Registering Club players in Whole Game

Club Official Training Guide

INTRODUCTION

As part a commitment by The FA and County FAs to improve the administration experience for grassroots football volunteers, new online player registration functionality has recently been introduced into the Whole Game System (WGS). Following a successful six month pilot programme during which over 130,000 players were registered across 50 participating leagues, the new functionality is now to be made available to all grassroots leagues and clubs in England.

Whilst some leagues may initially decide not to use WGS for player registration purposes, all clubs will still benefit from using the system to maintain and manage their players' records. Amongst these benefits are;

- Secure storage of player records
- Records updated annually, creating a lasting history for each player
- Club and Team records available for league registration processes (where appropriate)
- More efficient club discipline management
- Use of the FA number (FAN) to create a single player view – particularly for those clubs using Full-Time
- Providing your club with better player information to help you plan for the future

Over the next couple of weeks, you are invited to start entering your players' details into WGS. Those of you within leagues who are using Full-Time to manage your fixtures and competitions administration will be able to match player records between that system and WGS. This will save you from having to duplicate effort and will ensure that, for the first time, you have a single view of your players in both Full-Time and Whole Game.

Any players not already in Full-Time can be searched for and added directly into WGS using the FAN search function. This allows you to easily and securely identify players from across the national database. Once you have found and attached your players you can then assign them to the appropriate team. At this stage the process is complete and your records are up to date and ready to be presented for league registration for season 2017/18.

SAFEGUARDING CONSIDERATIONS

Safeguarding was a foremost consideration within the development of the player registration functionality within the Whole Game System. Player information is collected and inputted by affiliated clubs and sanctioned leagues for the purpose of the administration and organisation of football with information only accessible between relevant parties as necessary for this purpose. Club and leagues will have access to their own player's details as they would do normally and only with consent from Parent/Guardian would appointed officials be allowed to add or transfer players.

By signing to play for an affiliated club within a Sanctioned league parents/carers are already providing implied consent to the sharing of information between the club and league who organise and administrate football, and County FA's/The FA who regulate and govern the national game. Clubs and leagues will already hold information in formats which are covered by data protection legislation and WGS player registration is no different and is potentially more secure.

- The system does not collect or share mobile phone or Email/social media contact details for children and young people within youth football.
- Images, if required by a league for the ID purposes, and/or the production of player ID cards, consistent with individual league practices, are stored securely and in line with data protection legislation and will not be shared.

We would advise leagues and clubs to acknowledge within their registration documentation that individual player information will be stored on The FA's, Whole Game Player Registration system which is compliant in line with the relevant UK data protection legislation.

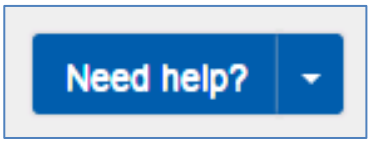
CONTENTS

This document has been prepared to assist you with registering your players within WGS. It is comprised of six sections, each dealing with one aspect of the player registration process. Please use the document in conjunction with the various E-Learning resources that have also been made available to you and can be found on the relevant pages of the WGS portal.

Each section includes a set of Frequently Asked Questions. Should you have a question not answered in this section, please refer to the other support resources.

NEED HELP?

When you login to Whole Game System, you will see links marked "Need help?" Click on these links and you will be provided with one or more help resources.



Some of these may be PDF documents which you may download and print (such as this guide) or some may be "E-Learning", which are interactive videos which will take you through the key processes you are going to use, and explain to you how they work. Typically the E-Learning resources will take no more than a couple of minutes to follow through. E-Learning resources have been developed for the following processes;

1	Logging onto WGS portal	4	Data Matching of Players
2	Assigning Club Official Roles	5	Search and create new players
3	Detaching Players from Clubs	6	Assigning Players to Teams

We will also be running weekly evening webinars, where clubs can join via the Internet and speak to FA support staff about any issues they may be having, or listen to any questions being raised by other clubs. These will be held on Thursday 17th November, Wednesday 23rd November, Tuesday 29th November, Tuesday 6th December and Wednesday 14th December, all starting at 7pm. For details about how to login to a Webinar please email playerregistration@thefa.com along with the date of the webinar you wish to join.

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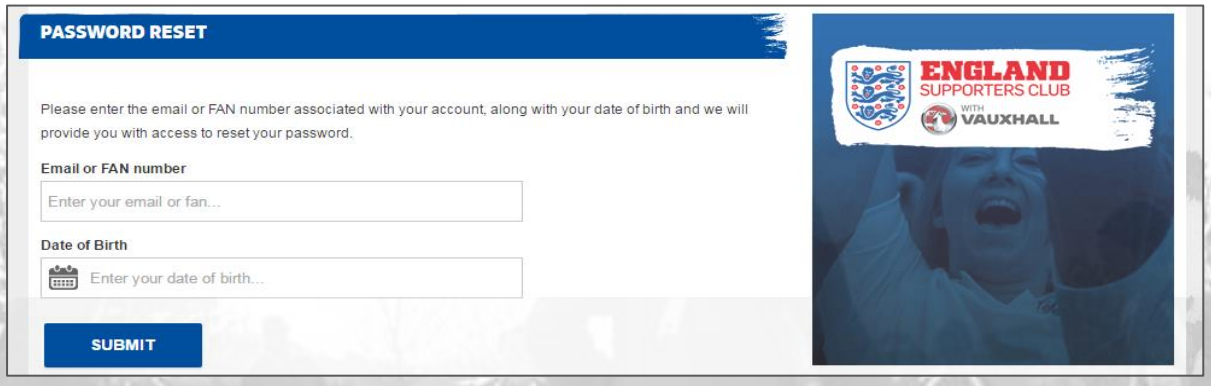
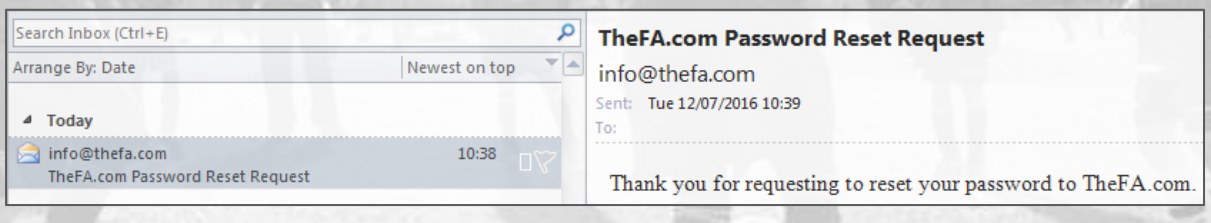
SECTION ONE
ACCESSING AND LOGGING INTO WGS

To access the Whole Game System, please visit https://wholegame.thefa.com where you will be asked to enter either your **Email** or **FAN ID** along with your **Password** before selecting **Login**.

If you are unaware of your password, please select the **Have you forgotten your password?** link. The system will ask you to enter your **Email** or **FAN** along with your **Date of Birth** before clicking **Submit**.



You will receive an email from info@thefa.com which will take you through the reset process



FREQUENTLY ASKED QUESTIONS

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.

Do I have to have a FAN to access Whole Game System?

Yes, you will need your FAN to access WGS as it is this number that records the role or roles you have in football.

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 your County FA who will merge the multiple records (this is known as de-duplication, or de-dupe).

How do I find out my FAN?

If you have forgotten your FAN please contact your club secretary or County FA who will be able to advise you of your FAN.

Can I retrieve my password if my email address isn't on my FAN record?

No. The retrieve password function relies on sending an email to email address recorded in WGS. If your current email address is not recorded against your FAN, you will need to contact your County FA who will verify your identity and add your email to the FAN.

What do I do if the retrieve password email does not arrive?

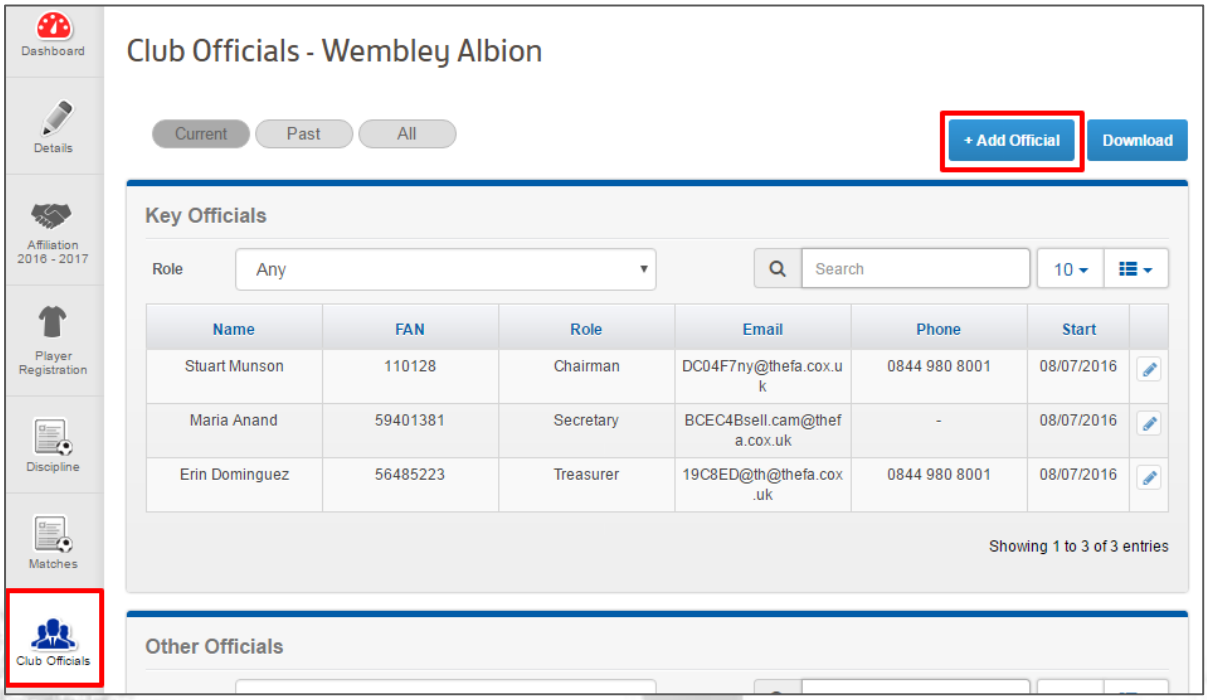
First of all, please check your spam folder in case your email system has filed it as spam. If it has not, and you have recently changed your email address, please check your old email account. Should the email not have arrived please contact your local County FA who will be able to check your FAN record to see whether the correct email address is assigned to it.

