



WHOLE GAME SYSTEM

**Online Consent Requests in
Whole Game System**

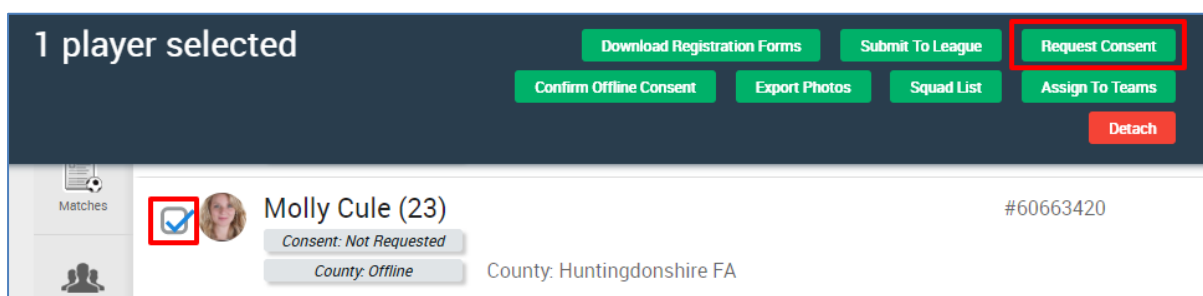
July 2017

Online Consent Requests in Whole Game System

Within Player Registration, functionality has been provided to allow clubs to request that their players “provide consent” (i.e. give their signature to play for a club for the season) online, as well as confirming “offline consent” (the club has a registration form signed by the club). Either can be provided to record that a player has agreed to play for the club.

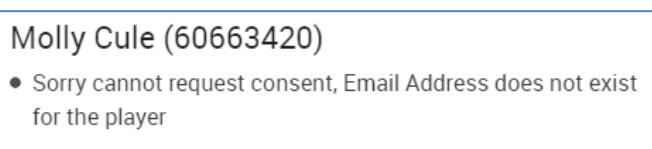
If the player is under 16 years of age, a parent or guardian with an email address will need to be associated with the player record to gain online consent.

When a club “Requests Consent” against a player, Whole Game System will validate that there is an email address associated with the player’s FAN record.



The screenshot shows a player profile for Molly Cule (23) with ID #60663420. The player's consent status is 'Not Requested' and their county is 'Huntingdonshire FA'. A red box highlights the 'Request Consent' button in the top right corner of the player's profile card.

If there is no email address associated with the player, then an error message will be displayed informing the club that there is no email address and consequently the online consent request cannot be generated.



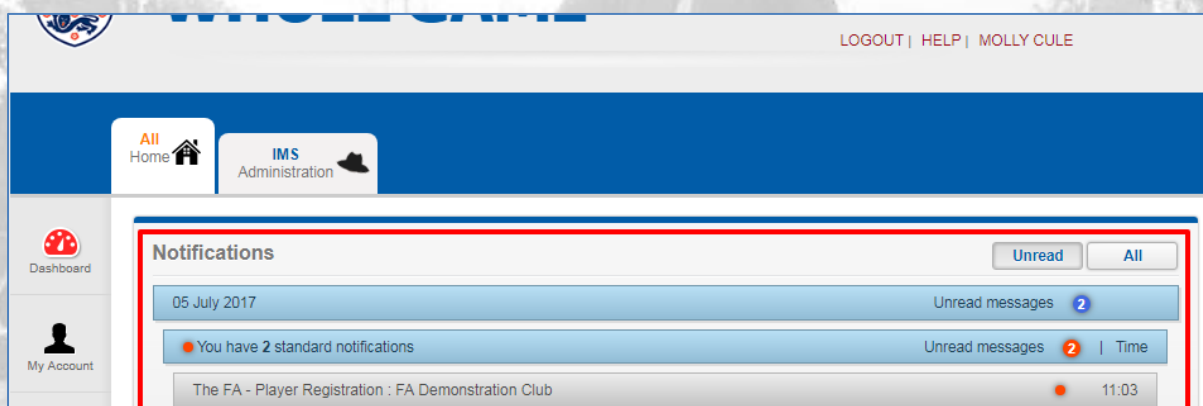
The error message is displayed in a white box with a blue border. It reads: 'Molly Cule (60663420)' followed by a bullet point: '• Sorry cannot request consent, Email Address does not exist for the player'.

