



Club Portal User Guide

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The **Club Portal** was developed following the findings of the *White Review*, which highlighted a disconnect between Clubs and their National Governing Bodies. The platform bridges this gap by enabling anyone to report a concern directly to a club in under 30 seconds. It provides a secure database, equips clubs with an effective tool for carrying out their own reviews, and gives National Governing Bodies oversight of concerns. More serious issues can also be escalated quickly and appropriately through the system.

Logging in

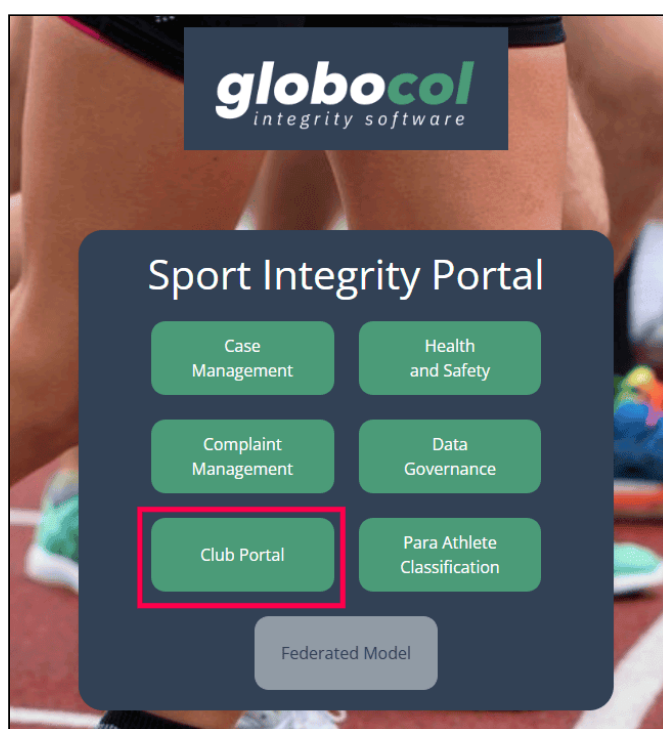
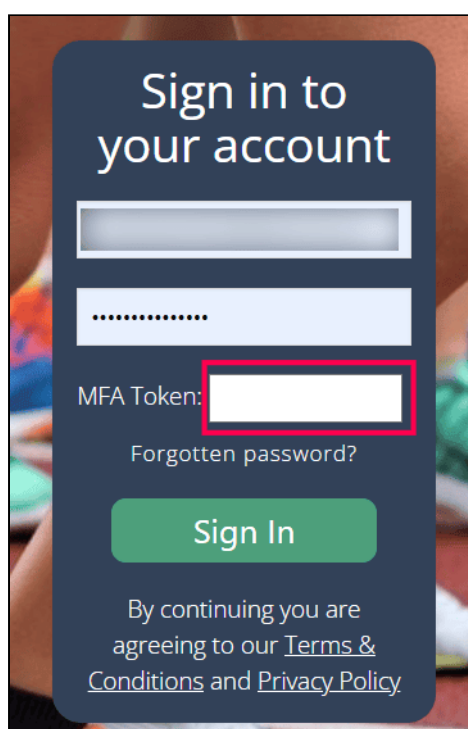
To sign into your account go your organisations URL, which was provided with your login details.

Username: [email address associated with your account]

Password: [your password]

You will then need to enter your MFA token from your chosen authenticator application.

NB: If this is your first time logging in please see our MFA set up guide ([MFA set up for Globocol](#))

