Registration User Guides

FINA World Masters Championships 2015
Kazan (RUS)

English Version

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Kazan (RUS)

English Version

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1 HOW TO REGISTER?

To register for the FINA World Masters Championships, you have to go on the FINA GMS (FINA General Management System) Public Portal: [https://registration.fina.org](https://registration.fina.org)

Public Portal is a part of the FINA registration system which is open to the public. Anyone can create account to then manage their own personal profile and register for available FINA events.

The system is optimized for the latest version of the Goggle Chrome browser.
2 CREATE AN ACCOUNT

If you do not have your account yet you have to create it first. Click on [Create account] to start the process.

You have to complete all the requested information. Your email address will serve as your user name in future.

For the Category, you have the choice between:
- Masters Athlete (if you are competing)
- Masters Coach (if you are the team coach and don’t participate in events as a competitor)
- Masters Accompanying person (for family, friends, support staff….)

Choose the category complying with your function during the event.

(Particular case: If you are an athlete and a coach, you have to register as an athlete).
When you have completed all information, click on “Create account” to create your account.

An email with confirmation link is sent to you immediately.
Open your inbox and click on the link to confirm that you have requested to create the account.

As soon as the account is activated you can log in.
3  LOGIN

The user log-in process is quick and simple. First enter your E-mail Address (User Name) and your password, accept terms & conditions and click on the [Login] button. The terms and conditions can be found at the bottom login screen and every page of the Public Portal.

If you have forgotten your password, click on the [Forgot Password?] button to receive a link to reset the password via the e-mail address associated with your account.
4 HOME

The application is divided into tabs.

After first login you enter the home tab. Here you will find displayed important communications relating to upcoming events. You can see the detail by clicking on [Show detail] icon. All news may be displayed in the News tab as well.

You have to start with completing your profile by clicking on [Go to profile].
5 MY PROFILE

You have to complete all the fields. Mandatory fields are highlighted in the color red.

Fill in all required information and then click on [Save].

You have to complete the following tabs:

- General
- Contact
- Travel Documents
- Club Affiliation
- Documents

The document tab is where you can find the document you have uploaded (passport copy, photo, etc.). There is nothing to complete.
Add your contact details.

On the Travel Documents tab, you can add as many travel documents as you want by clicking on [Add Travel Document]. This should be your passport copy uploaded here. Remember to save them by clicking on [Save].
Add your Masters Affiliation Card/Licence (any document proving your affiliation to a club).

If some fields or tab are not completed correctly, your profile will remain invalid and you will not be able to continue the registration.
When you profile is completed, you are ready to register!

[Image of a profile page with options for events registration]

- New tab for registration to events
- Message saying that registration to events is now possible
6 EVENTS

You can go directly to the event registration from your profile:

Or you can access the events in the event tab, as soon as your profile is complete, this new tab “Events” is displayed. There is a list of all events available for registration. Click on [Detail] or the event logo to see more.

6.1 Terms and conditions

To start the registration, you first have to read and accept the terms and conditions (if you agree of course).
6.2 Registration

You have to complete your registration information:

A. Select the disciplines you want to take part in (only disciplines that you have added to your profile will appear here)
B. Select your club. (see below detailed explanation)
C. Copy the information about your passport. If you have uploaded several passports, choose the one you want to travel with.
D. Complete the visa fields with the name of the city where you will apply for a visa and the country.
E. Click on Finish registration once everything is completed.
Club Search:

To select your club, you have to type at least three letters of your club's name (use key word). A list of clubs will appear and you have to select your club from this list by clicking on it.

(Advice: type key word of your club name. Example: Swimming Club Zaventem, type Zaventem, not swimming or club. It will make easier to find it).

If your club is not on the list, you have to click on NA button. FINA will then check with the national federation and add your club.
As soon as you click on “Finish Registration”, you will be redirected to the payment tab where you have to pay the invoice for your registration fee.

You have to click on the “pay” button to be directed to the payment website.
Registration will be submitted only after payment!

There are several status for your registration:

**Pending**: status is pending until you submit your registration  
**Waiting for payment**: status is waiting for payment until you pay the invoice  
**Submitted**: once the fee has been paid, the status goes to submit. It means your registration has been sent to the Organising Committee.  
**Approved**: the submitted registration will be checked by the Organising Committee and approved if everything is in order.  
**Rejected**: your registration has not been approved by the Organising Committee. You will be informed personally of the reason.

Until you have paid your registration will remain with a “waiting for payment” status and you will not be able to register further for the competitions.

