the **My Details** page and is also contained in the confirmation email you receive when you request to connect to an organisation

Players will need to give this number to their parents/guardians/mentors to join up to their account

Administrators

How do I invite users to join up to the account?

Follow the **Connection** process in the **Getting Started Guide**

When does the plan expire?

The plan expiry date is shown at the top of the plan table on the **Plan Details** page. You can renew or upgrade your plan 30 days before it's due to expire, please see the **Getting Started Guide** for detailed information on this

Can I upgrade my plan prior to expiry?

Please contact **Support** at support@danabrahams.com to discuss upgrading your account at any time

A parent has contacted me saying they cannot access their account

Check the player's access hasn't been switched off on the **Inactive Connections** page (they won't show on the **Active Connections** page if this is the case). If the player is inactive, neither they, or their connected parent/s, will be able to access their accounts. If the player is still active, i.e. showing on the **Active Connections** page, they may have removed the parent from their account themselves, refer the parent directly to the player

Players

How do I invite parents/guardians/mentors to join my account?

Parents follow the same **Connection** process as players to connect to the organisation. Additionally, they will be asked to enter the player **User ID**

Please note players can have a maximum of 2 parents/guardians/mentors per player

Why can't I access my account?

In order to access your account, your **Connection Request** must be approved by the organisation you are connecting to. You will receive an email once this has been done

If access has not been granted to your account, please contact the organisation administrator, or a coach at the organisation, directly for assistance

When I log in to my account I receive a message that says: *It looks like you don't have access to the Dan Abrahams Soccer Academy. Please contact (the organisation) directly with any questions*

Contact the administrator or a coach at your organisation to find out if your access has been removed from the account

Why can't my parent/mentor/guardian connect to my account?

If the parent, mentor or guardian you've invited to join your account is getting the error message: *The User ID/Account Number combination you have entered is not valid. Please check the details and try again* when they try to log in, either the organisation **Account ID** or your **User ID** have been entered incorrectly. Have them check both numbers and try again

Coaches

Why can't I access my account?

In order to access your account, your **Connection Request** must be approved by the organisation you are connecting to. You will receive an email once this has been done

If access has not been granted to your account, please contact the organisation administrator, or a coach at the organisation, directly for assistance

When I log in to my account I receive a message that says*: It looks like you don't have access to the Dan Abrahams Soccer Academy. Please contact (the organisation) directly with any questions*

If you have previously been able to access your account, but no longer can, it may be that access to your account has been removed by the organisation. Please contact the administrator at the organisation for further assistance

A parent has contacted me saying they cannot access their account

Check the player's access hasn't been switched off on the **Inactive Connections** page (they won't show on the **Active Connections** page if this is the case). If the player is still active, i.e. showing on the **Active Connections** page, they may have removed the parent from their account themselves, refer the parent directly to the player

Parents

Why can't I connect to the players account?

If you receive the error message: *The User ID/Account Number combination you have entered is not valid. Please check the details and try again* when you try to log in, either the organisation **Account ID** or the player **User ID** you have entered is incorrect. Check both numbers and try again

Note, you will need to re-register if you have connected to the incorrect organisation (i.e. entered the wrong Account ID). If the problem persists, contact **Support** on support@danabrahams.com for help

Why can't I access my account?

Once you have gone through the connection process and requested to connect to a player you will need to wait to be approved by the player before you have full access to your account. The player accepts your **Connection Request** by logging in to their account and accepting the request on the **My Details** page

When I log in to my account I receive a message that says: *It looks like you don't have access to the Dan Abrahams Soccer Academy. Please contact (the organisation) directly with any questions*

If you have previously been able to access your account, but no longer can, it may be that the player you are connected to has removed your access, please check this directly with them

Another reason you may no longer have access to your account is if the player's access to their account has been removed by the organisation. Please check the player account and, if they are unable to log in either, contact the administrator or a coach at the organisation for further assistance