Officials-for-sport.com Ltd

Version 5.14, 30th May 2018

No. 8 Thorpe Road, Norwich, NR1 1RY, UK

Data Protection Act 1998: Registration Number Z3021830

Registering as a New User

You only need to register as a new user if your details are not already within the system. They may have already been created by your association or league in which case in which case you should skip this step and go straight on to setting your password.

To register as a new user, or "Sign Up" as it is often referred to, first

Depending on your sport, go to either **www.WhosTheRef.com** or **www.WhosTheUmpire.com**, then click the icon at the top right labeled "*LOGIN*"

Start Here

You will see a screen similar to that below. To proceed with registering as a new user:

1) Input your email address
2) Where it says "Please choose your sport" make the relevant selection.
3) Click "New Users Sign Up"; Input your email address; then click "New Users Sign Up". Leave the password blank at this stage.

You will then be presented with a screen where you can specify all your details.

First select the league or association that you wish to join, then complete the rest of the details as fully as possible, in particular in the Comments box explain why you require access to the

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system – if you are an official, give some background. If you are a club or team secretary, explain which one you belong to. Include any existing membership references.

The date of birth is often required for match officials, but is usually not necessary for club administrators.

After clicking "Proceed" your details will be emailed to the membership secretary of the area you requested. That person will need to authorise your access to the system. When they do that, you will receive an automatic email to inform you that you can now set a password and log into the system.

If you do not receive a response within a few days, please contact the league or association that you belong to. **Please do not contact WhosTheRef.com/WhosTheUmpire.com** as we do not process these signups, that is the job of the league/association!

Setting Your Password

Go to: **www.whostheref.com** or **www.whostheumpire.com** and click the login icon

Start Here
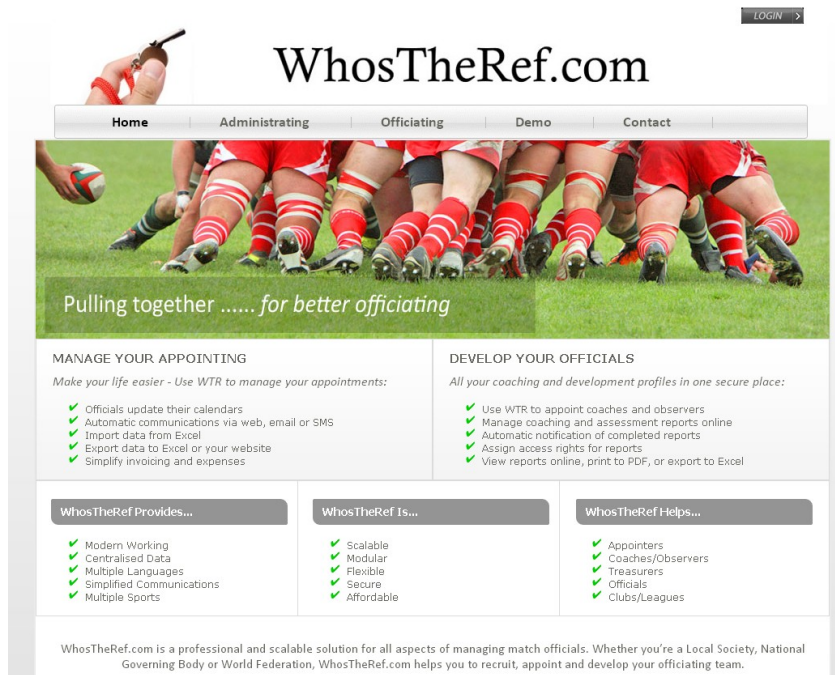
You will see the following screen, but please note you do not input your password on this screen.

To set your password:

- Input your email address (This must be the email address to which your introduction email was sent)
- Where it says "Please choose your sport" make the relevant selection
- Click "Forgot or need a password"

You will then see the additional options shown below:

Click the radio button beside "Forgot or need a password" and then click Proceed.

