

Whole Game System

Step by Step Guide to Discipline Processing

If you have any questions or problems with the Whole Game System then please give us a call on 01223 209022 or
email discipline@cambridgeshirefa.com

Logging in	-	Step 1
Log in at https://wholegame.thefa.com/Account/Login , use FA number and password		
Cautions (Yellow card)	-	Step 4
Select case ID, click on acknowledge and confirm by clicking ok		
Standard Charges (Red Card)	-	Step 7
Select case ID, click on acknowledge and confirm by clicking ok. Add suspension matches		
Misconduct Charges	-	Step 9
Select case ID, click on respond and select how you plead and type of hearing		
Invoices	-	Step 12
Click on the Club Invoices tab, select the invoices you would like to pay and click on pay		
Notifications	-	Step 13
Read your outstanding notifications and then click on mark as read		

Please note that this guide is designed to guide you through how to acknowledge and pay off disciplinary cases.

Throughout the Whole Game System Portal you can see words written in blue. Anything in blue will either take you to another screen or allow you to complete an action for example acknowledge a case.

The circles on the screenshots show you where on the page you can find the next step.

Please note that you now have two different response dates, you have 14 days to respond to the charge and 14 days to pay the case once invoiced.

You can still pay by cheque, you can either write your club name and case ID numbers on the back of the cheque or attach it to the invoice.

Step 1. Log In

You can log in the Whole Game System at this address <https://wholegame.thefa.com/Account/Login>

To log in you will need to use your own Football Association number (which you can find out by contacting the Devon FA) and your password.

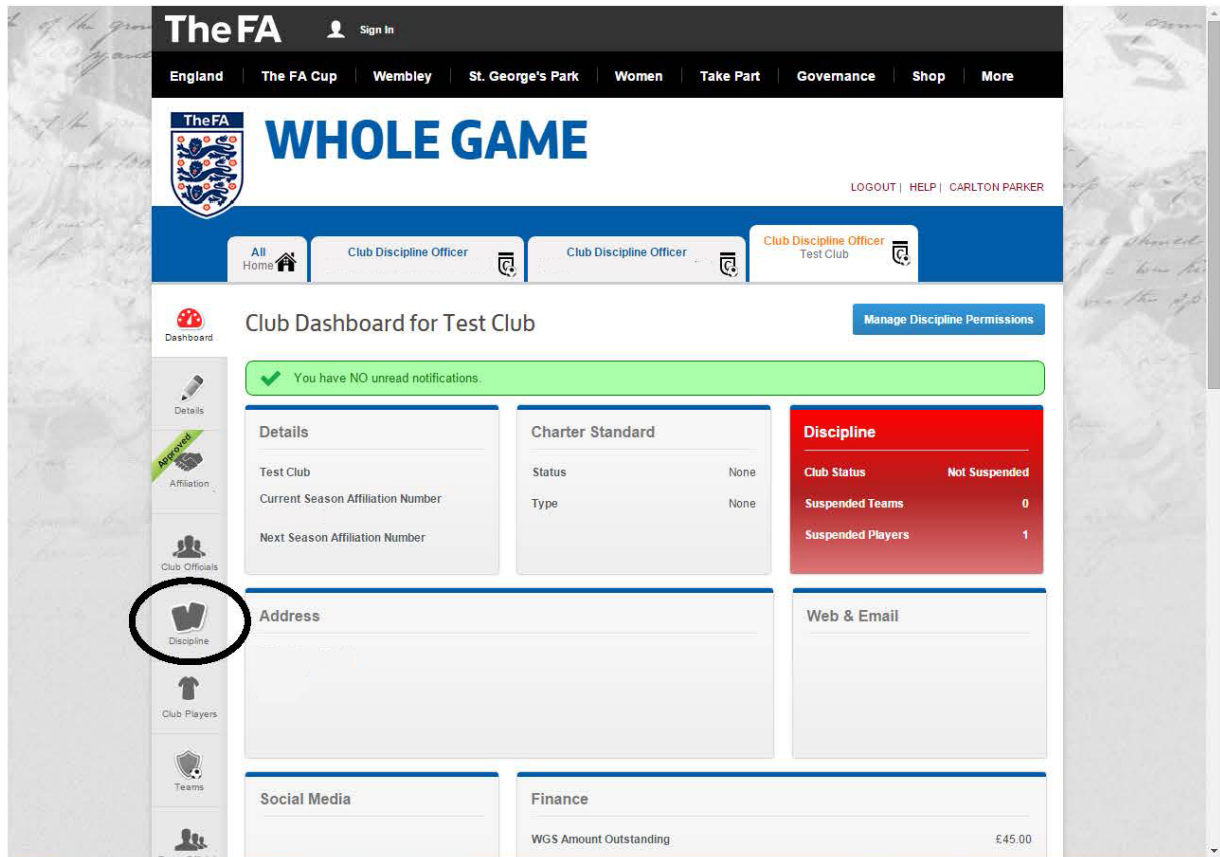
If this is your first time in using the Whole Game System then you will need to create a password by clicking on “Have you forgotten your password?”

