NORTH RIDING CFA
PLAYER REGISTRATION + 100% EMAIL
GUIDANCE FOR CLUBS

SEASON: 2020/21

NORTH RIDING CFA MISSION STATEMENT

NORTH RIDING COUNTY FA

Mission Statement: Player Registration + 100% Email

› All affiliated football in the North Riding CFA for the 2020/21 season must be using The Whole Game System (WGS) for Player Registration. In addition to this all participants must have an email address linked to their FAN.

Benefits of Player Registration + 100% Email

› Safeguarding all 16 & 17-year-old players within the adult game

› Digital Engagement with all affiliated participants

› Time saving for volunteers

› Insight to deliver better services

› Access for clubs and teams to new products such as Matchday

› Automatically link player registration with Full-time

www.northridingfa.com

MANDATORY RULE CHANGE

"It will be mandatory for all leagues seeking sanction from the Association for the 2020/21 season onwards to be using The FA Whole Game System for Player Registration."

"In addition to this it will also be mandatory for every player registered within each league to have a unique email address"

Agreed by Board: January 2020

CLUB GUIDANCE

- ACCESSING WHOLE GAME SYSTEM

- ASSIGNING A PLAYER REGISTRATION OFFICER IN WGS

- DETACHING PLAYERS

- SEARCHING FOR AND ADDING NEW PLAYERS

- ASSIGNING PLAYERS TO TEAMS

- SUBMITTING PLAYER REGISTRATTIONS TO THE LEAGUE

- CREATING A FAN (None club offical)

- ADDING A PARENT RECORD

- CREATING A TEAM ADMINISTRATOR

- FAQ

ACCESSING WHOLE GAME SYSTEM (WGS)

Go to https://wholegame.thefa.com/
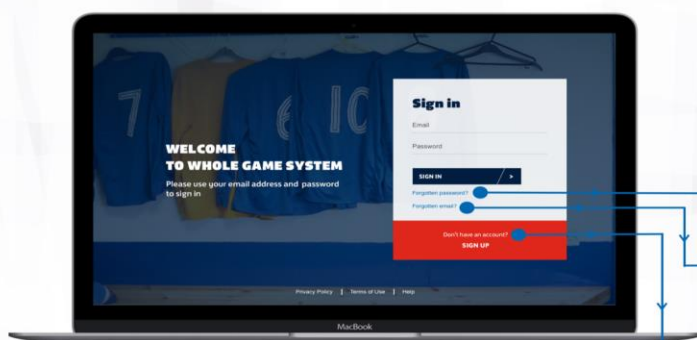
Note:

Users should sign in with their email address and password

Forgotten Password?

Users that have forgotten their password can set a new password on their account using the Forgotten password option.

For security, users will first be asked to provide a validation code (which they will be sent by email), before being asked to set a new password on their account.

Forgotten Email?

If a user has forgotten which email they used on the account, the 'Forgotten email' link will take them to a page allowing them to login with their FAN.

Don't have an account?

"Don't have an account?" - Select the Sign Up option to create a new account.

If users need to create a new account, they must enter a unique email address.

If the user provides an email address that we already have on the system, we will advise the user to sign in to their account using their existing email address.

If the user provides personal details (name, DOB and postcode) that match one of our existing accounts, but provides a different email address to the one we hold for them on the system, the system will remind them of their existing email address and ask them to sign in using this.

WGS Home:

