



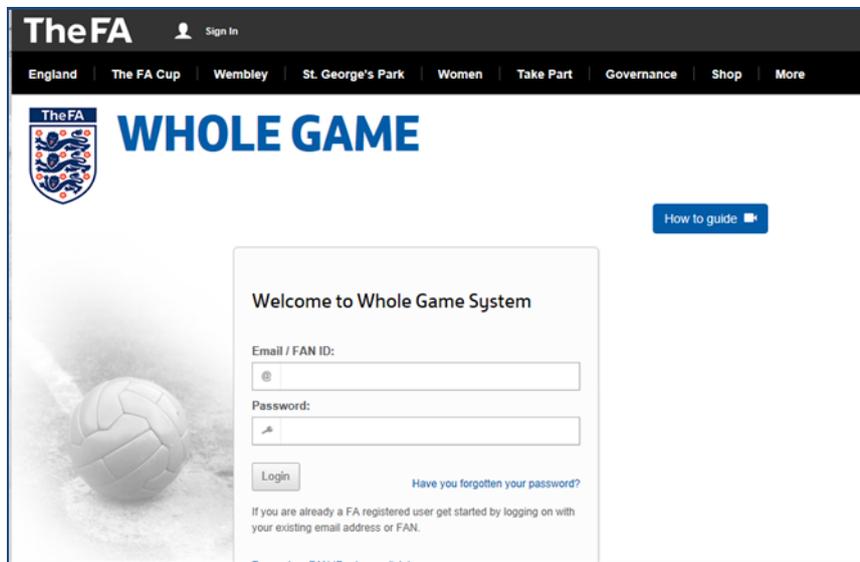
Welfare Officer User Guide to the Whole Game System – Online Portal

Whole Game System – Online Portal

“[Whole Game System](#)” is a new online administration system which allows Clubs, Leagues and Referees’ to deal with their Football Administration online.

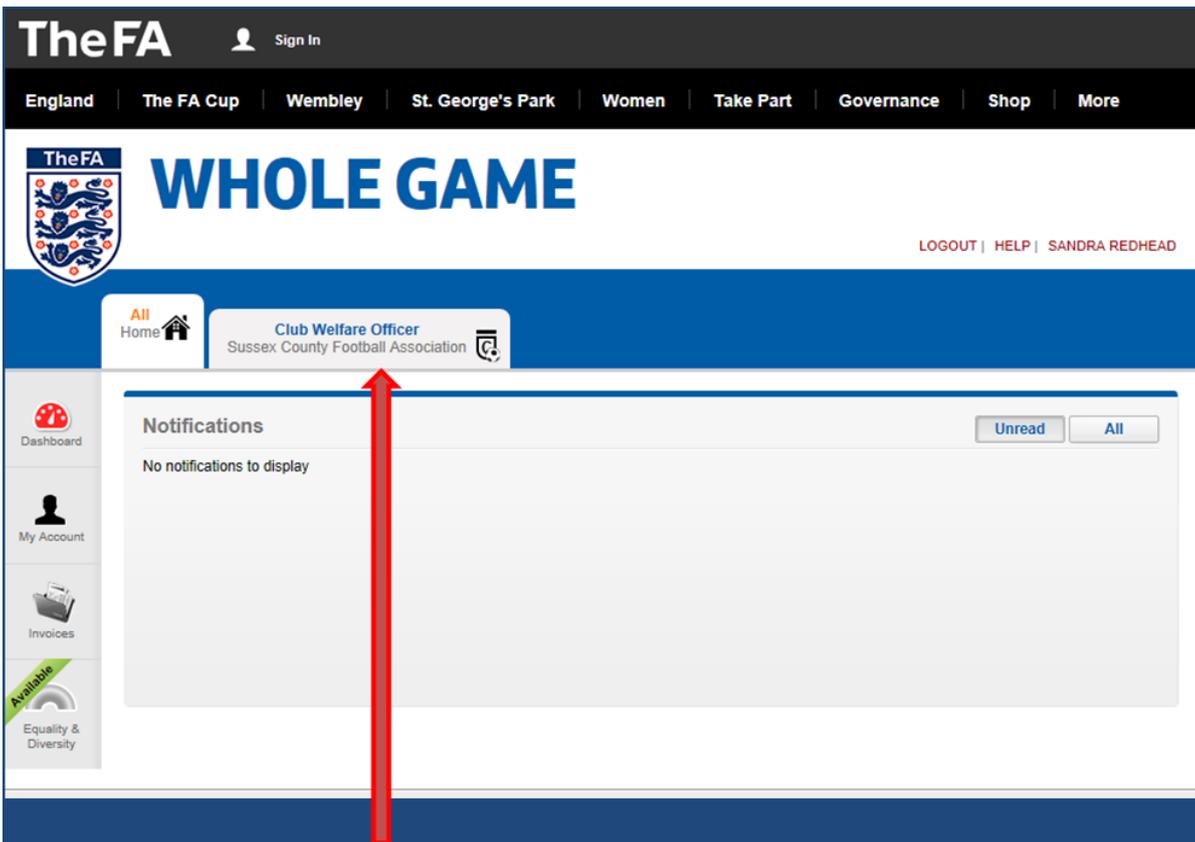
How to access the Whole Game System Online Portal

