



FAW COMET **FREQUENTLY ASKED QUESTIONS**

1. When will my Club get access to the COMET System ?

- The COMET System will **start** to go live from 11th June 2019
- Clubs will only be given access the COMET System after they have attended a Club COMET User Training Workshop.
- If the Club has attended a COMET User Training Workshop, the FAW will **START** to send emails to the COMET Club Champions which will contain their username and password to gain access to the COMET System. This process will start from 11th June and may take a few days to complete so please bear with us.
- Please note that all Club COMET Champions will be given the following roles:
 - Club Manager (Super User role which allows the individual to see and do everything in relation to their Club); and
 - User Creator (this allows the individual to create new user profiles and edit existing user profiles)
- As previously communicated, Club COMET Champions will be responsible for creating user profiles for their relevant Club colleagues and details on how to do so are contained in the COMET User Guide entitled **“Getting Started”**.

As such, if you have a query in relation to your FAW COMET System access, please contact your Club COMET Champion.

2. Where can I access the user guides ?

- The relevant user guides can be accessed as follows:
 - via FAW website by clicking these links:
 - [Getting Started](#)
 - [Registering Amateur Players](#)
 - [Registering Professional Players](#)
 - or, via the top left hand side of the COMET home page
- It is important that you read the user guides before accessing the COMET System. They are there to help you and will guide you through the different processes. In the event of any queries, please refer to the user guides in the first instance.

3. Where can I find more information regarding the Personal Accident Insurance policy arranged by the FAW?

- Once an individual's (amateur player, coach, staff member or official) registration has been confirmed, he/she will receive an email which will contain the relevant insurance information.
- Please note that:
 - o The insurance cover starts from the date the individual's registration is confirmed;
 - o The insurance cover automatically terminates when the individual's registration terminates
- Please note that professional players are not covered by the FAW's Personal Accident Insurance policy
- For further information in relation to the insurance, [please click here](#) and see *FAW Group PA Summary of benefits.pdf* at the bottom of the page.

4. Can I upgrade my insurance to a higher level of cover ?

It is possible for a team to upgrade their insurance to higher levels of cover. However, this will have to be done on a per team and not per player basis. Further information can be obtained by visiting www.bluefinsport.co.uk/faw

5. I've received confirmation of my registration via email but can't open the registration card attachment

Registration cards can be accessed by using a smart phone/tablet to open the attachment contained in the confirmation email.

6. I've yet to book onto a training course - how do I book on to one of the remaining COMET Club Training Workshops ?

There are 24 COMET Club Training Workshops taking place around Wales between 22nd May and 27th June 2019. As at 11th June 2019, nearly 500 clubs have been trained.

If you've yet to book onto one of the remaining COMET Club Training Workshops, please do so as soon as possible by visiting the training booking portal ([click here](#))

7. Where are the instructions to use the FAW supplied printer scanner ?

Details on how to use the FAW supplied printer scanners were contained on the memory sticks distributed to the Clubs at the COMET Club Training Workshops. Please liaise with the individuals from your Club that attended the COMET Training Workshop.

8. How do I set up a PayPal account?

All Clubs, Leagues, Area Associations and Referees have been requested to open a PayPal account in order to be able to make payments via MyCOMET.

Details on how to open up a PayPal account can be accessed by [clicking here](#).

9. What data fields do I need to complete for each person that I want to register ?

For all registrations on COMET, the same mandatory information needs to be provided. Details of the data fields you need to fill in can be accessed on a spreadsheet by [clicking here](#) (the spreadsheet can be found at the bottom of the page – “Registration Data Fields Needed for the COMET System.xlsx”).

10. Once I register a player, how long do I have before I need to pay the fees

Clubs will have 31 days from the player’s registration date to pay the fee to the FAW. Failure to do so by that time will make the player ineligible for selection

11. What is the Early Bird discount and deadline ?

FAW is offering a 50% discount for all player registrations confirmed by **31ST JULY 2019**.

The FAW will guarantee to process all correctly submitted player registrations by 31st July 2019 if they are submitted to FAW by midnight on **FRI 26TH JULY 2019**.

	Early Bird rate (to 31 st July 2019)	Standard rate (1 st August 2019 onwards)
Adult registration (16 and above)	£5.00	£10.00
Junior player registration (under 16s)	£2.50	£5.00
Eligibility – Youth	£5.00	£5.00
Eligibility – Juniors	£2.50	£2.50

12. How quickly will the FAW process the player registration requests ?

The FAW has employed additional resource to review and approve all player registration requests. These requests will be actioned in the order in which they are received.

All registrations correctly submitted by midnight on **FRIDAY 26TH JULY 2019** will be processed by the Early Bird deadline.

From **1ST AUGUST 2019**, all registrations will be processed by FAW within 48hrs of receipt and therefore to guarantee a registration being processed in time for a weekend match, you would need to correctly submit them to the FAW by no later than midnight on the Wednesday of that week.

If a registration form is submitted after this time, whilst the FAW will endeavour to process these in time for the player to play on the weekend, we cannot guarantee this can be actioned.

13. Why do I need to crop the person's photo on COMET ?

Photos come in all different sizes and to ensure that the photo sits correctly on the individual's registration form, registration card and all team sheets, all photos **MUST** be cropped.

IF THE PHOTOS ARE NOT CROPPED, THE REGISTRATION REQUEST WILL BE REJECTED BY THE FAW.

To emphasise this point, the first registrations entered onto COMET when the system went live on 11th June were all incorrect as the Club did not crop any of the photos. The Club has been asked to get all of their incorrect registration forms re-signed.

14. When can I start to register my coaches, staff and officials ?

The FAW is currently finalising the transfer of data from its other IT Systems and therefore Clubs are requested not to start registering their coaches, staff and officials until **1ST JULY 2019.**

Prior to this date, the FAW will share with all Club COMET Champions, the user guides entitled "**How to register coaches, staff and officials**".

There is no charge to register your coaches, staff and officials so there is plenty of time to do so before the start of the 2019/20 season.

15. When can I start making payments via MyCOMET ?

The FAW is currently finalising the MyCOMET portal and therefore kindly requests that Clubs do not start to make payments until **1ST JULY 2019.**

By this time, you may have a number of player registrations already confirmed and at it will therefore be more efficient for you to pay for several player registration transactions as one larger payment to the FAW.