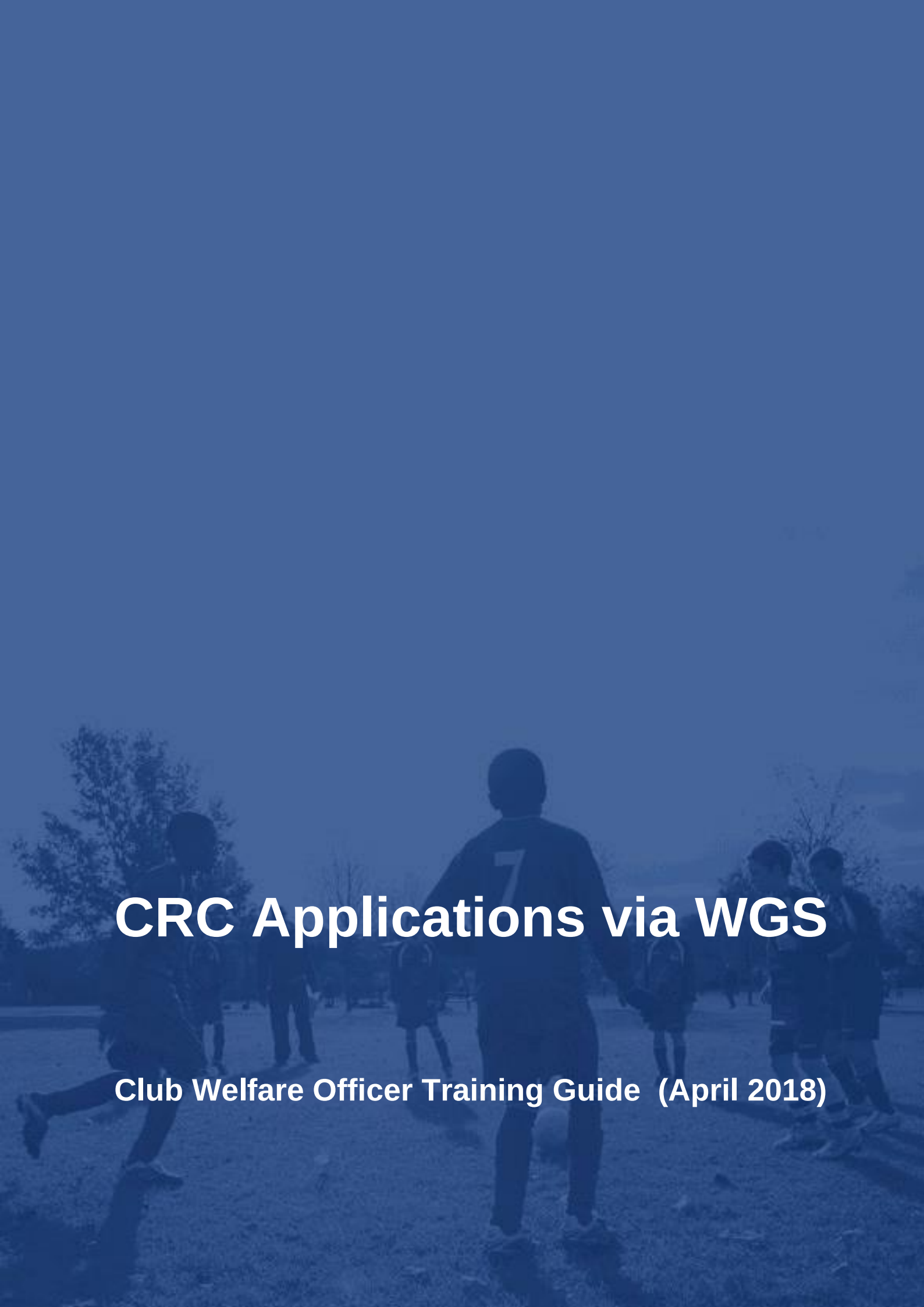

CRC Applications via WGS

Club Welfare Officer Training Guide (April 2018)

