

Registering Club Players in the Whole Game System

INTRODUCTION

Season 2017/18 saw The FA, in partnership with the County FAs, open our online player registration platform through the Whole Game System (WGS) to all grassroots leagues. This season, we have over 600 leagues, 58,000 teams and all County FAs using the WGS online Player Registration process, registering over 800,000 players so far for the current playing season.

A number of benefits for leagues and clubs have been highlighted. Replacing paper-based administration with electronic player management saved hours of effort for league registration officers by streamlining the league registration processes, whilst maintaining a single record of players within the system was found to be a secure and efficient way of managing player records. For those clubs and leagues also using Full-Time, the integration of records provided clubs with a single view of their players across WGS and Full-Time, removing significant duplication of input and increasing the integrity of player information.

- Secure storage of player records;
- Records updated annually, creating a lasting history for each player;
- Club and Team records available for league registration processes (where appropriate);
- More efficient club discipline management;
- Use of the FA number (FAN) to create a single player view – particularly for those clubs using Full-Time;
- Providing your club with better player information to help you plan for the future.

This season has also seen the introduction of Matchday, The FA's mobile app that helps organise your football life. For more details, visit

[TheFA.com/get-involved/Matchday](https://www.thefa.com/get-involved/Matchday)

Clubs are invited to start entering your players' details into WGS. Players can be searched for and added directly into WGS using the FAN search function. This allows you to easily and securely identify players from across the national database. Once you have found and attached your players you can then assign them to the appropriate team. At this stage the process is complete and your records are up to date and ready to be presented for league registration for the upcoming season.

SAFEGUARDING CONSIDERATIONS

Safeguarding was a foremost consideration within the development of the player registration functionality within the Whole Game System. Player information is collected and inputted by affiliated clubs and sanctioned leagues for the purpose of the administration and organisation of football with information only accessible between relevant parties as necessary for this purpose. Club and leagues will have access to their own players' details as they would do normally and only with consent from parent/carer would appointed officials be allowed to add or transfer players.

By signing to play for an affiliated club within a sanctioned league, parents/carers are already providing implied consent to the sharing of information between the club and league who organise and administrate football, and County FAs/The FA who regulate and govern the national game. Clubs and leagues will already hold information in formats which are covered by data protection legislation and WGS player registration is no different and is potentially more secure.

- The system does not collect or share mobile phone or Email/social media contact details for children and young people within youth football;

- Images, if required by a league for the ID purposes, and/or the production of player ID cards, consistent with individual league practices, are stored securely and in line with data protection legislation and will not be shared.

We would advise leagues and clubs to acknowledge within their registration documentation that individual player information will be stored on The FA's Whole Game Player Registration system, which is compliant with the relevant UK data protection legislation.

CONTENTS

This document has been prepared to assist you with registering your players within the WGS. It is comprised of six sections, each dealing with one aspect of the player registration process. Please use the document in conjunction with the various e-Learning resources that have also been made available to you and can be found on the relevant pages of the WGS portal.

Each section includes a set of Frequently-Asked Questions. Should you have a question not answered in this section, please refer to the other support resources.

NEED HELP?

When you login to Whole Game System, you will see links marked "Need help?"

Need help? ▾

Click on these links and you will be provided with one or more help resources.

Some of these may be PDF documents which you may download and printed (such as this guide) or some may be "E-Learning", which are interactive videos which will take you through the key processes you are going to use, and explain to you how they work. Typically the E-Learning resources will take no more than a couple of minutes to follow through. E-Learning resources have been developed for the following processes;

1. Logging onto WGS Portal	4. Search & Create New Players
2. Assigning Club Official Roles	5. Assigning Players to Teams
3. Detaching Players from Clubs	6. Adding Identity Checks

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SECTION 1

ACCESSING AND LOGGING INTO THE WGS

To access the Whole Game System, please visit wholegame.TheFA.com where you will be asked to enter either your Email or FAN ID along with your **Password** before selecting **Login**.

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**.

You will receive an email from info@TheFA.com which will take you through the reset process.

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 the Whole Game System?

