

## Whole Game System

### Step by Step Guide to Discipline Processing

Logging in	-	Step 1
Log in at <a href="https://wholegame.thefa.com/Account/Login">https://wholegame.thefa.com/Account/Login</a> , 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.

The screenshot shows the 'TheFA WHOLE GAME' interface. The left-hand navigation menu has the 'Discipline' tab highlighted with a red circle. The main dashboard area displays the 'Club Dashboard for Test Club' with various sections including Details, Charter Standard, Discipline (showing 'Not Suspended'), Address, Social Media, and Finance.

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.

The screenshot shows the 'Test Club Discipline Summary' page. It includes a summary table and a detailed list of discipline cases. The Case IDs are circled in red in the original image.

Offender	Offence Date	Level	Match Details	Case ID	Status	Paid	Response Due Date
John Smith (Devon)	01/05/2015	FT	Test Club 1st v Devon FA Representative Seniors 1st	8178653-S	Awaiting club confirmation	<input type="checkbox"/>	15/07/2015
John Smith (Devon)	01/05/2015	FT	Test Club 1st v Devon FA Representative Seniors 1st	8178652-C	Awaiting club confirmation	<input type="checkbox"/>	22/07/2015

#### 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.

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Club Discipline Officer Test Club

Caution Details

Test Club 1st v Devon FA Representative Seniors 1st

Case ID: 8178652C

01/05/2015

Details	
Name:	John Smith (Devon)
Date of Birth:	
Offence:	C1 - Unsporting behaviour
Offence Date:	01/05/2015
Response Due Date:	22/07/2015
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.

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Club Discipline Officer Test Club

Caution Details

Test Club 1st v Devon FA Representative Seniors 1st

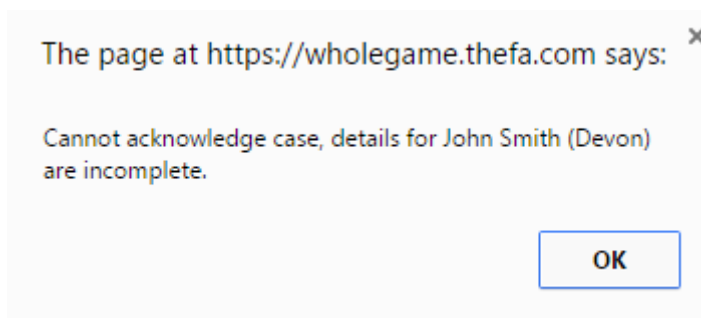
Case ID: 8178652C

A Discipline Admin Charge of £10.00 is payable.  
You will be invoiced separately for this amount.

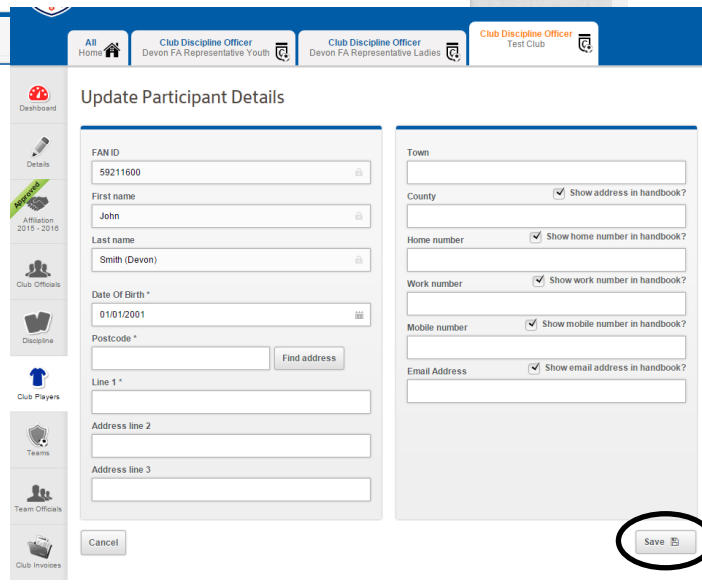
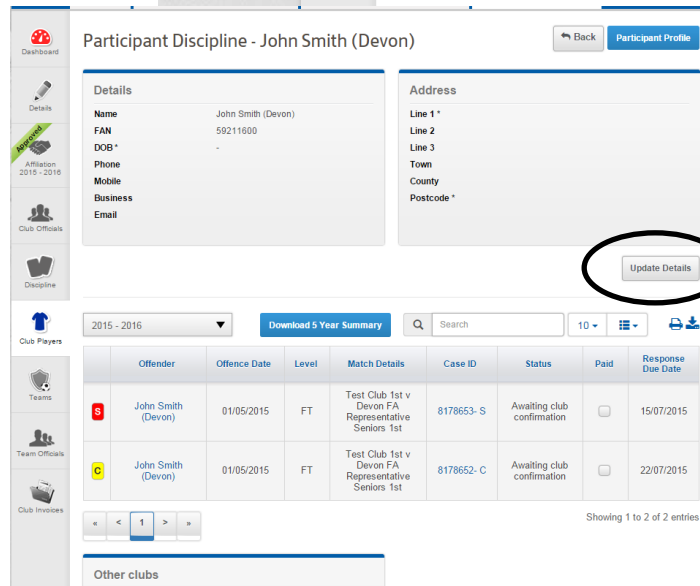
Ok Cancel

