

Parent/Guardian/Circle of Care Registration Portal

Frequently Asked Questions

***Special
Olympics***



Frequently Asked Questions

Purpose

Welcome to the Circle of Care Registration Portal's FAQ (Frequently Asked Questions) document!

This guide has been created to address the most common questions and concerns you may have regarding the Registration Portal. We understand navigating through a new registration process can sometimes be overwhelming, and that's why we have consolidated all the important information you need into this handy resource.

We hope this FAQ supports you in completing the registration process in the new Portal. If any of your questions are not included in this document, you may contact us for more support.


Please check back frequently for updates.



Parent/Guardian/Circle of Care Zone



Click on the
question you want
the answer to



Register Zone: Questions and Answers

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FAQ: Signing up in the Portal

1 What is the Athlete Registration Portal?

The Athlete Registration Portal is a website where you can sign up to participate in Special Olympics programming like sports and events.

2 How can I access the portal?

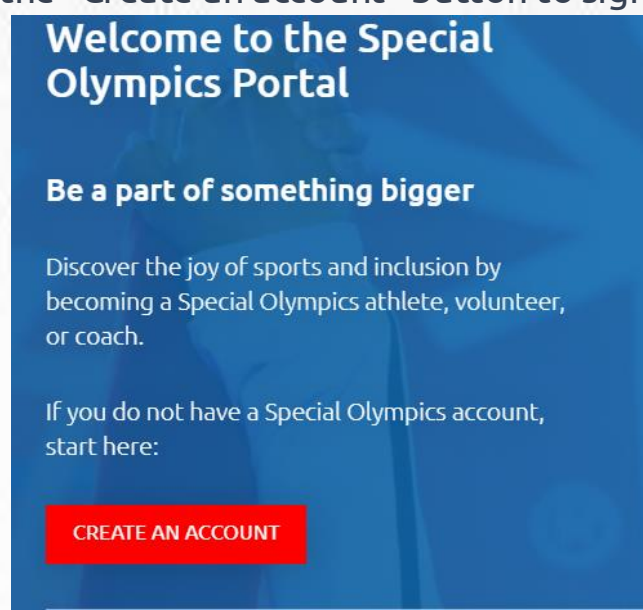
To access the portal:

- Click this link <https://portals.specialolympics.org/>
- If you have already created an account, Click 'Sign in' and login with your email address and password
- If you have not created an account, please read the question below

3 How do I create an account?

To create an account, please follow the instructions below:

- Click this link: <https://portals.specialolympics.org/>
- At the website, click on the "Create an account" button to sign up



- First you will need to verify your email address, type in your address and click send verification code. (Continue to next page for an example)

Send verification code



FAQ: Signing up in the Portal

- You will receive a code to your email address (if you do not see the email, check your spam/junk folder)

Example for Jonathan Kent

- Type the code you received in the portal and click verify code

- After this your email will be verified and you will be able to continue completing the rest of the information: password, First Name, Last Name and Preferred Name

4 What should I enter in “Preferred Name”?

In this field you may enter the name you prefer to use or to be called by.

5 What should I do if I already created an account, but I forgot my password?

- Click 'Forgot your password' in the website. And follow the steps in the next page



FAQ: Signing up in the Portal

Sign in with your existing account

nawiba1472@byorby.com

Password

Forgot your password?

Sign in

Don't have an account? Sign up now

- Type in your email address and click 'Send verification code'

Please provide the following details.

Verification is necessary. Please click Send button.

Email Address

Send verification code

Continue

- Enter the verification code (4 digit code) that you will receive in the email address. (If you do not see it in your email, check your spam or junk folder)
- Add the code in the field and click verify code and continue

Please provide the following details.

Verification code has been sent to your inbox. Please copy it to the input box below.

nawiba1472@byorby.com

Verification code

Verify code Send new code

Continue

Note: If you do not receive a verification code in your email address, please click 'Send new code'

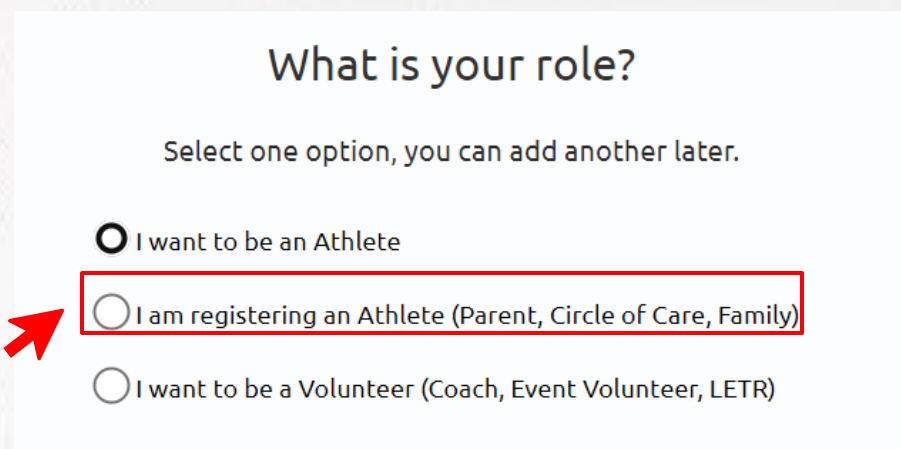
Please reach out to our support team if you are unable to do so.



FAQ: Signing up in the Portal

6 Which option should I select when being asked 'What is your role'?

If you are a Parent, Circle of Care or Family member who is looking to register one or multiple athletes, please select 'I am registering an Athlete'



What is your role?

Select one option, you can add another later.

