



Player Registration



The Newsletter for WGS Player Registration League and Club Officials
Edition 2 – Monday 10th July

Welcome

Welcome to the second edition of the WGS Player Registration Newsletter, the weekly update for League and Club Officials using WGS Player registration functionality for season 2017/18. The Newsletter will be sent out to participating League and Club Secretaries each Monday throughout July, August and September 2017. **Leagues are requested to forward the Newsletter to their clubs as quickly as possible in order to ensure that they remain fully engaged and up-to-date with the very latest player registration news.**

Week One Update

During the first week of the player registration window for season 2017/18 over 140 leagues completed their registration requirements with 40 proceeding to receive registrations from their clubs. As the two graphs below show, over 40,000 club registrations have been completed by clubs over the past 4 weeks of which 2,500 have been approved by their respective leagues.



There is likely to be a spike in activity this week with the remaining leagues expected to open their registrations and club activity increases as the club officials' training programme continues. Updates will be provided as a regular feature of the weekly newsletter.

There were three league officials' training webinars last week, attended by representatives of 31 leagues. Please email playerregistration@thefa.com to request a recording of either an adult or youth league session.

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	ElearningResource (download)
Training Guide PDF	League and club officials	Written guide to all aspects of registration process	Online Community (download)
Training Session	League officials (adult)	Recording of training webinar including demonstration	Play recording
Training Session	League officials (youth)	Recording of training webinar including demonstration	Play recording
Training Session	Club officials	Webinar (online) training sessions includes demonstration	Email playerregistration@thefa.com
Surgery	League and club officials	Webinar meeting at 7.00pm – each Tuesday and Thursday	Email playerregistration@thefa.com
Community Group	League Officials	Online community for key league officials	Email playerregistration@thefa.com
Briefing Session	League Officials (Full-Time)	Briefing on the process of integrating leagues into Full-Time	Play recording

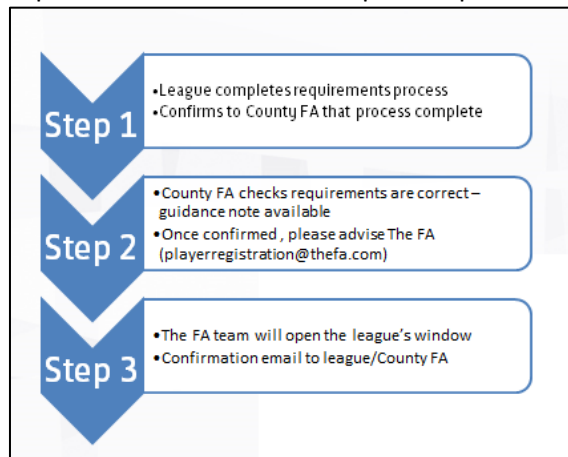
For more details on the training and support available to club and league officials, please email playerregistration@thefa.com

League Official Training

Two additional training webinars have been arranged for the key officials of those leagues that have returned their Confirmation Form during the past week. The sessions will be webinar-based (you attend through your PC) and will take place on Monday 10th July and Wednesday 12th July, both sessions commencing at 7.00pm. The sessions will last approximately 75 minutes and will include a comprehensive demonstration of the new player registration process. To reserve a place on either session, please email phil.knight@thefa.com confirming which of the two sessions you intend to join.

Player Registration League Set-Up

Over 140 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. 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. Please remember to contact your County FA Lead Officer once you have completed your requirements. A full list of County FA Lead Officers can be found at the rear of the newsletter.

League Official – Full Time Integration Session

Leagues using Full-Time will be increasingly keen to have their integration processes completed by the County FA/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

Tuesday evening – 7.00pm

[Join the meeting](#)

Player Registration Surgery – Thursday

Thursday evening – 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 first Surgery will take place at 7.00pm on Tuesday 11th July with the second taking place on Thursday 13th July.** 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.

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. This week's update is shown below;

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.
2. Divisions not appearing in player registration sets – 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

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.
4. 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.
5. 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.

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

WGS Player Registration Support

The recommended means by which leagues and clubs should contact the WGS Support Team is via 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 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.



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 take the following 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 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 75 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.

Email Support - playerregistration@thefa.com

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 10th July (7.00pm)
[Join the meeting](#)

Wednesday Evening – Club Official Training Session
Wednesday 12th July (7.00pm)
[Join the meeting.](#)

Should you require a personal invite to either session, please email phil.knight@thefa.com indicating which session you would like to attend.

Player Registration Pilot Newsletter

The next issue of the Player Registration Newsletter will be emailed to League Secretaries and Primary Contacts on Monday 17th July. A copy will be also posted on the Registration Community page.

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.

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

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