



## League and Club Support Materials

League and club officials are reminded that a large number of training and support materials have been made available to assist officers during the registration period. The table below provides more details;

Material	Participant Group	Detail	Access
E-Learning resource	League and club officials	Interactive run-through of registration process	<a href="#">ElearningResource</a> (download)
Training Guide PDF	League and club officials	Written guide to all aspects of registration process	WGS Portal
Training Session	League officials (adult)	Recording of training webinar including demonstration	<b>Play recording</b>
Training Session	League officials (youth)	Recording of training webinar including demonstration	<b>Play recording</b>
Training Session	Club officials	Webinar (online) training sessions includes demonstration	Email <a href="mailto:playerregistration@thefa.com">playerregistration@thefa.com</a>
Surgery	League and club officials	Webinar meeting at 7.00pm – each Tuesday and Thursday	Email <a href="mailto:playerregistration@thefa.com">playerregistration@thefa.com</a>
Community Group	League Officials	Online community for key league officials	Email <a href="mailto:playerregistration@thefa.com">playerregistration@thefa.com</a>
Briefing Session	League Officials (Full-Time)	Briefing on the process of integrating leagues into Full-Time	<b>Play recording</b>

For more details on the training and support available to club and league officials, please email [playerregistration@thefa.com](mailto:playerregistration@thefa.com)

## League Official – Full Time Integration Session

Leagues using Full-Time will be increasingly keen to have their integration processes completed by the County FA/The FA. Before requesting that the integration processes are carried out please ensure that your affiliation and sanction records look correct – remember that the quality of team, club, cups and division data that is sent across to Full-Time will be entirely dependent upon the robustness of the club affiliation and league sanctioning information that has been collected. Before contacting your County FA regarding Full-Time integration please refer to the relevant training guides and take the time to watch a recording of the recent Full-Time Integration Briefing, a recording of which can be downloaded from the following [link](#)

## Weekly Player Registration Online Surgery

In order to deal with any outstanding queries or difficulties, a Player Registration Surgery will take place for all club and league officials at 7.00pm on each Tuesday and Thursday evening throughout July and August

**Player Registration Surgery**  
**Tuesday evening 1<sup>st</sup> August – 7.00pm**  
[Join the meeting](#)

**Player Registration Surgery**  
**Tuesday evening 3<sup>rd</sup> August – 7.00pm**  
[Join the meeting](#)

Officials are invited to attend these drop-in webinar sessions where they will be able to speak directly to members of the FA Project Team. **The next Surgery will take place at 7.00pm on Tuesday 1<sup>st</sup> August with the second taking place on Thursday 3<sup>rd</sup> August.** Please use the appropriate [Player Registration Surgery Link](#) to the left to join the webinar of your choice.

Please note that you can join the session 10 minutes before the advertised start time. A guidance note has been developed to assist those officials new to webinar logon to the session. Please email [playerregistration@thefa.com](mailto:playerregistration@thefa.com) to request your own personal copy.

## WGS Player Registration – Bugs n' Fixes

This section of the Player Registration Newsletter is reserved for any reported WGS player registration bugs and associated fixes. It is important that any bugs are communicated quickly to club officials in order that they are aware of any restrictions or impact that may be expected. Where a club/league identifies an issue, please report it as quickly as possible to [playerregistration@thefa.com](mailto:playerregistration@thefa.com). There was one newly reported bug last week;

Data Cleanse – the data cleanse button for selected clubs incorrectly indicates that there are no current matches in Full-Time. This occurs when the league has had the new season integrated from WGS and the league has already carried out the merged-teams process. As a consequence, clubs will be unable to use the data cleanse option although player registration functionality can still be used. A fix is currently under review – further details will be posted on the Player Registration Community page.

Other recent bugs and fixes include;

1. **Approval of Registrations** – a few reports have been received of leagues being unable to approve registrations, receiving a message “unable to approve registration, team Onsite ID is missing” – A fix is being put into place to resolve this issue - Resolved
2. **Divisions not appearing in player registration set-ups** – a number of leagues have noted that when a new division is added in the league sanction form, this does not appear on the Player Registration Setup page for them to be matched to a set of Requirements.