I want to be an Athlete

I am registering an Athlete (Parent, Circle of Care, Family)

I want to be a Volunteer (Coach, Event Volunteer, LETR)

7 Is my personal information secure when I register?

We take data security very seriously. Your data is encrypted and stored securely. For more details, please refer to our Privacy Policy <http://www.specialolympics.org/Privacy-Policy>

8 Will I be able to sign up on a mobile device?

Yes, you will be able to use your cell phone, laptop, iPad or computer to create your account and sign in.

9 Why do I need to provide my email address during registration?

Your email address is needed for account verification, password resets, and to communicate important information regarding your registration process.

10 Can I register multiple accounts with the same email address?

No, each email address can only be associated with one account to ensure each user has a unique identity. If you already created an account with an email, you might just need to sign in instead of creating a new one.

11 I'm experiencing technical difficulties during registration. Who should I contact for help?

Please contact your local SO program for assistance with technical difficulties



FAQ: Personal Details: 'We'll start with a few things about you'

We'll start with a few things about you

Please type your information in all required fields marked with an asterisk (*). Fields with no symbol are optional.
Then hit 'Save & Continue'.

First Name * Rebecca	Middle Name <input type="text"/>
Last Name * Banner	Suffix <input type="text"/>
Phone * <input type="text" value="(111)-111-1111"/>	Email hehik98818@eimatro.com

1 When completing the personal details page, is the information I need to enter about my athlete(s) or myself?

First you must complete your own personal details, create your own profile and then you will be able to start registering your athlete(s).

2 What information should I include in Middle Name?

This field is optional, if you have a middle name and would like to share it with Special Olympics, please include it in this field.

3 What should I answer in the question: 'What is your race or ethnicity?'

This is an optional field if you prefer not to share this information you can pick the option called 'Prefer not to answer'

4 What information should I provide as an emergency contact?

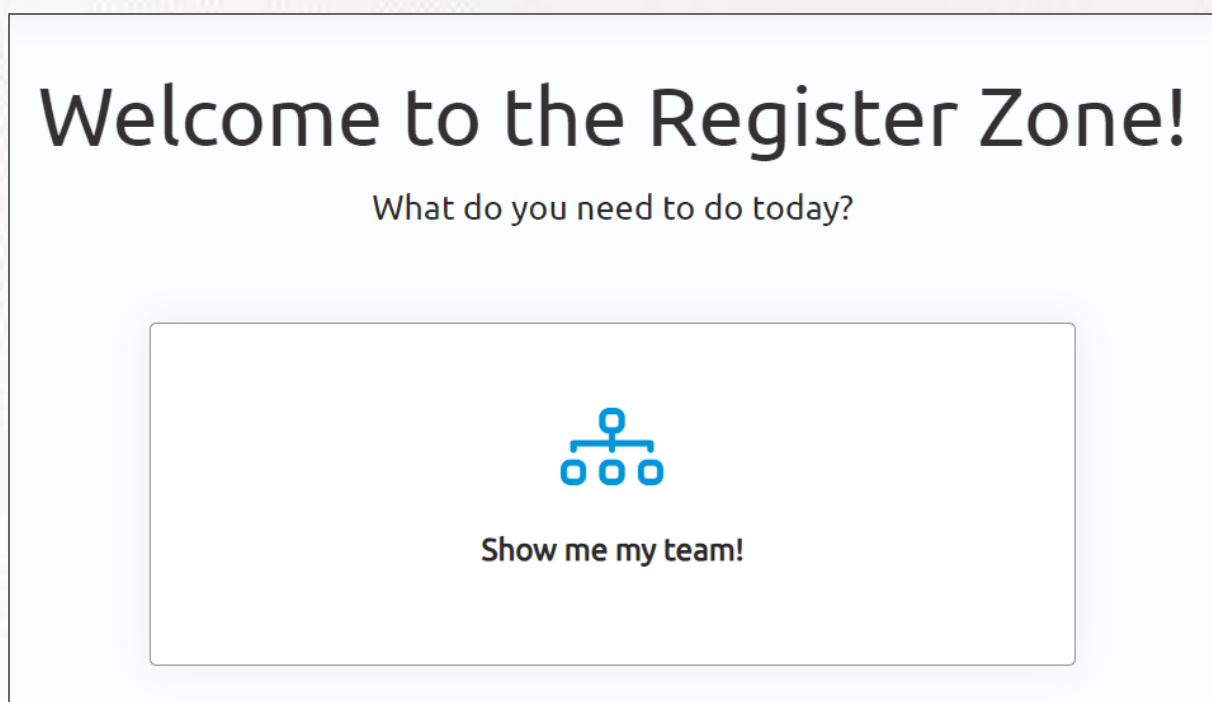
You should provide the name, phone number and email of anyone who can be contacted in case of an emergency involving you. These individuals should be people you trust and who are likely to be available and responsive in the event of an emergency. You can include your parent, guardian or family member's information.