## 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 players 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 (Devon) on 01/05/2015. The caution is for 'C1 - Unsporting behaviour'. The 'Outstanding Balance' is £10.00. The '1st team cautions this season' is 1, and 'non 1st team cautions this season' is 0. A 'Tick to pay' checkbox is checked. Below the details is a table with columns: Tick to pay, Number, Date, Payment Due Date, Amount, Paid, Balance, County, and Type. The row shows a 'Discipline Invoice' for £10.00. Below this is a 'Line Item' table with columns: Line Item, Payment, and Balance. The line item is 'Discipline Admin Charge (8178652C)' for £10.00. At the bottom right, a 'Pay £10.00' button is highlighted. The footer shows 'TheFA' logo and links to 'About The FA', 'The FA', 'FA Initiatives', and 'Social Media'.

Tick to pay	Number	Date	Payment Due Date	Amount	Paid	Balance	County	Type
<input checked="" type="checkbox"/>	D-INV-DEV007678	08/07/2015	22/07/2015	£10.00	£0.00	£10.00	Devon 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 'Devon FA' secure payment screen. The total payment amount is GBP 10.00. The screen displays the 'Card Payment' section with fields for Card Number, Card Holder Name, Card Expiry Date, and CVC/CVV/CID. A 'Pay' button is visible. The footer shows the 'Verified by VISA' and 'MasterCard SecureCode' logos.

Devon FA

Your Game Your County FA

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 Devon FA Representative Seniors 1st

Case ID: 8178653S

01/05/2015

**Details**

**Name:** John Smith (Devon)  
**Date of Birth:** 01/01/1990  
**Offence:** S1 - Serious Foul Play  
**Offence Date:** 01/05/2015  
**Response Due Date:** 15/07/2015  
**Outstanding Balance:** £35.00  
**Acknowledged:** No  
**Sanction:** 3 matches from 15/05/2015(Playing) from All Saturday Football  
**Suspension Status:** Active (Serving)  
John Smith (Devon) is suspended from All Saturday Football commencing from 15/05/2015 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 covered for a suspension outlined by The Football Association on any case are purely suggested fixtures from our

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**Sending Off Details**

Test Club 1st v Devon FA Representative Seniors 1st

Case ID: 8178653S

**Details**

**Name:** John Smith (Devon)  
**Date of Birth:** 01/01/1990  
**Offence:** S1 - Serious Foul Play  
**Offence Date:** 01/05/2015  
**Response Due Date:** 20/07/2015  
**Outstanding Balance:** £35.00  
**Acknowledged:** No  
**Sanction:** 3 matches from 15/05/2015(Playing) from All Saturday Football  
**Suspension Status:** Active (Not Serving)  
John Smith (Devon) is suspended from All Saturday Football commencing from 15/05/2015 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.

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

## 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 close button in the top right corner. The main heading inside is "Add Suspension Match". The form contains the following fields and options:

- Season:** A text box containing "2015 - 2016" with a lock icon on the right.
- First Team:** A text box containing "Test Club 1st" with a lock icon on the right.
- As:** Two radio buttons: "Home Team" (unselected) and "Away Team" (selected).
- Match Date:** A text box containing "Select the date..." with a calendar icon on the right.
- Competition:** A text box containing the placeholder text "Search to add a competition by typing the first 3 characters of their name".

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

This screenshot shows the same "Add Suspension Match" dialog box, but the "Competition" field is expanded to show a list of available competitions. The list includes:

- Devon FA - Devon 5.6.7's Plymouth
- Devon FA - Devon Ability Counts League
- Devon FA - Devon and Exeter Football League
- Devon FA - Devon County Veterans League
- Devon FA - Devon County Youth League
- Devon FA - Devon FA Just Play Summer Tournament
- Devon FA - Devon Fair Play League
- Devon FA - Devon Futsal Championship
- Devon FA - Devon Futsal Cup
- Devon FA - Devon Girls Football League

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

This screenshot shows the "Add Suspension Match" dialog box with further selections made. The "Competition" field now contains "Devon FA - Devon and Exeter Football League". Below it, a "Division" dropdown menu is set to "Premier". The "Second Team" dropdown menu is set to "Alphington 2nd". The "Add" and "Cancel" buttons are at the bottom right.



