

Lost Passwords

GotSoccer maintains over 1.3 million individual player, 170,000 team, and several hundred thousand coach, manager and referee accounts. Giving login information over the phone is a dangerous situation as it is difficult to confirm an individual has the right to access the account. Therefore, we do not provide login information over the phone or via individual emails sent to us requesting login information.

GotSoccer *will* automatically send login information for all similar accounts with the same email address via our password retrieval system. All you need is the email address used to create the account and to use the correct retrieval link. If you have not entered an email address or entered an incorrect email address, you will have to create a new account, see below. All the links described below can be found on the specific login screen at, www.GotSoccer.com

To retrieve login information for accounts with a known email address:

1) For Teams

- a. Click this link, <http://www.gotsport.com/asp/teams/passwordlookup.asp>
- b. Type in your email address.
- c. Our system sends an email immediately with all relevant login information. If you do not receive it please look in your Junk or Spam folder.
 - i. The address will be *support@gotsport.com*
 - ii. The email will be titled *GotSport Support*
 - iii. The subject will be *"Your Team login Information"*

2) For Players

- a. Click this link, <http://www.gotsport.com/asp/players/passwordlookup.asp>
- b. Type in your email address.
- c. Our system sends an email immediately with all relevant login information. If you do not receive it please look in your Junk or Spam folder.
 - i. The address will be *support@gotsport.com*
 - ii. The email will be titled *GotSport Support*
 - iii. The subject will be *"Your Player Profile login Information"*

3) For **Family Accounts** the link is: <http://www.gotsport.com/asp/families/passwordlookup.asp>

4) For **Team Coaches** the link is: <http://www.gotsport.com/asp/coaches/passwordlookup.asp>

5) For **Team Managers** the link is: <http://www.gotsport.com/asp/managers/passwordlookup.asp>

6) For **Referees** the link is: <http://www.gotsport.com/asp/officials/passwordlookup.asp>

7) For **Referee Assignors** the link is: <http://www.gotsport.com/asp/directors/passwordlookup.asp>

8) For **College Coach's** the link is: <http://www.gotsport.com/asp/colleges/passwordlookup.asp> Use your university's email address if you are unsure.

To retrieve login information for accounts with an unknown email address:

All we can do is suggest:

- 1) Look in your Inbox, Spam, or Junk folders for emails from support@gotsport.com . If you created the account for a tournament, search under the tournament name. Tournaments can send login information, but only to valid email addresses.
- 2) Contact your club, association, or league as they will have access to your team and player account.

If this doesn't work:

- 1) For players, create a new account
- 2) For teams, create a new account with the same name and age group. Place a merge team request from the home screen of the new team account. Include the old team's name, gender, age and id number if possible. Team ID numbers can be found on your teams ranking page (U12 to U19) on the left side in the Team Info area.