



# A Guide to The FA's Online Safeguarding Service

User Guide For Club Welfare Officers and Assistant Club Welfare Officers Only

ver 1.0





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## RECOMMENDED BROWSERS

Safeguarding Online works best and has been tested on the following browsers:

**Microsoft Internet Explorer**  
**Google Chrome**

## GLOSSARY

**CRB** – Criminal Record Bureau  
**ECP** – Equality and Child Protection department  
**FAN** - Football Association Number  
**SCW** – Safeguarding Children Workshop  
**WOW** – Welfare Officers Workshop



# 1 Introduction

The Safeguarding system for clubs includes the following tools. This is only available to Club Welfare Officers and Assistant Club Welfare Officers with an Accepted CRB disclosure and Welfare Officer Workshop (WOW) certificate.

- Receive updates from the Equality & Children Protection (ECP) department via the Safeguarding page
- View the CRB and SCW Certificate via the Club Status screen.
- Filter records by CRB Status (Accepted, In Progress or Not Started).
- Remove individuals who are no longer involved with the club.
- Add Individuals missing from the club records.
- Print the Safeguarding records of individuals at the club.
- View the Safeguarding profile of an individual by clicking on an individual's FAN via the Club Status page. This includes their CRB, SCW and WOW records along with the contact details we have on record.

**Users are reminded of the need to keep the information available to them via this service confidential and secure, and to ensure that their access details are not disclosed to others.**



## 2 Requesting Access to Safeguarding Online

In order to access the secure area to view the Safeguarding information of your club, first you will need to request access to Member Services. If you already know your FAN and password then go straight to section 3.

**Step 1:** Locate your FAN (NPD), Club ID and your latest Club Affiliation number. If you are the Club Secretary this information was displayed on the receipt which you received from your Parent County FA when you were sanctioned for the current season.

As a Club Welfare Officer you will have been provided with your FAN, Club ID and your latest Affiliation Number by a direct email to yourself from The FA. Your Parent County FA can also provide all this information.

**Step 2:** Open any web-browser and enter your chosen County's website address into the web address bar. NB - Users of London FA and West Riding County FA can access the tool via one of the other 48 County websites (<http://www.thefa.com/GetIntoFootball/CountyFA/CountyContacts>).

**Step 3:** Click on the Members section of the website.



**Step 4:** Click on the Request Access menu item in the left hand menu.





**Step 5:** Click on the Club Official menu item in the left hand menu.

<b>Member Login</b>
<b>Request Access</b>
Club Official
League Official
Referee
Coach

**Step 6:** Enter your FAN (NPD), Club ID and Affiliation Number into the spaces provided and click Submit.

<b>FAN</b>	<input type="text" value="XXXXXXXXXX"/>	(NPD)
<b>Club ID</b>	<input type="text" value="XXXXXX"/>	
<b>Affiliation Number</b>	<input type="text" value="XXXXXXXXXX"/>	
<input type="button" value="Submit"/>		

**Step 7:** It will take a few seconds to validate the details entered. Once validated enter your email address in the space provided and click Confirm.

<b>NPD/FAN</b>	<input type="text" value="XXXXXXXXXX"/>	
<b>First Name</b>	<input type="text" value="Craig"/>	
<b>Last Name</b>	<input type="text" value="Greaves"/>	
<b>Club Name</b>	<input type="text" value="Gloucestershire FA"/>	
<b>Role(s)</b>	<input type="text" value="Club Official"/>	
<b>Email Address</b>	<input type="text" value="Enter Email Address here"/>	<input type="button" value="Confirm"/>

**Step 8:** Assuming the details entered match the County held information your login details will be emailed to the specified email address. This email will contain your FAN and password, which you will need to login to Member Services.

	<b>Gloucestershire County FA</b> DEVELOPING FOOTBALL FOR EVERYONE
<b>Members' Services Request Access Confirmation</b>	
Dear "Your Name",	
Thank you for using our Request Access Services.	
You can now use your new FAN Number and password below to gain access to Members' Services. Go to <a href="http://www.gloucestershirefa.com/MembersServices">http://www.gloucestershirefa.com/MembersServices</a> now to see what you can do.	
Your FAN Number : XXXXXXXX	
Your password : XXXXXXXX	



### 3 Logging On

**Step 1:** Click on the 'Members' section of your County FA website. **NB** - Users of London FA and West Riding County FA can access the tool via one of the other 48 County websites (<http://www.thefa.com/GetIntoFootball/CountyFA/CountyContacts>).



