



Discipline on the Whole Game System: A guide for Clubs

For the 2023-24 Season, Discipline will remain administered through the Whole Game System rather than migrating, yet, to the Club Portal.

This guide will serve Clubs when it comes to:

- Responding to Misconduct Charges
 - Adding Suspension Matches
- Acknowledging Red and Yellow Cards
 - Paying Discipline Fines
 - Appealing Red and Yellow Cards

Any queries or concerns can be directed to **Discipline Officer Adam Williamson** at Discipline@NorthumberlandFA.com

Responding to a Misconduct Charge via the Whole Game System

Step One - Finding the Misconduct Charge on Whole Game System

You should receive an automated notification email from Whole Game System once a Misconduct Charge has been raised by your County FA. In order to view the charge, log into Whole Game System, press on the "Discipline" tile on the left and the relevant Case ID ending with an "M".

The screenshot displays the 'Discipline' section of the Whole Game System. On the left sidebar, the 'Discipline' tile is highlighted with a red box. The main content area features a summary table and a list of cases.

	Cautions	Send Offs	Misconducts	Rule Breach	Non Playing Caution	All
FT	0	0	0	0	0	0
NFT	2	2	1	0	0	5
Club	0	0	0	0	0	0

FT: First Team
NFT: Non First Team
Click on the numbers to see further information

Download Cases | Download 5 Year Summary | Search | 10 | [Menu]

	Offender	Offence Date	Level	Match Details	Case ID	Status	Paid	Response Due Date	Competition
M	[Redacted]	03/02/2021	NFT	[Redacted]	10338005- M	Awaiting club confirmation	<input type="checkbox"/>	24/02/2021	Friendly

The full details of the Misconduct Charge will also be separately emailed to the Club Secretary by the County FA Discipline team.

Step Two - Viewing the Misconduct Charge on Whole Game System

Once within the Case ID, you can see the details below, including details of the Offence, the public notes with the charge wording, the option to download the Misconduct Charge Notification Letter and the Charge Evidence and the option to Respond.

- Dashboard
- Safeguarding
- Player Registration
- Email Capture
- Discipline
- Matches
- Finance
- Club Officials
- Team Officials
- Teams
- Grounds
- Affiliation 2020 - 2021
- Details

Participant Misconduct

← Back Respond

Case ID: 10338005M

Friendly
03/02/2021

Details

Name:	[Redacted]
Date of Birth:	[Redacted]
Offence:	E3(d) - Improper Conduct (not including threatening and/or abusive language/behaviour)
Offence Date:	03/02/2021
Response Due Date:	24/02/2021
Outstanding Balance:	£15.00 ▾
Responded:	No
Public Notes:	<p>[Redacted] is hereby charged with misconduct for a breach of FA Rule E3 in respect of the above fixture. Having reviewed the evidence presented to the Association, it is deemed that his actions are contrary to FA Rule E3(1), moreover, that his language/behaviour towards the opposing manager/team was foul and abusive when saying [Redacted] and/or similar. The evidence pack used in support of the charge is attached. Should the case be found proven, the Commission will decide if the case is low, medium or high level and the following Sanction Guideline from The FA will be used to decide the sanction: Low - 1/3 matches, £0-£15 - Medium - 2/4 matches, £10-£20 - High - 3/10 matches, £20-£40 These are Guideline Sanctions and should be followed but can be varied where appropriate mitigating or aggravating factors exist. The full Sanction Guideline can be viewed on our website, http://www.sussexfa.com/suspensions.</p>

Charge

The participant has been charged for a breach of misconduct in accordance with FA rules. It is alleged Improper Conduct (not including threatening and/or abusive language/behaviour). A response to the charge is required by no later than **24/02/2021**. A copy of the report(s) which refer to the alleged misconduct is available below. To respond to the case please click 'Respond' above.

Case Documents

Name	Type	
SUS 10338005- M 10 Feb 2021 - CHARGE EVIDENCE - TEST	Discipline Document	Download
Sussex County Football Association_DisciplineLetters_Misconducts_10338005- M	Notification Letter	Download

Make sure the Letter and the Charge Evidence are downloaded and read thoroughly before responding to the charge.

Step Three - Responding to the Misconduct Charge on Whole Game System

When you press the Respond button, the options below are given:

You will need to indicate if you are pleading Guilty or Not Guilty to the Charge and if you are requesting a Personal or Non-Personal Hearing.

It is strongly recommended to submit a formal Written Response to the charge via the Document Upload, regardless of the charge being denied or accepted. This will assist the Commission when making their decision.