Once your registration fee is paid, you are registered for the FINA World Masters Championships.  
A new tab appears to allow you to make your sport entries (registration for individual and team events).
6.3 Event Info

Event Info tab displays information relevant to the event including Organising Committee contact details.

6.4 Sport Entries for Individual Events

Sport Entries tab allows you to complete your registration for each individual events. There you can add your sport entries (registration for precise event you want to participate) based on registered disciplines. The page is divided by selected disciplines. Each of discipline contains several concrete discipline event.

6.4.1 Sport Entries for Swimming

Once in the Sport Entries Tab, you have to select the event you want to register to.
Once you have select an event, you have to complete your entry time, date and place where it was achieved. You will also see your age group and the qualification time for this age group. No entry slower will be accepted.

Once your entry is saved, you can submit it. Only complete and valid sport entries can be submitted.

Once your entry has been submitted, an invoice will be created for you to pay the entry fee. Until the entry fee is payment, the status will remain “Waiting for Payment” and the entry will not be considered.
6.4.2 Sport Entries for Open Water Swimming, Diving, Synchronised Swimming

Select the event you want to register to and save your entry.

Once your entry is saved, you can submit it.

Once your entry has been submitted, an invoice will be created for you to pay the entry fee. Until the entry fee is payment, the status will remain “Waiting for Payment” and the entry will not be considered.
6.4.3 Payment

You don’t have to pay after each sport entries you add. If you have several sport entries, you can add all of them and the invoice will be updated with the total amount of fees to be paid.

You will see the total amount you have to pay.

In detail, you will see the detailed invoice with all the fees.
Once entries have been paid, the status will be changed to submitted. It means it has been sent to the Organising Committee.

6.4.4 Corrections

You can correct, change or delete your entries any time until the defined deadline, even if it has been submitted.

You just have to click on the reopen button and you will be able to make the changes.

You can also change completely your entries by deleting the previous one and add a new one.
Important: Inside a sport, if you already paid your entry fees, you will be able to delete one entry and add another at its place without having to pay again the fee. Your entry will go directly to submitted status.

6.5 Team Entries (Team Events: relays, duet, team, etc.)

Only a person recognized as a coach or team captain will be able to make Team Entries. If you are a coach, you have to create your account as a Master-Coach. If you are an athlete and a coach or captain of your team, you have to create an account as Masters-Athlete and then click a specific box in the registration stating that you are also a coach/captain.

The function of coach/captain gives you access to a specific Tab called Team Entries where you will be able to make your registration for team event.

As a team coach/captain, you will also be responsible for the payment of the fee to register your team.

To register your team, you have to go in Team Entries Tab and click “add a team”. Then choose the event you want to register your team to.
You can add the team members. You can either type the name of the person to select them or click on the “…” button where you will see all team members.

Once the team is completed, you have to save it. The age group where the team is registered is automatically calculated.
Once you submit the entry, you have to proceed to the payment to validate it.

![Swimming team entry](image1)

Once the payment is done, the team entry is submitted.

![Diving team entry](image2)

**Important note:** For diving, the coach/team captain will be able to see the members of its club but also all club’s members from his country.
6.6 Travel

Travel information is an important part of the registration process. You have to go on the travel tab to add your travel information.

Important note: travel information may be completed at any time. You don’t need to put your travel details the day you register. You can come back and add it later.

To add travel information, click on “add connection” button. You can add as many connections as you want however, for the organizers the most important part is your arrival to the final destination and your departure because they will use this to organise transportation. Once you fill in travel information click on [Save].

Please have your FINAL ARRIVAL CONNECTION listed as the “Final Arrival” and FIRST DEPARTURE CONNECTION listed as number 1.
6.7 Accommodation

You can find in this tab information about accommodation, but rooms cannot be booked through the FINA GMS.
6.8 Payment

The payment tab is the place where you can see your different invoices and pay it.

You can download the invoice by clicking on [Download Invoice]. The “pay button” will direct you to the payment page as explained on point 6.2. Follow the instructions on the website to complete the payment.

As soon as the order is paid, the status changes to “Paid”.

Status

Paid

The same tab is also available from the home page of your account. You can see all your orders directly there, without going in the event.
7  ACCOUNT SETTINGS

Click on the user name in the upper right corner to display menu where you can either select account settings or sign out.

7.1 Account Settings

If you want to change your password select the check-box “I want to reset password”. Click on [Set new password].

