



WHOLE GAME SYSTEM

Club Membership 2021/22

Step-by-Step Guide



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1. Introduction

Welcome to club membership renewal for the 2021/22 season. This guide will help you complete the process by providing step-by-step support for the online membership renewal process. For the 2021/22 season there has been a number of small changes in the functionality of the Whole Game System to improve your experience and usability of the platform.

2. Training and Support

Alongside this document there are useful training videos embedded within the FA Whole Game System to help you complete the process.

What do I do if I have a question?

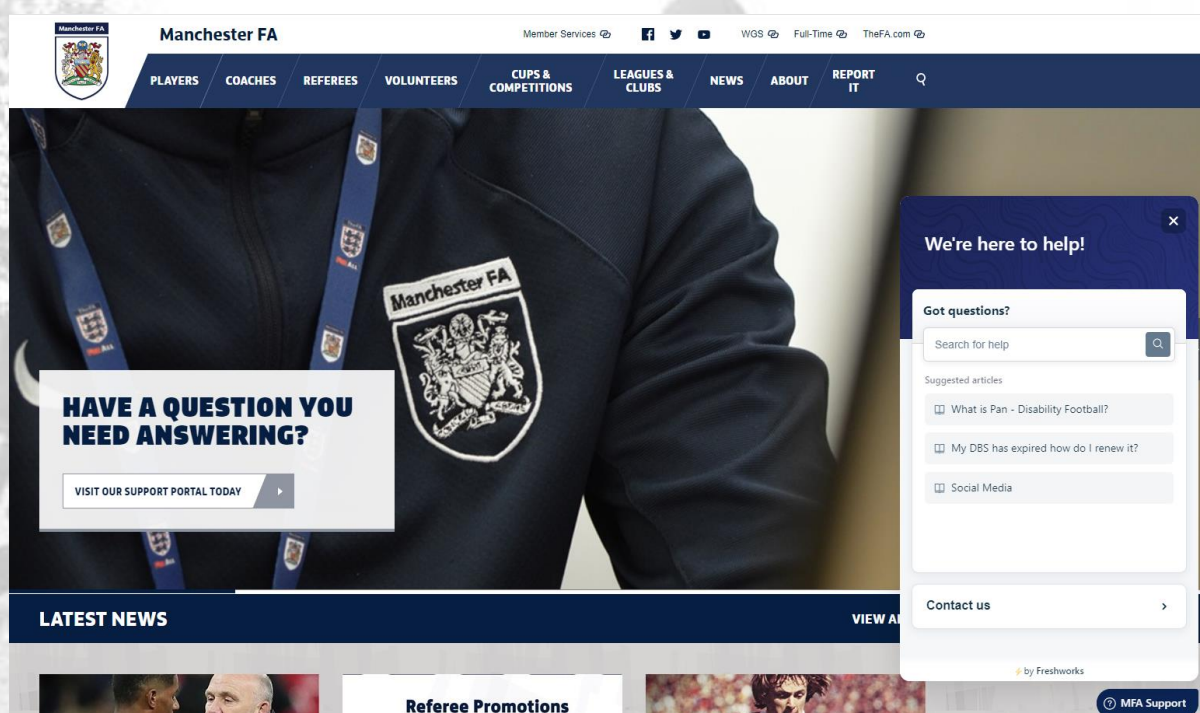
Manchester FA can offer dedicated support by contacting us via email through Support@ManchesterFA.com

Once received, your email will be assigned a ticket number and a member of our team will respond as soon as possible. We aim to respond to all queries within two business days – please do not email again within this time period as this will likely lead to your ticket generating at the bottom of the queue.

If you would prefer to speak to us on the phone, please indicate that via email and a member of our team will be happy to arrange a call back at your convenience.

All of our how-to guides and membership support documents can also be found on our dedicated 2021/22 membership page on the Manchester FA website [HERE](#).

Alternatively you can visit our 24/7 Manchester FA Support Portal where you can find over 200 of the most frequently asked questions or log into our Support Forums and post a question. These can both be accessed by clicking [HERE](#)