Step 2. Home Page

From the Home Page you can see all your roles in football. To administer your club’s discipline please select “Club Secretary” or “Club Discipline Officer”.

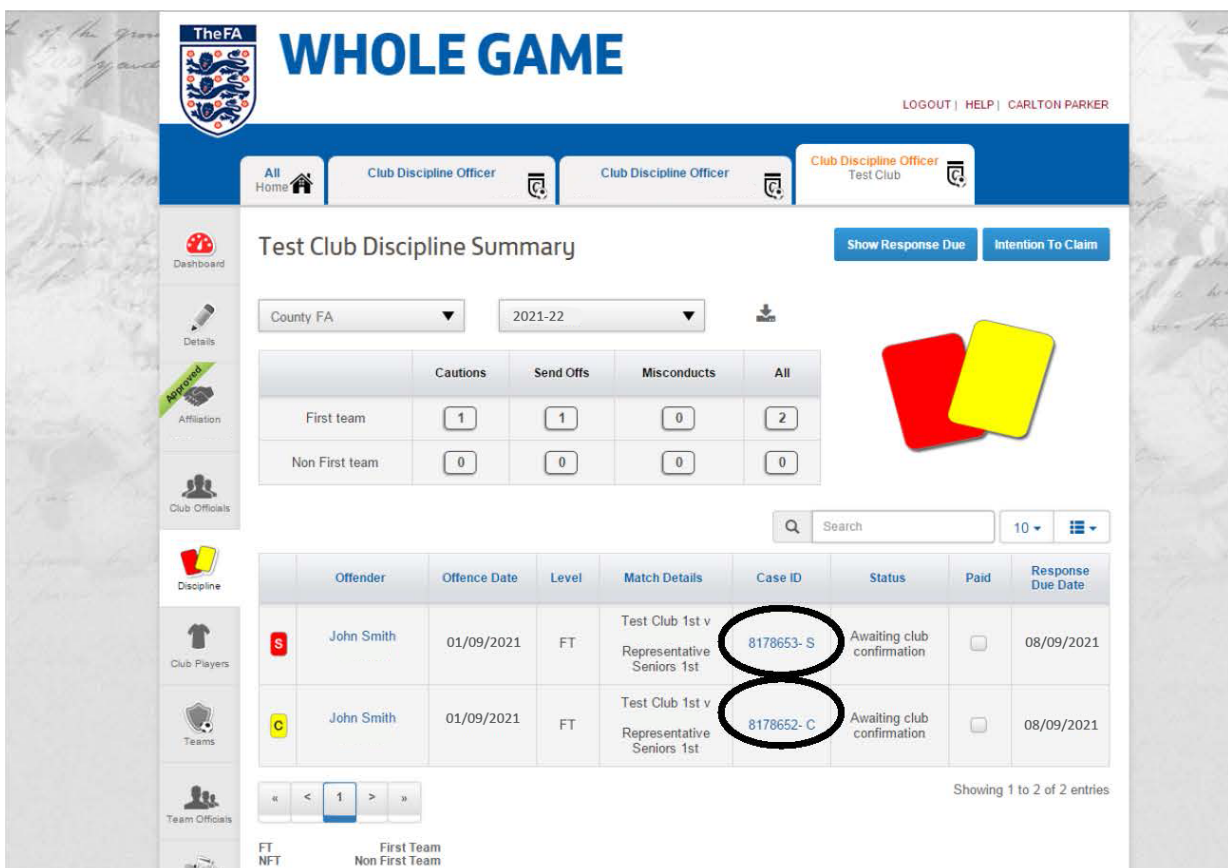
Step 3. Opening Cases

You will then need to select the discipline tab along the left hand side of the page.