Once signed in, users will see the existing WGS home page and be able to access My Account by using the My Account link in the left hand side navigation bar, or selecting their name in the top right of the screen. This will then open the new My Account screen.
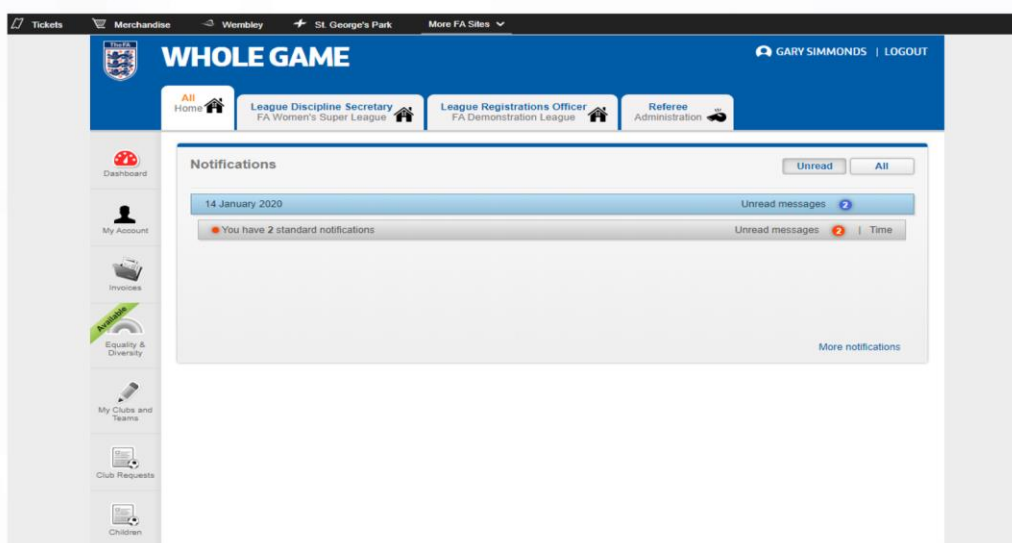
ASSIGNING A PLAYER REGISTRATION OFFICER IN WGS

The default access to the pages for management of player data in the Whole Game System are for the key officers. (Club Secretary, Club Chairman and Club Treasurer, plus the Club Welfare Officer). In order to share the administrative load, larger clubs may wish to nominate other officers within their club to share the workload player registration.

To add a Player Registration Officer, the Club Secretary should navigate to the Club Officials tab on the left hand menu, before selecting the Add Official button.

Club Officials - NR Test Club

Current   Past   All   + Add Official   Download

You may either Search by FAN (most common) or Search by Details. Both will set out what information is required (i.e. FAN and Date of Birth) before you can select Search.

Add Club Official

Search by FAN	Search by Details	Create New Contact

FAN *   56414150

Date of Birth *   03/07/1986

Search

The matching individual will be displayed with a check box to the left of the FAN which must be selected. From the Select Role dropdown choose Player Registration Officer and then Select start date. Once these fields have been populated, the OK button will become available. Once you have clicked OK, the individual will be added to the club as a Player Registration Officer. There is no restriction on the number of Player Registration Officers, a club can have.
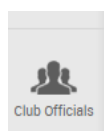
DETACHING PLAYERS

Detaching is the process whereby a club may remove players who are no longer part of the club. When a player is detached, their link to the club, as well as their links to any teams within the club will be removed.

To view the list of players within your club, navigate to the Player Registration page and clear all filters. This will display all players who are currently associated with your club. It may include players added in the past who may no longer be part of the club.

Each player is shown with their name, age (if you hover over the age their date of birth is shown) and FAN record. If a photograph has been added for them this is displayed.

If a player is no longer with a club, they may be removed from the list of club players – this is known as 'detaching' the player. To detach a player, check the box alongside their name.

At the top of the screen, a ribbon will appear with various options to select. In this instance, you will choose the option to Detach the player.


Once you click on Detach, a warning will appear reminding you that if you do detach a player, they are removed from your club as well as any teams within your club. A player cannot be detached if they have a league registration. The league will need to cancel the registration before the player can be removed from the club records.

NB – It is advised that clubs do this in June each year.

