

FULL-TIME: FAQ's FOR MANAGERS, COACHES & TEAM ADMINS

Will the League use Prawnsandwich (PS) in the 2023-2024 Season?

Yes, however the only functions that the League will use are:

- ⇒ **Fees** for sending out invoices and fines
 - ⇒ **Staff** for accessing contact details for Club Secretaries and Treasurers
 - ⇒ **Reports** for accessing the League's Club Secretary Directory
-

Will the League require Clubs to use Prawnsandwich (PS) in the 2023-2024 Season?

Yes, but only Club Secretaries so that they can ensure all invoices/fines have been paid and to keep their Club Secretary and Treasurer information up to date. Unfortunately, Full-Time does not provide the League with a list of Club Secretaries/Treasurers and there is no functionality to send invoices/fines.

Will the League require Managers/Coaches/Team Secretaries to use Prawnsandwich (PS) in the 2023-2024 Season?

No, all Team administration for submitting results and match reports will be processed via The FA's Full-Time admin system, so you do not need to access PS.

Why do I need to ensure that I have a valid/correct email address that has been verified in Full-Time?

If an email address is incorrect and not verified in Full-Time, then:

- ⇒ The Primary Contact for a Team will not receive email fixture notifications, as the system will only send emails to verified email addresses. This means the Team the person is the Primary Contact for will not receive any email fixture notifications
- ⇒ There is functionality in Full-Time to allow Fixture Secretaries to email Team Contacts directly from the system, so communications will be sent to Teams using this facility. The system will only send emails to verified email addresses, so anyone without a verified email address will not receive important communications from Fixture Secretaries
- ⇒ Contacts assigned to a Team will not receive an email from the League, via Full-Time (like the below), to provide administration rights to allow you to submit Match Reports



Hi Vicki Lowndes,

You have been invited as an administrator to FULL-TIME, The FA's football league administration system.

You have been added to the league: **Surrey Youth League**.

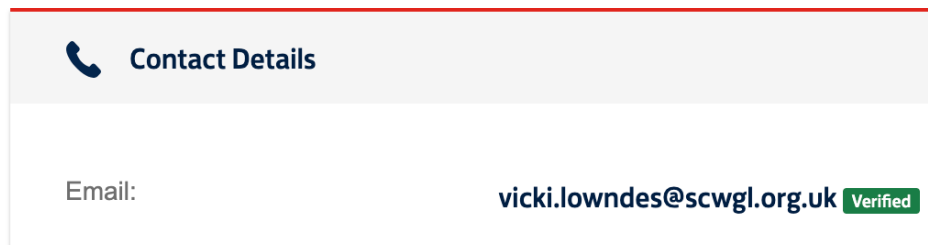
[Click here to accept this invitation](#)

- ⇒ Please note that neither your Club Secretary nor the League can amend your email address or verify your email address. Only you can make amendments in your FA Account, which you can access here <https://myaccount.thefa.com/>
-

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How do I verify my email address in Full-Time?

⇒ There are two email verification processes that you need to complete. A lot of people will have already verified their email address for their FA Account, but if you do not have the green verified logo next to your email address on the home page of your FA Account, then you will first need to verify your email address which involves receiving a verification code.



⇒ The second email verification is to confirm that the League can send you communications via Full-Time. You will receive an email from donotreplyfulltime@thefa.com which looks like the below. Please click on the green Verify my email button on the email you have received.



Vicki Lowndes,

The Surrey Youth League (SYL) have invited you to verify your email address so that you can receive fixture notifications, referee appointment information and other important messages sent by the league.

[To verify your email and to allow this important information to be sent, please click here](#)



- ⇒ The second email verification is League specific, so if you have verified your email address to receive notifications from another League, you still need to verify your email address via the email you receive from Full-Time on behalf of the Surrey Youth League (SYL)
- ⇒ If you click on “if you do not wish to receive emails please click here” on the verification email you receive from the League, you will not receive any emails/notifications from the League this season and you should ask your Club to remove you from your Club Portal.

