

Athlete Registration Portal

Frequently Asked Questions

***Special
Olympics***



Frequently Asked Questions

Purpose

Welcome to the Athlete 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 Athlete 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.

Athlete Zone



Special
Olympics
**Unified
Sports**

Click on the
question you want
the answer to



Athlete Zone: Questions and Answers

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Athlete Zone: Questions and Answers

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Click on the house to go back to the list of questions

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?

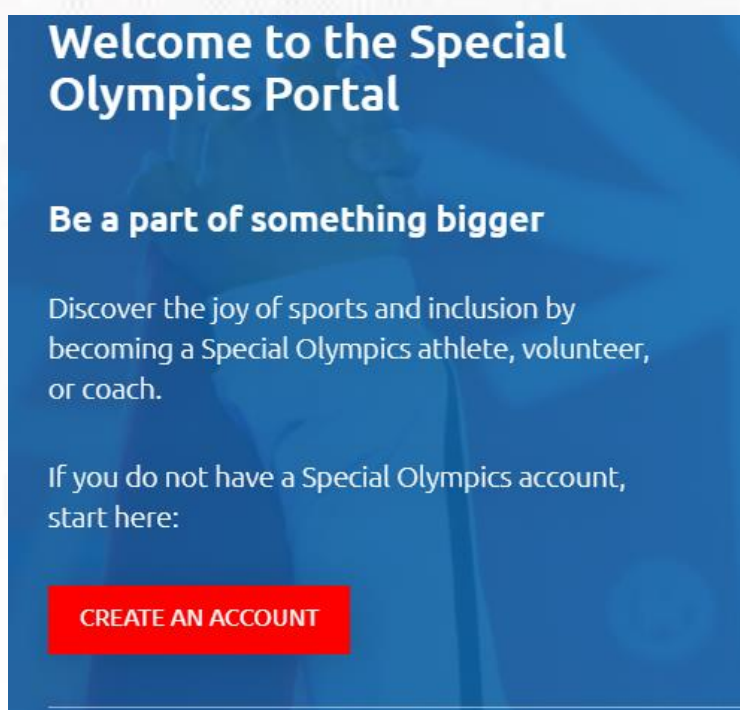
To access the portal:

- 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



- Enter an email address you have access to and create a password (see example in next slide)



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 Bruce Banner

The image shows two screenshots of the Special Olympics B2C account creation form. The left screenshot shows the form with empty fields for Email Address, New Password, Confirm New Password, First Name, Last Name, Preferred Name, and Program. The right screenshot shows the form with the email address 'brucebanner@bruce.com' entered in the 'Email Address' field. A red arrow points from the left screenshot to the right one.

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

The image shows two screenshots of an email verification process. The left screenshot shows an email from Special Olympics B2C with the subject 'Verify your email address' and a verification code of 247798. The right screenshot shows the verification code being entered into a form field.

- 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. For example, Bruce Banner may prefer that his friends call him Hulk, instead of Bruce. If you do not have a preferred name, you may leave this field blank.

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'

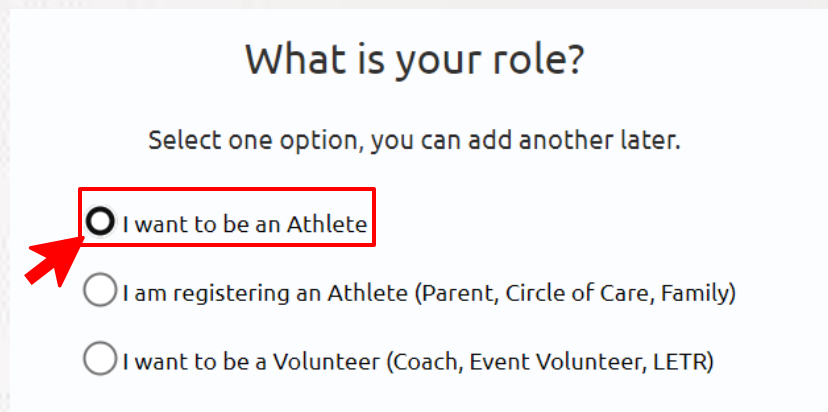
Please reach out to our support team if you are unable to do so.



FAQ: Signing up in the Portal

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

Since you are completing your profile as an athlete, please select 'I am 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 our support team (soportals@specialolympics.help) 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 *
Bruce

Last Name *
Banner

Phone *
(xxx)-xxx-xxxx

Middle Name

Suffix

Email
soweme3001@anwarb.com

Back Save & Continue

1

When completing my personal details, what should I do if I do not have my own email address?

If you do not have your own email address, you may enter your parent or guardians email address.

2

What should I do if I do not have a personal phone and do not know what to enter in the Phone field?

If you do not have your own phone you can enter your parent or guardian's phone number.

3

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.

4

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

This is an optional field, if you know what your race or ethnicity is you may pick one of the options from the list. However, if you do not know it or prefer not to share this information you can pick the option called 'Prefer not to answer'

5

What information should I include in Address?

Type in the street where you currently live.

6

Why ask for my shirt size?

Your shirt size can be used for volunteer opportunities, and giveaways your program may have!

7

What does the "Select Region" section mean when completing my profile?

Your state may be broken into smaller regions, based on where you live. If you aren't sure where you're located, you can select "Don't Know" and can be entered in later, or by SO staff.



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

8 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.

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

If this is your first time registering, you will see a list of checklist items to complete for your registration. Simply click on each of these items to start the process.



Athlete Zone

FAQ Guide ▾

Heads up!