A change has now made a change to this page, so that one set of Requirements are marked as being “default” and if a division is not shown, any teams within that division will still use the “Default” requirement set.

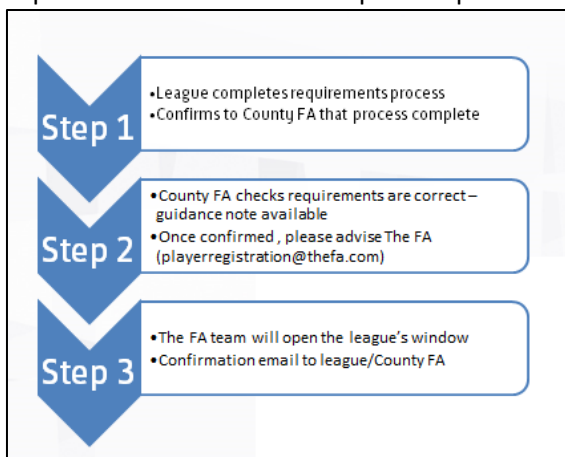
Please remember that most leagues will only need one set of requirements (i.e. the set marked as Default) and if you do believe you need more than is one set of requirements, please contact [playerregistration@thefa.com](mailto:playerregistration@thefa.com) - Resolved

3. Online Consent and Automated Emails – a change has now been made to the automated emails which are generated when player consent is requested. Previously the automated email, which is sent to the player (which informed them that they had unread notifications) was sent overnight, but this has now been reconfigured to ensure that the email will be sent within an hour – Resolved
4. Clubs were reporting receiving an “Internal Server Error” when trying to add a player to their club. This was caused by the player’s gender being set as “unknown”. The bug has now been fixed and once the player has inputted, the club can update the player’s gender.
5. Visibility of Consent Status – at present, the consent status (i.e. whether the player has consented online, or offline) of players is not displayed to leagues – The FA are working on an enhancement so that leagues can see which players have consented online or offline. Leagues are reminded that a player cannot be submitted to the league without the consent being recorded first, and that clubs have the option to seek online or offline consent according to the Standard Codes of Rules - **On-going**
6. Notifications of Pending Registrations – at present the functionality which notifies a league when they have pending registrations is not turned on. This will be activated, and leagues will receive a single overnight notification if they have registrations yet to be approved. This is a single notification – leagues will not want to receive a notification every time a registration is submitted during the busy summer window, when registration secretaries will generally be logging in daily to check registrations – **This will be available from September 1<sup>st</sup>**.
7. A bug has been reported which prevents a club from detaching a player if the player has a league registration with another club. Although a club should be prevented from detaching a player if the player is registered with a league for that club, they should not be prevented if the registration is for another club. If a club needs to urgently detach a player in these circumstances, their County FA will be able to detach the player.

Please refer to the Player Registration Community site each day (if possible) for the most up-to-date information.

### Player Registration League Set-Up

Over 330 leagues have now completed the player registration process set-up. Please remember to refer to the relevant training guides before completing this task. By way of reminder, the following business process has been put in place to ensure that this important phase of activity is completed efficiently;



Should your County FA not come back to you within 24 hours of being advised that your league set-up process is complete, please advise [playerregistration@thefa.com](mailto:playerregistration@thefa.com). Should your league require two sets of registration requirements please contact Danny McConnell. Danny will assist you in completing the set-up process and then open your registration window.

The FA Support Team has received a number of calls from clubs asking when it is likely that they can start registering players. As it is only the league that has this information to hand please make sure that you advise clubs accordingly.

For more information or assistance please email [playerregistration@thefa.com](mailto:playerregistration@thefa.com). A full list of County FA Lead Officers can be found at the rear of the newsletter.