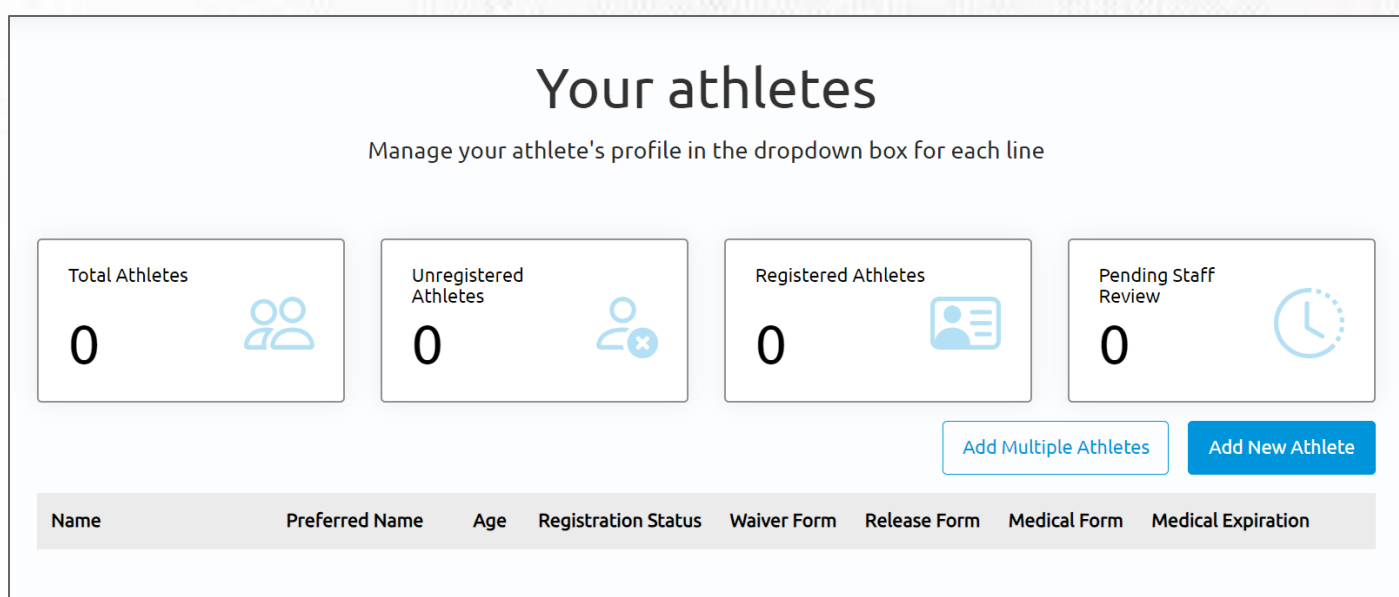
FAQ: Personal Details: 'We'll start with a few things about you'

5 What should I do after completing all of my personal information?

You will be taken to the Register Zone where you will be able to start adding your athletes and register them.



Click on the 'Show me my team!' tile and you will be taken to the following screen:



Here you will be able to start adding all of your athletes



FAQ: Registering your athlete(s)

1

How can I add one athlete?

- You can add an athlete by clicking on the 'Add New Athlete' button.

Your athletes
Manage your athlete's profile in the dropdown box for each line

Total Athletes 0	Unregistered Athletes 0	Registered Athletes 0	Pending Staff Review 0
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[Add Multiple Athletes](#) [Add New Athlete](#)

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration
------	----------------	-----	---------------------	-------------	--------------	--------------	--------------------

- A pop-up will show up where you will start to complete the Athlete's Contact Information. These questions are similar to the information requested from you at the beginning.

Athlete's Contact Information

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Preferred Name	Suffix
<input type="text"/>	<input type="text"/>
Gender *	Birthdate *
<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other Gender Identity	<input type="text" value="M/D/YYYY"/>
Person Type *	Email *
<input type="radio"/> Athlete <input type="radio"/> Unified Partner	<input type="text"/>
Phone *	Address *
<input type="text" value="(XXX)-XXX-XXXX"/>	<input type="text"/>

- You have added the athlete successfully when this message appears

Contact ×

Submission completed successfully.



FAQ: Registering your athlete(s)

2 How can I add multiple athletes?

- You can add multiple athletes by clicking on the 'Add Multiple Athletes' button.

Your athletes
Manage your athlete's profile in the dropdown box for each line

Total Athletes: 0
Unregistered Athletes: 0
Registered Athletes: 0
Pending Staff Review: 0

Add Multiple Athletes (highlighted in red) | Add New Athlete

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration
------	----------------	-----	---------------------	-------------	--------------	--------------	--------------------

- You will be taken to a screen to download an excel template where you can include a list of athletes

Add Multiple Athletes

For adding multiple athletes, download the Excel template to see some general instructions:

Download Excel Template (highlighted in red)

And then click the button below

Upload Athletes

- Click download, a new tab will open and you will be asked to save the file. The file is called 'BulkRegistration'
- In the file start adding all the athlete's information

A	B	C	D	E	F
First Name	Last Name	Preferred Name	Date of Birth	Gender	Person Type
Jarella	Banner	Ja	11/5/1995	Female	Athlete
Roy	Thomas	Roy	7/4/1987	Male	Unified Partner
Herb	Trimpe	Herby	8/5/1979	Male	Athlete
Harlan	Ellison	Harlan	4/22/2001	Male	Athlete
Jennifer	Walters	Jenn	9/11/2003	Female	Unified Partner

Note: If athlete does not have preferred name, type in their first name as this is a required field



FAQ: Registering your athlete(s)

- Include each athlete's First and last name, Preferred name (if applicable), Date of birth, Gender and Person Type (Athlete or Unified Partner)
- After completing all athlete's information. Save your updates and now click on the 'Upload Athletes' button.

Add Multiple Athletes

For adding multiple athletes, download the Excel template to see some general instructions:

[Download Excel Template](#)

And then click the button below

Upload Athletes

- A pop-up will come up. Select 'Choose File'. Pick the file you just updated and click 'Upload'

Upload ×

Choose File BulkRegistration.xlsx

Upload

- After uploading the excel, you will see all the athletes appear in 'Your athletes' page

Your athletes

Manage your athlete's profile in the dropdown box for each line

Total Athletes

11

Unregistered Athletes

11

Registered Athletes

0

Pending Staff Review

0

Add Multiple Athletes
Add New Athlete

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration	
Betty Ross	Betty Ross	24	Prospect	Not Started	Not Started	Not Started	NA	▼
Roy Thomas	NA	36	Prospect	Not Started	Not Started	Not Started	NA	▼
Harlan Ellison	NA	22	Prospect	Not Started	Not Started	Not Started	NA	▼



FAQ: Registering your athlete(s)

3 What steps must I follow to complete the registration process per athlete?

Per athlete you must complete:

1. Their profile by clicking 'Edit Profile'
2. Their Medical Form
3. Their Release Form
4. Their Waiver Form

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration
Betty Ross	Betty Ross	24	Prospect	Not Started	Not Started	Not Started	NA
Roy Thomas	NA	36	Prospect	Not Started	Not Started	Not Started	NA
Harlan Ellison	NA	22	Prospect	Not Started	Not Started	Not Started	NA

Edit Profile

Add Medical Form

Add Release Form

Add Wavier

Note: These steps do not need to be completed in any particular order, however, all of these must be completed per athlete.