SECTION TWO

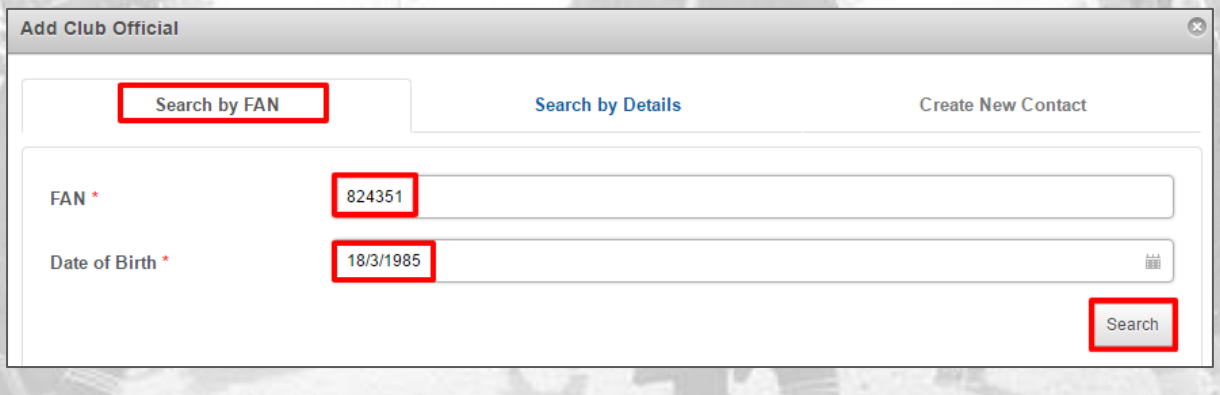
ASSIGNING THE PLAYER REGISTRATION OFFICER ROLE TO CLUB OFFICIALS

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

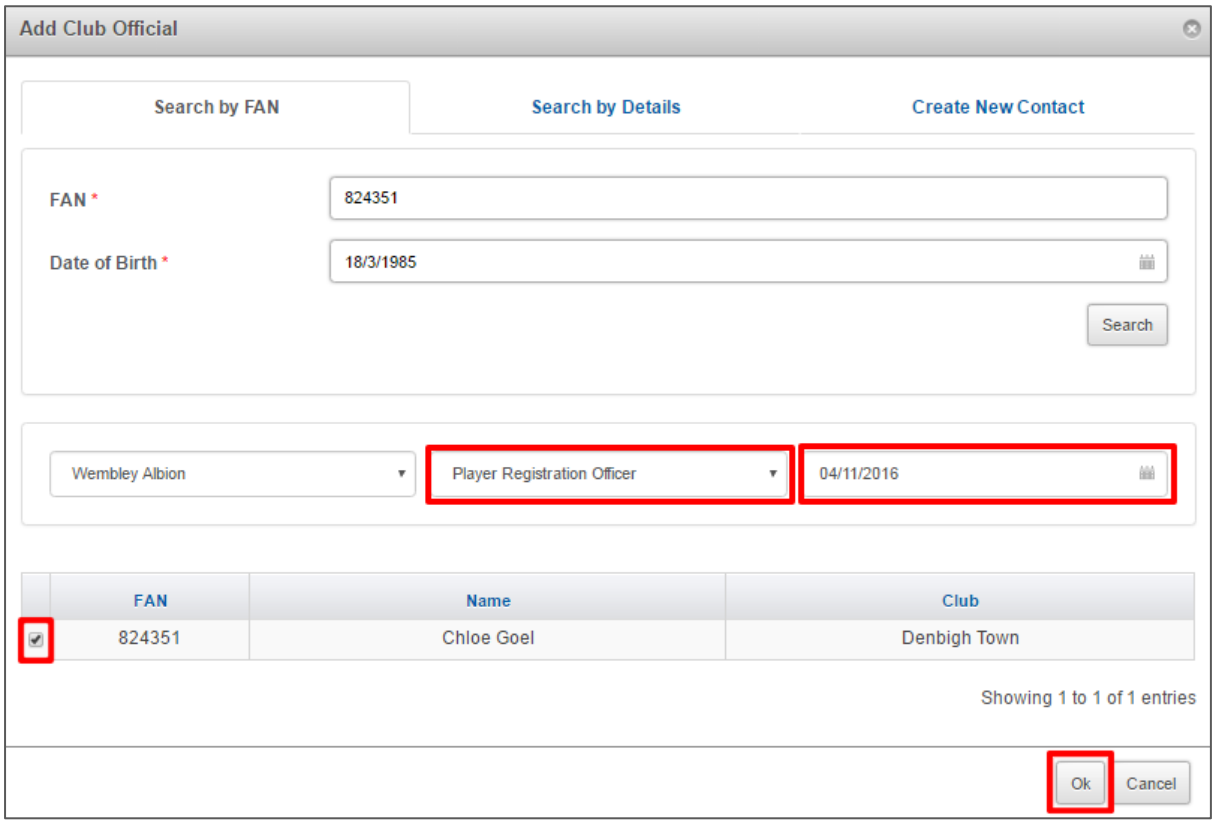
To add a Player Registration Officer, the Club Secretary should navigate to the **Club Officials** tab on the left hand menu, before selecting the **Add Official** button.



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**.



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 may have.

FREQUENTLY ASKED QUESTIONS

Does a Club have to nominate Player Registration Officers?

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 a number of club officials.

Do I have to nominate Key Officers as a Player Registration Officer?

No, the key officers will have access to the Player Registration pages automatically. This includes Chairman, Treasurer and Club Secretary.

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.

Does a Player Registration Officer have access to all Players within a Club?

Yes, all players will be members of a club, even if they are then allocated to teams, so the Player Registration Officer will have access to all players within the club.

Can the Player Registration Officer role be removed when registrations are complete?

Yes – removing the role is a straightforward process. Use the same page as you used to allocate them to the role and set a closing date for their role. This will remove their access with this role.

SECTION THREE

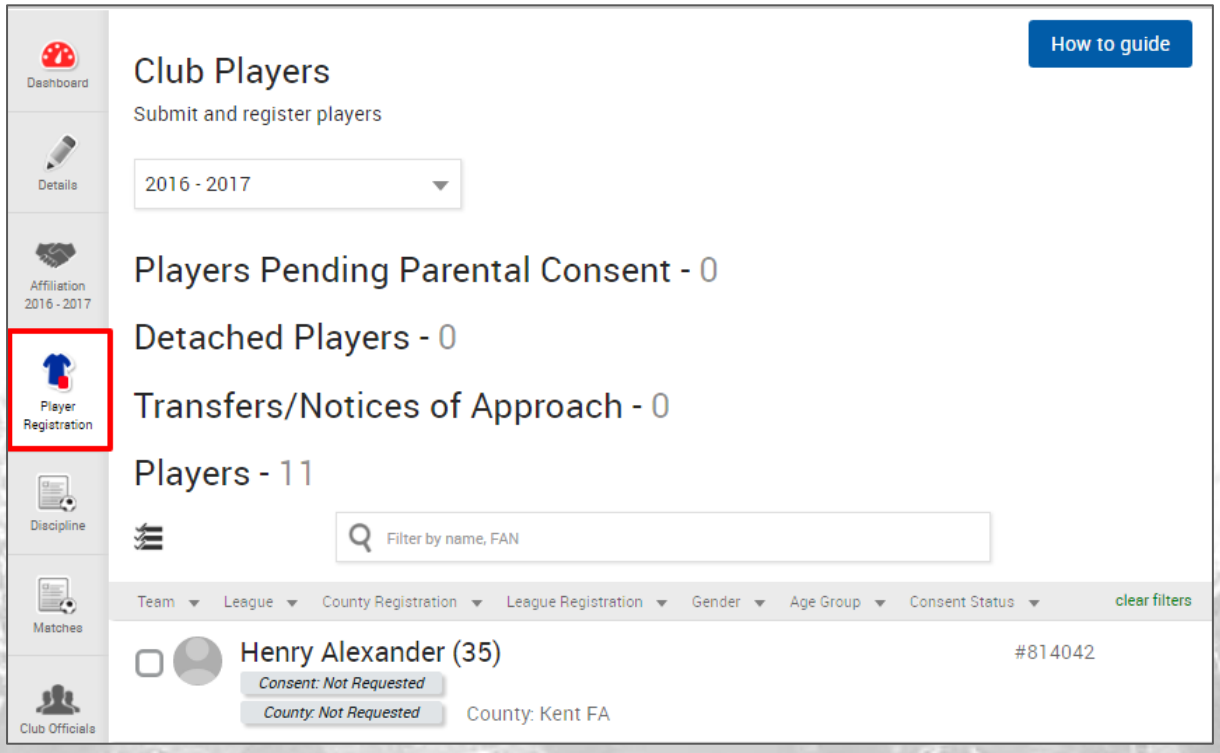
DETACHING PLAYERS

Detaching is the process whereby a club may remove from its list of members any 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.