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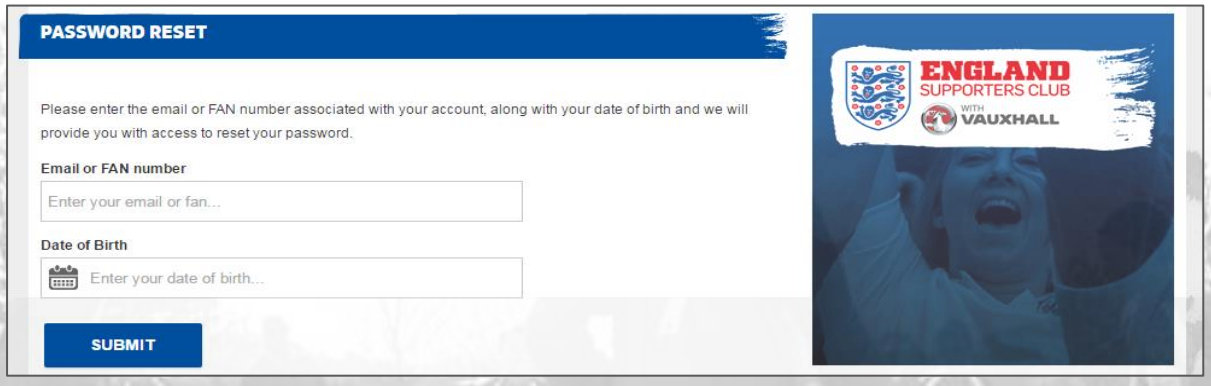
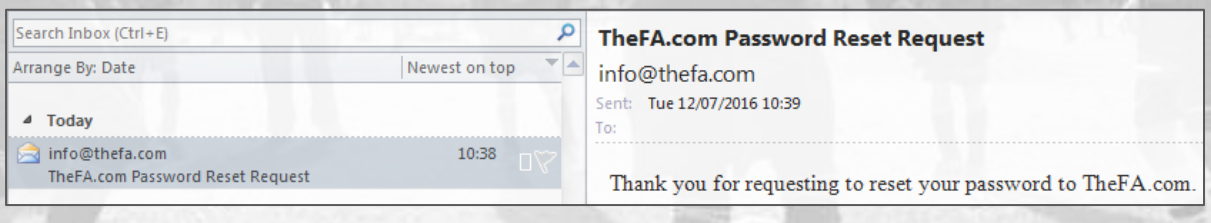
SECTION ONE
ACCESSING AND LOGGING INTO WGS

To access the Whole Game System, please visit https://wholegame.thefa.com where you will be asked to enter either your **Email** or **FAN ID** along with your **Password** before selecting **Login**.

If you are unaware of your password, please select the **Have you forgotten your password?** link. The system will ask you to enter your **Email** or **FAN** along with your **Date of Birth** before clicking **Submit**.



You will receive an email from info@thefa.com which will take you through the reset process



FREQUENTLY ASKED QUESTIONS

What is a FAN?

FAN stands for FA Number. Your FAN is the individual number used to record all football participants, whether they be players, officials, referees, coaches or members of the England Supporters Club.

Do I have to have a FAN to access Whole Game System?

Yes, you will need your FAN to access WGS as it is this number that records the role or roles you have in football.

Can an Individual have more than one FAN?

Ideally not, and you should avoid creating duplicate records. Should you come across a participant with more than one FAN record, please contact your County FA who will merge the multiple records (this is known as de-duplication, or de-dupe).

How do I find out my FAN?

If you have forgotten your FAN please contact your club secretary or County FA who will be able to advise you of your FAN.

Can I retrieve my password if my email address isn't on my FAN record?

No. The retrieve password function relies on sending an email to email address recorded in WGS. If your current email address is not recorded against your FAN, you will need to contact your County FA who will verify your identity and add your email to the FAN.

What do I do if the retrieve password email does not arrive?

First of all, please check your spam folder in case your email system has filed it as spam. If it has not, and you have recently changed your email address, please check your old email account. Should the email not have arrived please contact your local County FA who will be able to check your FAN record to see whether the correct email address is assigned to it.