On this page you can see your current outstanding cases which need acknowledging.

To open up a case just click on the case ID number in blue.



Step 4. Caution Details

Once you have clicked on a caution case ID number you will be taken to the caution detail page. You can acknowledge the case by clicking on the acknowledge button in the top right hand corner.

TheFA Sign In

England The FA Cup Wembley St. George's Park Women Take Part Governance Shop More

TheFA **WHOLE GAME** LOGOUT | HELP | CARLTON PARKER

All Home Club Discipline Officer Club Discipline Officer Club Discipline Officer Test Club

Caution Details

Test Club 1st v Representative Seniors 1st

Case ID: 8178652C

01/09/2021

Details

Name:	John Smith
Date of Birth:	
Offence:	C1 - Unsporting behaviour
Offence Date:	01/09/2021
Response Due Date:	08/09/2021
Outstanding Balance:	£10.00
Acknowledged:	No
1st team cautions this season*:	1
non 1st team cautions this season*:	0

* These totals includes any cautions imposed by the CFA

View match official report/letter

You will now need to confirm the acknowledgment by clicking on ok.

TheFA Sign In

England The FA Cup Wembley St. George's Park Women Take Part Governance Shop More

TheFA **WHOLE GAME** LOGOUT | HELP | CARLTON PARKER

All Home Club Discipline Officer Club Discipline Officer Club Discipline Officer Test Club

Caution Details

Test Club 1st v Representative Seniors 1st

Case ID: 8178652C

Details

A Discipline Admin Charge of £10.00 is payable.

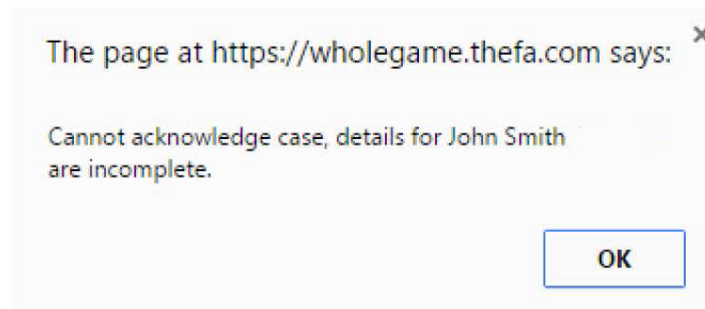
You will be invoiced separately for this amount.

