

INVICTUS GAMES

TORONTO 2017

Accreditation Registration Manual

FOR OUR WOUNDED WARRIORS

PRESENTED BY



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1. Overview of the Accreditation Registration Portal

The accreditation portal is a web-based Games management system that allows responsible organizations (RO's) to submit applications for accreditation and sport entries. Access to accreditation portal will be provided to the accreditation liaison officer (ALO) for each RO, and all information entered into the accreditation portal will be kept confidential and secure.

2. Accessing the Accreditation Registration Portal

The following guide provides details on how to access and log in to the accreditation portal, how to obtain and reset passwords, as well as a review of the accreditation portal home page.

2.1 Accreditation User Accounts

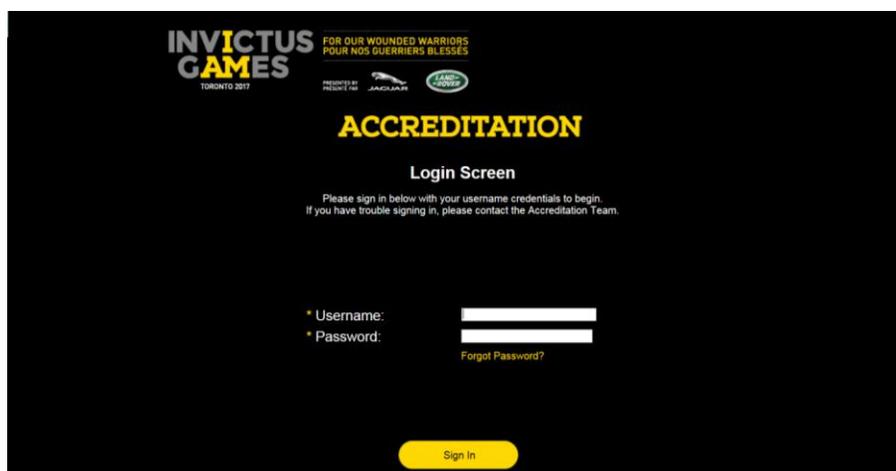
User accounts will be created for the ALO of each RO, as part of the accreditation registration process. ALOs will be advised of their login details by the Invictus Games Toronto 2017 Accreditation team after the account has been created.

It is recommended that account usernames and passwords are to be used only by the ALO and are not to be shared with any other person(s). ROs wishing to change their ALO should contact the Invictus Games Toronto 2017 Accreditation team.

2.2 Logging into the accreditation portal

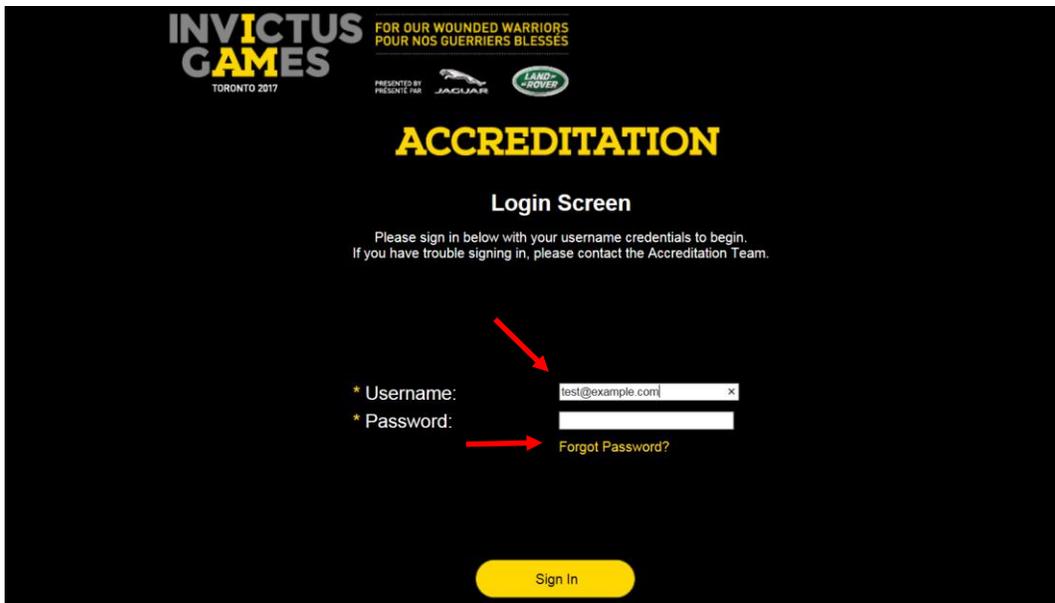
ALOs can access the accreditation portal by going to the website <https://apps.invictusgames2017.com/ACRPortal/index.cfm/portal/login>. At the login page, they can enter their user name and password to enter the site.

Step 1: Go to the login screen.

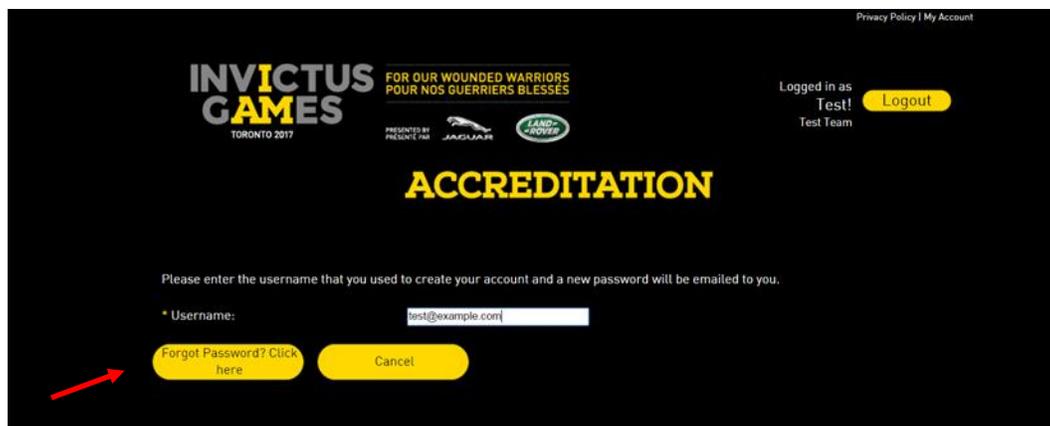


If the ALO is accessing the accreditation portal for the first time, they will need to click on **Forgot Password?** on the login page. They will then be prompted to enter their username and click the **Forgot Password? Click here** button. They will then be prompted to enter a new password, then to press **Continue** where it will take them to the Accreditation home page.

Step 2: Enter username, then click **Forgot Password?**



Step 3: Enter username again, then click **Forgot Password? Click here**.



Note: When you request a password reset, the system will generate a temporary password sent to you via email. Use this to login and you'll be prompted to create a password of your own as shown in step 4.

Step 4: Enter new password in both slots, then click Continue.

2.3 Home page layout

The Accreditation home page will serve as the default page once logged into the accreditation portal. This page will grant the ALO access to enter applicant registrations, update address information and review registration summaries.

Registration Summary			
Category	Registered	Submitted	Remaining
COM	0	0	10
FF	0	0	10
TM	0	0	10
TS	0	0	10

Sport Entry Summary	
Sport	Entered
AR	0
AT	0
CY	0
DC	0
GO	0
PO	0
RO	0
DM	0

3. Submitting Accreditation in the Accreditation Portal

To add an applicant into the accreditation portal, ROs will have two options: online single application or online bulk application/file upload, which is referred to as the bulk upload template in this guide.