SEARCHING FOR AND ADDING NEW PLAYERS

When you access the Player Registration page for your club, you will see listed any players who have been previously associated with your club through the Whole Game System (for example as part of the discipline process)

To search for a new player, click on the Search for Player button at the top of the screen in the player registration tab. This will take you to the Add Players screen where you can search to see if the player has an existing FAN record.
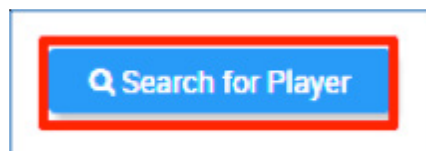
Add Players

This page may be used for search for new players to be added to your club for registrations or transfers. You should only search for players who have given you their permission to add them to your club.

First and Surname / FAN *	Date of Birth *	Postcode

☐ Search

When you search for a player, Full Name or FAN & Date of Birth are mandatory. We recommend that the first search you make does not include the postcode.

NB – Do not include middle names for any players.

If this search results in a single FAN record being matched to the criteria you have provided, the player concerned will be returned, and may be added to your club by clicking on Add Player.

Add Player - Confirm Permission

You are adding a player aged under 16 to this club and must have permission to do so. By adding this player, I am confirming that I have permission from the player's parent(s)/carer(s) to add the player to my club and have access to details of the player and their parent(s)/carer(s) for the sole purpose of the administration and organisation of an FA sanctioned competition.

Continue and Add Player

Cancel and do not add to club

If your search for a player results in more than one FAN being returned as a possible match, a pop-up will appear informing you that more than one match has been found. This may be due to there being more than one person on the system with the same details, or may be because the individual concerned has more than one FAN record. Try adding the postcode for the individual concerned to see if you can narrow down the search to find one record.

2 contacts found

2 contacts found matching the criteria. Please can you provide more details and search again. Otherwise please contact your County FA

Ok

Add Players

This page may be used for search for new players to be added to your club for registrations or transfers. You should only search for players who have given you their permission to add them to your club.

FIRST AND SURNAME / FAN *
Donna Crowthers

DATE OF BIRTH *
03/07/1986

Postcode

Email

Phone

Previous Club

Reset   **Search**

Can't find the player you are looking for? Create new player

If you believe the player already has a FAN, please contact North Riding CFA. Do not create a new FAN.

If the player can't be found and you are confident, they are a new player to the game, please go ahead and create a new FAN, by clicking 'Create new player'.

Enter as much information as possible including an email address for all players 16+

Create new player

Player Details

FIRST NAME *

Donna

LAST NAME *

Crowthers

DATE OF BIRTH *

03/07/1986

EMAIL ADDRESS

donna.crowthers@northridingfa.com

Personal | Work

GENDER *

Male | Female

Contact Details

POSTCODE

TS9 5NY

Lookup address

ADDRESS LINE 1

North Riding County Football Association Ltd

ADDRESS LINE 2

Broughton Road

TOWN

MIDDLESBROUGH

COUNTY

Cleveland

Telephone Number

Mobile | Home | Office

The next section allows you to upload a photograph for the player concerned. This is optional, although leagues may require that the player concerned has a photograph as part of their registration process.

Registration photos held will be stored securely with only the relevant club and league officials having access. Photographs uploaded within The WGS portal will not be placed within the public domain.

If you wish to add a photograph for a player you may do so, and there is functionality to either drag and drop a photo onto the page, or search for it. Once added this photograph may be cropped or rotated as required. When you are happy with the photograph click on Continue and Save New Player. This will produce a FAN for the player and the player will be added to your list of players.

NB - It may take a few minutes or hours for their FAN to be generated, so if a player initially is shown with a FAN of #0 do not worry, this will be updated in due course.

Player Photo

Click here for Photo Guidelines

Photographs of players may be stored and used for registration purposes. Registration photographs will be stored securely with only the relevant Club and League officials having access. Photographs uploaded within the Whole Game System Portal will not be placed in the public domain. Please note that once a registration has been approved by a league, the photo cannot be updated.