Once you have submitted your response, your County FA will contact you if you have requested a Personal Hearing or they will notify you of the result of a Non-Personal Hearing.

Adding Suspension Matches on the Whole Game System

Step One - Re-finding the Red Card or Misconduct Charge on Whole Game System

If you have acknowledged and paid the Charge on Whole Game System, it will not show on the screen below, so you will need to click on the "Send Offs" or "Misconduct" box to find it and then click on the Case ID:

	Cautions	Send Offs	Misconducts	Rule Breach	Non Playing Caution	All	FT NFT
FT	0	0	0	0	0	0	First Team
NFT	2	2	1	0	0	5	Non First Team
Club	0	0	0	0	0	0	

Click on the numbers to see further information

[Download Cases](#)
[Download 5 Year Summary](#)

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Offender	Offence Date	Level	Match Details	Case ID	Status	Paid	Response Due Date	Competition
No results found!								

Step Two - Checking if matches are already assigned to the suspension

Once within the Case ID, look for the section below which details the suspension and if any matches are already assigned:

Sanction: 3 matches from 31/01/2021(Playing, Refereeing (non safeguarding)) from CFA Only - All Sunday Football

Suspension Status: Active (Serving)

Oliver Powell is suspended from CFA Only - All Sunday Football commencing from 31/01/2021 until Sussex County Football Association HQ has completed 3 matches

Charge

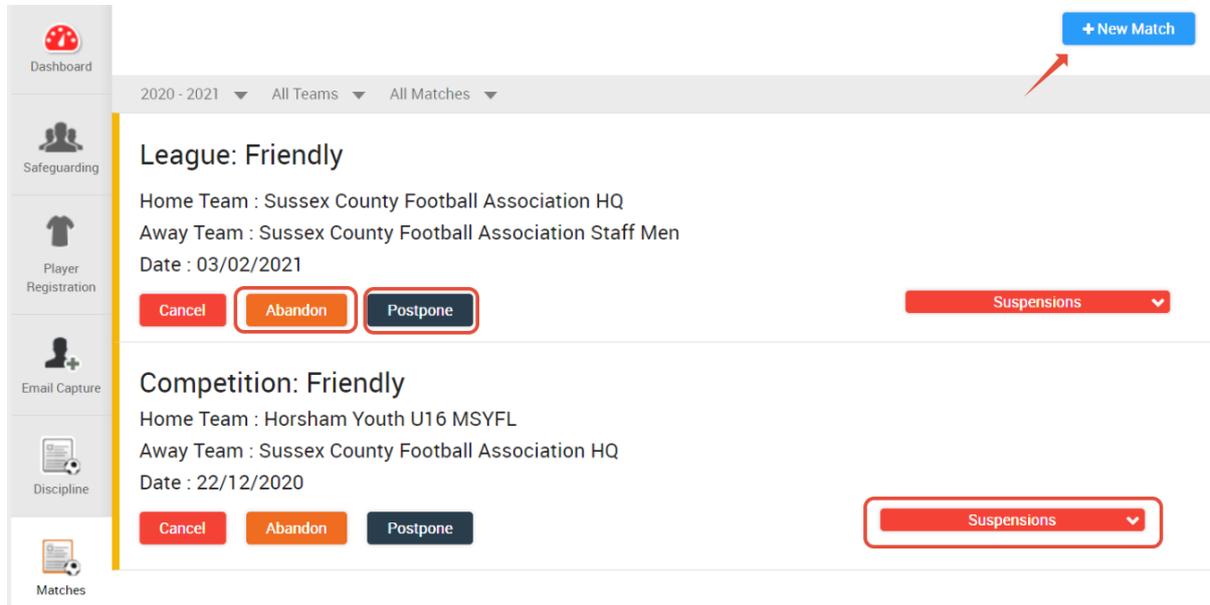
The player is suspended from 3 matches from CFA Only - All Sunday Football until the team mentioned above have completed the required number of games in approved qualifying competitions

Date	Match	Competition
No upcoming matches exist in the system or the list is currently being updated. If there are any upcoming matches you are aware of that are not being displayed, please press 'Manage Matches'.		

[Manage Matches](#)

Step Three - Adding matches to a suspension

If you need to add matches to the suspension, press the "Manage Matches" button which will take you to the "Matches" tile on Whole Game System.