Yes, you will need your FAN to access the 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 the 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 2

ASSIGNING THE PLAYER REGISTRATION OFFICER ROLE TO CLUB OFFICIALS

The default access to the pages for management of player data in the Whole Game System are for the 'key officers' of a club – namely the Club Secretary, Club Chairman and Club Treasurer, plus the Club Welfare Officer where appropriate. In order to share the administrative load, larger clubs may wish to nominate other officers within their club to share the workload of management of their player data.

To add a Player Registration Officer, the Club Secretary should navigate to the **Club Officials** tab on the left hand menu, before selecting the **Add Official** button.

Club Officials - Wembley Albion

Current Past All

+ Add Official Download

Key Officials

Role: Any

Name	FAN	Role	Email	Phone	Start
Stuart Munson	110128	Chairman	DC04F7ny@thefa.cox.uk	0844 980 8001	08/07/2016
Maria Anand	59401381	Secretary	BCEC4Bsell.cam@thefa.cox.uk	-	08/07/2016
Erin Dominguez	56485223	Treasurer	19C8ED@thefa.cox.uk	0844 980 8001	08/07/2016

Showing 1 to 3 of 3 entries

Other Officials

You may either **Search by FAN** (most common) or **Search by Details**. Both will set out what information is required (i.e. FAN and Date of Birth) before you can select **Search**.

Add Club Official

Search by FAN Search by Details Create New Contact

FAN * 824351

Date of Birth * 18/3/1985

Search

The matching individual will be displayed with a check box to the left of the FAN which must be selected. From the **Select Role** dropdown choose **Player Registration Officer** and then Select **start date**. Once these fields have been populated, the **OK** button will become available.

Once you have clicked **OK**, the individual will be added to the club as a Player Registration Officer. There is no restriction on the number of Player Registration Officers a club may have.

Add Club Official

Search by FAN Search by Details Create New Contact

FAN * 824351

Date of Birth * 18/3/1985

Search

Wembley Albion Player Registration Officer 04/11/2016

FAN	Name	Club
<input checked="" type="checkbox"/> 824351	Chloe Goel	Denbigh Town

Showing 1 to 1 of 1 entries

OK Cancel

FREQUENTLY-ASKED QUESTIONS

Does a club have to nominate Player Registration Officers?

No, if a club wishes to restrict access to players to the “Key Officers” they may do so. Flexibility to add player registration officers has been added because larger clubs may wish to share the registration load across a number of club officials.

Do I have to nominate key officers as a Player Registration Officer?

No, the key officers will have access to the Player Registration pages automatically. This includes Chairman, Treasurer and Club Secretary.

Is there a limit to the number of Player Registration Officers?

No, a club may have as many or as few Player Registration Officers as they choose.

Does a Player Registration Officer have access to all Players within a club?

Yes, all players will be members of a club, even if they are then allocated to teams, so the Player Registration Officer will have access to all players within the club.

Can the Player Registration Officer role be removed when registrations are complete?

Yes – removing the role is a straightforward process. Use the same page as you used to allocate them to the role and set a closing date for their role. This will remove their access with this role.

SECTION 3 DETACHING PLAYERS

Detaching is the process whereby a club may remove from its list of members any players who are no longer part of the club. When a player is detached, their link to the club, as well as their links to any teams within the club will be removed.

To view the list of players within your club, navigate to the Player Registration page on your club record. This will display all players who are currently associated with your club record. They may include players added in the past who may no longer be part of the club.

Each player is shown with their name, age (if you hover over the age their date of birth is shown) and FAN record. If a photograph has been added for them this is displayed.