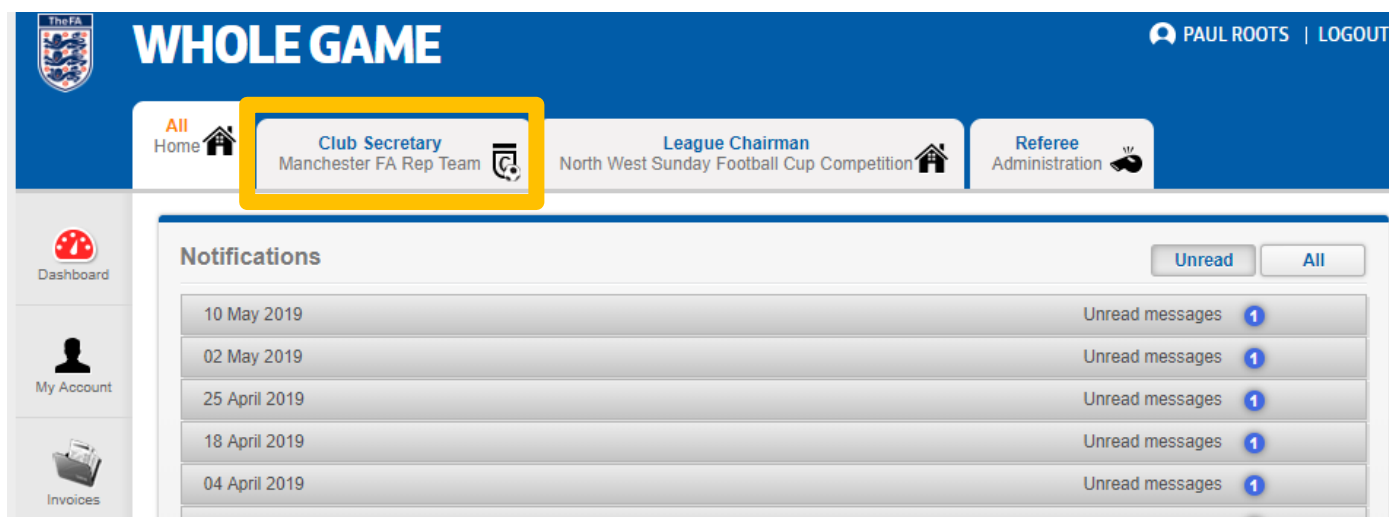


3. My Roles

All roles that have been assigned to you will be displayed on the home page of the Whole Game System portal. You should be used to seeing this by now.

You may therefore see roles other than Secretary displayed here, however all senior club positions i.e Chairman, Secretary and Treasurer can be used to access the Club Affiliation process for season 2021/ 22.

Please click on the senior role that you hold highlighted below, for the majority it will be **Secretary**.








The screenshot shows the 'WHOLE GAME' portal interface. At the top, there's a blue header with 'The FA' logo on the left, 'WHOLE GAME' in large white letters in the center, and 'PAUL ROOTS | LOGOUT' on the right. Below the header, there are three role cards. The first card, 'Club Secretary' for 'Manchester FA Rep Team', is highlighted with a yellow border. The second card is 'League Chairman' for 'North West Sunday Football Cup Competition'. The third card is 'Referee Administration'. On the left side, there's a sidebar with icons for 'Dashboard', 'My Account', and 'Invoices'. Below the role cards, there's a 'Notifications' section with a table of unread messages.

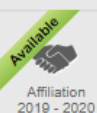
Notifications		Unread	All
10 May 2019	Unread messages	1	
02 May 2019	Unread messages	1	
25 April 2019	Unread messages	1	
18 April 2019	Unread messages	1	
04 April 2019	Unread messages	1	
20 March 2019	Unread messages	1	

4. Accessing the Affiliation Portal

The Club Dashboard shows an up to date overview for your club including links to club details, officials and teams.

To complete your membership renewal, please click on the icon 'Affiliation 2021-2022' in the left hand column, as highlighted below.

Matches
Club Officials
Team Officials
Teams
Grounds



Details

Manchester FA Rep Team

Current Season Affiliation Number
U-MAN2369

FA Charter Standard

Status	None
Type	None
AHC - Start Date	01/09/2018
Auto Suspend Date	31/01/2019
Auto Lapse Date	24/04/2019
AHC Application Status	Not Started

Discipline

Club Status	Not Suspended
Suspended Teams	0
Suspended Players	0

Address

2 Eustace Street
Chadderton
Oldham
OL9 0EB
Greater Manchester

Web & Email

✉ competitions@manchesterfa.com

Social Media

📱 [@Manchester_FA](#)

5. Stage One: Club Details

The first of the membership renewal steps allows you to view your club details and confirm that these are correct and valid for the 2021/22 season.

Manchester FA Rep Team Club Affiliation

Season 2019 - 2020

1

Club Details

Step 1: Check and confirm club details.

1

2

3

4

5

6

7

8

Edit 

Name	Manchester FA Rep Team
Club Type	Not Incorporated (Members Club)
Legal Name	
Email Address	competitions@manchesterfa.com
Address	Manchester FA The Tennis & Football Centre 9 Sportcity Way, Etihad Campus Manchester Greater Manchester M11 3DU UNITED KINGDOM
Website	
Facebook	
Twitter	@Manchester_FA

☐ The above details are correct and valid

☐ I agree to the [FA Terms and Conditions](#)

Should any details be out of date, please click on the edit icon in the top right of the screen as highlighted above.