**Step 2:** Enter your FAN and Password into the spaces provided and click Submit.

<b>Member Login</b>	<b>Please login to access Members' Services</b>
<a href="#">Forgotten Details?</a>	
<b>Request Access</b>	This section of our site is still under construction, but we have released an initial selection of on-line services for members of this association.
<a href="#">Read Aloud</a>	
	If you are an official of an affiliated league or club, or a registered referee, you can verify your personal details using <a href="#">Request Access</a> and we will send you an email explaining how you can login.
	<b>F A N</b> <input type="text" value="1552178"/>
	Password: <input type="password" value="*****"/>
	<input type="button" value="Submit"/>

If you do not know your password by using the FAN portal which can be accessed by going to [www.TheFA.com/FAN](http://www.TheFA.com/FAN) and clicking 'Click Here' or by going direct to <https://secure.thefa.com/FAN/RetrieveFANDetails.aspx?registrationID=ec44b1ae-124d-4020-b838-42e18df4f43d>.

**Step 3:** If you are accessing Member Services for the first time then you will need to read and accept the Terms of use. To accept the Terms of Use start by clicking the alert as displayed below.

<b>Welcome to Members' Services</b>	<b>ALERTS</b>
<b>***The Terms and Conditions must be accepted to proceed using the County Website Members Area. Click on the 'Terms of use' alert to proceed***</b>	<input checked="" type="checkbox"/> <b>Terms of use</b>
<b>Update 1st September 2009</b>	<input type="checkbox"/> Register for new season
An improved range of services are now available. You can update your personal details and complete the equality monitoring form under the My Profile section.	<b>RELATED LINKS</b>
	<input checked="" type="checkbox"/> Contact Gloucestershire FA



**Step4:** The Terms of Use will then be displayed and you accept them by ticking the statement at the bottom of the page and by clicking Submit.

### Terms of use

By using this site you have access to sensitive personal data, and you are advised that the information should be handled sensitively with due dilligence, and shared only when necessary and appropriately.

You are bound by the terms and conditions of the site as below.

#### Terms and Conditions of Use

This website (the "Site") is operated by Liverpool County Football Association ("The CFA"), in conjunction with The Football Association (a company registered in England and whose registered address is Wembley Stadium, Wembley, London, HA9 0WS ("FA")). Any references to "we", "us" or "our" shall be taken as references to both the CFA and The FA unless otherwise specified.

Please read these terms and conditions carefully to ensure that you understand and agree to them, as they contain the legal terms and conditions that you are deemed to have agreed to whenever you use the Site. If you do not accept these terms and conditions you should not use this Site. Please note that additional terms and conditions may apply to specific sections of the Site.

I agree to be bound by the terms and conditions of the site and understand my responsibilities in terms of use of data.

#### ALERTS

- [Terms of use](#)

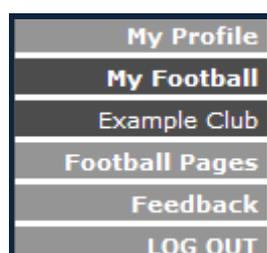
#### RELATED LINKS

- [Contact Liverpool FA](#)

**Step 5:** Click on the My Football menu item in the left hand menu.



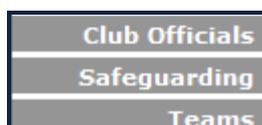
**Step 6:** Click on the Club menu item in the left hand menu.





## 4 Online Safeguarding Service for Clubs

**Step 1:** To access the system click on the Safeguarding menu item of the club you have selected through the CWS tool.



**Step 2:** This page will give you some information on the service. This page will be used by the ECP department to update Club Welfare Officers. Click on Club Status to view the CRB and relevant training of individuals at your club.