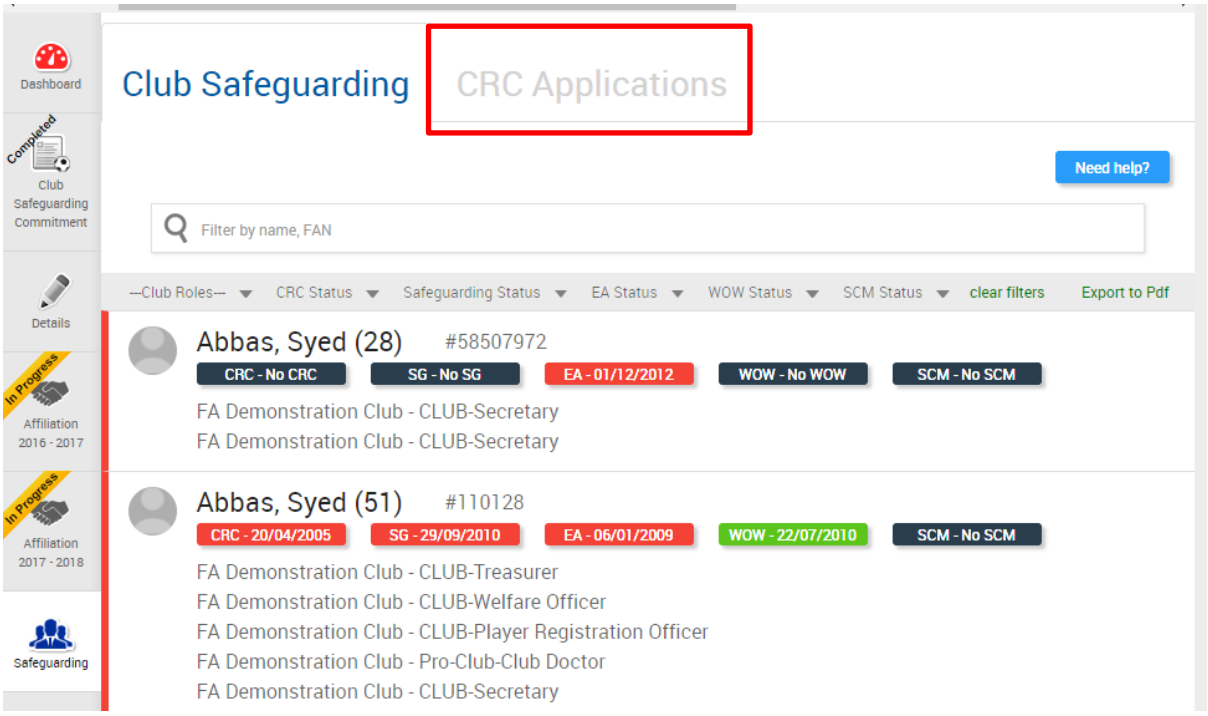
SECTION TWO
KEY STEPS TO NEW PROCESS

- WGS Opened for CRC Applications by County FA
- Club adds GB Group PIN to account in WGS
- Club adds individual to role of Club-CRC Applicant
- Individual has My CRC tile in Portal
- Individual initiates CRC check from Portal
- Account PIN, FAN and contact details sent to GB Group
- GB Group and Online Disclosures follow normal process
- Updates sent to WGS as application proceeds
- CRC Update automatically if Disclosure Complete - Clear

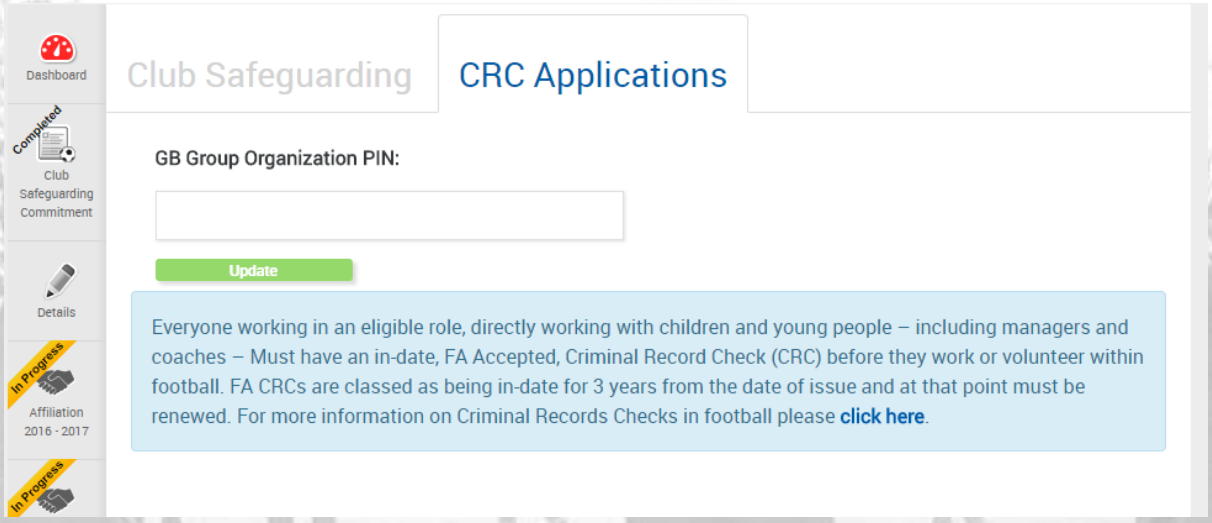
Training will be provided to Clubs by their County Football Association, with support from the FA, to ensure Clubs are fully conversant with the new process prior to being set live to use this.

SECTION THREE
ADDING GBG PIN TO WGS PORTAL

Once the Club has logged into the Portal, the Club will need to navigate to the Safeguarding Tile down the left side of the screen, and the screen below will appear.



Highlighted at the top of the screen is the new CRC Applications Tab which is where the new process will commence for Clubs.