Click on “Home” to go back to the Home tab.
# 8 APPENDIX

## 8.1 Abbreviations and symbols

### Abbreviations

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<th>Description</th>
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<td>GMS</td>
<td>General Management System</td>
</tr>
<tr>
<td>NF</td>
<td>National Federation</td>
</tr>
<tr>
<td>RO</td>
<td>Responsible Organization</td>
</tr>
</tbody>
</table>

### Syntax for buttons, labels, menu items etc. in the applications

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<th>Description</th>
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<td>[key], [OK], [Result]</td>
<td>Registration Pending. Further information required</td>
</tr>
<tr>
<td><strong>Pending</strong> P</td>
<td>New request.</td>
</tr>
<tr>
<td><strong>Submitted</strong> S</td>
<td>Registration Submitted</td>
</tr>
<tr>
<td><strong>Approved</strong> A</td>
<td>Registration Approved</td>
</tr>
<tr>
<td><strong>Rejected</strong> R</td>
<td>Registration Rejected</td>
</tr>
<tr>
<td><strong>Waiting for payment</strong> W</td>
<td>Registration Waiting for Payment</td>
</tr>
<tr>
<td>V</td>
<td>Visa issued / Visa invitation letter issued</td>
</tr>
<tr>
<td><strong>Not Paid</strong></td>
<td>Payment Outstanding</td>
</tr>
<tr>
<td><strong>Paid</strong></td>
<td>Payment Made</td>
</tr>
<tr>
<td><strong>Remove button</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Save</strong></td>
<td>Save Button</td>
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Portal Registration
User Guide
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1 WHAT IS THE FINA GMS?

The FINA GMS (FINA General Management System) is WEB based (HTML) application which serve to manage people who are members of FINA. In other words, it is a large database of people.

Public Portal is a part of the system which provides registration which is open to the public. Anyone can create account to then manage their own personal profile and register for available FINA events.

![Figure 1 – FINA GMS overview](image)

The system is optimized for the latest version of the **Google Chrome** browser.

The FINA GMS Public Portal may be accessed here: [https://registration.fina.org](https://registration.fina.org)

For assistance related to the FINA GMS please contact: [aquaticsdb@fina.org](mailto:aquaticsdb@fina.org)
2 CREATE ACCOUNT

If you do not have your account yet you have to create it first. Click on [Create account] to start the process.

Your email address will serve as your user name in future. Fill in all fields and click on [Create account]. The password has to contain at least 6 characters.

An email with confirmation link is sent immediately. Open your inbox and click on the link to confirm that you have requested to create the account. As soon as the account is activated you can log in.
3 LOGIN

Figure 5 – Login frame

The user log-in process is quick and simple. First enter your E-mail Address (User Name) and your password, accept terms & conditions and click on the [Login] button. The terms and conditions can be found at the bottom login screen and every page of the Public Portal.

If you have forgotten your password, click on the [Forgot Password?] button to receive a link to reset the password via the e-mail address associated with your account.
4 HOME

The application is divided into tabs. After first login you enter the home tab. Here you will find displayed important communications relating to upcoming events. You can see the detail by clicking on [Show detail] icon. All news may be displayed in the News tab as well. Start with completing your profile by clicking on [Go to profile].

If you are already registered to an event, your registrations are displayed here in the section “My Events” where you can follow up the status of your event registration in the “Nomination Status” column. FINA and OC will either approve or reject the registration.
Once the registration is approved the status changes to “Approved”.

<table>
<thead>
<tr>
<th>Name</th>
<th>Events</th>
<th>Date</th>
<th>Contact</th>
<th>Invoice Status</th>
<th>Nomination Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>SWC - Doha</td>
<td>SWC - Doha</td>
<td>27/08/2014 - 28/08/2014</td>
<td><a href="mailto:infoQSA@olympic.qa">infoQSA@olympic.qa</a></td>
<td>Paid</td>
<td>Approved</td>
</tr>
</tbody>
</table>

*Figure 8 – Home tab – My Events - Approved*

If your registration is rejected, the accreditation card will not be given and the status changes to “Rejected”.

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<td>Not Paid</td>
<td>Rejected</td>
</tr>
</tbody>
</table>

*Figure 9 – Home tab – My Events - Rejected*
5  MY PROFILE

Mandatory fields are highlighted in the colour red.

Figure 10 – My Profile – General tab

Fill in all required information and then click on [Save].

Depending on your function and role, there will be additional tabs at the top of the profile that need to be completed. Sections which are missing information are highlighted in red.

Figure 11 – People Module – tabs

When the information is entered click on [Save].
At the Travel Documents tab, you can add as many travel documents as you want by clicking on [Add Travel Document]. Remember to save them by clicking on [Save].

