DataHealth - FAQ

This section provides you with the explanation or solution to any possible problem, question or doubt you may have.

All answers or solutions are summarised in these sections:

Summary

Registration with DATAHEALTH

Who can register with DH?
Any adult of any nationality or residence who is interested in uploading a copy of his/her physical fitness certificate to practise sport

Can a minor can register with DH?
No, a minor can not register with DH themselves; in order to be able to upload a certificate of a minor it is necessary for the person acting as the legal guardian to add the minor once they have completed their own registration; afterwards, by accessing the minor's personal page, the certificate can be uploaded

What do I have to do to register with DH?
You need to enter the site www.datahealth.it, select the "Registration" option and correctly fill out the required fields

What does DH registration require?
Registration to the DH service does not require any administrative burden. Once registered with DH, the person is assigned a "DataHealth code" and, by using the login details (consisting of the e-mail entered during the registration stage and password chosen), they will be able to access their account and utilise the services provided by DH

What are the mistakes to avoid during the registration phase?
In order to make full use of DH services you must enter all required data correctly; particular attention must be paid to the surname, name, date of birth and personal e-mail address. Incorrect typing of your e-mail address will prevent you from receiving the e-mail to activate your account and you will not be able to register it with the same personal data. Incorrect typing of the surname, name, or date of birth will prevent your profile (with related certificates) from being recognised by the organisers' administration of the competitions or events to which you need to sign up

Once I have registered am I only able to upload my certificates or also those of others?
You can only upload certificates relating to you (or a minor for whom you are a legal guardian)

I have registered but I have not received the confirmation e-mail for my account activation
There are two potential reasons for non-receipt: 1) you entered your e-mail address incorrectly when registering 2) the e-mail has been "redirected" by your provider to the junk or spam e-mail folder (where it can be recovered)

At the time of registration I noticed that I incorrectly entered my e-mail address; what can I do?
Since you can not activate your account or re-register (the system does not allow a double registration of a person with identical personal data), send an e-mail to info@datahealth.it stating your problem and clearly specifying your surname, name and date of birth; DH will remove the incorrect account you created so that it can be correctly re-registered

What do I have to do to add a minor to my account for whom I am the legal guardian?
- From the homepage, enter using your login details (e-mail and password)
- In the following page (called 'List of People') select the option "+Add minor"
- Fill in the required fields correctly (entering the details of the minor)
- Confirm your wish to act as the legal guardian of the minor
- Confirm the entry of the minor

What happens in the event a minor added to my account becomes an adult?
The DH management information system will automatically recognise the "status" of the former minor (now an adult) and will forward an e-mail to the person who added them to DH in their role as legal guardian. Using that e-mail, it will be communicated to the person concerned that it is their duty to invite the new adult to register their own account with DH; once their account has been created, any certificate that may have been uploaded to DH (both valid and expired) will be automatically uploaded to the account.

Uploading a certificate

What is required to upload a certificate onto DH?
- A certificate of physical fitness (valid)
- A PC with Internet connection

What do I have to do to upload my certificate?
- Log in (by entering your personal e-mail and password) to your account section on the DataHealth homepage
- On the following page (called "List of people") click on the arrow in the row corresponding to the person for whom you are going to upload the documents of physical fitness
- On the page that will open, check the accuracy of the details entered for the person concerned (and if necessary, edit the details)
- Select the "+New certificate" option
- Select the type of certificate you wish to upload on the page that opens
- Enter the required data (depending on the type of certificate selected, some fields may be optional)

- Choose the file to upload (this should be a photostatic copy of the certificate that you wish to upload; therefore, the user must have made a digital copy of the document, i.e. scanned or photographic image)
- Confirm the authenticity of the uploaded physical fitness document
- Confirm the details and upload the file
- Complete the process by selecting the "Go to payment" option

How do I proceed to upload a certificate for a person for whom I am the legal guardian?

