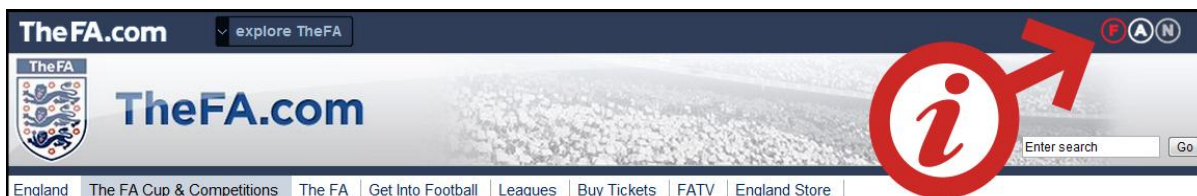
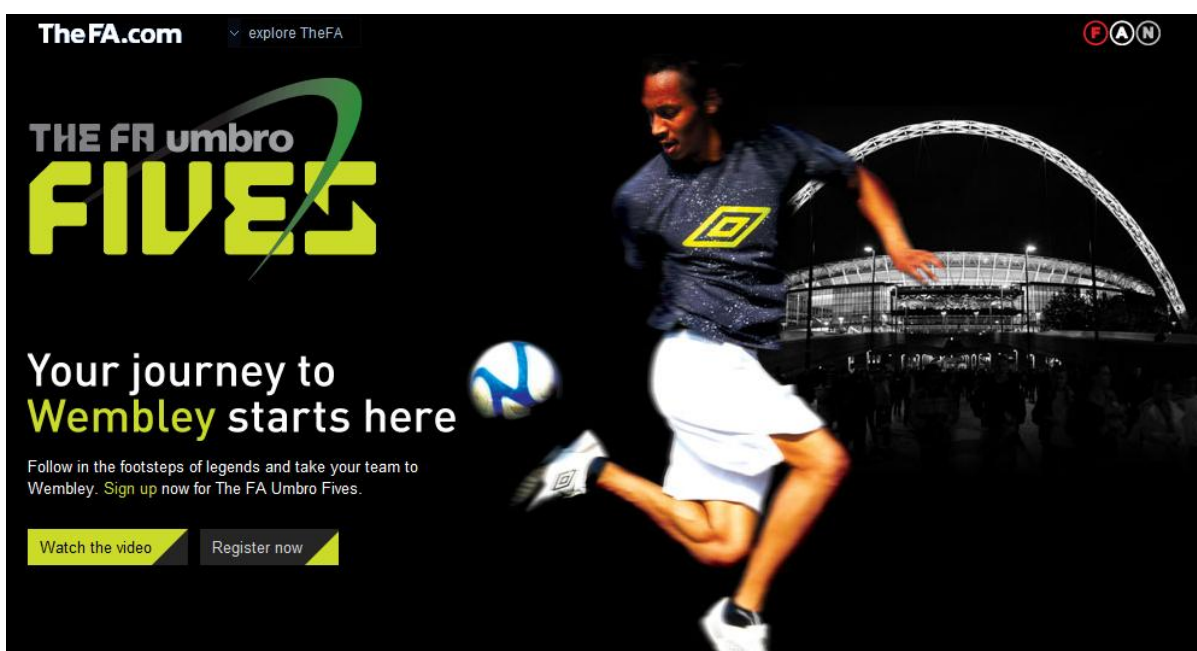


