ONLINE REFEREE REPORTING - FREQUENTLY ASKED QUESTIONS

Q.   Where do I submit discipline reports in Whole Game System?

A.   You will need to use your FAN and password to access the Whole Game System Portal. When you have entered your details you will access your Dashboard from when you will need to move to your Referee Dashboard (by following the Referee tab)

Q.   What if my game is not shown on my Referee Dashboard?

A.   You will be able to 'Create a Match' by using the pitch icon on the left hand side of the screen

Q.   What do I do if the competition I was refereeing in does not show in the Competitions drop-down box?

A.   There may be exceptional cases where your competition does not appear in the drop-down box. On these occasions you will need to contact your local County FA discipline team

Q.   What if I do not know which teams I was refereeing?

A.   It is most important that you confirm before the game which two teams you are refereeing, including any age bands and suffixes. The more precise you can be with your reporting the easier it will be for your reports to be processed

Q.   What if my teams do not appear in the Teams drop-down box?

A.   There should only be a few exceptional cases where your teams will not show within the drop-down box. Where this is the case you will need to contact your County FA discipline team

Q.   What should I do if the name of the player I intend to report is not shown in the Player drop-down box?

A.   The system will allow you to enter a new name in this situation; first name, followed by surname. As you will understand it is important that spelling is as precise as possible

Q.   How do I know if my report has been submitted?

A.   You will see on your Referee Dashboard confirmation of any reports sent and will be able to print off a PDF record should you so wish. It is imperative that you check that all reports have been submitted successfully to ensure that they can be appropriately processed by your County FA discipline staff

Q.   How do I get help with submitting discipline reports through the Portal?

A.   You can use the Help facility on the top right hand page of any Whole Game System screen. Here you will find a video tutorial and a printed guidance document. Should you require further assistance please contact your local County FA