



SDMS ATHLETE PORTAL

USER GUIDE

JULY 2021

VERSION HISTORY

Version	Date	Changes
1	July 2021	Initial version

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1 BACKGROUND

In 2009, the International Paralympic Committee (IPC) launched the IPC Sport Data Management System (SDMS) that is the platform for National Paralympic Committees (NPCs) and National Sport Federations (NFs) to register their athletes in one or more World Para Sports that are governed by the IPC. Classification data, licences, and sport results are recorded and attached to each athlete's profile.

The SDMS Athlete Portal (Portal), launched in July 2021, provides athletes with services and tools to better control their registration with any of the World Para Sports inside SDMS. These services have replaced or will replace some processes that were previously managed by the respective NPC or NF on their behalf, such as uploading important documents to initiate licensing operations with the associated World Para Sport(s).

Athletes can use the Portal to provide their agreement to the current version of the IPC Athlete Eligibility Agreement, which is a requirement for all athletes in order to be licensed to compete in World Para Sport competitions. Access to additional services through this Portal may follow in due course.

NPCs and NFs control athlete user accounts to this Portal and can support their athletes in case of account issues. Athletes can provide their acknowledgement to the Agreement and other information inside the Portal instantly. This replaces the need for athletes to sign the Agreement physically, scan and convert it, and send it back to the NPC/NF for upload to SDMS. While it is still possible to run this manual process, the IPC and the World Para Sports encourages NPCs to use the Portal for a modern, efficient, and secure process.

This document is designed:

- for NPCs and NFs to enable their athletes' access to the Portal (see section 2 below), and
- for athletes to learn about the services inside the Portal (see section 3).

Please navigate to the relevant section for further information and instructions.

The document will be updated and published inside the SDMS documentation section when new services are added to the Portal.

2 FOR NPCS/NFS

This section is aimed at NPCs and NFs that have access to SDMS.

If you as NPC or NF wish to learn about the services provided in the SDMS Athlete Portal, please see section 2.1. For a step-by-step guide to grant access to the Portal, please follow the instructions in section 2.2.

2.1 PROCESS SERVICES

Each athlete requires a set of various documents to complete their registration and enable them to be licensed to compete in World Para Sport competitions. This section provides an overview of all processes which can now be handled by your athletes inside the Portal, under your supervision.

2.1.1 IPC ATHLETE ELIGIBILITY AGREEMENT

It is a mandatory requirement for an athlete to enter into the Athlete Eligibility Agreement in an unaltered form before they can be licensed to compete in World Para Sport competitions.

Previously, this process could only be carried out through the signing and scanning of a 'paper' form, as follows:

- NPC/NF shares the blank version of the Agreement with the athlete;
- The athlete - and if applicable under national legislation, a parent or legal guardian - physically signs the document;
- The athlete sends the document back as scanned PDF or in paper form;
- The NPC/NF signs the document and scans and converts it to PDF;
- The NPC/NF uploads the document to the athlete profile in SDMS;
- The responsible World Para Sport reviews the document and approves it.

Delays often occur when the document is not properly completed so that most or all steps must be repeated.

Using the Portal, athletes may now directly provide their agreement online to any new version of the Agreement, under the supervision of their NPC/NF.

While it is still possible to follow the 'paper' form process set out above, **for those athletes who are able to, it is highly recommended to make use of the Portal.**

Through the "Eligibility Status" attribute of each athlete, SDMS more transparently identifies the status of the document acknowledgement.

IPC Eligibility Agreement  Browse ...	Eligibility Status  Agreement Missing
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The following statuses are possible:

Eligibility Status	Description	New Submission Possible?
Agreement Missing	There is no document and no electronic submission of the Agreement.	yes – required for a licence in current season
Document Uploaded (pending approval)	PDF is uploaded but not yet reviewed by the responsible World Para Sport.	yes – optional (but wait for World Para Sport’s review)
Document Uploaded (latest version)	PDF is uploaded and approved by a World Para Sport as most recent version of the Agreement.	no
Document Uploaded (rejected)	PDF is uploaded but rejected by a World Para Sport. Reasons for rejection are given in the comments of the licensing section.	yes – required for a licence in current season
Document Uploaded (outdated)	PDF was uploaded and approved before a new version of the Agreement was released. Hence, uploaded version is outdated.	yes – required for a licence in new season
Online Consent (latest version)	Athlete acknowledged the latest version of the Agreement online. You can download the latest version from the “IPC Eligibility Agreement” field in the athlete’s profile for your reference.	no
Online Consent (outdated)	Athlete acknowledged a version of the Agreement online, but this version is meanwhile outdated.	yes – required for a licence in new season