Modify Manchester FA Rep Team Club Details

<p>Postcode</p> <input type="text" value="M11 3DU"/> <input type="button" value="Find address"/>	<p>Email Address</p> <input type="text" value="competitions@manchesterfa.com"/>
<p>Address Line 1</p> <input type="text" value="Manchester FA"/>	<p>Website Address</p> <input type="text"/>
<p>Address Line 2</p> <input type="text" value="The Tennis & Football Centre"/>	<p>Facebook Page</p> <input type="text"/>
<p>Address Line 3</p> <input type="text" value="9 Sportcity Way, Etihad Campus"/>	<p>Twitter Feed</p> <input type="text" value="Manchester_FA"/>
<p>Town</p> <input type="text" value="Manchester"/>	
<p>County</p> <input type="text" value="Greater Manchester"/>	

Club Profile - This information will appear on the FA's Play Football search engine and help your club to recruit new players

Content Guidance:

- How would you describe your club to others?
- What league do you play in ? What geographical area does this cover ? Where are your home grounds located, What day(s) of the week do you generally play ?
- How would you describe the standard of football that the club is engaged in ?
- Does the club stage training sessions? If so on what day(s)?
- Are you actively seeking to recruit new players – in any particular position? If you are looking to recruit who should enquiries be directed to? Please provide email contact.
- Do you have any important club dates coming up ? –Open Days, Trials, Tournaments, Cup Finals, Charity Matches, presentation evenings (remember to update these details as the season progresses)

Edit the details and then click 'save'. Once you have completed this, you must tick to confirm the details are correct and valid and that you agree to FA terms and conditions.

Email Address, Website Address, Facebook Page & Twitter Feed details will create a link through to their respective sites once saved.

This season the FA have added the functionality to add a section on your '**Club Profile**'. This will appear on the FA's Play Football Search Engine

6. Stage Two: Club Officials

This year the FA want to understand the total number of volunteers in each club, to best plan how to provide the necessary support. Please enter the amount of volunteers you have in the box highlighted.

Season 2019 - 2020



Club Officials

Step 2: Assign new season's officials



Please note that all clubs with youth teams (under 18 or below) must have a Club Welfare Officer (CWO) in order to affiliate. The CWO must have an accepted DBS Enhanced FA CRC check. They must also have completed The FA Safeguarding Children and Welfare Officer Workshops. For any enquiries regarding this policy, please speak to your CFA Welfare Officer. Additionally, outside of the Professional Game, the Club Secretary, Chair, Treasurer and Welfare Officer must have completed the FA Safeguarding for Committee Members (SCM). [Click here](#) for the course.

[+ Add Official](#)

Club Volunteers

Please provide an approximation of the number of volunteers who are involved in running your club as The FA are looking at how best they can support them through a new FA Volunteer Strategy.

The Club Officials stage allows you to view and amend any of the mandatory roles within your Club.



[+ Add Official](#)

Club Volunteers

Please provide an approximation of the number of volunteers who are involved in running your club as The FA are looking at how best they can support them through a new FA Volunteer Strategy.

Club Secretary

Paul Roots	FAN: 56305045	▼	<input style="width: 100%;" type="text" value="Type the first three letters"/>	Volunteer: <input checked="" type="checkbox"/>
SCM -11/04/2017				

Club Chairman

Paul Roots	FAN: 56305045	▼	<input style="width: 100%;" type="text" value="Type the first three letters"/>	Volunteer: <input type="checkbox"/>
SCM -11/04/2017				

Club Treasurer

Joel Buckle	FAN: 57494050	▼	<input style="width: 100%;" type="text" value="Type the first three letters"/>	Volunteer: <input type="checkbox"/>
SCM -04/04/2017				

Club Welfare Officer

Joel Buckle	FAN: 57494050	▼	<input style="width: 100%;" type="text" value="Type the first three letters"/>	Volunteer: <input checked="" type="checkbox"/>
SCM -04/04/2017				