You will then be sent an email that looks similar to:

whostheref.com | whostheumpire.com

WhosTheRef.com
To: Mark Brown
Reply-To: WhosTheRef.com
Update password whostheref.com

We have received a request to update your password. If you made this request, please click the button below. If you did not make this request, please ignore this email

Update password

alternatively copy and paste this entire website link into your browser:
https://www.whostheref.com/forgot-password.php?action=reset&code=d149c98ab265984ca548c3ca0413ee1b&email=markbrown@whostheref.com

Click the link within the email where it says "Update Password"

Clicking the "Update password" link will open a page in your browser similar to this:

WhosTheRef.com

| Home | Administration | Officiating | Demo | Contact |

New password: *(make-it-tr1cKi3   ☑ Show password
New reminder: my usual complicated password

Save password

In the box where it says "New Password", type in your desired password. It must be at least 6 characters, but does not need to be too complicated. However we do recommend that you use a strong password, ideally this should contain two unconnected words and a mix of numbers/grammatical characters, for example 6?teNNis-Pigeon)-

Please be aware passwords are case sensitive.

You should also type in a reminder which can be used to help you should you forget what your password is, however the program will not allow you to store your password within the reminder. Instead it should just be a phrase or sentence to jog your memory.

It is important to bear in mind that your password is encrypted (scrambled) before it is sent to us, therefore we only ever see and store the encrypted version. It is impossible for us to work out what your actual password is. If you forget your password, and the reminder doesn't help you, the only option is for you to set a new password.

Once you have set your password you can then continue to the Log In screen, complete the details (email address and password), and successfully log into the system.

Note that on the log in screen, you can click the "Remember Me" box, this will cause your computer to remember your email address and password so you do not need to enter them every time you wish to log in. However we recommend that you do not do this if you use a public computer such as in a library or at work.

whostheref.com | **whostheumpire**.com

Checking and Updating your Details

MB Mark Brown

Home

InEx

Help!

Memberships

Contacts

Contact Availability

Subscriptions

Accreditations

Contacts Notes

Contacts Grades

Contacts Fitness

Contacts Loyalties

Contacts Roles

All user records (administrators, referees, club contacts etc.) are stored within the Contacts file. You can see limited information about other users, but only you or an administrator can only edit your own record.

The navigation menu that you see on the left varies according to what permissions your association or league have assigned to you.

After logging into the system for the first time your first task should be to check your own details. The quickest way to access your own record is to click on your name on the top left of the screen. Alternatively,
 select Contacts from the navigation menu.

You will then be presented with a filter section that allows you to select the records you want to view. A filter appears at the top of most screens where you can input parameters for the data you wish to search for

Put the relevant data in the filter then click Find. It is always useful to input as much information as possible into the filters in order to narrow down the search results.

In this example we are searching for anyone with "brow" within this name and is a referee in Norfolk:

Contact name (part of):	Address (part of):	Organisation: (All)	Contact type: (All)
brow		Norfolk	Referee

Contact type:	Grade:	Gender: (All)		
Either	All grades	Male	Find	Reset

The search results are then shown in a grid below the filter like this:

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Name	Action	Grade	Member Ref	Organisations	Home Phone	Work Phone	Mobile No	Email	Type	DBS
Brown, Mark	🔍 ✏ 🗑 H	5	Dereham	**Norfolk** Eastern Counties	H 01372 684625	**W 01603 693948**	M 07117 812911	✉	B	

To view more information about a particular record you can click either the link in the first column or the spy-glass in the second column.

When viewing the detail of your own record you will see the edit icon at the top. Click this to enter the Edit made from where you can update your details.

Hide all	☐
Title	Mr
First name	Mark
Middle initials	r
Surname	Brown
Name	Mark Brown
Known as	
Address 1	Kundalini, 23 Brick Lane
Address 2	Toftfield
Address 3	Wortherby
Address 4	Leics
Postcode	LE1 1BH
Hide address	☐
Latitude	54.666
Longitude	-2.934

The Edit Mode will look similar to the screen on the left.

The actual fields that you are allowed to update will depend upon your organisation's configuration.

Other users can normally only see your contact information however the league or association administrators can see more information.

You should note the tick boxes that allow you to hide contact information from other "normal" users – you cannot hide this from administrators, otherwise you would never get any information about games!

Note that the website is encrypted using strong SSL, this ensures that your information cannot be intercepted during transmission over the internet. We always treat the security of your information with the highest importance.