### WGS Player Registration Support

The recommended means by which leagues and clubs should contact the WGS Support Team is via [playerregistration@thefa.com](mailto:playerregistration@thefa.com). The In-Box is continually monitored through the day and evening by the entire WGS Support team so you can usually expect a prompt response. To help the team please provide as much detail of any issue as you can and include your Club/Team Name, League and County FA as well as the FAN details of any individual involved. **Please remember to contact your County FA Lead Officer (details overleaf) before reporting through to The FA Support Team.**

## Player Registration Pilot Newsletter

The next issue of the Player Registration Newsletter will be emailed to League Secretaries and Primary Contacts on Monday 7<sup>th</sup> August. A copy will be also posted on the Player Registration Community page.

## Player Registration Inbox

With the number of support requests being sent through to [playerregistration@thefa.com](mailto:playerregistration@thefa.com) increasing each day, it is possible that there will be a short delay before responses can be sent out. In order to alleviate inconvenience, leagues and clubs are asked to remember that the following issues should be directed (in the first instance) to the respective County FA Lead Officer as this may result in a quicker resolution;

FAN record de-duplication	Updates to FANs(including name/DOB	Updates to team gender
Issues with Player Registration Officer role	Alignment of teams to leagues and divisions	Access to training resources
Adding professional and semi-professional players	Checking player registration set-ups	Signing-off Full-Time integration set-up

A full list of County FA Lead Officers can be found at the rear of this Newsletter.

## Player Registration Community Page

To support League Officials through the Pilot Programme The FA has developed a dedicated Online Community page through which all player registration communications will be channelled. Over 650 league officials are now members of the site.



Access to the community group is by invitation only and is limited to club and league officials involved with the WGS player registration process. In order to join the Player Registration Community please, follow these three simple steps;

1. Sign into <https://community.thefa.com/>
2. Once signed in (using your FAN and password), click on the link to access the Player Registration Community and submit your access request.
3. Your request will then be sent to my colleagues who will approve to provide you with access.

Please do not rely on the Player Registration Community page to report issues or request support from your County FA or The FA – please contact your Player Registration Lead Officer on [playerregistration@thefa.com](mailto:playerregistration@thefa.com) in these instances.

## Club Official Training Sessions

A series of club official's briefing webinars have been scheduled to support clubs through the player registration window. Each session will last approximately 60 minutes and will include a full demonstration of the player registration process and a comprehensive run-through of the support materials that have been put in place. The sessions will run each Monday and Wednesday night throughout July, August and September.

Please use the 'Join the Meeting' link from the evening of your choice to link onto your preferred session. The club training nights this week are taking place on the following dates;

Monday Evening – Club Official Training Session  
Monday 31st July (7.00pm)  
[Join the meeting](#)

Wednesday Evening – Club Official Training Session  
Wednesday 2<sup>nd</sup> August (7.00pm)  
[Join the meeting](#)

Should you require a personal invite to either session, please email [phil.knight@thefa.com](mailto:phil.knight@thefa.com) indicating which session you would like to attend. Advice on how to join a webinar can be found at the back of this week's Player Registration Newsletter.

## Player Registration FAQs

The Player Registration Team has been keeping a record of questions and support requests received from league and club officials. These have been brought together and will be included in the FAQ section below. The list is likely to get longer each week, allowing it to develop into a useful reference for league and clubs as they work through the online registration process.

Email Support - [playerregistration@thefa.com](mailto:playerregistration@thefa.com)

**How do I get duplicated FAN records removed?**

Please contact your County FA with details of the two FAN records for them to de-duplicate.

**How do I correct Date of Birth/Gender/Name for individuals?**

Please contact your County FA who will be able to update the details if these are incorrect (note that if the gender or date of birth has not been set, you can amend it)

**What if a Team is not shown under a list of Club Teams?**

Check with your County FA whether the team was affiliated – they may need to be added

**What if a Team is shown with the wrong league (or no league)?**

Check with your County FA whether the team has been assigned to the correct league, they can amend it if required

**How do I add a Player Registration Officer to a Club?**

You can add a Player Registration to a Club from the Club Officials page. Click on Add Official and use the options to find the person and give them the role of Club Player Registration Officer.