4 How do I know if I have successfully completed all steps per athlete?

When you have completed all steps per athlete, each row should look like this:

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration
Betty Ross	Betty Ross	24	Applicant	Submitted	Submitted	Submitted	NA

The Waiver Form, Release Form and Medical must be in a 'Submitted' status. Ensure you have completed the Athlete's personal information by clicking on 'Edit Profile'.

5 What is the Release Form?

The Release Form contains information like ability to participate, likeness release, risk of concussion and other injury, emergency care, overnight stays, consent to healthcare activities and consent to personal information. To complete this form a signature is required. You can find an example of what the form looks like in the next page.



FAQ: Registering your athlete(s)

Special Olympics
Washington

ATHLETE RELEASE FORM

I agree to the following:

- 1. Ability to Participate.** I am physically able to take part in Special Olympics activities.
- 2. Likeness Release.** I give permission to Special Olympics, Inc., Special Olympics games organizing committees, and Special Olympics accredited Programs (collectively "Special Olympics") to use my likeness, photo, video, name, voice, words, and biographical information to promote Special Olympics and raise funds for Special Olympics.
- 3. Risk of Concussion and Other Injury.** I know there is a risk of injury. I understand the risk of continuing to play sports with or after a concussion or other injury. I may have to get medical care if I have a suspected concussion or other injury. I also may have to wait 7 days or more and get permission from a doctor before I start playing sports again.
- 4. Emergency Care.** If I am unable, or my guardian is unavailable, to consent or make medical decisions in an emergency, I authorize Special Olympics to seek medical care on my behalf, unless I mark one of these boxes:
 - I have a religious or other objection to receiving medical treatment. (Not common.)
 - I do not consent to blood transfusions. (Not common.)
 (If either box is marked, an EMERGENCY MEDICAL CARE REFUSAL FORM must be completed.)
- 5. Overnight Stay.** For some events, I may stay in a hotel or someone's home. If I have questions, I will ask.
- 6. Health Programs.** If I take part in a health program, I consent to health activities, screenings, and treatment. This should not replace regular health care. I can say no to treatment or anything else at any time.
- 7. Personal Information.** I understand that Special Olympics will be collecting my personal information as part of my participation, including my name, image, address, telephone number, health information, and other personally identifying and health related information I provide to Special Olympics ("personal information").
 - I agree and consent to Special Olympics:
 - using my personal information in order to: make sure I am eligible and can participate safely; run trainings and events; share competition results (including on the Web and in news media); provide health treatment if I participate in a health program; analyze data for the purposes of improving programming and identifying and responding to the needs of Special Olympics participants; perform computer operations, quality assurance, testing, and other related activities; and provide event-related services.

6 What is the Waiver Form?

The Waiver Form contains information such as release of liability, assumption of risk and indemnification agreement for communicable diseases and its terms. To complete this form a signature is required. You can find an example of what the form looks like below.

WAIVER AND RELEASE OF LIABILITY, ASSUMPTION OF RISK AND INDEMNIFICATION AGREEMENT FOR COMMUNICABLE DISEASES ("Agreement") for SPECIAL OLYMPICS

In consideration of being allowed to participate in any way in Special Olympics sports training, competition or fundraising activities, the undersigned acknowledges, appreciates, and agrees that:

1. Participation includes possible exposure to and illness from infectious and/or communicable diseases including but not limited to MRSA, influenza, and COVID-19. While particular rules and personal discipline may reduce this risk, the risk of serious illness and death does exist; and,
2. I KNOWINGLY AND FREELY ASSUME ALL SUCH RISKS, both known and unknown, EVEN IF ARISING FROM THE NEGLIGENCE OF THE RELEASEES or others, and assume full responsibility for my participation; and,
3. I willingly agree to comply with the stated and customary terms and conditions for participation as regards protection against infectious diseases. If, however, I observe and any unusual or significant hazard during my presence or participation, I will remove myself from participation and bring such to the attention of the nearest official immediately; and,
4. I, for myself and on behalf of my heirs, assigns, personal representatives and next of kin, HEREBY RELEASE AND HOLD HARMLESS Special Olympics, Inc, Special Olympics Washington their officers, officials, agents, and/or employees, other participants, sponsoring agencies, sponsors, advertisers, and if applicable, owners and lessors of premises used to conduct the event ("RELEASEES"), WITH RESPECT TO ANY AND ALL ILLNESS, DISABILITY, DEATH, or loss or damage to person or property, WHETHER ARISING FROM THE NEGLIGENCE OF RELEASEES OR OTHERWISE, to the fullest extent permitted by law.



FAQ: Registering your athlete(s)

7 How can I download a Release and Waiver form and send it to the Athlete?

When on a Computer follow these instructions:

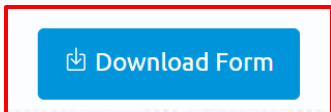
- The Release and Waiver Form can be downloaded by going to any athlete's dropdown menu and click Add Waiver and/or Add Release Form.