IMPORTANT: After making any changes to data on any screen, you must always click the save button. This is the floppy disc with the green tick:

Remember, to save: "Click the Tick"

Amending/Entering Availability

Select the Availability option from the navigation menu (On some versions this is called Contact Availability)

Contact Available

Month:

✓ All months
May 2018 onwards
May 2018
June 2018
July 2018
August 2018
September 2018
October 2018
November 2018
December 2018
January 2019
February 2019
March 2019
April 2019
May 2019
June 2019
July 2019
August 2019
September 2019
October 2019

Find

Use the drop-down in the filter area to choose the month that you wish to view or amend. If you just want to view your calendars you can either choose a specific month, or choose all months ahead including the current month. At present the calendar runs 18 months ahead of the current month.

Select the month you want then click Find, this will display your calendar(s) in rows. Click the Edit icon within the row you want to edit.

Once in Edit mode you can then update the dates you wish to change. You can also change a week at a time (choose the week from the right-most column), all the same days in that month (choose the day from across the top row), or the whole month in one go (choose from the top-right corner).

Change All	Change All	Change All	Change All	Change All	Change All	Change All	Change All
Sun	**Mon**	**Tue**	**Wed**	**Thu**	**Fri**	**Sat**	
		1 ☑ All day	2 * ☑ All day	3 ☑ All day	4 ☐	5 ☐	Change All
6 ☐	7 ☐	8 ☐	9 ☐	10 ☐	11 ☐	12 ☐	Change All
13 ☐	14 ☑ All day	15 ☑ All day	16 ☑ All day	17 ☑ All day	18 ☐	19 ☑ All day	✓ Change All / Unavailable / Or Available: / All day / Exchange / AM / PM / AM/PM / EVE / AM/EVE / PM/EVE
20 ☑ All day	21 ☑ All day	22 ☑ All day	23 ☑ All day	24 ☑ All day	25 ☑ All day	26 ☑ All day	
27 ☑ All day	28 ☑ All day	29 ☑ All day	30 ☑ All day	31 ☑ All day			

Some organisations will default your calendar to be available until you declare yourself unavailable, whilst others will default your calendar to be unavailable until you declare yourself available.

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Any box that is ticked indicates you are available for some or all of that day. When a box is unticked you are completely unavailable for that day.

If you click on the drop-down you can select your availability period for that day. It is usually one of, or a combination of, AM, PM or Eve. "N/A" means not available.

There is no strict definition of what time "Eve" starts, but it gives an indication to your appointer.

Have a fiddle with the various settings, and then remember to click Save (Click the Tick!) after making changes.

At the bottom of the calendar there are two text boxes where you can enter additional notes to be considered by your appointer. The first box is relevant only to that current month, for example "I only want two games this month". The second box will appear for all future games, so for example "Please check with me before ever appointing two games on the same day".

After clicking Save the confirmation screen will show your new calendar for the month you just edited. The date and time of change is also saved.

Once you have been appointed to some fixtures, an * will appear beside the day. Moving your mouse over this will show the detail of the appointment.

Note, you cannot change your availability for a day where you have already been appointed to a fixture. In this situation you must first Decline that appointment, see below for how to do this. If you have been appointed, but the appointment has not yet been published, then you still won't be able to change that day nor able to decline – in this case contact your appointer.

Your Appointments

You are normally notified about appointments via an email from the system generated by your appointer.

For every emailed appointment, you must either accept or decline it by clicking the relevant link within the email. **IMPORTANT:** Your email may contain multiple appointments. If you have for example three appointments, the first line will read "You have three appointments" and then each individual appointment will start with "Appointment 1 of 3" then "Appointment 2 of 3" etc. You MUST accept or decline each individual appointment. If you only accept or decline the first notification attached to the email the others will remain un-actioned and outstanding. And your appointer will probably moan about you.

When you accept the appointment, then depending on the configuration specified by the association or league, an email will be sent to the home and / or the away team contacts, and to other people who may be appointed to your game. Sometimes the appointer will also receive an automatic email back.

Sometimes your appointer may not allow you the opportunity to decline the appointment. This would happen, for example, if you are a paid official and it is assumed you will fulfil all appointments you are given. In this case you must still click the Accept link as it confirms your receipt of the email.