Drag a photo here

- or -

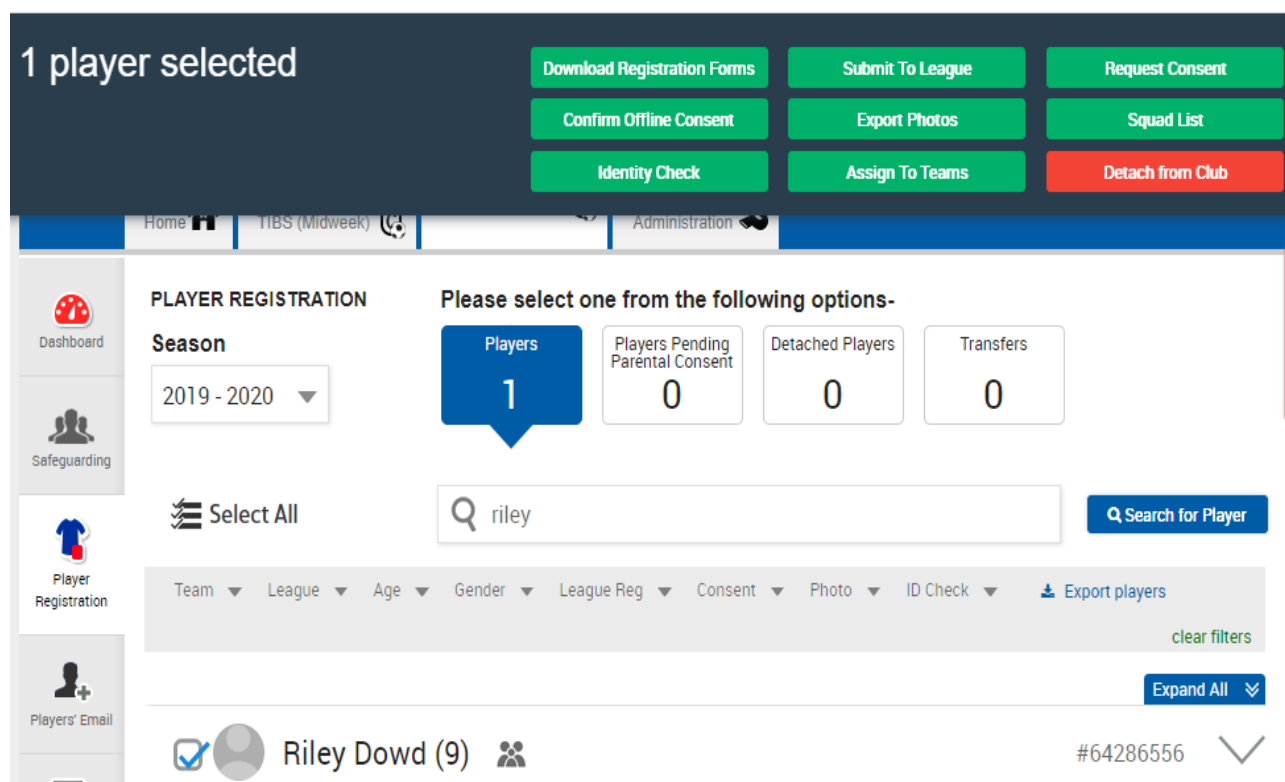Select a photo from your computer

By continuing, you are confirming that any individuals' data you are providing, or updating, is correct to the best of your knowledge, and that these individuals have given you permission to provide/update their details.

ASSIGNING PLAYERS TO TEAMS

Once a player has been added to your club, you may then also assign them to one or more teams within your club. From your main view of players, select one or more players by checking the box alongside their names.

At the top of the screen, a ribbon will appear with various options to select. In this instance, you will choose the option to confirm offline consent. 'By confirming Offline Consent, you are declaring that you have signed permission from the player or parent (if the player is under 16 years of age) stating that this player wishes to play for you this season, and can provide this evidence if requested by your league'
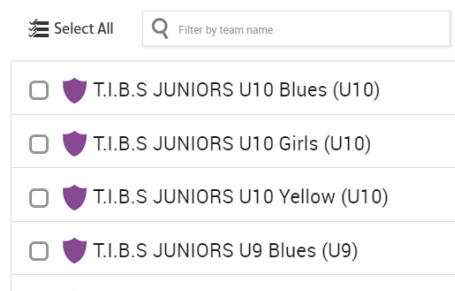
Go back to selected player and tick, from the ribbon table at the top go to Assign to Teams.

