

Here are some FAQ's to help manage your Affinity Account.

If you have any technical questions about your Affinity Account, contact at. 1-855-703-2575.

Mon-Fri: 7am-7pm Pacific; Sat -Sun: 7am-3:30pm Pacific.

1. How do I update my payment information?

To update your payment information on a player's order, please follow the steps below.

(SINGLE PAYMENT)

1. Log in
2. Click **View Payments** under the player's name
3. Click **Edit Payment** for the correct season
4. Select a form of payment from the **Payment Method** drop-down
5. Click **Continue**
6. Enter the payment information
7. Click **Continue**

(PAYMENT PLAN)

To update your payment plan payment method, please follow these steps.

1. Log in
2. Click View Payments under your player's name
3. Click Edit Payment for the correct season
4. Check the boxes of each installment that you would like to update
5. Select a form of payment from the Payment Method drop-down
6. Click Continue
7. Enter your payment information
8. Click Continue

2. How do I update my username, password or email address?

To update your username, email or password, please follow the steps below.

1. Log in
2. Hover your mouse over **My Account** (located on the left)
3. Click **Update Account Info**
4. Enter your new information
5. Click **Save**

3. How do I upload a birth certificate?

To upload a player's birth certificate, please follow the steps below.

1. Log in
2. Click the **View Details** button under your player's name
3. Click **Certificates**
4. Click the icon labeled **Click to Upload BC**
5. Click **Choose File**
6. Select the image of your player's birth certificate
7. Click **Upload Image**

4. How do I upload a player's photo?

To upload a player's photo, please follow the steps below.

1. Log in
2. Click **Update Photo** under the player's name
3. Click **Choose File**
4. Select your player's photo
5. Click **Upload Image**