Why do I need to ensure I have a valid/correct mobile number in Full-Time?

If a mobile number is incorrect in Full-Time, then:

- ⇒ If you are the SMS Administrator for your Team, you will not receive an SMS from the system on the morning of your match day. This means you will not be able to submit your result via SMS.
- ⇒ Please note that neither your Club Secretary nor the League can amend your mobile number in your FA Account. Only you can make amendments in your FA Account, which you can access here <https://myaccount.thefa.com/>
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Who will receive Fixture Notifications via email?


Only one person can receive fixture notifications via email. This person is set up in Full-Time as the Primary Contact for a specific Team. To see who is set up as the Primary Contact for your Team, you should follow this process:


- ⇒ Click <https://fulltime-admin.thefa.com> to go to Full-Time Admin
- ⇒ Click on the People tab and choose Primary Contacts
- ⇒ In the below example you will see that Vicki is the Primary Contact so she will receive email fixture notifications regarding the Team SYL U16 Purple. Frank Thompson, Karen Bailey and Bob Dick are appearing in the list, but as the tick does not appear next to their name, they will not receive email fixture notifications.

SYL U16 Purple		
<input type="checkbox"/>	Team Secretary Karen Bailey	From: 01/08/23 - Until: 30/06/24
<input type="checkbox"/>	Team Coach Robert Dick	From: 01/08/23 - Until: 30/06/24
<input checked="" type="checkbox"/>	Team Secretary Vicki Lowndes	From: 01/08/23 - Until: 30/06/24
<input type="checkbox"/>	Team Secretary Frank Thompson	From: 01/08/23 - Until: 30/06/24

What will an email Fixture Notification look like?

Only the Primary Contact for each Team will receive an email similar to the below

 **donotreplyfulltime@thefa.com**
Full-Time: Surrey Youth League (SYL)
To: Vicki Lowndes

 **FULL-TIME**
PART OF ENGLAND FOOTBALL

Vicki,

Please note there has been a Fixture Created that could affect you:
SYL Test
Wed 02 Aug 2023 00:00
SYL U16 Purple -v- SYL U16 Red
Status: Normal
Venue: Details of an approved ground will be provided by the Home Team .
Home Team Contact: Vicki Lowndes; Email: vicki.lowndes@scwgl.org.uk Mob: 07:
Away Team Contact: Frank Thompson; Email: frank.thompson

[Click here for full details of this fixture on Full-Time](#)


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Notes about the above

- ⇒ **SYL Test** is the division that the Team has been entered in
- ⇒ **Wed 02 Aug 2023** is the date that the fixture has been scheduled to take place
- ⇒ **00:00** is the time. We will be purposely setting the time to 00:00 for all fixtures as it will be the responsibility of the home Team to provide the time of the fixture to the away Team when sending out the match details
- ⇒ **SYL U16 Purple** is the home Team
- ⇒ **SYL U16 Red** is the away Team
- ⇒ **Venue** is set as "Details of an approved ground will be provided by the Home Team" for every Team. It will be the responsibility of the home Team to provide the venue details when sending out the match details. When you receive the match details, please ensure the venue appears on the League's approved ground list
- ⇒ **Home Team Contact** is the Primary Contact for the home Team. Vicki will be the only person to receive email fixture notifications for the Team SYL U16 Purple
- ⇒ **Away Team Contact** is the Primary Contact for the away Team. Frank will be the only person to receive email fixture notifications for the Team SYL U16 Red

Will an email Fixture Notification be sent if there is a change to a fixture?

Yes, the Primary Contact for both Teams will receive an email notification (like the below) when a fixture has been changed in Full-Time.