The FA FAN Portal

A Guide for FAN / Password Retrieval

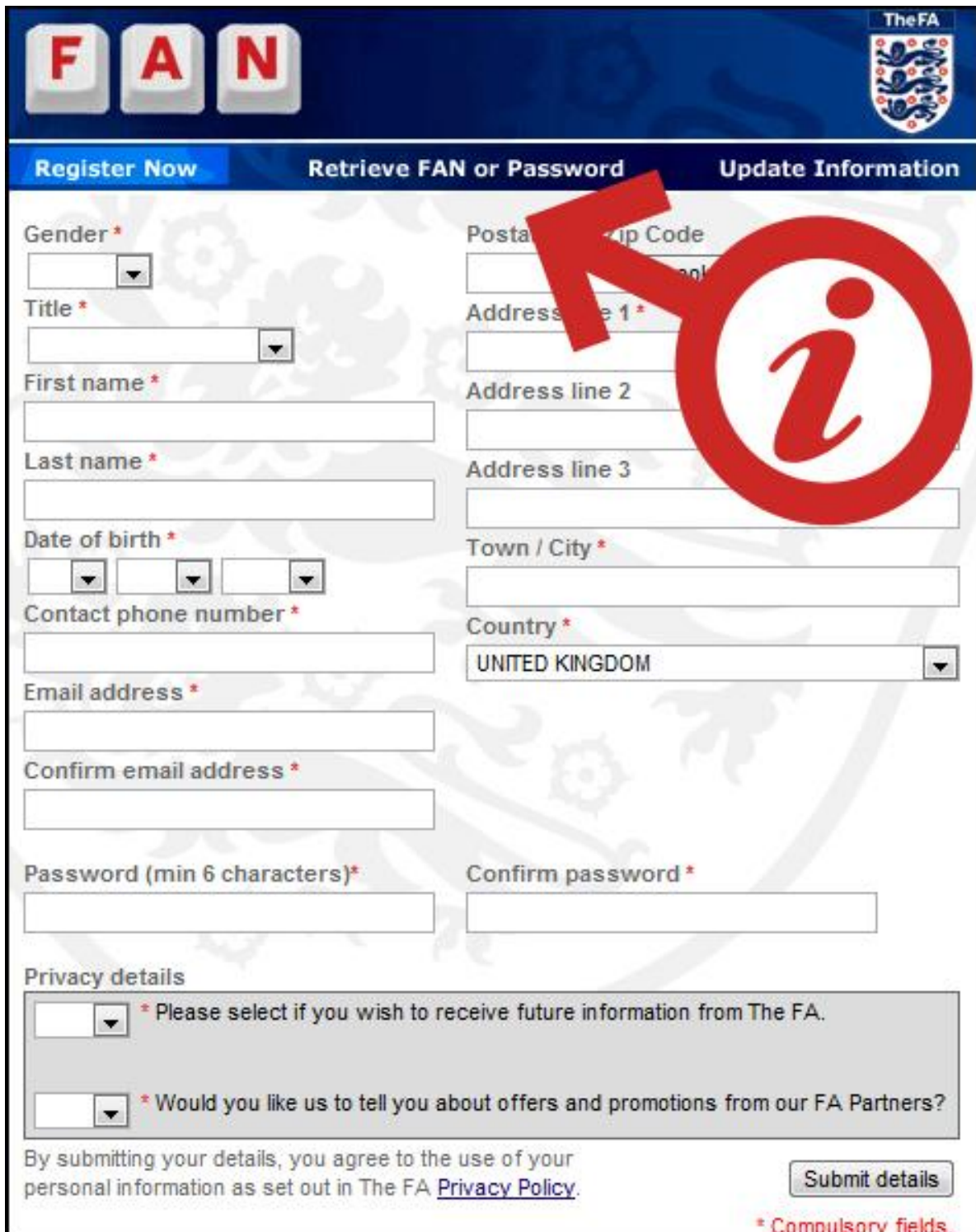


The FA FAN Portal is the area where you can create, retrieve or update FAN information. It is located at the head of most FA sites with the three letters each individually encircled.



FAN Portal Home

When you click on the FAN icon at the head of the page, the FAN Portal will open in a new window, so it does not take you away from the FA site. The most commonly used element here will be the Retrieve FAN or Password tab located in the centre of the screen.



The screenshot shows the FAN Portal registration form. At the top, there are three buttons labeled 'F', 'A', and 'N'. To the right is the 'The FA' logo. Below these are three tabs: 'Register Now', 'Retrieve FAN or Password', and 'Update Information'. The 'Retrieve FAN or Password' tab is highlighted. A large red information icon with a lowercase 'i' inside a circle is overlaid on the form, with a red arrow pointing to the 'Retrieve FAN or Password' tab. The form contains the following fields:

- Gender * (dropdown menu)
- Title * (dropdown menu)
- First name * (text input)
- Last name * (text input)
- Date of birth * (three dropdown menus for day, month, and year)
- Contact phone number * (text input)
- Email address * (text input)
- Confirm email address * (text input)
- Password (min 6 characters)* (text input)
- Confirm password * (text input)
- Postcode * (text input)
- Address line 1 * (text input)
- Address line 2 (text input)
- Address line 3 (text input)
- Town / City * (text input)
- Country * (dropdown menu, currently showing 'UNITED KINGDOM')

Privacy details section:

- * Please select if you wish to receive future information from The FA.
- * Would you like us to tell you about offers and promotions from our FA Partners?

By submitting your details, you agree to the use of your personal information as set out in The FA [Privacy Policy](#).