Assuming that there is an email address present, then the consent request will be generated, which is visible on the Portal to the club as Consent Pending.



The screenshot shows the player's profile for Molly Cule (23) with ID #60663420. The consent status is now 'Consent: Pending', which is highlighted in a yellow box.

When this consent request is generated, a Portal Notification will be generated for the player concerned, asking them to confirm they wish to play for the club.



The screenshot shows the Whole Game System Portal interface. A notification is displayed in a blue box, stating: '05 July 2017 Unread messages 2'. Below this, it says: 'You have 2 standard notifications Unread messages 2 | Time'. At the bottom of the notification, it reads: 'The FA - Player Registration : FA Demonstration Club 11:03'.

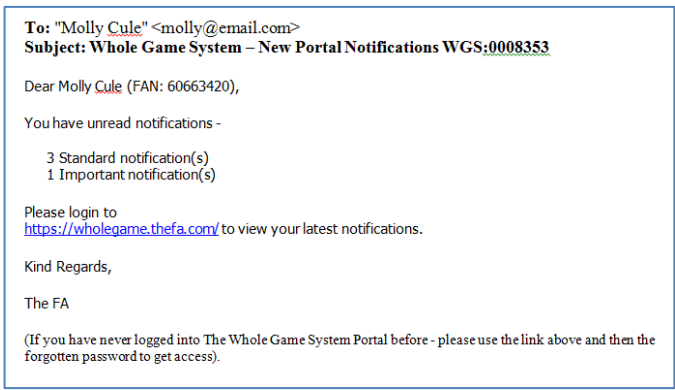
Additionally, within an hour (this used to be overnight, but has been updated from 7th July 2017 onwards to be an hourly process) of the notification being generated in the Portal, an automated

email will be sent to the player informing them that an “Important” notification has been generated for them, and that they should login to the Whole Game System Portal. Note that if the player has already logged in and acknowledged their notification this automated email will not be sent.

This email will include their FAN record, but the delivery of the email is dependent on the user’s email account not blocking the automated email, or marking it as spam.

If the email is blocked or marked as spam, the user will have to resolve it themselves, either via their ISP or their spam filter.

Alternatively, the club can just advise the player of their FAN number (visible to the club in the Portal) and inform them they need to login and confirm their consent.

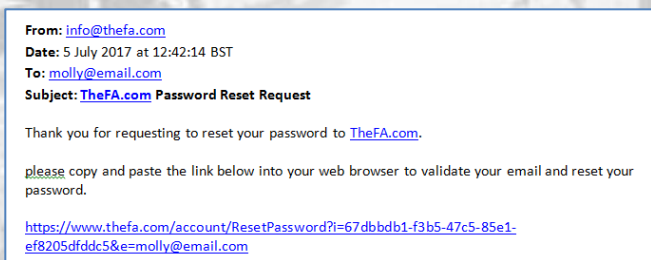
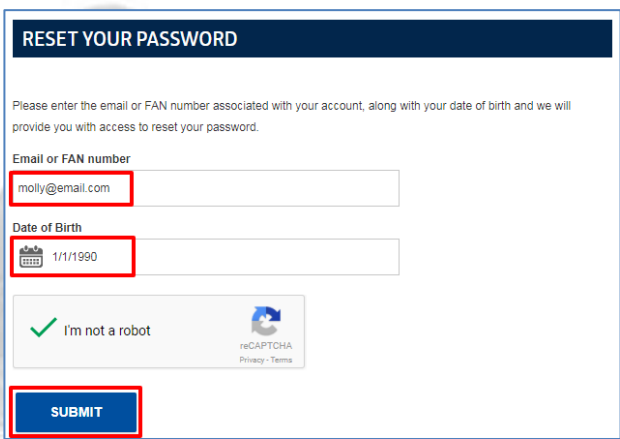


To login to the Whole Game System, the individual will first need to retrieve/reset their password.

The individual should go to the sign in page (<https://wholegame.thefa.com/>) and then click on the link marked “Have you forgotten your password”.

This will then open up the FA Password Reset page, which will ask the player to provide their email address and date of birth, and submit the request for the automated email to be sent to them to reset their password.

