

DISCIPLINE ONLINE

USING THE PORTAL

The link to the Whole Game Portal is: <https://wholegame.thefa.com>

You login with your FAN number.

If you don't already have a password, use the 'forgot password' option.

Once you're in the Portal, choose the **CLUB SECRETARY** tab at the top.

To see new Discipline cases, choose the **DISCIPLINE** button on the left hand side.

And to see Invoices, choose the **INVOICE** button on the left hand side.

Remember...

For **CAUTIONS** – there are 2 things to do: (1) acknowledge the case; (2) pay the invoice which will appear a few days later

For **SEND OFFS** – there are 3 things to do: (1) acknowledge the case; (2) pay the invoice; (3) enter the match(es) on which the player will serve his suspension via the ADD MATCH button

For **MISCONDUCTS** – you simply need to discuss the details with the player, then enter a plea – guilty or not guilty, and request a hearing by either 'personal' or 'correspondence'.

PAYMENTS

You can make payments by any method of your choosing, including by phone using a card or BACS direct to our bank (Sort Code: 20-17-35 Account no: 30539155), but we still accept cheques if you prefer.

TIMING

A caution or send off notification should arrive in your portal within a few days of a match. If it does not arrive within a week, please query it with us (because referees are subject to strict rules on this and they ARE checked!) You have **14 DAYS** from the date of notification to acknowledge a case, then **14 DAYS** from the date of the invoice to pay.

Therefore, you should check your portal for new communications at least once, preferably twice, per week.

SUPPORT

Someone is always here to help in normal working hours. Call or email either Diane (01223 209021) or myself (01223 209022) if you have any problems, but I'm sure this method will save you considerable time, aggravation and expense!

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