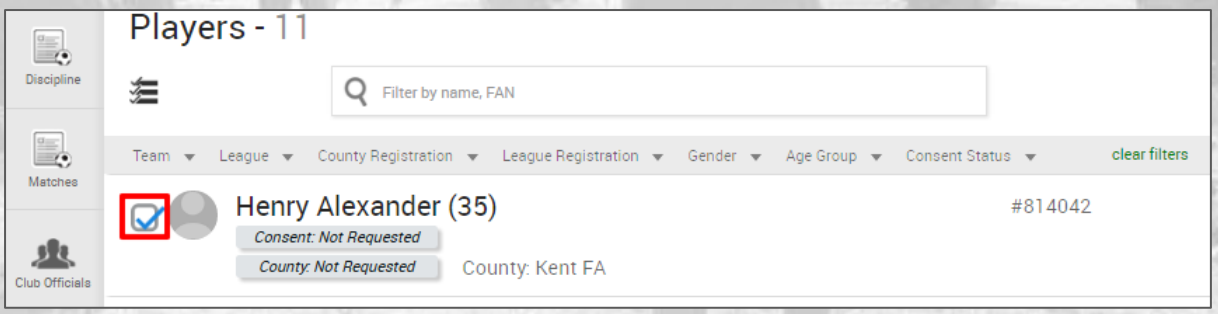
To view the list of players within your club, navigate to the Player Registration page on your club record. This will display all players who are currently associated with your club record. They may include players added in the past who may no longer be part of the club.

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.

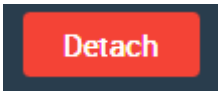
Photographs of players may be stored and used for registration purposes. Registration photos held will be stored securely with only the relevant Club and League officials having access. Photographs uploaded within The Whole Game System Portal will not be placed within the public domain.



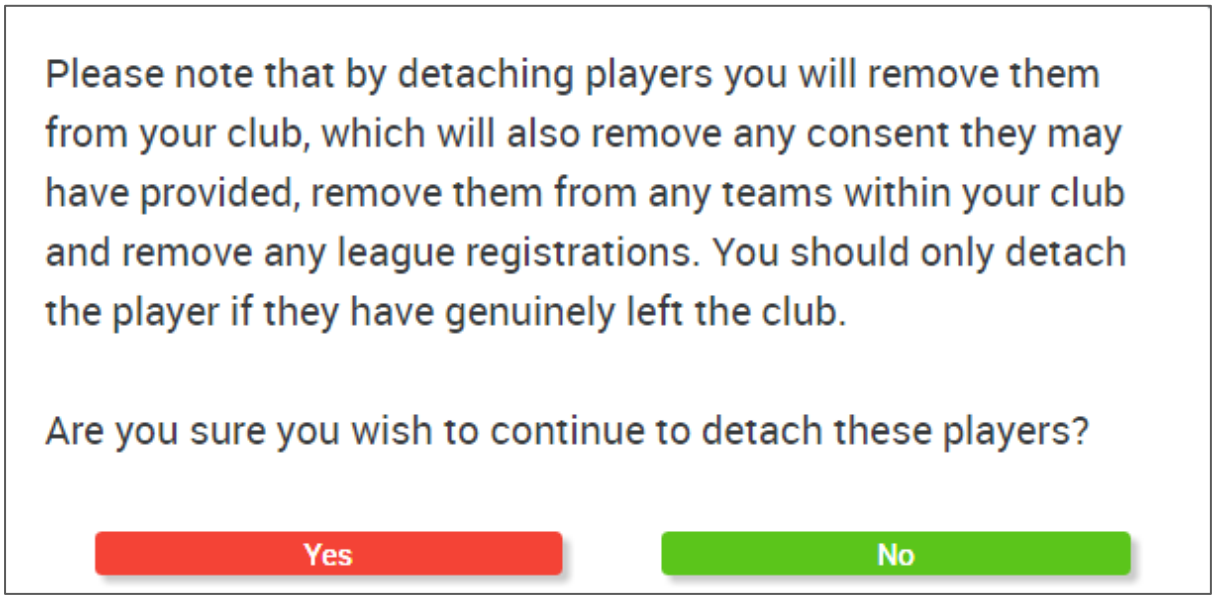
If a player is no longer with a club, they may be removed from the list of club players – this is known as "detaching" the player. To detach a player, check the box alongside their name.



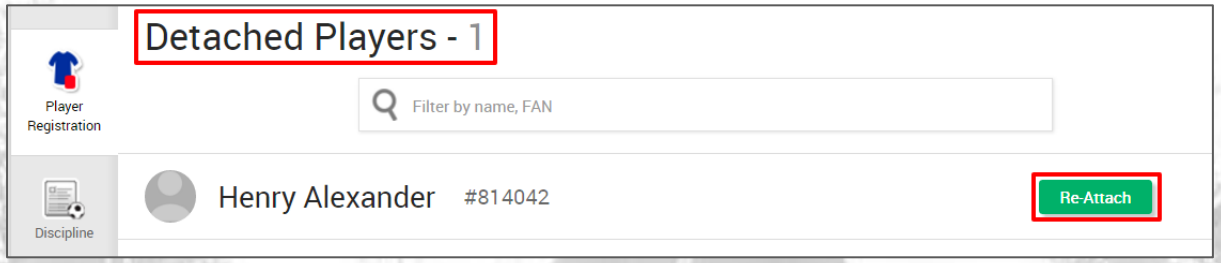
At the top of the screen, a ribbon will appear with various options to select. In this instance, you will choose the option to “Detach” the player.



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, and if the player concerned has been registered within Whole Game System (a process some pilot leagues and counties used in 2016) those registrations will be cancelled.



If the player has genuinely left the club, click on Yes to confirm that you are detaching them. Once detached, the player will be moved to the “Detached” section of your Club Players. If necessary, the player may be re-attached from here.



FREQUENTLY ASKED QUESTIONS

Where do all the old, incorrect player records in WGS Come from?

Most player records in 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.

Can I detach more than one player at a time?

Yes, you can select more than one player and choose the detach option, but please be careful to only select players who have left the club.

What should I do if the same player is listed twice?

Do not detach the player record yourself. Please contact your County FA and request that they de-duplicate the player's records on your behalf. This process may take a couple of days and your County FA may have many records to de-dupe so please be patient.

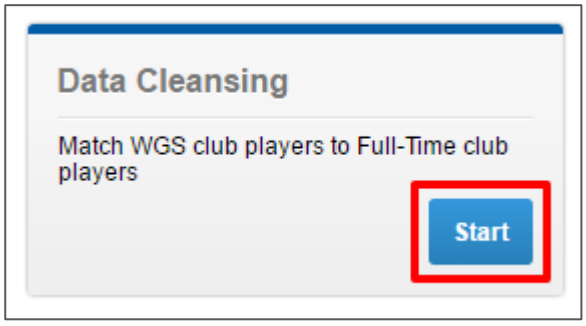
SECTION FOUR

CLUB PLAYER DATA MATCH

As many clubs may already have player data within Full-Time, the Player Data Cleansing functionality has been added to allow clubs to match Full-Time records to existing FAN records in the Whole Game System and create new FAN records if necessary for these players (although the club should try to ensure the player does not already have a FAN record, and avoid creating duplicates).

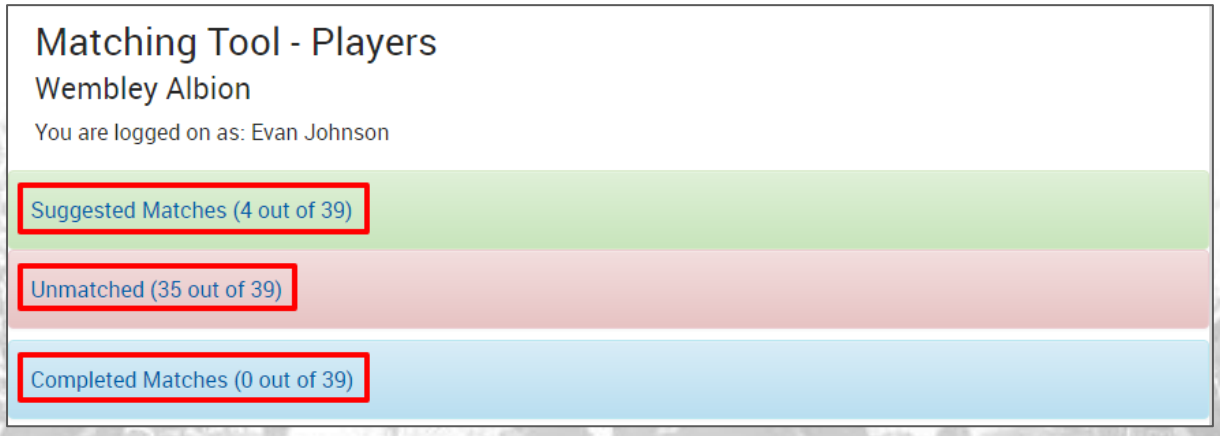
If a player in Full-Time is no longer with the club there is no need to match them.

To begin this process the Club Secretary or Player Registration Officer should select **Start** from the **Data Cleansing** section of the Club Dashboard.

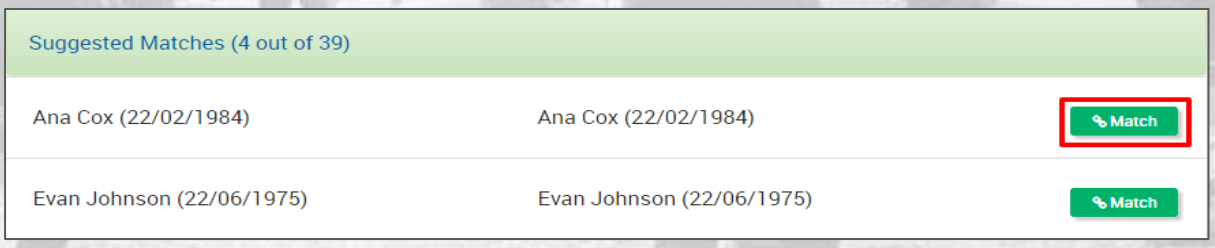


Note that this button may not be present if the club does not have any teams within leagues using Full-Time, or may tell you that no players are present within leagues in Full-Time. If the button does not appear when you think it should, or doesn't give you the start option when you know you do have players in Full-Time, please contact your County FA.