If new submission is possible, the athlete can submit their acknowledgement to the most recent version of the Agreement inside the Portal electronically **OR** NPCs/NFs can upload a new, correctly filled and signed PDF version to the athlete’s SDMS profile.

Important note: If an athlete is 18 years old or older but lacks legal capacity to enter into an agreement under the laws of their country (for example by a court of protection order), the NPC/NF must indicate that by ticking the box **Athlete lacks legal capacity** in the eligibility information section of the athlete’s SDMS profile. NPCs/NFs can contact the IPC if they require any support or have questions about the process for obtaining agreement on behalf of such athletes.

2.2 PORTAL USER ACCOUNTS

The SDMS Athlete Portal is an online application available at:

<https://db.ipc-services.org/sdms/athlete-portal>

An athlete can login with their SDMS identification number (SDMS ID), their email address or a personal username that they can register after first login.

To keep the administration workload of your athlete user accounts at a minimum, all you need to do is to register the athlete’s email addresses in one of the

locations described below. SDMS then registers the accounts and automatically notifies the athlete(s) about the Portal, what it is and how to access it.

2.2.1 ATHLETE PROFILE

If you open an athlete profile in SDMS > Athletes > personal, you will find a new tab called **Athlete Portal**.



If the athlete has no athlete user account, you can open one by entering the email address of the athlete and clicking **Save**.

Athlete
1000 - DEMO Athlete (IPA)

Email Address
demo@account.org

Confirm Email
demo@account.org

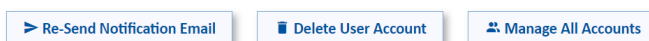
Send Notification Email to Athlete
☒ send email to athlete (copying you) with information about the athlete portal and how to access it

Save

Including the checkbox “Send Notification Email to Athlete”, means SDMS will generate and send an email to the athlete. Besides information about the Portal and the services available, instructions for first login are provided. SDMS will copy you to this email (based on the email address registered for your SDMS account).

If the user account had been already opened, you have additional options:

The athlete has an SDMS Athlete Portal account connected to the email account 'demo@account.org'. Feel free to re-send a notification email or delete the account.



- **Re-Send Email:** The information email is sent again to the athlete. This might be useful in case the email was not properly sent or received.
- **Delete User Account:** Removes the athlete’s access to the Portal. Only the access will be closed, any data or documents submitted through the Portal will remain in SDMS. Useful if the athlete has retired.
- **Manage All Accounts:** Link to the multi-user account tool for a better overview, see also next section.

2.2.2 USER ACCOUNT MANAGER

If you go to SDMS > Account Manager > athletes, you access a new section in SDMS designed for NPCs and NFs to administer the athlete user accounts to the Portal with a few simple interfaces.

Athlete Accounts

<input type="checkbox"/>	SDMS ID filter...	Username filter...	Family Name filter...	Given Name filter...	NPC filter...	Email Address filter...	Open	Career Status filter...	
<input type="checkbox"/>	1000		Demo	Athlete	IPA	demo@account.org	✓	Active	
<input type="checkbox"/>	1001		AKA One	Demo	IPA	d345@test.com	✓	Active	
<input type="checkbox"/>	1002	my_username_123	SCI One	Demo	IPA	answer42@test.com	✓	Active	
<input type="checkbox"/>	1003		ATG One	Demo	IPA	d4@test.com	✓	Active	
<input type="checkbox"/>	1004		CP One	Demo	IPA	d8@test.com	✓	Active	
<input type="checkbox"/>	1006		AKA Two	Demo	IPA	d2@test.com	✓	Active	
<input type="checkbox"/>	1010		NF Two	Demo	IPA	d13@test.com	✓	Active	
<input type="checkbox"/>	1011		Aka Three	Demo	IPA	demo321@test.com	✓	Active	
<input type="checkbox"/>	1012		Sci Three	Demo	IPA	d15@test.com	✓	Active	
<input type="checkbox"/>	1013		Atg Three	Demo	IPA	d5@test.com	✓	Active	

(1 - 10 / 25) Page Size 10 First Prev 1 2 3 Next Last

Multi Column Sorting: **ctrl** + left click

The table lists all Portal accounts of your NPC's/NF's athletes in SDMS, based on your privileges, including the account email address and whether the account is open.

