Troubleshoot Guide Play Football 2025

Accounts

1. **Account:** This is the account to log into Play Football to manager your registrations
2. **Participant record** is the record that has your player or member registration are attached to

These 2 can be different FA numbers – if you have had to create a new account and the account seems to be a new FA number when you go through the registration process you can still claim an existing FA participant record (use your old FA number)

Can’t find my old FA record and I know I have one!

When searching for existing records it has been recommended to just use First name, Last name and DOB only to improve the return rate of records, if multiple records show choose to record one by selecting the dot to the left of the record and choose “Use Record” this should be your existing FA number.

Save Participants issue during registration process – save participant button not active!

If the “Save participant” button is not active go back one page and click through all fields on the person who is registering and the participant details to ensure the data has been entered. This should fix the issue, and you can now see the Save participant button is blue ready to select.

Finding a product when you end up on the page with over 10000 products and unable to refine search?

If you wait, this could be up to 5 minutes filters and search function will work, noting you cannot search a club. Alternatively go back to Play Football home page and start there to locate club and then product to ensure you are registering in the correct club

“Somebody else” option is greyed out on who and I want to register a child or partner?

We have found if choose “myself”, when you get to the participant details you can either claim an existing record or enter details for a new person and get a new FA number, ensure the details for the registration returning or new are for the new player or member.