The Matching Tool will be displayed with **Suggested Matches**, **Unmatched** and **Completed Matches** sections. Clicking on each heading will open that section giving further options for processing.

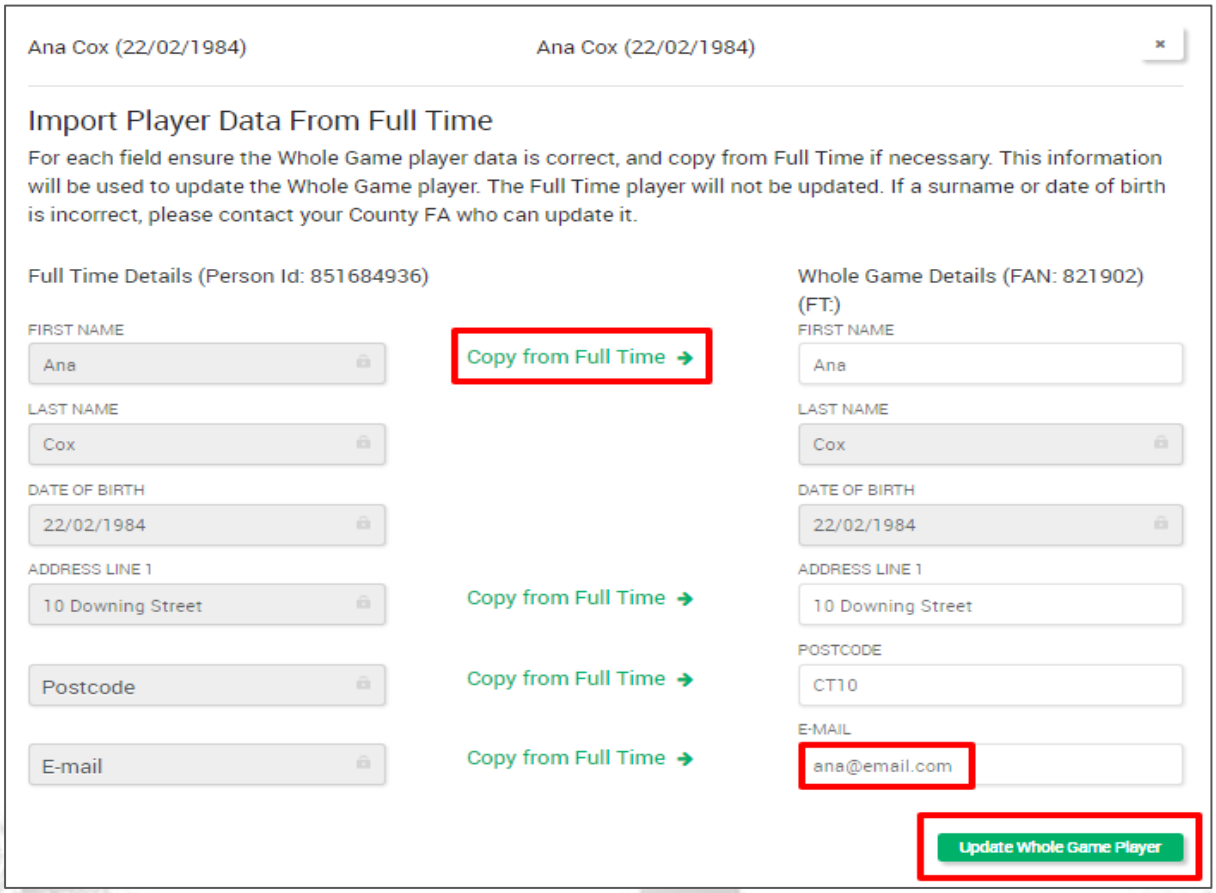


The **Suggested Matches** section lists all players whose record in Full-Time has been matched to an existing individual within the Whole Game System associated with the club. Selecting **Match** against a player will expand that record and allow confirmation of the data.

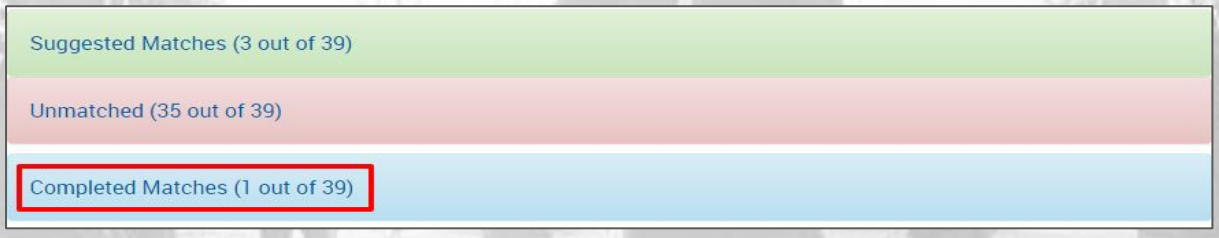


Once the record has been expanded, each field, with the exception of Last Name and Date of Birth, may be copied over if required from Full-Time using the links provided, or can be manually updated. Should an incorrect link be selected, a reset function is provided to undo the change.

If the Last Name or Date of Birth on the Whole Game System record needs amending, please contact your County FA, who will be able to make the change.



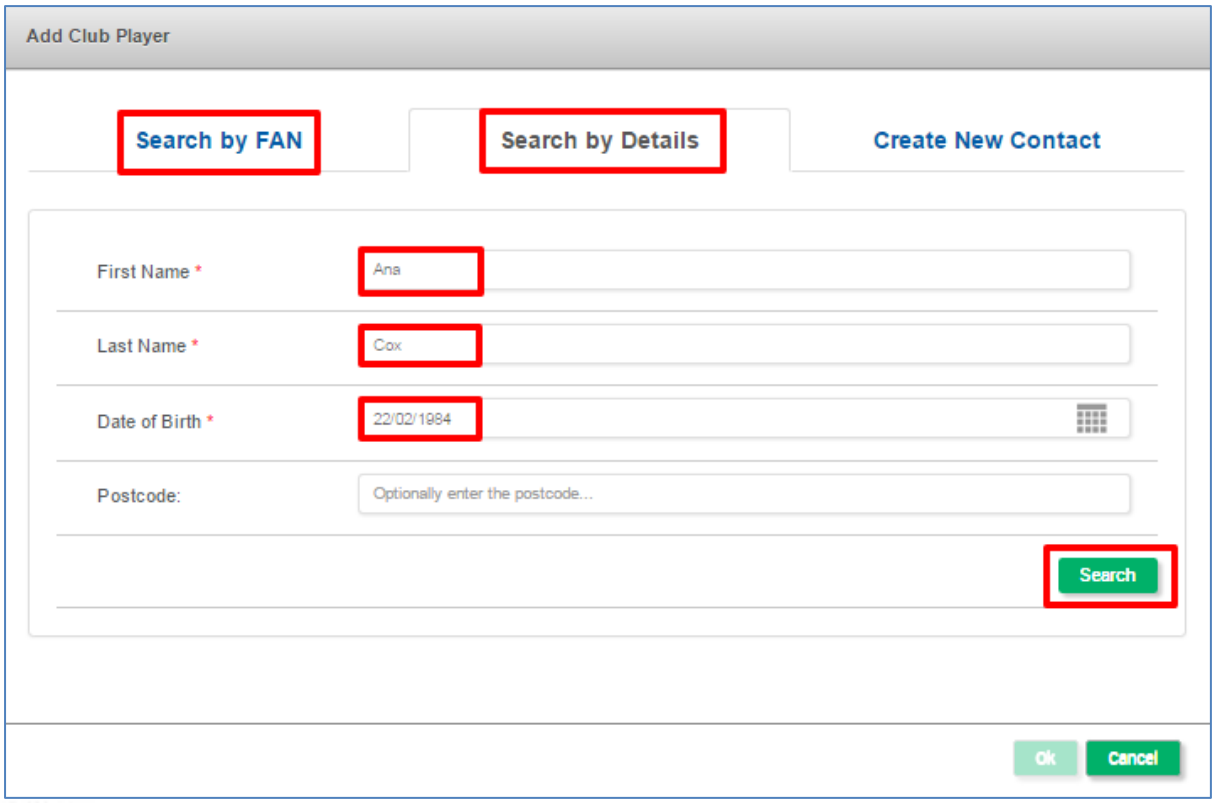
Once you have made any updates required, click on **Update Whole Game Player**. When the screen returns you to the home page of the Matching Tool, the player will have moved from the Suggested Matches section to Completed Matches.



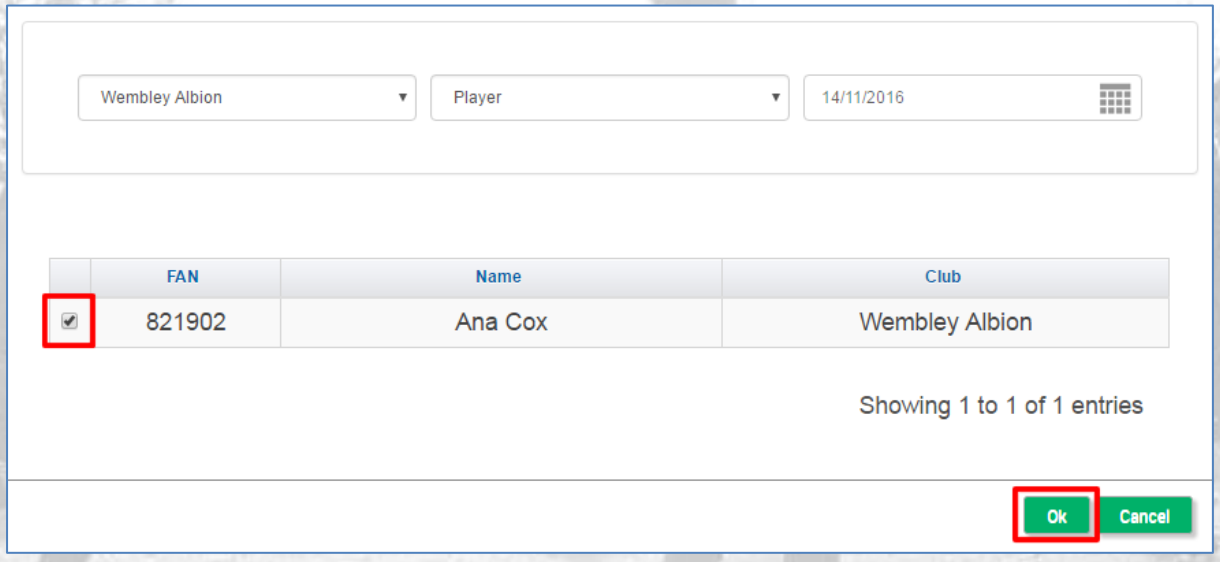
If you do make an error, a player can be un-matched from within the Completed Matches section.