 **donotreplyfulltime@thefa.com**
Full-Time: Surrey Youth League (SYL)
To: Vicki Lowndes

 **FULL-TIME**
PART OF ENGLAND FOOTBALL

Vicki,

Please note there has been a fixture updated that could affect you:

SYL Test
From:
Wed 02 Aug 2023 00:00
SYL U16 Purple -v- SYL U16 Red
Status: Normal
Venue: Details of an approved ground will be provided by the Home Team .
To:
Thu 03 Aug 2023 00:00
SYL U16 Purple -v- SYL U16 Red
Status: Normal
Venue: Details of an approved ground will be provided by the Home Team .
Home Team Contact: Vicki Lowndes; Email: vicki.lowndes@scwgl.org.uk Mob: 07:
Away Team Contact: Frank Thompson; Email: frank.thompson

[Click here for full details of this fixture on Full-Time](#)

This section of the email refers to the original fixture details:

From:
Wed 02 Aug 2023 00:00
SYL U16 Purple -v- SYL U16 Red
Status: Normal
Venue: Details of an approved ground will be provided by the Home Team .


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This section of the email refers to the new fixture details:

To:
Thu 03 Aug 2023 00:00
SYL U16 Purple -v- SYL U16 Red
Status: Normal
Venue: Details of an approved ground will be provided by the Home Team .

Will the Primary Contact receive an email reminder?

Yes, on a Sunday at 18:00 (6pm) the Primary Contact for each Team will receive an email notification reminding them of the fixtures that are appearing in Full-Time for their Team for the next 8 days. The email notifications will look similar to the below

 donotreplyfulltime@thefa.com
Full-Time: Surrey Youth League (SYL)
To: Vicki Lowndes

 **FULL-TIME**
PART OF ENGLAND FOOTBALL

Vicki,

Below is a list of fixtures for the next 7 days:

SYL Test
Thu 03 Aug 2023 00:00 SYL U16 Purple-v-SYL U16 Red, Venue: Details of an approved ground will be provided by the Home Team
Home Team Contact: Vicki Lowndes; Email: vicki.lowndes@scwgl.org.uk Mob: 07
Away Team Contact: Frank Thompson; Email: frank.thompson@scwgl.org.uk

[Click here for full details of this fixture on Full-Time](#)

If I am not a Primary Contact, where can I find fixtures for my Team?

The League's Full-Time site is online here <https://fulltime.thefa.com/index.html?league=863411662>
Anyone can access this site and can view the following:

- ⇒ **Fixtures** for all age groups
- ⇒ **Results** for Competitive age groups (U12 to U18)
- ⇒ **Tables** for Competitive age groups (U12 to U18)
- ⇒ **Cup Competitions** for all age groups

As per FA & League Rules, the League and Clubs cannot publish results and tables for Development age groups (U7 to U11). For Safeguarding purposes, the League will not be publishing names of players on this public website.

Does the Home Team need to contact the Away Team?

Yes, as per League Rules, an Officer of the home Club must give notice of full particulars of the location of, and access to, the Ground and time of kick-off to the Match Officials and an Officer of the opposing Club at least FIVE (5) clear days prior to the playing of the Competition Match (i.e. if a Competition Match is scheduled for a Sunday then full particulars MUST be received by the opposing Club on the Tuesday preceding the Competition Match). If not so provided, the away Club shall seek such details and report

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the circumstances to the Competition. The away Club shall acknowledge receipt of such particulars to the home Club within 24 hours of receipt of the same. Failure to comply with this Rule will result in a fine in accordance with the Fines Tariff.

Please include the following information when sending the match details:

- ⇒ **Time:** Kick-off time and the time Teams can access the venue
- ⇒ **Venue:** Details of the approved ground (name and full address including postcode please)
- ⇒ **Pitch Type:** Confirm if the pitch is grass or 3G, and what footwear is required.
- ⇒ **Kit Colours:** The colour of your shirts, shorts and socks to ensure there is no kit clash.
- ⇒ **Referee's Name:** Please include the first name and surname of the referee you have allocated to the fixture. The League is unable to provide referees.
- ⇒ **Local Information:** Please include any relevant detail i.e., are there any parking/driving restrictions, are dogs allowed, is food and drink available to purchase etc.

How do I contact my opponents?

The details of your opponent will be included in the fixture notification sent via email. There is no directory on Full-Time.

What will Teams be required to do on a Match Day?