If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

Athlete Checklist

If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

Roles: Athlete

0 of 3 completed

Checklist Items:	Source:	Status:
Athlete Medical Form	Athlete	Incomplete
Athlete Release Form	Athlete	Incomplete
Waiver	Athlete	Incomplete



FAQ: Completing your forms

1 What steps must I follow to complete the registration process?

To complete the registration process you must follow these steps:

1. Finish your profile and provide personal details
2. Review, esign* or print, sign and upload the Waiver Form
 1. E-sign is available for programs who opt into the process! Forms can be completed by a click of a button!
3. Review, esign or print, sign and upload the Release Form
4. Complete the Medical Form by:
 1. Answering some health-related questions in the portal
 2. After this, you can generate a Medical Form that will contain some of the answers you provided in the portal
 3. No need to print and take to a Doctor! Your information will be saved in the system for future use.
5. Once you have submitted all forms, YOU DID IT!. Now it's time for the Special Olympics team to look at the information you provided, and they will let you know if anything else is needed from you.

2 How do I know if I have successfully completed all steps?

You will know you have completed all the information requested when the 'Athlete Checklist' screen looks like this:

Athlete Checklist

If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

Roles: Athlete

✔ 3 of 3 completed

Checklist Items:	Source:	Status:
Athlete Medical Form	Athlete	✔ Completed
Athlete Release Form	Athlete	✔ Completed
Waiver	Athlete	✔ Completed

All checklist items should now have a greencheck box along with the 'Completed' status



FAQ: Completing your forms

3 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 below.

Special Olympics
Washington

ATHLETE RELEASE FORM

I agree to the following:

- Ability to Participate.** I am physically able to take part in Special Olympics activities.
- 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.
- 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.
- 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.)
- Overnight Stay.** For some events, I may stay in a hotel or someone's home. If I have questions, I will ask.
- 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.
- 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.

4 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:

- 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,
- 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,
- 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,
- 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: Completing your forms

5 How can I download the Release and Waiver Form?


When on a Computer follow these instructions:


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

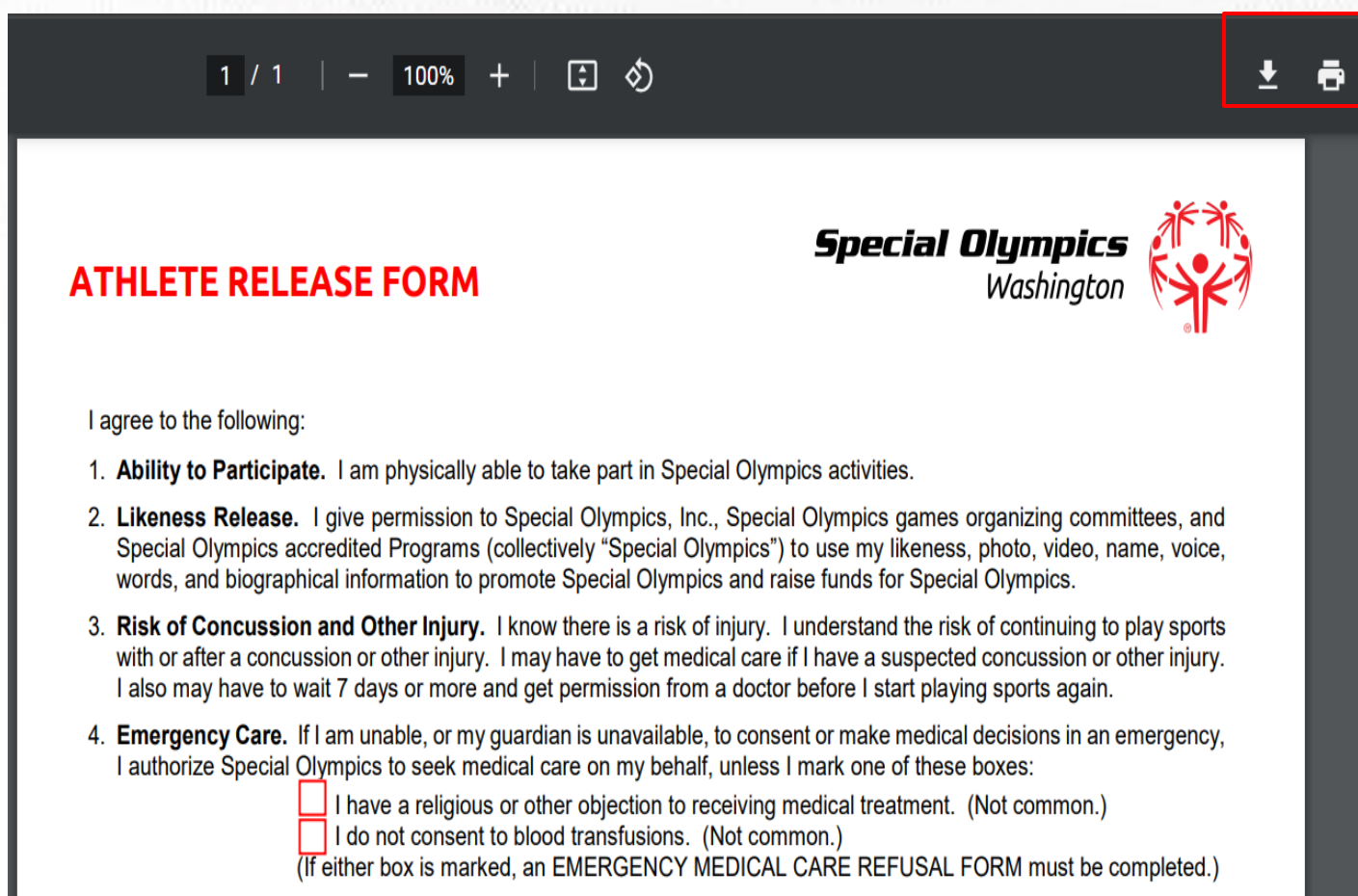
Download Athlete Release Form

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

 Download Form

The form will open in a new tab. If you want to print and sign the form **now** and have a printer 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 



The screenshot shows a web browser window displaying the "ATHLETE RELEASE FORM" for Special Olympics Washington. The browser's address bar shows "1 / 1" and "100%". In the top right corner of the browser, there are icons for download and print, which are highlighted with a red box. The form content includes the Special Olympics Washington logo and the following text:

I agree to the following:

- Ability to Participate.** I am physically able to take part in Special Olympics activities.
- 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.
- 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.
- 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.)