- To get to the [Whole Game System](#) log on screen, click on one of the hyperlinks or paste <https://wholegame.thefa.com> into your browser.
- Once you are at the log on screen enter your FA number (FAN) and password that you currently use to log onto the Online Safeguarding Service or Member Services

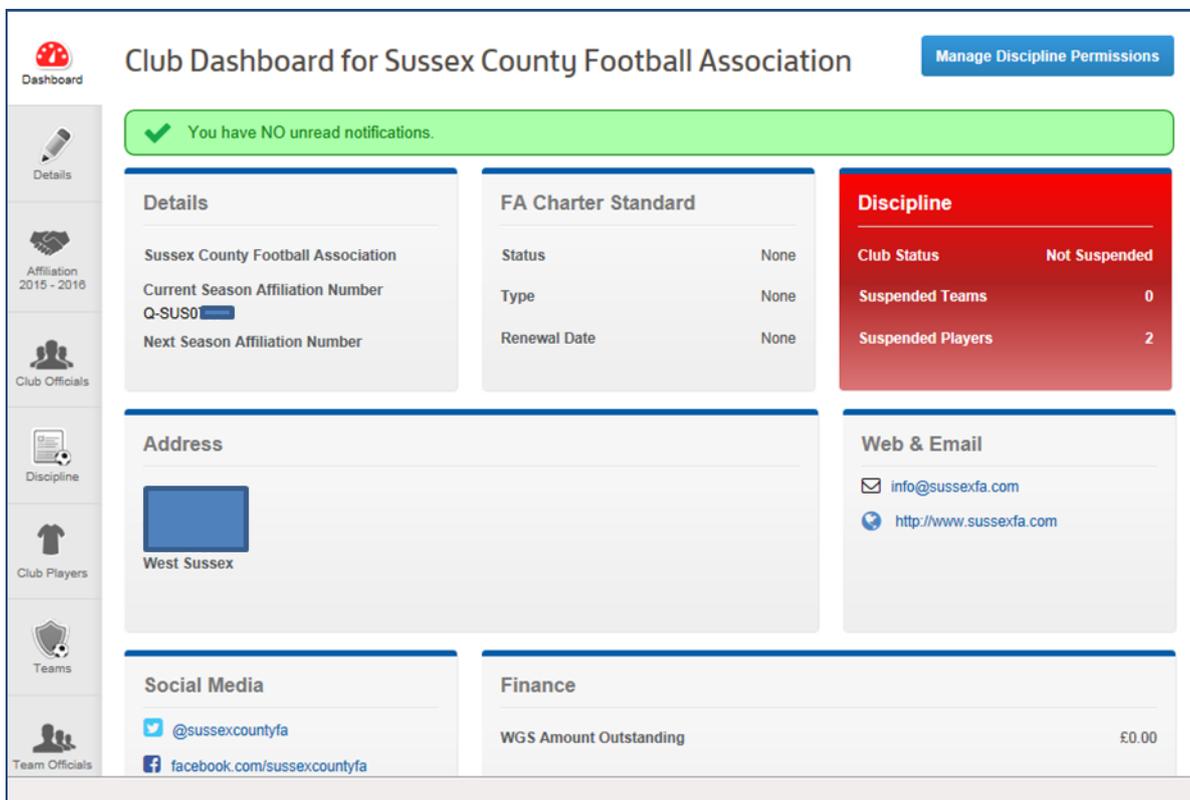


- If you do not know your FAN or password click on ‘Have you forgotten your password?’ Then enter your FAN or email address as well as your date of birth. You will then receive an email with a link to reset (set-up) your password to access [Whole Game System](#). (Please note that you will need to use the email address that we have registered on your record. If you need to change this please ask your Club Secretary to change this or contact me)
- Once you have set up your password, navigate back to [Whole Game System](#) as the link that you receive will take you to a different site. Once you are back on the log on screen, log in using your FAN/email address and new password.

Once you have logged on you will be taken to the welcome screen



- Click on the Club Welfare Officer tab. If you have other officer roles such as Secretary or are CWO for more than one club, there will be additional tabs which correspond to those roles.



- This screen is called your dashboard. Note the icons on the left hand side which give you access to the various areas of the site.

Club Officials

- Click on the 'Club Official' icon