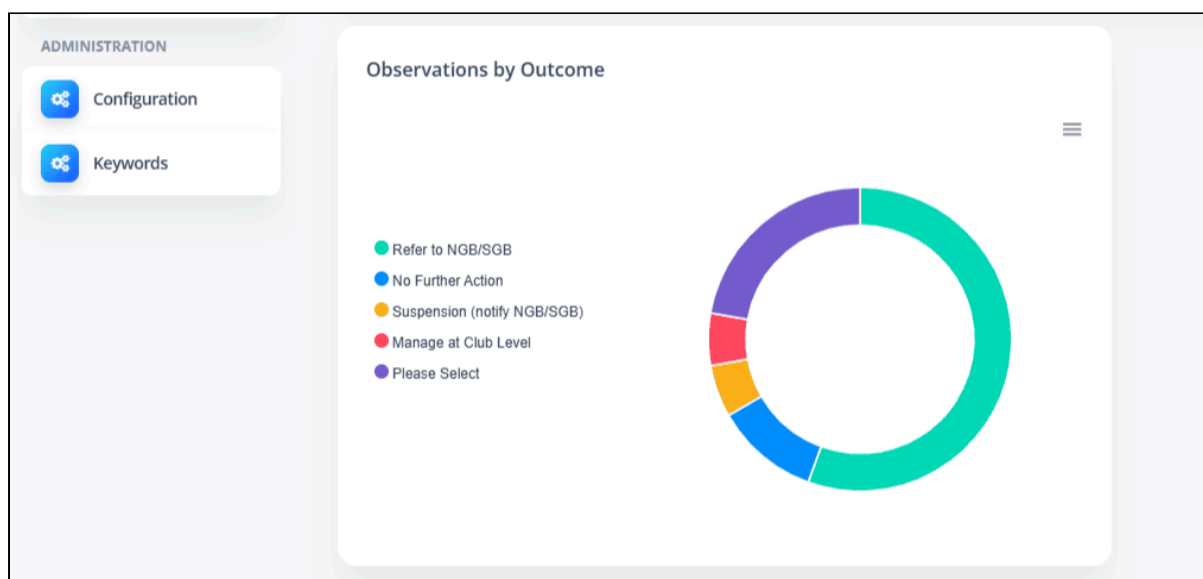


Dashboard

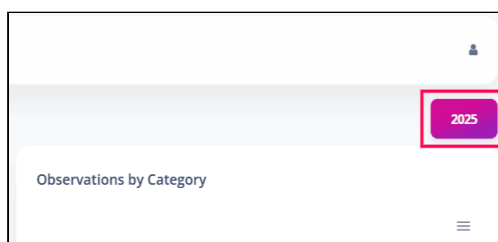
The dashboard contains an overview of the cases in the Club Portal. Clubs' dashboard will only show data for their club, the NGB/SGB's dashboard shows data for all the Clubs.

Charts on the dashboard

1. Total number of observations by month
2. Observations by category
3. Observations by outcome



The dashboard automatically shows data for the current year, but you can switch between years using the button in the top right.



View cases by date

Navigate to the main view of cases by clicking on **View by date** option.

REF	STATUS	DATE	CLUB	CATEGORY	NAME OF SUBJECT	
APPS-DLVD4B	IN PROGRESS	26/09/2025	Club Globocol	Physical abuse	Simon Thomas	VIEW
APPS-DLVD54	NEW	26/09/2025	Club Globocol	Bullying by peers	Kyle Walker	VIEW
APPS-DLVE9M	IN PROGRESS	26/09/2025	Glasgow City FC	Emotional abuse	Georgia Prentice	VIEW
APPS-DLDKWS	COMPLETE	10/09/2025	Camberwell Skateboarding	Other	efwdefd	VIEW
APPS-DLDKXG	COMPLETE	10/09/2025	Camberwell Skateboarding	Sexual abuse: non-contact	qwdwesa	VIEW
APPS-DJTTEW	COMPLETE	22/07/2025	Camberwell Skateboarding	General Welfare Concern	David Jones	VIEW
APPS-DJ9F4L	IN PROGRESS	04/07/2025	Camberwell Skateboarding	Sexual abuse: contact	toby jones	VIEW
APPS-DJ9F55	IN PROGRESS	04/07/2025	Camberwell Skateboarding	Poor Practice		VIEW
APPS-DJ9F5J	IN PROGRESS	04/07/2025	Camberwell Skateboarding	Neglect	feaf	VIEW
APPS-DJ9HGQ	IN PROGRESS	04/07/2025	Camberwell Skateboarding	Bullying by peers	Timothy Lawson	VIEW
APPS-DJ8LP5	COMPLETE	03/07/2025	Belfast Hockey Club	Bullying by peers	sxxa5	VIEW
APPS-DHYJ6D	COMPLETE	25/06/2025	Huddersfield Lawn Tennis and Squash Club	Emotional abuse	Georgia Prentice	VIEW

Use the filter search to search for a particular person, case reference of club.

Use the View button to open the case.