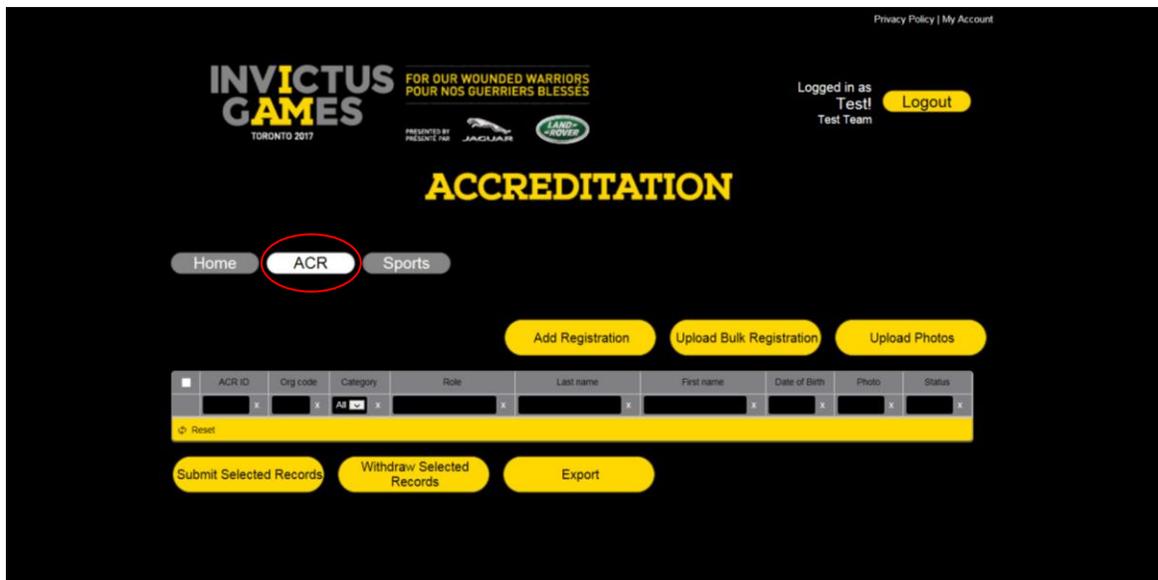
The online single application will allow the ALO to enter one applicant at a time into the accreditation portal. The bulk upload template will allow the ALO to enter multiple applicants into a Microsoft Excel spreadsheet, which will be uploaded into the accreditation portal all at once. The following section explains both options.

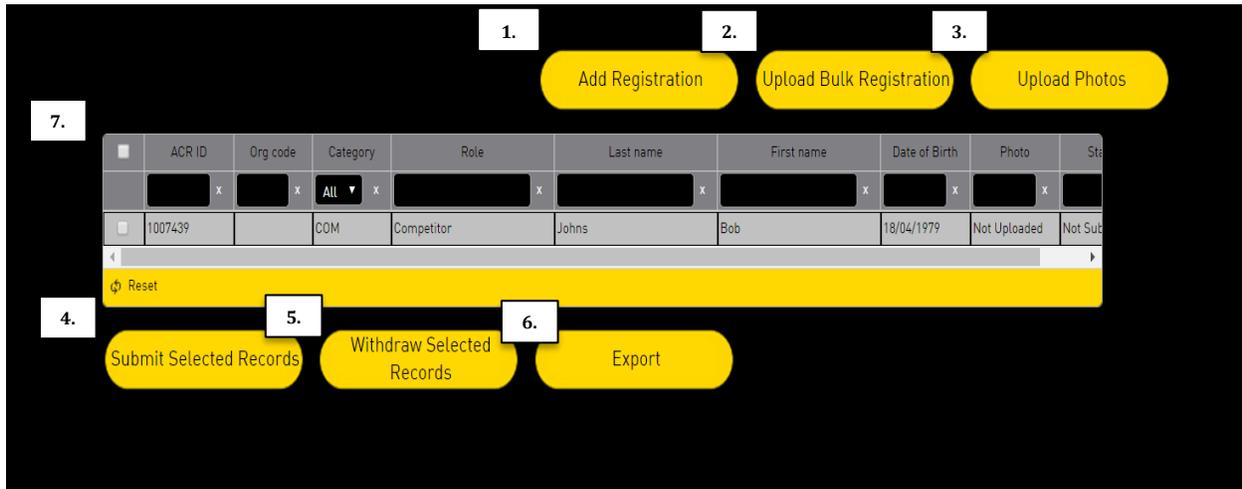
3.1 Accreditation registration page

From the home page, the ALO will be able to access the Accreditation home page by clicking on the grey ACR button located next to the Home button. The Accreditation home page will be the main page for ALOs entering and reviewing applicant’s details.



Step 5: Click the ACR button to go to the accreditation registration page.





After selecting the ACR button, the registration page will display the following options:

1. **Add Registration** — The Add Registration button allows ALOs to enter applicant information for one individual.
2. **Upload Bulk Registration** — To be used for uploading the bulk registration (bulk upload template). Click on this button and to navigate to where the file is saved on the ALOs computer.
3. **Upload Photos** — To be used to upload the associated photos from the bulk upload template. The ALO will need to navigate to where the file is saved on their computer.
4. **Submit Selected Records** — Once applicants have been entered into the accreditation portal, the applicant will then need to be submitted.
5. **Withdraw Selected Records** — To be used to withdraw applicant’s records from the accreditation portal.
6. **Export** — Used to export applicant data to a Microsoft Excel spreadsheet.
7. **Data Filter** — Applicant data can be filtered by the categories listed.

3.2 Online single registration details

The single registration page is divided into six main sections: Name, Personal Information, ID Information, Wheelchair Use, Arrival and Departure Information, and Medical Information, as well as Friends and Family Information.

Section Title	Field Name	Description	Competitor	Technical Officials	Family & Friends
Organization	Responsible Organization (RO)	The name of the organization submitting the application. This field will already have been filled in by the Invictus Games Toronto 2017 Organizing Committee.	Mandatory	Mandatory	Mandatory
	Your Organization's Reference Code	Applying organization's (RO's) internal reference code for the applicant.	Optional	Optional	Optional
Name	First Name	The applicant's first name, exactly as it appears on their identification document.	Mandatory	Mandatory	Mandatory
	Last Name	The applicant's last name (surname), exactly as it appears on their identification document.	Mandatory	Mandatory	Mandatory
	Preferred First Name	To be used if the applicant wishes to be known by a first name other than the one stated on their identification document. This name should be entered as the applicant wishes it to appear on the accreditation card.	Mandatory (In portal) Optional (In bulk upload)	Mandatory (In portal) Optional (In bulk upload)	Mandatory (In portal) Optional (In bulk upload)
	Preferred Last Name	To be used if the applicant wishes to be known by a last name other than the one stated on their identification document. This name should be entered as the applicant wishes it to appear on the accreditation card.	Mandatory (In portal) Optional (In bulk upload)	Mandatory (In portal) Optional (In bulk upload)	Mandatory (In portal) Optional (In bulk upload)
Personal Information	Gender	The applicant's gender.	Mandatory	Mandatory	Mandatory
	Date of Birth	The applicant's date of birth, as per their identification document.	Mandatory	Mandatory	Mandatory
ID Information	Type of ID	The appropriate type of identification document the applicant will use for their application for the Invictus Games Toronto 2017.	Mandatory	Mandatory	Mandatory
	ID Number	The number of the identification document selected, using letters and numbers, and leaving no spaces.	Mandatory	Mandatory	Mandatory
	Expiry Date	The expiry date of the identification document.	Mandatory	Mandatory	Mandatory
	Country of Issue	The country of issue for the identification document used in the application.	Mandatory	Mandatory	Mandatory
Wheelchair Use	Daily Wheelchair User	Is the applicant a daily wheelchair user?	Mandatory	Mandatory	Mandatory
	Shower Chair	Does the applicant require a shower chair to be added to their accommodation guest suite?	Mandatory	Mandatory	Mandatory
	Service Dog	Indicate whether the applicant is bringing a service dog.	Mandatory	Mandatory	Mandatory