The screenshot shows a web interface for managing club officials. At the top, there are tabs for 'Current', 'Past', and 'All', along with '+ Add Official' and 'Download' buttons. The 'Key Officials' section features a table with columns for Name, FAN, Role, Email, Phone, and Start. Below this is the 'Other Officials' section, which has a similar table structure. A sidebar on the left contains navigation icons for Affiliation, Club Officials, Discipline, Club Players, Teams, Team Officials, and Club Invoices.

Name	FAN	Role	Email	Phone	Start
Gareth Flemington	[Redacted]	Chairman	[Redacted]	[Redacted]	03/07/2015
Ashley Slaughter	[Redacted]	Secretary	[Redacted]	[Redacted]	11/01/2016
Paul Baston	[Redacted]	Treasurer	[Redacted]	[Redacted]	03/07/2015
Sandra Redhead	[Redacted]	Welfare Officer	sandra.redhead@sussexfa.com	01903 768578	06/04/2016

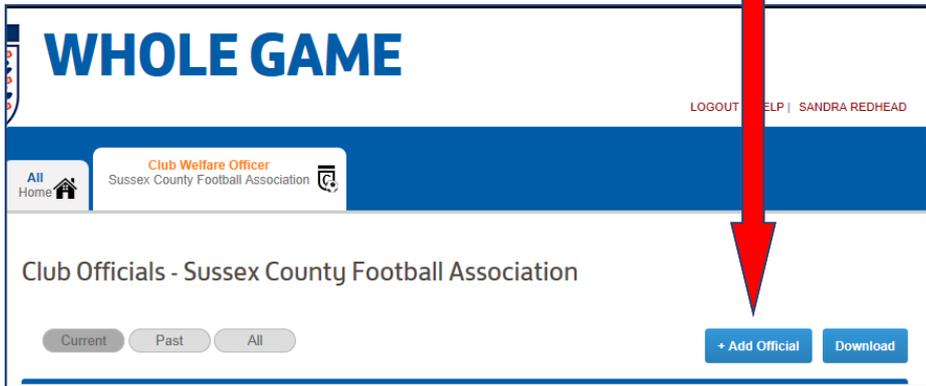
Name	FAN	Role	Email	Phone	Start
Clare Nichols	[Redacted]	Welfare Officer (assistant)	clare.nichols@sussexfa.com	[Redacted]	05/02/2014

Here you can see details of the Club's Key Officials. Please note that you will not be able to change these details. Any alterations to the Key Officials details, need to be made through Sussex County FA. You can however add and amend the 'Other Officials' in the next section.

This screenshot shows the 'Other Officials' section of the interface. A dropdown menu is open over the 'Role' field, displaying a list of various roles. The 'Any' option is currently selected. The background shows the 'Other Officials' table with one entry for Clare Nichols.

