A Guide to The FA’s Online Safeguarding Service

User Guide For Club Welfare Officers and Assistant Club Welfare Officers Only

ver 1.0
CONTENTS PAGE

1 INTRODUCTION ............................................................................................................................................ 3
2 REQUESTING ACCESS TO SAFEGUARDING ONLINE ................................................................................. 4
3 LOGGING ON........................................................................................................................................................ 6
4 ONLINE SAFEGUARDING SERVICE FOR CLUBS ............................................................................................. 8
5 CLUB STATUS - INDIVIDUAL PROFILE ........................................................................................................ 10
6 ADD A MISSING COACH/ MANAGER ........................................................................................................... 11
7 FREQUENTLY ASKED QUESTIONS (FAQS) ................................................................................................. 14
8 FURTHER SUPPORT ........................................................................................................................................... 17

RECOMMENDED BROWSERS

Safeguarding Online works best and has been tested on the following browsers:

Microsoft Internet Explorer
Google Chrome

GLOSSARY

CRB – Criminal Record Bureau
ECP – Equality and Child Protection department
FAN - Football Association Number
SCW – Safeguarding Children Workshop
WOW – Welfare Officers Workshop
1 Introduction

The Safeguarding system for clubs includes the following tools. This is only available to Club Welfare Officers and Assistant Club Welfare Officers with an Accepted CRB disclosure and Welfare Officer Workshop (WOW) certificate.

- Receive updates from the Equality & Children Protection (ECP) department via the Safeguarding page
- View the CRB and SCW Certificate via the Club Status screen.
- Filter records by CRB Status (Accepted, In Progress or Not Started).
- Remove individuals who are no longer involved with the club.
- Add Individuals missing from the club records.
- Print the Safeguarding records of individuals at the club.
- View the Safeguarding profile of an individual by clicking on an individual’s FAN via the Club Status page. This includes their CRB, SCW and WOW records along with the contact details we have on record.

Users are reminded of the need to keep the information available to them via this service confidential and secure, and to ensure that their access details are not disclosed to others.
2 Requesting Access to Safeguarding Online

In order to access the secure area to view the Safeguarding information of your club, first you will need to request access to Member Services. If you already know your FAN and password then go straight to section 3.

Step 1: Locate your FAN (NPD), Club ID and your latest Club Affiliation number. If you are the Club Secretary this information was displayed on the receipt which you received from your Parent County FA when you were sanctioned for the current season.

As a Club Welfare Officer you will have been provided with your FAN, Club ID and your latest Affiliation Number by a direct email to yourself from The FA. Your Parent County FA can also provide all this information.

Step 2: Open any web-browser and enter your chosen County’s website address into the web address bar. NB - Users of London FA and West Riding County FA can access the tool via one of the other 48 County websites (http://www.thefa.com/GetIntoFootball/CountyFA/CountyContacts).

Step 3: Click on the Members section of the website.

Step 4: Click on the Request Access menu item in the left hand menu.
Step 5: Click on the Club Official menu item in the left hand menu.

Step 6: Enter your FAN (NPD), Club ID and Affiliation Number into the spaces provided and click Submit.

Step 7: It will take a few seconds to validate the details entered. Once validated enter your email address in the space provided and click Confirm.

Step 8: Assuming the details entered match the County held information your login details will be emailed to the specified email address. This email will contain your FAN and password, which you will need to login to Member Services.
3 Logging On

**Step 1:** Click on the ‘Members’ section of your County FA website. **NB** - Users of London FA and West Riding County FA can access the tool via one of the other 48 County websites ([http://www.thefa.com/GetIntoFootball/CountyFA/CountyContacts](http://www.thefa.com/GetIntoFootball/CountyFA/CountyContacts)).

**Step 2:** Enter your FAN and Password into the spaces provided and click Submit.

If you do not know your password by using the FAN portal which can be accessed by going to [www.TheFA.com/FAN](http://www.TheFA.com/FAN) and clicking ‘Click Here’ or by going direct to [https://secure.thefa.com/FAN/RetrieveFANDetails.aspx?registrationID=ec44b1ae-124d-4020-b838-42e18d14f43d](https://secure.thefa.com/FAN/RetrieveFANDetails.aspx?registrationID=ec44b1ae-124d-4020-b838-42e18d14f43d).

**Step 3:** If you are accessing Member Services for the first time then you will need to read and accept the Terms of use. To accept the Terms of Use start by clicking the alert as displayed below.
Step 4: The Terms of Use will then be displayed and you accept them by ticking the statement at the bottom of the page and by clicking Submit.

Step 5: Click on the My Football menu item in the left hand menu.