As in the athlete profile (see section 2.2.1), you can add or delete accounts for your athletes, but here you can perform these actions for all your athletes at once.

- **Edit Account Details:** Click an athlete to open the account details. You can change email address, disable or enable the account, reset failed login attempts and reset the secret key for multi-factor authentication (see section 2.2.3).
- **Add Athlete User:** Follow the registration process set out in the Athlete Profile section above (2.2.1).
- **Delete Athlete User:** In the table, select one or more accounts using the checkboxes in the left column and click **Delete Selected Athlete Users**. When confirming the deletion, all selected accounts are removed. Any data or documents through the Portal are not removed but remain in SDMS. This option is useful for athletes with retired career status.
- **Add Multiple Accounts:** That is the recommended process to open access to the Portal for several or all your athletes at once.

Click **Add Multiple Accounts** if you wish to open the access for several athletes in one simple process:

- **Step 1:** Your NPC/NF is pre-selected. If you have access to more than one sport, select a sport from the drop-down menu. If you wish to only work on athletes licensed in the current season, tick the checkbox underneath.

Please note that documents such as the IPC Athlete Eligibility Agreement are required in order for an athlete to be licensed, without exception. Click **Find Athletes**.

[Home](#) » [Account Manager](#) » [Athlete Accounts](#) » [New User Accounts](#)

New User Accounts

Multi-Account Registration Form

This form allows opening athlete accounts to the [SDMS Athlete Portal](#) at once rather than registering them one by one. Just follow the instructions given below:

Step 1 - Filter

Select your NPC and a sport that you have access to. When clicking 'Find Athletes', a list of athletes registered for the selected NPC and sport appears. Additionally, athletes with an existing account are also excluded from the search results.

NPC *

Individual Paralympic Athletes

Alpine Skiing

☐ include only athletes that are currently licensed for all active seasons in the selected sport

Please note that this option only makes sense for SDMS portal services targetting licensed athletes. To get actually licensed, athletes might need to provide several documents in advance.

[Find Athletes](#)

- **Step 2:** SDMS will find athletes with active career status registered for the selected NPC and sport, (optionally) licensed in the current season. For each athlete, enter their personal email address. Untick an athlete or keep the email field empty for those you do not want to process right now. Additional email notification options are available underneath. Click **Submit** to complete the registration process.

New User Accounts

Multi-Account Registration Form

This form allows opening athlete accounts to the [SDMS Athlete Portal](#) at once rather than registering them one by one. Just follow the instructions given below:

Step 2 - E-Mail Registration and Submission

For each athlete, enter or correct the athlete's individual email. This address will only be used to for the SDMS athlete portal and will not further be used unless the athlete's explicit permission. **Do not use any NPC email addresses or similar!** When you click 'Submit', each athlete in the list below that is activated (☑) and (!) has a valid and unique email address will get their own SDMS Athlete Portal access. If you keep the notification option, each athlete will receive an email by SDMS about the portal and how to access it for the first time.

Found athletes = 4

☑	SDMS ID	Athlete Name	Date of Birth	Email Address
☑	1005	NF ONE Demo	1990-01-01	
☑	1015	NF THREE Demo	1990-01-01	
☑	1017	SCI FOUR Demo	1990-01-01	
☑	1007	SCI TWO Demo	1990-01-01	

☐ send email to each athlete getting a new account with information about the athlete portal and how to access it

☐ copy you on each (!) email that SDMS sends out in this round

[Submit](#) [Back to Filter](#) [Abort](#)

2.2.3 USER ACCOUNT SUPPORT

Athletes might sometimes face issues with their account to the Portal. It is important to emphasise that:

Each NPC or NF can and should manage the Portal athlete user accounts.