Name	FAN	Role	Email	Phone	Start
Clare Nichols	[Redacted]	Welfare Officer (assistant)	clare.nichols@sussexfa.com	[Redacted]	05/02/2014

- At the top of the page click 'Add Official'



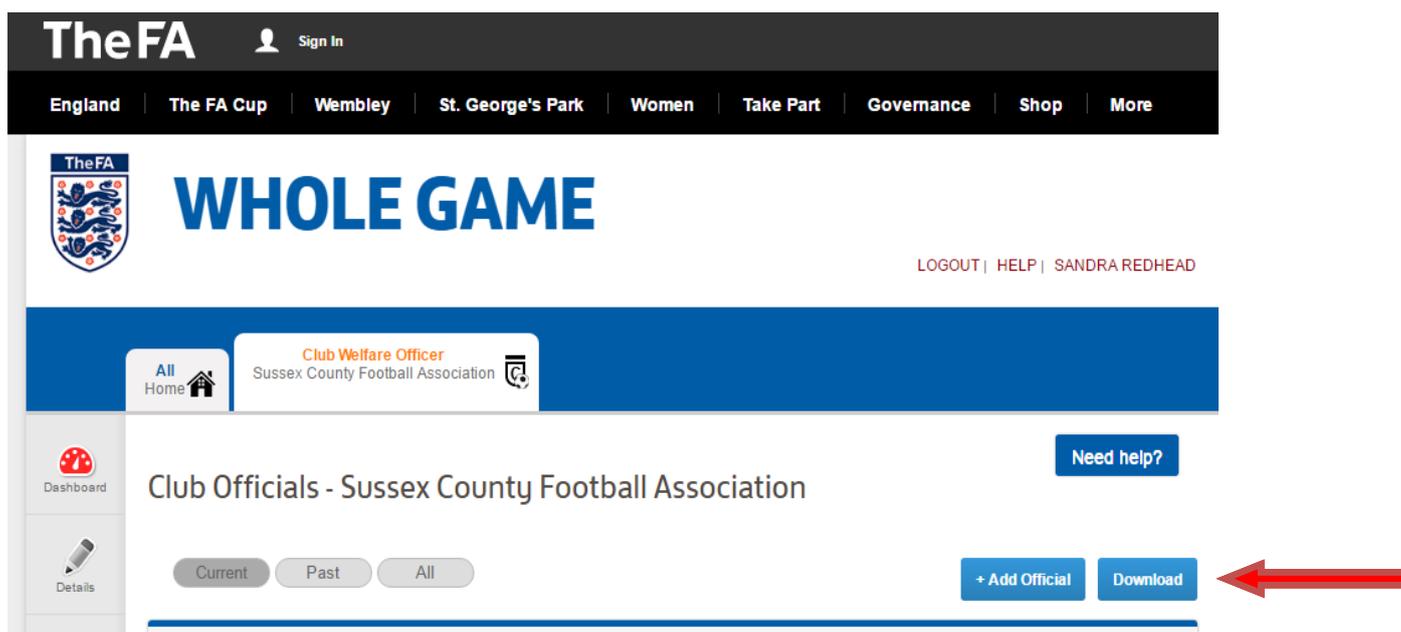
- You can now search for the individual by FAN or by Details

A screenshot of the 'Add Club Official' dialog box. It has three tabs: 'Search by FAN', 'Search by Details', and 'Create New Contact'. The 'Search by Details' tab is selected. The form contains two required fields: 'FAN *' with a text input 'Enter FAN...' and 'Date of Birth *' with a date picker 'Select date of birth...'. A 'Search' button is located below the fields. At the bottom right, there are 'OK' and 'Cancel' buttons.A screenshot of the 'Add Club Official' dialog box. It has three tabs: 'Search by FAN', 'Search by Details', and 'Create New Contact'. The 'Search by FAN' tab is selected. The form contains four fields: 'First Name *' with 'Enter first name...', 'Last Name *' with 'Enter last name...', 'Date of Birth *' with 'Select date of birth...', and 'Postcode:' with 'Optionally enter the postcode...'. A 'Search' button is located below the fields. At the bottom right, there are 'OK' and 'Cancel' buttons.