Arrival and Departure Information	Arrival Method	State the applicant's arrival method (only YYZ is being serviced by Invictus Games 2017 transport).	Optional	Optional	Optional
	Arrival Date	The applicant's arrival date (Invictus Games 2017 transport and hotel services begin on September 21).	Optional	Optional	Optional
	Alternative Arrival Method	If arrival method is not air-arriving at YYZ, please state the applicant's arrival time at the host hotel — the Sheraton Centre Toronto Hotel.	Optional	Optional	Optional
	Departure Method	State the applicant's departure method (only YYZ is being serviced by Invictus Games 2017 transport).	Optional	Optional	Optional
	Departure Date	The applicant's departure date (Invictus Games 2017 transport and hotel departure services stop on October 1 at 18:00).	Optional	Optional	Optional
	Alternative Departure Method	If departure method is not air-departing from YYZ, please state the applicant's departure time from the host hotel — the Sheraton Centre Toronto Hotel.	Optional	Optional	Optional
	Checked Baggage	How many checked bags is the applicant bringing?	Optional	Optional	Optional
	Oversized Equipment	How many pieces of oversized equipment is the applicant bringing (competition wheelchair, competition bicycle, baby stroller, etc.)?	Optional	Optional	Optional
	Oversized Equipment Details	Provide details on the oversized equipment.	Optional	Optional	Optional
Medical Information	Medical Conditions and Past Surgeries	Please list the applicant's medical conditions and past surgeries.	Optional	Not applicable	Not applicable
	Medications	Please list what medications the applicant is currently taking.	Optional	Not applicable	Not applicable
	Allergies	Please list the applicant's drug, food and/or environmental allergies.	Optional	Not applicable	Not applicable
	Medical Care Decisions	Is the applicant capable of making decisions regarding their own medical care?	Optional	Not applicable	Optional
Friends and Family Information	Competitor Association	Indicate the competitor associated with the friend or family member (There will be a drop-down menu where you will be able to select the name of the friend or family member competition).	Not applicable	Not applicable	Mandatory
	Bed Preference	Friends and family are provided with one hotel room to share. This room is separate from their competitor's room and will have either two double beds or one queen bed. Please select the applicant's preferred option.	Not applicable	Not applicable	Mandatory

Note: Any fields marked by a yellow asterisk are mandatory and must be populated with data in order to save and submit the application.

If any fields are left blank and the ALO attempts to save the application, red text will appear next to each field to inform the ALO that it is mandatory to complete the field.

Each area in the online single entry may contain data fields specific to that particular role and client group. For example, the Friends and Family Information section will only appear and apply to the Friends and Family client group.

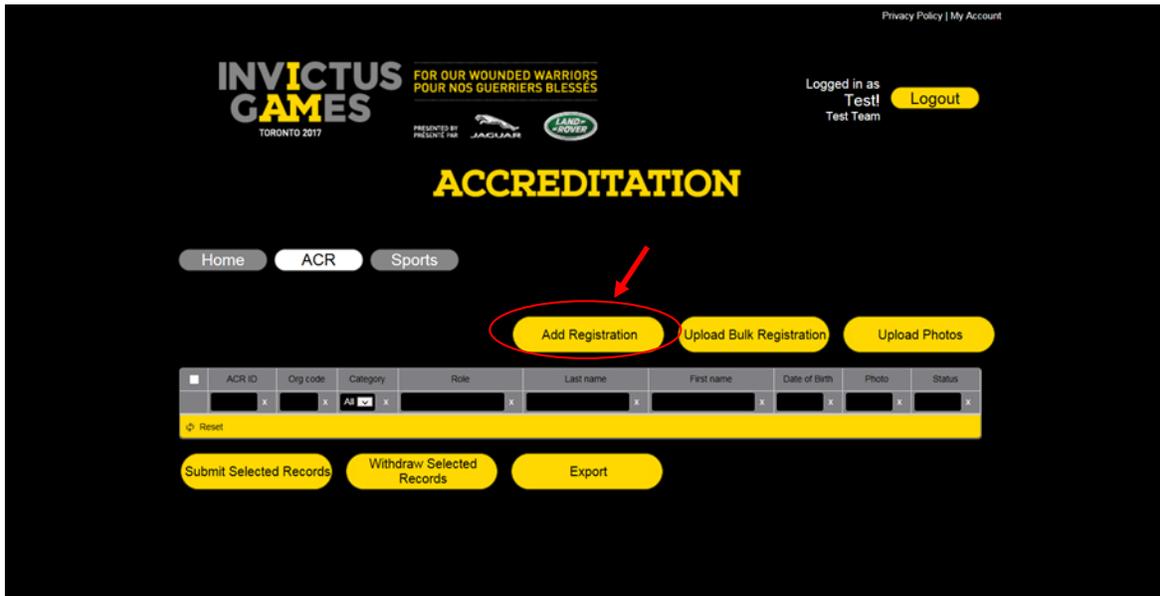
Once the ALO has begun entering information for an applicant, all mandatory data fields must be completed in order to save the application. Partially completed registrations will not save. If the ALO is unable to complete the registration in one go, click the Cancel button and complete the application at another time.

3.3 Entering a single applicant

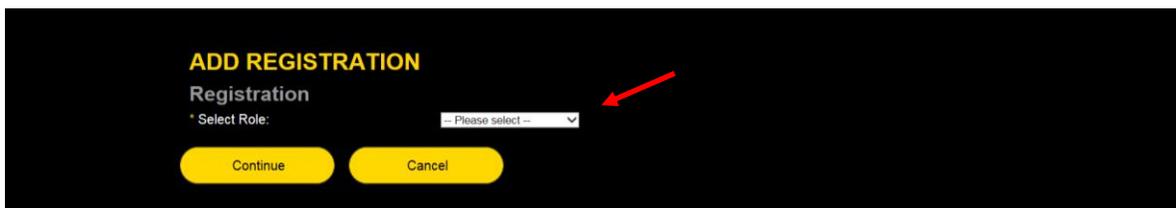
To register an applicant into the accreditation portal, click the Add Registration button. This will bring up the online single entry page. All data fields are listed in 7 sections — Name, Personal Information, ID Information, Wheelchair Use, Arrival and Departure Information,

Medical Information and Friends and Family will have an additional section, titled Friends and Family Information.

Step 6: Click Add Registration to add a single applicant.

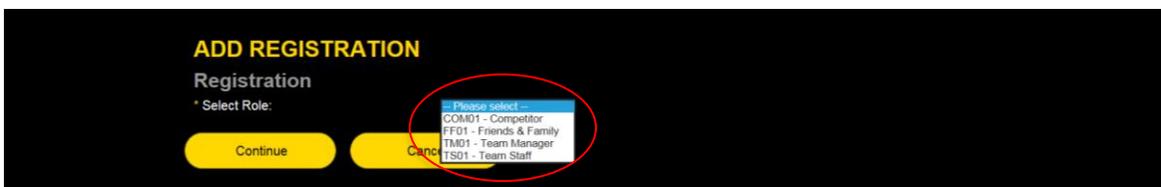


Step 7: Select Role from the drop-down menu.



Step 8: Click the drop-down icon and select the appropriate role (competitor will be used in this example) and press Continue.

Note: For friends and family registration upload details, see Section 6.



Step 9: Enter the applicant's information into the fields.

ADD REGISTRATION

Registration

* Select Role:

Organization

Responsible Organization:

Your Organization's Reference Code:

Name

* First Name:

* Last Name:

* Preferred First Name:

* Preferred Last Name:

Personal Information

* Gender:

* Date of Birth:

ID Information

* Type of ID:

* Number:

Expiry Date:

* Country of Issue:

Wheelchair Use

* Is the applicant a daily wheelchair user?

* Does the applicant require a shower chair to be added to their accommodation guest suite?