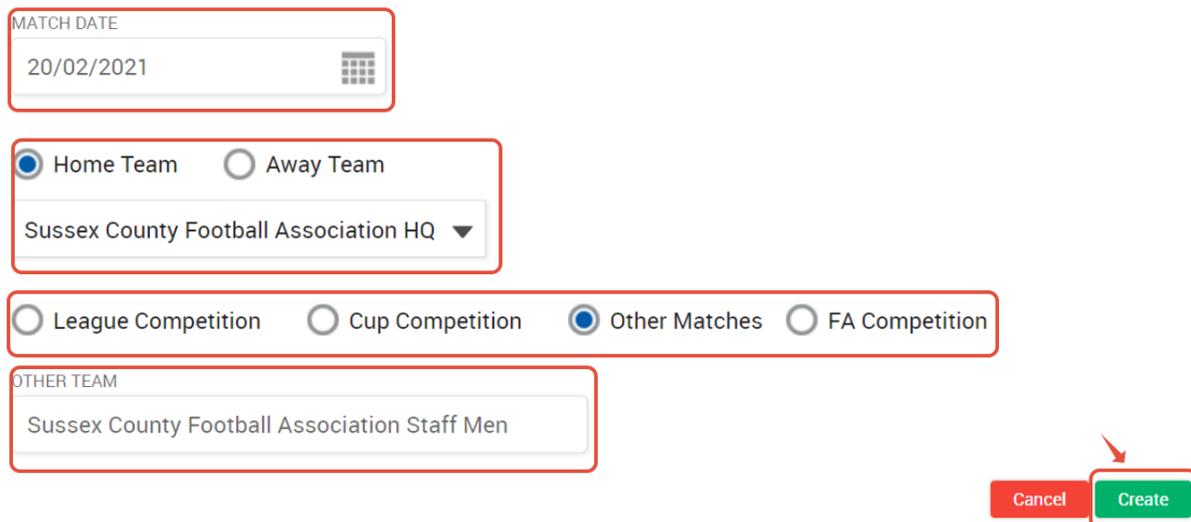
The screenshot shows the 'Matches' section of the Whole Game System. On the left is a navigation menu with icons for Dashboard, Safeguarding, Player Registration, Email Capture, Discipline, and Matches. The main content area displays two match entries. The first entry is for a 'League: Friendly' match between 'Sussex County Football Association HQ' (Home Team) and 'Sussex County Football Association Staff Men' (Away Team) on '03/02/2021'. It has buttons for 'Cancel', 'Abandon', and 'Postpone', and a 'Suspensions' dropdown menu. The second entry is for a 'Competition: Friendly' match between 'Horsham Youth U16 MSYFL' (Home Team) and 'Sussex County Football Association HQ' (Away Team) on '22/12/2020'. It also has 'Cancel', 'Abandon', and 'Postpone' buttons, and a 'Suspensions' dropdown menu. A blue '+ New Match' button is located in the top right corner, with a red arrow pointing to it.

If a match already exists within Whole Game System, it will appear here. You can assign it to the suspension by pressing the "Suspensions" button. Also, if the match is subsequently Abandoned or Postponed, you can change the status by clicking the relevant option.

Abandoned Matches do not count as Suspension Matches

If you need to add a match as it doesn't appear, press the "New Match" option and add the details below:

2020 - 2021 season



The form for adding a new match includes the following fields and options:

- MATCH DATE:** A text input field containing '20/02/2021' with a calendar icon on the right.
- Team Selection:** Radio buttons for 'Home Team' (selected) and 'Away Team'. Below is a dropdown menu showing 'Sussex County Football Association HQ'.
- Competition Type:** Radio buttons for 'League Competition', 'Cup Competition', 'Other Matches' (selected), and 'FA Competition'.
- OTHER TEAM:** A text input field containing 'Sussex County Football Association Staff Men'.
- Buttons:** A red 'Cancel' button and a green 'Create' button at the bottom right, with a red arrow pointing to the 'Create' button.

Once you press "Create", the match should automatically add to any current suspensions. You can check by pressing the "Suspensions" button and it should show:

The screenshot shows a match creation form. At the top, a box contains the following text: "Home Team : Sussex County Football Association HQ", "Away Team : Sussex County Football Association Staff Men", and "Date : 20/02/2021". Below this are three buttons: "Cancel" (red), "Abandon" (orange), and "Postpone" (dark blue). To the right of these buttons is a red dropdown menu labeled "Suspensions" with a downward arrow. Below the form, two rows of suspension data are shown, each with a red box around the text and a red arrow pointing to it. The first row shows "3 matches from 31/01/2021 from All Sunday Football". The second row shows "3 matches from 10/02/2021 from All Sunday Football".