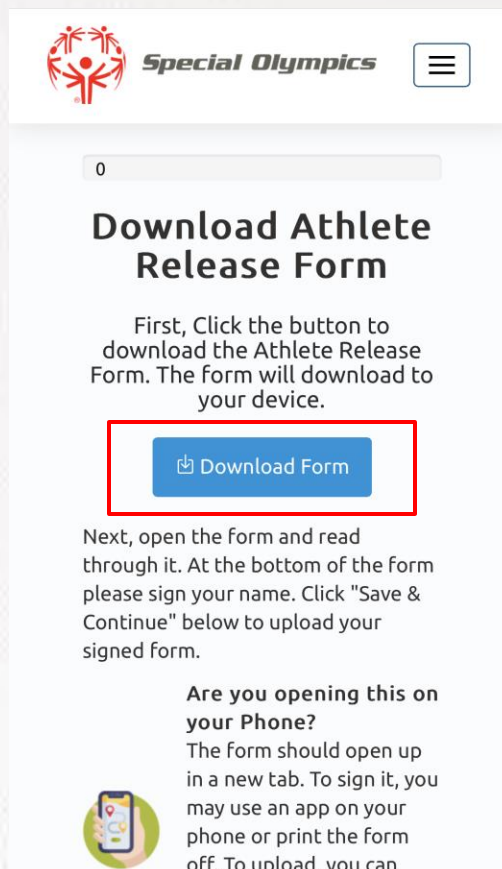
If you are not using a computer, continue to the next page to view how to do this on your phone or iPad.



FAQ: Completing your forms

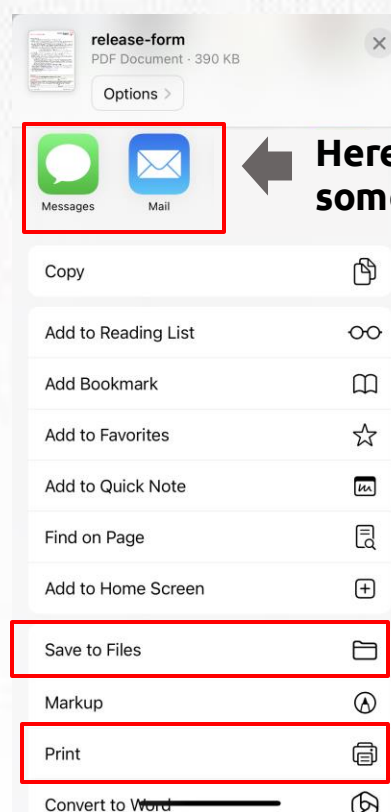
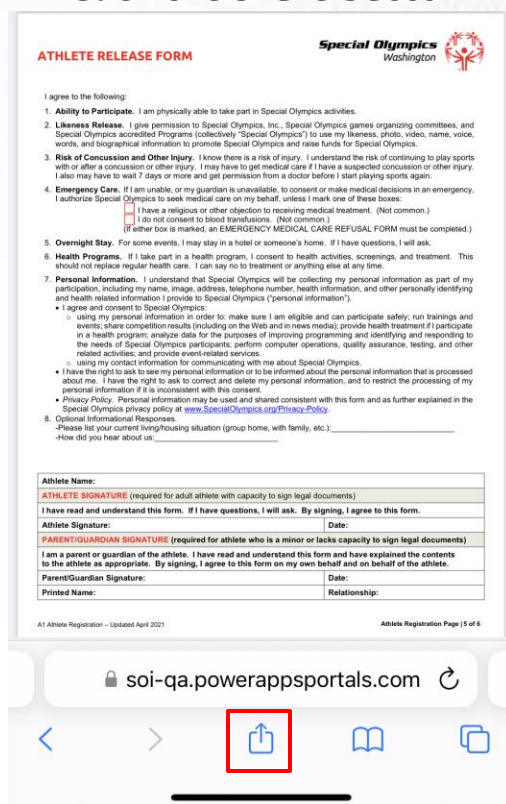
When using an iPhone or iPad follow these instructions:

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 and sign the form **now** 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: Completing your forms

6 What is the next step after I downloaded/ saved and printed the Release and Waiver Form?

Once you have read and agreed to the information, you must sign the forms and upload it back to the portal. You may scan it 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.



7 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.

8 How do I complete the Medical Form?

Select the checklist item called 'Athlete Medical Form'

Roles: Athlete

1 of 3 completed

Checklist Items:	Source:	Status:
 Athlete Medical Form	Athlete	Incomplete
Athlete Release Form	Athlete	Completed
Waiver	Athlete	Incomplete

After this you will be able to start completing health related questions such as: associated conditions, mobility devices, lifestyle aids, communication devices, medical devices, dietary requirements, treatments or medications.



FAQ: Completing your forms

9 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 you.

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 you listed, please select other, and type in the condition in the description box.

If you do not have any associated conditions, you may skip this question.

10 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 you.

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

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

If you do not use any devices, you may skip this question.



FAQ: Completing your forms

11 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 you.

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 you use listed, please select other and type the name of the device in the description box.

If you do not use any lifestyle aids, you may skip this question.

12 What are Communication Devices?

These devices are designed to assist people who have difficulty speaking or communicating using traditional methods.

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

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

If you do not use any devices, you may skip this question.