- Once the details of the new official have been found select their role and start date and enter.

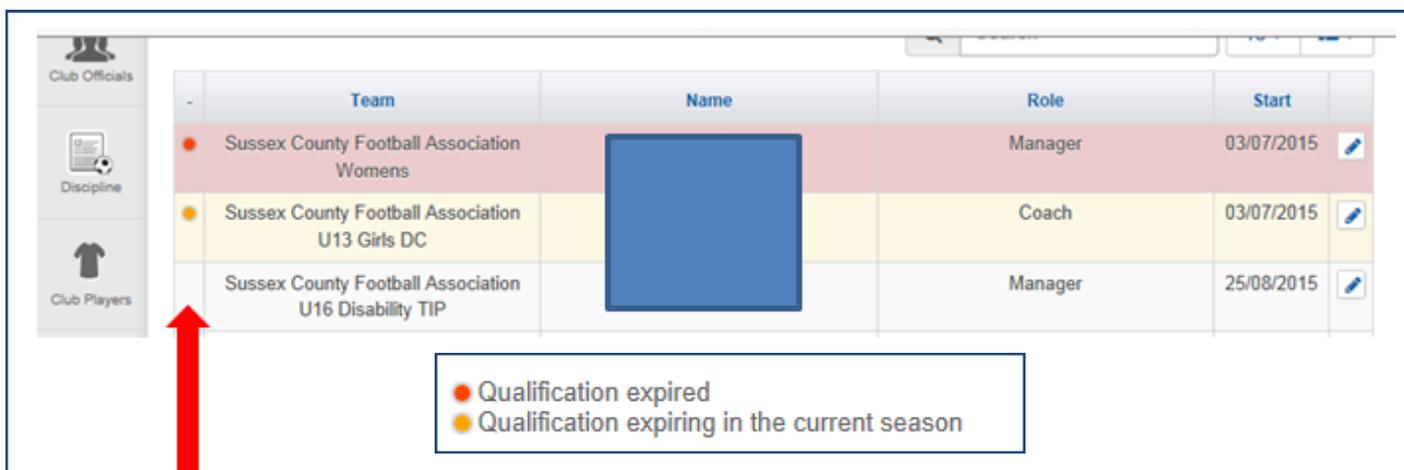
Please DO Not add Coaches and Managers here

- To view the Safeguarding Status of your Club Officials you will need to Download their details:



Team Officials Managers / Coaches

- To see and add team Officials' details, click on the 'Team Officials' icon



Note the traffic light system gives you notice that Safeguarding, Emergency Aid and CRC are in date (no colour), are close to expiring (amber) or are out of date (Red).

- For more details click on the team official's name and their record will display

