

ONLINE SAFEGUARDING RECERTIFICATION

GUIDANCE FOR FA CHARTER STANDARD CLUBS

STEP 1: Make sure you have your FAN and password.

- If you don't know your FAN, but you do have access to the email address you used to register it, go here: <u>https://secure.thefa.com/fan/RetrieveFANDetails.aspx</u>
- If you don't know your password and you can reset it here: http://www.thefa.com/account/RequestPasswordReset
- If you can't recover your FAN or your password for any reason, you can contact the FA Learning Digital Team at <u>onlinecoursequery@thefa.com</u>.

When requesting your password, please include the following in your email:

- Your full name
- Your date of birth
- Your full address, including postcode
- Your football club's name
- Your FAN (if you have it)

Please note: if you are not a coach at a Charter Standard Club we will not be able to supply you with your password.

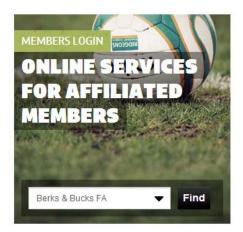
STEP 2: Go to your County FA website

All of The FA's online courses are delivered via County FA websites, under a section called Members' Services. All of the courses require an up to date internet browser to be installed along with Flash. They are not currently compatible with tablets, such as the Apple iPad.

The easiest way to access the courses is to go to:

http://www.thefa.com/my-football/coach/online-safeguarding-recertification

Select the County FA you are associated with from the box on the right hand side or the list on the page, and click "find":



For the purposes of this guidance, we will use <u>www.Londonfa.com</u>, but the instructions are valid for all County FA websites.

STEP 3: Login and find online courses

Once you're at Members' Services, enter your FAN and Password and then click submit:

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You should be taken straight to the Online Courses page. If you are not, click "My Football" in the left hand menu and then "Online Courses".

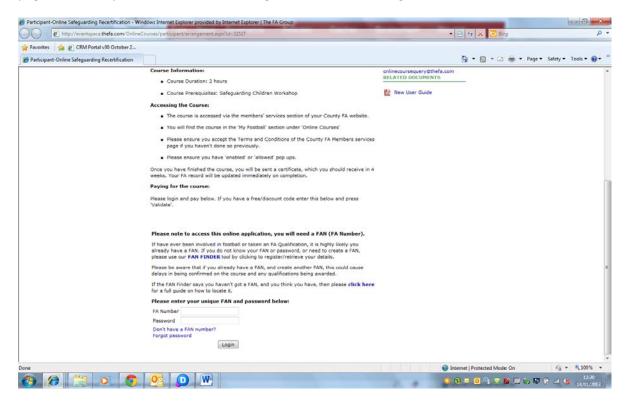
STEP 4: Enrol on the course

Members' Services will then list all of the online courses available for you to complete. From the list find "Safeguarding Children Re-Certification" and click "Enrol now" on the right hand side of it:

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(If it says "unavailable" rather than "Enrol now", this means that the FAN you have logged in with does not have a 3 hour face-to-face Safeguarding Children Workshop certificate associated with it. Please contact <u>onlinecoursequery@thefa.com</u> for assistance).

This will open up the enrolment page in a new window. You will need to scroll to the bottom of the page and enter your FAN and Password again and then click "Login":



When logged in the next page will show your details. Fields with * need to be completed. Enter the **Promotional code** at the bottom. The promotional code you need to enter is

free

Once you have entered "free" into the **Promotional code** box click "Validate" on the right hand side of it:

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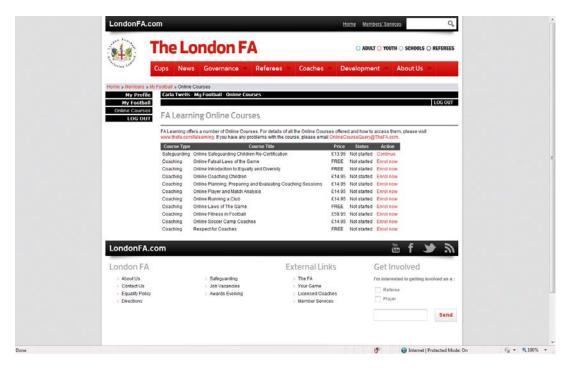
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The system will confirm you have enrolled – you may want to print this screen for your records. Close this window.



STEP 5: Complete the course

You should now be back at Members' Services where the courses are listed – if you are not follow the first couple of steps again. If "Enrol" is still displayed next to the Safeguarding Children Re-Certification course, press "F5" or click refresh in your browser to reload the screen. This will change the link to "Not Started" or "Continue". Click this link to begin the course.



Click "Launch" by each module and work through each set of units. Each module launches in a new window, and your internet browser may block pop-ups.

Normally an alert will appear somewhere on your screen – either at the top or at the bottom. You need to permanently allow pop-ups for the County FA website you are using to access this course. Further guidance on this is included at the end of this document.

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Work slowly through each set of units and, at the end of the module, do not close the course window until the main screen has updated to show that all of the units have been completed. If you close the window before this happens you run the risk of it not registering and having to re-do units or modules.

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Once you have completed the course, your records will be updated and you will be sent a certificate within 4 weeks.

HELP: How to disable Pop-up blockers

Internet Explorer (PC)

- Press the alt button on your keyboard
- Click on **Tools** in the menu, the click on *Internet Options*
- Click the Privacy tab.
- Uncheck Turn on Pop-up blocker

Firefox (PC)

- Press the **alt** button on your keyboard
- Click on **Tools** in the menu, the click on *Options*
- Click the **Content** tab.
- Uncheck Block Pop-up windows

Firefox (Mac)

- Click on the Firefox menu and click on
- Click the **Content** tab.
- Uncheck Block Pop-up windows

Chrome (Mac+PC)

- Click the Chrome menu on the browser toolbar.
- Select Settings.
- Click Show advanced settings.
- in the "Privacy" section, click the Content settings button.
- In the "Pop-ups" section, select "Allow all sites to show pop-ups." Customize permissions for specific websites by clicking Manage exceptions.

Safari (Mac+PC)

- Click on the Safari menu and click on
- Click the **Security** tab.
- Uncheck Block Pop-up windows