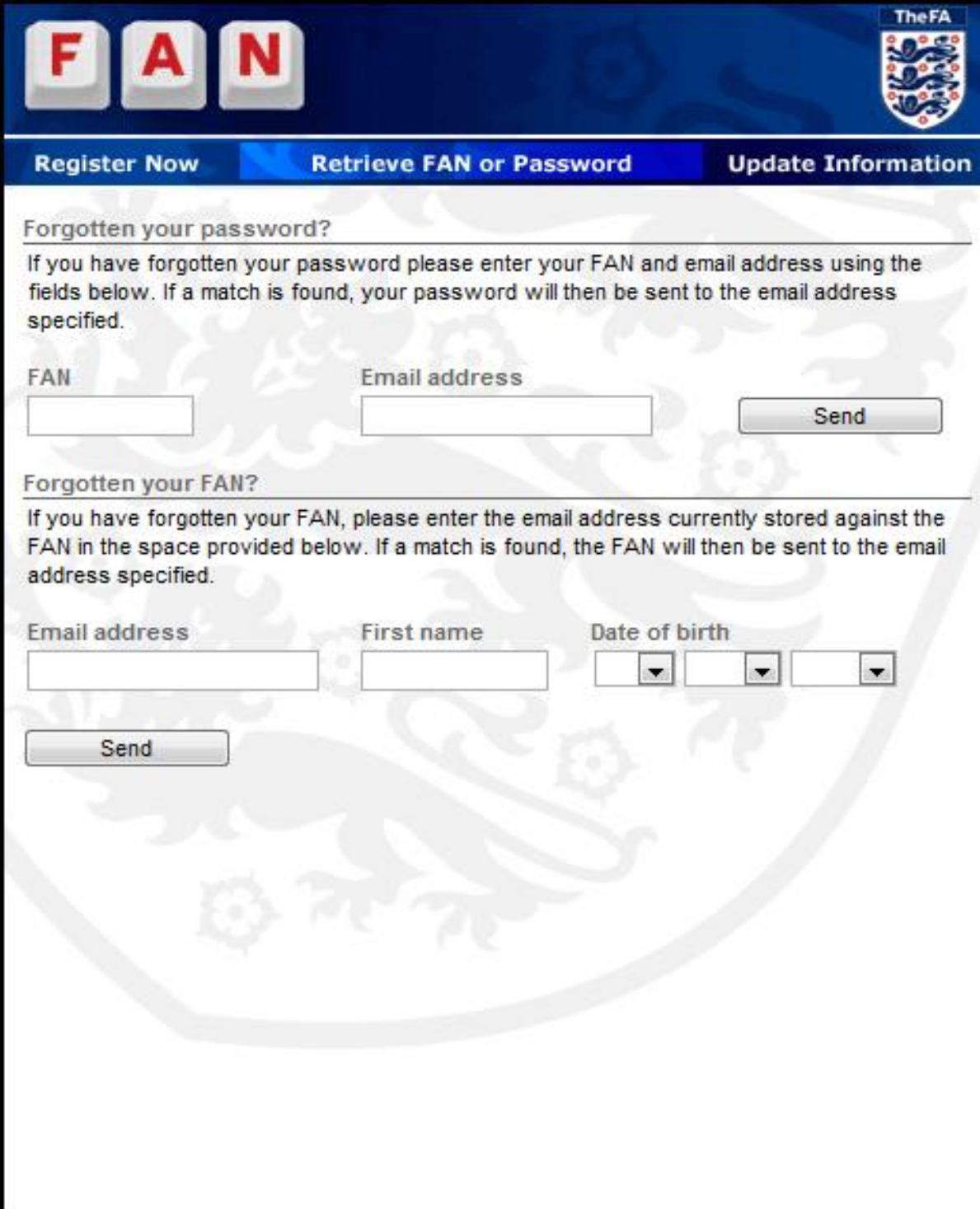
* Compulsory fields.

Retrieve Password or FAN

To retrieve a password, you will require a FAN and the e-mail address to which it is registered.

To retrieve the FAN, you will also an e-mail address as well as the first name and date of birth.

Only FANs created with an e-mail address or with sufficient personal information will be able to utilise this element of the FAN portal.



The screenshot shows the FAN portal interface. At the top, there are three large buttons labeled 'F', 'A', and 'N'. To the right is the 'TheFA' logo. Below these are three navigation tabs: 'Register Now', 'Retrieve FAN or Password' (which is highlighted), and 'Update Information'. The main content area is divided into two sections:

Forgotten your password?
If you have forgotten your password please enter your FAN and email address using the fields below. If a match is found, your password will then be sent to the email address specified.

FAN Email address



Forgotten your FAN?
If you have forgotten your FAN, please enter the email address currently stored against the FAN in the space provided below. If a match is found, the FAN will then be sent to the email address specified.

Email address First name Date of birth

Update Information

Here, you can keep your details up-to-date, and you are also able to change their password should you wish to do so.

This section is especially relevant where the FAN has been automatically created through FA systems, as the password created is very often complex and not memorable. e.g. **2zYrTQ**



[Register Now](#) [Retrieve FAN or Password](#) [Update Information](#)

Your Personal Details **Your Interests**

Gender * Male ▾	Postal code/ZIP Code HA9 0WS <input type="button" value="Lookup (UK)"/>
Title * Mr ▾	Address line 1 * Wembley National Stadium Ltd
First name * Wembley	Address line 2 Olympic Way
Last name * Stadium	Address line 3
Date of birth * 15 ▾ Apr ▾ 1984 ▾	Town / City * Wembley
Contact phone number * 08449808200	Country * UNITED KINGDOM ▾

** Compulsory fields.*

Email address *
youremail@yourprovider.co.uk

Confirm email address *
youremail@yourprovider.co.uk

To change your current password please enter the details below.

Current Password
.....

New Password (min 6 characters)
.....

Confirm New Password
.....

By submitting your details, you agree to the use of your personal information as set out in The FA [Privacy Policy](#).