## 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 Devon FA Representative Seniors 1st' on 01/05/2015. The page includes a sidebar with navigation links: Dashboard, Details, Affiliation 2015-2018, Club Officials, Discipline, Club Players, Teams, Team Officials, and Club Invoices. The main content area has a 'Details' section with the following information:

Name:	John Smith (Devon)
Date of Birth:	01/01/1990
Offence:	E3(d) - Improper Conduct (not including threatening and/or abusive language/behaviour)
Offence Date:	01/05/2015
Response Due Date:	22/07/2015
Outstanding Balance:	£0.00
Responded:	No
Public Notes:	Test Test Test

To the right of the details is a soccer ball icon with a red card. Below the details is a 'Charge' section with text explaining the breach of FA Rule E3. At the top right, there are 'Back' and 'Respond' buttons, with 'Respond' circled in red. At the bottom right, there is a button labeled 'View match official report/letter' with a download icon, also circled in red.

## Step 10. Misconduct Responses

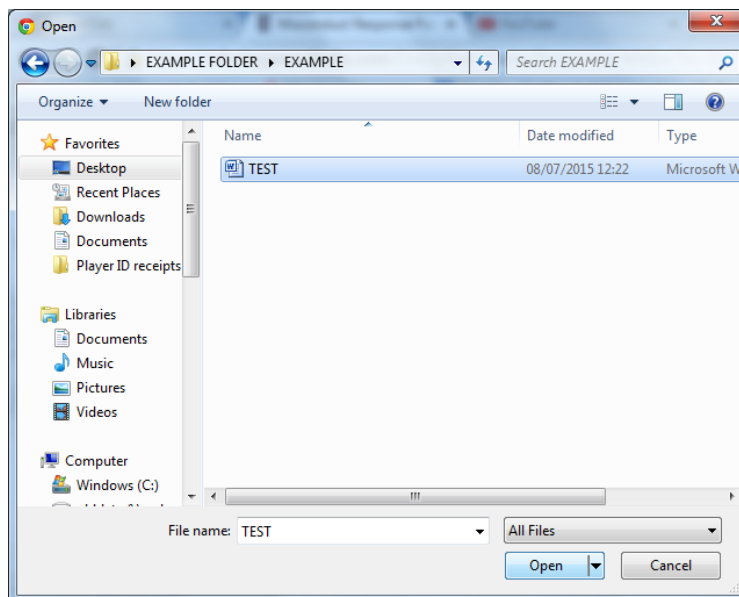
On this page you can select what type of hearing the individual/club would like and how the individual/club would like to plead.

The screenshot shows the 'Misconduct Response Form' for 'Response to E3'. The form includes a sidebar with the same navigation links as the previous page. The main content area has the following sections:

- Response to E3**: A section with a dropdown menu for 'I am pleading' (set to 'Guilty') and a dropdown menu for 'I request a' (set to 'Non-Personal hearing'). Both dropdowns are circled in red.
- Optional Document Upload**: A section with a 'Browse' button, which is also circled in red. Below this is a checkbox for 'I understand that by clicking the Submit button, I must pay the administration fee of £0.00. In the event of the fee not covering the amount of costs charge an additional amount may be charged by the Disciplinary Commission.'
- Buttons**: 'Save' and 'Submit' buttons at the bottom right.

The footer of the page includes 'TheFA' logo 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.

Dashboard

Details

Approved

Affiliation  
2015 - 2016

Club Officials

Discipline

Club Players

Teams

Team Officials

Club Invoices

## Participant Misconduct

[Back](#) [Hearing](#) [Responded](#)

**Test Club 1st v Devon FA Representative Seniors 1st**

Case ID: 8178657M

01/05/2015

Details

**Name:** John Smith (Devon)

**Date of Birth:** 01/01/1990

**Offence:** E3(d) - Improper Conduct (not including threatening and/or abusive language/behaviour)

**Offence Date:** 01/05/2015

**Response Due Date:** 22/07/2015

**Outstanding Balance:** £10.00

**Responded:** Yes

**Sanction:** 1 match from 22/07/2015(Playing, Refereeing (non safeguarding)) from All Football

**Suspension Status:** Active (Serving)

John Smith (Devon) is suspended from All Football commencing from 22/07/2015 until Test Club 1st has completed 1 match.

**Public Notes:** Test Test Test

Charge

The participant has been charged for a breach of misconduct in accordance with FA rules. It is alleged FA Rule E3 - Improper Conduct (not including threatening and/or abusive language/behaviour). A response to the charge is required by no later than **22/07/2015**. A copy of the report(s) which refer to the alleged misconduct is available below. To respond to the case please click 'Respond' above.

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 +

## 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 displays the 'TheFA' 'WHOLE GAME' interface. On the left sidebar, the 'Club Invoices' option is circled. The main content area is titled 'Test Club Invoices' and shows the user's role as 'Club Discipline Officer Test Club'. It contains three tables: 'Credit Notes' (empty), 'Outstanding Invoices' (with two entries), and 'Pending Invoices' (empty). The first entry in the 'Outstanding Invoices' table is circled.

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 type="checkbox"/>	D-INV-DEV007678	08/07/2015	22/07/2015	£10.00	£0.00	£10.00	Devon FA	Discipline Invoice
<input type="checkbox"/>	D-INV-DEV007679	08/07/2015	22/07/2015	£35.00	£0.00	£35.00	Devon 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”