REF	STATUS	DATE	CLUB	CATEGORY	NAME OF SUBJECT	
APPS-DLVD4B	IN PROGRESS	26/09/2025	Club Globocol	Physical abuse	Simon Thomas	VIEW
APPS-DLVD54	NEW	26/09/2025	Club Globocol	Bullying by peers	Kyle Walker	VIEW
APPS-DLVE9M	IN PROGRESS	26/09/2025	Glasgow City FC	Emotional abuse	Georgia Prentice	VIEW
APPS-DLDKWS	COMPLETE	10/09/2025	Camberwell Skateboarding	Other	efwdefd	VIEW
APPS-DLDKXG	COMPLETE	10/09/2025	Camberwell Skateboarding	Sexual abuse: non-contact	qwdwesa	VIEW
APPS-DJTTEW	COMPLETE	22/07/2025	Camberwell Skateboarding	General Welfare Concern	David Jones	VIEW
APPS-DJ9F4L	IN PROGRESS	04/07/2025	Camberwell Skateboarding	Sexual abuse: contact	toby jones	VIEW
APPS-DJ9F55	IN PROGRESS	04/07/2025	Camberwell Skateboarding	Poor Practice		VIEW
APPS-DJ9F5J	IN PROGRESS	04/07/2025	Camberwell Skateboarding	Neglect	feaf	VIEW
APPS-DJ9HGQ	IN PROGRESS	04/07/2025	Camberwell Skateboarding	Bullying by peers	Timothy Lawson	VIEW
APPS-DJ8LP5	COMPLETE	03/07/2025	Belfast Hockey Club	Bullying by peers	sxxa5	VIEW
APPS-DHYJ6D	COMPLETE	25/06/2025	Huddersfield Lawn Tennis and Squash Club	Emotional abuse	Georgia Prentice	VIEW

Each case will have a corresponding status;

1. New (a new observation which it yet to be looked into).
2. In progress (the club is currently looking into the observation raised).
3. Complete (an outcome has been selected and the investigation complete). See selecting an outcome section for more details on how to do this.

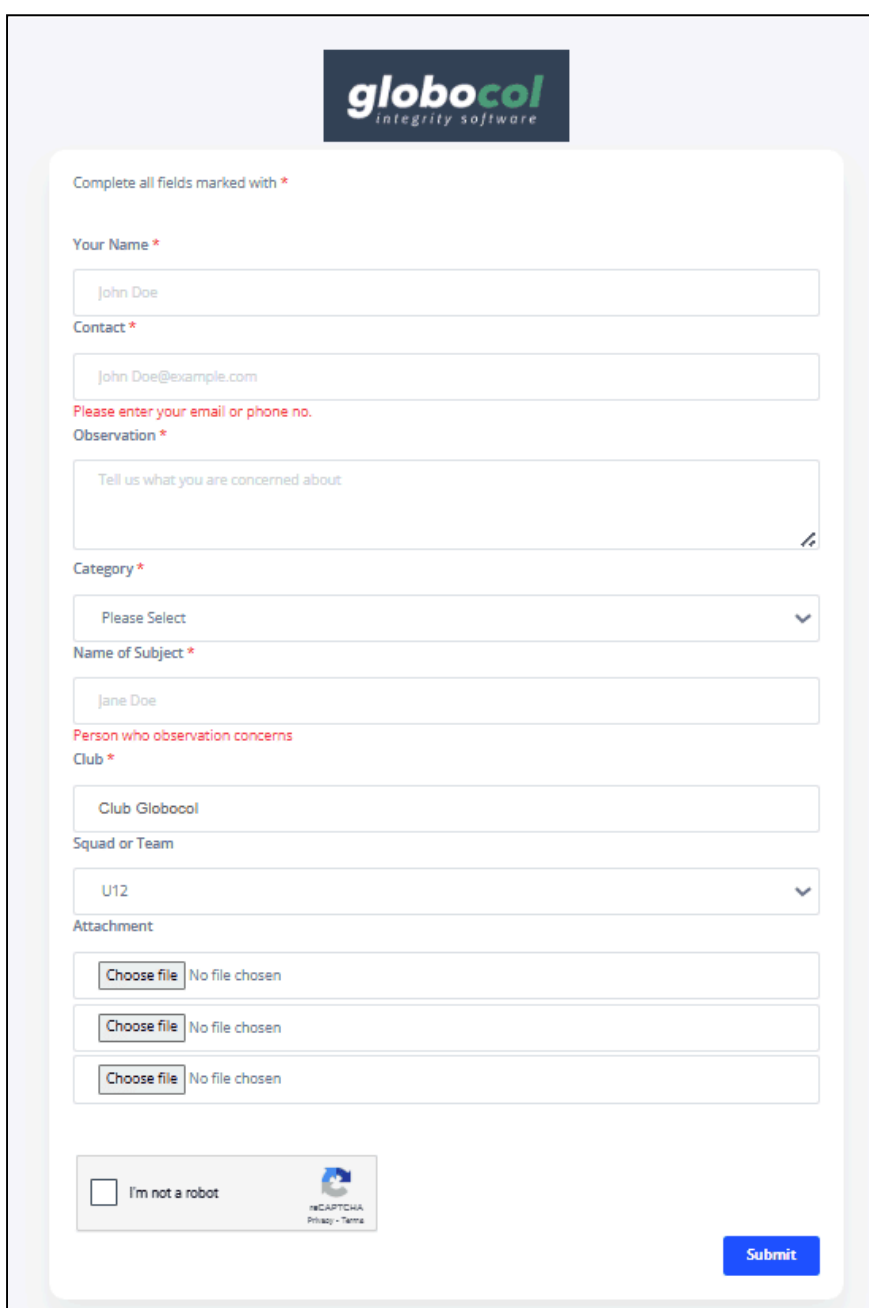
Club Webform

Each Club will be provided with a unique webform, club users can then fill this out to report any concerns to the club.