Ok Cancel

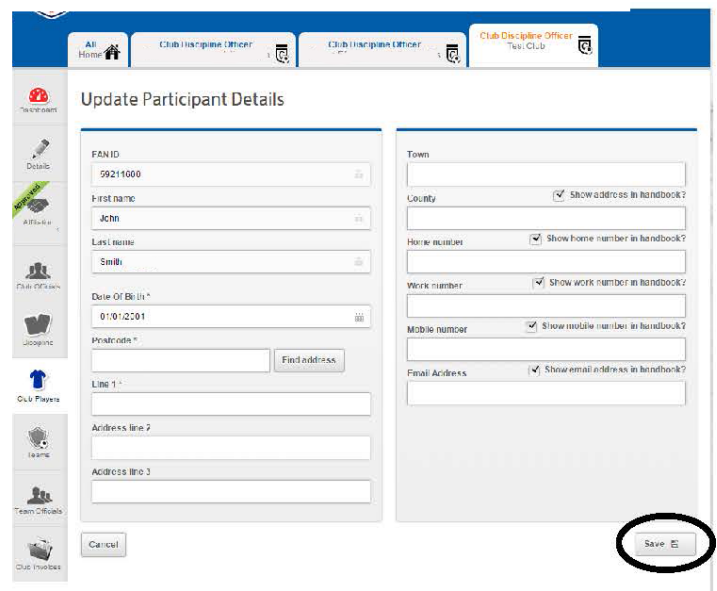
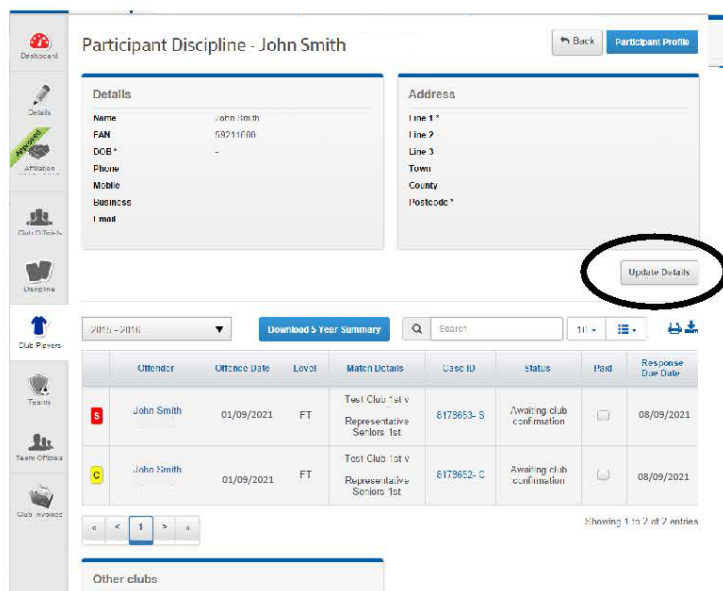
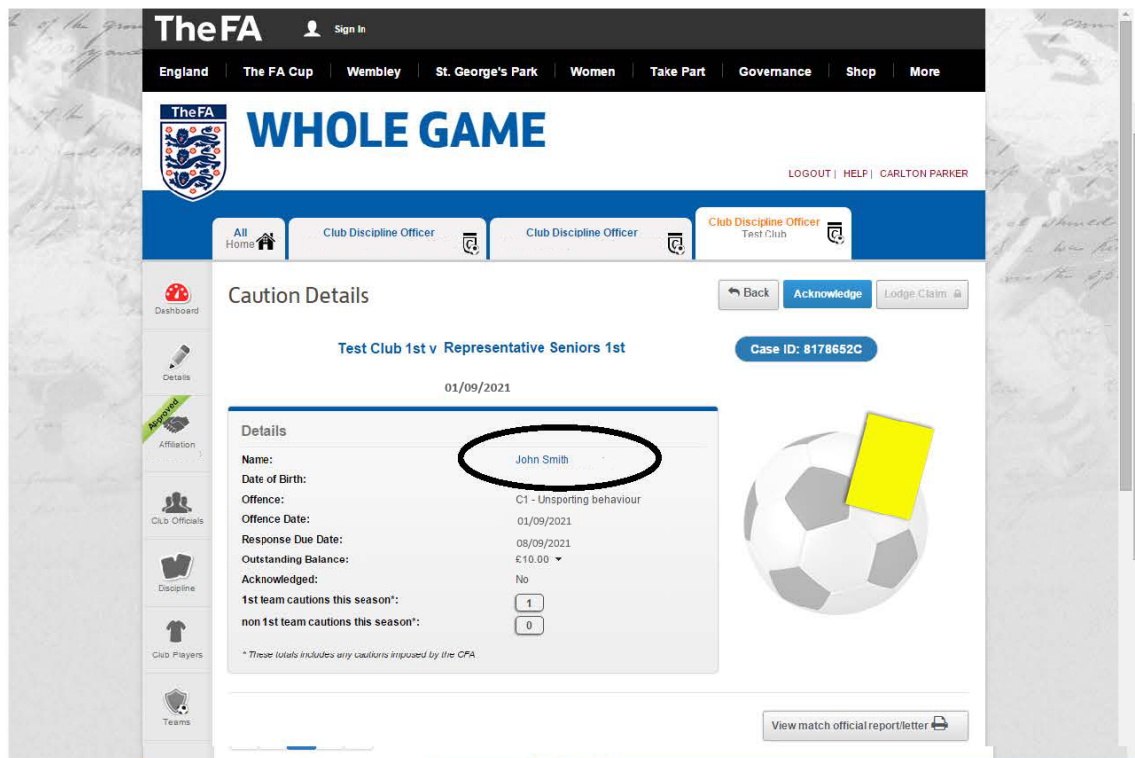
View match official report/letter

