



FAW COMET
FREQUENTLY ASKED QUESTIONS
(updated 20th June, 2019)

1. When will my Club get access to FAW COMET ?

- FAW COMET went live on 11th June 2019;
- Clubs will be given access to the COMET System once they have attended a Club COMET User Training Workshop.
- Clubs will be set up with access to COMET within 24hrs of attending a Club COMET User Training Workshop.
- The FAW will send an email to the relevant COMET Club Champion containing his/her username and password. He/she then needs to follow the link in the email to log-into FAW COMET.
- Please note that all Club COMET Champions will be given the following roles:
 - o Club Manager (Super User role which allows the individual to see and do everything in relation to their Club); and
 - o User Creator (this allows the individual to create new user profiles and edit existing user profiles)
- Club COMET Champions are responsible for creating user profiles for their Club colleagues and details on how to do so are contained in the COMET User Guide entitled **“Getting Started”**.

As such, if you need to be set up with access to COMET, please contact your Club COMET Champion.

2. I have been told that my username has been created but I am still waiting to receive the email containing my log-in details

Your log-in details will be sent to the email address entered by your COMET Club Champion. We advise that you please action the following:

- o Check that the email address entered by your Club Champion is correct; and also please
- o Check whether the email containing the log-in details is sat in your spam folder/ junk box

3. I have been told that the FAW has prepared some User Guides to help me use COMET. Where can I find these ?

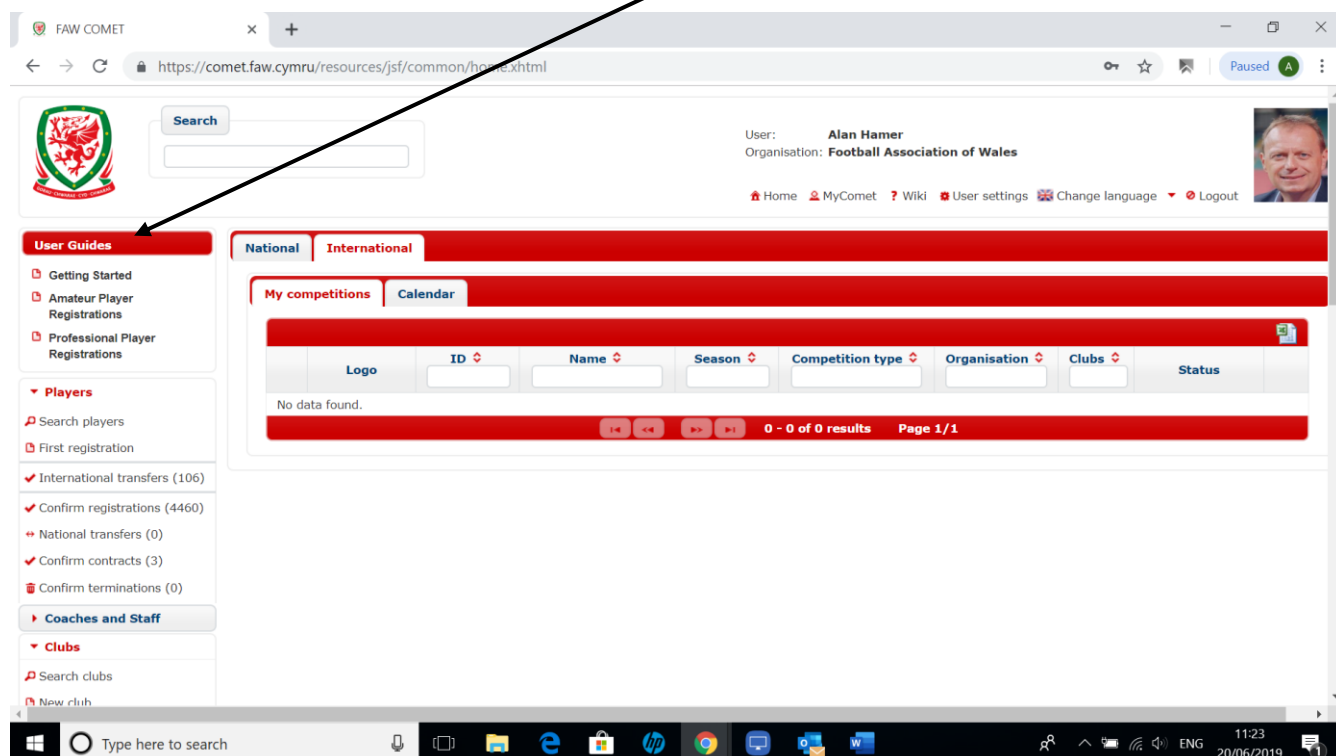
The FAW has prepared comprehensive User Guides that can be accessed by clicking the words in blue detailed below:

[Getting Started](#)

[Registering Amateur Players](#)

[Registering Professional Players](#)

Alternatively, the User Guides can be accessed via the top left hand side of the COMET home page



Please ensure 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.