Please contact Northumberland FA via Discipline@NorthumberlandFA.com if you encounter any difficulties in entering suspension matches and the County FA will enter the matches for you so that the suspensions can be lifted at the appropriate time. The County FA will need to know the following information for each match:

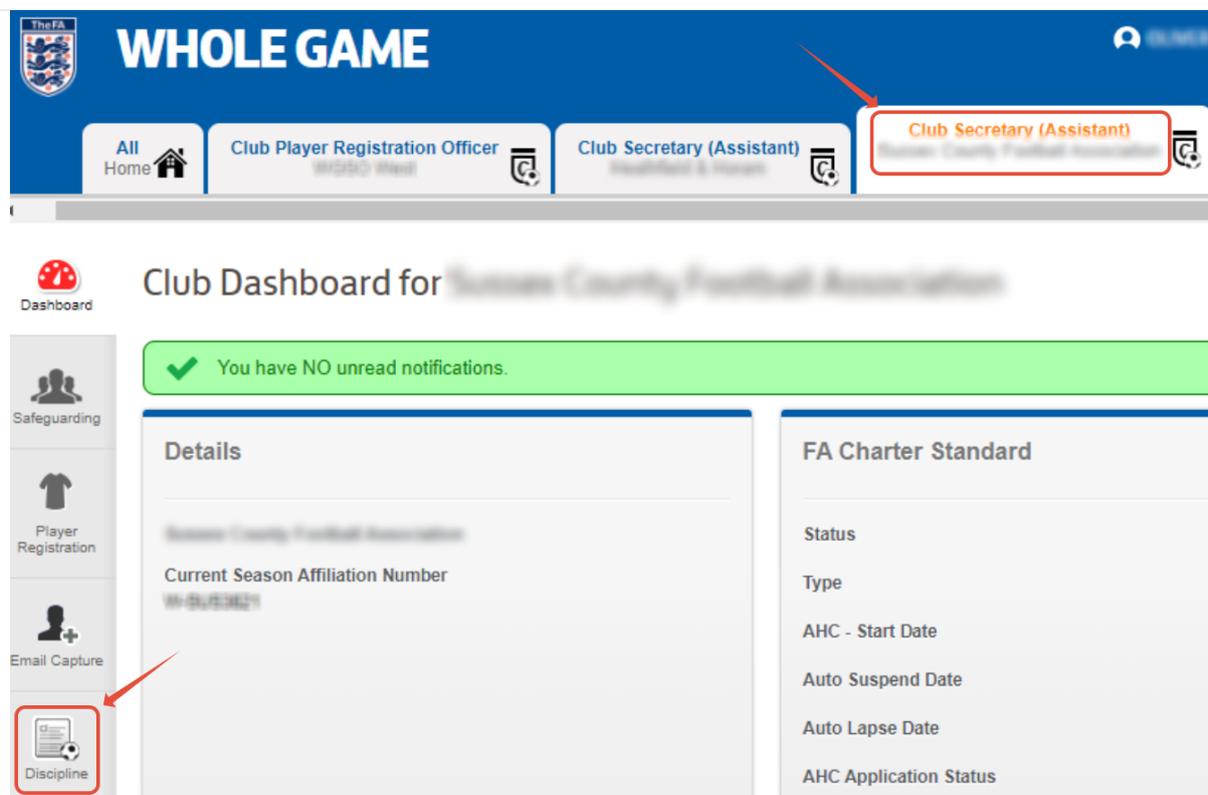
- 1) The full names of both the home and away teams
- 2) The date of the fixture
- 3) The League/Competition in which the match took place

Acknowledging Red and Yellow Cards on the Whole Game System

Step One - Accessing Whole Game System

Firstly, you will need to login to WGS, using your email and password. Upon login, navigate to your relevant Club Tab across the top of the screen and then the Discipline Tile on the left.

Please note, you will need a Club role on WGS in order to access Disciplinary data (i.e. Club Secretary, Welfare Officer, Chair).



Step Two - Finding the Yellow or Red Card

Within the Discipline tile you should see the screen below. Click on the "Case ID" number to take you to the Yellow or Red Card.