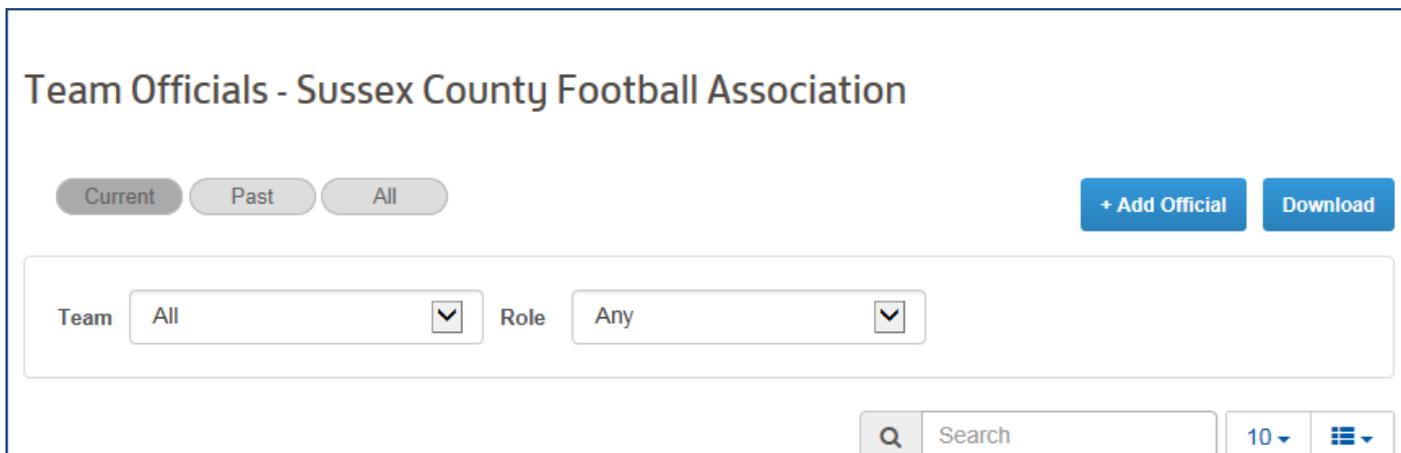
Highest Coaching Qualification			
Name:	UEFA B Licence	Date Achieved:	28/10/2014
FA First Aid			
Date Achieved:	10/12/2012	Date Expired:	10/12/2015
Safeguarding Children			
Date Achieved:	07/08/2015	Date Expired:	07/08/2018
Enhanced CRC Check			
Date Expired:	12/03/2018		
FA Licensed Coach:	Yes	Youth Award Module 1:	Yes
Youth Award Module 2:	No	Youth Award Module 3:	No

- To see the Safeguarding Status and qualifications of your Team Officials download a Team Officials Qualification Report

The screenshot shows the user interface of The FA's 'WHOLE GAME' system. At the top, the user is logged in as 'SANDRA REDHEAD'. The main navigation bar includes links for England, The FA Cup, Wembley, St. George's Park, Women, Take Part, Governance, Shop, and More. The user's role is identified as 'Club Welfare Officer' for 'Sussex County Football Association'. The current page is 'Team Officials - Sussex County Football Association'. On the right side of the page, there is a button labeled 'Team officials - Qualification Report' which is highlighted by a red arrow. Below this button are '+ Add Official' and 'Download' buttons. The page also features a sidebar with 'Dashboard' and 'Details' options, and filter buttons for 'Current', 'Past', and 'All'.

Adding Team Officials

- **Team Managers and Coaches should be added by using the Add Official button from the 'Team Officials' page.** Please be aware that whilst you can add officials you currently do not appear to be able to delete or deactivate them. Please contact the Club Secretary or Sussex County FA for this.



Team Officials - Sussex County Football Association

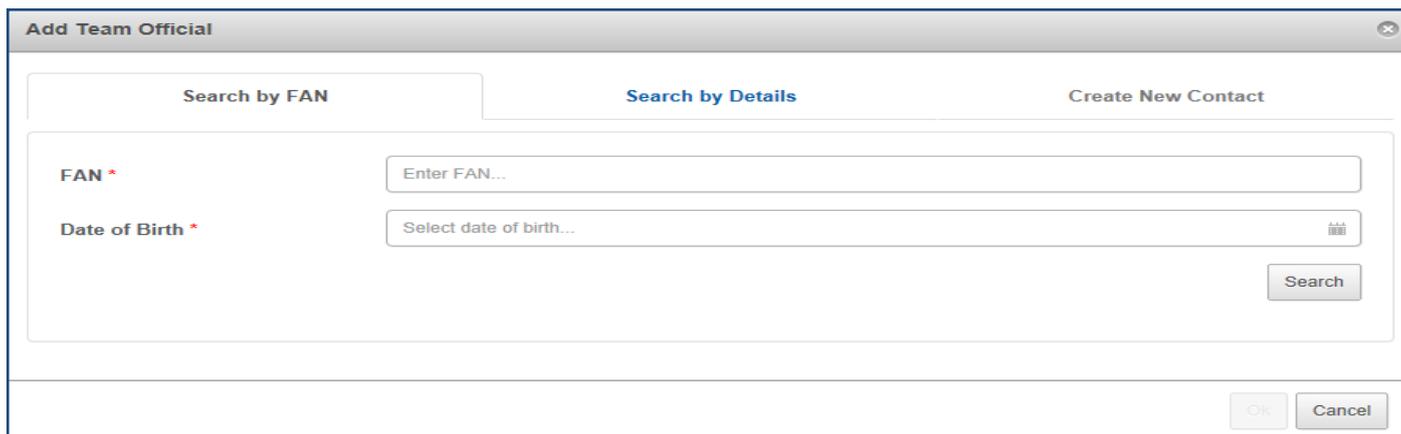
Current Past All

+ Add Official Download

Team All Role Any

Search 10

- You will be able to search for the new Team Official by Email or by details.