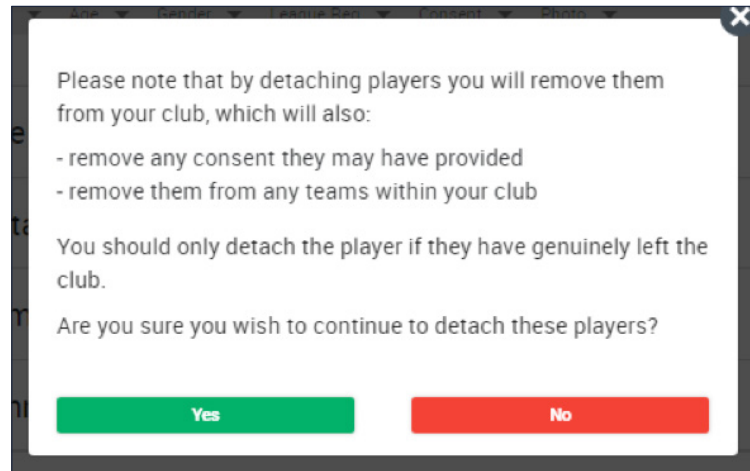
Photographs of players may be stored and used for registration purposes. Registration photos held will be stored securely, with only the relevant club and league officials having access. Photographs uploaded within the Whole Game System portal will not be placed within the public domain.

If a player is no longer with a club, they may be removed from the list of club players – this is known as ‘detaching’ the player. To detach a player, check the box alongside their name.

At the top of the screen, a ribbon will appear with various options to select. In this instance, you will choose the option to **Detach** the player.

Detach

Once you click on **Detach**, a warning will appear reminding you that if you do detach a player, they are removed from your club as well as any teams within your club. A player cannot be detached if they have been league registered. The league will need to cancel the registration before the player can be removed from the club records.



If the player has genuinely left the club, click on **Yes** to confirm that you are detaching them. Once detached, the player will be moved to the 'Detached' section of your **Club Players**. If necessary, the player may be re-attached from here. This section only shows players detached within the last 14 days.



Should you wish to re-add the player more than 14 days later, you will need to search for them as detailed earlier in the manual, looking for a new player to add to your club.

FREQUENTLY-ASKED QUESTIONS

Where do all the old, incorrect player records in the WGS come from?

Most player records in the WGS portal will be a result of a disciplinary action taken against that player whilst playing for your club. This may be many years ago which may mean that some of the records are extremely out-of-date.

Why is it important that I detach these records?

Redundant, out-of-date records have no value to your club and can corrupt your information. Creating a clean starting point for your player registration records will help maintain good data management.

Can I detach more than one player at a time?

Yes, you can select more than one player and choose the detach option, but please be careful to only select players who have left the club.

What should I do if the same player is listed twice?

Do not detach the player record yourself. Please contact your County FA and request that they de-duplicate the player's records on your behalf. This process may take a couple of days and your County FA may have many records to de-dupe so please be patient.

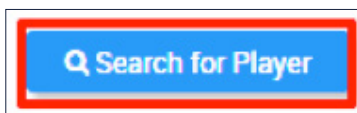
SECTION 4

SEARCHING FOR AND ADDING NEW PLAYERS

When you access the Player Registration page for your club, you will see listed any players who have been previously associated with your club through the Whole Game System (for example as part of the discipline process) as well as any players you may have added through the process of the Player Data Match with Full-Time.

In addition, there is functionality to search for a player at the top of the screen, to allow you to identify and add any players who are also members of your club, but are not currently linked to them within the Whole Game System. These players may well already have a FAN record, so you will need to search for them first, and only create a new record if you cannot find an existing FAN record.

To search for a new player, click on the **Search for Player** button at the top of the screen. This will take you to the **Add Players** screen where you can search to see if the player has an existing FAN record.



Add Players

Find players to register and transfer

FULL NAME / FAN:

DATE OF BIRTH:

Postcode:

When you search for a player, their **Full Name** (first name and surname), or **FAN**, plus **Date of Birth** are mandatory. We recommend that the first search you make does not include the postcode.

If this search results in a single FAN record being matched to the criteria you have provided, the player concerned will be returned, and may be added to your club by clicking on **Add Player**.

Add Players

Find players to register and transfer

FULL NAME / FAN:

DATE OF BIRTH:

Danny Williams (50)
Current Clubs:
Previous Clubs:

Add Player

Danny Williams is under 16 so the parent/guardian must consent before you can see their details.

I wish to request parental consent

Parent/Guardian information is missing. Please contact the current club to add Parent/Guardian information.