[Show Response Due](#)
[Intention To Claim](#)

Discipline Summary

County FA: County FA
 2020 - 2021

	Cautions	Send Offs	Misconducts	Rule Breach	Non Playing Caution	All
FT	0	0	0	0	0	0
NFT	1	0	0	0	0	1
Club	0	0	0	0	0	0

FT First Team
NFT Non First Team
 Click on the numbers to see further information

[Download Cases](#)
[Download 5 Year Summary](#)

Search: 10

	Offender	Offence Date	Level	Match Details	Case ID	Status	Paid	Response Due Date	Competition
C	View Player	24/01/2021	NFT		10337283-C	Awaiting club confirmation	<input type="checkbox"/>	09/02/2021	Friendly

Step Three - Acknowledging the Yellow or Red Card

Once in the Case ID number, it will show details of the offence and the offender. It also shows the date the response (acknowledgment) is due. To acknowledge the Card, click on the "Acknowledge" button in the top right corner.

Warning - you will only be able to acknowledge the Card if the Player's Details are on their FAN, i.e. Name, DOB, Address. If any details are missing, please refer to [Step Four](#)

Caution Details

← Back **Acknowledge** Lodge Claim ▾

Case ID: 10337283C

Business County Football Association HQ v Business County Football Association Staff Men

Friendly
24/01/2021

Details

Name: Oliver Powell

Date of Birth: 24/11/1988

Offence: C1 - Unsporting behaviour

Offence Date: 24/01/2021

Response Due Date: 09/02/2021

Outstanding Balance: £12.00 ▾

Acknowledged: **No**

1st team cautions this season*: 0

non 1st team cautions this season*: 1

* These totals includes any cautions imposed by the CFA



View the Match Officials Letter here

View match official report/letter

Step Four - Updating Player Details

If you need to update the details of a Player, click on their Name on the screen shown at Step Three, then click "Update Details" as below. You can then add the mandatory details.

Participant Discipline - Oliver Powell

← Back **Participant Profile**

Details

Name: Oliver Powell

FAN: 1000000

DOB *: 24/11/1988

Phone: 0123456789

Mobile: 0123456789

Business: 0123456789

Email: oliver.powell@businesscountyfa.co.uk

Address

Line 1 *: 1000000000

Line 2:

Line 3:

Town: 100000

County: Business County

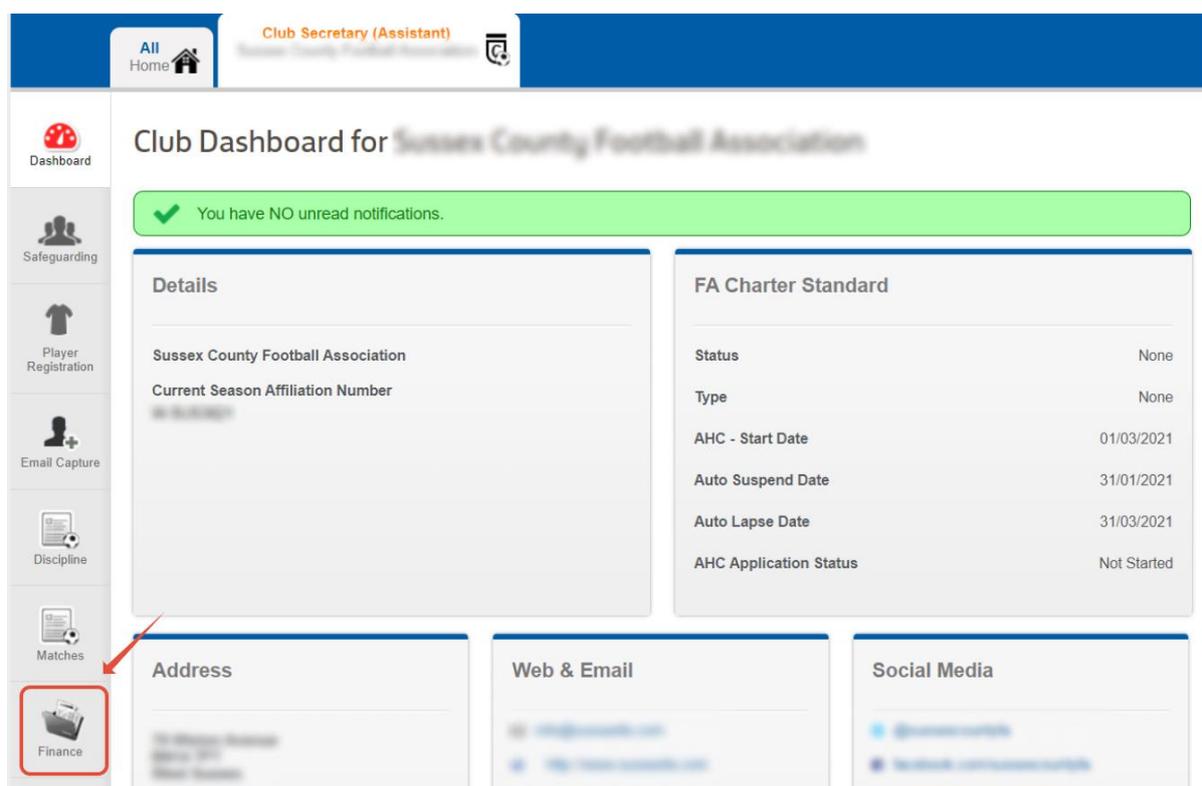
Postcode *: 100000

Update Details

Paying Disciplinary Fines on the Whole Game System

Once a Disciplinary Fine has been invoiced, you should received an email notification from Whole Game System to make you aware of this. You can then pay the invoice a using the guide below.

Firstly, navigate to the "Finance" tile on the left.



Within the "Finance" tab you should see your Invoice within the "Outstanding Invoices" section. Click the "Tick to pay" box, select the items from the Invoice you wish to pay and click the Pay button.

You can part-pay an item within the Invoice by amending the amount in the "Payment" box

Failure to provide payment of an Invoice in full by the Due Date will result in an increase of 25% of the amount due. Failure to pay the increase may result in a Suspension from All Football being imposed

Sussex County Football Association Invoices

Outstanding Invoices

Tick to pay	Number	Date	Payment Due Date	Amount	Paid	Balance	County	Type
<input checked="" type="checkbox"/>	D-INV-SUS53005	27/01/2021	10/02/2021	£52.00	£0.00	£52.00	Sussex FA	Discipline Invoice
	Line Item						Payment	Balance
<input checked="" type="checkbox"/>	Fine (10337289S)						£ 25.00	£25.00
<input checked="" type="checkbox"/>	Discipline Admin Charge (10337289S)						£ 15.00	£15.00
<input checked="" type="checkbox"/>	Discipline Admin Charge (10337283C)						£ 12.00	£12.00
							Amount to Pay:	£52.00

Receipt

Pay £52.00

You can then enter your payment details via our secure payment portal.

Total payment amount GBP 52.00

 **Card Payment**

  **VISA**

Card Number

Card Holder Name

Card Expiry Date /

CVC/CVV/CID [What is CVC/CVV/CID?](#)