* Indicate whether the applicant is bringing a service dog:



Arrival and Departure Information

State the applicant's arrival method (Only YYZ is being serviced by Invictus Games 2017 transport) :

Select the applicant's arrival date (Invictus Games 2017 transport and hotel services begin on September 21):

If arrival method is not air-arriving at YYZ, please state the applicant's arrival time at the host hotel, the Sheraton Centre Toronto:

State the applicant's departure method (Only YYZ is being serviced by Invictus Games 2017 transport) :

Select the applicant's departure date (Invictus Games 2017 transport and hotel departure services stop October 1 at 18:00):

If departure method is not air-departing from YYZ, please state the applicant's departure time from the host hotel, the Sheraton Centre Toronto:

List how many checked bags the applicant is bringing:

List how many pieces of oversized equipment the applicant is bringing (competition wheelchair, competition bicycle, baby stroller, etc.):

Provide details on the oversize equipment:

Medical Information

Answering these medical questions is VOLUNTARY. The answers to the following questions can provide Invictus Games Toronto 2017 Medical Services with vital medical information if the applicant has a medical emergency. The answers to these questions will be attached to the applicant's official Invictus Games Toronto 2017 Accreditation lanyard and may become visible to others.

Please list the applicant's medical conditions and past surgeries:

Please list which medications the applicant is taking currently:

Please list all drug, food and/or environmental allergies:

Is the applicant capable of making decisions regarding their own medical care?

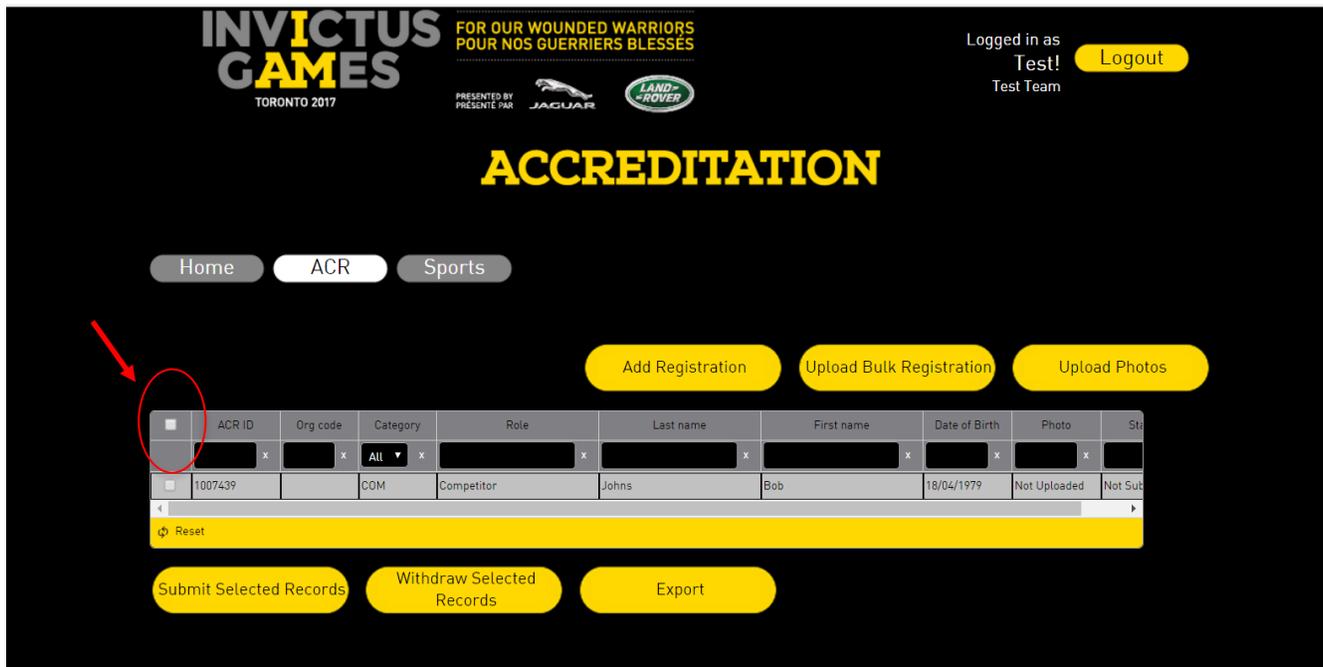
Photo

Upload Photo: : (None) No file chosen

Note: Photos can be uploaded after the applicant's information has been saved. This process is explained in Section 3.5.

3.4 Submitting an online single application and status

Once the application form has been completed and saved for an applicant's registration, the ALO will need to submit the applicant information. The ALO will be able to submit a single or multiple applicants by clicking on the box on the left side of the list. Once applications have been selected for submission, the ALO can click Submit Selected Records, which will submit the applicant's information to the Invictus Games Toronto 2017 Accreditation team for processing.



Once an applicant has been submitted in the accreditation portal, the status column will list this applicant as Submitted. The status categories that can appear will be:

- Not submitted: applicant information has been entered into the accreditation portal but not yet submitted to the Invictus Games Toronto 2017 Accreditation team.
- Submitted: applicant information has been submitted to the Invictus Games Toronto 2017 Accreditation team.

Note:

1. Once submitted, the ALO **will not** have the ability to edit the applicant's information.
2. The Accreditation team will not be able to see the information until the ALO has clicked Submit.
3. A person will not appear in the sport portal until they have been submitted and verified by the Accreditation team.

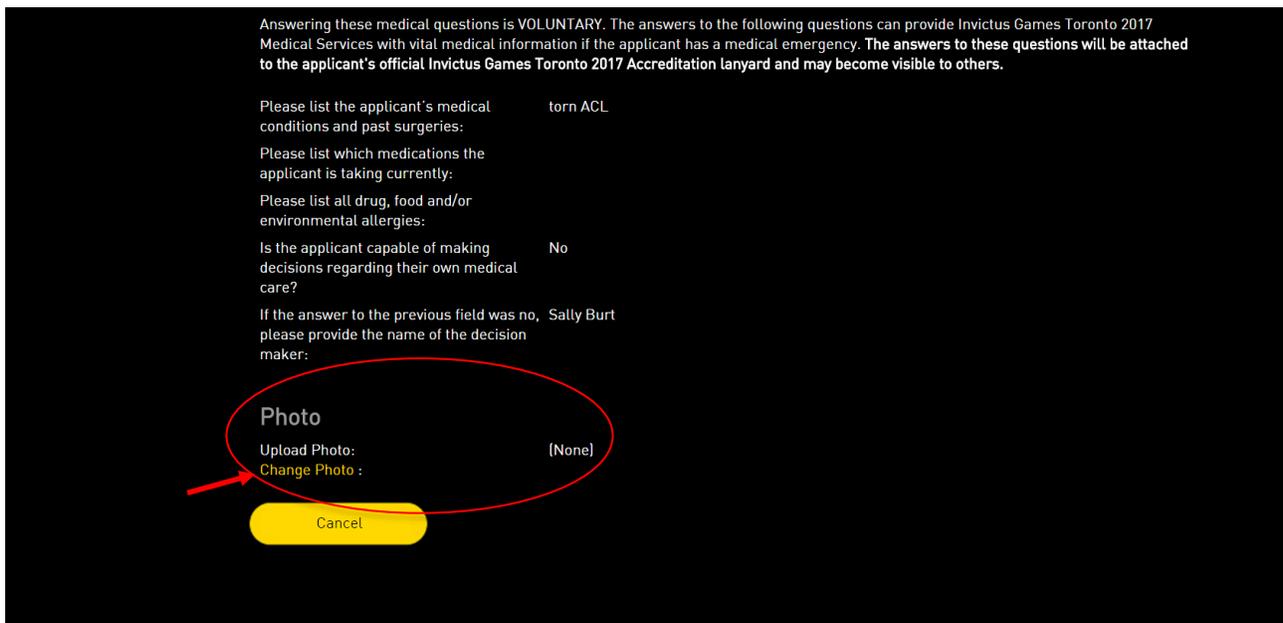
3.5 Uploading photos using single entry

Once an application has been saved or submitted, the ALO will need to attach a photo to the applicant’s registration. For a single online application entry, the photo can be attached during or immediately after saving the application.