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration	
Betty Ross	Betty Ross	24	Prospect	Not Started	Not Started	Not Started	NA	
Roy Thomas	NA	36	Prospect	Not Started	Not Started	Not Started	NA	<ul style="list-style-type: none"> Edit Profile Add Medical Form Add Release Form Add Wavier
Harlan Ellison	NA	22	Prospect	Not Started	Not Started	Not Started	NA	

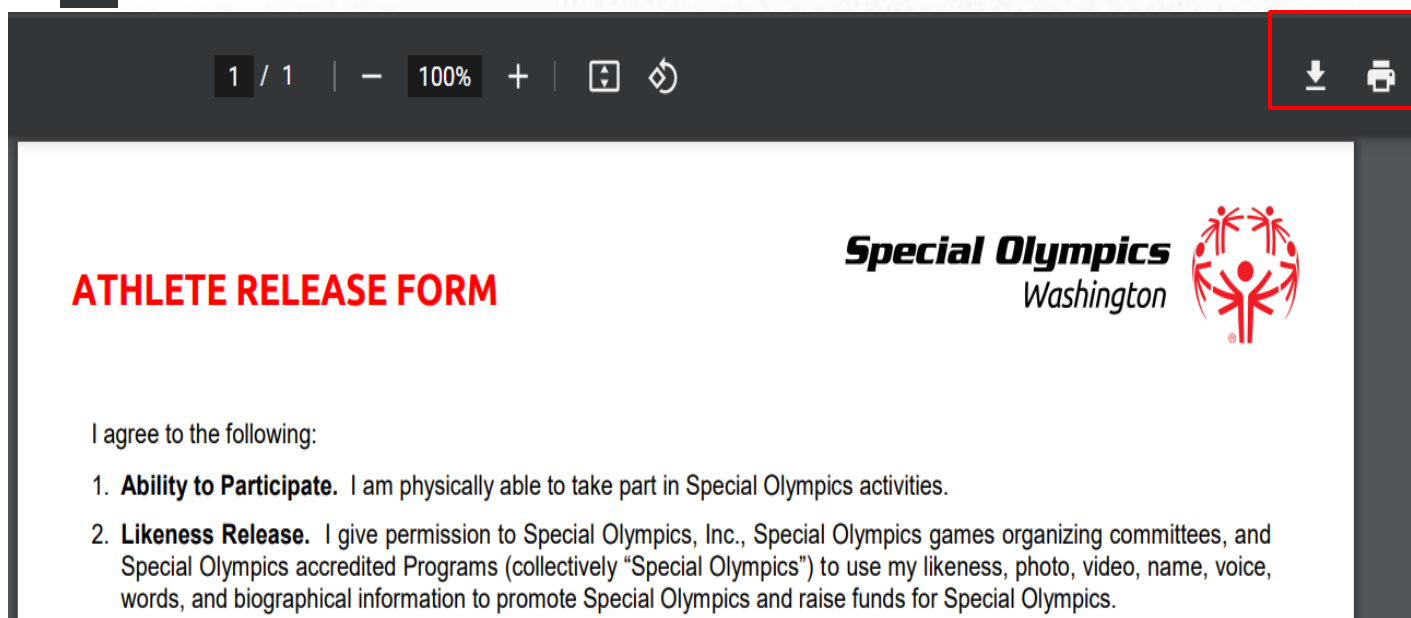
- For each form, you will be taken to a screen where you can download the form. Click the blue button called "Download Form"

Download Athlete Release Form

First, Click the button to download the Athlete Release Form. The form will download to your device.



- The form will open in a new tab. If you want to print the form **now** to give to the athlete in person, you can click on the print button which looks like this
- If you do **not** have a printer and need to download the form and save it for later or send it to someone else so they can print it for you, select the download button which looks like this



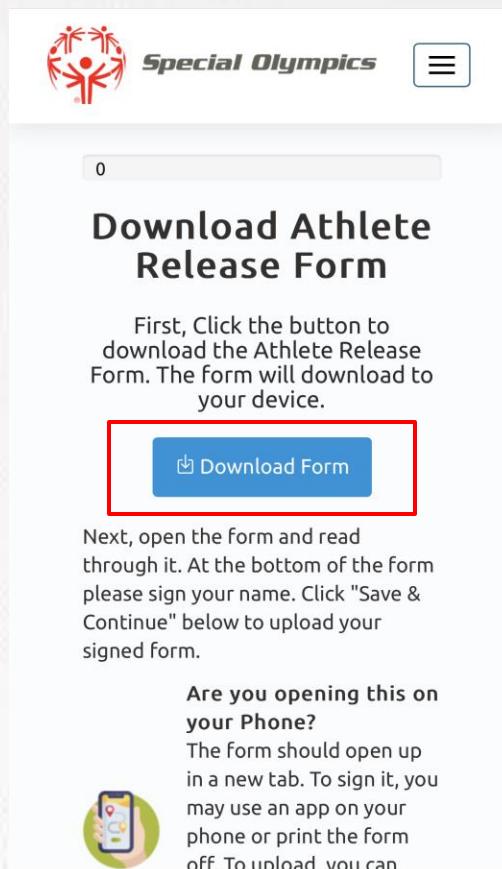
If you are not using a computer, continue to the next page to view how to do this on your phone or iPad.



