



FAQ's

General Questions

I can't remember my log in details

Username

The welcome email you receive when you first register 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 please 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 'Forgot username or password?' to request a new password be emailed to you

I want to change my password

You can change your password on the **Account** page

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

Upon registering 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 or spam folders and add office@danabrahams.com to your safe senders list

Account Holders

How do I invite people to join my account?

On the **Invite** page, you can invite players, coaches and parents to join your account. Simply enter their full name and email address and they will be sent log in details

How do I delete people from my account?

You can delete users on your account by clicking the trash icon next to their name on the **Invite** page and confirm that you wish to remove the user in the pop up box

What is an Account ID?

The **Account ID** is a randomly generated number that identifies your account with the Dan Abrahams Soccer Academy. You won't need to use this, it just helps us identify your account if you need assistance. The **Account ID** is displayed on the **Account** page

When does my plan expire?

The plan expiry date is shown at the top of the table on the **Plan** page. You can renew or upgrade your plan 30 days before it's due to expire

If you wish to downgrade to a smaller plan, please contact **Support** on support@danabrahams.com

Can I upgrade my plan prior to expiry?

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

Invitees

I can't access my account

If you are logging on with the correct username and password but cannot access your account, it may be that the account holder has removed you from their account. Please speak with them directly to check if you are still connected to the account. If they have not removed your access and you still cannot log in to your account, please contact

Support on support@danabrahams.com