Step 5. Player Details

If you get a pop up box stating that the player's details are incomplete you will have to update our system before you can acknowledge the case.



To do this you will need to click on the player's name on the caution detail page. You will then be taken to the player's detail screen where you will need to click on update details and then fill in the relevant columns and then click save.



Step 6. Payment

Once you have acknowledged the case you can pay for it straight away or you can wait for all your cases to be invoiced on the following Thursday.

To pay for a case just click on the “tick to pay” box on the caution detail page and then click on pay.

The screenshot shows the 'Details' page for a caution issued to John Smith. The caution is for 'C1 - Unsporting behaviour' on 01/09/2021. The outstanding balance is £10.00. The user has acknowledged the caution. The '1st team cautions this season' is 1, and 'non 1st team cautions this season' is 0. A 'Pay £10.00' button is highlighted with a red circle.

Tick to pay	Number	Date	Payment Due Date	Amount	Paid	Balance	County	Type
<input checked="" type="checkbox"/>	D-INV-CAM007678	08/09/2021	15/09/2021	£10.00	£0.00	£10.00	Cams FA	Discipline Invoice

Line Item	Payment	Balance
Discipline Admin Charge (8178652C)	£10.00	£10.00

Amount to Pay: £10.00

Pay £10.00

You will then be taken to the secure payment screen where you will need to fill in your card details.

The screenshot shows the 'Card Payment' screen for the Cambridge Football Association. The total payment amount is GBP 10.00. The user is prompted to enter their card details (Card Number, Card Holder Name, Card Expiry Date, and CVC/CVV/CID) to complete the payment. A 'Pay' button is highlighted with a red circle.

Cambridgeshire Football Association

Total payment amount GBP 10.00

Card Payment

Card Number:

Card Holder Name:

Card Expiry Date: /

CVC/CVV/CID: What is CVC/CVV/CID?

Pay

Cancel

Verified by VISA MasterCard SecureCode

Step 7. Sending Off Details

To get to this page you will need to click on the case ID number, on this page you can see the details of a standard charge.

You can enter the matches the player will miss due to his suspension here.

You will need to acknowledge a standard charge in the same way as cautions by clicking on acknowledge. You will again to have confirm that you wish to acknowledge the case.

Sending Off Details

Test Club 1st v Representative Seniors 1st
01/09/2021
Case ID: 8178653S

[Back](#) [Acknowledge](#) [Raise Claim](#)

Details

Name:	John Smith
Date of Birth:	01/01/1990
Offence:	S1 - Serious Foul Play
Offence Date:	01/09/2021
Response Due Date:	08/09/2021
Outstanding Balance:	£35.00
Acknowledged:	No
Sanction:	3 matches from 08/09/2021 (Playing) from All Saturday Football
Suspension Status:	Active (Serving)

John Smith (Devon) is suspended from All Saturday Football commencing from 08/09/2021 until Test Club 1st has completed 3 matches.

Charge

The player is suspended from 3 matches from All Saturday Football until the team mentioned above have completed the required number of games in approved qualifying competitions.

Date	Match	Competition
No upcoming matches exist in the system or the list is currently being updated. If there are any upcoming matches you are aware of that are not being displayed, please press 'Add Match'.		

[Add Match](#)

Disclaimer

The original matches to be served for a suspension outlined by The Football Association on any case are purely suggested fixtures from our

TheFA [Sign In](#)

England | The FA Cup | Wembley | St. George's Park | Women | Take Part | Governance | Shop | More

WHOLE GAME

LOC0111 | HELP | CARLTON PARKER

Sending Off Details

A Fine of £25.00 and a Discipline Admin Charge of £10.00 are payable.
You will be invoiced separately for this amount.