The procedure is exactly the same as for the account holder:

- Once you have logged in, on the page called "List of People" click on the arrow on the row that corresponds to the person for whom you want to upload the documents of physical fitness.
- On the page that will open, check the accuracy of the details entered for the person concerned (and if necessary, edit the details)
- Select the "+New certificate" option
- Select the type of certificate you wish to upload on the page that opens
- Enter the required data (depending on the type of certificate selected, some fields may be optional)
- Choose the file to upload (this should be a photostatic copy of the certificate that you wish to upload; therefore, the user must have made a digital copy of the document, i.e. scanned or photographic image)
- Confirm the authenticity of the uploaded physical fitness document
- Confirm the details and upload the file
- Complete the process by selecting the "Go to payment" option

What characteristics must the file have in order to be uploaded onto DH?

It must be a file with an extension: .pdf / .jpg / .jpeg / .png

What happens after a certificate has been uploaded?

If the upload procedure has been performed correctly and the file type has the required characteristics, a message will appear on the top right of the screen with a notification that "the certificate has been uploaded correctly"; as a result, you can complete the procedure by activating the "Proceed to payment" option at the bottom of the page

How can I check if my certificate has been uploaded successfully?

By accessing your personal data page you will find the list of uploaded certificates; each certificate will be marked by small icons at the bottom of its row: - "Details": by clicking on this icon you can see the document uploaded with the certificate-related data that you uploaded; you can replace the uploaded file or modify the data you entered.

What does it mean if I do not see any certificates even though I received confirmation of upload?

If no uploaded certificate appears, it is recommended to replace the file with other files obtained in a different way (for example, with a photo of the certificate); it sometimes happens that a .pdf file obtained from certain scanners is not "uploaded" by the system

What do the other icons mean that may appear on the row of my certificate?

"Proceed to payment": a certificate uploaded but not initiated for validation since the payment procedure has not been completed; clicking on that icon will complete this procedure
"Remove certificate": by clicking on this icon you can delete the certificate from DH (this operation will only be possible if the certificate is "not paid").
"Details": by clicking on this icon you can see the document uploaded with the certificate-related data that you uploaded; however, it is not possible to replace the uploaded file or modify the data you entered as the certificate is validated
"Send by e-mail": by clicking on this icon you can send your "validated" certificate by e-mail to whomever needs it

What are the mistakes to avoid when uploading a certificate?

- Attempting to upload a file type with characteristics not supported by the system
- Uploading a file in which the document was scanned/photographed "upside down"
- Choosing an incorrect option from the list of certificates that you want to upload
- Indicating a sport different to that stated on the certificate
- Making a mistake when entering the date of birth, certificate signature, and certificate expiry date

What should be paid attention to before uploading the file?

Check that the certificate-related data perfectly match those on the certificate

Administrative procedure

What do I have to do to carry out the administrative procedure?

Once the certificate upload procedure has been completed, select the "proceed to payment" button on the bottom right of the page

In what way can I complete the administrative procedure?

- "PayPal payment": use this solution if you intend to pay with a PayPal account or with a normal credit card (choose the "Pay with a card" option on the page)
- "Payment by CODE": this solution is to be adopted if the user has a "payment code for uploading a certificate in DataHealth". This code must be entered in the appropriate box with the word "enter code"); complete the procedure by clicking on "Pay with code")

Why does DH tell me that the code I am using for payment is invalid?

It could be that:

- The code has already been used
- The code has not been entered correctly
- The code you have entered is not the code for payment in DH (you are using another code, such as the registration number for the competition, the personal DataHealth code created when registering with DataHealth; ...)