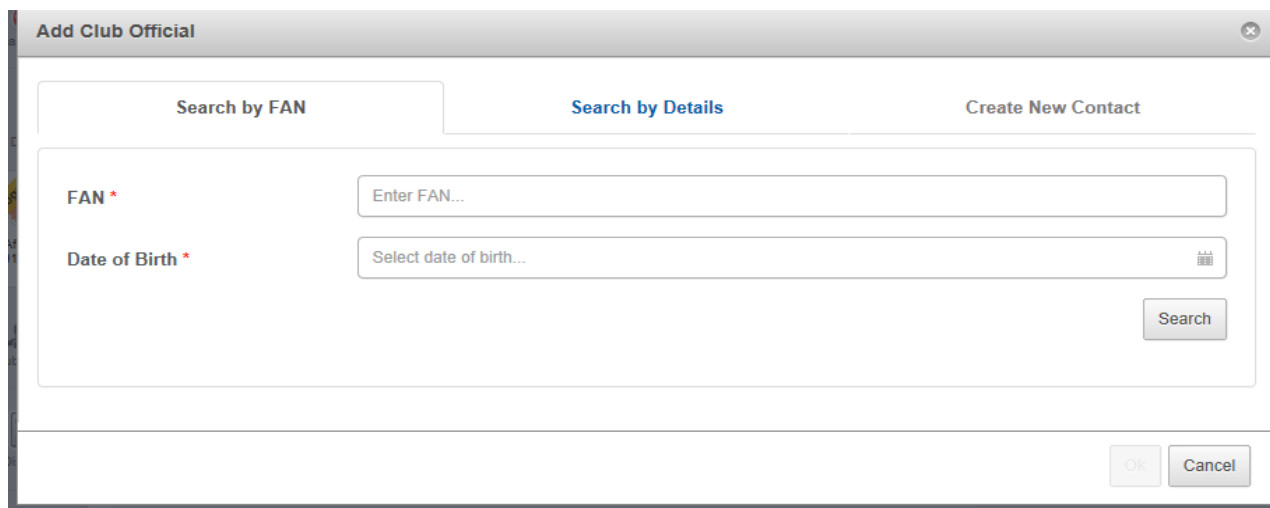
← Previous Step

[Save](#)
[Save and Continue →](#)

All mandatory roles can be replaced with any other individual who already holds a role within your club. Entering a minimum of 3 characters will display all names which contain the sequence entered. For example, entering lan will return all individuals called Brian or Christian etc. Should you require a more targeted search, you can continue to enter more characters.

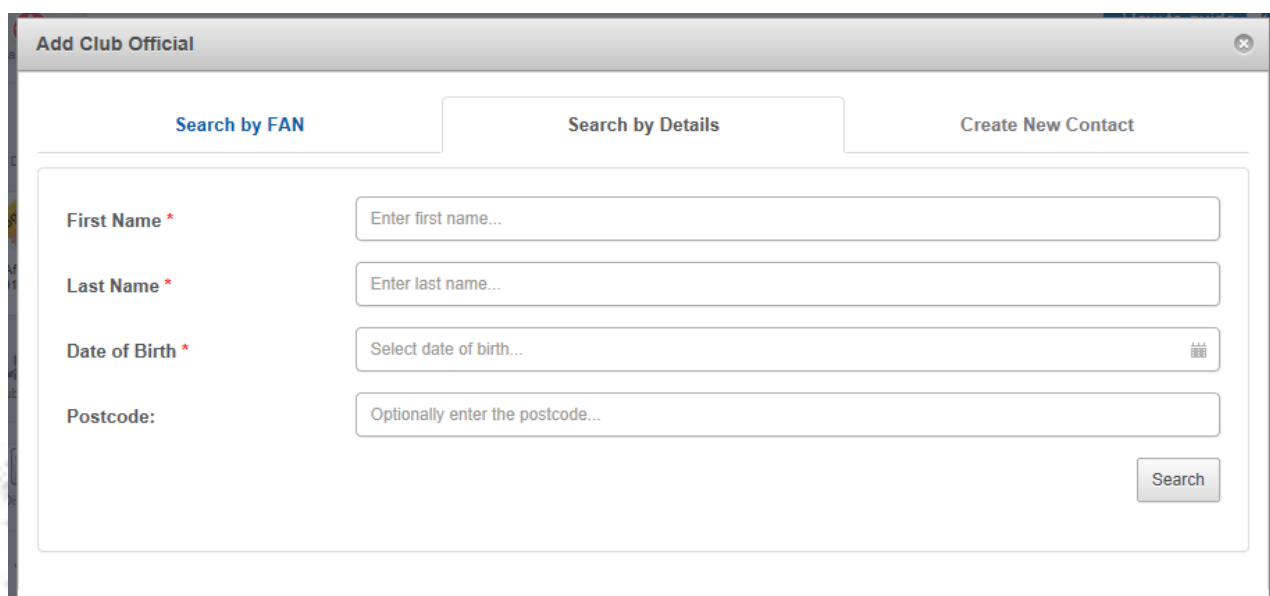
Selecting a name will immediately replace the individual, however this will not be stored until the page is saved and the Affiliation process is complete. You can view the details for any role holder by selecting the expansion arrow to the right of the FAN ID. This icon will also collapse the record once it has been viewed.

Alternatively, and new for this season, you can now add an official to your club if they have not been assigned to your club previously. Click on the blue 'Add Official' button. You will need their FA Number (FAN) and Date of Birth to search for them.