- ⇒ **Submit Results via SMS:** Home Teams will need to provide results via SMS before 23:59 (11:59pm) on the day of the match. Away Teams do not need to provide results via SMS
- ⇒ **Submit Match Reports via Full-Time:** Both the home Team and away Team will need to provide a match report via Full-Time before 23:59 (11:59pm) on the day of the match.

How does the Home Team submit Results?

Results must be submitted via SMS by the home Team. The one or two people that have been set up as an SMS administrator in Full-Time, will receive an SMS on the morning of the match, which looks like the below.

FA Full-Time Results: SYLU v SYLO, Wed 02 Aug 00:00.
Reply home and away scores in format: H-A SYLU e.g. 3-2 SYLU

Notes about the above

- ⇒ **SYLU** is the SMS Short Code that Full-Time has assigned to the home Team.
- ⇒ **SYLO** is the SMS Short Code that Full-Time has assigned to the away Team.
- ⇒ **SMS Short Codes** will be provided for each Team. The SMS Short Code is a unique code for each Team and must be used when the home Team submits their results to the League via SMS, please.

After your match has taken place, and before 23:59 (11:59pm) on the day of your match, at least one of the home Team SMS administrators, who received the SMS that morning, must reply with the score to avoid a fine. If you do not receive an SMS on the morning of the match or are unable to submit the result via SMS, you are able to submit the result via Full-Time here <https://fulltime-admin.thefa.com>

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Please ensure that you use the following formats when submitting your SMS:

Score followed by Short Code, for example.

0-0 SYLU

Postponement followed by Short Code, for example.

P-P SYLU

Abandonment followed by Short Code, for example.

A-A SYLU

Abandonment should only ever be used if the match started but didn't finish for whatever reason. If a pitch is unplayable then it is postponement, please.

Please do not include anything in addition to the above examples otherwise the result will not process correctly. Please make sure there is a space before entering your unique SMS Short Code

How does the Away Team submit Results?

It is not required for the away Team to submit results via SMS. It will be the responsibility of the home Team to provide the result via SMS. The one or two people from the away Team that have been set up as an SMS administrator in Full-Time, will receive an SMS on the morning of the match, but this can be ignored.

When is the deadline to submit results via SMS?

23:59 (11:59pm) on the day of the match to avoid a fine

Will Match Reports need to be submitted by Teams on the day of a match?

Yes. Match reports must be submitted by both the home and away Teams before 23:59 (11:59pm) on the day of the match.

Who can submit Match Reports via Full-Time?

Anyone assigned to your Team in the Club Portal, who have verified their email address and accepted the admin access email sent by the League via the Full-Time system, can submit Match Reports via Full-Time

SYL U16 Orange

<input checked="" type="checkbox"/>	Team Secretary Frank Thompson	From: 01/08/23 - Until: 30/06/24
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Notes about the above

⇒ For the Team, SYL U16 Orange only Frank can submit a Match Report as he is the only person assigned to this Team.

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SYL U16 Purple		
<input type="checkbox"/>	Team Secretary Karen Bailey	From: 01/08/23 - Until: 30/06/24
<input type="checkbox"/>	Team Coach Robert Dick	From: 01/08/23 - Until: 30/06/24
<input checked="" type="checkbox"/>	Team Secretary Vicki Lowndes	From: 01/08/23 - Until: 30/06/24
<input type="checkbox"/>	Team Secretary Frank Thompson	From: 01/08/23 - Until: 30/06/24

Notes about the above

⇒ For the Team, SYL U16 Purple, even though Vicki is assigned as the Primary Contact, Frank, Karen, and Bob, as well as Vicki, can submit a Match Report for this Team.

How do the home and away Team submit Match Reports to the League?

Match Reports are submitted via Full-Time by accessing the Team Admin Result Entry section of Full-Time here <https://fulltime-admin.thefa.com/league/fixture/resultEntry/maintainTeamAdminResults.html>

Once you have logged in you will see something like the below

Team Admin Result Entry

+/- 7 days Only show fixtures with missing: Results Marks Statistics

Update

Test SYL U16 Purple v SYL U16 Orange - Thu 31/08/23 00:00

Status: Normal Latest Score [?]