Records in the Un-matched section are players in Full-Time who are not currently associated with the club in Whole Game System. This does not necessarily mean they do not have a FAN record, only that they are not currently associated with the club. Each of these records contains a **Find Match** button in order to locate the individual.

Once you click on Find Match, a popup box will appear allowing you to search for the player on the National Database. You can search either by name and date of birth, or (if you know it) by FAN and date of birth. Postcode may be included optionally.



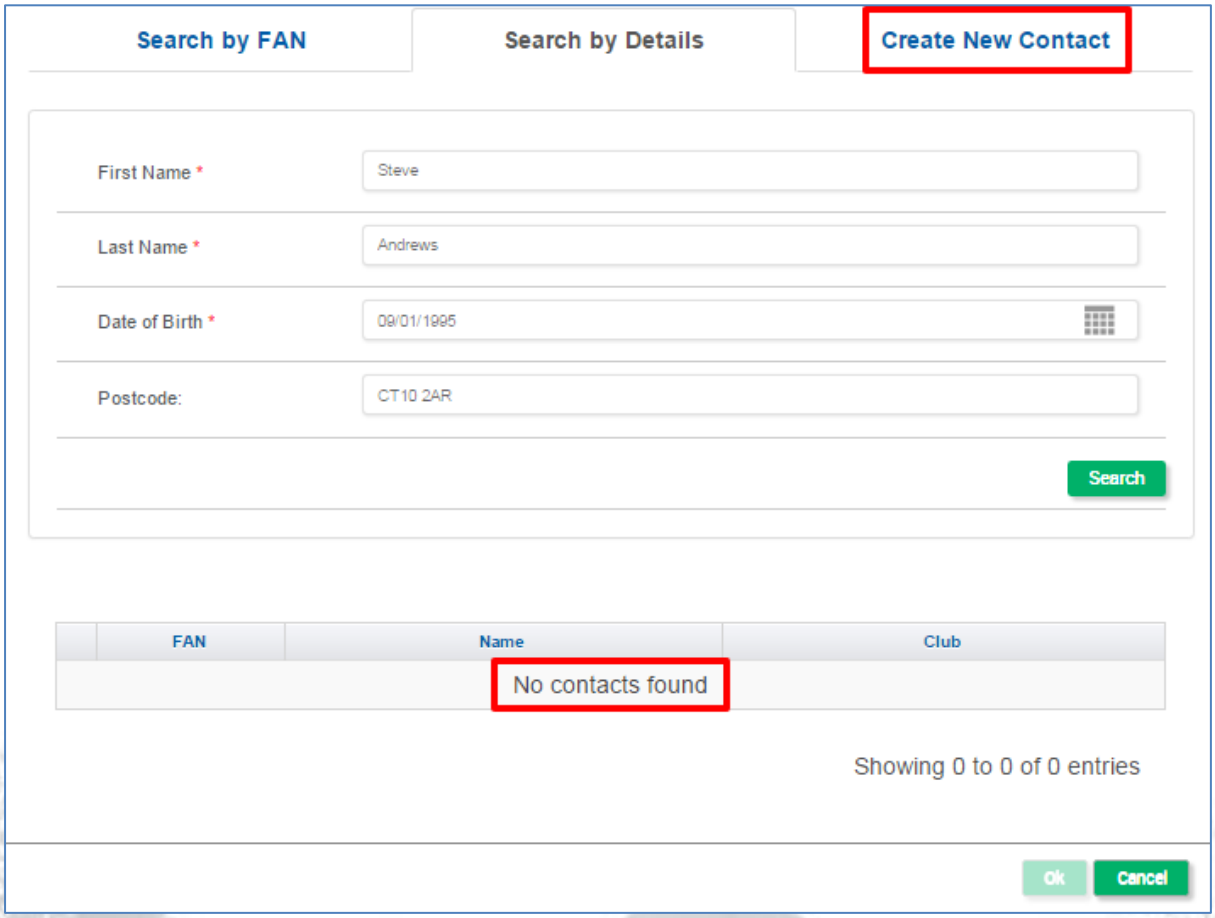
If the search returns a single match for a player, then the player will be shown with their FAN and you can click on OK to add them to your club.



If your first search for a player results in more than one FAN being returned as a possible match, then try searching again (for example including postcode) to try and narrow it down to a single

match. If you still get multiple matches, then contact your County FA. They will be able to check whether there are duplicated FAN records for the player concerned, and de-duplicate them if necessary, as well as advising you of the correct FAN record to use to add the player to your club.

If you cannot find any matches for the player concerned, and you have tried any relevant variations on their name (e.g. if you cannot find Danny Williams, try searching for Dan Williams and Daniel Williams) and you are confident that the player concerned will not already have a FAN record (i.e. will not have a disciplinary history) then you can proceed to "create new player".



This will take you to a screen where you can create new FAN record for the player concerned, who will be automatically added as a member of your club. This page includes functionality to search for the player's address via their postcode (storing an address is mandatory) as well as recording any contact telephone numbers and email addresses.

Although recording telephone numbers and email addresses are optional, we would recommend you include them if you have the information available.

First name * Steve
Last name * Andrews
Date of birth * 09/01/1995

Home number Enter home number...
show in handbook
Work number Enter work number...
show in handbook
Mobile number Enter mobile number...
show in handbook

Postcode * CT10 2AR Find
Address line 1
Address line 2
Address line 3
Town
County
show in handbook

Home Email
Work Email
Preferred email Home Work
show in handbook

Ok Cancel

Once the information required has been added, click on OK to create the new FAN record.

The player concerned will now be moved to the "Suggested Matches" section of your Data Matching, and may be displayed as "Awaiting FAN".

Steve Andrews (09/01/1995) Steve Andrews (09/01/1995) Awaiting FAN

Note that it may take a few minutes or hours for their FAN to be generated, so do not worry if a player is shown as Awaiting FAN.

FREQUENTLY ASKED QUESTIONS

Does it matter if my league does not use Full-Time?

No – the matching tool provides clubs with the functionality to match players from Full-Time, but new players can still be added from the Player Registration page.

Can I do Player Data Matching from a system other than Full-Time?

No – Full-Time is the only system we can do the Player Data Matching from, as it is the only League Administration package operated by the Football Association.

Do I need to match up all Players?

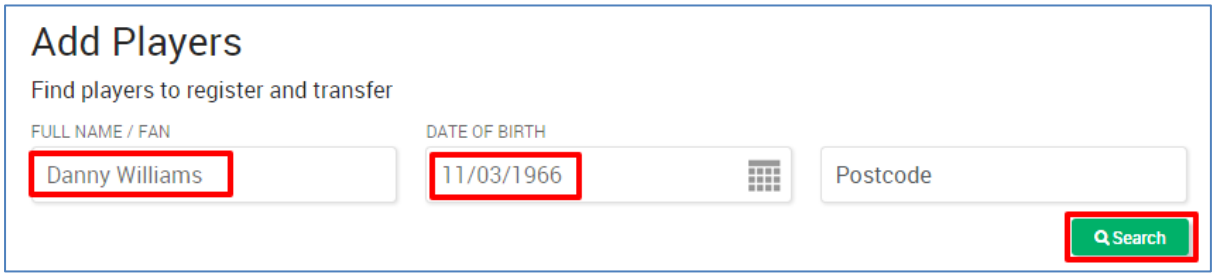
No – you should only match up players who will be playing for your club next season.

SECTION FIVE
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 Whole Game System (for example as part of the discipline process) as well as any players you may have added through the process of the Player Data Match with Full-Time.

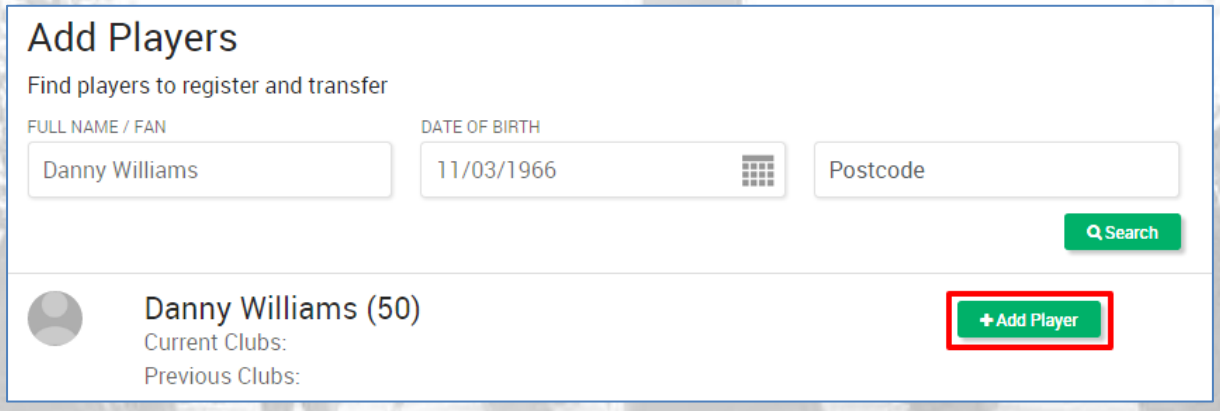
In addition, there is functionality to search for a player at the bottom of the screen, to allow you to identify and add any players who are also members of your club, but are not currently linked to them within Whole Game System. These players may well already have a FAN record, so you will need to search for them first, and only create a new record if you cannot find an existing FAN record.