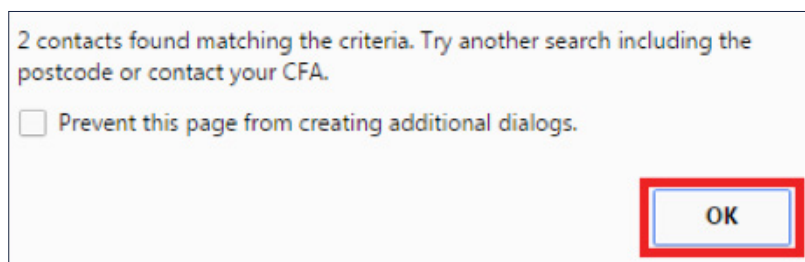
I can confirm I already have a parental consent form

cancel, and don't add

If the player concerned is under the age of 16, you will also need to confirm that you have consent from that player's parent/carer to access their details – i.e. they have confirmed that the player is a member of your club. This is an 'offline' process – i.e. you should have a form which has been signed by the player's parent/carer.

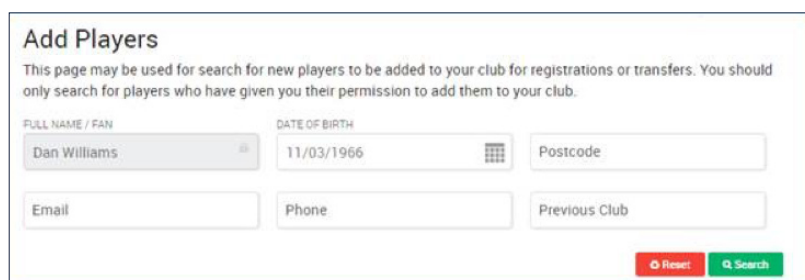
Once you click on **Add Player**, the player will be associated with your club, and will appear on the main list of players for your club. You will also be provided with the option of adding in the details of any other current clubs with whom the player is associated.

If your search for a player results in more than one FAN being returned as a possible match, a pop-up will appear informing you that more than one match has been found.



This may be due to there being more than one person on the system with the same details, or may be because the individual concerned has more than one FAN record. Try adding the postcode for the individual concerned to see if you can narrow down the search to find one record.

If you cannot successfully narrow down the search to a single record, please contact your County FA. They will be able to check whether there are duplicated FAN records for the player concerned, and de-duplicate them if necessary, as well as advising you of the correct FAN record to use to add the player to your club.



To try and reduce the number of duplicate records in the WGS, our system will complete a 'fuzzy' search whereby it checks, full name and date of birth. If no result is returned, it will then check the first three letters of the first name, as well as surname and date of birth and finally the first initial alongside surname and date of birth. If you are not sure whether the player may already have a FAN, please check with your County FA.



The first half of the screen to add a new player will confirm the first name, surname and date of birth of the player concerned, and ask you to confirm the gender of the player concerned.

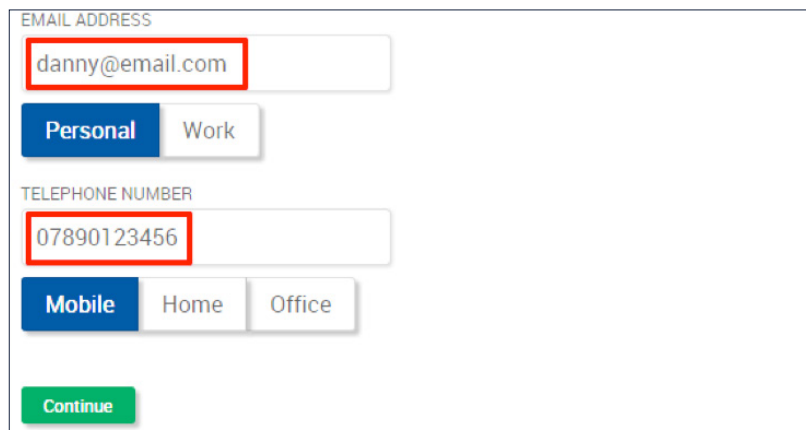
Alongside this section are the contact details for the player concerned. If the player is aged 16 or above, their address, email address(es) and telephone number(s) may be provided.