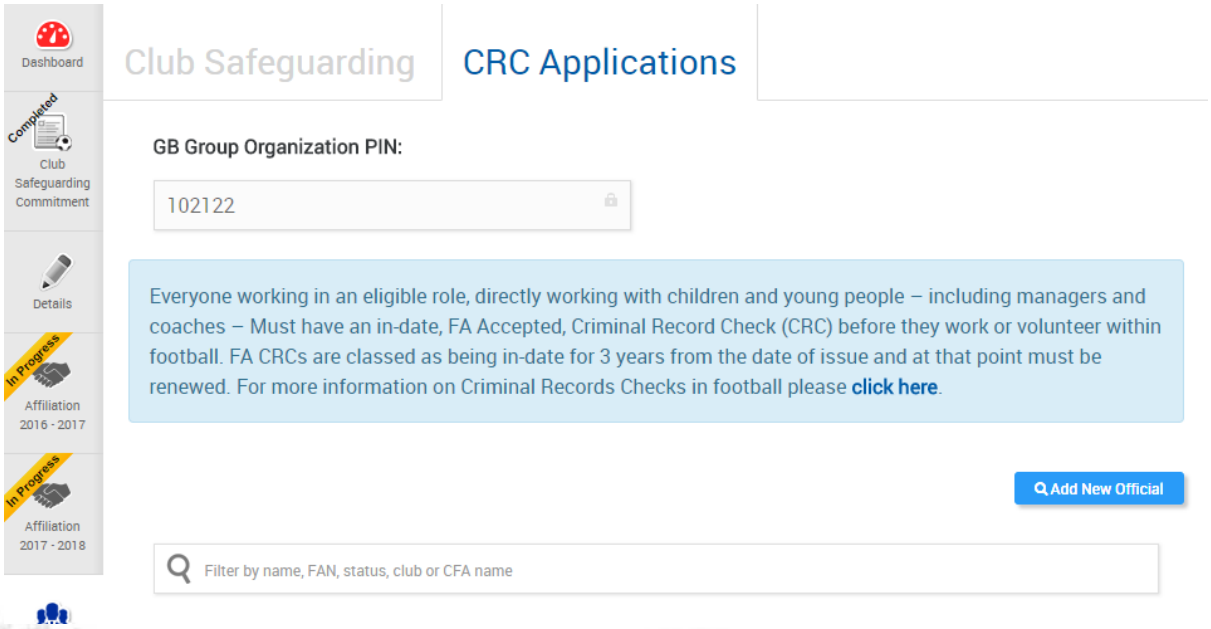
Once the Club has clicked on this Tab, the screen above will appear. You will be required to add your GBG Pin and update, which the Club will know from using the GBG Site.

Should you not know your PIN, please contact your County Designated Safeguarding Officer or GBG to obtain this, although it will be available in GBG if you have access to log in.

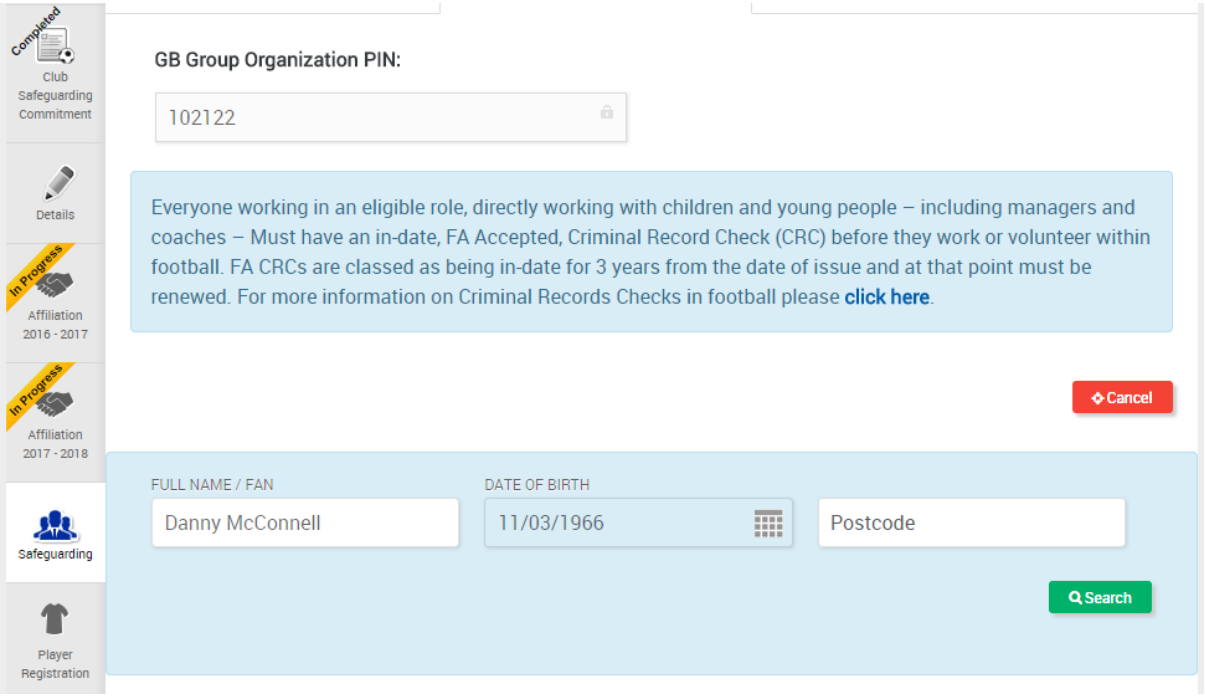
SECTION FOUR
ADDING INDIVIDUAL TO THE ROLE OF CRC APPLICANT

It is here you will add new CRC Applicants to your Club who do not currently hold a valid in date CRC. Any new Managers, Coaches, Assistant Managers & Coaches who hold the correct qualifications, will need to be added in the normal manner under your Team Officials Tile to the correct team.

