

Player Registration

Frequently Asked Questions

Please refer to the FA technology knowledge base, for any queries in relation to Player Registration, Full Time or The FA's Matchday App:

<https://grassrootstechnology.freshdesk.com/support/home>

Q. I can't attach my player as he is linked to a professional club?

A. Your County FA will need to review and attach the player for you. We would encourage you to contact your league to explain the situation to ensure there are no registration irregularities. Please send details to discipline@hertfordshirefa.com and we will endeavour to resolve these as a soon as possible.

Q. There is more than one contact for my player so I can't add him to the club?

A. Your County FA will need to amend these records so that the player will have only one contact. We would encourage you to contact your league to explain the situation to ensure there are no registration irregularities. Please send details to discipline@hertfordshirefa.com and we will endeavour to resolve these as a soon as possible.

Q. Can I change the Name or Date of Birth of a player?

A. No, once the record has been created these are fixed and can only be altered by your County FA.

Q. We have a youth team within our affiliation, and we cannot add a player as we are an adult club and the system is initiating a transfer request

A. It isn't initiating a transfer, it is coming up as a Notice of Approach. This should be obtained offline as it is showing as attaching them to another Club and dual signing. You can add them and if you have approval just simply click waive on the approach and go ahead and sign the player as normal. (Refer to FA Rule C2 – for clarity for illegal approach)

Q. I cannot submit players to the league for it to appear orange with pending approval

A. Please check that you have met all the requirements of the League