13 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 you.

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 you use listed, please select other, and type in the device in the description box.

If you do not use any devices, you may skip this question.



FAQ: Completing your forms

14 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.

15 What should I do if I do not know what treatments or medications I use?

If you are not sure what treatment or medications you take, you may ask your parent, guardian or doctor. **If you do not use any treatments or medications, you may skip this question.**

16 What should I do after I completed the medical questions in the portal?

Great! You've completed the medical history process - New to Special Olympics process is the removal of a doctor's signature on your medical history. A Special Olympics staff member will now review your medical history and reach out with any questions. Your form will now be in the "submitted status". Questions about your medical? Reach out to your local program.

Roles: Athlete

 1 of 3 completed



Checklist Items:

Source:

Status:

Athlete Medical Form

Athlete

  Submitted

Athlete Release Form

Athlete

 Completed

Waiver

Athlete

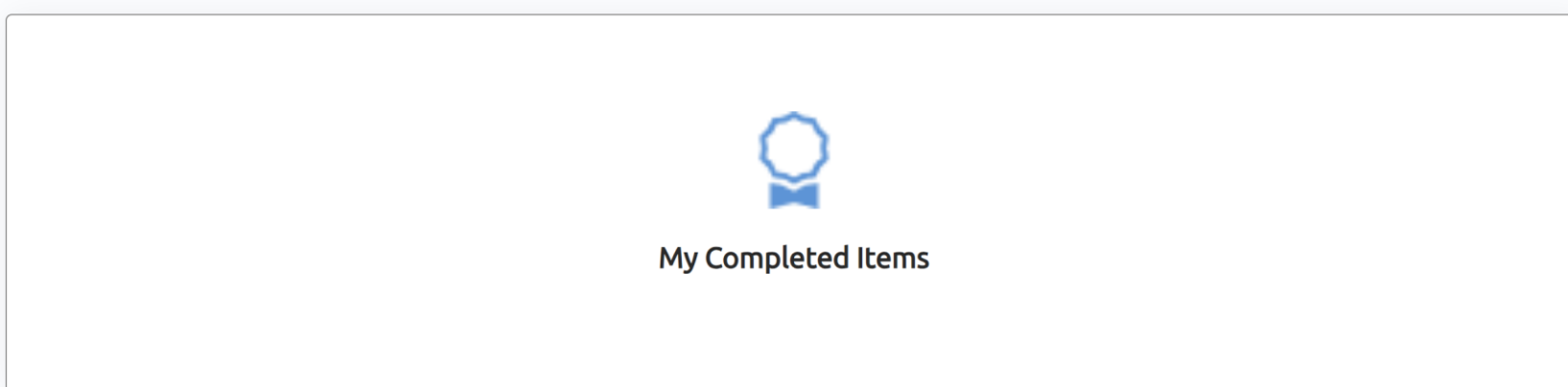
 Incomplete



FAQ: Completing your forms

17 How can I confirm that my forms have been successfully submitted to Special Olympics?

Once you have completed all forms you will be taken back to the main page. To check the status of your forms, click the 'My Completed Items' box.



You will see a list of the forms. You have successfully shared this information with Special Olympics when the status is 'Submitted'. Additionally, you will receive an email confirmation that the forms have been successfully submitted

Waiver and Release of Liability				
Type	Status	Submitted On	Submitted By	Signed On
Release Form	Submitted	6/25/2023 8:37 PM	Bruce Banner	<input type="button" value="v"/>
Waiver	Submitted	6/25/2023 8:49 PM	Bruce Banner	<input type="button" value="v"/>

Medical Forms				
Status	Submitted On	Submitted By	Signed On	Expires On
Submitted	06/26/2023	Bruce Banner		<input type="button" value="v"/>



FAQ: Form Status definitions

1 Where can I check the status of my Forms?

To review the status of the forms you have two options:

1. The first option is to check your Athlete Checklist. You will see the status of the forms you submitted.

Checklist Items:	Source:	Status:
Athlete Medical Form	Athlete	Submitted
Athlete Release Form	Athlete	Completed
Waiver	Athlete	Under Review

2. The second option is to click on the 'My Completed Items' box underneath for checklist. You will be taken to a summary screen of your forms. You can see the status of the forms here.

Your Completed Forms

Manage the forms you have submitted in the dropdown box for each line

Waiver and Release of Liability

Type	Status	Submitted On	Submitted By	Signed On
Release Form	Submitted	6/25/2023 8:37 PM	Bruce Banner	<input type="button" value="v"/>
Waiver	Submitted	6/25/2023 8:49 PM	Bruce Banner	<input type="button" value="v"/>

Medical Forms

Status	Submitted On	Submitted By	Signed On	Expires On
Submitted	06/29/2023	Bruce Banner		<input type="button" value="v"/>



FAQ: Form Status definitions

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

This means that you have started the form but did not complete or upload it. If your 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.

Type	Status	Submitted On	Submitted By
Release Form	Submitted	6/25/2023 8:37 PM	Bruce Banner
Waiver	Saved	6/25/2023 8:49 PM	Bruce Banner

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

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

Type	Status	Submitted On	Submitted By
Release Form	Submitted	6/25/2023 8:37 PM	Bruce Banner
Waiver	Under Review	6/25/2023 8:49 PM	Bruce Banner

4 What does it mean if the status of one of my forms is 'Under review'?

This means that Special Olympics staff has already started reviewing your forms, they will let you know if anything else is needed from you.

Type	Status	Submitted On	Submitted By
Release Form	Submitted	6/25/2023 8:37 PM	Bruce Banner
Waiver	Under Review	6/25/2023 8:49 PM	Bruce Banner



FAQ: Form Status definitions

5 How will I know if Special Olympics approved my forms?

In the Portal you can check the status of your forms, if it says 'Approved' or 'Completed' this means that form has been successfully accepted. You will also receive an email, letting you know that the form has been approved.