Add Team Official

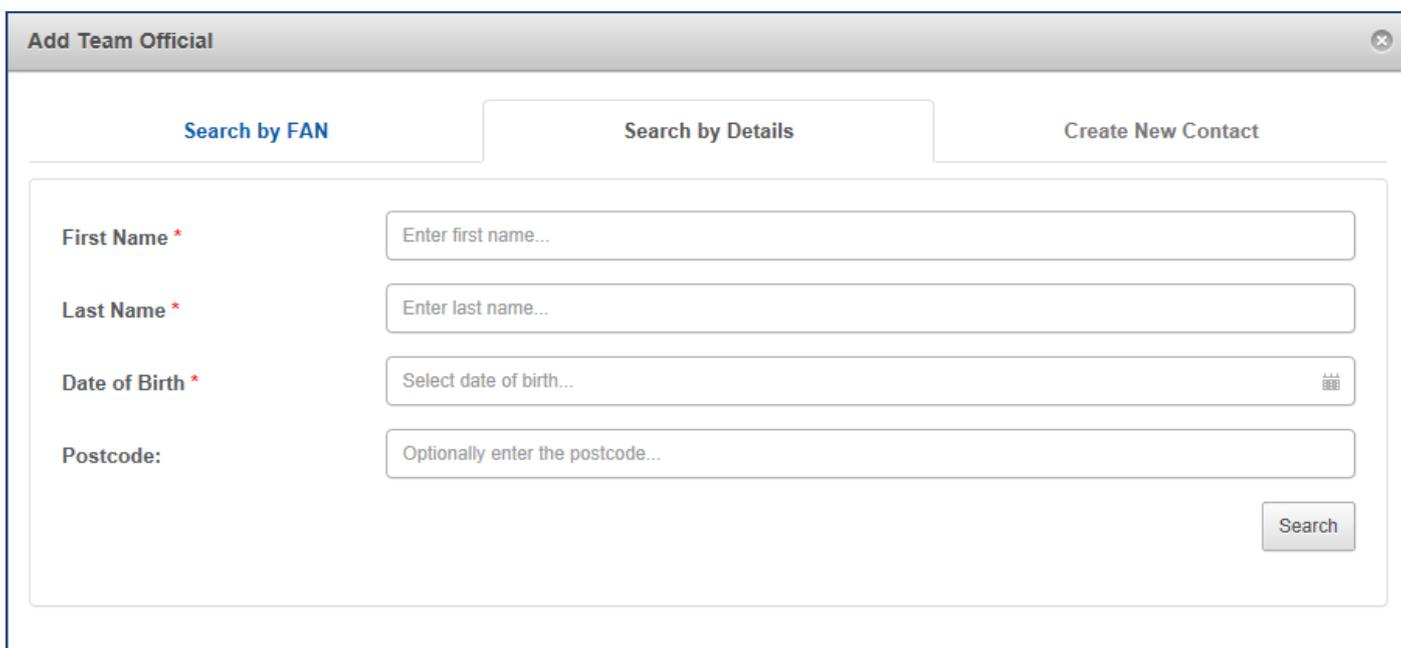
Search by FAN Search by Details Create New Contact

FAN * Enter FAN...

Date of Birth * Select date of birth...

Search

OK Cancel



Add Team Official

Search by FAN Search by Details Create New Contact

First Name * Enter first name...

Last Name * Enter last name...

Date of Birth * Select date of birth...

Postcode: Optionally enter the postcode...

Search

If having referred to this guide you are still having issues using the online portal please contact us at Sussex County FA for assistance.

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