**MEMBERS' SERVICES**  
online services for affiliated members

Home » Members » My Football » Club Name » Safeguarding

**Club Officials**  
Teams  
**Safeguarding**  
Club Status  
Registered Players  
Members  
Discipline  
Payments History  
Outstanding Cases  
LOG OUT

**Latest Updates**  
Last updated April 24th 2009.

This service is designed to give you live and up to date information on your club's Safeguarding Children position re FA CRB checks and relevant training. For regular updates and further information on this programme please visit Football Safe.

You can use buttons on the left to show CRB and relevant training information about officials including Welfare Officers, Coaches and Managers.

If you believe any of the information to be incorrect or incomplete please complete the appropriate amendment form or give feedback in Help.

**Related Links**

- The FA.com - Football Safe
- NSPCC
- Thinkuknow.co.uk

Read Aloud

**Step 3:** The Club Status displays an individual's CRB and Safeguarding information.

Example Club - Club Status								
FILTER	Any	REMOVE	PRINT	QUERY RECORD				LOG OUT
<input type="checkbox"/>	FAN	Forename	Surname ^	DOB	Role	CRB Date	CRB Outcome	SC Cert Date
<input type="checkbox"/>	56954202	Example	Coach2	01/01/80		30/06/10	Accepted	02/09/10
<input type="checkbox"/>	56954203	Example	Coach3	01/01/81		21/07/08	Accepted	31/08/10



**Step 3a: Remove individuals** – a user can update their list of individuals by removing those who are no longer at their club.

Example Club - Club Status								
FILTER	Any	REMOVE	PRINT	QUERY RECORD				LOG OUT
<input type="checkbox"/>	FAN	Forename	Surname ^	DOB	Role	CRB Date	CRB Outcome	SC Cert Date
<input checked="" type="checkbox"/>	56954202	Example	Coach2	01/01/80		30/06/10	Accepted	02/09/10
<input checked="" type="checkbox"/>	56954203	Example	Coach3	01/01/81		21/07/08	Accepted	31/08/10

Some individuals can not be removed as they may have a mandatory role at the club (Secretary, Treasurer, Chairman or Club Welfare Officer) or if they have an ongoing disciplinary reason. A message will appear informing the user to contact your County FA for further information.

**Step 3b: Filter records** – a user can filter the list of individuals by using the page filter. Each column can also be sorted by clicking the column header.

FILTER	Any	REMOVE	PRINT	QUERY RECORD				LOG OUT
<input type="checkbox"/>	FAN	Forename	Surname ^	DOB	Role	CRB Date	CRB Outcome	SC Cert Date

**Step 3c: Print records** – a user can print the list of individuals by clicking the Print menu item. This will load in a new window where the records can be printed from. **Users should only print records (and make copies of such records) where this is necessary for safeguarding purposes. Printed records should always be kept confidential and stored securely, and should be securely destroyed when no longer needed.**

**Step 3d: Query records** – a user can query their records by clicking the Query menu item. The pop-up form allows the user to fill out a query or request for an individual to be added to their records. These queries will be responded to within 3 working days.

The screenshot shows the Gloucestershire County FA logo and the tagline 'DEVELOPING FOOTBALL FOR EVERYONE'. Below this is a 'Query Type' dropdown menu. The current selection is 'General Query'. A list of options is visible, including 'Please select', 'General Query', and 'Missing Individual'.



## 5 Club Status - Individual Profile

Users can view the contact details and Safeguarding history of individuals by clicking on the FAN of the individual.

Example Club - Club Status								
FILTER		Any	REMOVE	PRINT	QUERY RECORD			LOG OUT
<input type="checkbox"/>	FAN	Forename	Surname ^	DOB	Role	CRB Date	CRB Outcome	SC Cert Date
<input type="checkbox"/>	56954202	Example	Coach2	01/01/80		30/06/10	Accepted	02/09/10
<input type="checkbox"/>	56954203	Example	Coach3	01/01/81		21/07/08	Accepted	31/08/10

Example Coach2 - Individual Status	
BACK	LOG OUT
<b>Mr Example Coach2</b> <input type="checkbox"/> Wembley Stadium  WEMBLEY Middlesex HA9 0WS	<b>FAN/NPD: 56954202</b> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ExampleCoach2@TheFA.com
Safeguarding History	
CRB	30/06/10 Accepted 111111111111
SC training	02/09/10 Workshop Herm FC 3298702/09/201056954202

This provides information on the CRB, SC and/or WOW of individuals within your club.