The URL cant be embedded on a website, linked to a QR to be posted around the club, circulated to club members.

Contact helpdesk@globocol.com to request a webform for a club.

Find an example of the webform below, all field labels are configurable by the user. There is an option to add a Squad/Team field for a club, along with the option of hiding the category of concern field.



The screenshot shows a webform titled "globocol integrity software". It includes a header with the logo and a note: "Complete all fields marked with *". The form fields are: "Your Name *" (text input with "John Doe"), "Contact *" (text input with "John Doe@example.com" and a red error message "Please enter your email or phone no."), "Observation *" (text area with "Tell us what you are concerned about"), "Category *" (dropdown menu with "Please Select"), "Name of Subject *" (text input with "Jane Doe"), "Person who observation concerns" (text input with "Club Globocol"), "Club *" (text input with "Club Globocol"), "Squad or Team" (dropdown menu with "U12"), and "Attachment" (three file upload buttons, each with "Choose file" and "No file chosen"). At the bottom, there is a CAPTCHA section with "I'm not a robot" and a "Submit" button.

New observation

When a new observation is submitted the Club Users will be notified via email. The email will contain a link directly to the new observation.

New Observation Summarise

N Administrator2/NGB/Vissro03%VISSRO03@vissro.com on behalf of noreply@e-solutionsltd.com

To: [REDACTED]

Cc: [REDACTED]

A new observation has been added, please use the link below to view this.

URL:
<https://demo.vissro.com/demo/vllc.nsf/0/79ACCA1C709ECE8080258D110034039C>

(DO NOT REPLY DIRECTLY TO THIS EMAIL)

This email has been scanned by the Symantec Email Security.cloud service.
 For more information please visit <http://www.symanteccloud.com>

Reply
 Reply all
 Forward

New observations have the status **NEW**

To open a an observation click the **VIEW** button.

Club Portal
Pages / View

- Dashboard
- Report Builder
- Create Observation

VIEW BY

- Date

ADMINISTRATION

- Configuration
- Keywords

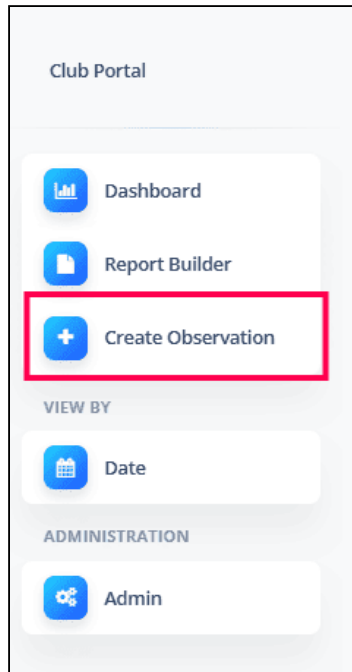
View By Date

Show 20 entries Filter:

REF	STATUS	DATE	CLUB	CATEGORY	NAME OF SUBJECT	
APPS-DLVD4B	IN PROGRESS	26/09/2025	Club Globocol	Physical abuse	Simon Thomas	VIEW
APPS-DLVD54	NEW	26/09/2025	Club Globocol	Bullying by peers	Kyle Walker	VIEW
APPS-DLVE9M	IN PROGRESS	26/09/2025	Glasgow City FC	Emotional abuse	Georgia Prentice	VIEW
APPS-DLVM8R	NEW	26/09/2025	Club Globocol	General Welfare Concern	Jimmy Sanderson	VIEW
APPS-DLDKWS	COMPLETE	10/09/2025	Camberwell Skateboarding	Other	efwdefd	VIEW
APPS-DLDKXG	COMPLETE	10/09/2025	Camberwell Skateboarding	Sexual abuse: non-contact	qwdwesa	VIEW
APPS-DJTEEW	COMPLETE	22/07/2025	Camberwell Skateboarding	General Welfare Concern	David Jones	VIEW

Create Observation

Registered Club Portal users can now create an observation/concern for a club directly in the application. Click the **Create Observation** button to bring up a blank observation form.