The screenshot shows the 'Add Club Official' window with the 'Search by Details' tab selected. The 'Search by FAN' tab is also visible. The form contains two input fields: 'FAN *' with a placeholder 'Enter FAN...' and 'Date of Birth *' with a placeholder 'Select date of birth...' and a calendar icon. A 'Search' button is located at the bottom right of the form area. At the very bottom of the window are 'OK' and 'Cancel' buttons.

You can search for them by their personal details if you do not know their FAN .



The screenshot shows the 'Add Club Official' window with the 'Search by Details' tab selected. The form contains four input fields: 'First Name *' with a placeholder 'Enter first name...', 'Last Name *' with a placeholder 'Enter last name...', 'Date of Birth *' with a placeholder 'Select date of birth...' and a calendar icon, and 'Postcode:' with a placeholder 'Optionally enter the postcode...'. A 'Search' button is located at the bottom right of the form area. At the very bottom of the window are 'OK' and 'Cancel' buttons.

You can also **Save** your progress without continuing to allow multiple changes without the risk of losing data previously entered.

Once you have ensured all this data is correct click '**Save and Continue**' to progress to the next stage.

7. Stage Three: Club Grounds

Here you can review the ground details for your club. This year **Main Ground** appears next to **Training Ground**. **(Please ensure you review and insert all Main & Training Ground data)**. This information is important to help inform us for future strategies around facilities and investment.

You must add Main & Training Ground data for all teams in your club.

Manchester FA Rep Team Club Affiliation

Season 2019 - 2020



Club Grounds

Step 3: Ground allocation



Search grounds database (postcode/city)



Search table below

10



Ground	City	Post Code	Main	Training	Pitches	
MANCHESTER TENNIS AND FOOTBALL CENTRE	Manchester	M11 3DU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3	<input type="button" value="x"/>



Showing 1 to 1 of 1 entries

← Previous Step

Save

Save and Continue →

You can add data by searching in the two boxes highlighted first highlighted above. If your main or training ground does not appear after a search, you can add it in by clicking on the + icon. The window on the following page will appear, and you can input the information for your main or training ground.

Add New Ground

New site submission form

This simple form will allow you to provide details of a new site where football activity takes place. Once submitted this information will be used by Sport England and the Football Foundation, to help update site information held within 'Active Places' and 'Pitchfinder' websites.

Site name*

Site address

Line 1

Line 2

Line 3

Town/city **Locate on map**

Postcode **Locate on map**

Site location

Fill in all the details in the pop up box and click 'Submit'. This will then allow you to select whether it is the **Main or Training Ground**.

If any ground data is incorrect please use the bin icon to remove it and replace with the correct data.

You can also **Save** your progress without continuing to allow multiple changes without the risk of losing data previously entered.

Once you have ensured all this data is correct click '**Save and Continue**' to progress to the next stage.

8. Stage Four: Teams & County Cup Entry

This season Stage Four will be used to ensure that all team data is correct for the 2021/22 season. If a team has now folded please make sure you tick the **'Folded'** box.

Manchester FA Rep Team Club Affiliation

Season 2019 - 2020

4

Teams and County Cup Entries
Step 4: Adding and removing teams, team officials, and County Cup entries

12345678

Please review County Cups and Leagues for all teams.

Manchester FA Rep Team U18 Rep Team ▼

Association of Northern Counties Competitions

Edit Cups and League

Edit Team Folding ☐

☐ I confirm I have reviewed County Cups for all teams

☐ I confirm my League entries are correct

← Previous Step

Add Team

Save

Save and Continue →

Please click on the pencil icon, to open the team and ensure all the following details are up to date: Coach, League, County Cup, Ground and Colours.

Selecting the expansion below the active button will display the details for the specific team which will allow you to review the information.

Manchester FA Rep Team U18 Rep Team
Edit
Team Folding

Association of Northern Counties Competitions

Edit Cups and League

Name	Manchester FA Rep Team U18 Rep Team	Sponsor	
Category	11v11	Main Kit	
Gender	Male	Shirt	Red/Blue
Age Group	U18	Shorts	Blue
Disability Category	Non Disability	Socks	Blue
Plays On	Wednesday	Second Kit	
Manager	Joel Buckle	Shirt	
Assistant Managers		Shorts	
Coaches		Socks	
Assistant Coaches		Main Ground	PLATT LANE COMPLEX
League	Association of Northern Counties Competitions	Training Ground	PLATT LANE COMPLEX
County Cups			

Please click on the **'Edits Cups and League'** button to change team information.