Step 6: Click on the Club menu item in the left hand menu.
4 Online Safeguarding Service for Clubs

**Step 1:** To access the system click on the Safeguarding menu item of the club you have selected through the CWS tool.

**Step 2:** This page will give you some information on the service. This page will be used by the ECP department to update Club Welfare Officers. Click on Club Status to view the CRB and relevant training of individuals at your club.

**Step 3:** The Club Status displays an individual’s CRB and Safeguarding information.
**Step 3a:** Remove individuals – a user can update their list of individuals by removing those who are no longer at their club.

Some individuals can not be removed as they may have a mandatory role at the club (Secretary, Treasurer, Chairman or Club Welfare Officer) or if they have an ongoing disciplinary reason. A message will appear informing the user to contact your County FA for further information.

**Step 3b:** Filter records – a user can filter the list of individuals by using the page filter. Each column can also be sorted by clicking the column header.

**Step 3c:** Print records – a user can print the list of individuals by clicking the Print menu item. This will load in a new window where the records can be printed from. **Users should only print records (and make copies of such records) where this is necessary for safeguarding purposes.** Printed records should always be kept confidential and stored securely, and should be securely destroyed when no longer needed.

**Step 3d:** Query records – a user can query their records by clicking the Query menu item. The pop-up form allows the user to fill out a query or request for an individual to be added to their records. These queries will be responded to within 3 working days.
5 Club Status - Individual Profile

Users can view the contact details and Safeguarding history of individuals by clicking on the FAN of the individual.

This provides information on the CRB, SC and/or WOW of individuals within your club.
6 Add a missing Coach/Manager

A Club Welfare Officer can add missing coaches and managers to their club records by following the instructions below. If you require a different club contact to be added to your records then this can be added online by your Club Secretary, Chairman or Treasurer or by filling out the Query Form.

Step 1: Click on the Members menu item of the club.

**Step 2:** Click on the Coaches menu item under Members.

**Step 3:** Click on the Add Contact menu item displayed on the Coaches page.

**Step 4a:** Search and select the coach by using one of the three selection tools. Select by selecting from the individuals already connected to your club.
**Step 5b:** Select by entering the FAN and Date of Birth of the coach. Click Search to display the coach. *An individual can obtain their FAN by contacting their local County providing their name, date of birth, address and email address.*

![Search by FAN and CRB Disclosure Number](image)

**Step 5c:** Select by entering the FA CRB Disclosure Number and Date of Birth of the coach. Click Search to display the coach.

![Search by FAN and CRB Disclosure Number](image)

**Step 6:** Select the coach/manager role.

![Select Role: Coach](image)

**Step 7:** Select the team(s) with which the individual fulfils the role selected. *The teams displayed are those entered when the club affiliates to a County FA. If the teams listed are incorrect then contact your Parent County FA.*

![Select Team: U10, U14, U16](image)
Step 8: Click Save. A message will be displayed to confirm the coach has been added to the selected teams. Repeat as required to ensure all your coaches are added to the appropriate teams within your club.

The Club Secretary, Treasurer and Chairman have the option to add further individuals by using the Add Contact tool on the Club Officials page.
7 Frequently Asked Questions (FAQs)

Q. The same individual is listed twice on my club status records. How can these be merged?

A. You can request two or more individuals to be merged by using the Query form. Please follow the steps below.

**Step 1:** Select the deduplicate records and click Query Record button.

![Example Club - Club Status](image)

**Step 2:** Select 'General Query' from the query type drop down options. Enter your email text and check/amend the reply email address. Click send.
Q. The wrong address is displayed against one of my coaches?

A. You can request for the contact details of an individual’s to be updated through the Query form.

Step 1: Select the individual that requires updating and click Query Record button.

Step 2: Select 'Update Individuals' from the query type drop down options. Amend the individual’s details and check/amend the reply email address. Click send.
Q. My Club Secretary, Chairman and Treasurer do not have access to Member Services. How do I add some missing club volunteers to my club records?

A. Please inform your Club Secretary, Chairman and/or Treasurer to contact their local County FA who will be able to provide all the details they require to request access to Member Services. While they are requesting access you can request to have a missing individual attached to your club by using the Query Record form.

**Step 1:** Click Query Record button.

**Step 2:** Select 'Missing Individual' from the query type drop down options. Enter the details of the individual that you wish to add. Title, First Name, Last Name, Date of Birth, Address and Role must be provided to send. Once the details have been entered check/amend the reply email address and Click send.
8 Further Support

This document aims to offer comprehensive guidance on making full use of The FA’s Online Safeguarding service. If for some reason you are still having difficulties in accessing or using particular elements of the service please contact your CFA Welfare Officer who will be happy to assist you.