SYL U16 Purple Half-time Full-time **Statistics**

SYL U16 Orange Half-time Full-time

Notes about the above

- ⇒ If you are the home Team and have submitted a result via SMS, the result will already be populated.
- ⇒ If the result isn't already populated, please add it manually on this page. You do not need to enter half-time scores, just full-time scores. Please make sure you click on the update button once you have added the scores.
- ⇒ Once the result is showing, please click on the Statistics button next to your Team to enter the Match Report, which looks like this. The Statistics button will only appear next to the Team that you are associated with, so as Vicki is assigned to the SYL U16 Purple in the Club Portal but not SYL U16 Orange, she will only be able to enter statistics for the SYL U16 Purple Team.

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⇒ Results

Marker's Team - SYL U16 Purple

Thu 31 Aug 2023 00:00 SYL U16 Purple v SYL U16 Orange

i The following marks and responses are all required by the Football Association and are used for measuring and shaping the various progra

[View guidance document](#)

⚠ Please complete questions on this page before you can enter statistics

? Official Marks

⊗ No referee has currently been recorded

Enter referee name if not appointed or is different from appointed referee

First Name: Last Name: Role

Overall decision making (1-40) Judgement of major decisions (

Overall mark: **⊗**

Reasons for mark of 60 or below:

Registered Referee
Club Official (Sec, Chair etc)
Team Official (Manager, Coach etc)
Lapsed or previously registered Referee
Parent/Helper
Spectator

Notes about the above

- ⇒ If you are the home Team, you will need to enter the referee's First Name, Last Name and Role type (you can see in the drop-down which role type you can choose from). If you are the away Team, you do not need to enter the referee's details so this option will not be there.
- ⇒ Both the home and away Team must enter marks for the referee, there are 3 boxes as per the below.

Overall decision making (1-40) Judgement of major decisions (1-30) Overall control (1-30)

Overall mark: **⊗**

Reasons for mark of 60 or below:

Only required if mark is 60 or below

Notes about the above

- ⇒ Please enter a mark in each of the 3 boxes
- ⇒ If you have entered an overall mark of 60 or below, you must include a reason in the box.
- ⇒ Please remember that as per League Rules, you must submit a report via your Club Secretary to the League's General Secretary, Frank Thompson, if your overall referee mark is 50 marks or below. You must do this in addition to completing the Match Report please, and within 7 days of the match.

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Once you have completed the Referee information, you can move on to the FA Respect Marks section, which looks like the below. Please choose one option for each of the questions.

? Respect Marks

How would you describe the behaviour shown **on the pitch** today? Think about players from **both teams** towards each other and match officials

Behaviour was positive and consistent with Respect guidelines throughout

There were occasional incidents of poor behaviour

There were regular incidents of poor behaviour

How would you describe the behaviour shown **around the pitch** today? Please consider all coaches and spectators

Behaviour was positive and consistent with Respect guidelines throughout

There were occasional incidents of poor behaviour

There were regular incidents of poor behaviour

You then provide information about the Pitch. Please complete this section and click on update.

? Pitch Marks

i Please rate the pitch - considered feedback on the quality of facilities will assist the Football Association and Football Foundation in their investment decisions for the future.

Pitch Type?

Grass 3G Astro turf Indoor Other

Pitch Mark?

Very Poor Poor Satisfactory Good Excellent

Update **Clear All** **Back**

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You can now click on the League Team Marks tab at the top of the page (please note, you cannot move on to this section, if you have not completed the FA Marks sections)

Statistics

FA Marks **League Team Marks** Player Statistics ?