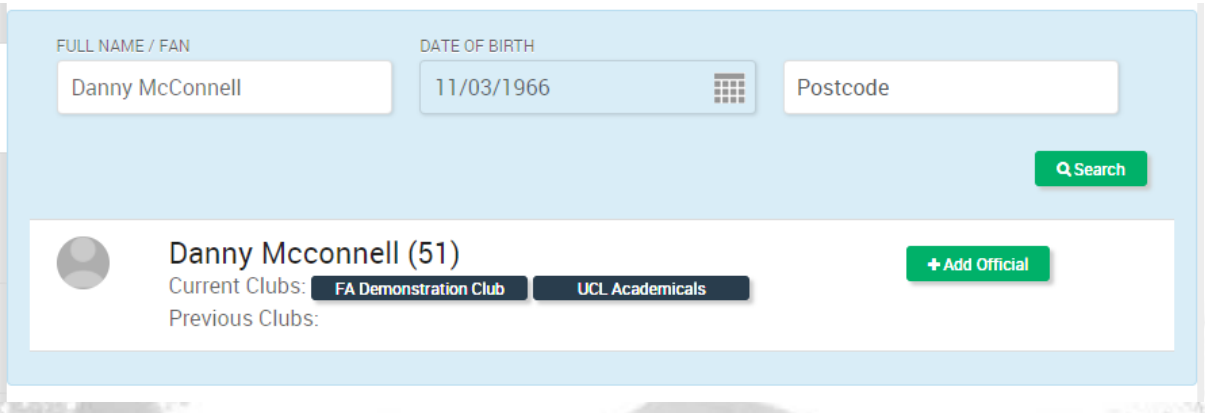
Once your pin is entered, and you are ready to proceed with your applications via the new method you will see the screen below which allows you to add new applicants.



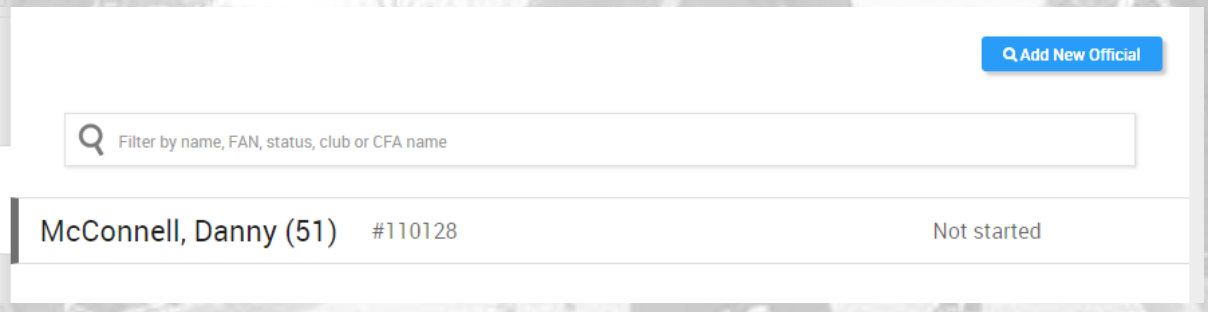
You will see this allows you to “Add New Official” similar to your Club Officials and Team Officials pages, and will require standard information to search for the said person, to see if they have a FAN.



When entering details of the person you are looking to find, once you click search you will see details such as below.



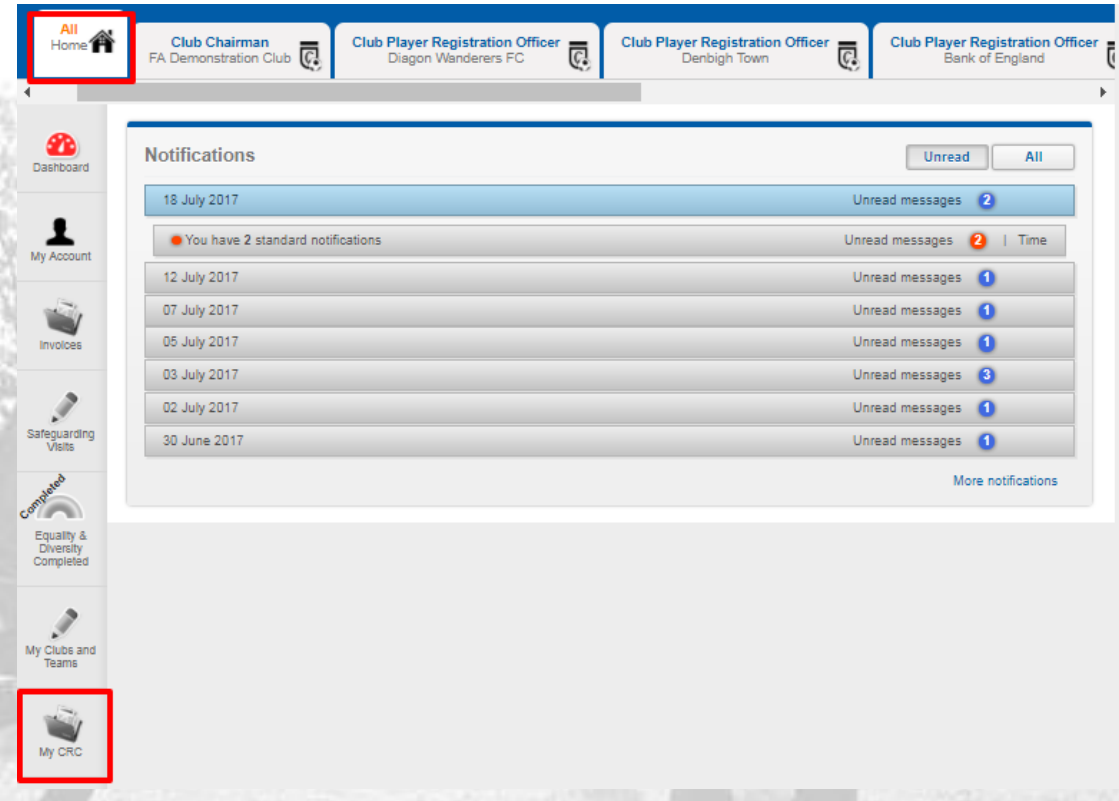
If you click on the "Add Official" button, this will add the individual to your CRC Applicants list, in order for a CRC Application to be undertaken. It will also show the individual as not started.