You must provide an email address OR a postal address for a player over the age of 16.

If you enter a postcode, click on **Lookup address**.

This will provide the user with a pop-up which provides a search of all addresses which match the postcode provided, and allows you to select the address required.

Once the address has been completed, email and telephone are optional, though may be required by a league as part of their registration process and we would recommend clubs record these if they do have them available. This was not be displayed if the player is aged under 16.



EMAIL ADDRESS

danny@email.com

Personal Work

TELEPHONE NUMBER

07890123456

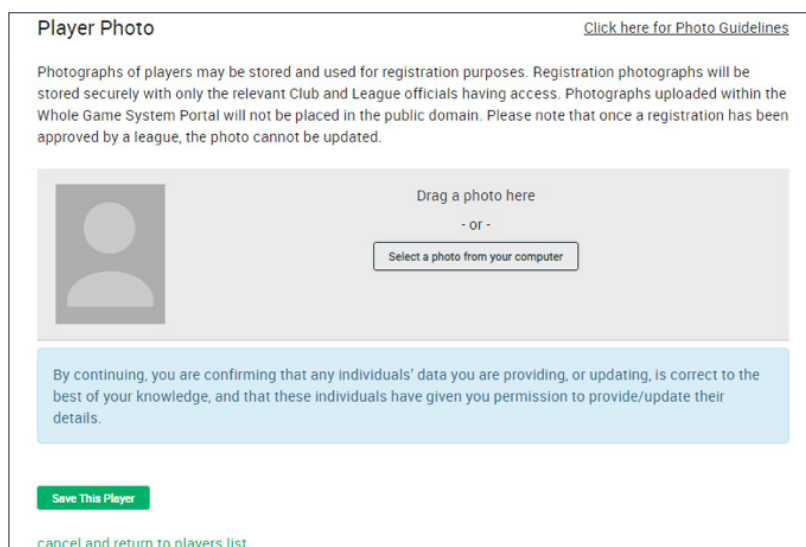
Mobile Home Office

Continue

The next section allows you to store a photograph for the player concerned.

This is optional, although leagues may require that the player concerned has a photograph as part of their registration process.

Photographs of players may be stored and used for registration purposes. Registration photos held will be stored securely with only the relevant club and league officials having access. Photographs uploaded within The WGS portal will not be placed within the public domain.



Player Photo [Click here for Photo Guidelines](#)

Photographs of players may be stored and used for registration purposes. Registration photographs will be stored securely with only the relevant Club and League officials having access. Photographs uploaded within the Whole Game System Portal will not be placed in the public domain. Please note that once a registration has been approved by a league, the photo cannot be updated.

Drag a photo here
- or -
Select a photo from your computer

By continuing, you are confirming that any individuals' data you are providing, or updating, is correct to the best of your knowledge, and that these individuals have given you permission to provide/update their details.

Save This Player

[cancel and return to players list](#)

If you wish to add a photograph for a player you may do so, and there is functionality to either drag and drop a photo onto the page, or search for it.

Once added this photograph may be cropped or rotated as required. When you are happy with the photograph click on **Continue** and **Save New Player** to save all of the data you have input, and create the new FAN record for the player concerned. If you do not click on **Save New Player**, the data will be lost.

Once the player has been created, the player will be added to your list of players. Note that it may take a few minutes or hours for their FAN to be generated, so if a player initially is shown with a FAN of #0 do not worry, this will be updated in due course.

If the player concerned is under the age of 16, you have the option to record the details of the player's main parent/carer by selecting the name of the player and choosing the option to Add Parent/Carer

Parent Guardians
No Parent Guardians found.

Add Parent/Guardian

You are asked to provide the first name, last and date of birth for the parent/carer.

Date of birth is included so that The FA or a County FA can verify the identity of the person who is associated with the youth record, which is essential for maintaining the security of the player data held.

Guardian Details

FIRST NAME
Sandra

LAST NAME
Thomas

DATE OF BIRTH
12/8/1978

FAN (Optional)

Add guardian

If an email address or a telephone number is provided, this will be stored against the record for the parent/carer, and not against the player. Once the parent/carer's details have been provided, click on **Add Guardian**.