⇒ Results

Marker's Team - SYL U16 Purple
Thu 31 Aug 2023 00:00 SYL U16 Purple v SYL U16 Orange

The following marks and responses are all required by the Football Association and are used for measuring and shaping the various programmes we promote and encourage.
[View guidance document](#)

Please complete questions on this page before you can enter statistics

Team Marks

Team Sheets Checked? *

Yes No

Please confirm if you checked your opponent's Team Sheet before the match commenced

Opposition Rude To The Officials? *

Yes No

Please confirm if coaches, players and/or spectators were rude to the officials

Opposition Using Bad Language? *

Yes No

Please confirm if coaches, players and/or spectators were using bad language

Opposition Confrontational? *

Yes No

Please confirm if coaches, players and/or spectators were confrontational

Opposition On The Pitch During The Match? *

Yes No

Please confirm if coaches and/or spectators were on the pitch during the match

Issues To Report To The League? *

Please also submit a full report via your Club Secretary to karen.bailey@scwgl.org.uk

*** means value is required**

Update **Clear All** **Back**

Notes about the above

- ⇒ Please answer all 6 questions. If you have issues to report to the League, please ensure that a full report is submitted via your Club Secretary to the League's General Secretary, Frank Thompson
- ⇒ Once you have answered the questions, please click on update.

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You can now click on the Player Statistics tab at the top of the page (please note, you cannot move on to this section, if you have not completed the FA Marks and League Team Marks section)

Quick Stat Entry - SYL U16 Purple

Thu 31 Aug 2023 00:00 SYL U16 Purple -v- SYL U16 Orange

[Switch to Team Sheet Wizard](#)

Statistics

FA Marks League Team Marks **Player Statistics**

Results

	POSITION	STARTED	BENCH USED	BENCH UNUSED	CAPTAIN	GOAL	OWN GOAL CONCEDED	PENALTY	YELLOW CARD	SIN BIN	SECOND YELLOW CARD	RED CARD	PLAYER OF MATCH
Lowndes, Vicki	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[Update Stats For Players](#) [Back](#)

Notes about the above

- ⇒ All your registered players will appear on this page.
- ⇒ The only information we require is who was in your match day squad please.
- ⇒ Please tick the started box next to the name of every player that participated in the match, whether they started the match or came on as a substitute.
- ⇒ Please do not include information about position, bench used, bench unused, captain, goal, own goal conceded, penalty, yellow card, sin bin, second yellow card, red card, or player of match.
- ⇒ Once ready, please click on Update Stats for Players
- ⇒ Please ensure you see the below green button at the top of the page before proceeding any further

 **Your changes were successful**

Now you are ready to click on the black Back button that appears next to the red Update Stats for Players

	POSITION	STARTED	BENCH USED	BENCH UNUSED	CAPTAIN	GOAL	OWN GOAL CONCEDED	PENALTY	YELLOW CARD	SIN BIN	SECOND YELLOW CARD	RED CARD	PLAYER OF MATCH
Lowndes, Vicki	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TOTAL CUMULATIVE FIXTURE TEAM STATS

VALUE

Started

1

[Update Stats For Players](#) [Back](#)

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You will now return to the first page that you landed on

Team Admin Result Entry

+/- 7 days Only show fixtures with missing: Results Marks Statistics

Update 1 records displayed

Test SYL U16 Purple v SYL U16 Orange - Thu 31/08/23 00:00 Details of an approved ground will be provided by the Home Team

Updated

Status: Normal Latest Score

SYL U16 Purple Half-time Full-time

SYL U16 Orange Half-time Full-time

Fixture Half Duration: Normal time

SYL U16 Purple Note:

TEAM	STARTED/ BENCH	GOALS	CARDS	OTHER STATS	FA MARKS	LEAGUE MARKS	REFEREE MARKS	FIXTURE NOTE
SYL U16 Purple	0 / 0	0	0	0	✓	✓	100	⊗
SYL U16 Orange	0 / 0	0	0	0	N/A	N/A	N/A	N/A

Notes about the above

⇒ You can see that all information has been entered for the SYL U16 Purple Team and the Match Report is now complete and has been submitted correctly to the League.

When is the deadline to submit Match Reports?

23:59 (11:59pm) on the day of the match to avoid a fine