**Does a Youth Player have to have a Parent provided?**

No, for season 2017-18 we have made a change and a parent is optional for a player aged 16 or under, although if there is no parental record, Online Consent for the player will not be an option as this requires the parent to be able to login to the WGS Portal.

**Do I need to provide email address and date of birth for Parents?**

No, but if you wish them to login to WGS Portal to update their children's details, or provide online consent, these need to be on the FAN record to be able to login to the WGS Portal, as they are needed to retrieve passwords

**Do I need to provide an address for a Player?**

If a player is aged 16 or above, then either an email address or a postal address is required for registration. If the player is aged Under 16 then no address is required though it may be provided.

**Do I need to provide a photograph for registration?**

This depends on your league, and whether they require a photograph as part of the registration process. If they do, Whole Game System will check a photograph has been provided before allowing a registration to be submitted

**Does a player need to have a FAN to be registered?**

Yes, each player needs to be on Whole Game System, and a FAN (FA Number) will be automatically generated. This should then be their unique record for their football career

**I have sent a consent request but the player is telling me that an email has not arrived?**

The emails for consent are now sent within the hour (previously these had been sent overnight), and only if the player has not already acknowledged their notification requesting consent.

Please ask the player to check that their Spam/Junk folder as some email notifications are incorrectly being directed into these folders.

Please also check that the player's email address in your WGS record is correct as any error/change will result in the email not being correctly directed. Should the email genuinely not have been received, please send a separate email requesting the player to access portal to approve consent, providing the link to WGS (<https://wholegame.thefa.com/Account/Login>) and player's FAN details.

**What do I do if a club reports it has submitted a registration but the league has not received it?**

The first check is to ensure that the club has actually submitted the registration to the league. Some clubs have thought that by searching for a player and adding them to the club this constitutes submitting to the league. The club need to have also ensured that they have received consent, have added the player to the appropriate team (or teams) and then "submitted to league". A league only has visibility of a player when the registration is submitted to them. The club should also check that team has been associated with the correct league.

**What do I do if a club cannot see the options to "Request Consent/Confirm Offline Consent/Submit to League"?**

These options will not appear until a league has opened its registration window, and the County FA have confirmed to the FA that the league is ready to open for registrations.

## Can a Photograph be updated for a registered player?

Once a player has been registered by a league, then the player's photograph cannot be updated. However, if the registration has been approved without a photograph (i.e. the league has set the photograph as optional) then a club may still add a photograph after registration.

## Will my league integrate into Full-Time automatically?

No – you will need to contact your County FA Lead Officer to request that the integration process be started. Please make sure that your league's sanction information is in good order before requesting integration as this information will be used to create your league's Full-Time season.

## County FA Lead Officer

Each County FA now has a dedicated Player Registration Lead Officer who will be your primary contact during the player registration window. A full list of Lead Officers can be found below- please reach out to your County Lead and introduce yourself!