This process is dependent on the correct date of birth and correct email address being associated with the player’s record. If either of these is incorrect, the player will not be able to request the password reset and whilst the club can correct an email address, they will have to contact their County FA to amend an incorrect date of birth.



Once the automated email has been generated, it will be sent to the user (subject to the same warnings about ISP’s blocking and spam filters) with a link they can click on to reset their password.

Once the player has reset their password, they can login to the Whole Game System Portal.

Once they have logged in, they should stay on their Home tab and navigate to the “Club Requests” button towards the bottom of the pillar.

If a parent is logging in to give consent on behalf of their children then they will have a link called “Children” and should click on that.

Welcome to Whole Game System

Email / FAN ID:

Password:

[Have you forgotten your password?](#)

If you are already a FA registered user get started by logging on with your existing email address or FAN.
To create a FAN ID, please click here

The dashboard features a blue header with 'All Home' and 'IMS Administration' tabs. A left sidebar contains navigation icons for Dashboard, My Account, Invoices, Equality & Diversity, My Clubs and Teams, and Club Requests (highlighted with a red box). The main content area displays a 'Notifications' section with a table of unread messages:

Date	Unread messages
05 July 2017	3
You have 2 critical notifications	2
You have 1 standard notifications	1
03 July 2017	1
15 February 2017	1

The Club Requests page will appear, showing the club (or clubs) which have requested that the player provides consent to play for them.

Club Requests for Molly Cule

By agreeing to the requests from the clubs listed below, you are confirming that you agree to being registered to play for them this season. As a registered player they will access to your details, and will be permitted to provide these to any league with whom you will be registered to play.

FA Demonstration Club	<input type="button" value="Reject"/>	<input type="button" value="Approve"/>
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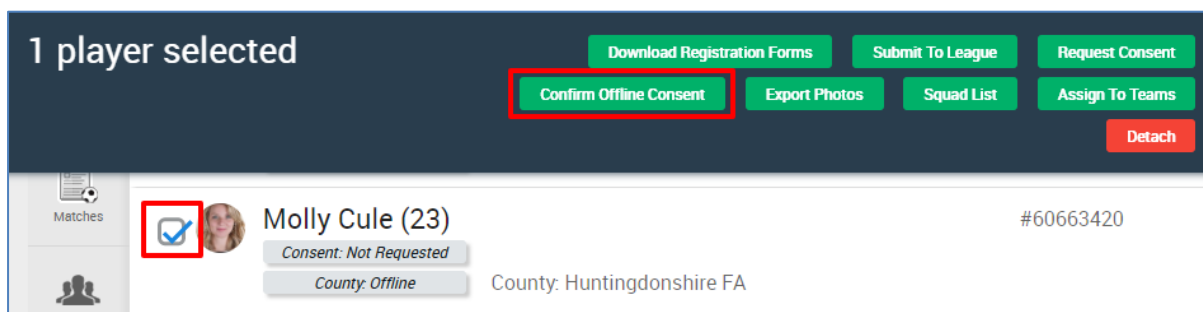
The player can click on the “Approve” and the consent is given and will be updated for the club to see in the Whole Game System Portal.

Molly Cule (23)

Offline Consent in Whole Game System

Although online consent will generally be a more efficient process for clubs and players to manage their consent, an offline option has to be available, to cater for players who do not have access to email, whose email systems may block automated emails or who otherwise wish to sign a registration form rather than confirm online.

If a club wishes to record that consent has been provided “Offline” then they should select the player (or players) and click on the option marked “Confirm Offline Consent”.



1 player selected

Download Registration Forms Submit To League Request Consent

Confirm Offline Consent Export Photos Squad List Assign To Teams


Detach

Matches Molly Cule (23) #60663420

Consent: Not Requested

County: Offline County: Huntingdonshire FA

There is no follow-up process for this. The player’s consent will be updated immediately to be shown as Consent: Accepted Offline and by doing so, the club are confirming that they have a registration form signed by the player. If the league wish to ask for this at a later date, they may do so, but this is a process outside of Whole Game System.



Molly Cule (23) ✓

Consent: Accepted Offline

County: Offline Co

Whilst we would encourage clubs and leagues to get as many players to consent online as possible, we would strongly advise that some players will need to consent offline. There is not an option to disable the Offline Consent.