A pop-up box will appear, which will tell you which of the teams the player concerned is eligible to play for (this will be based on the age and gender of the player, along with the age group and the gender for the team concerned, which will have been set when the club affiliated with their County FA). If you cannot see a team which you expect to see, you will need to check whether they have been affiliated correctly with your County FA. Select the team or teams required, and click on Add Players to Selected Teams.

ADDING ID CHECK

Some leagues may require Clubs to validate the checking of ID for the players. Below will give details of how you can do this, should it be a requirement. Click on Player Name and you will see the option below for ID Checks, which appears under the Contact Details for the individual you are looking at within your club.

Contact Details

Riley Dowd (64286556)
16/10/2010
Unknown
Nationality:
Country of birth:
English qualified player: No

edit details

Detach from Club

ID Checks
No Identity checks found.

Add ID Check

If required, you will need to Add ID Check as above, and add what documentation you have seen as a club and confirm you have verified. You will need to select the relevant ID you have seen.
In a very few cases, the league may require more than one ID.
Once selecting the above, you need to select which Official has completed the check on behalf of the club.
Enter the date this was seen, and finally select Add ID Check to complete the process.

Identity Seen

☑ Passport   ☐ Birth Certificate

☐ Government ID   ☐ Driving Licence

☐ Previous Season League   ☐ Medical Card
   ID Card
                    ☐ School ID

CHECK COMPLETED BY

Donna Crowthers Team - Official   ▼

DATE COMPLETED

21/03/2020

Add ID Check

Close

SUBMITTING TO THE LEAGUE FOR APPROVAL

To submit to the league, you will have to ensure you have met the requirements set by your League in order to register a player.
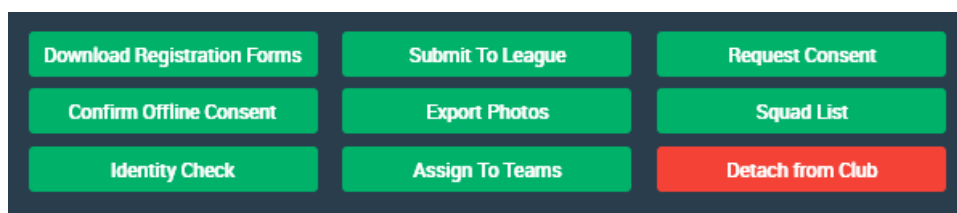You should be checking the following:
• Is the player assigned to the Team(s)?
• Do you have consent from the Player (or parent if under the age of 16)?
• Have you added any relevant ID Checks?
• Have you added a photo to the player records?

If your answer to the above is yes to all or N/A, you are ready to submit to your league by following the guidance below.

If you tick the box of the player/ players you wish to submit to the league, you will see the options appear at the top of the page, which includes Submit to League.
On clicking this button, you will see a prompt in regard to International Clearance.

Download Registration Forms	Submit To League	Request Consent
Confirm Offline Consent	Export Photos	Squad List
Identity Check	Assign To Teams	Detach from Club

Please ensure you ask the player/s if they have played outside England before. If they have, they may require International Clearance. Further details can be found on TheFA.com

If the answer is no, go ahead and confirm none of the players have been registered outside of England before, and submit your registrations (tick box 1).

If the answer is yes, but they have clearance which you have seen proof of, you can go ahead and confirm that players who have played outside of England have International Clearance, and submit your registrations (tick box 2).

If the answer is yes, and you have no proof of clearance, do NOT submit your registration, and seek confirmation from the player. If this is available, you can contact Registrations@TheFA.com with the player details, and they will assist you further in confirming clearance, or ensuring you are able to complete the process to have the player cleared to play.

