



**FIVB ONLINE ACCREDITATION SYSTEM**  
**USER REFERENCE GUIDE**

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## FIVB ONLINE ACCREDITATION SYSTEM

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## 1.1 Introduction

The FIVB Online Accreditation system is a web-based accreditation system that allows members of the media to apply for press credentials for FIVB events and submit their application to the FIVB and event organisers via the internet.

The FIVB Online Accreditation system is designed to ensure professional media representatives worldwide that application for accreditation to events is kept simple and free from administrative hassle. After approval, they automatically become FIVB Media Club members and can access and modify their profile at any time and submit accreditation requests for FIVB events without having to fill in their details every time as they would already be registered.

The FIVB Online Accreditation system not only allows members of the media to apply for press credentials but also to monitor current and past requests any time the user logs into their account on the system and receive special media incentives and communication options from the FIVB Press Department. Please note that signing up through the online portal does not guarantee the granting of press passes but is the first step of the verification process.

The FIVB reserves the right to accept or refuse any accreditation request.

## 1.2 Who is eligible?

Media accreditation is restricted to professional journalists and photographers from press agencies and print and online news media outlets that publish original content and cover volleyball and/or beach volleyball and/or sports regularly. However different media organisations may be eligible for accreditation on a case-by-case basis, at the sole discretion of the FIVB, and where the quality and circulation criteria justify their consideration.

TV and Radio representatives must contact the FIVB TV Coordination Agency, IMG Media, and must have reached an agreement concerning the relevant media rights prior to the tournament in a timely manner, at least before the expiry date of the application for accreditation.

Please refer to the FIVB Terms and Conditions for Media Representatives for further details.



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#### 1.3 Online Accreditation

All international, domestic and local media representatives (online and print media, TV, radio) wishing to attend an FIVB event must apply for accreditation through the online system. This is the only method of accreditation used.

First-time applicants must register and fill-in specific fields before any application for accreditation can be considered using the online wizard tool (<http://www.fivb.org/en/media/accreditation.asp>). Applicants may be asked for additional information and/or documents to complete their profile. This information is automatically saved on the platform for future accreditation (although can be edited at any time). All requests will be answered/confirmed to the email address, which was entered on the online accreditation wizard by the accreditation deadline at the latest. Please note that all data will be strictly confidential. Accreditation received after the published deadline will not be processed, making it essential to respect the deadline set.

After approval by the FIVB/the local organiser, the applicant will receive an email with a username and password which will give them personal access to the platform. When first logging in, the user can change their username and password.

Only then can an accreditation application be submitted. Please note that the FIVB reserves the right to refuse access to the online accreditation system.

Accreditation will only be confirmed when the applicant fulfils all accreditation conditions and uploaded a photo for identification purposes. Each person, who applies for accreditation will receive confirmation of their request by email.

The accreditation procedure is as follows.

- a) All requests for accreditation for FIVB volleyball and beach volleyball events must be made online through the online accreditation system on the FIVB website.
- b) Applications must be received at least three weeks before the event concerned, unless longer term deadlines apply or extenuating circumstances have been agreed. No application can be made via the system after the deadline. Applications which are late, incomplete or sent by email may not be considered.
- c) Applications must respect the FIVB Terms and Conditions for Media Representatives.
- d) The FIVB will verify whether the application meets all relevant criteria. The FIVB will send an email to the applicant informing them of the decision that has been made with regards to their application.
- e) If the representative(s) is (are) unable to attend the event, the FIVB Press Department and the local organiser must be notified as soon as possible before the opening of the accreditation centre. Failure to inform FIVB Press Department of non-attendance may result in further accreditation requests being refused.
- f) The accredited media representative must produce a copy of the email with the accreditation confirmation or provide their media account number and a valid ID document when collecting the credential at the event.



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### 1.4 Access

#### 1.4.1 Accessing the online media portal

First-time applicants must sign up using the user-friendly wizard tool available at <http://www.fivb.org/en/media/accreditation.asp>

The screenshot shows the 'Step 1' of a 5-step wizard for personal information. It includes fields for Last name, First name, Nationality, Email address, Birthdate, Birth place, and Languages. There are also dropdown menus for Suffix, Middle, and Gender. A photo upload area is present with a placeholder 'Image not found' and an 'Upload photo' button. Below the personal information section is a 'Function' section with checkboxes for Editor, Journalist / Reporter, Photographer, TV commentator, TV technician, Radio commentator, Radio technician, Confed/NF press officer, and Works as freelance. At the bottom is a 'Media organisation' section with a 'Name' field. Navigation buttons for Step 2 through Step 5 are at the top, and an 'English (English)' dropdown is in the top right corner.