The screenshot shows the 'Observation' form with the following fields and sections:

- Ref:** APPS-DGMKVA
- Date:** 13/05/2025
- Your Name:** (empty)
- Contact:** (empty)
- Observation:** Tell us what you are concerned about (empty)
- Reported Category:** Please Select
- Name of Subject:** (empty)
- Club:** (empty)
- Comments:** Status: NEW, Add Comments, Show 10 entries, Filter: (empty), No comments available.
- Verified Category:** Please Select
- Outcome:** Please Select
- Attachments:** Three 'Choose file' buttons, each with 'No file chosen'.
- Buttons:** Save, Save and Close, Submit

Add the details of the observation. Use the **Save** or **Save and Close** buttons to save your work.

NB: CWO's should ensure Club information is filled out correctly.

Comments

During your review of the concern you should note all steps / actions taken. To add a new comment click the button **Add Comment**.

Complete all fields marked with *

Comments Status: **NEW**

Add Comment

Show entries Filter:

Date	Created By	
No comments available.		

Previous Next

Verified Category

Bullying by peers

Outcome *

Please Select

Attachments

No file chosen

No file chosen

No file chosen

Show entries

New Comment

Please Select

Verified Category of Concern

If the Category of Concern selected by the person reporting the observation is correct then no action is necessary.

If however the Club Welfare Officer (Club Users) decides the reported Category of Concern is incorrect, they can select the correct category in the **Verified Category of Concern** field. The value in this field is used for all reporting in the application (Dashboard Chart referring to Category of Concern and the Report Builder).

The screenshot displays a user interface for managing observations. At the top right, the status is 'IN PROGRESS'. Below this, there is a 'Comments' section with a table header containing 'Date' and 'Created By'. The table currently shows 'No comments available.' and has 'Previous' and 'Next' navigation links. To the right of the comments is an 'Add Comment' button. Below the comments is a 'Verified Category' dropdown menu. The selected category is 'General Welfare Concern'. The dropdown menu is open, showing a list of options: 'Please Select', 'General Welfare Concern', 'Sexual abuse: contact', 'Sexual abuse: non-contact', 'Physical abuse', 'Emotional abuse', 'Bullying by peers', 'Neglect', 'Poor Practice', 'test', and 'Other'.

Club Welfare Officers (Club Users) are also be able amend other information submitted by the public. For example, if the subject's name has been spelt incorrectly this can be edited. It is also possible to add additional information to the original details of the observation.

Once the observation has been looked into, choose an Outcome and **Submit**. This will close the case.

Selecting an Outcome

There are four possible outcomes to be selected once your investigation is complete:

1. No Further Action
2. Manage at Club Level
3. Suspension (notify NGB/SGB)
4. Refer to NGB/SGB

Complete all fields marked with *

Status: IN PROGRESS

Comments [Add Comment](#)

Show entries Filter:

Date	Created By	
04/07/2025	Georgia Prentice	VIEW DELETE
04/07/2025	Georgia Prentice	VIEW DELETE
04/07/2025	Georgia Prentice	VIEW DELETE

Previous 1 Next

Verified Category

Bullying by peers ▼

Outcome *

Please Select ▼

Attachments

No file chosen

No file chosen

No file chosen

Save
Save and Close
Submit

When the investigation of the case is complete you will be ready to select an outcome and submit the case for closure.

Once submitted, the case will be marked as **Complete**.

Where applicable, your NGB/SGB will be notified.

No Further Action

Outcome *
No Further Action

Attachments

Choose file No file chosen

Choose file No file chosen

Choose file No file chosen

Save Save and Close **Submit**

Select the outcome **No Further Action**.

Click **Submit** to close and complete your investigation.

The status of the case will change to **Complete**.

Manage at Club Level

Outcome *
Manage at Club Level

Attachments

Choose file No file chosen

Choose file No file chosen

Choose file No file chosen

Save Save and Close **Submit**

Select the outcome **Manage at Club Level**.

Click **Submit** to close and complete your investigation.

The status of the case will change to **Complete**.

Suspension (notify NGB/SGB)

Outcome *
Suspension (notify NGB/SGB)

Attachments

Choose file No file chosen

Choose file No file chosen

Choose file No file chosen

Save Save and Close **Submit**

Select the outcome Suspension (notify NGB/SGB)

Click **Submit** to close and complete your investigation.

The status of the case will change to **Complete**.

NB: If you do not Submit the case your NGB/SGB will not be notified.

Refer to NGB/SGB

Outcome *

Refer to NGB/SGB

I understand that this will automatically create a case in Case Management

Attachments

Choose file No file chosen

Choose file No file chosen

Choose file No file chosen

Save Save and Close Refer to Case Management

To refer a case to the NGB/SGB, you must first select the outcome **Refer to NGB/SGB**.