Once the contact details for player and/or parent/carer have been provided, click on the **Continue** button at the bottom of the page. You will be warned if any mandatory fields have not been completed.



FREQUENTLY-ASKED QUESTIONS

Why do I have to search for a player before adding them?

Many players will already have a FAN record, and we want to avoid creating duplicated records where possible. Please try and search to find a player before creating a new record.

Why is date of birth required for parental records?

This will help a County FA, or The Football Association to validate the identity of an individual who is linked to the youth player record.

If I provide my email address, what will it be used for?

We will not provide your email address to a third party without your permission. It may be used for administrative purposes, or to contact you to ask your opinion on initiatives being run by the Football Association, or your local County FA.

Do I have to provide a photograph for players?

You do not have to provide a photograph for players, unless your League have specified this as a League requirement. If you are not sure, we would suggest you do not add a photograph as they can be added later.

SECTION 5 ASSIGNING PLAYERS TO TEAMS

Once a player has been added to your club, you may then also assign them to one or more teams within your club. From your main view of players, select one or more players by checking the box alongside their names.

PLAYER REGISTRATION

Please select one from the following options-

Season	Players	Players Pending Parental Consent	Detached Players	Transfers	Notices of Approach
2018 - 2019	91	1	0	4	0

Select All

Filter by name: FAN

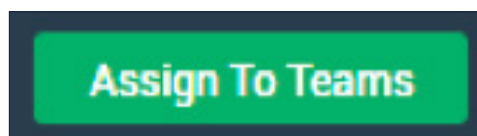
Search for Player

Team League Age Gender League Reg Consent Photo clear filters

Expand All

Jenny Abbott (34) #62083036

At the top of the screen, a ribbon will appear with various options to select. In this instance, you will choose the option to **Assign to Teams**.



A pop-up box will appear, which will tell you which of the teams the player concerned is eligible to play for (this will be based on the age and gender of the player, along with the age group and the gender for the team concerned, which will have been set when the club affiliated with their County FA). If you cannot see a team which you expect to see, you will need to check whether they have been affiliated correctly with your County FA.

Select the team or teams required, and click on **Add Players to Selected Teams**.

Assign To Teams

Jenny Abbott (62083036) is eligible to play for ranges U21, U23, Open Aged and female teams. The following are the teams this player can be added to.

Select All

Filter by team name

FA Demonstration Club First Women (Open Aged)

Cancel

Add Players to Selected Teams

The player(s) concerned will be added to the team(s) selected, and this will be shown on your main view of players within the club. Each team will also have a button alongside it which allows the club to remove the player from that team if required.

Jenny Abbott (34) #62083036

Consent: Not Requested

County: Not Requested County: IT Test FA

League: Not Requested FA Demonstration Club First Women

Remove from team

FREQUENTLY-ASKED QUESTIONS

What do I do if a team does not appear?

If a team does not appear, you can check whether it has been added to the system by using the filter for Team on the left hand side of the set of filters. If it is not present, you will need to speak to your County FA, as the team may not have been affiliated.

Can I add a player to more than one team?

Yes, a player can be added to more than one team.

What do I do if a team is not in the list for adding a player to?

If a team does not appear for a particular player, it may be because of a mismatch in the gender of the team and player (e.g. the player is female, and the team has been affiliated as male when it should have been mixed) or because the date of birth of the player does not permit them to play for the team concerned. If you contact your County FA, they will be able to check and amend the data if required.

If I add a player to a team this season, will they remain with the team next season?

Yes, players will continue with their existing teams for the new season, whether they are youth players moving up an age group with their team (e.g. members of the under-12's become members of the under-13's) or adult players remaining with the same team. You will be able to make any amendments if required for the new season.

SECTION 6 OBTAINING PLAYER CONSENT

Once a player has been added to your club, each season you will be required to obtain their consent to play. This can be done in two ways, firstly online consent, and secondly offline consent.