In this example you can see the Medical Form being approved.

Checklist Items:	Source:	Status:
Athlete Medical Form	Athlete	✔ Completed

Medical Forms				
Status	Submitted On	Submitted By	Signed On	Expires On
Approved	06/29/2023	Bruce Banner	06/21/2023	06/19/2026

Below is an example of the email you will receive when a Form is **approved**.

Your Documents are Approved!

Hi Bruce,

Congratulations! The documents submitted as part of your registration process have been **approved** by our team.

Please keep an eye out for a notification indicating that the registration process is completed. At that time, you'll be eligible to register for sports in your area, begin communicating with coaches, and more.

Sincerely,
Special Olympics Washington

6 What does it mean if the status of one of my 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 your form is incorrect or is missing information, however, if the staff requires something else from you, they will contact you and let you know.

Type	Status	Submitted On	Submitted By
Release Form	Submitted	6/25/2023 8:37 PM	Bruce Banner
Waiver	Hold	6/25/2023 8:49 PM	Bruce Banner



FAQ: Form Status definitions

7 What do I need to do if one of my 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 my forms is 'Missing Information'?

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

Type	Status	Submitted On	Submitted By
Release Form	Missing Information	6/25/2023 8:37 PM	Bruce Banner

Below is an example of the email you will receive when a Form is **missing information**.

We Need Something Else!

Hi Bruce,

Some or all of the documents you submitted as part of your registration process have a need for follow up.

Don't worry, this can happen for several reasons. They include common issues like poor quality scans, missing signatures, and more. Let's get you back on track. Please login through the ['Special Olympics Registration Portal'](#) and update the document:

Document: Release Form

Our internal notes indicate that we found the following issue with this document:

If you have additional questions, we're here to help. Just reply to this email and one of our team will be back to you shortly!

Sincerely,
Special Olympics Washington

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

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?

- After you log-in you can click access your check-list of items to resubmit

Athlete Checklist

If you have a role listed below and you are not seeing checklist items, please refresh your browser to show your updated checklist.

Roles: Athlete

2 of 3 completed

Checklist Items:	Source:	Status:
Athlete Medical Form	Athlete	Completed
Athlete Release Form	Athlete	Missing Information
Waiver	Athlete	Completed

- Then, click on the box that is missing information

Athlete Release Form	Athlete	Missing Information
----------------------	---------	---------------------

- You will have the option to download or eSign a new form (Use this in case you lost or made a mistake in the old form).

Download Athlete Release Form

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

Download Form

- Click Save & Continue and upload the new form. Or simply use the esign functionality!

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.

Upload Form



FAQ: Form Status definitions and post submission questions

17 Do I need to contact Special Olympics after I have submitted all my 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.

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 form submissions, however, all the updates will be communicated to you via email once the form is submitted.

19 At what point should I consider updating my information?

If you have medical information to be updated, such as new treatments, new medications, a recent surgery, a new assistive device, etc. You can log in and update the information at any time. Staff may need to take time to review your changes, so your form will go back into "Submitted" status.

20 What information must be updated periodically?

The Medical Form expires every year, which means you will need to update this form every year before participating again with your Special Olympics program. You will be notified when it is time to update this form. Additionally, consider updating any changes in medicines you are taking or if you have had any recent surgeries.

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

1. Signing up in the Portal

1. [What is the Registration Portal?](#)
2. [How can I access the portal?](#)
3. [How do I create an account?](#)
4. [What should I enter in preferred name?](#)
5. [What should I do if I already created an account, but I forgot my password?](#)
6. [Which option should I select when being asked 'What is your role'?](#)
7. [Is my personal information secure when I register?](#)
8. [Will I be able to sign up on a mobile device?](#)
9. [Why do I need to provide my email address during registration?](#)
10. [Can I register multiple accounts with the same email address?](#)
11. [I'm experiencing technical difficulties during registration. Who should I contact for help?](#)


2. Personal Details

1. [When completing the personal details page, is the information I need to enter about my athlete\(s\) or myself?](#)
2. [What information should I include in Middle Name?](#)
3. [What should I answer in the question: 'What is your race or ethnicity?'](#)
4. [What information should I provide as an emergency contact?](#)
5. [What should I do after completing all of my personal information?](#)

3. Registering your athlete(s)

1. [How can I add one athlete?](#)
2. [How can I add multiple athletes?](#)
3. [What steps must I follow to complete the registration process per athlete?](#)
4. [How do I know if I have successfully completed all steps per athlete?](#)
5. [What is the Release Form?](#)
6. [What is the Waiver Form?](#)
7. [How can I download a Release and Waiver form and send it to the Athlete?](#)

Click on the
question you want
the answer to



Register Zone: Questions and Answers

8. [What is the next step after I downloaded/ saved and printed the Release and Waiver Form, and the athlete has signed it?](#)
9. [Can I download one Release and Waiver form and send it to all my athletes?](#)
10. [What is the Medical Form?](#)
11. [How do I complete the Medical Form on the athlete's behalf?](#)
12. [What are Associated Conditions?](#)
13. [What are Mobility Devices?](#)
14. [What are Lifestyle Aids?](#)
15. [What are Communication Devices?](#)
16. [What are the Medical Devices?](#)
17. [What does EKG or ECHO mean?](#)
18. [What should I do after I completed the medical questions in the portal on the athlete's behalf?](#)
19. [How can I confirm that my athlete's forms have been successfully submitted to Special Olympics?](#)

4. [Post submission steps](#)

1. [Where can I check the status of my athlete's forms?](#)
2. [What does it mean if the status of one of the athlete's forms is 'Saved'?](#)
3. [What does it mean if the status of one of the athlete's forms is 'Submitted'?](#)
4. [What does it mean if the status of one of the athlete's forms is 'Under Review'?](#)
5. [How will I know if Special Olympics approved the athlete's forms?](#)
6. [What does it mean if the status of one of the forms is 'On Hold'?](#)
7. [What do I need to do if one of the athlete's forms is 'On Hold'?](#)



Click on the house to go back to the list of questions

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?

