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|  |  | **WHOLE GAME**  **SYSTEM** |

**ON LINE REFEREE REGISTRATION – 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 2018/19. Whilst in most cases you will be advised of this date by email, it may well be advisable to also visit your County FA Website.

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

A. Referees who are over the age of 16 years of age (on the date of registration) and who intend to officiate in youth football (i.e under 18) need to have an accepted F CRC. In the event that you do not hold a valid FA accepted CRC and you indicate during the registration process that it is your intention to officiate in youth football, you will be prevented from completing the process. For further guidance please contact your County FA.

**Q. What use is made of the Equality & Diversity Data requested during the registration process?**

A. This information is used by The FA for monitoring purposes only; you are kindly therefore asked to complete this as accurately as possible.

**Q. I cannot remember my FA Number (FAN).**

A. If you cannot remember your FAN, please review the email that has been sent to you from your County FA as this should contain your FAN.

**Q. I cannot remember my password to access the Whole Game System.**

A. If you cannot remember your Password please click[**here**](https://www.thefa.com/account/RequestPasswordReset) on this page Enter your FAN and Date of Birth and follow the on screen prompts. You will then be sent a link directly from the FA which will allow you to reset your password.

**Q. A message comes up that I need a Criminal Records check and cannot register?**

A. Referees who are over the age of 16 years of age (on the date of registration) and who intend to officiate in youth football (i.e. under 18) need to have an accepted F CRC. In the event that you do not hold a valid FA accepted CRC and you indicate during the registration process that it is your intention to officiate in youth football, you will be prevented from completing the process. For further guidance please contact your County FA.

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

A. Yes, you will be able to this within the registration process.

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

A. Yes this can be done with the registration process.

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

A. The Payment System used by the FA is a secure payment facility provided by Barclays Smart Pay. The County FA branding will be visible, along with the total payment amount. Should you not wish to use the electronic system to register, then you can request a Registration Form from the County FA to enable you to manually register.

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

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

**Q. Can I purchase Referee Personal Accident Insurance?**

A. Yes this can be purchased online and details of the cover provided can be found in the related document section of the [Finance & Registration](http://www.hampshirefa.com/referees/refereeing-support/finance-and-registration) page on the Hampshire FA Website.

**Q. What credit / debit cards are acceptable?**

A. You will be able to use all leading credit and debit cards.