

Processing CRC's in Whole Game System

FAQ's for County FA's

What do I need to do in order to have my CFA switched to Live for CRCs in WGS Portal?

If you email the IT Support Team, quoting your CFA and that you wish to be turned on live in CRM for CRC Checks in WGS Portal, the team will get you setup.

What happens if the applicant states they have not had their email when initiating their CRC in WGS Portal?

We have two main reasons for this, firstly that the email on their FAN record is different to the current email, a regular issue with changing of emails. If the email on their FAN is updated, it can be restarted in order for the individual to have the email. Secondly, often the email goes into the Junk/Spam folder in emails, so worth asking to check this. If neither resolve the issue, please log this with IT Support.

What happens if the CRC has been processed and the applicant has their certificate, but is not appearing on the FAN?

In most cases, this means that this is not an auto-match from GB Group to WGS. Therefore you will need to check the Dashboard mentioned in order to check the "CRC Application Individual Matched" box under Safeguarding on the individuals FAN record.

If I do the above, match the individual and get an error what do I do?

In these cases, the error message will give you a clue. I.e. stating that the "Also Known As (Last Name)" is empty so cannot be processed. What this requires is for the CFA to validate this name, and enter into that field under Contact Details on the individuals FAN in CRM. Once this is done, then matched as above, you can save and close and this should resolve the issue.

What happens if a CRC check is requested, but the application is then withdrawn, as it will not let me initiate another?

You will need to email the Name and FAN of the individual to IT Support, as they can clear down the CRC fields in CRM, in order to allow the new application to be made via the WGS Portal process.

Which FAN should an individual use if they have multiple FAN records?

First of all, CFAs should be merging these following the Merge FAN Guidelines issued to all CFAs. Once this is done, the individual should be advised of which FAN will be retained, as well as advised to use this FAN for all football roles, whether coaching, refereeing etc. Once in the correct role with the Club, the individual can then be added as a CRC Applicant if they don't have a current in date CRC, to initiate the process in WGS Portal.

