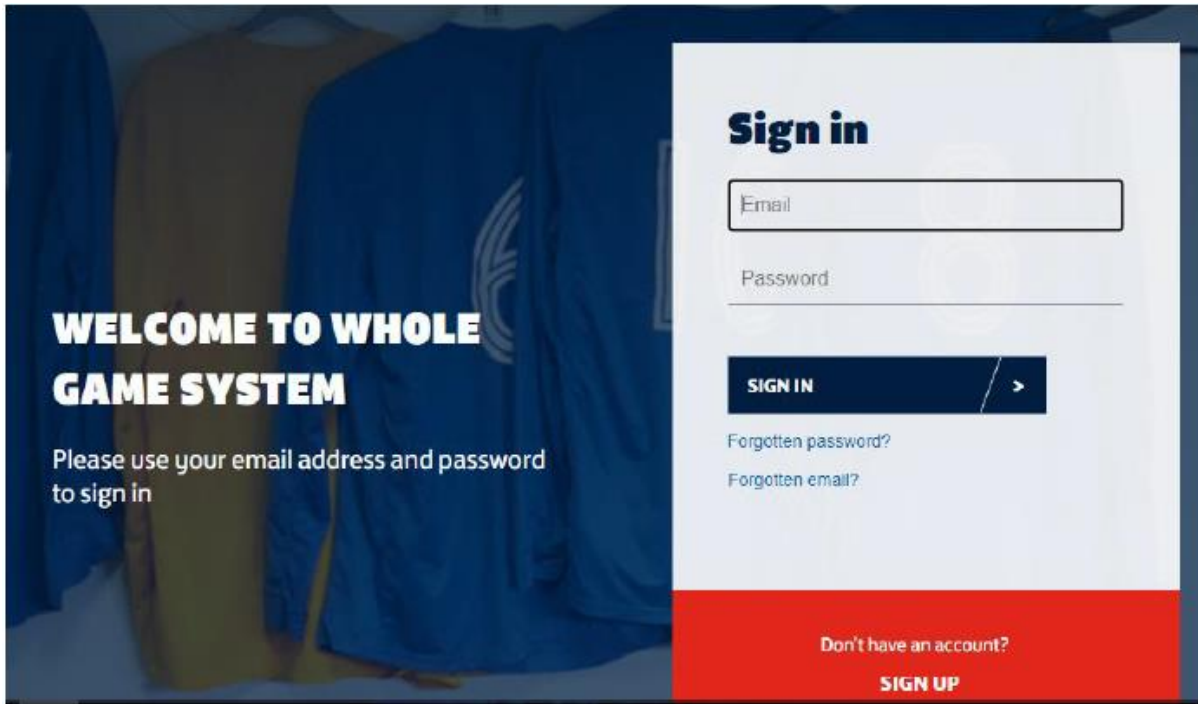


DBS APPLICANT GUIDE

SECTION 1 – ACCESSING AND LOGGING INTO WGS

To access the Whole Game System, please visit <https://wholegame.thefa.com/> where you will be asked to enter your email along with your password to sign in.



TROUBLESHOOTING

Resetting Password

- If you cannot recall your password this can be reset using the **‘forgotten password’** link. The system will ask you to enter your **Email** or **FAN** along with your **Date of Birth** before clicking Submit.
- You will then receive an email from info@thefa.com which will take you through the reset process.

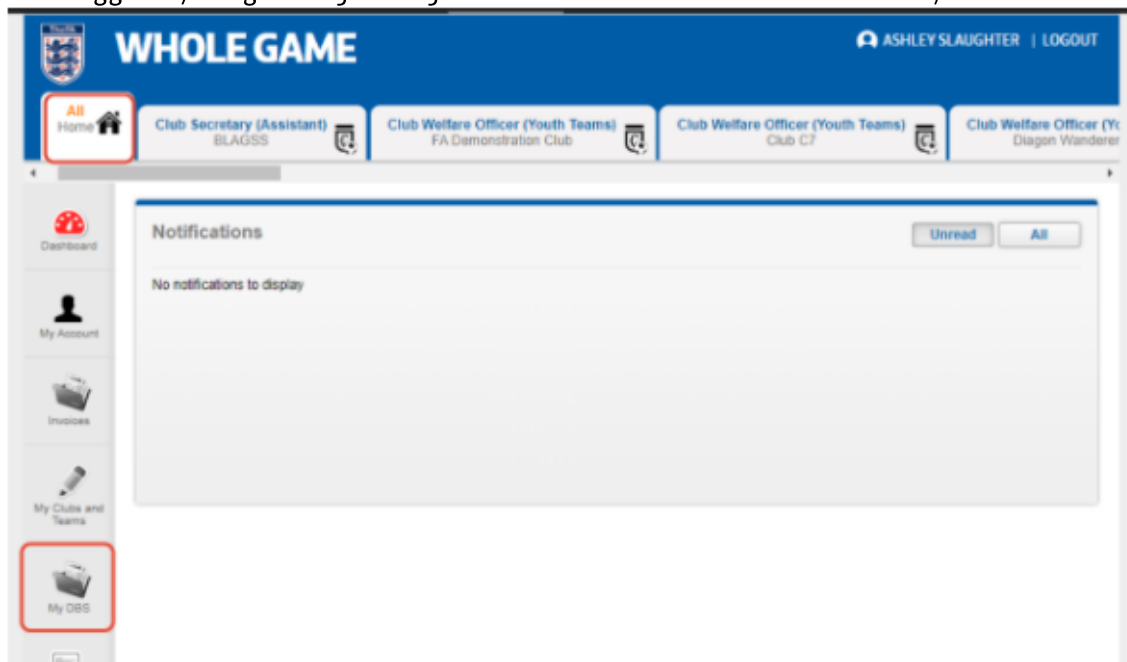
“This email exists on more than one account” error message

- If you receive the above error message, you will need to log in using your FAN. This can be done by clicking the **“forgotten email”** link.
- If you are unsure of your FAN number, please contact your club welfare officer or Dorset FA on 01202 682375 or safeguarding@dorsetfa.com.