FAQ: Registering your athlete(s)

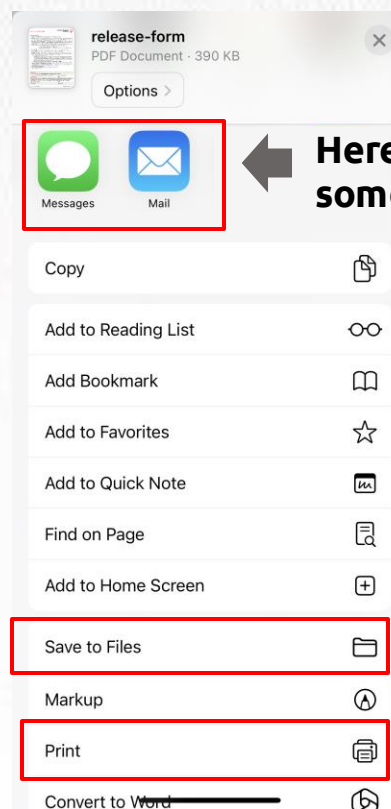
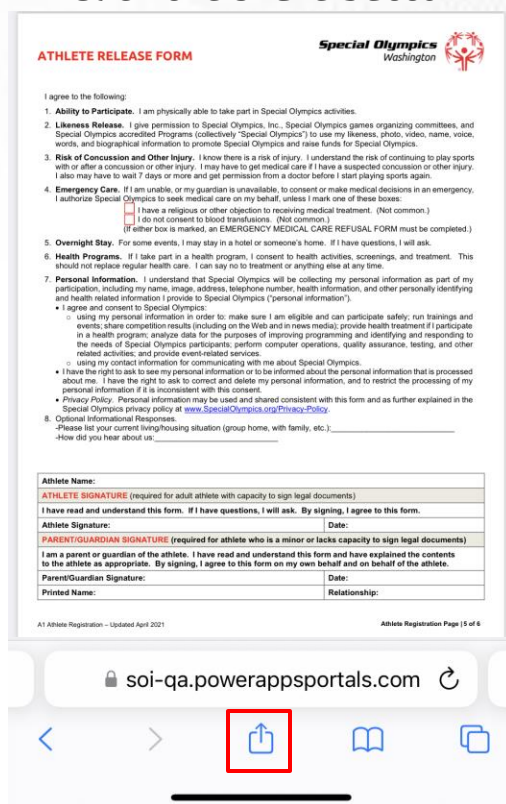
When using an iPhone or iPad follow these instructions:

The Release and Waiver Form can be downloaded by clicking the blue button called "Download Form"



The form will open in a new tab. If you want to print the form now to give to the athlete in person, and have a printer connected to your phone or iPad, click the share button and select print.

Click the share button



Here you send it to someone

Here you save it in your devices files

Here you can print it

If you do **not** have a printer you can download the form and save it to your device by clicking 'Save to Files'. You can also use the apps above and email it to someone or send it via text so they can help you print it.



FAQ: Registering your athlete(s)

8

What is the next step after I downloaded/ saved and printed the Release and Waiver Form, and the athlete has signed it?

- After the athlete has signed their Release and Waiver Forms and given them back to you, you must upload them to their profile in the portal.
- Click on the dropdown menu to upload the athlete’s form and select Add Release Form or Add Waiver

Harlan Ellison	NA	22	Prospect	Not Started	Not Started	Not Started	NA	
Jennifer Walters	Jenn	20	Prospect	Not Started	Not Started	Not Started	NA	<ul style="list-style-type: none"> Edit Profile Add Medical Form Add Release Form Add Waiver
Jarella Banner	Ja	28	Prospect	Not Started	Not Started	Not Started	NA	

- After this you might be taken to the screen where you can download a form, you may skip it and click save and continue. (This will happen if you did not download the form from this particular athlete’s profile, but if you already have their signed form you can skip this step).

Download Athlete Release Form

First, Click the button to download the Athlete Release Form. The form will download to your device.

Next, open the form and read through it. At the bottom of the form please sign your name. Click "Save & Continue" below to upload your signed form.

Are you opening this on your Phone?
The form should open up in a new tab. To sign it, you may use an app on your phone or print the form off. To upload, you can take a picture of the form and upload it on the next page.

Are you opening this on your computer?
The form should open up in a new tab. To sign it, you may use an app on your phone or print the form off. To upload, you can take a picture of the form and upload it on the next page.

< Back

Save & Continue

- Now you can scan or take a picture of the signed form and upload it back to the portal by clicking the blue button called ‘Upload Form’

Upload Athlete Release Form

After you have signed the form, click the "Upload Form" button. Click "Choose Files" on the popup to search for the form. After you upload it, you will see it in table below. Once you see it appear below, click "Save & Continue" to continue.

- Repeat these steps for all athletes once you have their signed forms.



FAQ: Registering your athlete(s)

9 Can I download one Release and Waiver form and send it to all my athletes?

Yes, you may download a Release and Waiver form, print as many copies as needed and give them to all your athletes so they can sign the form.

10 What is the Medical Form?

The Medical Form is designed to identify health concerns an athlete might have and determine if they are clear to participate in sports.

11 How do I complete the Medical Form on the Athlete's behalf?

Click on the dropdown menu to start completing the athlete's Medical Form and select Add Medical Form

Harlan Ellison	NA	22	Prospect	Not Started	Not Started	Not Started	NA	
Jennifer Walters	Jenn	20	Prospect	Not Started	Not Started	Not Started	NA	<ul style="list-style-type: none"> Edit Profile Add Medical Form Add Release Form Add Wavier
Jarella Banner	Ja	28	Prospect	Not Started	Not Started	Not Started	NA	

Now you will be asked to answer a couple of Medical questions on the Athlete's behalf such as: associated conditions, mobility devices, lifestyle aids, communication devices, medical devices, dietary requirements, treatments or medications.

12 What are Associated Conditions?

Associated conditions refer to a medical or health condition. To complete this section, you may select a condition from the dropdown list, if applicable to your athlete.

Condition *

- Autism
- Cerebral Palsy
- Down Syndrome
- Epilepsy
- Spina Bifida
- Fragile X Syndrome
- Marfan Syndrome
- Fetal Alcohol Syndrome
- Other

If you do not see a condition applicable to your athlete listed, please select other, and type in the condition in the description box.