**Figure 12 – People Module – Travel Documents tab**

Documents tab displays list of all uploaded files and enables to download them.

**Figure 13 – People Module – Download tab**
6 EVENTS

As soon as your profile is complete, a new tab “Events” is displayed. There is a list of all events available for registration. Click on [Detail] or the event logo to see more.

![Figure 14 – Events – list](image)

In the event detail, click on [Register] to start the registration process.

![Figure 15 – Events – Register](image)

6.1 Registration

In the new dialog, you can see several sections:

1. **Responsible Organisation/Club** – You are registered to the event with selected Organisation.
2. **Functions** – If you have more than one function/category you have to decide which function you are going to act as at the event. Only one function can be selected!
3. **Events** – There may be more than one event if some sub events are defined. You can apply to attend several events at the same time.
4. **Travel Document** – You can either fill in travel document fields or use button ‘Copy from person’, then you’ll see list of your travel document – select one of them
5. **Visa** – Information needed for visa process. (This will be displayed depending on your passport nationality.)

Fill in all requested information and click on [Save].

Complete and valid registration can be submitted/finished by clicking on button ‘Finish registration’. The rest of tabs are independent modules – you can edit them after finishing of registration. After clicking on the button 'Finish Registration', confirm the popup dialog and if the event contains registration fee, payments tab/request appears and registration will get to phase 'Waiting for payment'.

**Registration will be submitted only after payment!**
6.2 Event Info

Event Info tab displays information relevant to the event including Organising Committee contact details.
6.3 Travel

Travel information is important part of the registration process.

You can add as many connections as you want however, for the organizers the most important part is your arrival to the final destination and your departure because they will use this to organise transportation. Once you fill in travel information click on [Save].

Line number refers to the Flight Number for example.

Please have your **FINAL ARRIVAL CONNECTION** listed as the “Final Arrival” and **FIRST DEPARTURE CONNECTION** listed as number 1.

![Figure 17 – Events – Travel - Detail](image)

As long as your travel information is definitive, you have filled in both: arrival and departure and saved it, click on [Send travel info to organizers].

![Figure 18 – Events – Travel – Sent travel info to organizers](image)
6.4 Accommodation

If you require accommodation, click on [Request a room]. In the form below, you indicate your preferences and click on [Create].

![Figure 19 – Events – Accommodation – Request a room - New](image.png)

The request appears below. The initial status is “New”. As soon as you submit the request the status goes to “Submitted” and you cannot edit the request any more.

![Figure 20 – Events – Accommodation – Request a room – Submitted](image.png)

6.5 Registration Submission

As soon as you are happy that all registration information is complete you can submit it by clicking on [Finish registration].

![Figure 21 – Events – Finish registration](image.png)

Confirm the submission in the new dialog by clicking on [Yes].

Please note that you are responsible for ensuring that all information submitted is correct and matches exactly any passport information entered.

![Figure 22 – Events – Finish registration - Confirm](image.png)
7 PAYMENTS

For some events, there will be payment required in order to process the registration. If a payment is required, you will get an email with the payment information after you submit your information to an event. There is list of all your orders located under the payments tab. Orders which need to paid are in the status “Sent”.

Figure 23 – Payments

You can download the invoice by clicking on [Download Invoice] and pay by bank transfer or you may pay directly from the website using your credit card by clicking on [Pay]. Follow the instructions on the website to complete the payment.

Figure 24 – Online Payment

As soon as the order is paid, the status changes to “Paid”.

Figure 25 – Payments – Paid Order
8 ACCOUNT SETTINGS

Click on the user name in the upper right corner to display menu where you can either select account settings or sign out.

Figure 26 – Account Settings

8.1 Account Settings

If you want to change your password select the check-box “I want to reset password”. Click on [Set new password].

Figure 27 – Account Settings – Reset Password

Click on “Home” to go back to the Home tab.
9 APPENDIX

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<td>R</td>
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<td></td>
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<td></td>
<td>Remove button</td>
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<td></td>
<td>Save Button</td>
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9.2 Version history

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<th>Date</th>
<th>Modifications since last version</th>
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<td>1.0</td>
<td>01/07/2014</td>
<td>Initial version</td>
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<td>29/07/2014</td>
<td>Added the chapter Payments</td>
</tr>
<tr>
<td>1.2</td>
<td>24/09/2014</td>
<td>Chapter Event update</td>
</tr>
<tr>
<td>1.3</td>
<td>16/02/2015</td>
<td>Payment screenshot update</td>
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