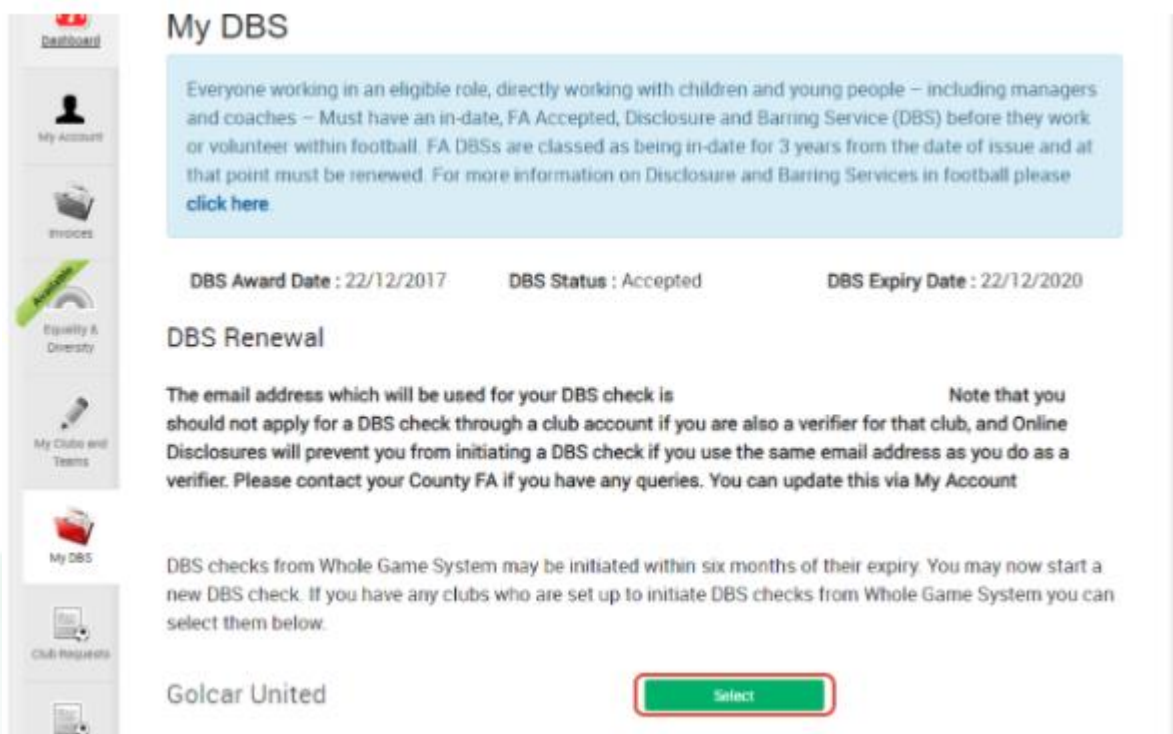
Please also check that you are using the email which is associated to your FAN account, this can be amended once logged in or by contacting Dorset FA.

SECTION 2 – INITIATING DBS APPLICATION

Once logged in, navigate to your 'My DBS' Tab down the left side of the screen, as below.



Please click 'My DBS' to load the screen which enables you to select your Club to which you will provide your documents for verification, once completing your DBS application, as below.



- Once loaded you will have Clubs listed who have added you as a DBS applicant or you have been assigned the role of Whole Game as a Manager, Coach or Assistant Coach.
- If you are a member of more than one Club you can select which one, it will be the Welfare

- Officer of this Club who will need to verify your documents.
- You will then need to click the 'Select' button which will initiate the auto email from GBG Online Disclosures, which you will then need to follow to complete your DBS. You may need to check your junk/spam mail, as these auto emails do sometimes find their way here, rather than your inbox.
 - Upon receipt of the email, follow the guidance from GBG Online Disclosures to complete your application for your DBS. At this point you will need to contact your Club Welfare Officer to verify your documents.

Cost of DBS

This depends on whether you are a volunteer and what method of application you use. If you are a volunteer and complete the application using the above online method, it currently costs £10.

Next steps

Once submitted, verified and paid for; your application will be submitted to the Disclosure and Barring Service and will go through 5 stages.

- Stage 1 – Application form received and validated
- Stage 2 – Police National Computer searched
- Stage 3 – DBS Children, DBS Adults and List 99 searched, where applicable
- Stage 4 – Records held by the Police search
- Stage 5 – Certificate Printed

Once your certificate has been printed, if there is no content, your DBS will automatically be accepted and will update on your FAN usually within 72 hours. If there is content on the certificate, then please be aware The FA Disclosure Team may request for you to send the original copy of your certificate to make an assessment.

If you have any questions around the DBS process please contact your Club Welfare Officer or safeguarding@dorsetfa.com.