* Suffix
Rep Team

* Category
11v11

* Gender
Male

* Age Group
U18

* Disability Category
Non Disability

* Plays On
Wednesday

* Mandatory fields

Main Kit

Shirt Colour
Red/Blue

Shorts Colour
Blue

Socks Colour
Blue

Second Kit

Shirt Colour

Shorts Colour

Socks Colour

At this stage each individual team must be edited. This allows you to add and edit required information as well as enter the available County Cup competitions.

If a club has more than one team at an age group the Suffix option will allow you to differentiate these by adding Red, Blue, Eagles, First, Reserves etc.

Please also review all league and county cup information. To search for a County Cup simply enter **Manchester** in the search bar under County Cups and the system will automatically find the County Cups your team is eligible to enter.

League

Association of Northern Counties Competitions
The FA

Q Type the first three letters

County Cups

Manchester

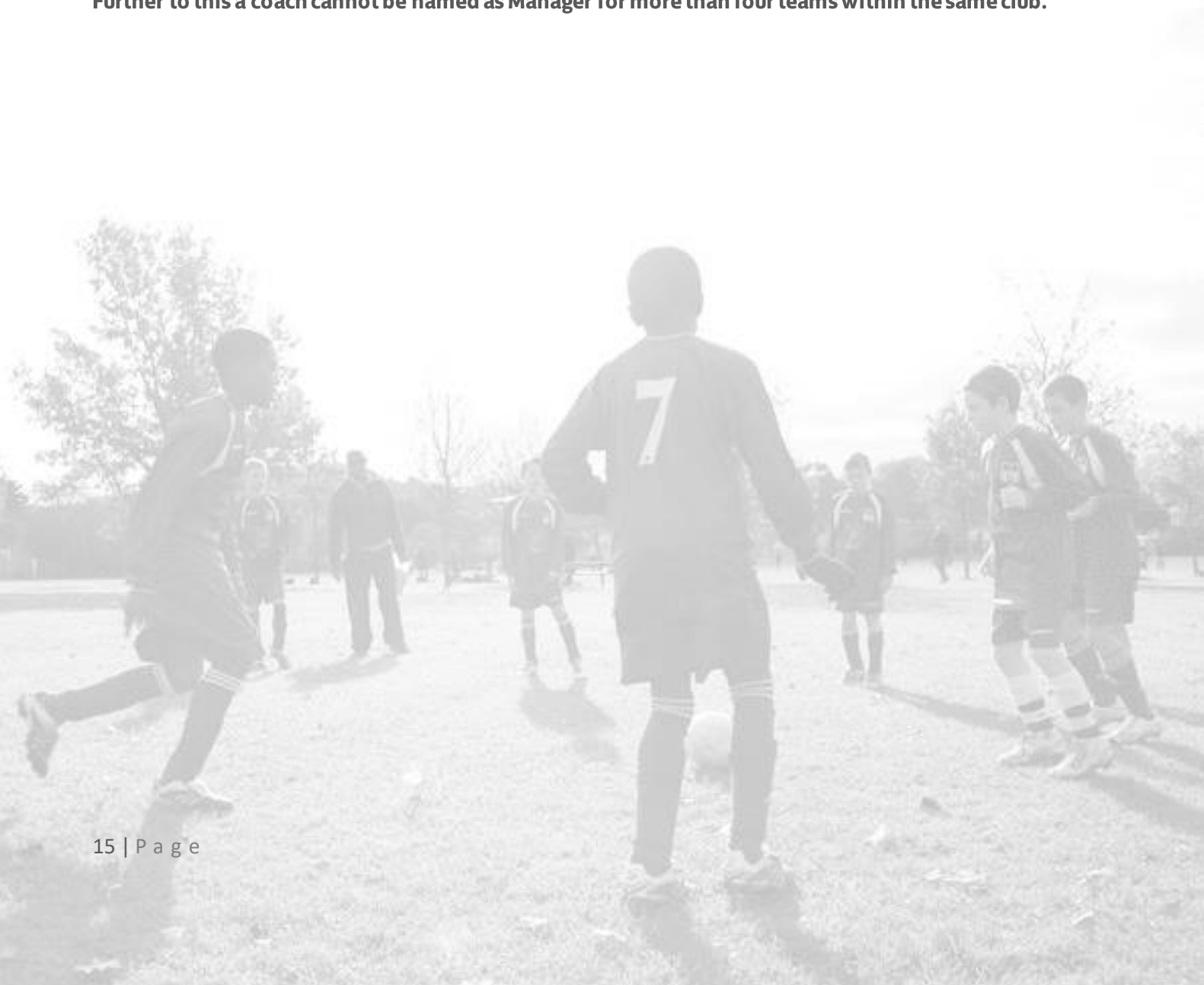
Other Competitions

Click on the arrow

Please also ensure that all coach data is correct at this point.

PLEASE NOTE: Under FA guidance no coach can be added to a team if they **DO NOT** have an in date FA Approved DBS check.

