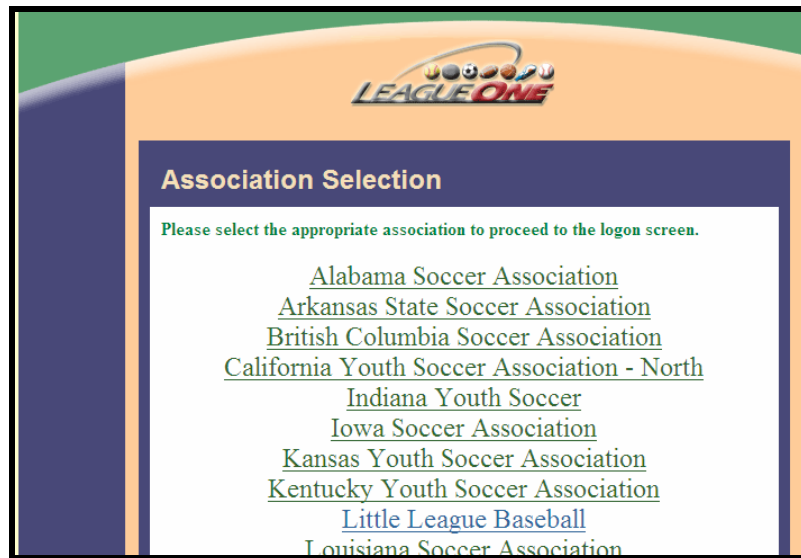


## LeagueOne FAQ Sheet Login Issues

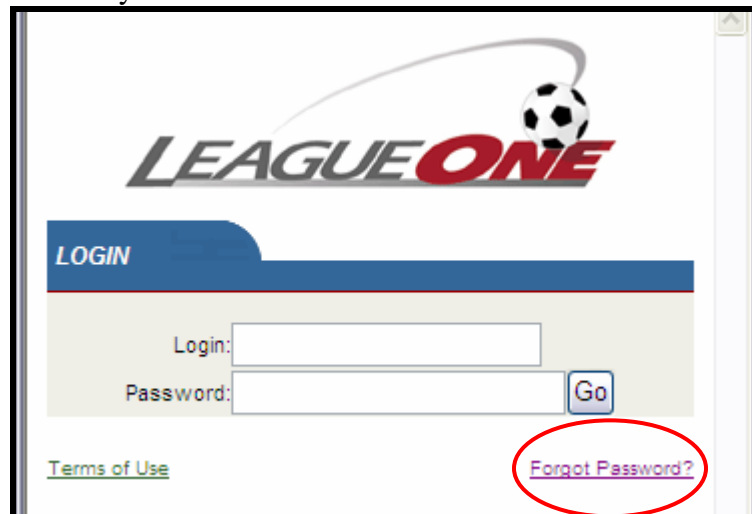
**Q. How do I log into LeagueOne?**

- A. Go to <https://onlinereg.leagueone.com/admin/> and click on your state association or National Governing Body. A login screen will pop up, and you will be instructed to enter a user name and password. You should have received a LeagueOne email with your username and password from your league administrator. If you did not, please contact your league admin or Active Support Specialist.



**Q. I forgot my password, what do I do?**

- A. From the login screen, you can click on the Forgot Password? link on the bottom right hand side of the screen. LeagueOne will email a new password to the email address associated with your username.



**Q. After logging in, I receive an error. What does this mean?**

**A.** All users need to have a job assigned to them with rights to access the system. If you receive an error (you do not have sufficient user rights), you do not have an assigned job. Please contact your league admin or Active Support Specialist for a job assignment.

**Q. What environment should I be in?**

**A.** LeagueOne has three environments: test, training, production

- a. **Test** – this environment is where your online registration is setup by your Active Implementation Specialist. All edits and changes take place here until your final approval. You do not need to log in to test, you can view your test setup registration here: <http://test.leagueone.com/reg/>
- b. **Training** – this environment is where you can practice managing your players, teams, staff etc. It is a copy of production (live), and you can work on your LeagueOne skills at your leisure. Any work done here does not affect live data, and mistakes can be changed. This environment gets copied over about once a week. You can log in to this environment from here: <http://training.leagueone.com/admin/>
- c. **Production** – this environment is where all of your live data sits. Any manual or online registration data will get filtered into the production database. You will create and finalize your teams here as well as manage player and staff information. All work done here should be final, as changes are not reversible in this database. To log into the production environment, please go to: <https://onlinereg.leagueone.com/admin/>

\*\*\*Please be aware of the database that you are working in\*\*\*\*

