USER'S GUIDE – ATHLETE

All answers or solutions are summarised in these sections

Summary

Service Registration

Registration should always be done by an adult, whether the person is going to upload their own documents or whether they are going to upload documents on behalf of an underage person for whom they act as legal guardian.

- Select the "Register" option from the homepage
- Fill in the required fields correctly
- Confirm acknowledgment and acceptance of documents relative to privacy and conditions of service.
- Confirm registration
- You will be sent an email, to the email address entered during registration, confirming user activation
- Proceed with confirmation of user activation

Enter personal details of underage person for whom you act as legal guardian

- Access, from the homepage, using your login details (email and password).
- In the following page (called 'List of People') select the option "+Add underage person".
- Fill in the required fields correctly (by entering the details of the underage person).
- Confirm your willingness to act as the legal guardian of the underage person
- Confirm the entry of the underage person

Uploading of physical fitness documents (own documents or those of individuals for whom you are acting as legal guardian)

- Access, from the homepage, using your login details (email and password)
- 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 physical fitness documents
- 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

- In the following page, select the type of certificate you wish to upload

- Enter the required data (depending on the chosen type of certificate, 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. scan or photographic image)

- Confirm the authenticity of the uploaded document

- Confirm the details and upload the file

- Complete the process by selecting the "Go to payment" option

Management of the "List of People" page

On this page the user can at any time:

- see (and possibly change) the details of the individuals entered

- view the documents uploaded for each individual entered

- check the status of the uploaded certificate (validated/undergoing validation/payable)

- complete the payment process (if not yet done)

- proceed with the possible cancellation of an uploaded certificate (action only possible for certificates for which the payment procedure is not yet completed)

- amend an uploaded certificate (only possible for certificates not yet validated) - such action can be done for fields filled in by the user and for the uploaded file

- print an uploaded certificate with DataHealth® watermark (only for validated certificates)

- forward a copy of a validated certificate to an email address chosen by the user

Alert notifications relating to uploaded physical fitness certitificates undergoing validation

The user will receive from the DataHealth® administration notifications about data or documents that require clarification or correction in order to pass the validation process (such as inconsistencies in the data reported, illegibility of the uploaded files etc.

Alert notifications relating to the expiry of uploaded certificates

The user will receive from the DataHealth® administration a notification about the impending expiry of an uploaded certificate; such notification shall be delivered to the user's email address 30 days before the expiry.