Further to this a coach cannot be named as Manager for more than four teams within the same club.



[+ Add Official](#)

Manager (only one Manager per team is allowed)

Joel Buckle	FAN: 57494050	▼	<input type="text" value="Type the first three letters"/>	Volunteer: <input checked="" type="checkbox"/>
-------------	---	---	---	--

Assistant Managers

Coach (only one Coach per team is allowed)

none selected

Assistant Coach

Goalkeeping Coaches

First Aiders

Physiotherapists

Email Contacts

Collin Bridgford	FAN: 55304159	▼	<input type="text" value="Type the first three letters"/>	Volunteer: <input checked="" type="checkbox"/>
Joel Buckle	FAN: 57494050	▼	<input type="text" value="Type the first three letters"/>	Volunteer: <input checked="" type="checkbox"/>
Paul Roots	FAN: 56305045	▼	<input type="text" value="Type the first three letters"/>	Volunteer: <input checked="" type="checkbox"/>

SMS Contact (only one SMS Contact per team is allowed)

Joel Buckle	FAN: 57494050	▼	<input type="text" value="Type the first three letters"/>	Volunteer: <input checked="" type="checkbox"/>
-------------	---	---	---	--

Please complete this process for all teams in your club and **save after each time you have changed data.**

You can now continually save your progress as you go along, which allows you to make multiple changes without the risk of losing data previously entered.

Additionally, at the bottom of this screen the check box confirming that County Cup entries have been reviewed has now been extended with a second check box asking you to confirm they have also checked their league entries.

- ☐ I confirm I have reviewed County Cups for all teams

☐ I confirm my League entries are correct

It is also very important that you update all your **'Main Ground'** and **'Training Ground'** for every team as membership will not be approved without the information.

Main Ground	Training Ground
MANCHESTER TENNIS AND FOOTBALL CENTRE ▼	MANCHESTER TENNIS AND FOOTBALL CENTRE ▼

Once you have ensured all this data is correct click '**Save and Continue**' to progress to the next stage.

Remember to tick both boxes to confirm that you have reviewed County Cup entries and League entries for all teams.

☒ I confirm I have reviewed County Cups for all teams

☒ I confirm my League entries are correct



10.Stage Five: Supporting Documentation

As part of the 2021/22 membership package Manchester FA have once again agreed to provide Personal Accident (PA) and Public Liability (PL) insurance at a basic level. **As a result, you are not required to upload any documents at this stage. Please simply tick the box saying that you understand it is provided within your membership and that you will purchase Public Liability Insurance.** This purchase is completed upon completion of your membership and the insurance documents will be sent to you before the start of the 2021/22 season.

Manchester FA Rep Team Club Affiliation

Season 2019 - 2020



Supporting Documentation

Step 5: Supporting documentation upload or declaration



Documents

Manchester FA - Personal Accident Insurance Certificate - Club Affiliation

No file chosen

Expiry date

If you do not yet have a Personal Accident Insurance document:

☒ I understand that my membership to Manchester FA provides a basic level of Personal Accident & Public Liability Insurance

Manchester FA - Public Liability Insurance Certificate - Club Affiliation

No file chosen

Expiry date

☒ I wish to purchase Public Liability Insurance from my County FA

Clubs who wish to upgrade their insurance cover can do so by contacting Bluefin Insurance 0845 872 5060 or nationalgame@bluefingroup.co.uk PLEASE NOTE: Whilst clubs can update their Personal Accident Insurance at any time, upgrades to Public Liability Insurance can only be made at the point of renewing membership. For more information on the insurance cover click [HERE](#).

For all Full Members it is **compulsory** to upload your Balance Sheet and Profit & Loss sheet, non-full members can upload if they have the documents available. To do this please click on 'Browse' and select the document you wish to upload.

Once you have ensured all this data is correct click '**Save and Continue**' to progress to the next stage.

11.Stage Six: Purchases

This stage allows you to purchase any additional products that Manchester FA offer. Manchester FA have four products offered: 1) Public Liability which is included in your membership and locked 2) Public Liability upgrade, priced at £30, 3) Koolpak First Aid Kits—please note orders under £100 will be subject to a £7.20 delivery fee and 4) SNAP Sponsorship Expression of Interest – by clicking this button you consent to a member of the SNAP Sponsorship team contacting your club to discuss options. More information on this can be found on our Membership Information Page.

Season 2018 - 2019



Purchases

Step 6: Products available for the club to purchase



Products

Product	Quantity	Price (£)	VAT Rate	Product Total (£)
Benevolent Fund	- 0 +	£1.00	0% (ZRO)	£0.00
Koolpak Team First Aid Kit ?	- 0 +	£26.00	0% (ZRO)	£0.00
Public Liability Insurance ? for Clubs	- 1 +	£0.00	0% (ZRO)	£0.00

← Previous Step

Save

Save and Continue →

Once you are happy with the additional purchases you wish to make please click **'Save and Continue'** to progress to the next stage.