Pay

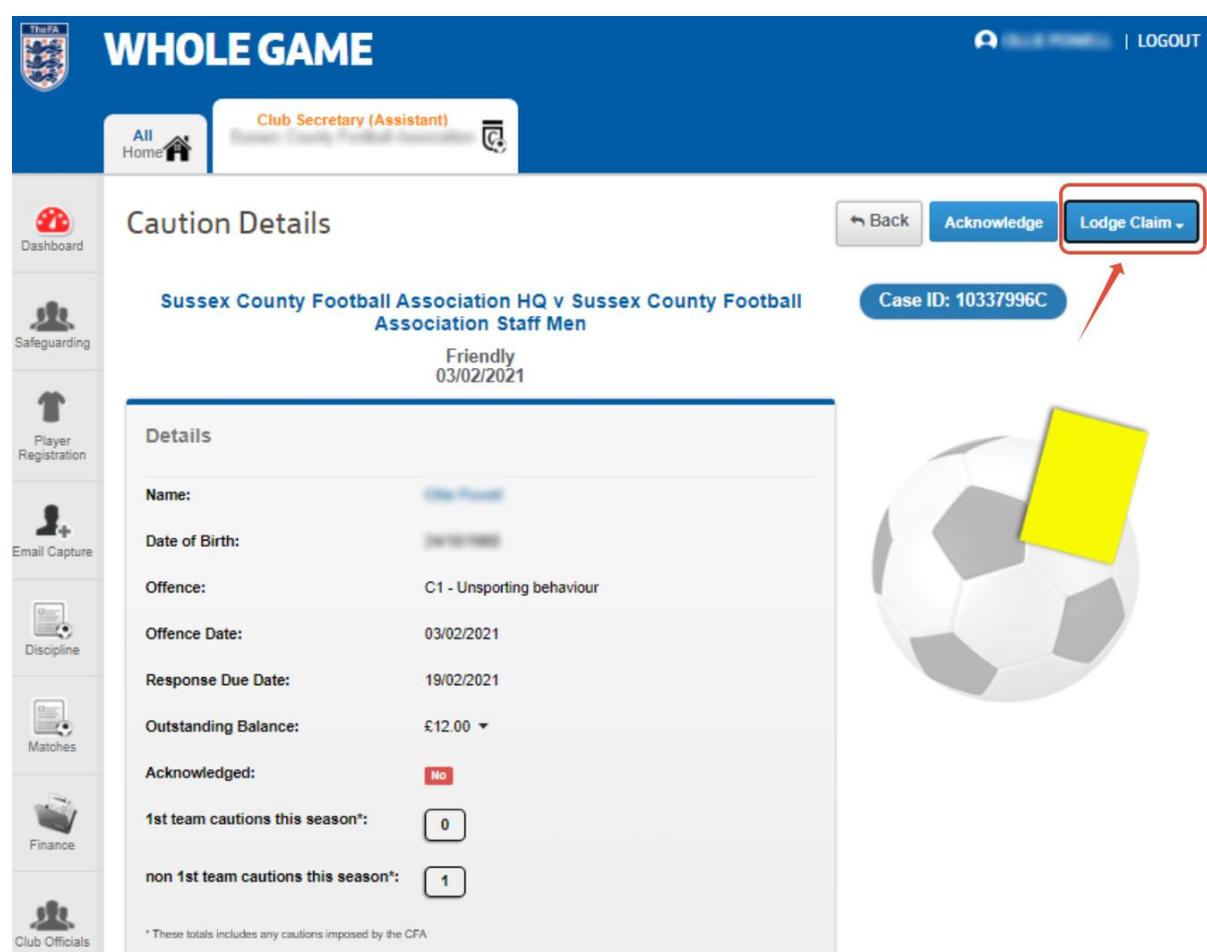
Cancel

Verified by **VISA** **MasterCard.** SecureCode.

Appealing a Card on the grounds of Mistaken Identity

Once you have found the Yellow or Red Card that you would like to appeal in the ground of Mistaken Identity on Whole Game System, press the "Lodge Claim" button in the top right corner and select "Mistaken Identity".

The "Lodge Claim" button may be greyed out if you are submitting your Claim outside of the timescales detailed within FA Regulations. Please refer to the "Mistaken Identity - FA Regulations" attachment at the bottom of the page.



The screenshot shows the 'WHOLE GAME' interface. The top navigation bar includes the FA logo, 'WHOLE GAME', and a 'LOGOUT' link. Below this, there's a user profile section for 'Club Secretary (Assistant)'. The main content area is titled 'Caution Details' and shows information for a caution issued to 'Sussex County Football Association HQ v Sussex County Football Association Staff Men' on 03/02/2021. The 'Details' table lists the following information:

Details	
Name:	[Redacted]
Date of Birth:	[Redacted]
Offence:	C1 - Unsporting behaviour
Offence Date:	03/02/2021
Response Due Date:	19/02/2021
Outstanding Balance:	£12.00
Acknowledged:	No
1st team cautions this season*:	0
non 1st team cautions this season*:	1

A sidebar on the left contains navigation icons for Dashboard, Safeguarding, Player Registration, Email Capture, Discipline, Matches, Finance, and Club Officials. In the top right corner of the main content area, there are three buttons: 'Back', 'Acknowledge', and 'Lodge Claim'. The 'Lodge Claim' button is highlighted with a red box and an arrow. To the right of the caution details, there is a graphic of a soccer ball with a yellow card attached to it.

You will then see the prompt below regarding the Claim Fee. Click "Ok".

The Claim Fee for Teams at Steps 5-7 of the NLS is £50. For all other Teams the Claim Fee will be £30.

A Claim Fee of £30.00 is payable before the claim can be lodged. If payment fails for any reason this claim will NOT be registered and the case timelines will continue as normal - on clicking OK you will be taken to an online payment page - on successful completion of payment - you will be able to lodge your claim.

Payment Product	Total	Paid	Due	Due Date
Discipline Admin Charge	£12.00	£0.00	£12.00	19/02/2021
Claim Fee Non NLS	£30.00	£0.00	£30.00	19/02/2021
Total to pay: £42.00				

Ok

Cancel

You can then provide payment of the Claim Fee and Admin Fee using our secure Card payment portal:

Total payment amount GBP 42.00



Card Payment



Card Number

Card Holder Name

Card Expiry Date /

CVC/CVV/CID [What is CVC/CVV/CID?](#)

Pay

Cancel

Verified by
VISA **MasterCard.**
SecureCode.

You can then submit details of the Claim, detailing if the correct Player is from your Team or the Opposition.