If you wish you can also view your appointments online by selecting Appointments from the navigation menu. Input the relevant criteria in the filters, then click Find. You will see something similar to:

Date	Action	Time	Level	Competition/Event	Home Team	Away Team	Official/Contact Type	Status
26-08-2017	🔍 ✏ 🗑 H	15:00	0	Norfolk Friendly	Norwich	Holt	Brown, Mark (Referee Coach)	✔
23-09-2017	🔍 ✏ 🗑 H	15:00	11	EC3 North	Dereham	North Walsham III	Brown, Mark (Referee)	✘
28-10-2017	🔍 ✏ 🗑 H	15:00	11	EC3 North	Dereham	Swaffham II	Brown, Mark (Referee Advisor)	✔
04-11-2017	🔍 ✏ 🗑 H	14:00	11	EC3 North	Swaffham II	Norwich III	Brown, Mark (Referee Advisor)	✘

The games with a red cross are those that have been declined, hovering over the cross will reveal the reason that was given. A green tick indicates the appointment was accepted.

By clicking the link in the first column, or the spy-glass, you can view any of your appointments, and if it is in the future you can either accept or decline it.

If you choose to decline the appointment, then you will be expected to input a reason why you are declining it. This information will be emailed back to the person who appointed you. If you had previously accepted the appointment but are now declining, then those others who where emailed about your accepting the appointment will also receive notification of the decline but their version of the email will not include the reason.

When declining you also have the option to make yourself unavailable on the date of the appointment that you are declining. You cannot decline an appointment within two days of it taking place – in this situation, you would need to manually contact your appointer and he would decline it on your behalf.

When Declining an appointment, you will see something like this:

Coaching / Development eports

Assessment/Coaching reports can be managed using WTR.

If you are an observer, then once a game to which you were appointed has finished an icon will appear on the appointment. Click this icon to start the observer's report:

| 17-03-2012 | Norfolk Merit Table 2 | 15:00 | 12 | Norwich III | Lowestoft & Yarmouth II | | Ref: Nicholas Craig. Ass: Kevin Ivins. |

The actual layout of the coaching report will be determined by your own organisation.

At the bottom of every form is an option to finalise the form. If you wish to save a draft version, then do not tick this box, instead just click save.

Thank you for completing this form.

You may save the report as a draft and return later for additional editing. To do this, click the SAVE button below (disc with green tick) without ticking Final Version. To continue editing, follow the same procedure as you used for getting to this stage.

Final version: (no more updates)

The icon to access the draft form will then change to an editing icon (The pencil indicated the form is in draft mode, not finalised, so can be edited further):

You can re-edit the form as many times as you wish (although please access the form via the icon on the fixtures screen rather than clicking the Back button on your browser).

When you are ready to save the final version, click the "Final version" tickbox – you will be prompted "are you sure", then click Save.

Final version: (no more updates) ✓

The page at https://www.whostheref.com says:

By ticking this box and submitting, you are confirming it is the final version and will therefore no longer be able to amend this form

OK
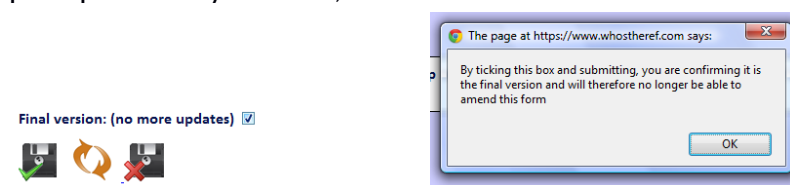
An email will then be sent to the match official and any nominated users (for example the Performance Manager) to notify them that the report has been submitted.

Only users with the relevant permissions can view these reports.

Once the final version is saved, Officials will see the "finished report icon" against their name on the fixture:

| 17-03-2012 | Norfolk Merit Table 2 | 15:00 | 12 | Norwich III | Lowestoft & Yarmouth II | | Ref: Nicholas Craig. Ass: Kevin Ivins. |

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The match official just needs to click this icon to view the report online.

Match Officials Own Reports

Some organisations will have reports that the match official himself needs to complete, such as red/yellow cards, March Reports, etc. When you view such fixtures, an appropriate icon(s) will appear in the rightmost column that represents the type of form you can complete. Moving the mouse over the icon will give a description of the report, which might be for example, red card, match official abuse form, self-assessment etc.

Date*	Action	Competition	Time	Level	Home	Away	Score/App Req	Appointments
24-08-2013	🔍	RBS National League	15:00	3	Kelso	Selkirk	27 - 24	Ref: Neil Muir.
								AR 1: David Crudge.
								AR 2: John Hawryluk.
								Coach: Charles Adams.
								Asst Ref Coach: John Montgomery.

Here we see that Neil has completed a Self-Assessment (SA), the coach has completed a PA form, and Neil can click the icon to create a feedback report on the coach.