#### 1.4.2 Login page

Media Club members can log in through <http://www.fivb.org/vis2009/>

This page allows access into the user's profile and the accreditation system. Both username and password are required in order to access the system.

The screenshot shows the 'Identification' login page. It features a blue header with the title 'Identification'. Below the header is a message: 'You are entering a secured area. If you do not currently have a Username, please contact our webmaster before proceeding.' followed by a blue speech bubble icon. The main form contains two input fields: 'Username:' and 'Password:'. Below these fields is a 'Login' button. At the bottom, there are two checkboxes: 'Remember my username' and 'Remember my username and password'. Below the checkboxes are two dropdown menus: 'I forgot my password' and 'Contact the webmaster'.



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### 1.5 Registration process

First-time applicants must register and fill out the online form (with mandatory fields). The default language is set to English but can be changed using the drop-down menu.

The registration process is divided into five distinct steps as clearly indicated in the top Step Bar:



Click on the corresponding tab to proceed to the next step.

#### 1.5.1 Step 1

Step 1 Step 2 Step 3 Step 4 Step 5

**Personal information**

Last name:  Suffix:

First name:  Middle:

Nationality:  Gender:

Email address:

Birthdate:  Birth place:

Languages: <No language>

**Function**

Editor  TV commentator  Radio technician

Journalist / Reporter  TV technician / Camera operator  Confed/NF press officer

Photographer  Radio commentator  Works as freelance

**Media organisation**

Name:

- Personal Information (name, nationality, gender, birthday, email address)
- Identity Portrait Photography (in .jpg format, min. 590 x 710 pixels; the user can either upload the photo or take a photo using their webcam)



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- Function (if “freelance” is selected, two new boxes will open requiring further information: Type of Media, Names of the Main Organisations for which the applicant is working)
- Name of the Media Organisation (this field is pre-populated with the FIVB media organisation database. When applicants start typing, the system will automatically open a dropdown menu with the media organisations already registered in the system. Should the applicant’s organisation not be in the system, its complete name must be entered and the step 2 must be completed)

#### 1.5.2 Step 2

Please note that all sections of the step 2 must be filled in to successfully submit the form in step 5.

- Media organisation address, phone numbers and email address (if the media organisation was taken from the drop-down menu in Step 1, all fields will be automatically filled and read-only. The applicant has the possibility to report any error)
- Type of media: tick the appropriate box
- The Sports’ Editor contact details



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#### 1.5.3 Step 3

The screenshot shows a web form titled "Step 3" with a language dropdown set to "English (English)". The form is divided into two main sections:

- Postal address:** Includes a large text input for "Address:", two smaller text inputs for "Zip/City:", and a dropdown menu for "Country:".
- Contact numbers and email:** Includes four text input fields for "Phone number:", "Mobile number:", "Fax number:", and "Email address:".

- Personal contact details (Postal address, contact numbers and email)

#### 1.5.4 Step 4

The screenshot shows a web form titled "Step 4" with a language dropdown set to "English (English)". The form is divided into three main sections:

- National press card:** Includes text inputs for "Card no.:", "Issue date:" (with a date picker), and "Issue location:", along with a dropdown for "Country:".
- AIPS card:** Includes text inputs for "Card no.:", "Issue date:" (with a date picker), and "Issue location:".
- Passport:** Includes text inputs for "No.:", "Issued:" (with a date picker), and "Validity:" (with a date picker).



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- [National Press Card and AIPS Card details](#)
- [Passport details](#)

#### 1.5.5 Step 5

The screenshot shows the Step 5 form with the following sections:

- Events open for accreditation:** A list of events with checkboxes: Brasilia Open 2012, Swatch World Tour 2012, Myslowice Open, Sanya Open, Shanghai Grand Slam, Beijing Grand Slam, and Prague Open.
- Electronic publications subscription:** Checkboxes for E-news, Volley World, and World Volley News.
- Remarks:** A large text area for entering a message, comments, or questions.
- Submit request:** A button at the bottom left of the form.

- [List of the events open for accreditation](#)
- [Electronic publications subscription](#) (the applicant can subscribe to the weekly FIVB e-news and/or receive information when the latest issue of VolleyWorld and/or WorldVolleyNews is published)
- [Remarks](#) (any message, comments or questions can be inserted in this field)
- [Submit request](#)

#### 1.5.6 Submitting the accreditation request

The submit button is at the bottom of the Step 5 screen.