Photo submissions will be managed independent of the individual’s registration details. Photo submission status will be listed in the column named Photo. Photo status categories will be:

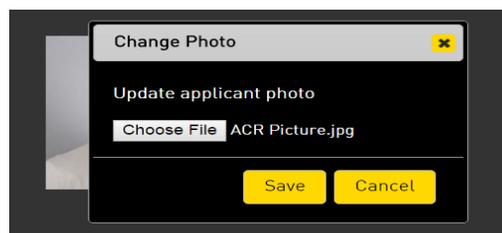
- Not uploaded: photo has not been uploaded into the accreditation portal.
- Uploaded: photo has been uploaded into the accreditation portal.

Step 1: To add the photo, click on the applicant. Scroll to the bottom of the single-entry page, click on Change Photo.



Step 2: Select the appropriate photo to upload and click save.

Note: Only certain types of file formats may be used. See Section 4.4 of this guide for photo specifications.



Step 3: Once the applicant's photo has been successfully uploaded, the photo will appear to the right of applicants submitted information.

VIEW REGISTRATION

Registration

* Select Role: Competitor

Organization

Responsible Organization: zzzTEAM - Test Team

Your Organization's Reference Code:

Name

* First Name: Robert

* Last Name: Johns

* Preferred First Name: Bob

* Preferred Last Name: Johns



Personal Information

* Gender: Male

* Date of Birth: 18/04/1979

ID Information

* Type of ID: Passport

If a photo is rejected by the Accreditation team, the accreditation page summary will list the applicant's photo status as not uploaded.

Note: ALOs will be able to change the applicant's photo up until the time that the Accreditation team has verified and accepted the photo. At that point, all information submitted will no longer be able to be edited.

3.6 Accreditation photo guidelines

The following lists the photo requirements, as well as examples of acceptable and unacceptable photos.

The photo must be:

- Taken on a light or white background.
- Clear, sharp and in focus.
- In colour.
- Taken with uniform lighting and not showing shadows, glare or flash reflections.
- Taken straight on, with face and shoulders centred and square to the camera.

Extra details:

- Hats and head coverings must not be worn, unless they are worn daily for religious beliefs or medical reasons. However, the applicant's face must be clearly visible.
- Sunglasses and tinted eye glasses are unacceptable.
- Glasses frames cannot cover the applicant's eyes.
- Applicant's face can be in a neutral or smiling position.

Below are examples of acceptable and unacceptable photos.

Acceptable photos



Unacceptable photos



4. Submitting Applications Using the Bulk Upload Template

ROs submitting many applicants will have the option to submit them using the bulk upload Excel template. The Excel templates will be provided by the Invictus Games 2017 Accreditation team and will be customized to each organization and should not be shared with other organizations.

4.1 Entering data onto the bulk upload template

The bulk application for accreditation will be in a Microsoft Excel spreadsheet format. It will require the same data fields as the online single entry application in the accreditation portal.

The maximum number of applicants who can be entered into the bulk application at one time is 200. ROs with more than 200 applicants will be required to complete more than one bulk upload template.

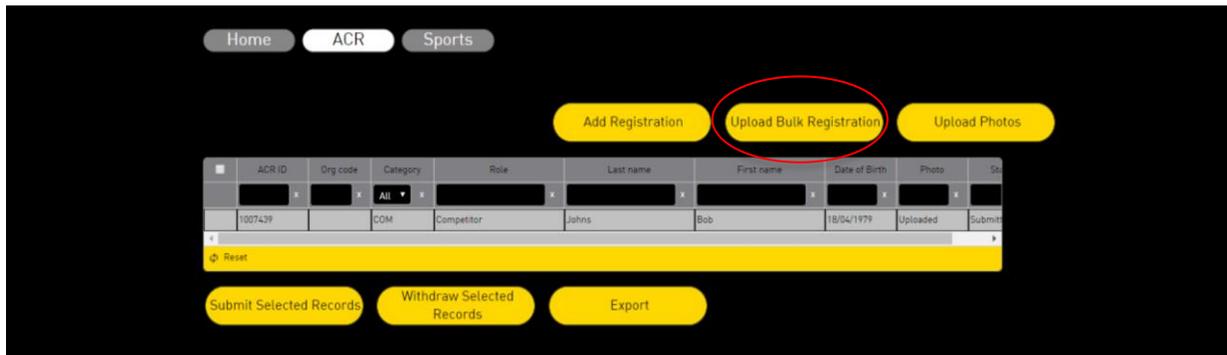
The bulk upload template will contain one row with categories and questions that must be answered. There will be a second row, which will be hidden and should not be deleted from the document. Please see Section 3.2 for details and mandatory or optional categories.

4.2 Uploading the bulk application for accreditation template

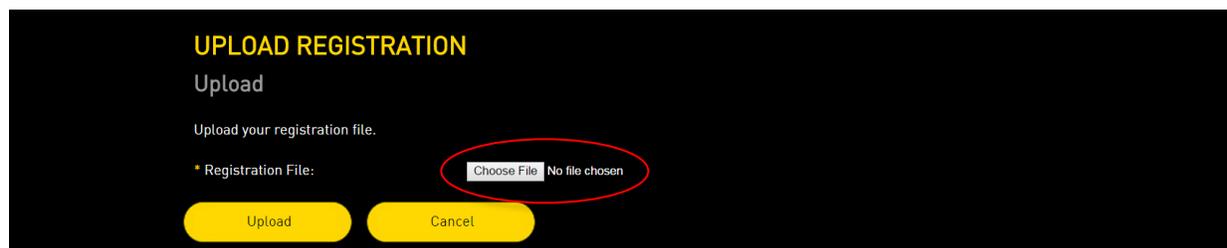
The following steps will explain how to upload the bulk upload Excel template into the accreditation portal.

Note: The Excel file **MUST** be saved in a “.XLS” format. Newer versions of Microsoft Excel save in a “.XLSX” format. ALOs need to ensure they are saving in .XLS format. **XLSX files will not upload into the accreditation portal.**

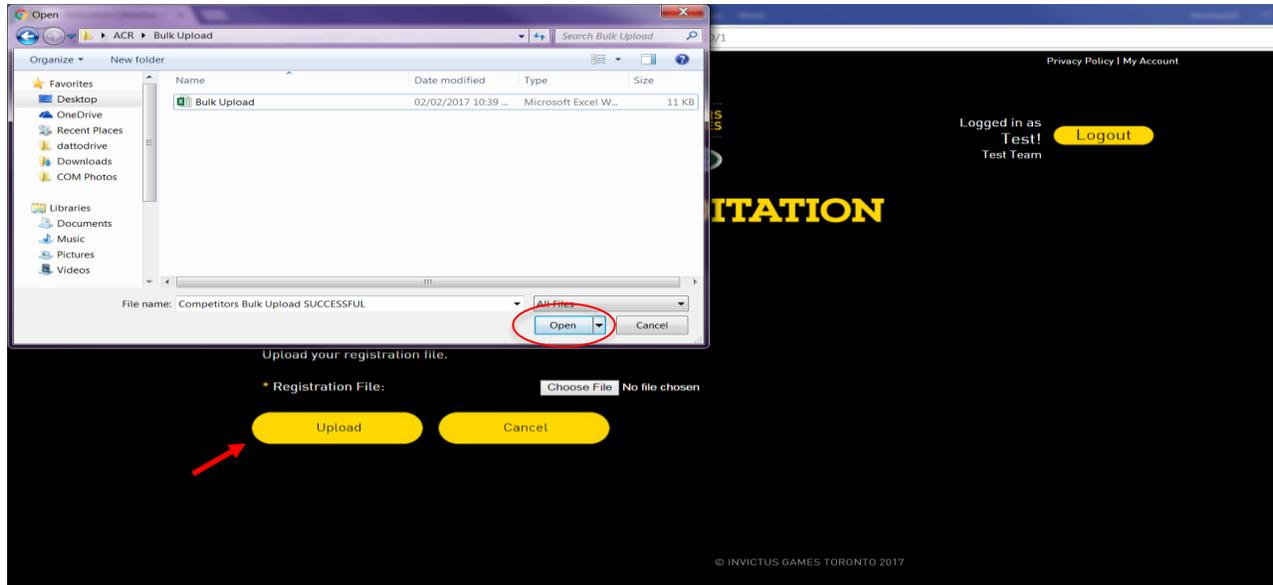
Step 1: On the Accreditation page, click Upload Bulk Registration.