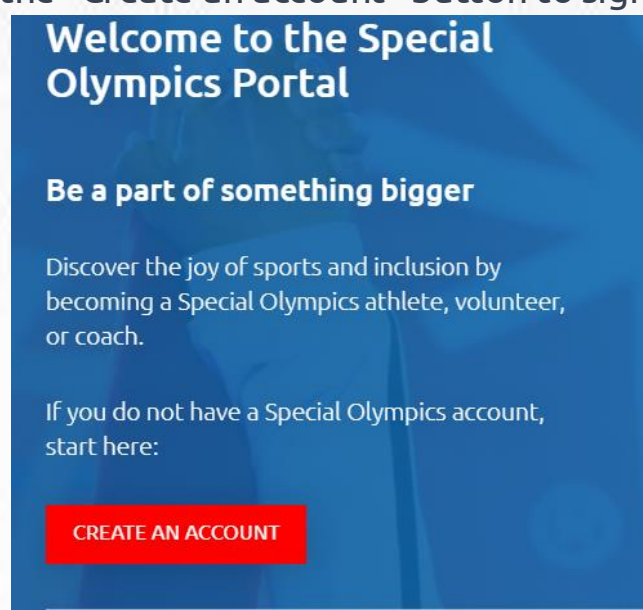
To access the portal:

- 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'

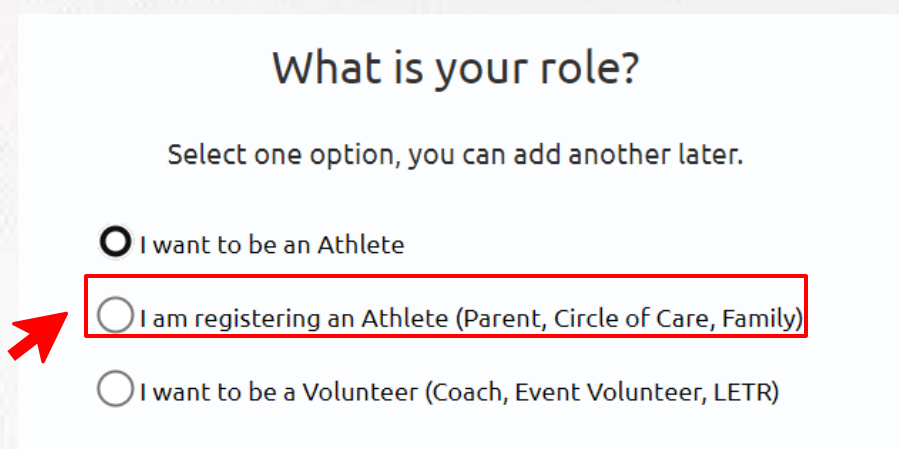
Please reach out to our support team if you are unable to do so.



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 our support team (soportals@specialolympics.help) 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?

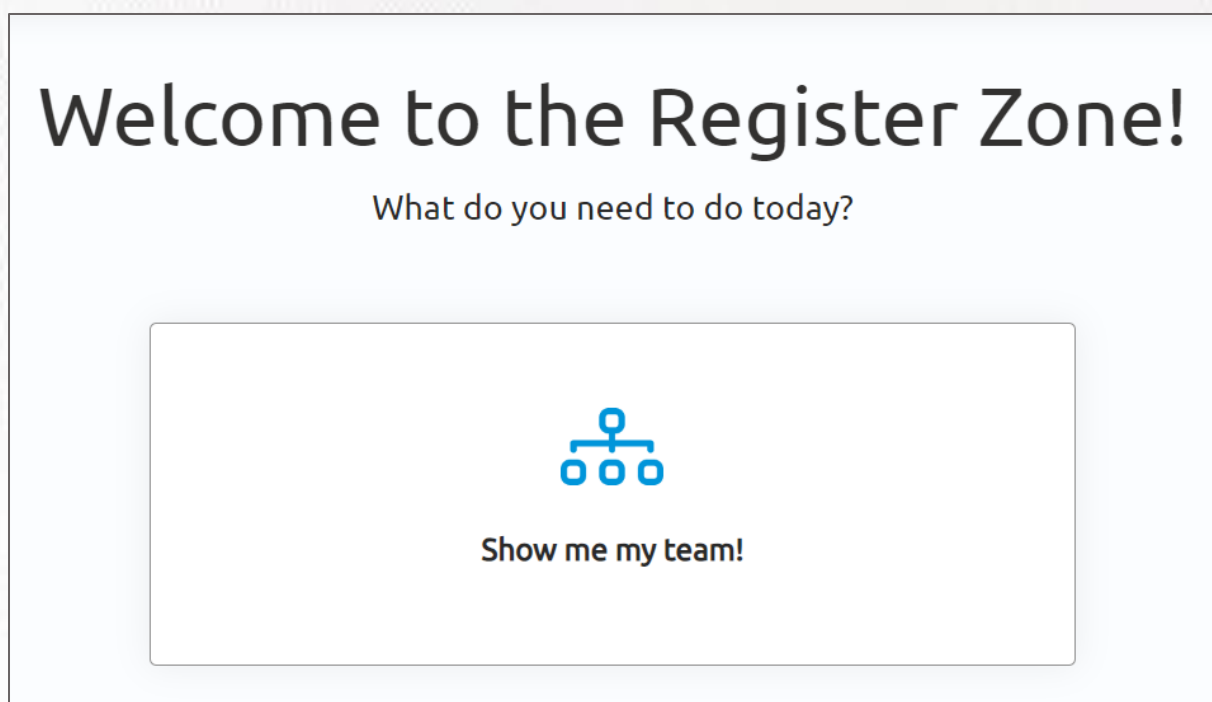
You should provide the name, phone number and email of anyone who can be contacted in case of an emergency involving you. These individuals should be people you trust and who are likely to be available and responsive in the event of an emergency. You can include your parent, guardian or family member's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