[Ok](#) [Cancel](#)

Details

Name:	John Smith
Date of Birth:	01/01/1990
Offence:	S1 - Serious Foul Play
Offence Date:	01/09/2021
Response Due Date:	08/09/2021
Outstanding Balance:	£35.00
Acknowledged:	No
Sanction:	3 matches from 15/09/2021 (Playing) from All Saturday Football
Suspension Status:	Active (Not Serving)

John Smith (Devon) is suspended from All Saturday Football commencing from 15/09/2021 until Test Club 1st has completed 3 matches.

Charge

The player is suspended from 3 matches from All Saturday Football until the team mentioned above have completed the required number of games in approved qualifying competitions.

Step 8. Suspension Matches

To add suspension matches you will need to open the case and then scroll down the page to find the “add match” button, you will then get a pop up box where you can follow the process from top downwards filling in the information.

You will need to follow that process for however many matches the player will miss.

The screenshot shows a dialog box titled "Suspension Match" with a sub-header "Add Suspension Match". The form contains the following fields and options:

- Season:** A dropdown menu showing "2021-22".
- First Team:** A dropdown menu showing "Test Club 1st".
- As:** Radio buttons for "Home Team" and "Away Team", with "Away Team" selected.
- Match Date:** A text field with a calendar icon, containing the text "Select the date...".
- Competition:** A text field with a search prompt: "Search to add a competition by typing the first 3 characters of their name".

At the bottom right of the dialog are "Add" and "Cancel" buttons.

This screenshot shows the "Add Suspension Match" dialog box with the "Competition" dropdown menu open. The menu lists the following options:

- Cam
- Cambridgeshire FA - Cambridgeshire County League
- Cambridgeshire FA - Cambridgeshire Friendly League
- Cambridgeshire FA - Parability League
- Cambridgeshire FA - Cambridgeshire & District Colts League

The "Add" and "Cancel" buttons are visible at the bottom right.

This screenshot shows the "Add Suspension Match" dialog box with the "Division" and "Second Team" dropdowns selected. The "Division" dropdown shows "Premier" and the "Second Team" dropdown shows "Ashington 2nd".

At the bottom right of the dialog are "Add" and "Cancel" buttons.

Step 9. Misconduct

On the misconduct case page you can see the details of who's been charged and for what offence.

You can also read the public notes which details why the case has been raised.

From this page you can also view and download a copy of the match officials report or evidence used in the charge.

You will need to respond to the case by clicking on the "respond" box in the top right hand corner.

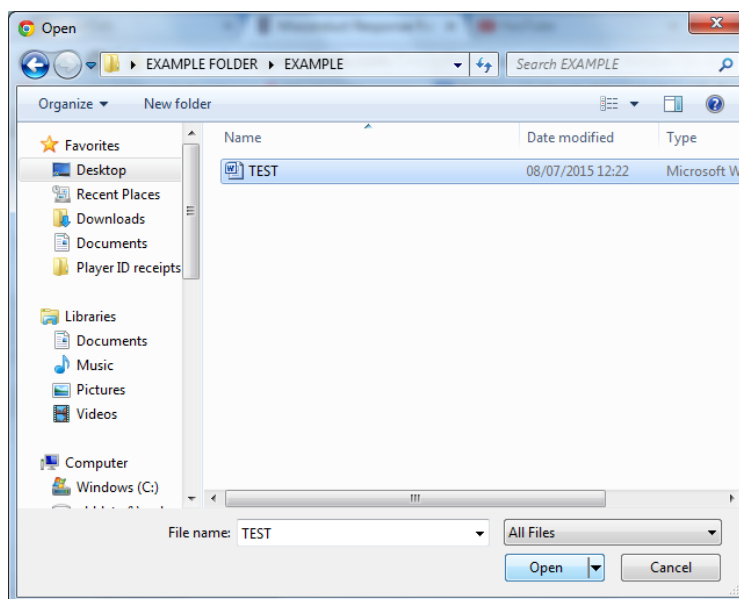
The screenshot shows the 'Participant Misconduct' page for 'Test Club 1st v Representative Seniors 1st' on 01/09/2021. The page includes a sidebar with navigation links: Dashboard, Details, Affiliation, Club Officials, Discipline, Club Players, Teams, Team Officials, and Club Invoices. The main content area displays case details for John Smith, charged with E3(d) - Improper Conduct. A 'Respond' button is circled in the top right corner. Below the details, a 'Charge' section explains the breach of FA rules. A button labeled 'View match official report/letter' is also circled. The footer features 'TheFA' branding and links to 'About The FA', 'The FA', 'FA Initiatives', and 'Social Media'.