County Lead	County FA	Role	Email Address
Tony Julien	AFA	Business Planning	<a href="mailto:Tony.Julien@amateur-fa.com">Tony.Julien@amateur-fa.com</a>
Jenny Cuthell	Army	Affiliation & Disciplinary Officer	<a href="mailto:Jenny.Cuthell@armyfa.com">Jenny.Cuthell@armyfa.com</a>
Nicholas Snelson	Bedfordshire FA	Competitions Manager	<a href="mailto:Nicholas.snelson@bedfordshirefa.com">Nicholas.snelson@bedfordshirefa.com</a>
Matthew Pill	Berks & Bucks FA	Club Support Officer	<a href="mailto:matthew.pill@berks-bucksfa.com">matthew.pill@berks-bucksfa.com</a>
Mohammed Juned	Birmingham FA	Clubs and Leagues Manager	<a href="mailto:mohammed.juned@birminghamfa.com">mohammed.juned@birminghamfa.com</a>
Chris Abbott	Cambridgeshire FA	Volunteer Development Officer	<a href="mailto:Chris.Abbott@cambridgeshirefa.com">Chris.Abbott@cambridgeshirefa.com</a>
Adam Doyle	Cheshire	Senior Football Development Officer	<a href="mailto:Adam.doyle@cheshirefa.com">Adam.doyle@cheshirefa.com</a>
Richard Pallot	Cornwall	Governance Manager	<a href="mailto:richard.pallot@cornwallfa.com">richard.pallot@cornwallfa.com</a>
Emma Sharrock	Cumberland	Football Services Administrator	<a href="mailto:Emma.sharrock@cumberlandfa.com">Emma.sharrock@cumberlandfa.com</a>
Nigel Smith	Derbyshire FA	Operations Manager	<a href="mailto:nigel.smith@derbyshire.com">nigel.smith@derbyshire.com</a>
Jason Haywood	Devon	Referee Development Officer	<a href="mailto:jason.haywood@devonfa.com">jason.haywood@devonfa.com</a>
Colin Chainey	Dorset	Cup & Competitions Manager	<a href="mailto:colin.chainey@dorsetfa.com">colin.chainey@dorsetfa.com</a>
Kerry Topping	Durham	Governance Office Manager	<a href="mailto:Kerry.topping@durhamfa.com">Kerry.topping@durhamfa.com</a>
Tina Edwards	East Riding	Governance Manager	<a href="mailto:Tina.Edwards@eastridingfa.com">Tina.Edwards@eastridingfa.com</a>
Rob Craven	Essex FA	Governance Officer	<a href="mailto:Robert.craven@essexfa.com">Robert.craven@essexfa.com</a>
Chris Lucker	Gloucestershire	Football Services Manager	<a href="mailto:support@gloucestershirefa.com">support@gloucestershirefa.com</a>
Jack Stanbury	Gloucestershire	Football Services Manager	<a href="mailto:support@gloucestershirefa.com">support@gloucestershirefa.com</a>
Joelle Pengelley	Guernsey FA	W&G FDO	<a href="mailto:Joelle.pengelley@guernseyfa.com">Joelle.pengelley@guernseyfa.com</a>
Debbie Sowton	Hampshire	Discipline Manager	<a href="mailto:debbie.sowton@hampshirefa.com">debbie.sowton@hampshirefa.com</a>
Darren Parker	Hampshire	Operations Manager	<a href="mailto:darren.parker@hampshirefa.com">darren.parker@hampshirefa.com</a>
Val Lambert	Herefordshire FA	County Welfare Officer	<a href="mailto:val.lambert@herefordshirefa.com">val.lambert@herefordshirefa.com</a>
Joseph Karram	Hertfordshire FA	Operations Administrator	<a href="mailto:Joseph.karram@hertfordshirefa.com">Joseph.karram@hertfordshirefa.com</a>
Mark Frost	Huntingdonshire FA	Chief Executive	<a href="mailto:Mark.frost@huntsfa.com">Mark.frost@huntsfa.com</a>
Matt Dixon	Kent	Football Services Administrator	<a href="mailto:Matthew.dixon@kentfa.com">Matthew.dixon@kentfa.com</a>
John Treacy	Lancashire	League Development Officer	<a href="mailto:John.treacy@lancashirefa.com">John.treacy@lancashirefa.com</a>
Dylan Clarke	Leicestershire & Rutland F	Governance Officer	<a href="mailto:dylan.clarke@leicestershirefa.com">dylan.clarke@leicestershirefa.com</a>