A confirmation message appears when successfully submitting the form and the applicant will receive a confirmation email with a reference number on the specified email address.

Please note that, if one required field is missing, the applicant will not be able to submit their form. An error message will appear, listing the compulsory fields. The applicant must return to the different screens using the Step Bar and double-check that all corresponding fields are correctly filled in. Should the problem persist, an email should be sent to the VIS Department ([vis@fivb.org](mailto:vis@fivb.org)).



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## 1.6 User Account

### 1.6.1 Log in

The FIVB will email a username and password to the applicant when their membership to the FIVB Media Club is approved. Please note that the applicant can log in and modify their data at any time.

The initial username is composed of 12 characters:

*Example: \_Media123456*

Please note that the user must enter all 12 characters (respecting the cases and excluding any blank space after the six-digit number) in order to successfully log in.

### 1.6.2 User Profile

Once the user has logged into the system, there is a Welcome Bar at the left side of the page that will guide the user to different areas of the system. This drop-down menu lists all the options available to the user.



### 1.6.3 Functionality of the Welcome Bar

#### 1.6.3.1 Media Menu drop-down

##### **My Data:**

- The user gets access to their profile where they can see and modify their data and apply for accreditation.

#### 1.6.3.2 Tools Menu drop-down

##### **My Account:**

- In order to change their username and password, the user has to click the "My Account" tab in the Tools Menu drop-down. This page

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allows the user to view information about their last login and change their username and password.

- The user can change their username by entering a new username. The username needs to contain at least five characters, not contain only spaces and not start with an underscore.

The dialog box titled "Changing your username" contains an information icon and the following text: "Your username must satisfy the following criteria:" followed by a bulleted list: "- Must contain at least 5 characters.", "- Must not contain only spaces.", and "- Must not start with an underscore." Below this is a text input field labeled "New username:" and two buttons: "OK" and "Cancel".

- The user can change their password by typing their current password, and then entering a new password twice (for spelling verification). The password needs to be at least eight characters and contain at least one digit and one uppercase letter.

The dialog box titled "Changing your password" contains an information icon and the following text: "Your password must satisfy the following criteria:" followed by a bulleted list: "- Must contain at least 8 characters.", "- Must contain at least one upper case letter.", "- Must contain at least one lower case letter.", and "- Must contain at least one char that is not a letter." Below this are three text input fields labeled "Old password:", "New password:", and "Confirm new password:". At the bottom are two buttons: "OK" and "Cancel".

#### 1.6.4 Profile window

The status at the top right of the page indicates the status of their membership to the FIVB Media Club:

Status: Accepted

The Top Bar allows the user to navigate through the different screens:

The Top Bar consists of four buttons: "Personal", "Main address", "Passport & Id. cards", and "My accreditation".



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In order to modify any information, the user needs to click the “Modify” button at the bottom of the page, and the “Save” button once the changes have been made.

## 1.7 Requesting accreditation

In order to monitor their accreditation request(s) and/or modify any and/or submit a new one, the user must click on “My accreditation” tab in the Top Bar.

### 1.7.1 “My Accreditation” tab

All accreditation requests, past and current, will be listed chronologically.

Status	Event name	From	To
Accepted	Brasilia Open 2012	16-Apr-2012	22-Apr-2012

The first column indicates the status of the accreditation request:

- Requested: the accreditation request has been submitted and is being considered either by the FIVB or the local organiser
- Accepted: the accreditation has been granted to the applicant

Please note that a press credential for an FIVB event will be issued only if the application is accepted.

To delete or modify an application and/or submit a new one, the applicant must click the “Modify” button at the bottom of the page.

### 1.7.2 Submitting a new accreditation request

To apply for accreditation to an FIVB event, the applicant must first click the “Modify” button at the bottom of the page and then click the “Add” button.

A new window appears listing all FIVB events open for accreditation.



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The applicant must tick the corresponding event for which they would like to apply. Please note that the applicant can select multiple events at once. The applicant must click “OK” to validate their choice.

The event(s) will now be listed as requested in the main window. Please note that the application will be submitted for approval only when the applicant confirms their request by clicking the “Save changes” button at the bottom of the page.

A warning message will alert the applicant if they try to leave the page without saving their request.

The FIVB will send an email to the applicant informing them of the decision that has been made with regards to their application. Successful applicants may receive further information about media operations at the event for which they are accredited.

