Surrey FA

Frequently Asked Questions



Q. I cannot remember my FA Number (FAN), where can I find it?

A. If you cannot remember your FAN to log into the Whole Game System Portal, please contact the County FA on 01372 373 543.

Q. I know my FAN but cannot remember my FAN password, how can I reset this?

A. You can use the FA Password Re-Set function which can be accessed here.

Please read the instructions fully when using the password re-set function.

Q. Can I do my Club Affiliation in stages?

A. You can complete your Club Affiliation in more than one session if you wish. Make sure you click on "Save Changes" as you work through the form, and if you leave it and come back later, the form will be saved at the stage you left it.

Q. How do I change my Club details?

A. The first step of affiliation asks you to confirm your club details are correct. If any of these need to be amended, click on the edit link (the pencil icon) and you can update and save your club details.

Q. Can I amend my Club Name?

A. No. You cannot amend your club name through the online affiliation form – if your club name, or legal status has changed, please contact affiliation@surreyfa.com including your current club name and the name(s) you wish it to be changed to.

Q. What are the requirements for a Club Welfare Officer (CWO)?

A. Every club which runs an U18 team or younger must have a CWO. To nominate an individual as a CWO, the person must have an in-date accepted *enhanced* FA CRC Check. In addition, they must hold a valid FA Safeguarding Workshop and a Welfare Officer Workshop qualification (click here to search course dates)..

Q. Can I update my Club Grounds?

A. Yes, you can now update your Club Grounds via the Club Affiliation form, using the option to search for a ground which will access the Football Foundation's Pitchfinder database of grounds.

Q. Do I need to review all of my teams?

A. Yes, although the Club Affiliation form will present you with a pre-populated set of teams (based on last season's teams) you will need to check each team, ensuring their league and cup entries are correct, and ensuring any managers and coaches are added for the teams.

Q. How do I remove a Team?

A. If you need to remove a team (i.e. report that it won't be running next season) then check the box called "Team Folding" box next to the team. You will be asked to provide one or more reasons why the team is not continuing for the new season. Please give the best option(s) available. When your affiliation form is processed, this team will be discontinued.

Q. What is an U5/U6 Development Group?

A. U5 and U6 Development Groups can now be recorded within affiliation. This provides the club with the ability to record these activities align coaches and fulfil their safeguarding procedures for these groups. These age groups cannot play fixtures and cannot be placed in leagues however.

Q. What is a Team Suffix?

A. The team suffix is part of the Team Name, and is used to differentiate teams of the same age group and gender within a club. E.g. if a club has two U12 boys teams, it could add the suffixes 'red' and 'blue' to the two teams.

Q. Do I have to pay my Club Affiliation Fee immediately?

A. No. We will invoice you only once your application had been approved at which point payment will be due.

Q. Do I need to check Leagues for each of my teams?

A. Yes, although each team will normally be entered in the same league as the previous season, you should make sure teams are in the correct league, or this will cause problems when your league is sanctioned.

Q. Which County Cups can I enter?

A. When you select the dropdown list of County Cups, you will only be offered the cups for which the team concerned is eligible.

Q. Am I required to assign named Managers and Coaches to Teams?

A. All teams aged U18 and below are now required to have either a manager or coach named, and you may also nominate assistant managers, assistant coaches, goalkeeping coaches, first aiders and physiotherapists. These individuals must have an accepted in-date (less than three years) Enhanced FA CRC Check for your County FA to approve your club affiliation application.

Note that one individual cannot be nominated as the main manager/coach/assistant manager/assistant coach for more than four teams, even if these teams are from different clubs.

Q. When should I add "Mixed" as a team gender?

A. "Mixed" can only be added for teams at U18 and younger, and should only be recorded when a team will be comprised of boys and girls.

Q. What happens when I submit my Club Affiliation Form?

A. When you click on "Submit for Approval" the Whole Game System will first check that you have not left any mandatory fields unchecked. The form will then be sent to your County FA, who will review it and ensure it is correct. Once it has been submitted, you cannot amend any of the details within the Affiliation form.