

Norfolk County FA

WGS Player Registration Process - FAQs



How do I register players for the 2020-21 season?

Player registrations for the 2020-21 season for all Norfolk sanctioned leagues are submitted by clubs via the Whole Game System (WGS).

How do I access the Whole Game System (WGS)?

You can access WGS via this link - <https://wholegame.thefa.com/Account/Login>.

If you are new to the system you can create a password using the 'Reset/ Retrieve Password' option on this screen. You will then be able to log on to WGS using either the email address we hold for you on our system.

Is it only club secretaries who can complete the registrations process via WGS?

All committee members will automatically have access to the player registration process for their club on WGS.

In addition to this club secretaries can also nominate other club officials to be set up as Player Registration Officers, e.g. team managers. Club secretaries can allocate this role to individuals via the Club Officials tab on WGS.

Alternatively they can email us at registrations@NorfolkFA.com confirming the individual's name, date of birth and that they would like this individual to have player registration officer access.

Please note we can only accept this confirmation from club secretaries as once set up individuals will have access to all personal data for the club held on WGS.

What steps do I need to take to complete a registration on WGS?

Once logged on to WGS click either your committee members tab or player registration tab at the top of the screen and then select the 'Player Registration' tile on the left hand side of the screen.

For those individuals attached to your club records already you'll need to click in to their record (by clicking on their name) to confirm that their personal details are still correct initially and update these as needed.

Once completed you'll need to tick the box to the left of the individual's name and complete three actions. Firstly assign them to the team(s) they'll be playing for, confirm consent – either offline or online, and submit to the league for approval.

If you are registering a new player you'll need to click the blue 'search for player' button on the player registration page and search for their details to add them to your club record. Please search using first initial of first name, full surname and date of birth only. If postcode is used and this is out of date or if you are searching with a first name which is different to that held on our system (e.g. you are searching with Matthew but the individual is known as Matt on our system) then their record won't be found.

Norfolk County FA

WGS Player Registration Process - FAQs



Once you have added their record to your club record you will need to complete the process outlined above.

Can I submit multiple registrations at one time?

Yes, you can complete the process for more than one individual at a time.

Can I complete match day registrations for the 2020-21 season?

Yes, these can be completed in one of two ways.

You can either submit the registration so it shows as 'pending' on WGS any time up until kick off or you can complete an offline consent form at the match asking an opposition official to counter sign this. If you opt to do this you must submit the registration on WGS by midnight of the day the match was played and retain the form securely in case you are asked to produce this during the season.

Please note that for either of the options outlined above you must be sure that the individual isn't suspended or playing for another team either within the same league or on the same day of play (when a seven day notice of approach would then be required followed by completing the transfer process with the relevant league if within the same league and a dual registration on WGS if in different leagues).

How can players confirm consent for the 2020-21 season?

There are two options for players to confirm consent for the coming season.

You can either ask individuals to complete an offline consent form which is available on our website (<http://www.norfolkfa.com/leagues-and-clubs/players-and-people/player-registration>) or you can request consent via email.

If you request consent via an offline form you'll need to select the 'Confirm Offline Consent' option when completing the registration process on WGS. Please note these forms are no longer sent to us at County HQ and are, instead, securely retained by the club in case you are requested to produce these during the season.

Alternatively you can select the 'Request Consent' option on WGS which will send an email to the individual for them to confirm this online.

For youth players you'll need to obtain consent from the individual's parent / guardian. If requesting consent for youth players online via WGS you will need to attach the parent's / guardian's FAN to the child's record on WGS and will require the date of birth for their parent / guardian to do this.

Please note for the 2020-21 season it will become a mandatory requirement for individuals to have a valid email address on WGS in order to complete the registration process.

For further information or guidance please contact our Football Services Team
T: 01603 704050 (Opt.1 Ext.1,1) E: Support@NorfolkFA.com

Norfolk County FA

WGS Player Registration Process - FAQs



If you require any further help with this please contact us on 01603 704050 (option 1,1,2) or email us at registrations@NorfolkFA.com.

The individuals I'm registering for the 2020-21 season played for our club last season, do we still need to obtain consent from them?

Yes, at the end of each season individuals become 'free agents' so you are required to gain consent from them each season prior to completing the registrations process.

I am completing offline consent for my players, once I have this do I need to do anything further?

Yes, once completed you'll need to confirm that you have this on WGS. To do this tick the box to the left of the individual's name and in the group of options which appear at the top of the screen select 'Confirm Offline Consent'.

