



GUIDANCE NOTES NO:

10.3

TRAINING GUIDE: ADDING A CLUB WELFARE OFFICER (OPEN-AGE ADULT DISABILITY TEAMS) INTO THE WHOLE GAME SYSTEM

FOR CLUBS

Version: 1.1
Published: DECEMBER 2019



FOR ALL

INTRODUCTION

Thank you for appointing a Club Welfare Officer (Adult Disability Teams) for your club.

This guide should take you through the simple steps needed to add your Club Welfare Officer (Adult Disability Teams) (CWO ADT) within the Whole Game System.

Once the CWO ADT is recorded, your County FA will have a named person with whom to liaise. They can keep the post-holder informed of any relevant events or network meetings and they will know who to contact if there are any safeguarding concerns.

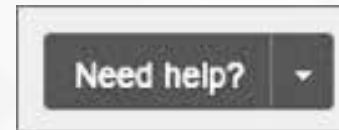
CONTENTS

SECTION 1: ACCESSING AND LOGGING INTO THE WHOLE GAME SYSTEM

SECTION 2: ASSIGNING THE CLUB WELFARE OFFICER (ADULT DISABILITY TEAMS) TO CLUB OFFICIALS

Need help?

When you log-in to the Whole Game System (WGS), you will see links marked 'Need help?'



Click on these links and you will be provided with one or more help resources.

Some of these resources may be PDF documents you can download and print (such as this guide) or some may be 'e-learning'. These e-learning resources are interactive videos which will take you through the key processes you are going to use, and explain to you how they work. Typically the e-learning resources will take no more than a couple of minutes to work through. E-learning resources have been developed for the following processes:

- Logging onto the WGS Portal
- Assigning the Club Welfare Officer (Adult Disability Teams)

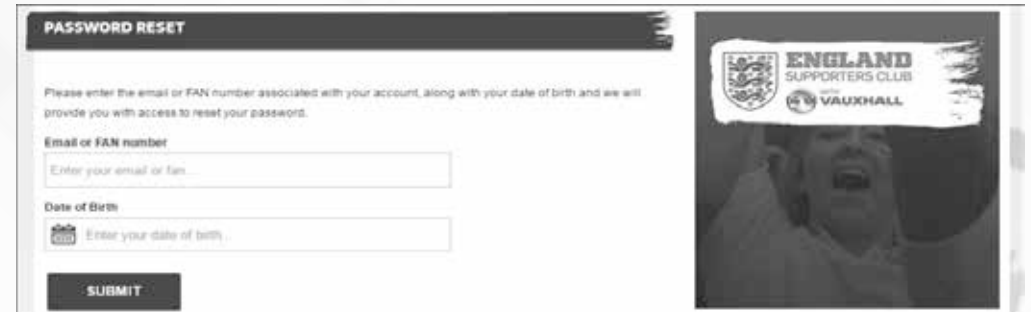
SECTION 1: ACCESSING AND LOGGING INTO THE WHOLE GAME SYSTEM (WGS)

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**.



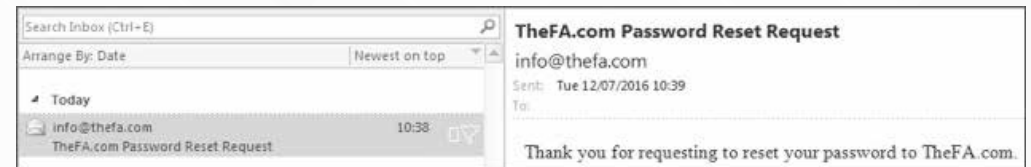
The screenshot shows the 'WHOLE GAME' login page. At the top left is the FA crest. The main heading is 'WHOLE GAME'. Below it, there is a 'Welcome to Whole Game System' section with two input fields: 'Email / FAN ID:' and 'Password:'. A 'Login' button is positioned below the password field. To the right of the login fields is a link that says 'Have you forgotten your password?'. Below the login section, there is a note: 'If you are already a FA registered user get started by logging on with your existing email address or FAN ID.' and a link: 'To create a FAN ID, please click here:'. A 'How to guide' button is located in the top right corner of the page.

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**.



The screenshot shows the 'PASSWORD RESET' form. The heading is 'PASSWORD RESET'. Below it, there is a message: '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.' There are two input fields: 'Email or FAN number' and 'Date of Birth'. A 'SUBMIT' button is located at the bottom left of the form. On the right side of the page, there is a banner for 'ENGLAND SUPPORTERS CLUB' with the 'VAUXHALL' logo and a photo of a person cheering.

You will receive an email from info@TheFA.com which will take you through the reset process.



The screenshot shows an email inbox. The search bar contains 'Search Inbox (Ctrl+E)'. The email list shows one email from 'info@thefa.com' with the subject 'TheFA.com Password Reset Request' and a time of '10:38'. The email content is visible on the right, showing the sender 'info@thefa.com', the date 'Sent: Tue 12/07/2016 10:39', and the message 'Thank you for requesting to reset your password to TheFA.com.'

SECTION 1: ACCESSING AND LOGGING INTO THE WGS (CONT'D)

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 the Whole Game System?

Yes, you will need your FAN to access the 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 the 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 2: ASSIGNING THE CLUB WELFARE OFFICER (OPEN-AGE ADULT DISABILITY TEAMS) TO CLUB OFFICIALS

The default access to the pages for management of player data in the Whole Game System is for the key officers of a club – i.e. the Club Secretary, Club Chairman and Club Treasurer plus the Club Welfare Officer where appropriate. To share the administrative load, larger clubs may wish to nominate other officers within their club to share the workload of management of their player data.

To add a Player Registration Officer, the Club Secretary should navigate to the **Club Officials** tab on the left hand menu, before selecting the **Add Official** button.

Club Officials - Wembley Albion

Current Past All + Add Official Download

Key Officials

Role: Any Search 10

Name	FAN	Role	Email	Phone	Start
Stuart Munson	110128	Chairman	DC04F7ny@theta.cox.uk	0844 980 8001	08/07/2016
Maria Anand	59401381	Secretary	BCEC48swell.cam@theta.cox.uk	-	08/07/2016
Erin Dominguez	56485223	Treasurer	19C8ED@th@theta.cox.uk	0844 980 8001	08/07/2016

Showing 1 to 3 of 3 entries

Other Officials

You may either **Search by FAN** (most common) or Search by Details. Both will set out what information is required (i.e. FAN and Date of Birth) before you can select **Search**.

Add Club Official

Search by FAN Search by Details Create New Contact

FAN * 824161

Date of Birth * 18/3/1985

Search

The matching individual will be displayed with a check box to the left of the FAN which must be selected. From the **Select Role** dropdown choose Club Welfare officer (Adult Disability Teams) and then **Select start date**. Once these fields have been populated, the **OK** button will become available.

Add Club Official

Search by FAN Search by Details Create New Contact

FAN * 97871

Date of Birth * 2003/1985

Search

FA Demonstration Club Welfare Officer 31/10/2016

Once you have clicked OK, the individual will be added to the club as a Club Welfare Officer (Adult Disability Teams)



FOR ALL

The Football Association
Wembley Stadium
London HA9 0WS
T: +44 (0)800 169 1863
F: +44 (0)800 169 1864
W: TheFA.com