



# **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**.



The FA

# WHOLE GAME

How to guide

### Welcome to Whole Game System

Email / FAN ID:

Password:

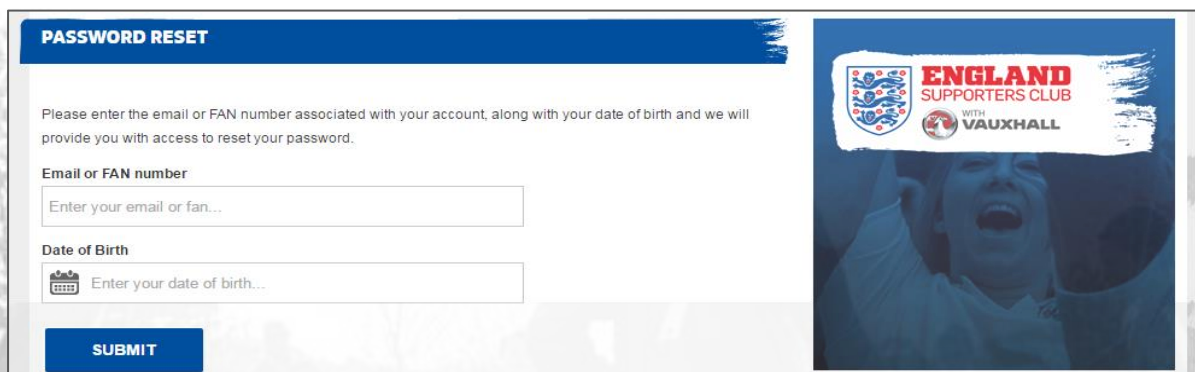
Login

Have you forgotten your password?

If you are already a FA registered user get started by logging on with your existing email address or FAN.

To create a FAN ID, please click here

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**.



### PASSWORD RESET

Please enter the email or FAN number associated with your account, along with your date of birth and we will provide you with access to reset your password.

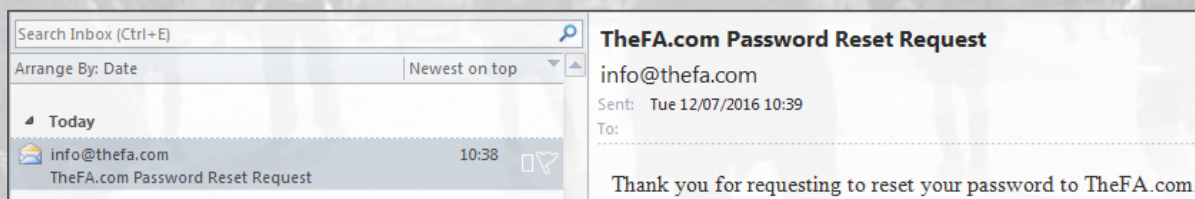
Email or FAN number

Date of Birth

SUBMIT

ENGLAND SUPPORTERS CLUB WITH VAUXHALL

You will receive an email from [info@thefa.com](mailto:info@thefa.com) which will take you through the reset process



Search Inbox (Ctrl+E)

Arrange By: Date Newest on top

Today

info@thefa.com 10:38

TheFA.com Password Reset Request

### TheFA.com Password Reset Request

info@thefa.com

Sent: Tue 12/07/2016 10:39

To:

Thank you for requesting to reset your password to TheFA.com.

## 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.

The screenshot shows the 'Club Safeguarding' interface. The 'CRC Applications' tab is highlighted with a red box. The page includes a search bar, filter options, and a list of members. The first member is Abbas, Syed (28) with ID #58507972, showing status buttons for CRC, SG, EA, WOW, and SCM. The second member is Abbas, Syed (51) with ID #110128, showing status buttons for CRC, SG, EA, WOW, and SCM. The left sidebar contains navigation options: Dashboard, Club Safeguarding Commitment, Details, In Progress (Affiliation 2016-2017), In Progress (Affiliation 2017-2018), and Safeguarding.

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

The screenshot shows the 'Club Safeguarding' interface with the 'CRC Applications' tab highlighted. The page displays a form for entering the 'GB Group Organization PIN' with an 'Update' button. A blue information box contains the following text: "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](#)."

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. If you have two or more sections to your Club, this PIN must be the one for that section, i.e. ABC Youth - 112233, ABC Colts - 45566, so this matches current information on GB Group 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. This is only for any new Managers, Coaches, or Assistant Managers & Coaches who do not hold a valid in date CRC as required.

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.

Dashboard

Club Safeguarding

CRC Applications

Completed  
Club Safeguarding Commitment

Details

In Progress  
Affiliation 2016 - 2017

In Progress  
Affiliation 2017 - 2018

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

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.

Completed

Club  
Safeguarding  
Commitment

---

Details

---

In Progress

Affiliation  
2016 - 2017

---

In Progress

Affiliation  
2017 - 2018

---

Safeguarding

---

Player  
Registration

**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](#).

Cancel

FULL NAME / FAN

DATE OF BIRTH

Search

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

FULL NAME / FAN

DATE OF BIRTH

Search

**Danny Mcconnell (51)**

Current Clubs: FA Demonstration Club UCL Academicals

Previous Clubs:

+ Add Official

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.

Add New Official

Filter by name, FAN, status, club or CFA name

<b>McConnell, Danny (51)</b>	#110128	Not started
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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.

The screenshot shows the Individuals Portal dashboard. At the top, there is a navigation bar with a red box around the 'All Home' button. Below this, there are three tabs for different roles: 'Club Chairman FA Demonstration Club', 'Club Player Registration Officer Diagon Wanderers FC', and 'Club Player Registration Officer Denbigh Town'. The main content area features a 'Notifications' section with a table of unread messages. A red box highlights the 'My CRC' button in the left-hand navigation menu.

Date	Unread messages
18 July 2017	2
You have 2 standard notifications	
12 July 2017	1
07 July 2017	1
05 July 2017	1
03 July 2017	3
02 July 2017	1
30 June 2017	1

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.

The 'My CRC' page features a blue information box at the top, followed by a summary of the user's current CRC status and a section for renewal.

**My CRC**

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](#).

CRC Award Date : 20/04/2015      CRC Status : Accepted      CRC Expiry Date : 20/04/2018

**CRC Renewal**

Your CRC is not yet due for renewal, but you may start a renewal on 20/10/2017

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.

## My CRC

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](#).

CRC Award Date : 20/04/2014

CRC Status : Accepted

CRC Expiry Date : 20/04/2017

### CRC Renewal

You may now start a new CRC check – please select the account you wish to use

FA Demonstration Club

Select

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 – see below
- 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

**IMPORTANT: Once the CRC is submitted for verification, the Club Welfare Officer will need to login to GBG as normal, to verify the relevant documentation, in order to process the CRC for approval.**

## 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:

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

<b>McConnell, Danny (51)</b> #110128	ID Verification Required
FA Demonstration Club / Huntingdonshire FA	

