

**EFL DIGITAL**

# Key iFollow FAQs



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For more information and the complete list of iFollow Frequently Asked Questions, please visit <https://ifollow.zendesk.com/hc/en-us>. We strongly advise that clear links are made to this page on your website, to help alleviate some of the questions that supporters may have when using the service.

The following five FAQs are the most commonly asked issues that fans come across:

### **1) Email says I'm already registered**

This will mean that you already have an account set up on iFollow and just need to sign-in instead of registering for a new account. If you do not have your login credentials to the existing account, you will be able to use the "forgot your password" link on the sign-in page.

### **2) How do I reset my password?**

To reset your password, please follow these steps:

- Go to the club website you are signed up to
- Click on the sign in link in the navigation bar
- Click the "Forgot your password?" link
- Input the email address you used to create your account and click "Reset Password"

An email will be sent to you to reset your password, just follow the simple steps - please make sure you check your spam folder!

You may be experiencing difficulty in resetting your password if the email address you are typing in does not match the email address that you registered with, so you may wish to try registering again.

Each iFollow account is registered to one EFL team and the club you are registered with will be based on historic purchases. If you do not have an active subscription, please contact our support team with details of the email registered and confirm that you would like your account deleted. You will then be able to re-register with a different club via the club website.



If you have an active subscription, please contact the support team and confirm the email address that is registered along with which club you would like your subscription allocated to. Our teams will be able to transfer your subscription, however please note this may take up to 48 hours to process.

If you're still having trouble accessing your account, please use the live chat tool at the bottom right hand side of your club's website, which is available on match days.

### 3) How to use a promo code and what to do if it doesn't work.

Promo codes can only be redeemed on the club website, not via the EFL iFollow app.

- Visit your club's website

Visit your club's website and search for the iFollow dropdown link on the main navigation bar, at the top of the page.

- Click on subscribe

Hover over the iFollow dropdown link and click on subscribe.

- Select the fixture

Scroll down to Match Passes, select the fixture that you wish to watch, and click 'Subscribe Now'.

- Sign up or sign in to iFollow

If you already have an iFollow account, sign in using your email address and password. If not, create a free account by clicking 'Register Now', completing the form and clicking 'Create Account' at the bottom.

- Enter your promo code

Enter your promo code into the box on screen and click 'Apply' to activate your discount. Your Match Pass will then be available for free. Please note you will still have to enter your card details in order to process the free match as the promo code works as a percentage discount (100%), but don't worry, you won't be charged.

- Head to the match centre and tune in!

Head to the match centre via either the website home page, or the 'Next Match' link on the iFollow dropdown before kick-off to tune in.



If you're having trouble accessing your account, please use the live chat tool at the bottom right hand side of your club's website, which is available on match days.

IMPORTANT! Please note that the codes are single-use only, which means they become inactive once they have been redeemed against an account (and therefore cannot be shared).

#### 4) I'm due a refund

If you have been charged in error, you will receive a refund.

If you have emailed [ifollow@efl.com](mailto:ifollow@efl.com), please be assured that your request has been logged and you will be responded to, but please note that response times are currently longer than usual.

If you have already emailed, please do NOT send another email as this will generate a duplicate ticket in the system and your original ticket will lose its place in the queue.

#### 5) The video stream won't load, it's just a spinning wheel?

If you have purchased a video match pass and the stream is failing to load, there are a few steps you can run through yourself.

- Make sure you're not running an ad-blocker

Some ad-blockers can interfere with live video playback so we recommend turning any ad-blockers off and refreshing the page, then try and reload the video stream.

- Make sure cookies are enabled

You will need to ensure cookies are not disabled to run iFollow. You can check that you have cookies running by following the instructions for the relevant browser below.

[Mac / Safari / iPhone / iPad / Chrome / Firefox / Internet Explorer](#)

- Upgrade your browser

Make sure you are running the latest version of your browser. You can check this by following the instructions for the relevant browsers below.

[Mac / Safari / Chrome / Firefox / Internet Explorer](#)

- Try another browser



If none of the above troubleshooting steps solve your issue, try downloading another browser.

If you're still having trouble accessing your account, please use the live chat tool at the bottom right hand side of your club's website, which is available on match days.

iFollow has been tested on the browsers & operating systems listed below.

- Windows 10 + Chrome, Windows 10 + Firefox, Windows 10 + Edge, Windows 10 + Internet Explorer 11
- macOS 10.15 + Safari, macOS 10.15 + Chrome, macOS 10.15 + Firefox
- iPhone: iOS 12 + Safari, iPhone: iOS 13 + Safari
- iPad: iOS 13 + Safari
- Samsung Galaxy S10: Android 9 + Chrome
- Samsung Galaxy S9: Android 8 + Samsung Internet

If you are experiencing problems with playback, [please visit this page](#)