# General

# The Pool Manager (your email) is not registered for (year). Your picks were not recorded or sent

On submitting my web entry form it is saying I am not registered when I am. The message at the top of the page reads:

"The Pool Manager (your email) is not registered for <year>. Your picks were not recorded or sent."

Could be one of two things:

1) You are not using the email you registered with when sending picks. This is required. You can also send to a second email, if you wish, by adding a comma and then your other email in the appropriate web form setting.

2) Or it could mean you have used files from last year and the database settings have carried over. Simply go to the DataBase Settings and RE-Save the Security Protection Code and File Index. You can do this in two ways:

1. Select the "Import" toolbar item and then select "Settings" button and re-enter your information
2. Select the "Web Form" toolbar item and then select "Database Settings" button and re-enter your information.

See this related FAQ as well.

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Author: OfficePool
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