If your athlete does not have any associated conditions, you may skip this question.



FAQ: Registering your athlete(s)

13 What are the Mobility Devices?

They are assistive devices or equipment designed to help people with mobility limitations in moving around and performing daily activities. To complete this section, you may select a condition from the dropdown list, if applicable to your athlete.

Mobility Device *
Mobility - Braces/Crutches
Mobility - Other
Mobility - Prostheses
Mobility - Removable Orthotics
Mobility - Walker
Mobility - Wheelchair

If you do not see a Mobility Device your athlete uses listed, please select other and type the name of the device in the description box.

If your athlete does not use any devices, you may skip this question.

14 What are Lifestyle Aids?

They are tools or products designed to assist people in performing various activities of daily living. To complete this section, you may select a lifestyle aid from the dropdown list, if applicable to your athlete.

Lifestyle Aid *
Lifestyle Aids - Colostomy
Lifestyle Aids - CPAP
Lifestyle Aids - Dentures
Lifestyle Aids - Glasses, contact lenses, protective eyewear
Lifestyle Aids - Hearing Aid
Lifestyle Aids - Inhaler
Lifestyle Aids - Other

If you do not see a Lifestyle Aid your athlete uses listed, please select other and type the name of the device in the description box.

If your athlete does not use any lifestyle aids, you may skip this question.



FAQ: Registering your athlete(s)

15 What are Communication Devices?

These devices are designed to assist people who have difficulty speaking or communicating using traditional methods. To complete this section, you may select a device from the dropdown list, if applicable to your athlete.

Communication Device *
Communication - ASL/Sign Language
Communication - Hearing Aid
Communication - Other
Communication - Text to Speak Device

If you do not see a device your athlete uses listed, please select other, and type in the device in the description box.

If your athlete does not use any devices, you may skip this question.

16 What are the Medical Devices?

These devices can be used to track and monitor various health indicators. To complete this section, you may select a device from the dropdown list, if applicable to your athlete.

Medical Device *
Medical Devices - Implantable Cardioverter Defibrillator (ICD)
Medical Devices - Other
Medical Devices - Pacemaker
Medical Devices - Spinal Cord Stimulator
Medical Devices - VP Shunt

If you do not see a device your athlete uses listed, please select other, and type in the device in the description box.

If your athlete does not use any devices, you may skip this question.

17 What does EKG or ECHO mean?

EKG is an Electrocardiogram. An electrocardiogram, is a test that measures the electrical activity of the heart.

ECHO is an Echocardiogram. An echocardiogram, is a test that uses ultrasound technology to create real-time images of the heart.

Both tests provide valuable information to doctors to help them in diagnosing and monitoring heart conditions.



FAQ: Registering your athlete(s)

18

How can I confirm that all of my athlete's forms have been successfully submitted to Special Olympics?

To check the status of your athlete's forms, click the 'Show me my team' tile and you will be taken to 'Your athletes'.

Your athletes

Manage your athlete's profile in the dropdown box for each line

Total Athletes
11

Unregistered Athletes
11

Registered Athletes
0

Pending Staff Review
2

[Add Multiple Athletes](#) [Add New Athlete](#)

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration	
Betty Ross	Betty Ross	24	Applicant	Submitted	Submitted	Submitted	NA	▼
Roy Thomas	NA	36	Applicant	Submitted	Submitted	Submitted	NA	▼
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted	NA	▼

You will know that you have successfully completed all steps when the status of the forms of each athlete are in a 'Submitted' status.

In this example, the steps for Betty and Roy are complete. However, the Waiver and Release Form for Harlan are pending.

Another way to confirm is to look at the boxes above. In this example, we included 11 athletes and only 2 are pending staff review, this means we need to complete the forms for 9 athletes.



FAQ: Form Status definitions

1 Where can I check the status of my athlete's forms?

To review the status of the forms you can check this in the 'Show me my Team' tile: In the table below you will see the status of the forms you have submitted.

Your athletes
Manage your athlete's profile in the dropdown box for each line

Total Athletes

11

Unregistered Athletes

11

Registered Athletes

0

Pending Staff Review

2

[Add Multiple Athletes](#)
[Add New Athlete](#)

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information	NA <input type="button" value="v"/>
Roy Thomas	NA	36	Applicant	Under Review	Hold	Rejected	NA <input type="button" value="v"/>

2 What does it mean if the status of one of the athlete's forms is 'Saved'?

This means that you have started the form but did not complete or upload it. If a form has this status, the Special Olympics team will not be able to start the review process. For the form to be in a submitted status, you must complete the questions asked in the portal and/or upload the completed/signed form.

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information
Roy Thomas	NA	36	Applicant	Under Review	Hold	Rejected
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted



FAQ: Form Status definitions

3 What does it mean if the status of one of the athlete's forms is 'Submitted'?

This means that you have successfully uploaded the forms and now Special Olympics staff will review the information and let you know if they need anything else from you or the athlete.

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information
Roy Thomas	NA	36	Applicant	Under Review	Hold	Rejected
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted

4 What does it mean if the status of one of the athlete's forms is 'Under Review'?

This means that Special Olympics staff has already started reviewing the form, they will let you know if anything else is needed from you or the athlete.

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information
Roy Thomas	NA	36	Applicant	Under Review	Hold	Rejected
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted

5 How will I know if Special Olympics approved the athlete's forms?

You can come back to the portal to check regularly if Special Olympics staff has approved your athlete's forms. If the status of a form says 'Approved' this means that form has been successfully accepted.

