EURO 2020 TROUBLESHOOTING GUIDE FOR VOLUNTEERS

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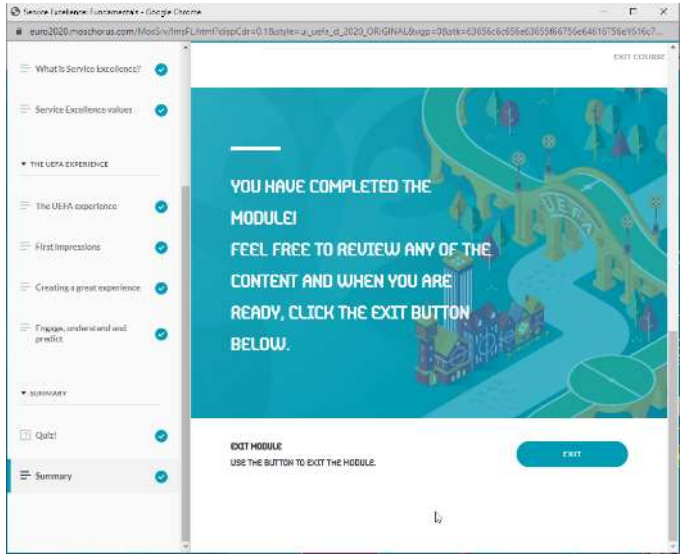
I've completed a module, but the homepage still says that the module is IN PROGRESS. Why?

Step 1

Check the module has been properly completed.

For some modules you need to pass the quiz in the module



For others you just need to make sure you have completed all the chapters or elements of the module

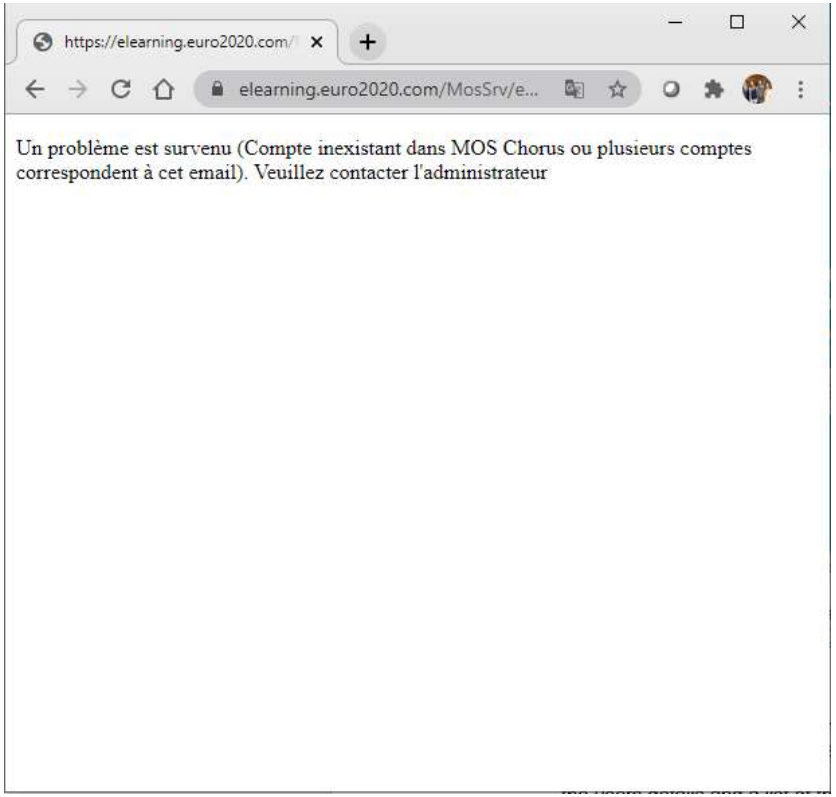
Step 2

If you are sure you have completed the module properly, try using a different browser (Chrome, Firefox, Safari, Internet Explorer).