At this stage, it is important you ensure that the personal details of the individual are up to date, and that their FAN shows correct names. If the FAN Record name requires amending, please contact your County FA who can update this, and also show a "Known As" if birth name is different to that the individual is known as day to day.

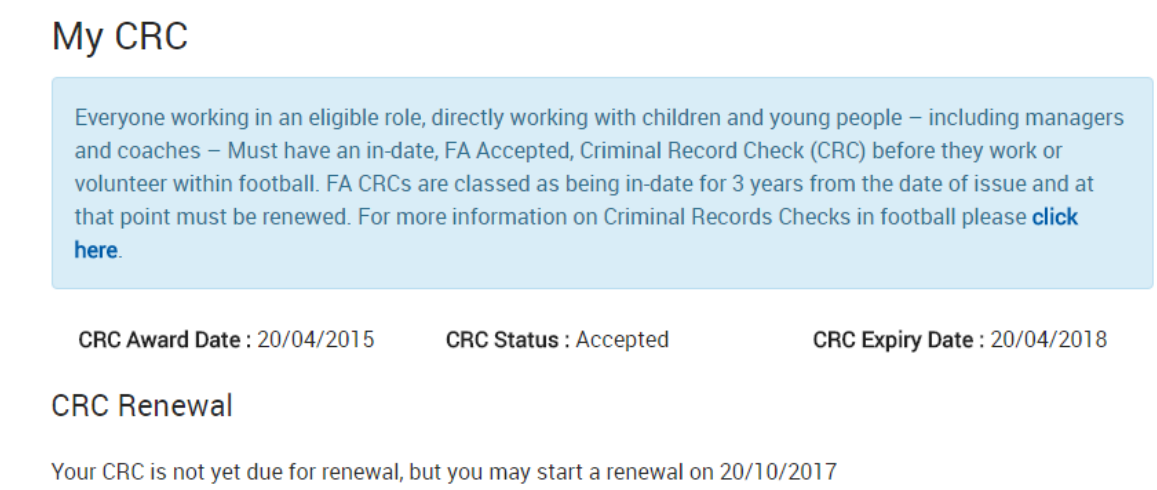
SECTION FIVE
INDIVIDUALS PORTAL CRC TILE

It is here the individual will see their ability to apply for their CRC, and to the Club who has added them in their Portal as a CRC Applicant.