Step 10. Misconduct Responses

On this page you can select what type of hearing the individual/club would like and how the individual/club would like to plead.

The screenshot shows the 'Misconduct Response Form' for 'Response to E3'. It includes a sidebar with navigation links: Dashboard, Details, Affiliation, Club Officials, Discipline, Club Players, Teams, Team Officials, and Club Invoices. The main content area has two dropdown menus: 'I am pleading' (set to 'Guilty') and 'I request a' (set to 'Non-Personal hearing'), both of which are circled. Below these is an 'Optional Document Upload' section with a 'Browse' button circled. At the bottom, there are 'Save' and 'Submit' buttons. The footer features 'TheFA' branding and links to 'About The FA', 'The FA', 'FA Initiatives', and 'Social Media'.

You can also supply evidence on this page by uploading the document. You can also send this in via post or email if easier.



Step 11. Hearing Results

Once the case has been taken to a disciplinary hearing, either personal or non-personal (Correspondence), you can find the results of the hearing on the same page.

You will receive a notification of this event.

You may have to enter suspension matches or pay a fine depending on the outcome of the hearing.

A screenshot of a web application interface for 'Participant Misconduct'. The page has a red header with 'Participant Misconduct' and navigation buttons 'Back', 'Hearing', and 'Responded'. Below the header, it shows 'Test Club 1st v Representative Seniors 1st' and 'Case ID: 8178567M'. A date '01/09/2021' is displayed. A 'Details' box contains the following information:

Name:	John Smith
Date of Birth:	01/01/1990
Offence:	E3(d) - Improper Conduct (not including threatening and/or abusive language/behaviour)
Offence Date:	01/09/2021
Response Due Date:	22/09/2021
Outstanding Balance:	£10.00
Responded:	Yes
Sanction:	1 match for 2.7% (Playing, Misconduct (non catagorizing)) from All Football
Suspension Status:	Active (Serving)
John Smith (Devon) is suspended from All Football commencing from 22/07/2019 until Test Club 1st has completed 1 match.	
Public Notes:	Test Test Test

To the right of the details box is a soccer ball icon with a red card. Below the details box is a 'Charge' section with a text block explaining the misconduct and the required response. At the bottom, there is a table with columns 'Date', 'Match', and 'Competition'. A message states: 'No upcoming matches exist in the system or the list is currently being updated. If there are any upcoming matches you are aware of that are not being displayed, please press 'Add Match''. An 'Add Match' button is at the bottom right.

Step 12. Invoices

At any point you can find all your clubs invoices under the “club invoices” tab. You will first need to select your role in the club before you can see the “club invoices” tab.

From that page you can view and download a copy of the invoice and pay multiple invoices at a time.

To pay off an invoice you will need to select it by clicking on the “tick to pay” box and then click on pay. You will be taken to the secure payment page where you will need to fill in your card details.