## 6 Add a missing Coach/ Manager

A Club Welfare Officer can add missing coaches and managers to their club records by following the instructions below. If you require a different club contact to be added to your records then this can be added online by your Club Secretary, Chairman or Treasurer or by filling out the Query Form.

**Step 1:** Click on the Members menu item of the club.

Club Officials
Teams
Registered Players
<b>Members</b>
Discipline
Payments History
Outstanding Cases
Club Marketing
LOG OUT

**Step 2:** Click on the Coaches menu item under Members.

Members
<b>Coaches</b>

**Step 3:** Click on the Add Contact menu item displayed on the Coaches page.

Example Club - Club Coaches								
ADD CONTACT		REMOVE						LOG OUT
	FAN / NPD	First Name	Last Name	CRB Outcome	SC Exp Date	EA Exp Date	CQ	FA Licence
<input type="checkbox"/>	56954202	Example	Coach2	Accepted	02/09/2013	-	1	-
<input type="checkbox"/>	56954203	Example	Coach3	Accepted	31/08/2013	06/07/2013	3	-

**Step 4a:** Search and select the coach by using one of the three selection tools. Select by selecting from the individuals already connected to your club.

<input type="radio"/> SELECT INDIVIDUAL: <input type="text" value="Please Select"/>
---



**Step 5b:** Select by entering the FAN and Date of Birth of the coach. Click Search to display the coach. *An individual can obtain their FAN by contacting their local County providing their name, date of birth, address and email address.*

Search by FAN       Search by CRB Disclosure Number

FAN:  \*      CRB No:  \*

DOB:  \*      DOB:  \*

FAN	Forename	Surname	DOB	Post Code
56954201	Example	Coach1	01/01/1983	HA9 0WS

ADD CONTACT

**Step 5c:** Select by entering the FA CRB Disclosure Number and Date of Birth of the coach. Click Search to display the coach.

Search by FAN       Search by CRB Disclosure Number

FAN:  \*      CRB No:  \*

DOB:  \*      DOB:  \*

FAN	Forename	Surname	DOB	Post Code
56954202	Example	Coach2	01/01/1980	HA9 0WS

**Step 6:** Select the coach/manager role.

ROLE:

**Step 7:** Select the team(s) with which the individual fulfils the role selected. *The teams displayed are those entered when the club affiliates to a County FA. If the teams listed are incorrect then contact your Parent County FA.*

ROLE:

SELECT TEAM:

U10       U14       U16

U12



**Step 8:** Click Save. A message will be displayed to confirm the coach has been added to the selected teams. Repeat as required to ensure all your coaches are added to the appropriate teams within your club.

**ADD CONTACT**

SEARCH CLEAR **SAVE** CLOSE

Record saved.

Add Club Officials by selecting the Role and Individual from the drop down lists below and clicking Save.

ROLE: Coach

**SELECT TEAM:**

U10  U14  U16

U12

The Club Secretary, Treasurer and Chairman have the option to add further individuals by using the Add Contact tool on the Club Officials page.

Home » Members » My Football » Example Club » Club Officials

**Club Officials** Example Club - Club Officials

Club Secretary **ADD CONTACT** REPLACE REMOVE LOG OUT

Chairman FAN/NPD Full Name Role

**ADD CONTACT**

SEARCH CLEAR **SAVE** CLOSE

Add Club Officials by selecting the Role and Individual from the drop down lists below and clicking Save.