Dashboard

Safeguarding

Player Registration

Email Capture

Discipline

Matches

Finance

Mistaken Identity - Case: 10337996C

[← Back](#)

*This Caution / Sending Off is being contested due to: Mistaken Identity.
All evidence must be submitted by **09/02/2021***

Reported Player: [Redacted]

Please identify the correct player:

Our Player Opposition Player

Type the player's full name

Optional Document Upload
Where possible, a written statement from the player responsible for the offence should be supplied.

[Browse](#)

[Submit](#) [Save](#)

It is strongly advised to obtain statements from the "Reported Player" and then "Correct Player" to assist the Claim. A statement could also be requested from the Referee and/or the Opposition.

Once the Claim has been submitted, the County FA will need to hear it before the suspension starts and they should advise you of the outcome.

Appealing a Red Card on the grounds of Wrongful Dismissal

Once you have found the Red Card on Whole Game System that you would like to lodge an appeal under the ground of Wrongful Dismissal, press the "Lodge Claim" button in the top right corner and select "Wrongful Dismissal".

The "Lodge Claim" button may be greyed out if you are submitting your Claim outside of the timescales detailed within FA Regulations. Please refer to the "Wrongful Dismissal - FA Regulations" attachment at the bottom of the page.

The screenshot shows the 'Whole Game' system interface. The top navigation bar includes the FA logo, the text 'WHOLE GAME', and a 'LOGOUT' link. Below this, there is a user profile section for 'Club Secretary (Assistant)'. The main content area is titled 'Sending Off Details' and features a 'Back' button, an 'Acknowledge' button, and a 'Lodge Claim' button with a dropdown arrow. A red box highlights the 'Lodge Claim' button, with a red arrow pointing to it. To the right of the 'Lodge Claim' button is a 'Case ID: 10337998S' label. Below the 'Lodge Claim' button is a graphic of a soccer ball with a red card. The main content area displays the following details:

Details	
Name:	[Redacted]
Date of Birth:	[Redacted]
Offence:	S1 - Serious Foul Play
Offence Date:	03/02/2021
Response Due Date:	12/02/2021
Outstanding Balance:	£40.00
Acknowledged:	No
Sanction:	3 matches from 10/02/2021(Playing, Refereeing (non safeguarding)) from CFA Only - All Sunday Football
Suspension Status:	Pending
Ollie Powell is suspended from CFA Only - All Sunday Football commencing from 10/02/2021 until Sussex County Football Association HQ has completed 3 matches	

You will then see the prompt below regarding the Claim Fee. Click "Ok".

The Claim Fee for Teams at Steps 5-7 of the NLS is £50. For all other Teams the Claim Fee will be £30.

A Claim Fee of £30.00 is payable before the claim can be lodged. If payment fails for any reason this claim will NOT be registered and the case timelines will continue as normal - on clicking OK you will be taken to an online payment page - on successful completion of payment - you will be able to lodge your claim.

Payment Product	Total	Paid	Due	Due Date
Discipline Admin Charge	£12.00	£0.00	£12.00	19/02/2021
Claim Fee Non NLS	£30.00	£0.00	£30.00	19/02/2021
Total to pay: £42.00				

You can then provide payment of the Claim Fee and Admin Fee using our secure Card payment portal:

Total payment amount GBP 42.00



Card Payment





Card Number

Card Holder Name

Card Expiry Date /

CVC/CVV/CID [What is CVC/CVV/CID?](#)



You can then submit details of the Claim:

- Dashboard
- Safeguarding
- Player Registration
- Email Capture
- Discipline
- Matches
- Finance

Wrongful Dismissal

This Sending Off is being contested due to: *Wrongful Dismissal*.
All evidence must be submitted by **09/02/2021**

Reported Player: [Redacted]

Details

Name:	[Redacted]
Date of Birth:	[Redacted]
Case ID:	10337998S
Offence:	S1 - Serious Foul Play
Offence Date:	03/02/2021

Optional Document Upload
Where possible, a written statement from the player responsible for the offence should be supplied.

Browse

Submit

Save

It is strongly advised to obtain statements from multiple Witnesses to assist the Claim. A statement could also be requested from the Referee and/or the Opposition.

Once the Claim has been submitted, the County FA will need to hear it before the suspension starts and they should advise you of the outcome.

In order to demonstrate that the decision was wrongful, the Player/their Club must establish that the Referee made an **obvious** error in sending off the Player.

Once a Claim has been successfully lodged, all statements/evidence should be sent to the County FA to Discipline@NorthumberlandFA.com. The Club should reference the Case ID for the red card being appealed and all statements/evidence in support of the appeal should be attached to that email. The County FA will then appoint a panel to hear the appeal before the suspension from the red card being appealed begins.