The screenshot shows the TheFA Whole Game system interface. On the left sidebar, the 'Club Invoices' tab is highlighted with a black circle. The main content area displays the 'Test Club Invoices' page. The page header includes 'TheFA' logo, 'Sign in' button, and navigation links: 'England', 'The FA Cup', 'Wembley', 'St. George's Park', 'Women', 'Take Part', 'Governance', 'Shop', and 'More'. Below the header, there's a 'WHOLE GAME' banner and a 'LOGOUT | HELP | CARLTON PARKER' link. The page is divided into sections: 'Credit Notes', 'Outstanding Invoices', and 'Pending Invoices'. The 'Outstanding Invoices' table has columns: 'Tick to pay', 'Number', 'Date', 'Payment Due Date', 'Amount', 'Paid', 'Balance', 'County', and 'Type'. Two invoices are listed, both with 'D-INV-CAM007678' and 'D-INV-CAM007679' numbers, dated '08/09/2021', with a 'Payment Due Date' of '22/09/2021'. The first invoice has an amount of '£10.00' and a balance of '£10.00'. The second invoice has an amount of '£35.00' and a balance of '£35.00'. Both are from 'Cams FA' and are 'Discipline Invoice' type. The 'Tick to pay' column has checkboxes, with the first one circled in black. A 'Pay' button is located at the bottom right of the table.

Number	Date	Due	Amount	Paid	Balance	County	Type
No Invoices found							

Tick to pay	Number	Date	Payment Due Date	Amount	Paid	Balance	County	Type
<input checked="" type="checkbox"/>	D-INV-CAM007678	08/09/2021	22/09/2021	£10.00	£0.00	£10.00	Cams FA	Discipline Invoice
<input type="checkbox"/>	D-INV-CAM007679	08/09/2021	22/09/2021	£35.00	£0.00	£35.00	Cams FA	Discipline Invoice

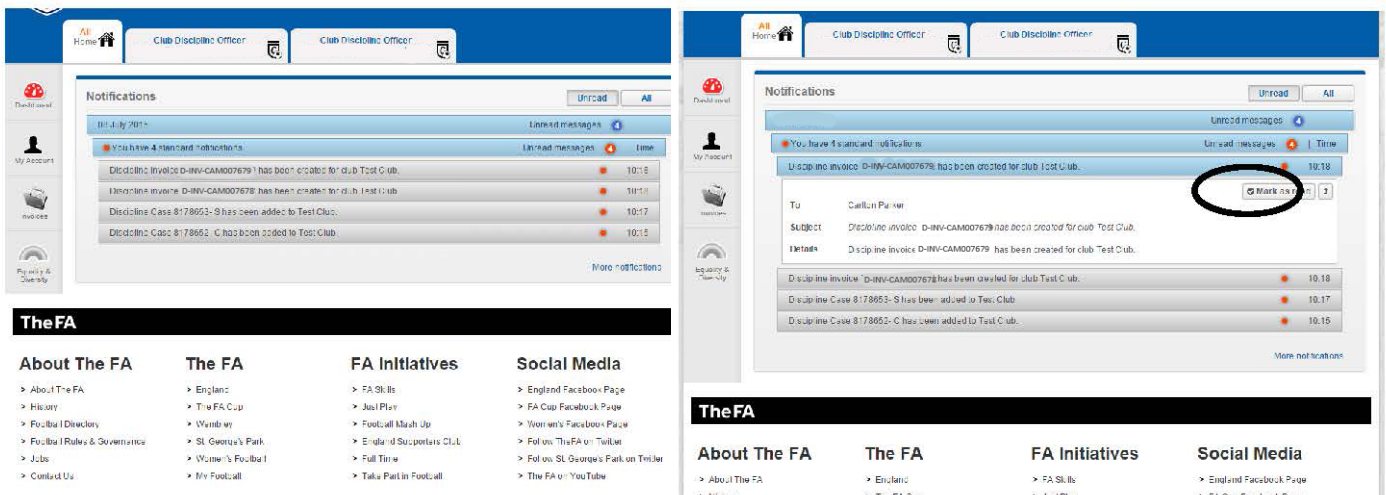
Number	Date	Due	Amount	Paid	Balance	County	Type
No Invoices found							

Step 13. Notifications

You can find your notifications on your Home Page or on the club Dashboard.

These inform you of any changes to your club for example new invoices, new cases or new suspensions.

Once you have read the notification you can hide it by marking it as read by opening the notification and the clicking on the button “mark as read”



If you have any questions or problems with the Whole Game System then please send an email.
To discipline@cambridgeshirefa.com