Step 2: To upload the saved bulk application, click Choose File.

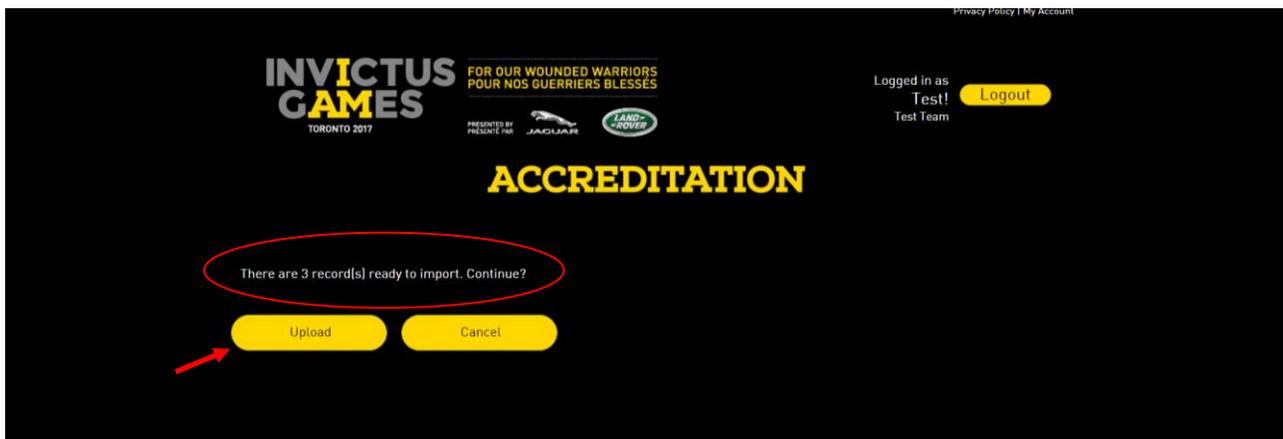


Step 3: Find the document saved on the computer. Click Open then click Upload.



Step 4: When all records are ready to be imported, a confirmation page will appear. To continue, click Upload.

Note: Double check that the number of records ready to be imported match the ALO's records.



Step 5: When the bulk application has been uploaded successfully, it will automatically take the ALO back to the accreditation home page. The records that have been uploaded should now appear in the registration table.

ACR ID	Org code	Category	Role	Last name	First name	Date of Birth	Photo	Status
1007442		CDM	Competitor	James	Meredith	23/03/1972	Not Uploaded	Not Sub
1007439		CDM	Competitor	Johns	Bob	18/04/1979	Uploaded	Submit
1007443		CDM	Competitor	Peter	Kim	16/06/1987	Not Uploaded	Not Sub
1007441		CDM	Competitor	Warren	Drew	07/07/1991	Not Uploaded	Not Sub

4.3 Fixing errors in bulk uploading

If errors are identified in the bulk application, the accreditation portal will display how many errors are present and provide a link to the errors.

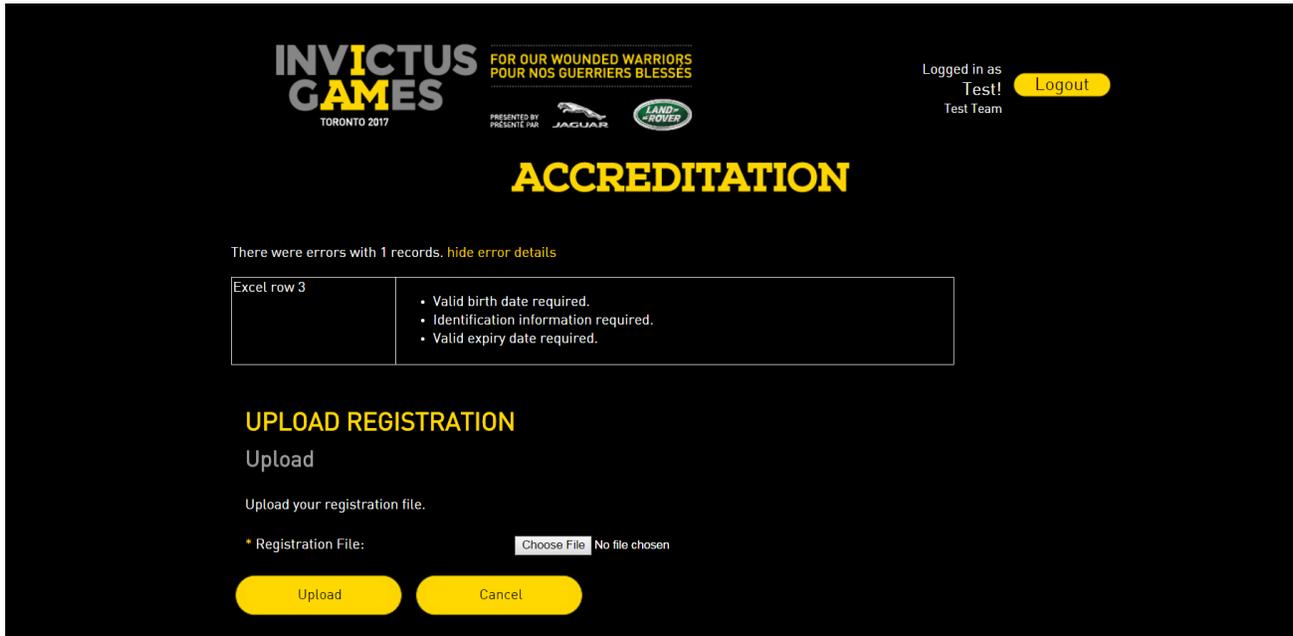
There were errors with 1 records. [view error details](#)

UPLOAD REGISTRATION

Upload

Upload your registration file.

* Registration File: No file chosen



All errors must be fixed before uploading the whole document. A bulk upload template with errors will not upload any applicants into the accreditation portal until all errors are corrected.

To fix the errors, the ALO will need to reopen the bulk application and edit the identified incorrect fields. Once corrected, the ALO will need to save the Excel document and re-upload the bulk application to the accreditation portal following the same process as outlined in Section 4.2.

4.4 Submitting photos via bulk upload

In order for photos to be successfully uploaded to the accreditation portal, the Invictus Games Toronto 2017 Accreditation team will require the following technical specifications:

- Photos must be saved in JPG (JPEG) digital format only.
- Each photo must not be larger than 500 KB.
- Photo dimensions must measure 35 mm x 45 mm.
- Photo resolution must be at least 300 PPI (pixels per inch).
- Proper format (zip) no larger than 100MB (see Step 2 below).
- Each image file name must match the respective listing in the bulk upload sheet using <First Initial><LastName>_ID#.