Click the tick box 'I understand this will automatically create and case in Case Management'

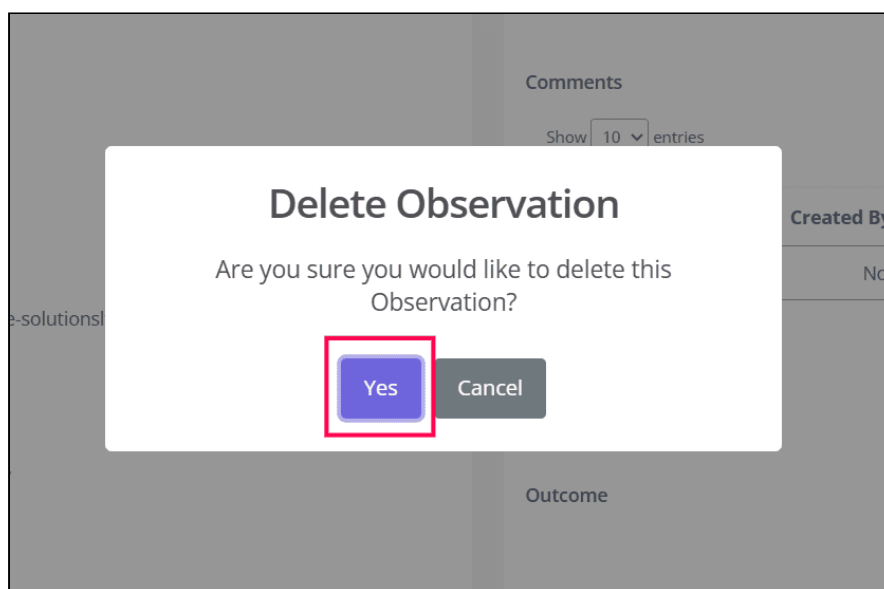
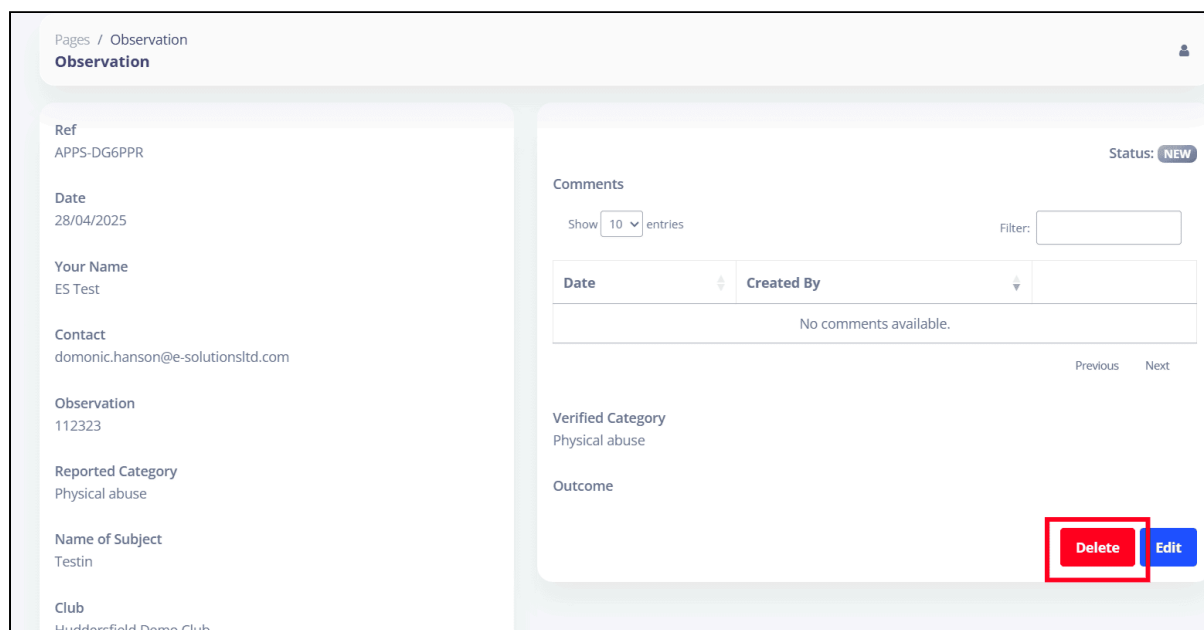
Click; **Refer to Case Management**

NB: If you do not Refer to Case Management your NGB/SGB will not be notified.