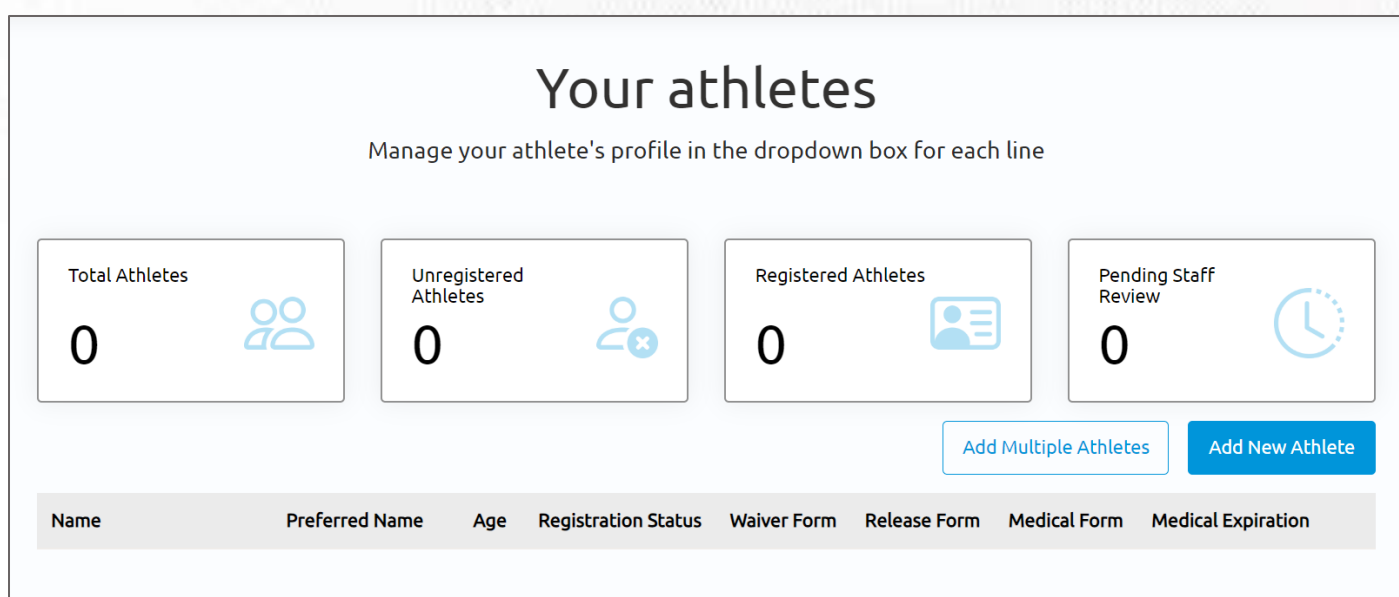
FAQ: Personal Details: 'We'll start with a few things about you'

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
----------------------------	-----------------------------------	---------------------------------	----------------------------------

[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="text" value="M/D/YYYY"/>
<input type="radio"/> Female	<input type="text"/>
<input type="radio"/> Other Gender Identity	
Person Type *	Email *
<input type="radio"/> Athlete	<input type="text"/>
<input type="radio"/> Unified Partner	
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) | 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)

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:

- Ability to Participate.** I am physically able to take part in Special Olympics activities.
- 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.
- 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.
- 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.)
- Overnight Stay.** For some events, I may stay in a hotel or someone's home. If I have questions, I will ask.
- 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.
- 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:

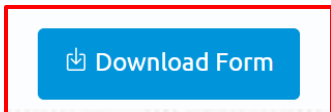
- The Release and Waiver Form can be downloaded by going to any athlete's dropdown menu and click Add Waiver and/or Add Release Form.

