

Q&A – Full-Time Overview

Q: I am getting an error message when I'm trying to Add/Upload a notice to Full Time - 'Error Message unable to process this request, is it because season 2019/20 has closed? so I'll have to wait until season 2020/21 is setup?

A: This is a bug at the moment - it's being fixed by the FT developers currently

Q: We have 4 cup competitions from 2019/2020 we wish to complete. How can we do this in Full Time?

A: We've raised this with the Digital Technology team and are exploring viable options, will be in touch with an update and we will publish any solution to the forums at grassrootstechnology.thefa.com

Q: It pulls info from WGS except suspensions. Is this going to be resolved?

A: We know this is still high on the list for league requests and it continues to be something we are working to integrate. Unfortunately, with development towards an updated player registration system, discipline integration is unlikely for 2020-21

Q: I've recently applied to register our league (Herts Advertiser Sunday League) on Fulltime. I've recently taken on the website admin for the league and would like to take us onto Full time permanently. Would it be possible for me to run the league on full-time this season in the background so that I can get up to speed with it?

A: If you send your details into full-time@thefa.com I can investigate this for you and come back with some suggestions on how we can best make this work. I cannot see a reason why you cannot run both systems concurrently and hide the data in Full-Time if you do not want it displayed publicly

Q: What about teams that register late?

A: This will be explained in next week's Integration webinars however as long as the club has started their affiliation then their teams will be available for the league to put into their competition structure on WGS

Q: Regarding venues, is there ever going to be a link between WGS and Full-Time? Teams input ground during affiliation and would be great if there was a link

A: There used to be however leagues requested this turned off as the data from the affiliation was inaccurate and they wanted the option to add and update this themselves so they could create fixtures accurately. Any integrated data from WGS can not be amended once integrated

Q: Once you have set up the league are you able to go back and change grounds information a few seasons later?

A: Yes venues/grounds can be updated as long as the season is unlocked (Setup > Seasons)

Q: When the email notifications go out the messages are after the fixture details why can these not be moved to the top of the message as the clubs refs etc do not scroll down to the bottom of the email and miss any message or instruction that needs to be done?

A: I have added this to our Full-Time product backlog

Q: Can you add attachments to emails?

A: Yes, you can add when emailing groups or individuals

Q: What would happen if home/away scores were different?

A: The latest result is shown however it will bring up a conflict for the league

Q: Do you have any leagues that use Full Time that we can talk to about tips and tricks they use. This seems a perfect system but feel we will do a lot of learning and mistakes.

A: Absolutely - great idea - if you could send through your league and contact details to grassrootstechnology@thefa.com letting us know whether adult/youth, approx. number of teams and divisions etc, we can put you in touch with a similar league

Q: Once a club has input and saved / submitted a match return can they go back later and alter the match return?

A: The league have the option to lock the results if they wish, but if they do not, then clubs could always update

Q: Does updating Match/Official/Player stats directly by a team administrator after each game remove the need for a League to produce paper Match sheets?

A: Yes, in theory, the league could go paperless if they wish if Match sheets are completed in Full-Time or in Matchday however if the league stipulate that they need to hand over to ref/opposition then the teams must abide by league rules

Q: Are the League now going to be responsible for entering the player suspensions?

A: Only if they wish the suspensions to be shown in Full-time. Discipline will still be reported via refs in WGS

Q: If its a points deduction do you need a minus?

A: Yes

Q: When will the 2020/2021 season be opened on full time?

A: When your County FA have opened your league Sanction in WGS, and you have completed your league structure, then we can complete the integration from WGS to Full-Time

Q: If a league ask additional league questions as part of submitting results, are these questions asked in the match day app

A: Yes – these are shown in Matchday as well as Full-Time

Q: How do I re-name a team after the season has started?

A: You can change the public display name at any point within Full-Time by going to Setup > Teams > finding team you wish to change and then Edit > Update public display name

Q: Can refs close weekends / dates when they are not available?

A: This can be done within WGS, not Full-Time

Q: Reasons for match postponements, will there be an option in the future to add custom reasons?

A: If there is something specific you require, please let us know and we can request this

Q: I am the registration secretary for our league. Can I move players within teams of the same club for example a player moving from blues to blacks?

A: No, this would need to be actioned in WGS by the Club

Q: If a suspended player is input with the number of games he is suspended will the system take account of games that are subsequently suspended and update the suspension period

A: No, suspensions need to be manually updated in Full-Time and do not integrate with WGS