



# **CRC Applications via WGS**

**CRC Applicant Training Guide (April 2018)**

## INDEX

SECTION ONE – ACCESSING AND LOGGING INTO WGS.....3

SECTION TWO – INDIVIDUAL PORTAL CRC TILE.....5



## SECTION ONE

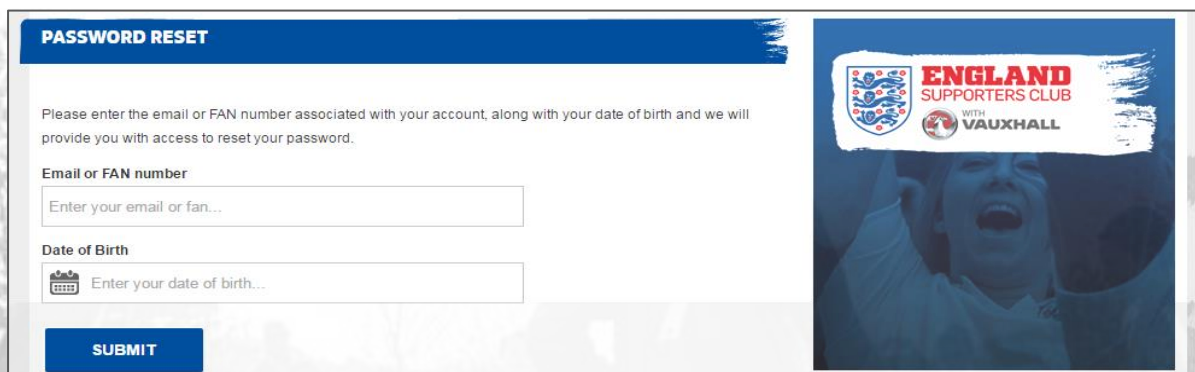
### ACCESSING AND LOGGING INTO WGS

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**.



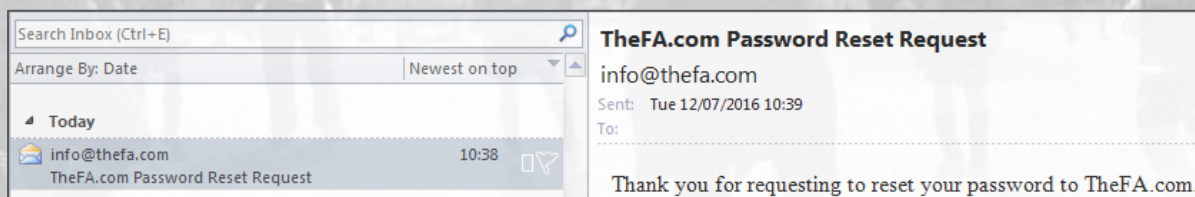
The FA logo is in the top left corner. The main heading is "WHOLE GAME". In the top right, there is a blue button labeled "How to guide". The central form is titled "Welcome to Whole Game System". It contains two input fields: "Email / FAN ID:" and "Password:". Below these is a "Login" button and a link "Have you forgotten your password?". A note below the link says: "If you are already a FA registered user get started by logging on with your existing email address or FAN." At the bottom of the form, it says "To create a FAN ID, please click here".

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 page has a blue header with the text "PASSWORD RESET". Below the header, there is a paragraph: "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". Below the input fields is a blue button labeled "SUBMIT". On the right side, there is a banner for "ENGLAND SUPPORTERS CLUB WITH VAUXHALL" featuring a football player.

You will receive an email from [info@thefa.com](mailto:info@thefa.com) which will take you through the reset process



The screenshot shows an email inbox and the content of a password reset request email. The inbox shows an email from "info@thefa.com" with the subject "TheFA.com Password Reset Request" received at 10:38. The email content includes the sender "info@thefa.com", the date "Tue 12/07/2016 10:39", and the message "Thank you for requesting to reset your password to TheFA.com."

## 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 Whole Game System?**

Yes, you will need your FAN to access 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 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 TWO

### INDIVIDUALS PORTAL CRC TILE

It is here you will see the ability to apply for your CRC, and to the Club who has added you in their Portal as a CRC Applicant.

The screenshot shows the Individuals Portal dashboard. At the top, there is a navigation bar with a red box around the 'All Home' button. Below the navigation bar, there are three tabs for 'Club Chairman' (FA Demonstration Club), 'Club Player Registration Officer' (Diagon Wanderers FC), and 'Club Player Registration Officer' (Denbigh Town). The main content area is titled 'Notifications' and shows a list of unread messages with dates and counts. A red box highlights the 'My CRC' tile in the left-hand navigation menu.

Once you have logged into your Portal, you will see the screen above, and the new “My CRC” tile which will be available.

If you navigate to this button and click, the following screen will appear.

The 'My CRC' page displays the following information:

Everyone working in an eligible role, directly working with children and young people – including managers and coaches – Must have an in-date, FA Accepted, Criminal Record Check (CRC) before they work or volunteer within football. FA CRCs are classed as being in-date for 3 years from the date of issue and at that point must be renewed. For more information on Criminal Records Checks in football please [click here](#).

CRC Award Date : 20/04/2015      CRC Status : Accepted      CRC Expiry Date : 20/04/2018

### CRC Renewal

Your CRC is not yet due for renewal, but you may start a renewal on 20/10/2017

At the time you have been added by your Club Welfare Officer or other Club Officer with the relevant access, you will see a change in screen to below. This will allow you the ability to select the Club to which you will be applying for their CRC. In most cases, as you will be a new applicant, it will only show one Club. If however you will be volunteering at more than one Club, the option may arise to select one of two/three.

## My CRC

Everyone working in an eligible role, directly working with children and young people – including managers and coaches – Must have an in-date, FA Accepted, Criminal Record Check (CRC) before they work or volunteer within football. FA CRCs are classed as being in-date for 3 years from the date of issue and at that point must be renewed. For more information on Criminal Records Checks in football please [click here](#).

CRC Award Date : 20/04/2014

CRC Status : Accepted

CRC Expiry Date : 20/04/2017

### CRC Renewal

You may now start a new CRC check – please select the account you wish to use

FA Demonstration Club

Select

At this stage of the process once selected, an automated email sent to you as the CRC Applicant via your email address which must be on their FAN to enable their log in to the WGS Portal.

- CRC applicant logs into GB Group (within automated email)
- CRC applicant provides details as normal in GBG
- CRC applicant submits CRC for verification
- Club verifier logs into GB Group and provides verification
- GB Group submit CRC check to DBS
- Changes in application status are reflected in WGS now, as the application was commenced in the WGS Portal