Delete Function

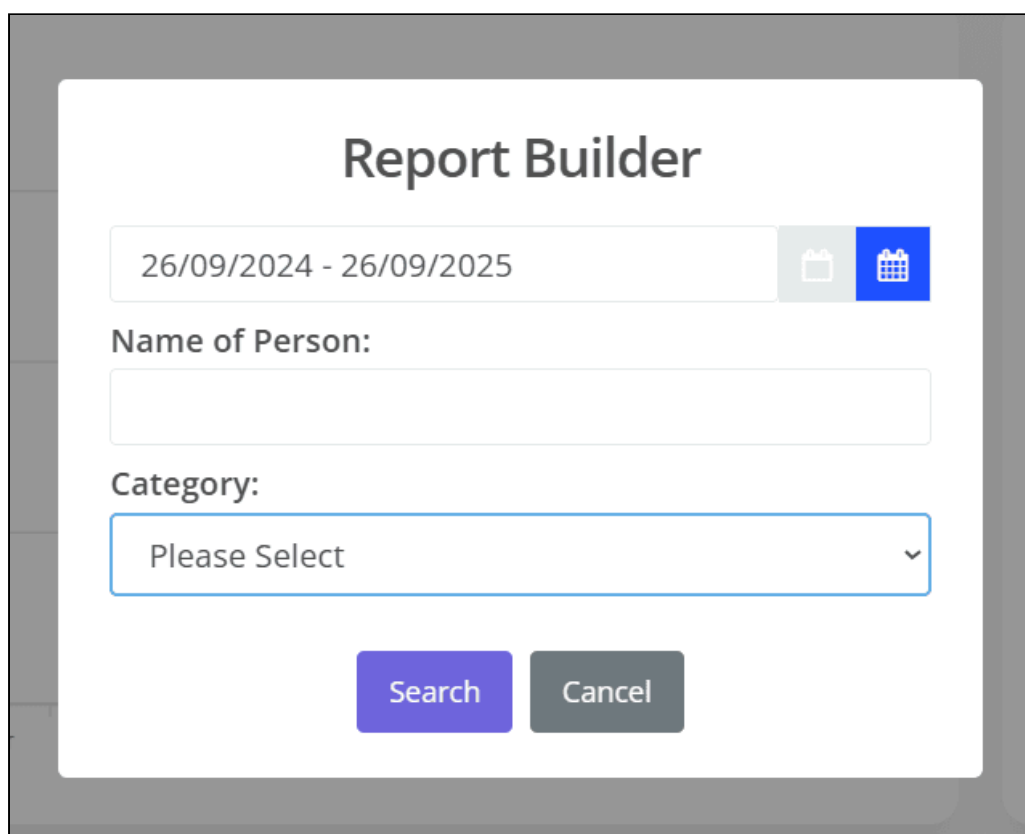
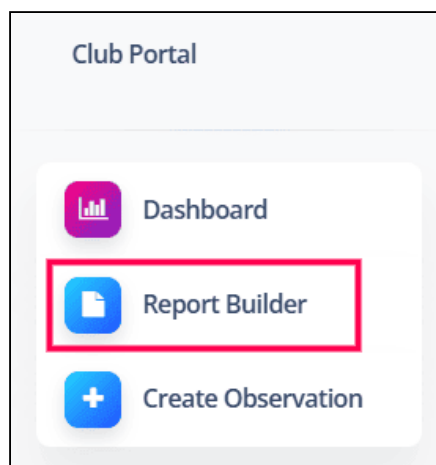
Club Welfare Officers can delete duplicate or malicious observations, to ensure they do not skew the data in the Club Portal.

To delete an observation/concern click the **Delete** button when inside the observation. A pop up box will ask 'Are you sure you'd like to delete this Observation?'. Click **Yes**.



Report Builder

The report builder can be used to filter cases by date, person or category of concern.

A screenshot of the 'Report Builder' search form. At the top, it has a date range input field containing '26/09/2024 - 26/09/2025' with a calendar icon. Below this is a text input field labeled 'Name of Person:'. Underneath is a dropdown menu labeled 'Category:' with the text 'Please Select' and a downward arrow. At the bottom of the form are two buttons: a purple 'Search' button and a grey 'Cancel' button.

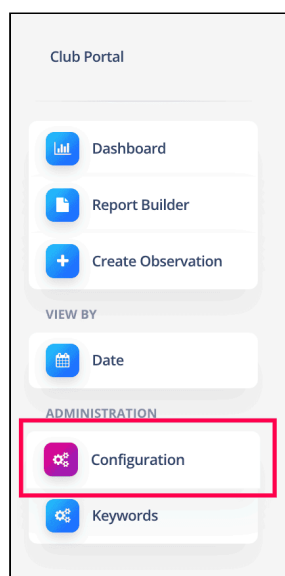
1. Select the date or date range using the date picker
2. Type the name of the person (if applicable)
3. Choose the category of concern you'd like to view the data for.
4. Click Search
5. This will bring up all of the cases for the criteria you have selected.

Configuration Options

We have introduced configuration options to make the public webform more flexible. This includes the ability to

1. Hide the category of concern,
2. Add a squad or team option to a club
3. Option to rename all field labels on the webform.