CREATING A FAN (NONE CLUB OFFICIAL)

Did you know…? Players and parents/guardians can create their own FANs to aid club officials when registering players on Whole Game System. To access the form, head over to
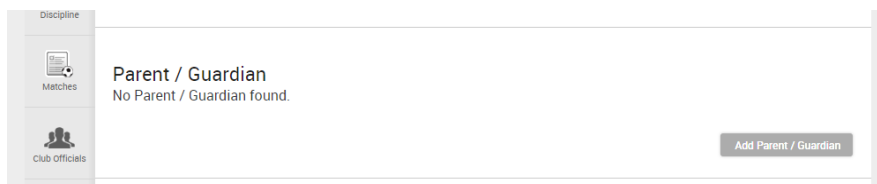https://www.thefa.com/account/signup

FOR MORE

On completion of the form, the individual will have access to their FAN account and a FAN number generated. This can be shared with club officials when adding players to their clubs.

If the person already has a FAN number, an error message will appear and give the option to retrieve. Please contact North Riding CFA on 01642 717779 for support in retrieving a FAN.

ADDING A PARENT RECORD

To attach a parent/carer record to a child record head to the Player Registration tab in WGS.
To add the parent/carer, click add parent/guardian tab.

Enter the first name, last name, date of birth and FAN if known and click Search. Parents/carers records must have their email address attached to them.

If the data inputted matches a FAN (FA number) on The FA systems, you will get the option to confirm this is the correct person and link the parent/carer to the child.

If no matches are found, you can create a FAN record.

Once the records are linked, an icon will appear against the player's name.

Adding a parent/carer record is a one-off process that allows a club to request consent online, gives them access to Matchday and also gives the parent/ carer ownership of their child's record as long as the parent/carer record has an email address assigned.
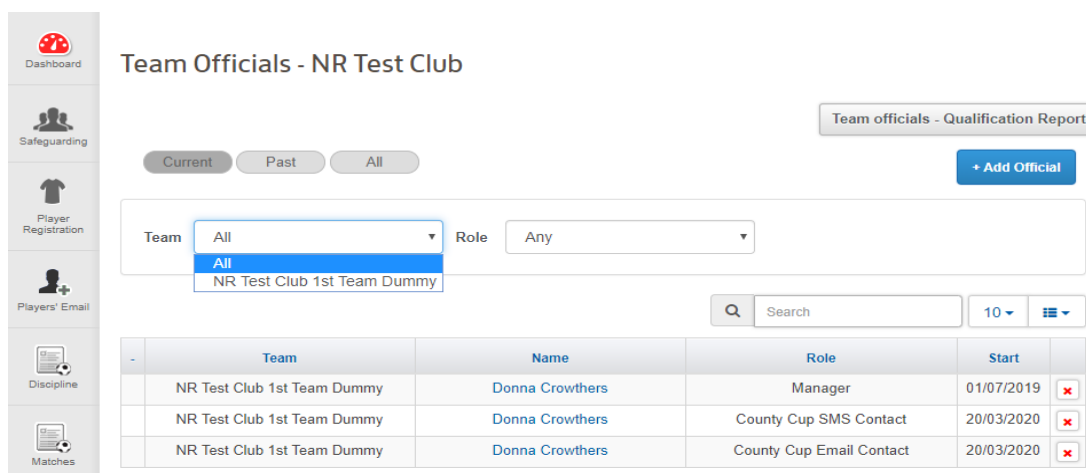
CREATING A TEAM ADMINISTRATOR/TEAM SECRETARY IN WGS

For Leagues using Player Registration through Whole Game System, the process of creating Team Administrator has changed. The creation of Team Administrators is no longer completed within Full-Time by a league.

It is the responsibility of the clubs to attach them to each team within Whole Game System. Managers, Coaches and Assistants will all be automatically be given a Team Administrator role with the option for the clubs to assign the role of Team Secretary which will also integrate as a Team Administrator in Full-Time. This will not give them access to log-in to Full-Time and it will not assign them as an SMS contact.