The IPC will support you in case of technical or other critical issues. Otherwise, you can support the athletes in following cases:

Athlete does not know their SDMS ID

For new athletes, please inform them of their SDMS ID. Licensed athletes appear on the classification master lists on the World Para Sport websites, together with their SDMS ID.

Athlete forgot their password

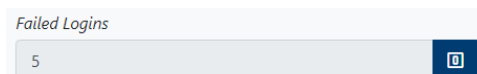
Ask the athlete to click on **I forgot my password** and follow the instructions.

Athlete changed their email address

Open the user account details in SDMS > Account Manager > athletes, change the email address and click **Save**. The athlete can then login or reset their password using the new email address.

Athlete account is disabled after failed login attempts

SDMS automatically disables any user account after five failed login attempts.



You can either reset the counter in the user account settings of your athlete or advise the athlete to use the **I forgot my password** link on the Portal login page. When the athlete completes this process, the counter is reset automatically.

Athlete activated Multi-Factor Authentication (MFA) but has problems logging in or lost their mobile with the token generator

In the user account settings of your athlete, you can either disable Multi-Factor Authentication or just click the option to **remove the stored secret for MFA**.

 A screenshot of a settings panel for Multi-Factor Authentication (MFA). It contains three options, each with a checkbox and descriptive text:

- ☐ **Account Disabled**
If ticked, athlete cannot access the SDMS athlete portal.
- ☒ **Multi-Factor Authentication**
If ticked, multi-factor authentication (MFA) is enabled.
- ☐ **remove stored secret for multi-factor authentication (MFA)**
Tick this box and 'Save', if the athlete has a problem to login using MFA. Alternatively, disable MFA. Athlete can then re-enable MFA after next successful login and re-configure the authentication app on their mobile phone.

In the first scenario, the athlete can login with only their username and password and re-configure the MFA.

With the second option, the user will be asked to re-configure the authenticator app on their mobile during the login process.

Athlete lacks legal capacity to enter into the Agreement, but the online form does not offer any fields for parent/legal guardian's acknowledgement

Open the athlete's personal profile in SDMS and tick the box **Athlete lacks legal capacity**. When the athlete refreshes the online form, their parent/legal guardian's name and acknowledgement can now be entered. NPCs/NFs should contact the IPC if they require any support in such cases.

Please note, that in the case of minor athletes (under 18), this box cannot be unchecked, and it is mandatory that a parent or legal guardian signs on behalf of the athlete.

Athlete does not lack legal capacity to enter into the Agreement, but the online form demands parent/legal guardian's acknowledgement on their behalf

Open the athlete's personal profile in SDMS and remove the check from the box **Athlete lacks legal capacity**. When the athlete refreshes the online form, the requirement for parent/legal guardian's acknowledgement is removed. NPCs/NFs should contact the IPC if they require any support in such cases.

Please note, that in the case of minor athletes (under 18), this box cannot be unchecked, and it is mandatory that a parent or legal guardian signs on behalf of the athlete.

3 FOR ATHLETES

This section targets athletes who are registered in SDMS and wish to be licensed.

The SDMS Athlete Portal is an online application available at:

<https://db.ipc-services.org/sdms/athlete-portal>

If you, as an athlete registered by your NPC or NF in one of the World Para Sports governed by the IPC, wish to use one of the available services inside the Portal, please contact your responsible NPC or NF in order to open your Portal account. Once you receive confirmation (an email generated and sent by SDMS informing you about the enabled access), follow the instructions in section 3.1. below for account activation and in section 3.2. for your general account options.

3.1 ACCOUNT ACTIVATION

When your NPC/NF confirms that they created your account in the Portal, please follow the next steps to activate it:

1. Go to the SDMS Athlete Portal login page;
2. Click **I wish to activate my account**;
3. Follow the on-screen instructions. Enter your SDMS ID and your email address that your NPC/NF registered in SDMS. Click **Submit**. SDMS will confirm that it has sent out an email with further instruction;
4. Check your email inbox. Click the link in the email. Your favourite browser opens the Portal;
5. Enter your confidential password and confirm it, respecting the password requirements outlined during this process. Click **Submit**. SDMS confirms the storage of your password;
6. Go back to the Portal login page. You can now login with your SDMS ID or your email address and the recently stored password.