To access these options click the menu item **Configuration** on the left sidebar.



We have the option to **hide the category of concern** field from the public submission form. To do this select either **Yes** or **No** from the dropdown list in on the **Configuration** page.

To save your changes click Submit. The Club Welfare Officer who receives the form will still be able to add the Category of Concern.

Pages / Configuration

Configuration

Hide Category of Concern on Public Form

No

Show Squad or Team option?

Yes

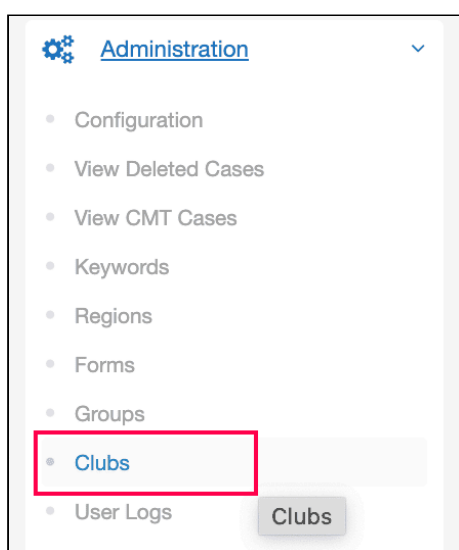
We also have the option to add a team/squad to a club's public submission form. For example, the club could be "Elite Performance Athletes" and then the different squads within that group could be Under 12, Under 15s etc.

If you would like to activate this option please select **Yes** from the dropdown list on the **Configuration** page.

To save your changes click **Submit**.

To add teams/squads go to the Clubs section of the Case Management application. You must have Admin access to Case Management in order to do this.

In the Case Management module; Select **Clubs** from the **Administration** menu:



Clubs Add Club Export Clubs

10 Show entries Filter:

Name	Country	Region	County	
Aer Lingus Masters	Republic of Ireland	Leinster	Dublin	Open
Edinburgh Synchro SC	Scotland	Central East	City of Edinburgh	Open
Glasgow Central	Scotland	Scotland	Glasgow City	Open
Huddersfield Demo Club	Scotland	East	East	Open
Huddersfield Swimming Club	Northern Ireland	North	East	Open
Lepton Highlanders	England	Yorkshire and Humberside	West Yorkshire	Open

Showing 1 to 6 of 6 entries Previous 1 Next

Open the club you need to add Squads/Teams to. Once open put the Club in **Edit** mode, and add the squad/team names. Each entry must be on a new line. Press **Submit** to save your changes.

ID: APPS-CP8NWH

Name: Huddersfield Demo Club

Country: Scotland

State: East

City: East

CWO Officer: Huddersfield Demo

Other CWO Officers: Administrator3
Please enter each name on a new line.

Squads or Teams: Team 1, Team 2, Team 3
Please enter each entry on a new line.

Club Users + Add User

Name	Email
No Users	

[Edit](#)

Once your changes have been submitted and the option to show Squad/Team has been set to Yes, these will appear in the corresponding Club's reporting form. See screenshot below for how this will appear.

Person who observation concerns

Club *

Huddersfield Demo Club

Squad

✓ Please Select

Team 1

Team 2

Team 3

Choose file No file chosen

Choose file No file chosen

I'm not a robot

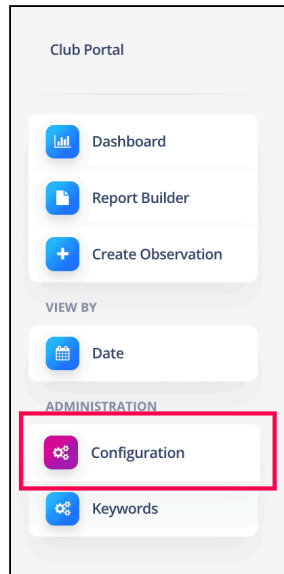
reCAPTCHA
Privacy - Terms

Submit

If you would like any assistance on this please contact helpdesk@globocol.com

Configurable Field Labels

We have added the option of configuration field labels for Club reporting forms. To access these options click the menu item **Configuration** on the left sidebar.



To make changes to any of the field labels, type how you would like them to appear on the form and then click **Submit** to save your changes.

A screenshot of the 'Field Labels' configuration form. The form is divided into two columns of input fields. The left column contains: Ref (with the text 'Concern Reference'), Your Name, Observation (with the text 'Concern'), Club, Comments, Outcome, and Reported Category. The right column contains: Date, Contact, Name of Subject (with the text 'Subject of concern name'), Attachment, Verified Category, Attachments, and Squad or Team (with the text 'Squad'). A blue 'Submit' button is located at the bottom right of the form and is highlighted with a red rectangular box.