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



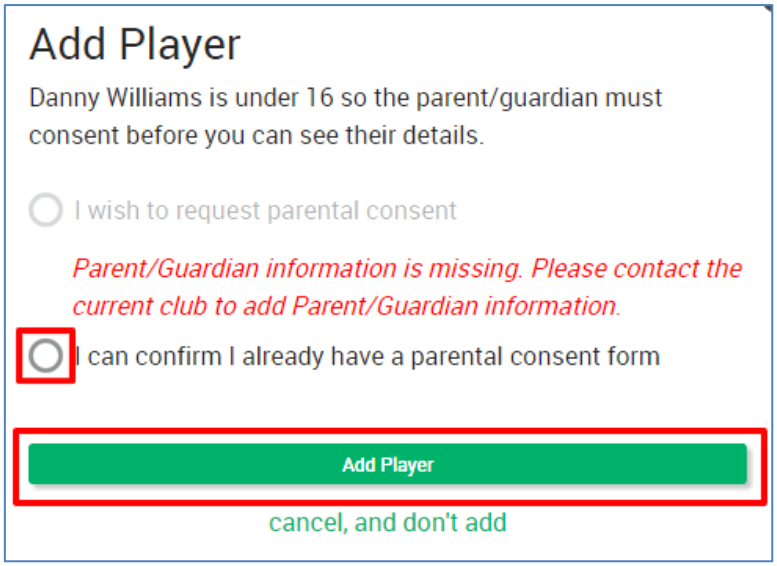
When you search for a player, name or FAN, plus Date of Birth are mandatory. We recommend that the first search you make does not include the postcode.

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”.



If the player concerned is under the age of 16, you will also need to confirm that you have consent from that player's parent/ guardian to access their details – i.e. they have confirmed that the player is a member of your club.

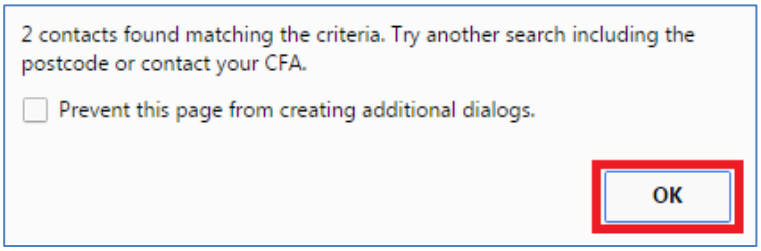
This is an "offline" process – i.e. you should have a form which has been signed by the player's parent/guardian.



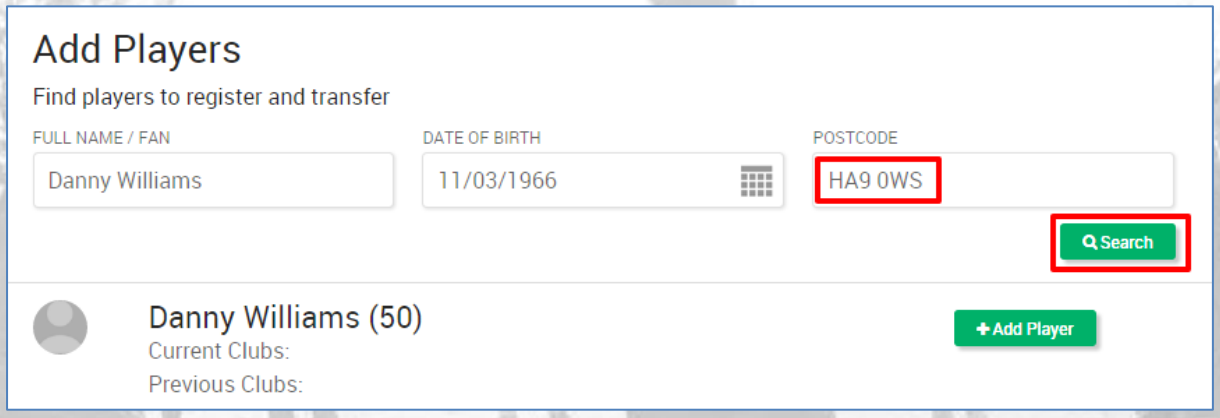
Once you click on "Add Player", the player will be associated with your club, and will appear on the main list of players for your club.

You will also be provided with the option of adding in the details of any other current clubs with whom the player is associated.

If your search for a player results in more than one FAN being returned as a possible match, a popup will appear informing you that more than one match has been found.



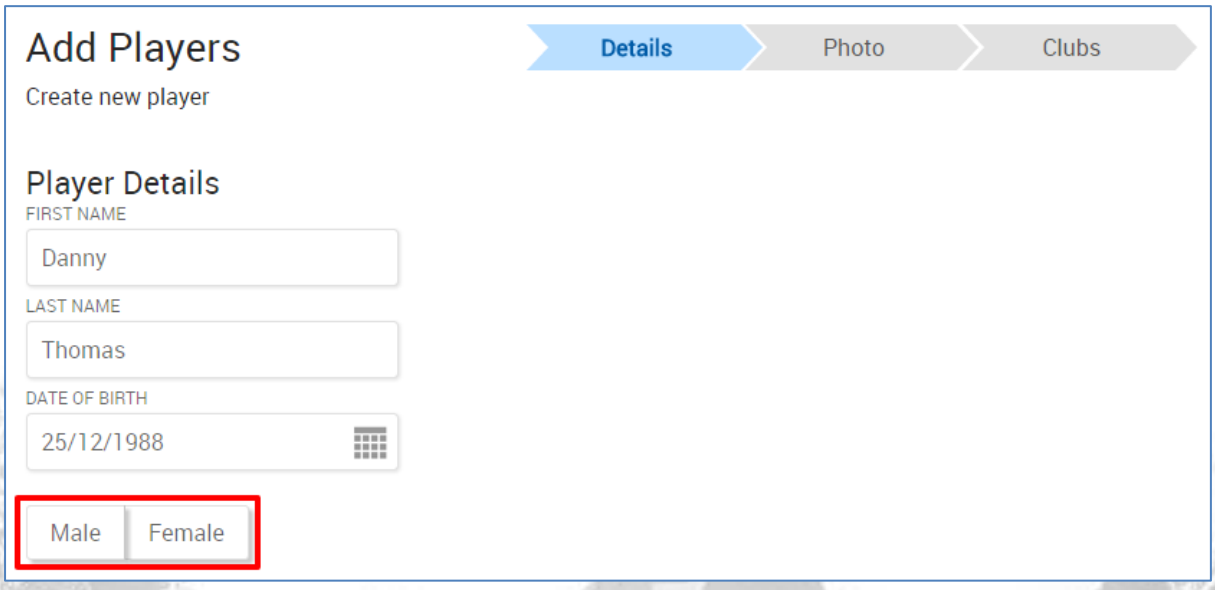
This may be due to there being more than one person on the system with the same details, or may be because the individual concerned has more than one FAN record. Try adding the postcode for the individual concerned to see if you can narrow down the search to find one record.



If you cannot successfully narrow down the search to a single record, please contact your County FA. They will be able to check whether there are duplicated FAN records for the player concerned, and de-duplicate them if necessary, as well as advising you of the correct FAN record to use to add the player to your club.

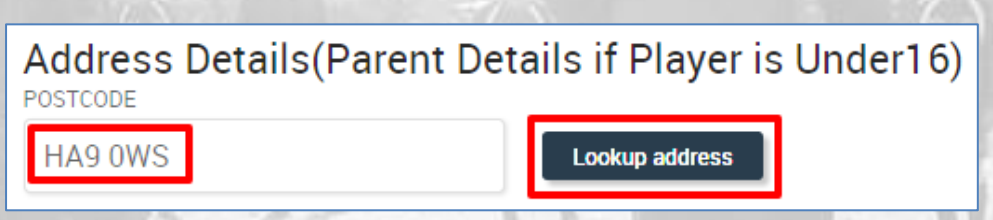
If you cannot find any matches for the player concerned, and you have tried any relevant variations on their name (e.g. if you cannot find Danny Williams, try searching for Dan Williams and Daniel Williams) and you are confident that the player concerned will not already have a FAN record (i.e. will not have a disciplinary history) then you can proceed to "create new player". If you are not sure whether the player may already have a FAN, please check with your County FA.

The first half of the screen to add a new player will confirm the first name, last name and date of birth of the player concerned, and ask you to confirm the gender of the player concerned.

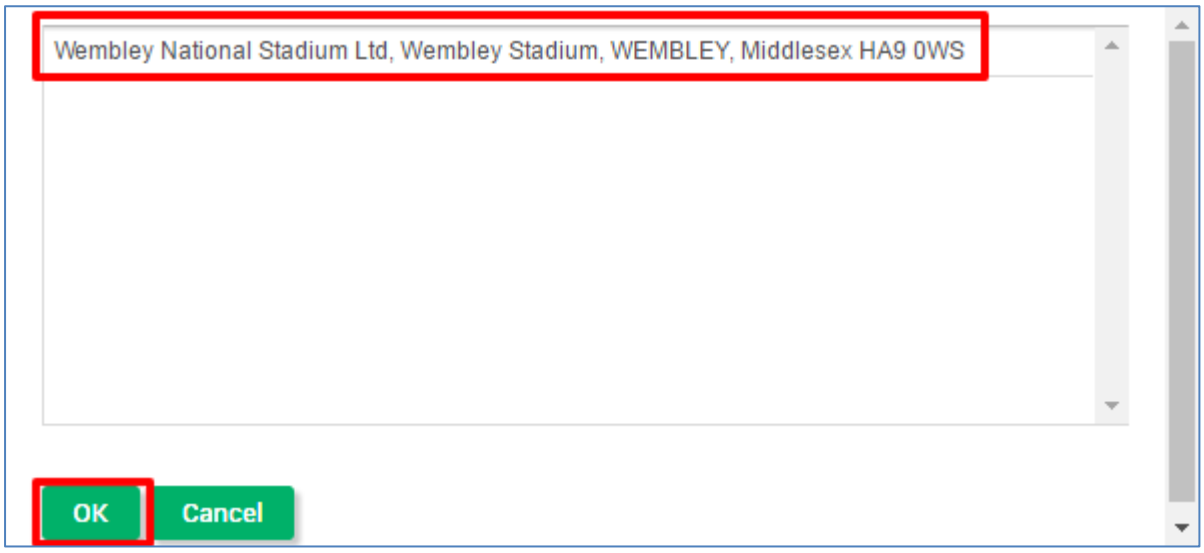


Underneath this section are the contact details for the player concerned. If the player is aged 16 or above, their address, email address(es) and telephone number(s) may be provided.