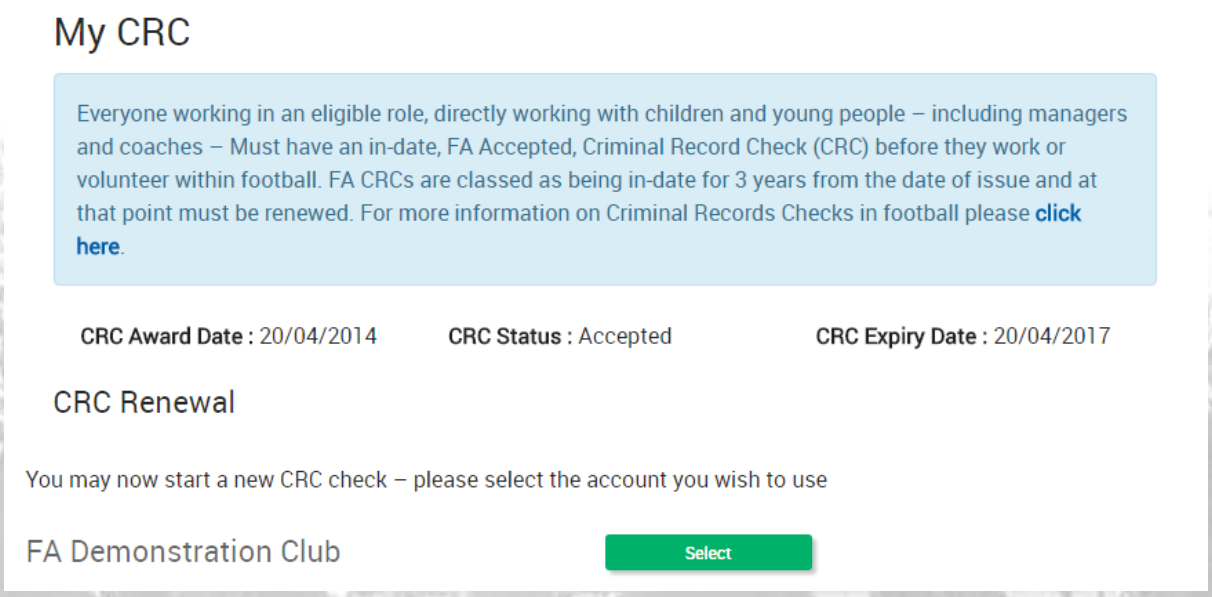


Once the individual has logged into their Portal, they will see the screen above, and the new “My CRC” tile which will be available.

If they navigate to this button and click, the following screen will appear.



At the time they have been added by their Club Welfare Officer, or other Club Officer with the relevant access, the individual will see a change in screen to below. This will allow them the ability to select the Club to which they will be applying for their CRC. In most cases, as the person will be a new applicant, it will only show one Club. If however the individual will be volunteering at more than one Club, the option may arise to select one of two/three.



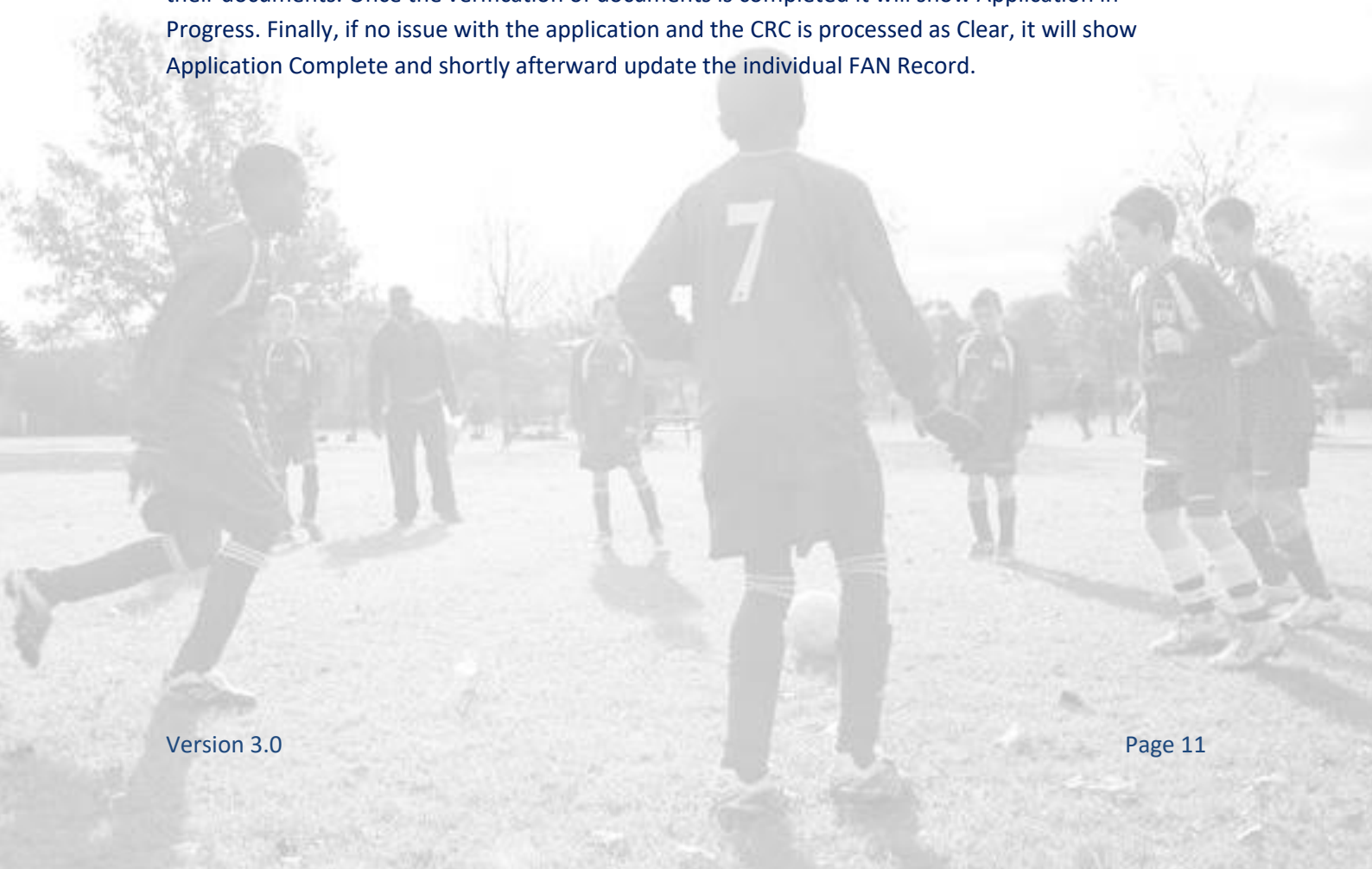
At this stage of the process once selected, an automated email sent to CRC Applicant via their email address which must be on their FAN to enable their log in to the WGS Portal.