ROLE: Please Select

- Please Select
- Auditor
- Charter Standard Coordinator**
- Chief Executive
- Club Officer
- Club Welfare Officer
- Club Welfare Officer (assistant)
- Coach
- Coach (assistant)
- Commercial & Sponsorship Officer
- Committee Member
- Community Officer
- Council Deleqate

FAN: [input]

Disclosure Number [input]



## 7 Frequently Asked Questions (FAQs)

**Q. The same individual is listed twice on my club status records. How can these be merged?**

A. You can request two or more individuals to be merged by using the Query form. Please follow the steps below.

**Step 1:** Select the deduplicate records and click Query Record button.

Example Club - Club Status								
FILTER	Any	REMOVE	PRINT	QUERY RECORD	LOG OUT SUPPORT	LOG OUT		
<input type="checkbox"/>	FAN	Forename	Surname ^	DOB	Role	CRB Date	CRB Outcome	SC Cert Date
<input checked="" type="checkbox"/>	56954202	Example	Coach2	01/01/80		30/06/10	Accepted	02/09/10
<input checked="" type="checkbox"/>	56954203	Example	Coach3	01/01/81		21/07/08	Accepted	31/08/10

**Step 2:** Select 'General Query' from the query type drop down options. Enter your email text and check/amend the reply email address. Click send.



**Gloucestershire County FA**  
DEVELOPING FOOTBALL FOR EVERYONE

Query Type  
General Query

**General Query**

Selected Individuals

56954202	Example Coach2	<a href="#">Remove</a>
56954203	Example Coach3	<a href="#">Remove</a>

Please enter your query

Hi  
These records are duplicates. Please can they be merged.  
Thanks

Send replies to



**Q. The wrong address is displayed against one of my coaches?**

A. You can request for the contact details of an individual's to be updated through the Query form.

**Step 1:** Select the individual that requires updating and click Query Record button.

Example Club - Club Status								
FILTER		Any	REMOVE	PRINT	QUERY RECORD	LOG OUT		
<input type="checkbox"/>	FAN	Forename	Surname ^	DOB	Role	CRB Date	CRB Outcome	SC Cert Date
<input checked="" type="checkbox"/>	56954202	Example	Coach2	01/01/80		30/06/10	Accepted	02/09/10
<input type="checkbox"/>	56954203	Example	Coach3	01/01/81		21/07/08	Accepted	31/08/10

**Step 2:** Select 'Update Individuals' from the query type drop down options. Amend the individual's details and check/amend the reply email address. Click send.

Gloucestershire County FA  
DEVELOPING FOOTBALL FOR EVERYONE

Query Type  
Update Individuals

**Update club members**

FAN 56954202

Title Mr

First name Example

Last name Coach2

Date of Birth 01/01/1980

Address Wembley Stadium  
WEMBLEY  
Middlesex  
HA9 0WS

Email ExampleCoach2@TheFA.com

Send replies to Example@thefa.com

Send Cancel



**Q. My Club Secretary, Chairman and Treasurer do not have access to Member Services. How do I add some missing club volunteers to my club records?**

A. Please inform your Club Secretary, Chairman and/or Treasurer to contact their local County FA who will be able to provide all the details they require to request access to Member Services. While they are requesting access you can request to have a missing individual attached to your club by using the Query Record form.

**Step 1:** Click Query Record button.

Example Club - Club Status								
FILTER		Any	REMOVE	PRINT	QUERY RECORD	LOG OUT		
<input type="checkbox"/>	FAN	Forename	Surname ^	DOB	Role	CRB Date	CRB Outcome	SC Cert Date
<input type="checkbox"/>	56954202	Example	Coach2	01/01/80		30/06/10	Accepted	02/09/10

**Step 2:** Select 'Missing Individual' from the query type drop down options. Enter the details of the individual that you wish to add. Title, First Name, Last Name, Date of Birth, Address and Role must be provided to send. Once the details have been entered check/amend the reply email address and Click send.



**Gloucestershire County FA**  
DEVELOPING FOOTBALL FOR EVERYONE

Query Type  
Missing Individual

**Missing Individual Query**

Please enter the details of the missing individual.

FAN: 11111111  
Title: Mr  
First name: FirstName  
Last name: LastName  
Date of Birth: 01/01/1990  
Address: Wembley Stadium, Wembley, London, HA9 0WS  
Email: Example2@TheFA.com  
Role: Volunteer Coordinator

Send replies to: Example@thefa.com

Send Cancel



## 8 Further Support

This document aims to offer comprehensive guidance on making full use of The FA's Online Safeguarding service. If for some reason you are still having difficulties in accessing or using particular elements of the service please contact your CFA Welfare Officer who will be happy to assist you.