

# VERIFICATION CODE not being received

## Topics Covered

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## FAILED verification code STEP 1. Football account

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Participants that have not received their code to **CONFIRM** their identity will need to do the following

- Advise the Participant to check their **SPAM or JUNK**
- Have the code RESENT > Football account LOGIN PAGE
- Check SPAM or JUNK
- If the code still has not been received, Head to STEP 2

### Sign In

Sign in with social account  

Email Address \*

samantha.huynh@ffa.com.au

Password \*

.....

Having trouble logging in? [Reset password](#)

[Click here to Verify your account](#)

CONTINUE

CREATE ACCOUNT

## STEP 2. EMAIL TO BE SENT to **PLAY FOOTBALL**

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- If the email wasn't received
- Participants are to email [playfootball.support@ffa.com.au](mailto:playfootball.support@ffa.com.au)

The customer will need to add in the **SUBJECT field : Verification Code**

With in the body of the email just add their football account details.

Once the account has been manually confirmed, an email will be sent to the participant to continue their registration.