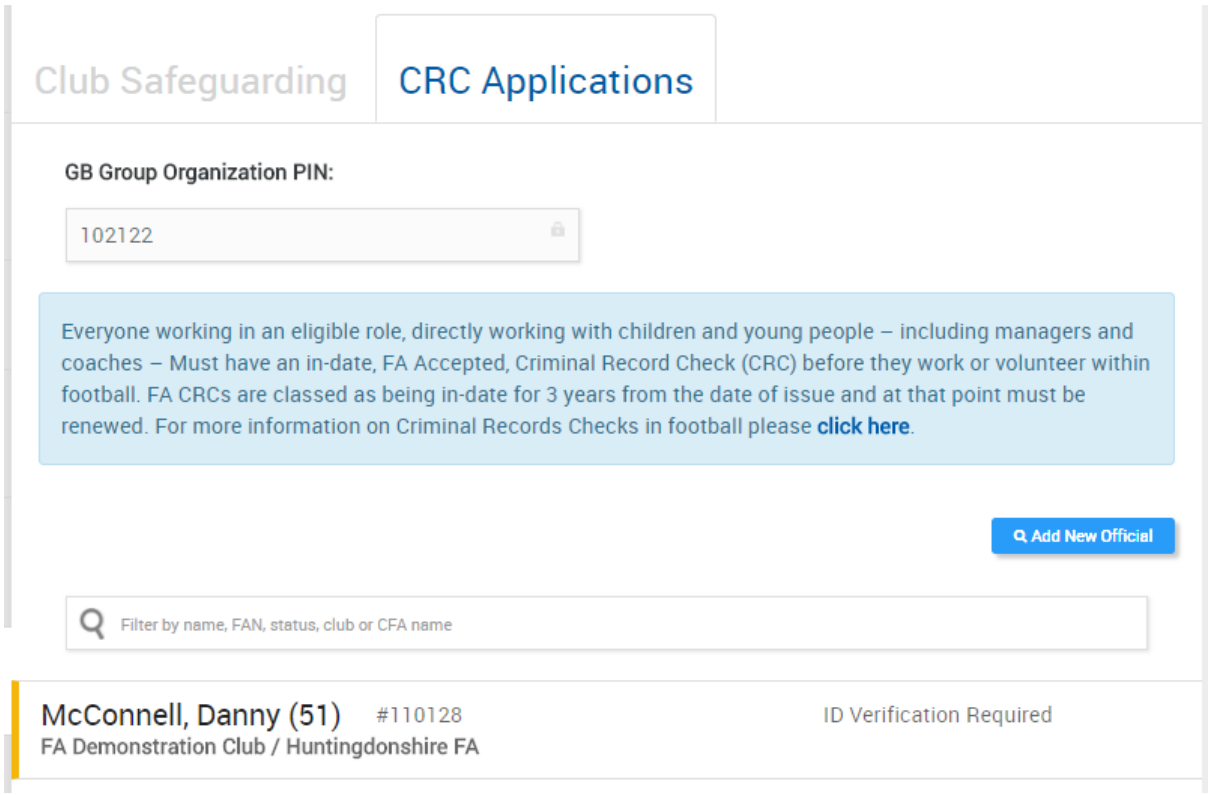
- CRC applicant logs into GB Group (within automated email)
- CRC applicant provides details as normal in GBG
- CRC applicant submits CRC for verification

- Club verifier logs into GB Group and provides verification
- GB Group submit CRC check to DBS
- Changes in application status are reflected in WGS now, as the application was commenced in the WGS Portal

SECTION SIX
HOW TO FIND UPDATES ON CRC APPLICATIONS

If the Club revert to their Safeguarding Tile in the Portal, and navigate to the CRC Application Tab, you will see now the status of the CRC Application will change depending on where you are in the process. Initially it will be In Progress, which means the individual is inputting their details via GBG. Once this is done, it will amend to ID Verification Required when the applicant requires you to verify their documents. Once the verification of documents is completed it will show Application in Progress. Finally, if no issue with the application and the CRC is processed as Clear, it will show Application Complete and shortly afterward update the individual FAN Record.




Club Safeguarding
CRC Applications
GB Group Organization PIN:
102122
Everyone working in an eligible role, directly working with children and young people – including managers and coaches – Must have an in-date, FA Accepted, Criminal Record Check (CRC) before they work or volunteer within football. FA CRCs are classed as being in-date for 3 years from the date of issue and at that point must be renewed. For more information on Criminal Records Checks in football please click here.
Add New Official
Filter by name, FAN, status, club or CFA name
McConnell, Danny (51) #110128
FA Demonstration Club / Huntingdonshire FA
ID Verification Required