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information
Roy Thomas	NA	36	Applicant	Under Review	Hold	Rejected
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted



FAQ: Form Status definitions

6 What does it mean if the status of one of the forms is 'On Hold'?

This status means that the Special Olympics staff had to put the review of this form on hold. This does **not** mean that the form is incorrect or is missing information, however, if the staff requires something else from you or the athlete, they will contact you and let you know.

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information
Roy Thomas	NA	36	Applicant	Under Review	Hold	Rejected
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted

7 What do I need to do if one of the athlete's forms is 'On Hold'?

There is nothing needed from you at the moment. The Special Olympics staff will contact you if there is something they need your support with.

8 What does it mean if the status of one of the athlete's forms is 'Missing Information'?

This status means that something is missing from one of the forms, Special Olympics staff will contact you to request the missing information.

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information
Roy Thomas	NA	36	Applicant	Under Review	Hold	Rejected
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted

9 What do I need to do if the Release or Waiver Forms are missing information?

- Request that the athlete provide the missing information. In this case it may be a signature, forgot to check a box or made a mistake.
- Once the athlete provided you with the correct form, log back into the portal and upload the updated Release or Waiver Form.

Read the next question on how to re-upload these forms.



FAQ: Form Status definitions

10

How can I re-upload the Release and Waiver Form with the requested missing information?

- Log back into the portal
- Click the dropdown menu next to the athlete's name
- Click on 'Edit Release Form' or 'Edit Waiver Form' depending on the form that you need to update

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration	
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information	NA	
Roy Thomas	NA	36	Applicant	Under Review	Missing Information	Rejected	NA	
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted	NA	Edit Profile View Medical Form Renew Medical Form Edit Release Form View Waiver
Jennifer Walters	Jenn	20	Prospect	Not Started	Not Started	Not Started	NA	

- You will have the option to download a new form (Use this in case you need a new form to be completed by the athlete).
- If you already have an update signed form and just want to upload it, you may skip this step by clicking 'save and continue'

Download Athlete Release Form

First, Click the button to download the Athlete Release Form. The form will download to your device.

Next, open the form and read through it. At the bottom of the form please sign your name. Click "Save & Continue" below to upload your signed form.

Are you opening this on your Phone?
The form should open up in a new tab. To sign it, you may use an app on your phone or print the form off. To upload, you can take a picture of the form and upload it on the next page.

Are you opening this on your computer?
The form should open up in a new tab. To sign it, you may use an app on your phone or print the form off. To upload, you can take a picture of the form and upload it on the next page.

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Save & Continue

- Click upload and add the new form

Upload Athlete Release Form

After you have signed the form, click the "Upload Form" button. Click "Choose Files" on the popup to search for the form. After you upload it, you will see it in table below. Once you see it appear below, click "Save & Continue" to continue.



FAQ: Form Status definitions

11 What do I need to do if the Medical Form is missing information?

- If the form is missing information from the Doctor, like a signature or they forgot to complete a section in the form, give it back to the athlete so they can take it to the doctor and request the missing information. Once the information is complete, you can re-upload the form back into the portal.
- If there is a mistake in one of the questions answered in the portal, you will need to edit them, generate a new form, give it back to the athlete so they can give it to their Doctor, and then re-upload it.

Read the next question to see how you can edit and re-upload the form.

12 How can I edit and re-upload the Medical Form with the requested missing information?


- Click on the dropdown menu next to the athlete's name where you need to update the Medical Form that is 'Missing Information'

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form	Medical Expiration	
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information	NA	
Roy Thomas	NA	36	Applicant	Under Review	Missing Information	Rejected	NA	<ul style="list-style-type: none"> Edit Profile Edit Medical Form View Release Form View Waiver
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted	NA	

- You will be taken through all the questions you completed previously. Here you will have the option to change any of your answers if needed

What to expect for the medical form.

The medical form is broken into a few sections. We will ask one question at a time. After each question, the form will save by itself, so feel free to come back at a later time to finish. Click "Let's Do This!" to start.



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Go Home
Let's Do This!



FAQ: Form Status definitions

13 What do I need to do if one of the athlete's Medical Form is expired?

You will need to update/complete the form again; answering the summary view of questions to see if the information has changed since the last completion.

15 What does it mean if the status of one of the athlete's forms is 'Abandoned'?

This means that the form has not been submitted, it has stayed in the saved status for a long time. If you want to continue with this form simply download it, sign it and upload it so it can be complete, and Special Olympics staff can start their review.

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Approved
Roy Thomas	NA	36	Applicant	Under Review	Missing Information	Under Review
Harlan Ellison	NA	22	Applicant	Not Started	Abandoned	Submitted

16 How will I know if Special Olympics rejected one of the athlete's forms?

In the Portal you can check the status of the forms, if it says 'Rejected' this means that form had disqualifying information.

Name	Preferred Name	Age	Registration Status	Waiver Form	Release Form	Medical Form
Betty Ross	Betty Ross	24	Applicant	Approved	Under Review	Missing Information
Roy Thomas	NA	36	Applicant	Under Review	Hold	Rejected
Harlan Ellison	NA	22	Applicant	Not Started	Saved	Submitted



FAQ: Form Status definitions and post submission questions

17 Do I need to contact Special Olympics after I have submitted all my athlete's forms?

No, there is no need to contact Special Olympics at the moment. After you have submitted all forms, a staff member will review the information and contact you if there is anything else needed from you or an athlete.

18 How often should I come back to the portal?

As often as you need, you can log in to check on any updates to your submissions.

19 At what point should I consider updating any information?

If any of your athletes have to update their medical information, such as new treatments, new medications, a recent surgery, a new assistive device, etc. You can log in and update the information.

20 What information must be updated periodically?

The Medical Form expires every year, which means, that with your athlete's help, you will need to update this form each year before participation. Additionally, consider updating any changes in medicines your athletes are taking or if they have had any recent surgeries.