Step 3

If this still doesn't work, contact elearningsupport@uefa.ch, telling us everything about your issue and we'll do our best to solve the problem.

I see an error message when I try to log in.

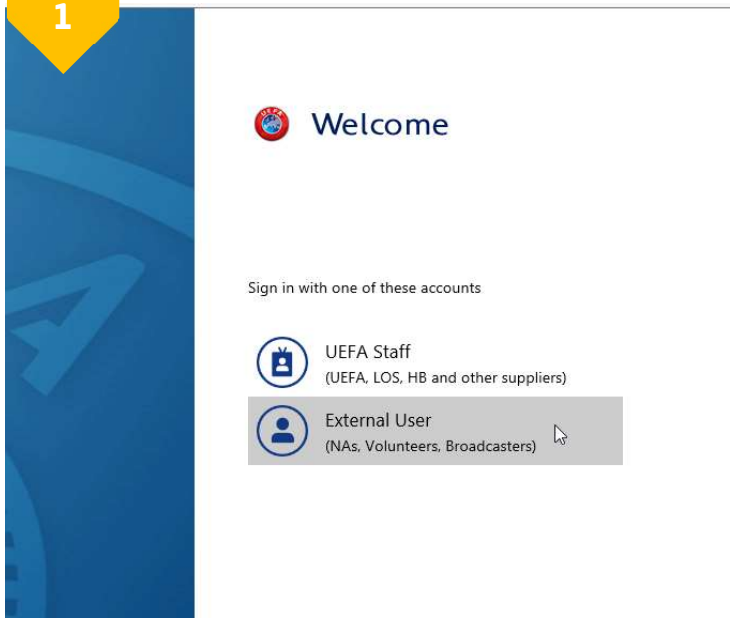


This is a problem with your login details.
Please contact servicedesk@euro2020.com

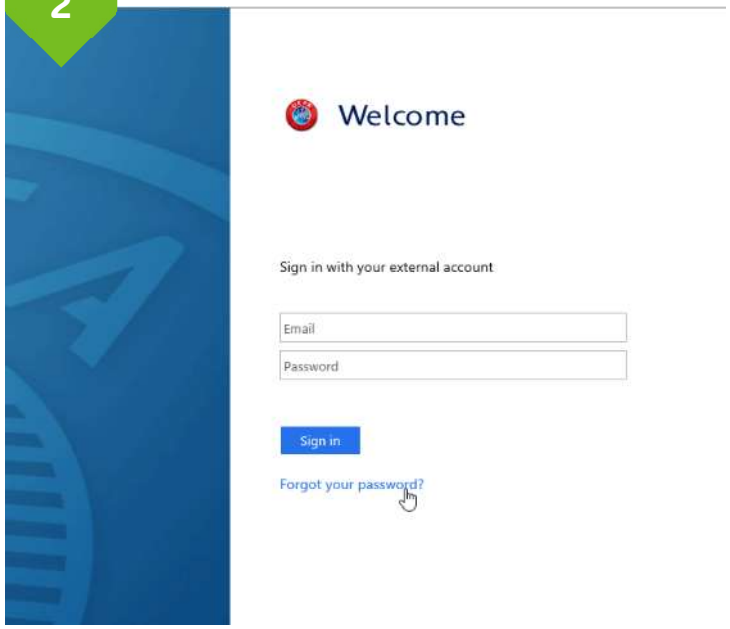
I’ve forgotten my email or password.

Your email address is the one where you have received all your V.App Communications.

Step 1 Click the button “External User”



Step 2 Click the button “Forgot your password?”



Step 3 Follow the instructions on screen, sharing the email address you use for the V.App.

I think the wrong modules are showing

Step 1

Check the progress tab. All your modules will be shown here so you'll be able to check for anything you think might be missing.

Step 2

If you still think modules are missing please send an email to elearningsupport@uefa.ch telling us the modules you think you are missing and we will look into it for you.