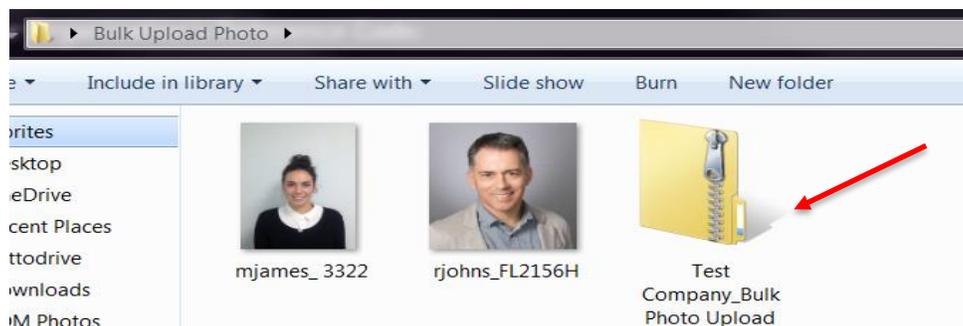
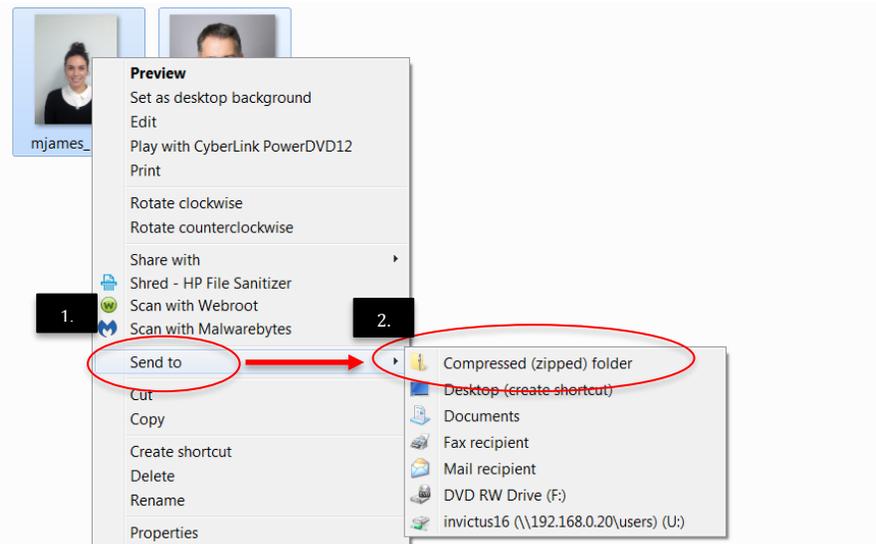
Step 1: When uploading photos, use the photo/image file name that corresponds with the applicant's information that was imported into the accreditation portal.



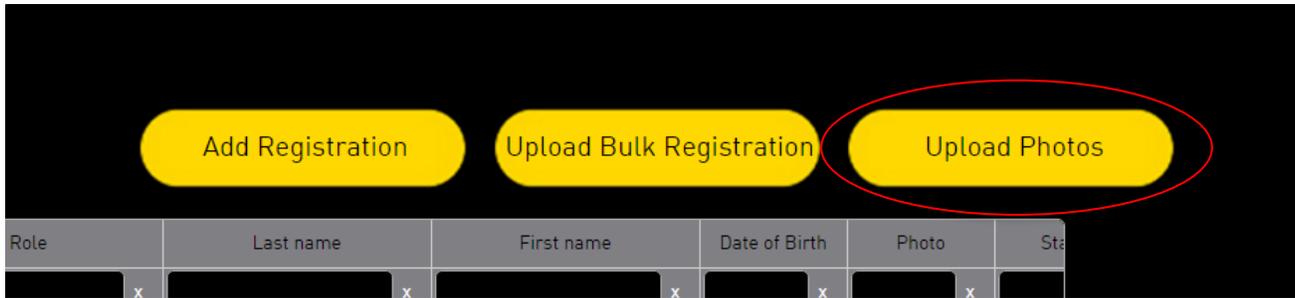
Step 2: Ensure all photos are saved on the same computer. Select the photos that need to be bulk uploaded, right click and select Send to Compressed (zipped) Folder.

This will compress the selected photos into one zipped file.

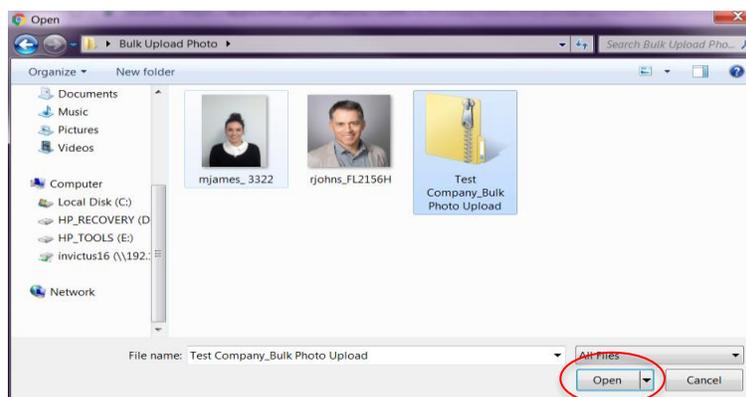
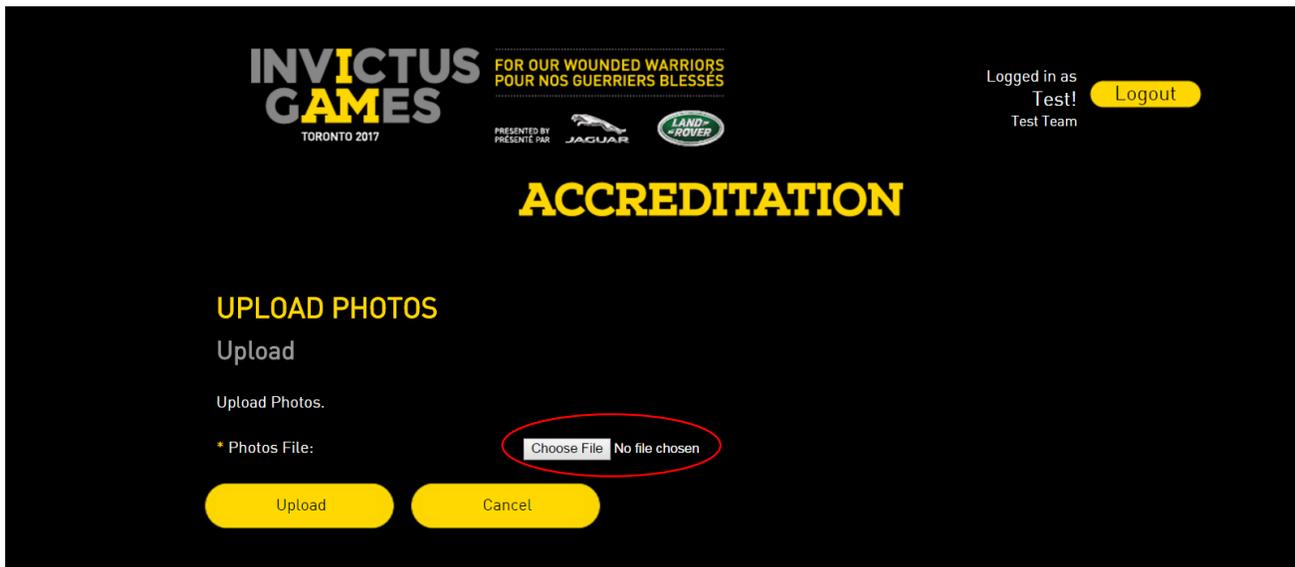
Note: This step works on Windows 7, 8 and XP operating systems.