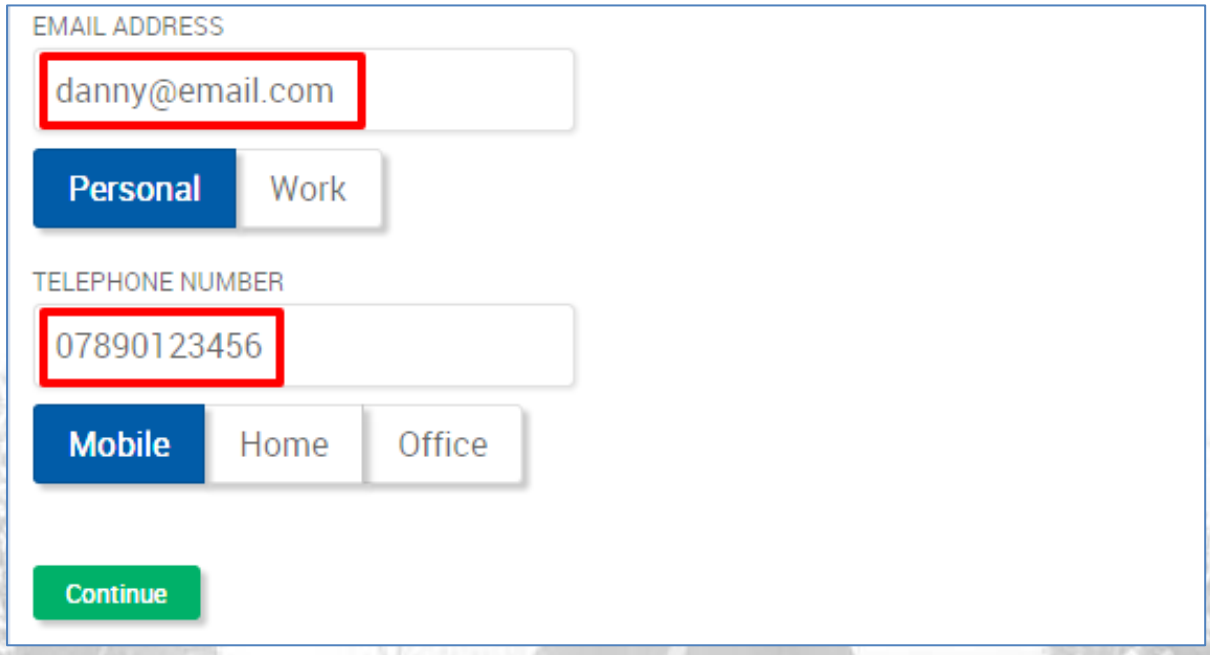
Address is mandatory. Once the postcode is entered, click on "Lookup address".



This will provide the user with a popup which provides a search of all addresses which match the postcode provided, and allows you to select the address required.



Once the address has been completed, email and telephone are optional, though may be required by a league as part of their registration process and we would recommend clubs record these if they do have them available.

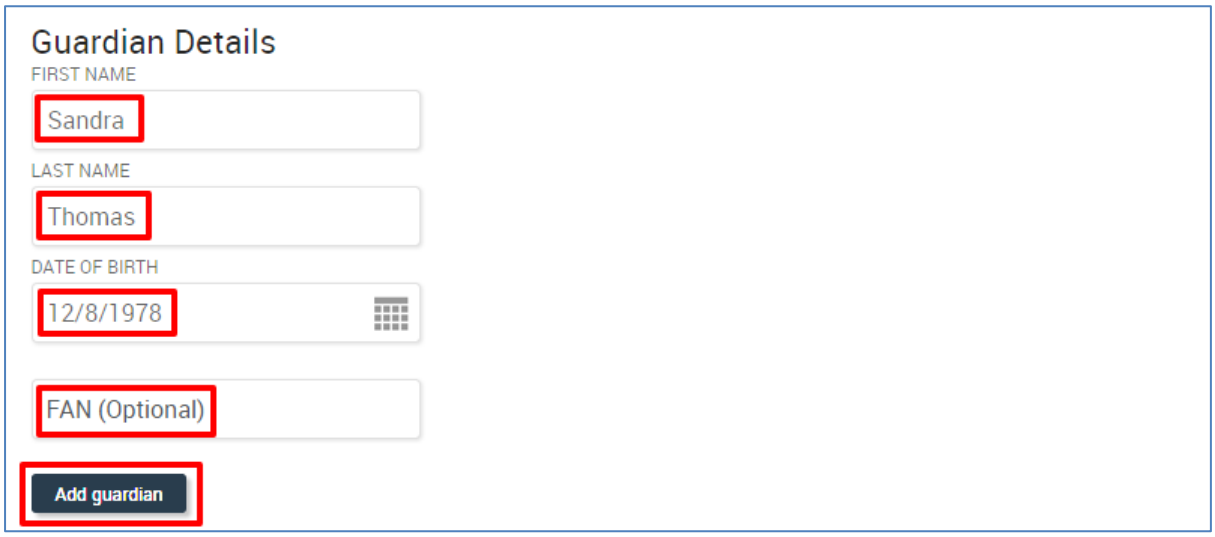


If the player concerned is under the age of 16, then an extra section will appear, which provides the facility to record the details of the player's main Parent/Guardian. You are asked to provide the first name, last and date of birth for the Parent/Guardian.

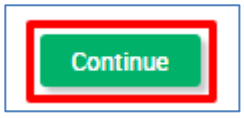
Date of birth is included so that The Football Association or a County FA can verify the identity of the person who is associated with the youth record, which is essential for maintaining the security of the player data held.

If an email address or a telephone number is provided, this will be stored against the record for the Parent/Guardian, and not against the player.

Once the Parent/Guardian's details have been provided, click on "Add Guardian".



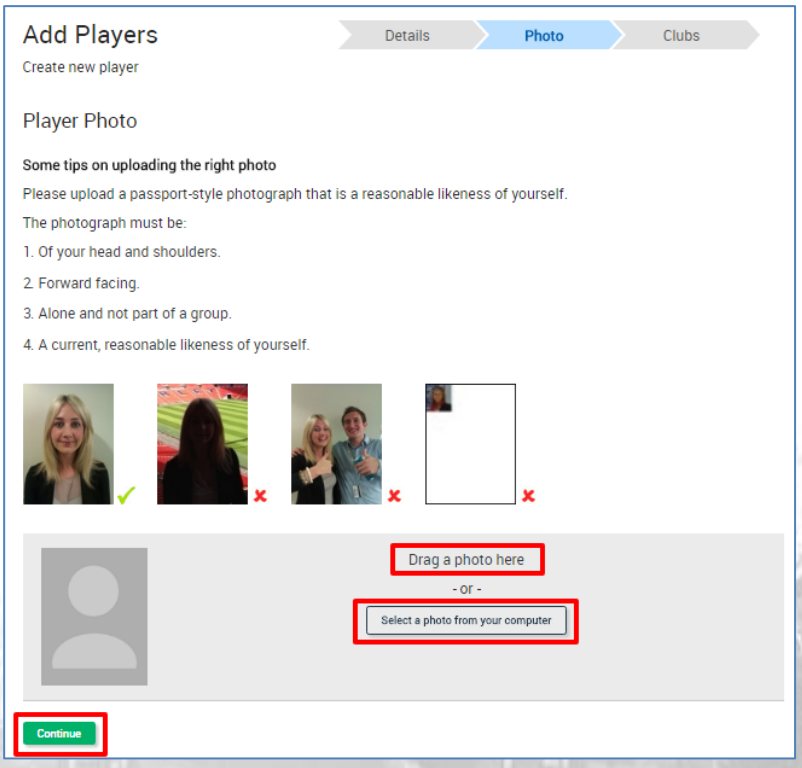
Once the contact details for player and/or Parent/Guardian have been provided, click on the Continue button at the bottom of the page. You will be warned if any mandatory fields have not been completed.



The second screen for adding a player allows you to store 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 in summer 2017.

Photographs of players may be stored and used for registration purposes. 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.

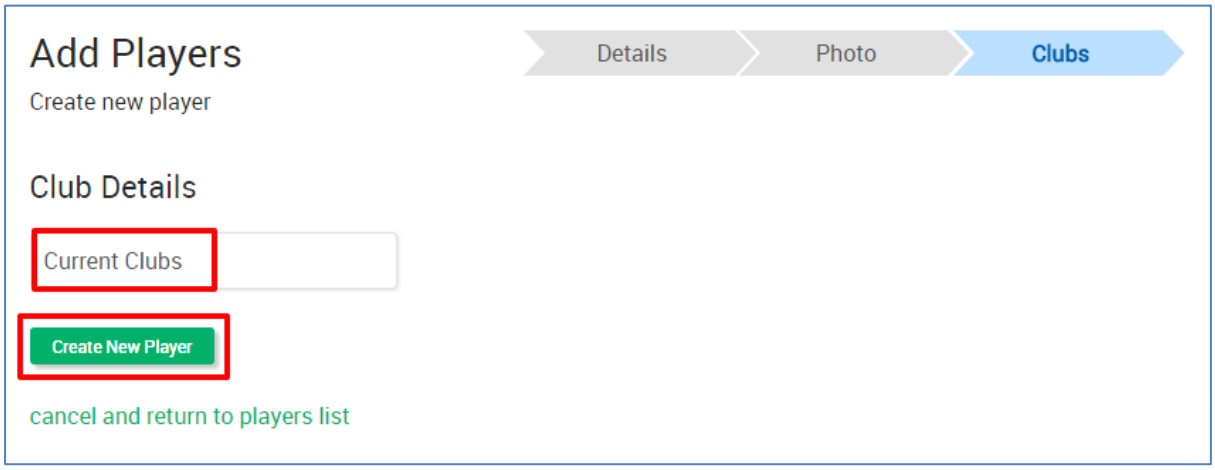


If you wish to add a photograph for a player you may do so, and there is functionality to either Drag and Drop a photo onto the page, or search for it.