In addition, further reports are available by clicking the + symbol next to the PA icon, this may produce (subject to the reports your organises uses):

Date*	Action	Competition	Time	Level	Home	Away	Score/App Req	Appointments
24-08-2013	🔍	RBS National League	15:00	3	Kelso	Selkirk	27 - 24	Ref: Neil Muir.
								AR 1: David Crudge.
								AR 2: John Hawryluk.
								Coach: Charles Adams.
								Asst Ref Coach: John Montgomery.

Click to add a red card report for this fixture

The information entered into these forms is only available to those users who are granted specific permission to view them. If in doubt, or you are concerned about who can see the reports, then contact your association or league.

Expense Claims

If your association or league uses the system to manage fees and or expenses, then after an appointment is finished you can input your claim information. Go to Appointments and view your details. In the right-most column, there is an "Edit" link, click this:

01-10-2011	🔍 ✏️ 🗑️	15:00	9	Southwold	Mersea Island	You (Referee Assessor)	Eastern Counties 1	✔	💰2+	£39.76 Edit
15-10-2011	🔍 ✏️ 🗑️	15:00	10	Dereham	Norwich Medics	You (Referee Assessor)	Norfolk Junior Cup	✔	💰2✏️+	£0.00 Edit
15-10-2011	🔍 ✏️ 🗑️	15:00	10	Swaffham	Lakenham Hewett	You (Referee Assessor)	Norfolk Junior Cup	✔		CANCELLED 📄

This will take you to the Appointment record where you can record your claim:

Appointments - Amend

🔍 📁 🗑️   💾 🔄 💾

Fixture:	03-03-2012 Norwich II, Watton
Contact type:	Referee Assessor
Contact:	Mark Brown
Not claiming	☐
Quickest route:	39.4 (Return route from NR19 1LH to NR12 7BW) Route
Distance claimed	45.0
Fuel Claim £	18
Other expenses £	0.00
Total claim £:	18.00
Other expenses/notes	had to go via Watton

💾 🔄 💾

If you are not going to make a claim, you should record the mileage and other details, but also click "Not Claiming".

Some versions have an automatic distance calculator for validation.

Enter your actual distance, and the fuel claim will be calculated according to your allowed mileage rate.

You can enter other allowed expenses incurred, but you must describe these to assist the treasurer.

Periodically, at a time specified by your Treasurer, you may submit your expense claim to your association's treasurer. Alternatively, your association may have a preference to extract the claim information themselves, in which case you should not submit a claim.

If your association's preference is to submit the details, then click the Submit Expenses option on the navigation menu. This will generate a display of all your outstanding claims:

All unclaimed appointments for Norfolk up to 12-05-2012 are shown below. Please check carefully to ensure they are accurate as changes cannot be made after submission. If you only wish to claim up to a specific date, then you may do so using the date below.

Restrict claim up to date:

12-05-2012 [ ] Restrict...

Official: Mark Brown. 24 appointments on this Expenses Claim from 23-07-2011 to 29-04-2012.