Administrative service for DataHealth service users

The user may receive notifications from DataHealth by e-mail:

Notification of registration

This notification is generated when registration has been completed; the e-mail will explain how to enable your account (the step required to access your DH section with the registration credentials: the e-mail address entered during registration and password). If, once the registration phase has been completed, you have not received an e-mail to enable your account, this could be due to two reasons: 1) you entered your e-mail address incorrectly when registering 2) the e-mail sent by DH has been "redirected" by your provider to the junk or spam e-mail folder (where it can be recovered). If no registration confirmation e-mail has arrived, you need to send an e-mail to the address info@datahealth.it informing of the non-receipt

Notification of certificate upload

This notification is generated when a certificate has been uploaded; once this confirmation has been received, it is advised to access your DH section and verify that the copy of the uploaded certificate is both there and legible, otherwise it may be invalid

Notification of certificate validation

This notification is generated when DH has checked and validated the certificate; remember that, once validated, a certificate can no longer be modified or deleted

Notification of issues concerning certificate validation

This notification is generated by DH during validation when documents or data entered are discovered to require clarification or correction in order to pass the validation phase (such as inconsistencies in the data entered and the data contained on the certificate, illegibility of the uploaded files etc.)

Notification of uploaded certificate expiration

The user will receive from DH a notification about the impending expiry of an uploaded certificate; such notification will be sent to the user's e-mail address 30 days before the expiry date

Notification of expired certificate

The user will receive from DH a notification about the expiration of an uploaded certificate; such notification will be sent to the user's e-mail address at the expiry date

Datahealth Code

What is the personal DataHealth code?

The registration confirmation e-mail from DH includes the personal DataHealth code generated when the user registered; the code is unique and personal.

What is the personal DataHealth code for?

This code is the identifier that allows registration staff at competitions you wish to enter to verify you have a suitable physical fitness certificate (according to the type of competition and date of the competition)

QR-code DH

What is the QRcode-DataHealth?

In the confirmation email of the validation of a loaded certificate, the user will receive an email with the QRcode-DH of this validated certificate attached. This QRcode contains all the data relating to the certificate (personal data of the certificate holder; type of certificate; type of sport; expiry date of the certificate) and the certificate of validation by DataHealth

What is the QRcode-DataHealth for?
The organizer (or the race judge) who intends to verify the actual possession of an adequate certificate of suitability for the type of race can, with a simple smartphone (equipped with a usual QRcode reading app), fulfill this requirement keeping both the proof of the verification carried out, both the data of the certificate present in the QRcode, and the link that will allow (for 5 years) to trace the certificate and, if necessary, print it.

Miscellaneous

If I have signed up for a competition that requires DH to ascertain my possession of a valid medical certificate and I have uploaded my certificate onto DH, if I were to sign up for another competition, would I have to upload my certificate again?
No; if the competition you intend to enter requires verification via the DH service, there is no need to do anything (of course, as long as the uploaded and validated certificate doesn't expire on the day of competition)

How long will it take to validate a correctly uploaded certificate?
It depends on the number of certificates awaiting validation; normally, this validation process takes anywhere between a few hours and 3-4 days

Is it possible to substitute or modify an uploaded certificate?
Until a certificate has been validated, it is possible to replace or modify the data

Can you print your uploaded certificate so you always have a copy available?
Yes, it is possible; this option is available for every uploaded and validated certificate

Who can view my certificates?

Those who were granted permission during the informed consent stage are able to view a user's certificates

Who can print my certificates?

Those who were granted permission during the informed consent stage are able to print a user's certificates

What happens to a certificate when it is no longer valid?

The certificate will still appear in the user's personal section but will appear in red

How long does DH keep my certificates in its database?

For a period of 5 years

How can I ensure that my certificates are deleted from the DH database?

They can only be deleted if they have not yet been validated or if 5 years have passed since expiration

How can I ensure my account with DH is deleted?

It is possible to ask DH to delete an account only if there are no validated certificates or there are ones that are validated but have been expired for over 5 years

I have a problem that I can not solve by using the features available for my account

For any need related to a problem that is not answered or solved within these FAQs, you can send an e-mail to info@datahealth.it; in the e-mail you must clearly specify:

- Surname and name
- Personal DataHealth code
- The problem requiring assistance