The screenshot shows the '1 player selected' interface. At the top, there are several action buttons: 'Download Registration Forms', 'Submit To League', 'Request Consent', 'Confirm Offline Consent', 'Export Photos', 'Squad List', 'Identity Check', 'Assign To Teams', and 'Detach from Club'. Below this, the 'PLAYER REGISTRATION' section is visible, with a 'Season' dropdown set to '2018 - 2019'. A summary bar shows '91' Players, '1' Players Pending Parental Consent, '0' Detached Players, '4' Transfers, and '0' Notices of Approach. A search bar is present with the text 'Filter by name, FAN'. Below the search bar, there are filters for Team, League, Age, Gender, League Reg, Consent, and Photo. The player profile for 'Jenny Abbott (34)' is shown with a 'Consent: Not Requested' status, 'County: Not Requested', and 'League: Not Requested'. The county is listed as 'IT Test FA' and the league as 'FA Demonstration Club First Women'. A 'Remove from team' button is visible at the bottom right of the player profile.

At the top of the screen, a ribbon will appear with various options to select. If the player is under 16 years of age, a parent/carer with an email address will need to be associated with the player record to gain online consent.

The screenshot shows the '1 player selected' interface for a younger player. The top ribbon includes buttons for 'Download Registration Forms', 'Submit To League', 'Request Consent', 'Confirm Offline Consent', 'Export Photos', 'Squad List', 'Assign To Teams', and 'Detach'. The player profile for 'Molly Cule (23)' is shown with a 'Consent: Not Requested' status and 'County: Offline'. The county is listed as 'Huntingdonshire FA'. A 'Matches' icon is visible on the left side of the player profile.

When a club **Requests Consent** against a player, the Whole Game System will validate that there is an email address associated with the player's FAN record.

If there is no email address associated with the player, then an error message will be displayed informing the club that there is no email address and consequently the online consent request cannot be generated.

Molly Cule (60663420)

- Sorry cannot request consent, Email Address does not exist for the player

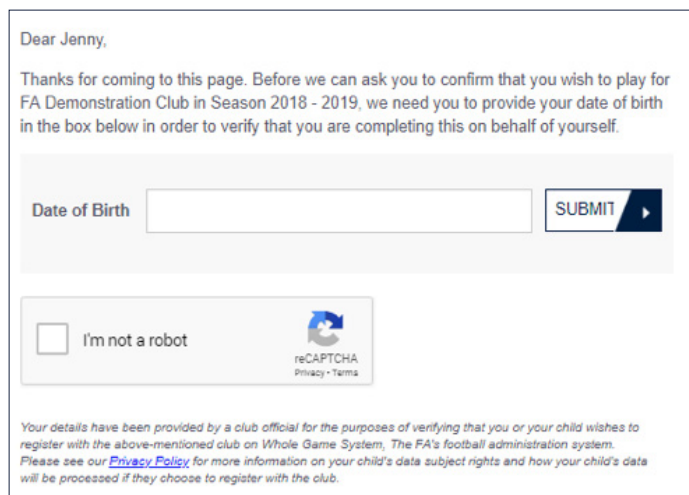
If an email address is present for the player/parent, WGS sends a personalised email containing a unique link. On clicking **Respond To Request** within the email, this opens a page within the browser (the player/parent does not need to log into WGS).



Player/parent is asked to validate their own date of birth to navigate to the next screen – at this stage the player/parent agrees or declines to play for the specified club.

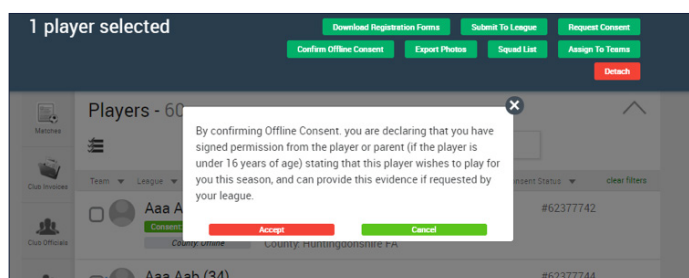
The consent status is then updated in the WGS from **Pending** to **Consent – Accepted Online** if accepted.

The player will then receive a personalised email confirming their choice.



If you click on the **Confirm Offline Consent** as shown above, you are confirming you have a completed Player Registration Form, which the club will have meeting your league requirements.