Date	Home	Away	Distance	Q'est	Rate	Fuel	Other	Total	Not claiming	Claiming
23-Jul	Southwold	Southwold II	0.0	99.4*	0.40	£0.00	£0.00	£ 0.00	£ 0.00	☐
10-Sep	Dereham	Norwich II	10.0	2.8*	0.40	£4.00	£25.00	£ 0.00	£ 29.00	☐
17-Sep	Wymondham II	Beccles II	24.0	24.0	0.40	£9.60	£0.00	£ 9.60	£ 0.00	☑
24-Sep	Swaffham	Dereham	22.0	22.4*	0.40	£8.80	£0.00	£ 8.80	£ 0.00	☑
01-Oct	Southwold	Mersea Island	99.4	99.4	0.40	£39.76	£0.00	£ 39.76	£ 0.00	☑
15-Oct	Dereham	Norwich Medics	2.8	2.8	0.40	£1.12	£0.00	£ 0.00	£ 1.12	☐
16-Oct	Swaffham U16	Newmarket	22.4	22.4	0.40	£8.96	£0.00	£ 8.96	£ 0.00	☑
22-Oct	West Norfolk	Woodbridge	0.0	65.2*	0.40	£0.00	£0.00	£ 0.00	£ 0.00	☐
29-Oct	Dereham	Felixstowe	2.8	2.8	0.40	£1.12	£0.00	£ 0.00	£ 1.12	☐
30-Oct	Wymondham Ladies	Wellingborough Ladies	24.0	24.0	0.40	£9.60	£0.00	£ 9.60	£ 0.00	☑
06-Nov	Wymondham U17	Diss U17	24.0	24.0	0.40	£9.60	£0.00	£ 9.60	£ 0.00	☑
12-Nov	West Norfolk II	Wisbech II	65.2	65.2	0.40	£26.08	£0.00	£ 26.08	£ 0.00	☑
13-Nov	Norwich U17	Ipswich U17	39.4	39.4	0.40	£15.76	£0.00	£ 15.76	£ 0.00	☑
26-Nov	Wymondham College II	Framlingham College U15	30.0	24.6*	0.40	£12.00	£0.00	£ 12.00	£ 0.00	☑
03-Dec	Dereham	Swaffham II	5.0	2.8*	0.40	£2.00	£5.00	£ 0.00	£ 7.00	☐
10-Dec	Diss IV	Lowestoft & Yarmouth III	58.0	58.0	0.40	£23.20	£0.00	£ 23.20	£ 0.00	☑
07-Jan	Lakenham Hewett	Holt III	42.0	42.0	0.40	£16.80	£0.00	£ 16.80	£ 0.00	☑
21-Jan	Holt III	Dereham	52.6	52.6	0.40	£21.04	£0.00	£ 21.04	£ 0.00	☑
12-Feb	Essex Youth	Middlesex Youth	0.0	198.8*	0.40	£0.00	£0.00	£ 0.00	£ 0.00	☐
Eton Manor										
25-Feb	Dereham	Holt II	0.0	2.8*	0.40	£0.00	£0.00	£ 0.00	£ 0.00	☐
03-Mar	Norwich II	Watton	45.0	39.4*	0.40	£18.00	£0.00	£ 18.00	£ 0.00	☑
24-Mar	West Norfolk II	Sleaford II	65.2	65.2	0.40	£26.08	£0.00	£ 26.08	£ 0.00	☑
14-Apr	Crusaders	Ely	30.8	30.8	0.40	£12.32	£0.00	£ 12.32	£ 0.00	☑
29-Apr	Diss	North Walsham	170.0	58.0*	0.40	£68.00	£0.00	£ 68.00	£ 0.00	☑
					Totals	£333.84	£30.00	£325.60	£38.24	

By submitting this claim I am confirming that this is a true record of my expenses incurred in attending the above games and that I am entitled to make such a claim.

Submit...

You should check this information is accurate, as it will become your official claim form.

If there are appointments for which you choose not to claim, you can un-tick the right-most column. Such games are showing above as coloured.

When you click the Submit button, the information is emailed to your Treasurer, and a copy of the email is also sent to yourself. The claim is now locked and cannot be amended. Note the payment is processed by your association's treasurer, please do not chase WhosTheRef.com or WhosTheUmpire.com for payment!

General.

Support

Officials-for-sport.com Ltd provide support to a single primary user with each customer. We are unable to provide support to individual end users, therefore if you require support then in the first instance you should notify your point of contact within your organisation.

Privacy & Security

Officials-for-sport.com Ltd (also known as officialsforsport.com, whostheref.com, whostheumpire.com etc.) provides online software and data storage for the purpose of managing sports officials and their appointment to fixtures. This Service is provided through our websites known as WhosTheRef.com and WhosTheUmpire.com. These websites are secured using 256-bit encryption.

We only ever process your information for the legitimate reasons for which your data was collected.

All employees of officials-for-sport.com Ltd, or contractors, or other third parties are contractually obliged to be familiar with and comply with the principals of the UK's Data Protection Act 1998 and GDPR

Physical Security

The websites and associated databases are hosted at secure and professional facilities within the UK. Our offices are in a secure business complex in the city of Norwich, UK.

Cookies

A cookie is a small file which stores data on your device. The public pages of the officials-for-sport.com Ltd websites use cookies to analyse user's behaviour for example which pages have been visited. Within the public pages of the websites, we do not use cookies to personally identify the user.

When using the Service, cookies are used to facilitate and enhance the user's experience of the Service. The Service will not operate successfully if cookies are disabled.

We do NOT use cookies for marketing purposes or for collecting personal information.