If you do not know your SDMS ID or wish to change the email address, please contact your NPC/NF.

If you ever forget your password, click on **I forgot my password** on the login page.

If you try to login and the Portal shows a warning message that your account is disabled, please contact your NPC/NF. Either they have disabled the account, or you had too many failed login attempts. In case of failed login attempts, you can reset your password to re-open your account.

3.2 ACCOUNT SETTINGS

After your login, you will land on your personal dashboard page.

[Dashboard](#) » Welcome

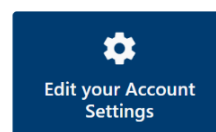
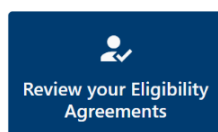
Welcome, Athlete Demo!

The SDMS Athlete Portal provides you with services and tools to better control your registration with any of the World Para Sports inside the IPC Sport Data Management System ("SDMS"). [\[Read more...\]](#)

Recommended Actions

- Sign the newest [IPC Athlete Eligibility Agreement](#) to avoid the paper version.
- Register your [personal username](#) for your account.
- Active [Multi-Factor Authentication \(MFA\)](#) to protect your sensitive data.

Available Services



Please check the recommended actions that combine general account security aspects like multi-factor authentication and registration-relevant processes like providing your agreement to the most recent version of the IPC Athlete Eligibility Agreement.

When you click on **Edit your Account Settings**, the following options are available:

- On the tab **Settings**, you may register a personal username or change your password. When you register a personal username, it must be unique across the Portal (i.e. no other athlete can use the same username).
- You can choose to use this name instead of your SDMS ID or your email address to login. If you wish to change your current password, enter your current password, then the new password and confirm the new password before clicking **Save**. Please consult the tab **Password Requirements** to ensure SDMS password policy compliance.
- If you have retired from active sport, you have the option to close your Portal account. Open the tab **Close Account**, click the button **Delete My Account** and confirm the security question. This will remove your access to the Portal including your password and the associated email address. Please note that data or documents submitted through the Portal will remain in SDMS.
- Athletes have the option to turn on Multi-Factor Authentication. On the tab **Multi-Factor Authentication**, you can further protect the access to your account. This requires you to own a smart mobile phone in order to install an Authentication app. Follow the given instructions for Android or Apple devices accordingly and click **Activate Multi-Factor Authentication** to configure your app and your Portal account. Once activated, when you login with your username and password, you will be requested to enter the generated token in your app to complete the login process.

If you face any issues logging in with Multi-Factor Authentication (MFA), please contact your NPC/NF. They can switch off MFA so that you can login only using your username and password. Later, you can then re-configure your mobile device again and re-activate MFA in the Portal.

3.3 IPC ATHLETE ELIGIBILITY AGREEMENT

The IPC Athlete Eligibility Agreement is an important document, the latest version of which supersedes all prior versions, and that governs your participation in all IPC and World Para Sport competitions excluding the Paralympic Games and the Paralympic Winter Games.

You must acknowledge and agree to the most recent version of this Agreement in its entirety before you can obtain a World Para Sport licence. **If you are already licensed for the current season of your sport when a new version of this Agreement is published, your acknowledgement to the most recent version is required in order to be licensed for the new season.**

Before the Portal was launched, providing your agreement to the Athlete Eligibility Agreement was only possible by signing the document through a paper-based process:

- Your NPC/NF shares the blank version of the Agreement with you;
- You - and if applicable under national legislation, a parent or legal guardian - physically sign the document;
- You send the document back as a scanned PDF or in paper form;
- Your NPC/NF signs the document and scans and converts it to PDF;
- Your NPC/NF uploads the document to your profile in SDMS;
- The responsible World Para Sports reviews the document and approves it.

Delays often occur when the document is not properly completed so that most or all steps must be repeated.

Using the SDMS Athlete Portal, you may now directly provide your agreement online to any new version of the Agreement, under the supervision of your NPC/NF.