Failure to provide this form if selected for a spot check, will bring further action from your league.



SECTION 7 ADDING ID CHECK

Some leagues may require Clubs to validate the checking of ID for the players. Below will give details of how you can do this, should it be a requirement.

Click on **Player Name** and you will see the option below for **ID Checks**, which appears under the **Contact Details** for the individual you are looking at within your club.

If required, you will need to **Add ID Check** as above, and add what documentation you have seen as a club and confirm you have verified.

You will need to select the relevant ID you have seen. In a very few cases, the league may require more than one ID.

Once selecting the above, you need to select which **Official** has completed the check on behalf of the club.

Enter the date this was seen, and finally select **Add ID Check** to complete the process.

 **New Guy (18)** #59687079

<small>Consent: Not Requested</small>	
<small>County: Offline</small>	County: Huntingdonshire FA
<small>League: Not Requested</small>	FA Demonstration Club First
<small>League: Not Requested</small>	FA Demonstration Club Reserves

Remove from team
Remove from team

ID Checks
16 Aug 2017 - Driving Licence seen by Danny McConnell

Add ID Check


ID Check

Identity Seen

<input type="checkbox"/> Passport	<input type="checkbox"/> Birth Certificate
<input type="checkbox"/> Driving Licence	<input type="checkbox"/> Previous Season League ID Card
<input type="checkbox"/> Medical Card	<input type="checkbox"/> School ID

CHECK COMPLETED BY

Select an Official ▼

Date Completed 

Add ID Check
cancel

SECTION 8

SUBMITTING TO THE LEAGUE FOR APPROVAL

To submit to the league, you will have to ensure you have met the requirements set by your League in order to register a player.

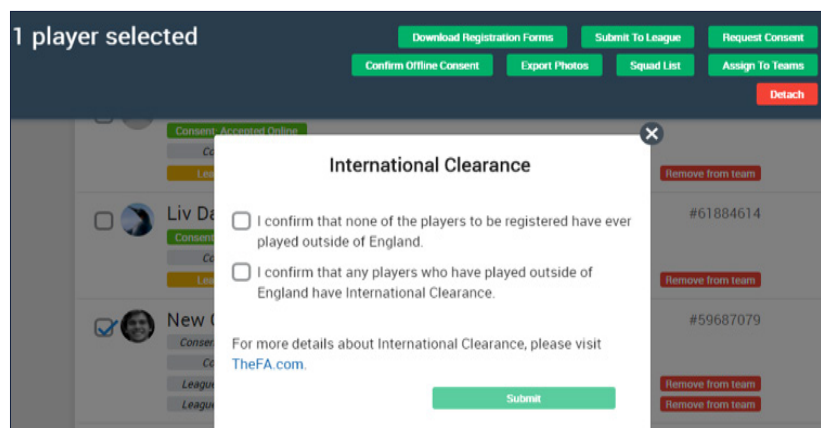
You should be checking the following:

- Is the player assigned to the Team(s)?
- Do you have consent from the Player (or parent if under the age of 16)?
- Have you added any relevant ID Checks?
- Have you added a photo to the player records?

If your answer to the above is yes to all or N/A, you are ready to submit to your league by following the guidance below.

If you tick the box of the player/players you wish to submit to the league, you will see the options appear at the top of the page, which includes **Submit to League**.

On clicking this button, you will see a prompt in regards to **International Clearance**, which asked the two questions above.



Please ensure you ask the player/s if they have played outside England before. If they have, they may require International Clearance. Further details can be found on [TheFA.com](https://www.thefa.com) and clubs can use the link when asked this question to gain further details.

If the answer is no, go ahead and confirm none of the players have been registered outside of England before, and submit your registrations (tick box 1).

If the answer is yes, but they have clearance which you have seen proof of, you can go ahead and confirm that players who have played outside of England have International Clearance, and submit your registrations (tick box 2).

If the answer is yes, and you have no proof of clearance, do NOT submit your registration, and seek confirmation from the player. If this is available, you can contact Registrations@TheFA.com with the player details, and they will assist you further in confirming clearance, or ensuring you are able to complete the process to have the player cleared to play.