12.Stage Seven: Summary

Once you have completed all six stages of the membership renewal the system will generate a summary of the membership cost, team supplements and any further products you have purchased.

PLEASE NOTE: We understand the challenges that our clubs have faced over the previous two seasons and as such are delighted to be able to offer all **existing** clubs with a 40% reduction in membership fees.

All new clubs will be subject to rates locked in from the 2019/20 season.

*The below image is representative only

Manchester FA Rep Team Club Affiliation

Season 2019 - 2020

7


Affiliation - Summary Page
Step 7: Summary of affiliation details provided


12345678

Total: £195.00 (inc. VAT)

Teams and Fees	
1 x Team Fee - U18	£20.00
Products	
1 x Public Liability Insurance for Clubs	£0.00
1 x Youth Membership	£175.00
Total: £195.00	

No teams have been entered into competitions

 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.

 For more information, please refer to the FA Safeguarding Children Policy & FA Kit Advertising Regulations

← Previous Step

Submit for Approval →

It is important that you check the summary screen thoroughly before clicking **'Submit for Approval'**. If you believe there is an error in the summary please contact Manchester FA at Support@ManchesterFA.com, or visit our dedicated support portal [HERE](#)

Please note that once you click **'Submit for Approval'** you will move to stage eight.

13.Stage Eight: Review & Payment

Once you have submitted your application to Manchester FA for the 2021/22 season it will be reviewed by a member of the membership team. At this time there is no further action to take.

After the review, and if all the necessary requirements have been met, your application will be moved to submitted and invoiced.

PLEASE NOTE: If there is any errors in your application it will be returned to **'In Progress'** for you to correct them. It is important that you review your profile regularly as you will be notified on the Whole Game portal when you are required to complete the next steps.

Club Dashboard for Manchester FA Rep Team

 You have unread notifications. [Click here to go to notifications.](#)

Please scroll to the bottom of the portal homepage until you see **'outstanding invoices'**. Tick the box to pay the membership invoice.


The pay button will change colour to blue and indicate the amount owed. Please click to pay.

Club Invoices

Matchday / PayPal Setup

Manchester FA Rep Team Invoices

Outstanding Invoices

Tick to pay	Number	Date	Payment Due Date	Amount	Paid	Balance	County	Type
<input type="checkbox"/>	 INV-MAN23591	13/05/2019	27/05/2019	£195.00	£0.00	£195.00	Manchester FA	Club Affiliation

Receipt

From: To:


Credit Notes

Number	Date	Due	Amount	Paid	Balance	County	Type
No invoices found							

Pay

Manchester FA Rep Team Invoices

Outstanding Invoices

Tick to pay	Number	Date	Payment Due Date	Amount	Paid	Balance	County	Type
<input checked="" type="checkbox"/>	 INV-MAN23591	13/05/2019	27/05/2019	£195.00	£0.00	£195.00	Manchester FA	Club Affiliation
<input checked="" type="checkbox"/>	Line Item						Payment	Balance
<input checked="" type="checkbox"/>	Team Fee - U18						£ 20.00	£20.00
<input checked="" type="checkbox"/>	Youth Membership						£ 175.00	£175.00
Amount to Pay:								£195.00

[Pay £195.00](#)

Receipt


Payment

Once you have selected to Pay, the system will take you to a secure payment page. Manchester FA branding will be visible, along with the total payment amount.

Entering your card number will allow the system to identify the card type automatically. Should you be signed up to Verified by Visa or MasterCard Secure Code, these facilities will be enacted upon submission.

Once all information has been inputted, click the green **'Pay'** button to complete the process.



From the date of invoice you will have 14 days to complete the payment. You can pay by card or BACS transfer. For BACS transfer please follow the instructions on the downloadable invoices.





Manchester FA

Your Game Your County FA

Total payment amount GBP 197.00

Card Payment

Card Number



Card Holder Name

Card Expiry Date /

CVC/CVV/CID [What is CVC/CVV/CID?](#)

[Pay](#)

[Cancel](#)

13. Stage Nine: Completion

Once you have completed payment and returned to the Club Dashboard, the 'Affiliation' icon for the 2021/22 season will show as **Pending**. This means the club is now in the approval stage.



The approval is actioned by Manchester FA and once this icon has appeared the club has done everything required on the Whole Game System Portal.

Once Manchester FA has approved your membership for the 2021/22 season the pending icon will change to green and your club dashboard will show the affiliation number for next season.

Manchester FA will notify you via email once your membership renewal has been approved.