Hayley Cain	Lincolnshire FA	Football Services Manager	<a href="mailto:Hayley.cain@lincolnshirefa.com">Hayley.cain@lincolnshirefa.com</a>
Joe Ryan	Liverpool	Football Services Officer	<a href="mailto:Joseph.ryan@liverpoolfa.com">Joseph.ryan@liverpoolfa.com</a>
Becky Greaves	London FA	Governance Manager	<a href="mailto:Becky.greaves@londonfa.com">Becky.greaves@londonfa.com</a>
Joel Buckle	Manchester	Membership Officer	<a href="mailto:Joel.Buckle@ManchesterFA.com">Joel.Buckle@ManchesterFA.com</a>
Dan Lauszkien	Middlesex FA	Membership Services Officer	<a href="mailto:Daniel.lauszkien@middlesexfa.com">Daniel.lauszkien@middlesexfa.com</a>
Rachel Cossey	Norfolk FA	Football Administrator	<a href="mailto:Rachel.cossey@norfolkfa.com">Rachel.cossey@norfolkfa.com</a>
Luke Hodgson	North Riding	Governance Administrator	<a href="mailto:Luke.hodgson@northridingfa.com">Luke.hodgson@northridingfa.com</a>
Jack Patmore	Northamptonshire FA	Football Administrator	<a href="mailto:jack.patmore@northantsfa.com">jack.patmore@northantsfa.com</a>
Andrew Cook	Northumberland	Football Operations Manager	<a href="mailto:Andrew.cook@northumberlandfa.com">Andrew.cook@northumberlandfa.com</a>
Jamie Gingell	Nottinghamshire FA	Football Services Officer	<a href="mailto:jamie.gingell@nottinghamshirefa.com">jamie.gingell@nottinghamshirefa.com</a>
Sam Charles	Oxfordshire FA	Office Manager	<a href="mailto:sam.charles@oxfordshirefa.com">sam.charles@oxfordshirefa.com</a>
Vince Williams	RAF	County Secretary	<a href="mailto:vince.williams@royalairforce.com">vince.williams@royalairforce.com</a>
Richard Charrett	Royal Navy	Assistant Secretary	<a href="mailto:richard.charrett@navyfa.com">richard.charrett@navyfa.com</a>
Robert Wharton	Sheffield & Hallamshire	Senior Football Administrator	<a href="mailto:Robert.wharton@sheffieldfa.com">Robert.wharton@sheffieldfa.com</a>
Zoe Griffiths	Shropshire FA	WGS Team Lead	<a href="mailto:zoe.griffiths@shropshirefa.com">zoe.griffiths@shropshirefa.com</a>
Jennifer Gregory	Somerset	Senior Governance Administrator	<a href="mailto:Jennifer.gregory@somersetfa.com">Jennifer.gregory@somersetfa.com</a>
Vicky Collins	Staffordshire FA	Discipline Officer	<a href="mailto:Vicky.Collins@staffordshirefa.com">Vicky.Collins@staffordshirefa.com</a>
Darryn Marsh	Suffolk	Football Services Officer	<a href="mailto:Darryn.Marsh@suffolkfa.com">Darryn.Marsh@suffolkfa.com</a>
Ashley Gumbrell	Surrey	Football Services Manager	<a href="mailto:ashley.gumbrell@surreyfa.com">ashley.gumbrell@surreyfa.com</a>
Ashley Slaughter	Sussex	Governance Manager	<a href="mailto:ashley.slaughter@sussexfa.com">ashley.slaughter@sussexfa.com</a>
Sara Newhouse	Westmorland	Football Services Administration Officer	<a href="mailto:Sara.newhouse@westmorlandfa.com">Sara.newhouse@westmorlandfa.com</a>
Alan Darfi	West Riding	Head of Operations & Legal	<a href="mailto:Alan.Darfi@westridingfa.com">Alan.Darfi@westridingfa.com</a>
Kate Foote	Wiltshire	Marketing & Communications Administrator	<a href="mailto:kate.foote@wiltshirefa.com">kate.foote@wiltshirefa.com</a>
Julie Lymer	Worcestershire FA	Officer Manager	<a href="mailto:julie.lymer@worcestershirefa.com">julie.lymer@worcestershirefa.com</a>

Any changes in the County Lead team will be confirmed immediately on the Player Registration Community page.

Email Support - [playerregistration@thefa.com](mailto:playerregistration@thefa.com)