Once this is completed you'll need to tick the box to the left of their name and click 'Assign to Teams' if this hasn't been completed and then select 'Submit to League' to submit the registration for approval.

How do I know if consent has been confirmed?

To check this click on the arrow on the right hand side of the screen when looking at the individual's record you want to check this for.

If you have requested consent via email you'll see this is in amber as pending and once the individual confirms this it will be green and showing as accepted.

With offline consent, once confirmed on WGS, this will automatically turn green.

I have received a message saying 'multiple records found' when attaching an individual to our club records, what should I do?

It is likely that the individual has more than one FAN on our system. Please contact us at County HQ on 01603 704050 or email us at registrations@NorfolkFA.com with the individual's name, date of birth and home address if known and we'll resolve this for you.

I have received a message saying 'no records found' when trying to attach an individual to our club records, what should I do?

Please contact us at County HQ on 01603 704050 or email us at registrations@NorfolkFA.com with the individual's name, date of birth and home address if known and we'll check if the individual has a FAN. If they don't you'll be able to create a new FAN on the system however please check with us first as it is likely they will have a FAN already created.

Norfolk County FA

WGS Player Registration Process - FAQs



How do I add an email address to a youth player's record on WGS?

To do this you'll need to attach a parent / guardian's FAN to the child's record on WGS as the email address will be held on the parent / guardian's FAN rather than on the child's FAN.

Once on the player registration screen on WGS click on the individual's name and on the next screen select the 'Add Parent / Guardian' button. You will then be able to search for the parent / guardian and once found you can then click the 'Associate this Parent / Guardian' button.

When searching please only search using first initial, full surname and date of birth as if you search with additional information such as email address or postcode and this is different from the information we hold on our system their record won't be found.

If no record is found and you are confident they don't have a FAN you can create a new FAN once you have searched but if you are unsure please contact us on 01603 704050 or email us at registrations@NorfolkFA.com and we'll check this for you.

Where do I find the options to assign an individual to a team(s), confirm / request consent and submit the registration to the league?

You can find these options by ticking the box to the left of an individual's name on the player registration page on WGS. Once you tick this box these options will appear at the top of the page.

How are transfers completed for the 2020-21 season?

Transfers are completed in the same way as previous seasons. Please submit your notice of approach in writing to the club secretary of the club they are currently registered to and on the 8th day, or once the club has confirmed in writing that they are waiving notice if sooner than this, please then contact the relevant league to complete the process.

Once completed the league will advise us and we will update the individual's record.

When is a notice of approach required?

A notice of approach is required if you are wanting to register an individual who is already registered to a team playing in the same league as the team you want to register them with or if they are registered to a team in a different league who play on the same day of play as the team you wish to register them with.

In both the situations described above the club secretary of the club wishing to register the player should write to the club secretary of the club they are currently registered with advising them that they are putting in a seven-day notice of approach. The club looking to complete the registration can ask the

Norfolk County FA

WGS Player Registration Process - FAQs



current club to waive notice however if the current club does not agree to this then they must wait until the 8th day before proceeding.

Once this time period has elapsed or the club has agreed to waive notice if in the same league then the transfer process must be followed with the relevant league and, if in different leagues but on the same day of play, then you can proceed with the registration by selecting the 'Club has agreed to waive notice' option on WGS.

The final scenario is if both clubs have teams which play on the same day although the registration you are looking to complete is in a different league and on a different day of play to the team(s) they are currently registered with. In this case we would recommend contacting the club secretary of the club the individual is currently registered with advising them of the situation and asking them to reply acknowledging your email. Once you have received this you will then be able to continue by selecting the 'Club has waived notice' option. We recommend contacting the club(s) the individual is registered with prior to completing the process on WGS as WGS will send a notification to their current club(s) advising them that you have waived notice once selected.

I have attached an individual to my club records on the player registration page of WGS however their details aren't appearing?

Occasionally a filter is set on this page which will mean that when you search you are unable to find a player. In this instance, please click the green 'clear filters' link which can be found on the right-hand side of the page beneath the grey filter bar. Once you have clicked this try searching again and the individual's record should then appear.

If the details are still not appearing please contact us on 01603 704050 or at registrations@NorfolkFA.com and we'll investigate this further for you.

How will I know when a registration has been approved?

You can check this by clicking the down arrow to the right of the individual's details on the player registration which is found next to their FAN. From here if the registration has been submitted but is yet to be approved it will say 'League Pending' in amber. Once approved this will state 'League Accepted' in green.