A log-in to Full-Time and the assigning of SMS contacts is down to the league's discretion.
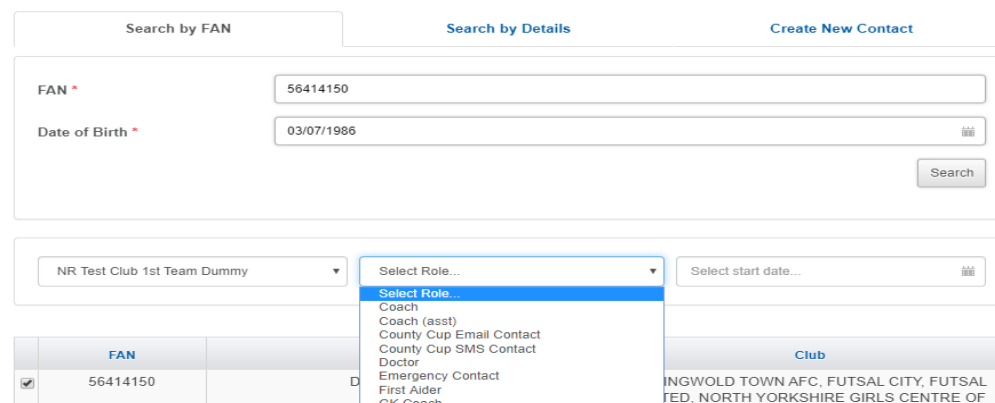
In the Whole Game System, click on the 'Teams' tab. Select the team you wish to add an official to in the team filter and click Add Official.

Add the details of the official you want to add. Tick the box by their details, ensure the team is correct and then select the role Team Secretary.

Once the league has integrated across to Full-Time, any of the 4 roles will show in the People list on Full-Time.

FAQ

What is a FAN?
FAN stands for FA Number. Your FAN is the individual number used to record all football participants, whether they be players, officials, referees, coaches or members of the England Supporters Club.

Can an individual have more than one FAN?
Ideally not, and you should avoid creating duplicate records. Should you come across a participant with more than one FAN record, please contact North Riding CFA who will merge the multiple records (this is known as de-duplication, or de-dupe).

Does a club have to nominate a Player Registration Officer?
No, if a club wishes to restrict access to players to the "Key Officers" they may do so. Flexibility to add player registration officers has been added because larger clubs may wish to share the registration load across several club officials.

Is there a limit to the number of Player Registration Officers?
No, a club may have as many or as few Player Registration Officers as they choose.

Where do all the old, incorrect player records in the WGS come from?
Most player records in the WGS portal will be a result of a disciplinary action taken against that player whilst playing for your club. This may be many years ago which may mean that some of the records are extremely out-of-date.

Why is it important that I detach these records?
Redundant, out-of-date records have no value to your club and can corrupt your information. Creating a clean starting point for your player registration records will help maintain good data management.

Why do I have to search for a player before adding them?
Many players will already have a FAN record, and we want to avoid creating duplicated records where possible. Please try and search to find a player before creating a new record.

Why is date of birth required for parental records?
This will help a County FA, or The Football Association to validate the identity of an individual who is linked to the youth player record.

If I provide my email address, what will it be used for?
We will not provide your email address to a third party without your permission. It may be used for administrative purposes, or to contact you to ask your opinion on initiatives being run by the Football Association, or your local County FA.

If I add a player to a team this season, will they remain with the team next season?
Yes, players will continue with their existing teams for the new season, whether they are youth players moving up an age group with their team (e.g. members of the under-12's become members of the under-13's) or adult players remaining with the same team. You will be able to make any amendments if required for the new season.

HELP & SUPPORT

E: support@northridingfa.com
E: donna.crowthers@northridingfa.com
E: playerregistration@thefa.com

W: www.northridingfa.com
W: https://grassrootstechnology.freshdesk.com/support/home

T: 01642 717779
M: 07711992093