

We have been made aware of a number of reoccurring issues which fans have experienced when accessing iFollow to watch Imps' games so far this season.

Below are some of the issues that have been raised and we will endeavour to always assist wherever we can.

### **Invalid Match Pass Access Codes**

We would always advise Season ticket holders to redeem their access codes ahead of the day of the EFL League One home game, so that any problems can be assisted with as soon as possible.

Please be aware, that copying and pasting your access code into the 'apply promotion code' box may inadvertently add in a 'space' following the last digit of the code (example below), so therefore we would recommend typing in the code rather than pasting it.

#### ***APPLY VOUCHER CODE***

Enter a promotional code to redeem your offer

You MUST click apply for this promo code to be redeemed

XVGEASER%&T	Apply
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If you are still seeing a related issue to your access code being invalid once having checked the code you have inputted is correct, in the first instance email: [ifollow@theredimps.com](mailto:ifollow@theredimps.com) with your name and supporter number, we will do all we can to rectify your issues - also please ensure to CC: [ifollow@efl.com](mailto:ifollow@efl.com)

### **Payment failure / payment issues**

For all issues around payments, please email [ifollow@efl.com](mailto:ifollow@efl.com) as Lincoln City Football Club have no access to your payment details in relation to iFollow.

### **Blank screens / page constantly loading.**

Please try clearing the cache/cookies from your internet browser then restart your device and login to your account again.

For details on how to clear cache/data on Google Chrome – [CLICK HERE](#)

For details on how to clear cache/data on Microsoft Edge – [CLICK HERE](#)

For details on how to clear cache/data on Safari – [CLICK HERE](#)

Should problems persist following trying the above instructions please email [ifollow@efl.com](mailto:ifollow@efl.com)

## **iFollow account / login issues**

If you are unable to login to your iFollow account or are having password failures

*SIGN IN TO IFOLLOW WE  
ARE IMPS'*

Email address

Password

Using a public or shared computer?

Sign in

[Forgot your password?](#)

Please first try to reset your password via the reset password link, this can be done by clicking on the 'Forgot your password?' link, shown in the example above which is found on [this page](#)

If problems persist please contact [ifollow@epl.com](mailto:ifollow@epl.com)

## **Buffering**

You will require a WIFI or broadband internet connection (DSL/cable or higher) of 800kps or higher to use the App, you can also access the App over a 3G/4G connection via supported mobile devices. Supporters should select 'auto' as their video quality setting.

You can test your WiFi or internet speed by clicking [HERE](#)

The system has been tested and there were no noticeable problems with the connection from the stadium to the stream. If you are experiencing issues, if possible please connect your device directly to your modem with a cable as this can provide a stronger and more stable internet connection and speed.