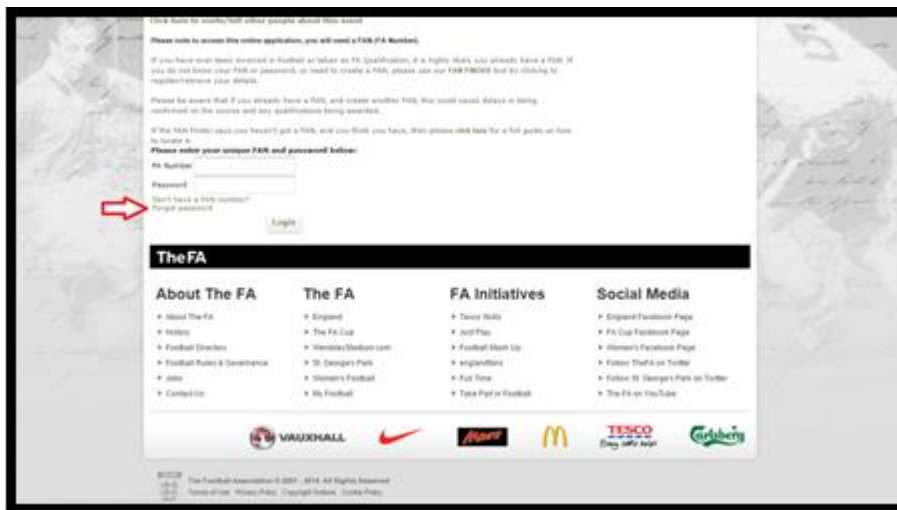


I am trying to sign into a FA website with my FAN number but have forgotten my password. How do I retrieve my password?



There are a number of ways to retrieve your password. On all of the FA websites when you are asked to sign in with your FAN and Password, there will always be the option to retrieve your password. Click the Forgot Password link to start the retrieval process.

Once the Forgot Password link has been clicked this screen will open. Ensure the Retrieve Password tab is selected.

The form contains the following fields and sections:

- Navigation:** Register Now, Retrieve Password (selected), Retrieve FAN, Retrieve Information
- Form Fields:** Gender, Title, First name, Last name, Date of birth, Contact phone number, Email address, Confirm email address, Password (min 6 characters), Confirm password.
- Address Fields:** Postal code/Zip Code (with 'Lookup (UK)' button), Address line 1, Address line 2, Address line 3, Town / City.
- Country:** Dropdown menu set to 'UNITED KINGDOM'.
- Privacy details:** Two checkboxes for receiving future information and offers from FA partners.
- Footer:** 'By submitting your details, you agree to the use of your personal information as set out in The FA Privacy Policy.' and a 'Submit details' button.

The page contains the following fields and elements:

- Header:** TheFA logo and navigation links (England, The Emirates FA Cup, St. George's Park, Women, Ticket, Rules & Governance, Shop, More).
- Form Fields:** Email or FAN number, Date of birth.
- Action:** A blue 'SUBMIT' button.
- Image:** A small image of a football player in an England kit.
- Footer:** TheFA logo and navigation links (About The FA, The FA, FA Initiatives, Social Media).

The Password Reset page will open. Insert your FAN number and Date of Birth and click submit. Your password will be sent to the email address that is registered to your FAN record.