



GUIDANCE ON ACCESSING FULLTIME

This guidance has been written due to the number of questions the league is receiving from individuals who's details are either missing, they can't access FullTime, there's no opposition details or they haven't received the SMS result text message.

In order to access all areas of your Fulltime account or even the MatchDay App, then you need to have all of your certification in date, primarily your DBS and Safeguarding for Children.

The leagues FullTime admin login page can be accessed here:

<https://fulltime-admin.thefa.com/b2c/signInLanding.html>

❖ ACCESS TO FULLTIME

- Only individuals who are registered and associated to teams on Whole Game System will get an email invite to register access to Fulltime.
- The email may be in your junk mail folder and once you register there will be a further email sent a day or so later asking you to verify your email.

❖ UPDATING INFO ON FULLTIME

- In order to receive the SMS result text message you need to ensure the correct person is setup to receive this.
 - Login to FullTime and head over to SMS and select Teams
 - If you are registered to more than one team then select the team you want to check and amend.
 - You can Add two people to receive the SMS by clicking Add and selecting the people available that you want.
- In order to have the correct contact details that is emailed out you need to update the Primary Contact (PC)
 - Whilst you are logged in, go to People
 - Go down to Primary Contact
 - Select the person who you want to set as PC

The FA have guidance on Fulltime - this can be accessed at this link:

<https://grassrootstechnology.thefa.com/support/solutions/48000316008>

The FA have guidance on MatchDay App - this can be accessed at this link:

<https://grassrootstechnology.thefa.com/support/solutions/48000396671>

If you have any queries relating to any of the above then please direct them to your Club Secretary, they ought to be able to answer them - or enquire with myself in how they can resolve your query.