#### 1.7.3 Deleting an accreditation request

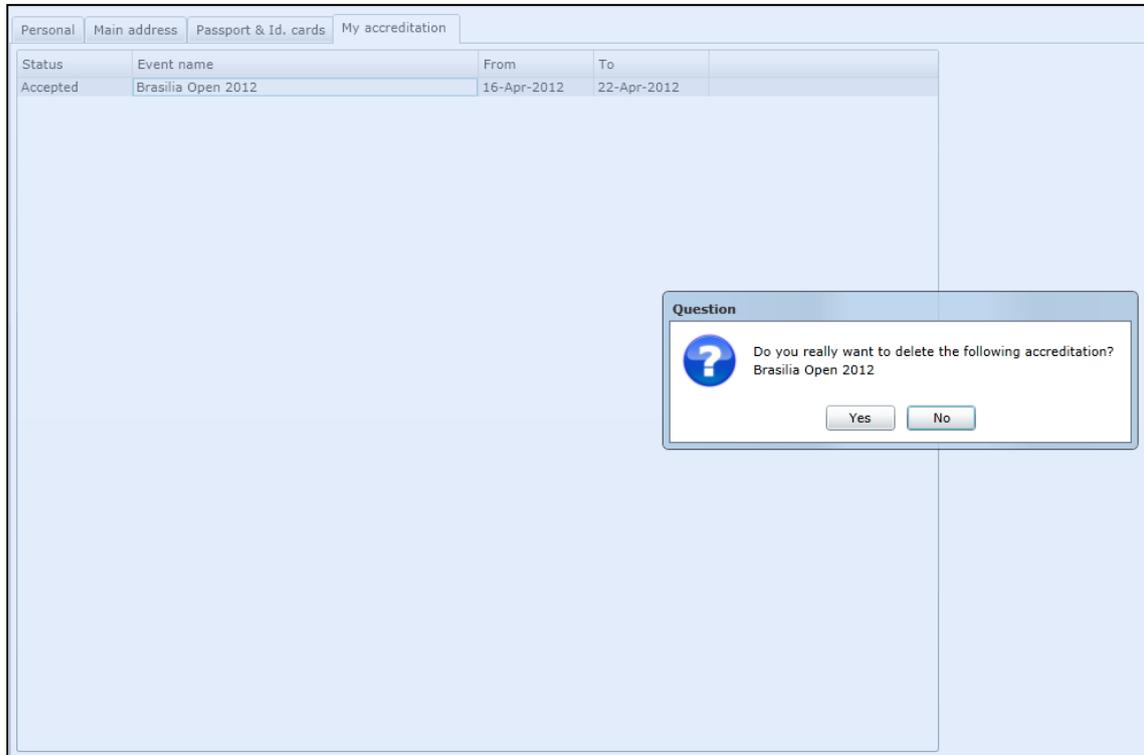
The applicant can delete a current request at any time. Please note that all past requests – accepted, denied or unsettled – cannot be deleted.

To delete a request, the applicant must highlight the corresponding event and click the “Delete” button. An alert message will appear asking the applicant to confirm their action.



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#### 1.7.4 Providing travel, pick up and visa information

The applicant can provide additional information for a current request at any time. Please note that all past requests – accepted, denied or unsettled – cannot be modified.

To complete a request, the applicant must click “Modify” at the bottom of the accreditation window, then double-click the corresponding event. A new window appears in which they can provide:

- Arrival/Departure dates
- Pick up date/location
- Any additional remark to the accreditation desk
- Any visa information



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The screenshot shows a web-based form titled "Event accreditation details". At the top, there are three tabs: "Main", "For visa: expenses", and "For visa: accomodations". The "Main" tab is selected. Below the tabs, there are two columns of input fields. The left column is titled "Arrival" and contains fields for "Date:" (with a date picker icon), "Airport:", "Flight no.:", and "From:" (a dropdown menu). The right column is titled "Departure" and contains fields for "Date:" (with a date picker icon), "Airport:", "Flight no.:", and "To:" (a dropdown menu). Below these columns is a section titled "Identity card" with fields for "Pick up date:" (with a date picker icon) and "Pick up location:". At the bottom of the form is a large empty text area labeled "Remarks". At the very bottom of the form are two buttons: "OK" and "Cancel".

The applicant must save the information by clicking OK, then the “save changes” button at the bottom of the main window.

## 1.8 Pick up accreditation card

All accredited media members can pick up their accreditation cards (and press kits) at the Main Accreditation Centre/Accreditation Desk at the event.

The media accreditation cards are handed out only once a valid ID card/passport has been produced, along with the printed confirmation email or FIVB Media Club number.