4. Can you please provide some additional information in relation to the new insurance arrangements being made by the FAW?

Once an individual's registration (amateur player, coach, staff member, official or referee) has been confirmed, he/she will automatically be covered by the FAW's new Personal Accident Insurance scheme.

Please note that:

- The insurance cover starts from the date the individual's registration is confirmed;
- The insurance cover automatically terminates when the individual's registration terminates; and
- Professional players are not covered by the FAW's Personal Accident Insurance policy

We are aware that the majority of Clubs in Wales have historically made similar insurance arrangements by purchasing a Personal Accident Insurance policy via Bluefin, for their teams. Please note that Clubs no longer need to purchase these policies since the FAW Personal Accident Insurance scheme will now provide the following levels of cover:

- Adults – Premier 120
- Juniors – Premier Gold

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.

If Clubs wish to top up the above levels of cover they can upgrade by paying an additional premium (see point 5. below)

5. Can I upgrade my insurance to a higher level of Personal Accident Insurance cover ?

A Club can upgrade its level of cover above the standard Premier 120 (Adults) and Premier Gold (juniors) cover levels provided free of charge by FAW.

To do this, Clubs will need to contact Bluefin and pay the relevant additional premium. Please note that any upgrade in policy cover will need to be done on a per team and not per player basis.

Further information can be obtained by visiting www.bluefinsport.co.uk/faw

6. I have emailed the FAW COMET Team at comet@faw.co.uk but have yet to receive a response

The FAW COMET Team are currently very busy delivering the final Club COMET Training Workshops but are continuing to monitor the comet@faw.co.uk email inbox.

With more and more clubs starting to use the system, the level of queries at present is at a very high level. Please bear with us and they will respond as soon as they can. We thank you for your patience.

Please note that the comet@faw.co.uk inbox is monitored Monday to Friday during normal working hours. If you email comet@faw.co.uk over a weekend, the FAW COMET Team will respond as soon as they can on the next working day.

7. I've received confirmation of my registration via email but I can't seem to open the e-registration card which is attached. What am I doing wrong ?

Please note that the e-registration card can only be accessed by using a smart phone/tablet. Once you have opened it, you should store it on your phone.

8. 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 19th June, nearly 650 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](#)).

Please note that Clubs will only be given access to FAW COMET once they have attended a COMET Club Training Workshop.

9. Where can I find the instructions on how to use the FAW supplied printer scanner ?

Details on how to use the FAW supplied printer scanners are contained on the memory sticks that are distributed to the Clubs at the COMET Club Training Workshops.

Please liaise with the individuals from your Club that attended the COMET Training Workshop.

10. 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](#).

11. 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").

12. 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

13. I have submitted my registration request on COMET but have not heard anything from the FAW

During the next few weeks, the FAW expects to receive 85,000 player registration requests and 15,000 coach registration requests. All of these need to be reviewed before they can be approved.

The FAW's Player Registration and Coach Education Departments will review the requests in the order in which they have been submitted and will action them as soon as they can. We thank you for your patience with this.

If your registration request is confirmed by the FAW, then

- The relevant individual will receive an email containing their e-registration card and insurance certificate; and
- Your Club will be able to check the status of its registrations via the MyClub dashboard.

If the FAW rejects a registration request, then

- the relevant users within your Club (Club Player Administrator – for player registration requests; Club Coach Administrator – for coach registration requests; Club Staff Administrator – for staff registration requests) will receive an email informing them of the reason for the registration being rejected.

14. 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

15. 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.

16. 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.

17. 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 Guide titled **"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.

18. 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.

Prior to 1st July 2019, we will share with all Club COMET Champions, the User Guide titled **"How to make payments via MyCOMET"**