While it is still possible to follow the 'paper' form process set out above, **for those athletes who are able to, it is highly recommended to provide their agreement directly through the Portal.**

To provide your agreement to the latest version of the Athlete Eligibility Agreement directly through the Portal, follow these steps:

1. Go to the SDMS Athlete Portal and login;
2. From the dashboard page, click on **Review your Eligibility Agreements**;
3. If you need to provide your agreement to the most recent version, the document is provided online for you to read and acknowledge.

The following section provides a brief explanation of the online agreement:

- a. It begins with some personal details for identification. The email address is only required when you are opting-in to receive marketing communications. If you are not opting-in, you can leave this field blank. The email address can be different from the email address that is attached to your Portal user account, if you wish.

Please carefully read and submit your acknowledgement of the Agreement below.

- BEGIN AGREEMENT -

IPC Athlete Eligibility Agreement

<i>SDMS ID</i>	1000
<i>National Paralympic Committee</i>	Individual Paralympic Athletes
<i>Family Name</i>	Demo
<i>Given Name</i>	Athlete
<i>Date of Birth</i>	1990-01-01
<i>Sport Gender Category</i>	Female
<i>Email Address</i>	<input type="text" value="demo@account.org"/>

only required if opting in to receive marketing communications

- b. The main part is the text of the Agreement. Please read carefully through the entire document. At the end, you can tick the box to receive information from the IPC (and its partners).
- c. The document ends with one or two boxes to confirm your acknowledgement.

If you are signing for yourself, you only need to check the box below:

☐ I confirm that I am the athlete named above and that I have read and acknowledge and agree to all the provisions of this Agreement.

✓ Submit Acknowledgement
✕ Cancel & Return to Dashboard
📄 Download PDF Version

If you are a minor or have otherwise delegated your legal capacity to enter into an agreement under the laws of your country (for example by a court of protection order), you will need to have a parent or legal guardian present when you enter into the Agreement (see section 3.3.1 below).



4. In order to submit your acknowledgement, please:
 - a. check that you are the athlete identified in the first section;
 - b. tick the box that you have read and acknowledge and agree to all the provisions of the Agreement (unless you have a parent or legal guardian doing this for you, as above);
 - c. check that you have provided an email address if you are opting in for marketing communications;
 - d. and finally click **Submit Acknowledgement**.

5. The Portal confirms the successful submission of the form.

Current Version

You submitted your acknowledgement and agreement to the 2021 version of the IPC Athlete Eligibility Agreement on 2021-06-21 17:27:20, CET.

This is the most current version. It is not necessary to do anything unless a new version of the Agreement is shared and available for your acknowledgement here.

 Download Electronic Copy of your Agreement
  Return to Dashboard

6. For your personal records, you can click on **Download Electronic Copy**. That will generate a PDF document with a copy of your Agreement for your records. This document can also be downloaded by the NPC/NF and the World Para Sport(s) inside SDMS for their reference, and to proceed with the licensing process.

3.3.1 ATHLETES WHO ARE MINORS OR LACK LEGAL CAPACITY

If you are a minor athlete (under 18 years of age), you must have a parent or legal guardian present when you confirm your agreement.

An athlete who lacks legal capacity to enter into an agreement under the laws of their country (for example by a court of protection order) must have a legal guardian enter into the Agreement on their behalf.

In both cases, the parent or guardian must enter their name into the box at the top of the Agreement.

Name of Parent/ Legal Guardian

please enter the name of a parent or legal guardian acknowledging the provisions of this Agreement on your behalf

Two checkboxes will appear at the bottom of the form:

☐ I confirm that I am the athlete named above and that I have read and acknowledge and agree to all the provisions of this Agreement.

☐ I confirm that I am the parent/legal guardian named above and that I have read and acknowledge and agree to all the provisions of this Agreement on behalf of the athlete.

The named parent or legal guardian must read through the Agreement and confirm their acknowledgement on behalf of the athlete by ticking the second box. In this case, the athlete may (but does not need to) also tick the first box.

In case of doubt or experiencing any issues, minors or athletes who lack legal capacity may always opt to use the 'paper' version of the Athlete Eligibility Agreement and have this signed and returned by their parent or legal guardian (via their NPC/NF), instead of using the Portal. NPCs/NFs should contact the IPC if they require any support in such cases.