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	

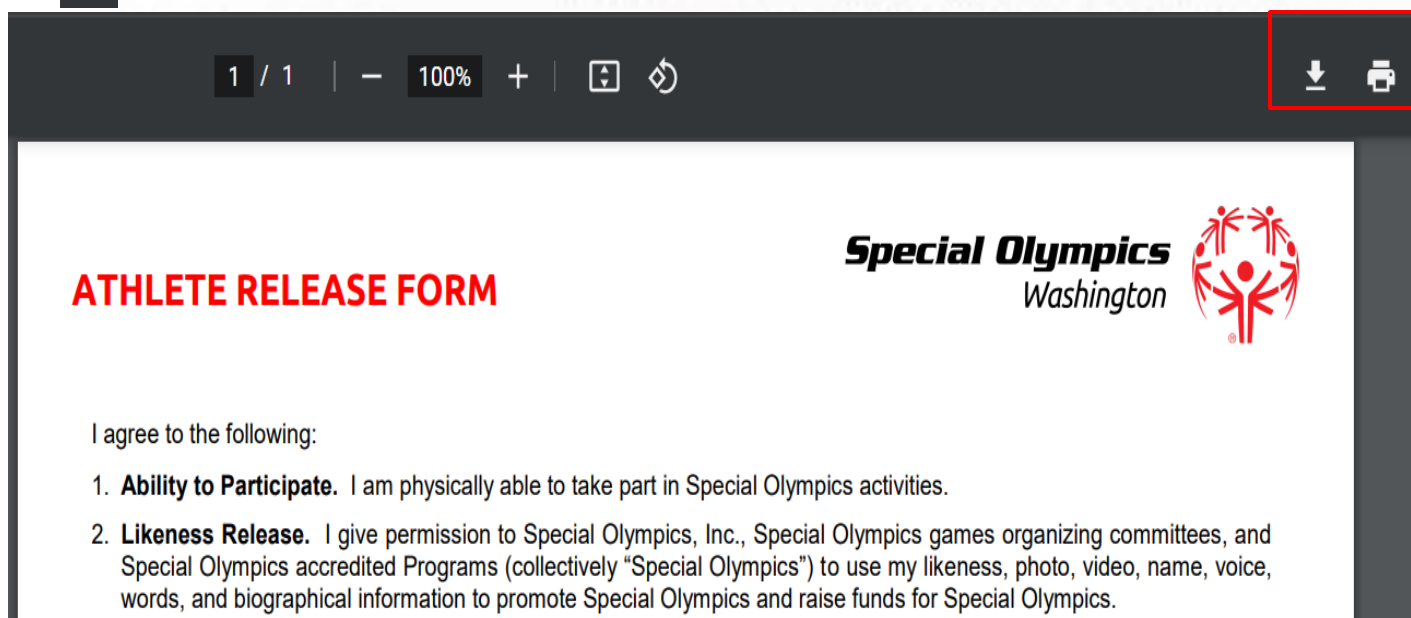
- For each form, you will be taken to a screen where you can download the form. Click the blue button called "Download Form"

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



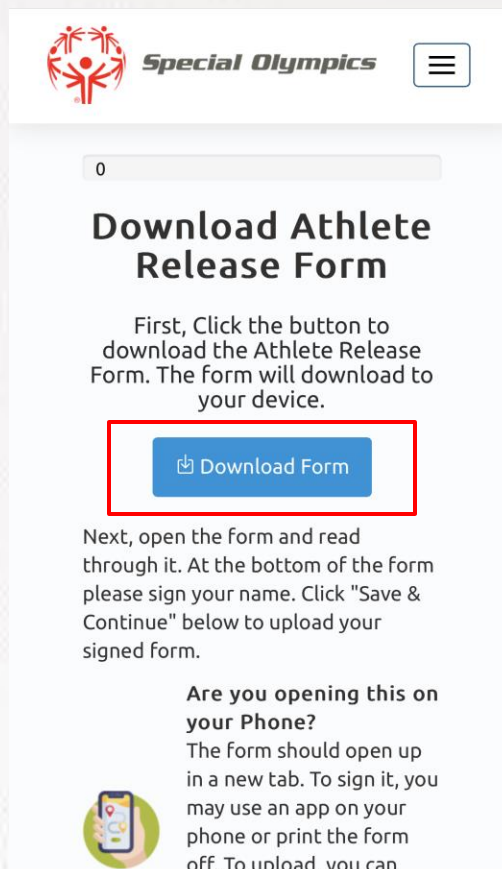
If you are not using a computer, continue to the next page to view how to do this on your phone or iPad.



FAQ: Registering your athlete(s)

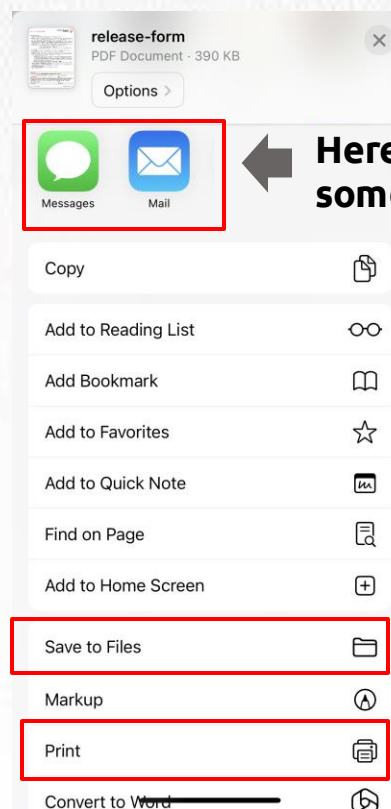
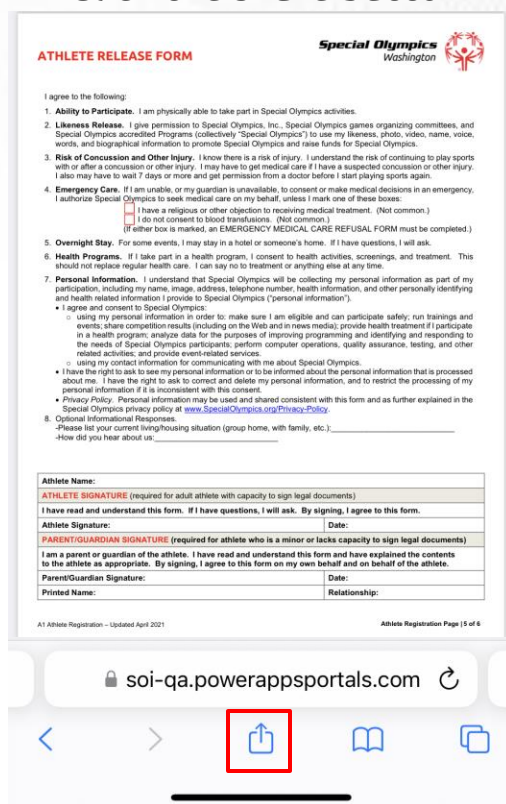
When using an iPhone or iPad follow these instructions:

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.

[Download Form](#)

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](#)

- 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.

[Upload Form](#)

- 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 ▼
Roy Thomas	NA	36	Applicant	Under Review	Hold	Rejected	NA ▼

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.