



ONLINE REFEREE REGISTRATION (SEASON 2016/17)

FREQUENTLY ASKED QUESTIONS

Q. How will I know that I can start the registration process?

A. Your County FA will advise you of the date that they will invite referees to register for season 2016/17. Whilst in most cases you will be advised of this date by email, it may be advisable to also visit your County FA website for any updates.

Q. Why can I not see a Registration Tab on my dashboard?

A. There are a number of reasons why you may not be able to register through Whole Game. Should you have any active suspensions in place, not registered for the past two seasons, not be CRC compliant (see below) or be registering for the first time, you will need to be registered manually by your RDO. Should you need any assistance please contact your County FA.

Q. What information will I need to hand before I start the referee registration process?

A. If you intend to officiate in youth football during season 2016/17 you will need to have an in-date CRC at the time of registration. Should you have any doubt as to the status of your CRC it is advisable to contact your RDO prior to commencing the registration process. You will also need a valid credit or debit card to pay your registration fee and any other associated purchases.

Q. Do I need a Criminal Records Check (CRC) to register as a Referee?

A. Only referees who are over the age of 16 (on the date of registration) and who intend to officiate in youth football (i.e. under 18) need to have an in-date FA accepted CRC. In the event that you do not possess an FA accepted CRC, or your current CRC is more than three years old and you indicate during the registration process that it is your intention to officiate in youth football during season 2016/17, you will be unable to complete the registration process and will need to contact your RDO who will provide assistance and advice.

Q. A message comes up that I need a CRC check and cannot register. Why, as I have never been told this before?

A. Most probably you have turned sixteen during the twelve months since you last registered. Please contact your RDO who will advise you of the next step.

Q. What use is made of the Equality and Diversity information requested during the registration process?

A. This information is used by The FA for monitoring purposes only.

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

A. This can be found on your Registration Card (if appropriate) or invoice from last season. It may also be printed alongside your name in the Referees' Section of your County Handbook. Alternatively it can be obtained from your RDO.

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 from [here](#)
Please read the instructions fully when using the password re-set function.

Q. Can I affiliate with more than one County FA online?

A. Yes, you will be able to do this within the registration process. Please note that any application you may make for Associate Membership can be either accepted or refused by the respective County FA.

Q. Can I update my details such as mobile telephone number?

A. Yes, this can be done within the registration process. You will need to contact your County FA should you wish to change your surname.

Q. Why am I asked to close dates?

A. This facility allows you to advise your RDO/League of any dates on which you are unable to accept appointments.

Q. I don't like giving my credit/debit card details online – is there an alternative?

A. Yes, you can register manually but you will require a Registration Form from your County FA, who will advise payment options.

Q. Will I be able to purchase other items such as a County Badge as I could before?

A. Each County FA will have a set of products which can be purchased during the registration process.

Q. What credit/debit cards are acceptable?

A. You will be able to use all leading credit and debit cards. Please note that American Express is not accepted however.