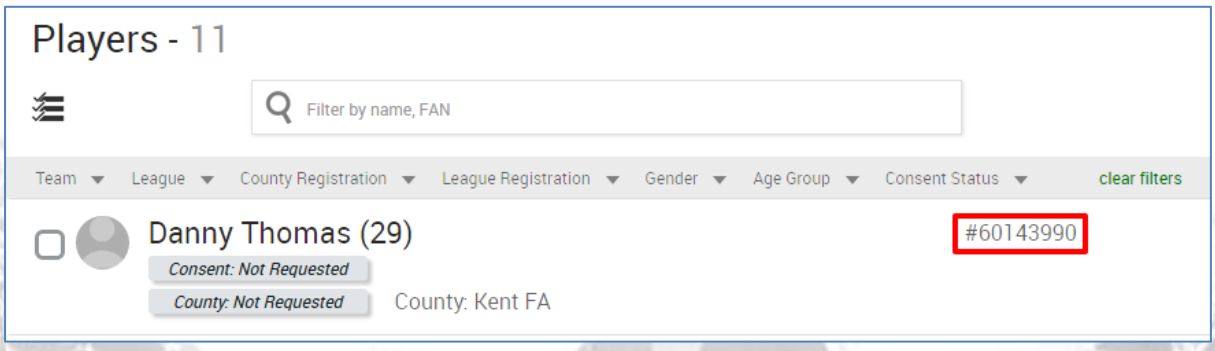
Once added this photograph may be cropped or rotated as required. When you are happy with the photograph click on Continue.

The final screen for adding a new player provides you with the option of recording any other clubs with which that player is currently associated, if you are aware of any. Typing the name of the club in the Club Details page will provide you with suggested matches, and you can select the club if required.

One you have recorded any additional clubs, click on “Create New Player” to save all of the data you have input, and create the new FAN record for the player concerned. If you do not click on “Create New Player”, the data will be lost.



Once the player has been created, the player will be added to your list of Players. Note that 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.



FREQUENTLY ASKED QUESTIONS

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?

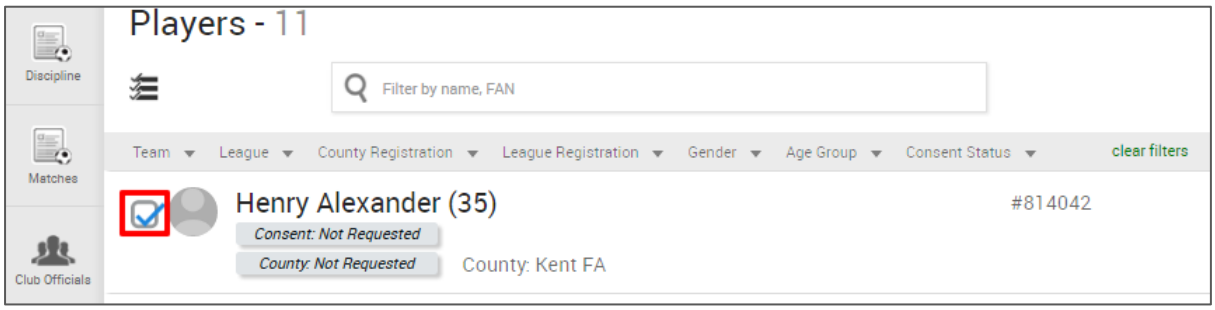
We will not provide your email address to a third party without your permission. It may be used for administrative purposes, or to contact you to ask your opinion on initiatives being run by the Football Association, or your local County FA.

Do I have to provide a photograph for players?

You do not have to provide a photograph for players, but you may wish to do so if your league will be using Whole Game System for Player Registration in 2017, and will require a photograph to be included. If you are not sure, we would suggest you do not add a photograph as they can be added later.

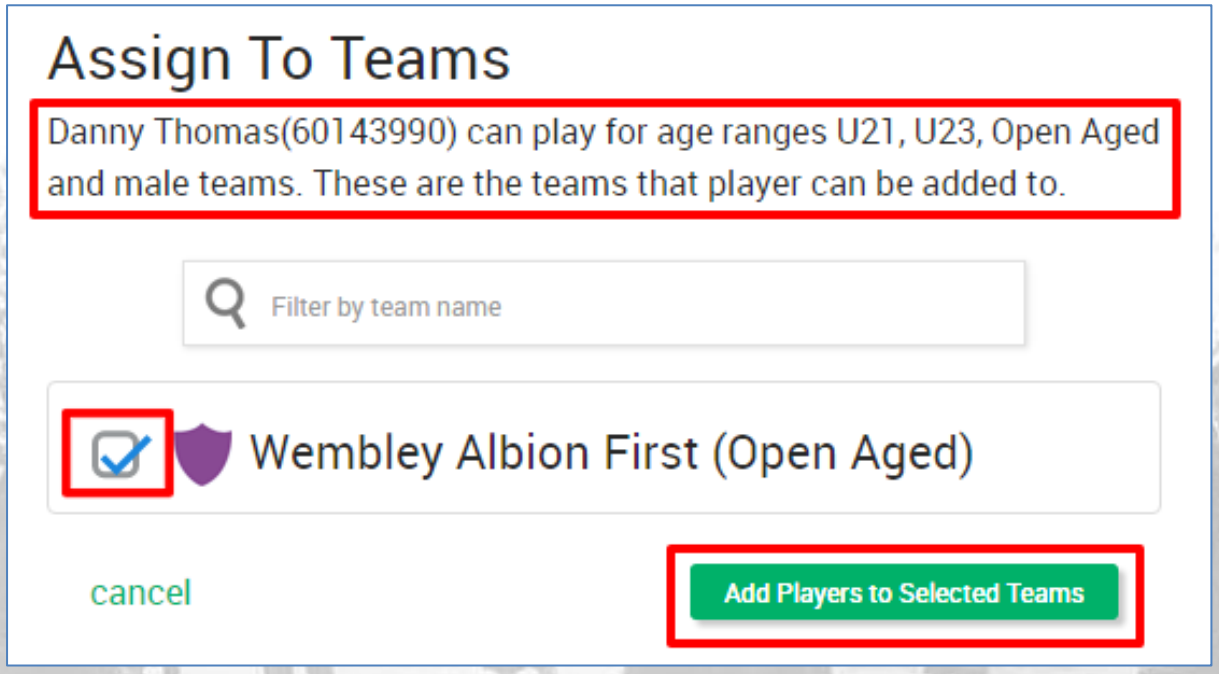
SECTION SIX
ASSIGNING PLAYERS TO TEAMS

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.



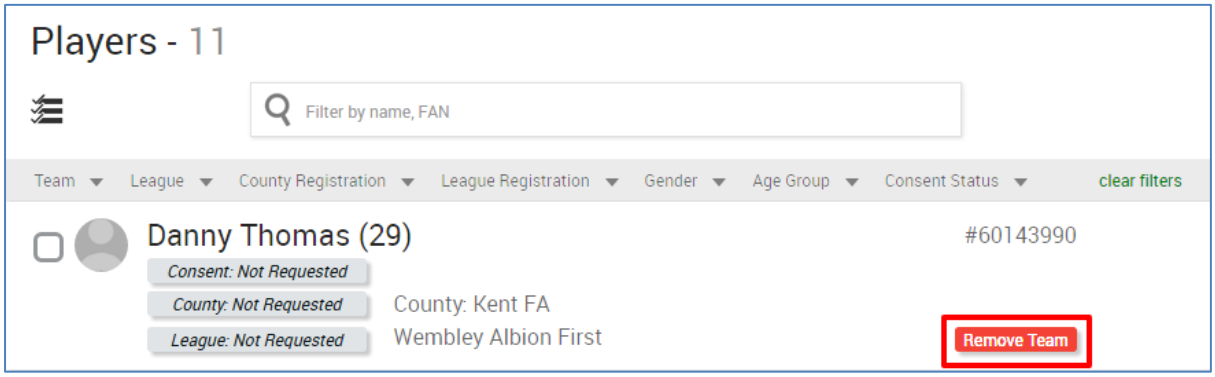
At the top of the screen, a ribbon will appear with various options to select. In this instance, you will choose the option to "Assign to Teams".

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".

The player(s) concerned will be added to the team(s) selected, and this will be shown on your main view of Players within the club. Each team will also have a button alongside it which allows the club to remove the player from that team if required.



FREQUENTLY ASKED QUESTIONS

What do I do if a team does not appear?

If a team does not appear, you can check whether it has been added to the system by using the filter for Team on the left hand side of the set of filters. If it is not present, you will need to speak to your County FA, as the team may not have been affiliated.

Can I add a player to more than one team?

Yes, a player can be added to more than one team.

What do I do if a team is not in the list for adding a player to?

If a team does not appear for a particular player, it may be because of a mismatch in the gender of the team and player (e.g. the player is female, and the team has been affiliated as male when it should have been mixed) or because the date of birth of the player does not permit them to play for the team concerned. If you contact your County FA, they will be able to check and amend the data if required.

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 U12's become members of the U13's) or adult players remaining with the same team. You will be able to make any amendments if required for the new season.