

DBS Process for MYFC Volunteers

Thank you for volunteering...! Before you can begin, you need to complete all the steps below. The DBS process can take a few weeks to complete, so the sooner you start, the better. Our Club Welfare Officers (CWOs) may also need to complete other reference checks. (Our CWOs are also on hand to guide you at any time: cwo@myfc.club).

1. Obtain an FA Number (FAN)

- The FA uses this number as your identity for all your FA activity (courses, etc.).
- Your FAN is important; you will need it again, so please make a note of it.
- Click on the FA link: <https://secure.thefa.com/fan/register.aspx>
- Then click on 'Don't have an account?' and follow the instructions.
- **Note:** If you've lost your FAN: <https://secure.thefa.com/FAN/RetrieveFANDetails.aspx>

2. Advise MYFC CWO

- On receipt of your FAN, email cwo@myfc.club with your full name, DOB and postcode.
- A CWO will add you as a DBS applicant on the FA's system (and email you when done).

3. Whole Game System

- Log onto the Whole Game System (use your email address and password).
- <https://wholegame.thefa.com/Account/Login?ReturnUrl=%2F>
- Find and click on the 'My DBS' tab in the left-hand column.
- Then click on Start/Complete/Activate Application.
- You will receive an account activation from noreply@onlinedisclosures.co.uk.
- **Note:** It will be like the sample email below.
- **Note:** If not received, check your spam folder and other email folders for this email.
- Click on the link in the email to activate your account and create a password.
- You may also need the Club's PIN (102955) and secret word ('light')
- Complete the DBS Application on the disclosures website: <http://fadv.onlinedisclosures.co.uk/>

4. Identification Verification

- You will be asked to provide three ID documents for verification.
- Once the application form is completed, a CWO will need to see these documents.
- You can now send them photos of your documents by email or WhatsApp.
- **Note:** WhatsApp is more secure and is recommended.
- A CWO will let you know when the ID documents have been verified.

5. Payment and Completion

- Log back into <http://fadv.onlinedisclosures.co.uk/> and pay the £10 online fee.
- Claim this fee back via treasurer@myfc.club (send the email receipt/bank details).

6. Approval

- Once approved, you will receive a certificate in the post.
- The Club does not need to see this, but please keep it safe.
- The Club will also be able to track progress on the FA's system.
- A CWO or our Club Secretary will let you know when this is the case.

Sample Account Activation Email

New Applicant Account Activation

FADV OnlineDisclosures System <noreply@onlinedisclosures.co.uk>

Mon, Oct 11, 2021 at 12:58 PM

To: [REDACTED]

This is an automatically generated message. DO NOT REPLY TO THIS EMAIL.

Dear [REDACTED]

Marlborough Youth FC has registered you to complete an online application for a criminal record check as part of their internal vetting procedures.

Your sign in details are:

Organisation PIN: 102955

Email address: [REDACTED]

Please note your email address cannot be changed from that originally given to your organisation.

To complete the application process, please follow the steps below:

1 - Activate your account and create a password using the link below. The password must be a minimum of 8 characters in length and contain at least one capital letter and one number.

<http://adv.onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=uAgZGa646wg%3d&UserKey=QrVX6rJxfi1YvnFRWak@02Dda4jgK2BgGY6iZGGu%3d>

2 - Complete your online application and submit this.

3 - Contact your organisation to advise them you have completed your application if you are not using the Post Office Verification service.

Help is available on screen or accessible by clicking on the links below:

Link to the quick guide for applicant [Link to the quick guide for applicant](#)

If you require any assistance, please contact our helpdesk using the details below.

Thank you for using our online service.

Administration Team
First Advantage Europe Ltd
1 Wilford Business Park
Ruddington Lane
Nottingham
NG11 7EP
E: support@onlinedisclosures.co.uk



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End

RevB: Updated for new domain – myfc.club: StuS Apr 25