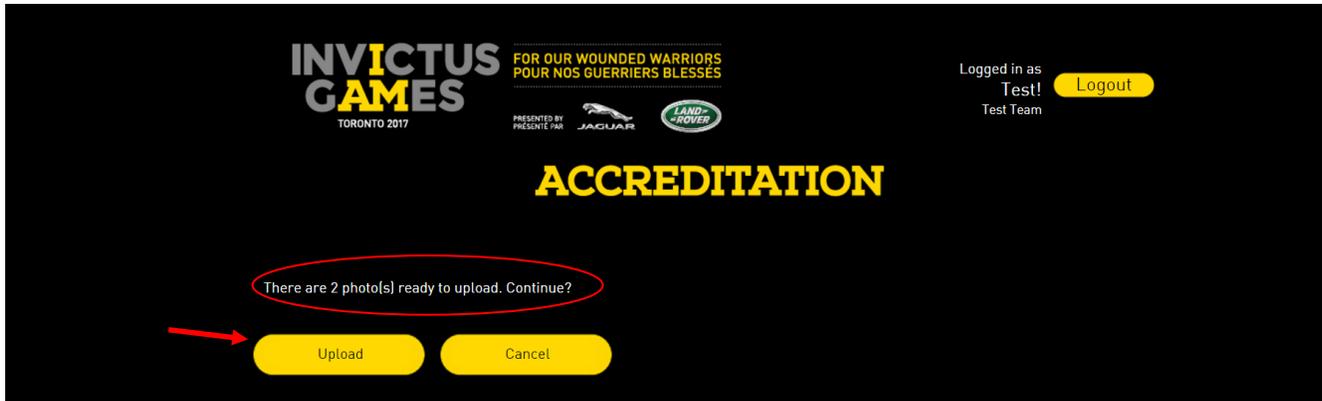
Step 3: Once photos have been zipped, return to the accreditation page. Click Upload Photos.



Step 4: Click on the Choose File button to locate the compressed (zipped) file listed in Step 2. Click the compressed (zipped) folder and click Open.

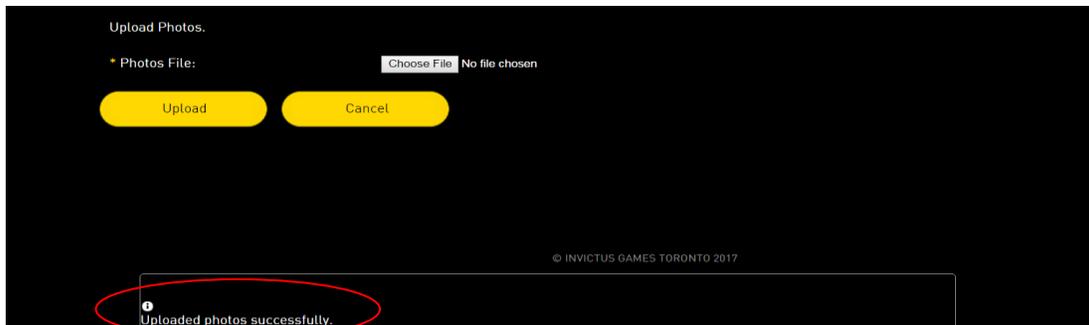


Step 5: The number of photo(s) ready to be uploaded will be displayed. Continue by selecting Upload..



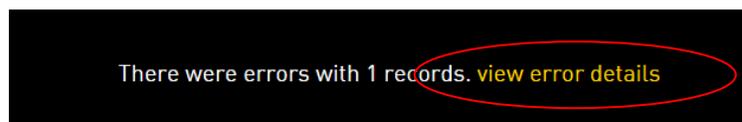
After clicking Upload, the words Uploaded photos successfully appears at the bottom of the page. Click Cancel to return to the accreditation portal home page.

On the Accreditation page, the photos that were uploaded should now show a status of Uploaded under the respective applicant's listing.



4.5 Checking errors when bulk uploading photos

In the event of an error during the bulk photo upload, the screen will display an error message. To view errors, click the yellow view error details text

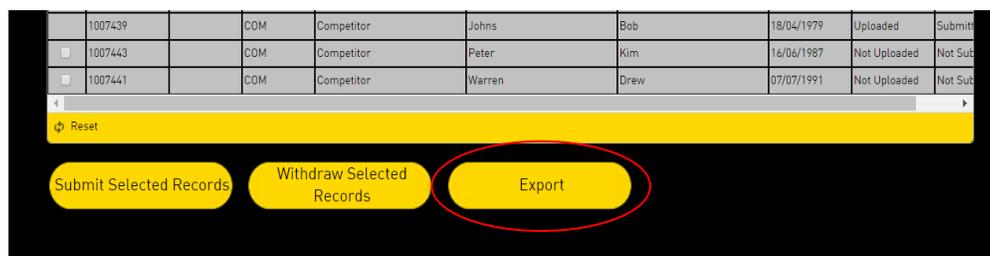


Review the error details. Some errors may include incorrect file name, incorrect file size or incorrect file format.



5. Exporting Data

On the Accreditation page, the ALO will have the ability to export data listed on the page into a Microsoft Excel file. The Export feature will allow the ALO to see all applicants uploaded into the accreditation portal.



This feature will also give the ALO the ability to filter the results from any of the nine columns listed on the Accreditation page: ACR ID, Org Code, Category, Role, Last Name, First Name, Date of Birth, Photo, Status.

For example, to see only registrations with the last name of Smith and a status as submitted, the ALO can type in "Smith" in the Last Name filter box and "submitted" in the Status filter box.

The following steps detail how to export data:

Step 1: Exporting with the filtering option

Once on the Accreditation page, ensure that at least one record is being displayed on the screen. Type the details to be filtered from the nine columns. Then, hit enter on the keyboard to process the request and filter the results.

To reset the filter, click Reset button on the lower left side of the registration window.



Step 2: Export data

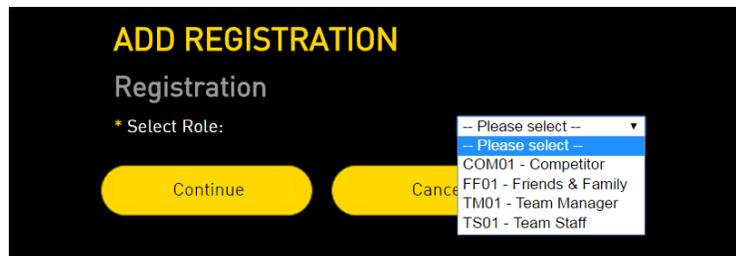
To export the listed applicant details on the screen, click the Export button. Clicking Export prompts the browser to export and save the Excel file.



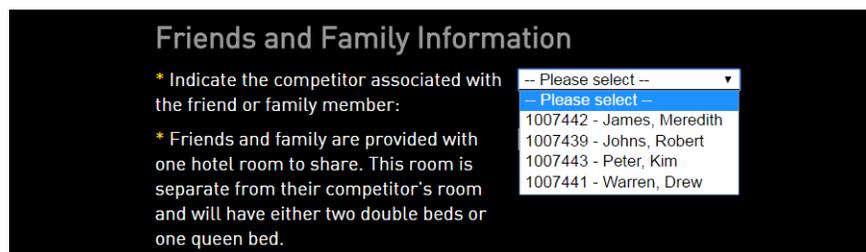
If using Internet Explorer, the prompt is located at the bottom of the window. Click Save, or click Save As to store the file in a different location. This process may differ in other browsers.

6. Adding Friends and Family by Single Entry Application

To register an accompanying guest, the ALO will need to select the appropriate Friends & Family role. To add a friends and family applicant, the affiliated competitor (referred to as host in this section of the guide) must be entered first. Once the host has been registered, submitted and verified, friends and family can then be entered.



Once the host's application has been submitted and verified, their name will appear in the drop-down menu when entering an accompanying guest.



ALOs must be careful with entering the accompanying guest's codes. Accompanying guest's codes must correspond with the correct host's code.

6.1 Adding friends and family by bulk upload template

When registering friends and family applicants using the bulk upload template, ALOs must know the competitor's registration number, which will have been assigned by the accreditation system and will appear on the home page summary under ACR ID.

7. Important Accreditation Registration Information

For assistance or questions regarding the accreditation portal, please email ACRhelpdesk@invictusgames2017.com.

It is recommended that all competitor accreditation registration be completed by May 10, 2017, to allow for sport entries and friends and family registration to be completed by May 31, 2017.