

STAKEHOLDER RELATIONSHIP MANUAL

Legal Guardian

Derived directly from the current markdown manual suite with governed football stationery and DBG

Source: `publishing-governance/legal-guardian.md`

CAF and FIFA references are contextual standards markers only. Federation-authoritative operational data remains runtime truth.

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FECOFA DIGITAL HUB: LEGAL GUARDIAN GUIDE

1. NON-DISCLOSURE & CONFIDENTIALITY

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2. ABOUT THIS MANUAL & SOURCE AUTHORITY

This guide is for a person holding legal responsibility for a player who is not their own child: a guardian, a family member with custody, or the responsible adult of a child in care. The Hub records that relationship as a distinct kind, separate from a parent's, because the consent it carries is legal rather than familial.

Two honest expectations:

There is no self-service sign-up. The account-creation screens in the Hub today produce operator accounts. A family account for a guardian is provisioned by the federation, and most guardians will act entirely through the club and the cercle desk.

Your authority is proven on paper first. The Hub records that a guardian relationship exists and what consent it carries. It does not adjudicate guardianship: the document that establishes your responsibility is examined by an official, exactly as an identity card is.

3. VISION & POSITIONING

Safeguarding a child in football starts with knowing, on any given Saturday, which adult is responsible for them and can be reached. The Hub is built to hold that answer: a named responsible adult, a reachable number, and a consent record that says what may be shared and with whom.

For a child without a parent present, that record is not administration - it is protection.

4. AUDIENCE DEFINITION

Target Audience: Legal guardians of registered or registering players, whose relationship is recorded as a guardian relationship rather than a parental one.

If you are the child's parent, read the Parent Reference Guide instead.

5. AVAILABLE SURFACES AND ACCESS

Open to you with no account at all:

- **The player's digital passport:** `/passport/[id]` - by QR scan or the link the club gives you; national identity numbers are redacted.
- **Public pages:** `/`, `/[province_slug]`, `/[province_slug]/[cercle_slug]` and the club page.
- **The blank safety sheet:** `/medical-sheet` - print it, complete it for the child, and give it to the club.
- **This suite:** `/help` and `/help/[slug]`.

If you have an account - your club creates one when it links you to a player it registered, and sends you an email to activate it; the federation can provision one too:

- **Sign in:** `/sign-in`.
- **Forgotten password:** `/account-access/forgot` - the "Forgot your password?" link under the sign-in form. Type the email address your account uses; if it is on record, a link to choose a new password is sent to it. The link works once, for one hour. Where the platform sends WhatsApp messages and you have turned WhatsApp on (see below), the same link is also sent there as a WhatsApp message - one link, so using it from either place spends it for both. For an account like yours this is the only way to reset a password - the desks that issue links by hand serve operator accounts - so if nothing arrives, look in your spam folder, then check with the club that the address they gave the federation is the one you read. Where the platform does not send email yet, the page shows no form at all, and an account like yours has no other way back in until it does.
- **Change your password:** `/account-access/password` - the key icon in the top bar, beside Sign out, once you are signed in. Type the password you use now, then the new one twice. Every other phone or computer signed in to your account is signed out; the one you are using stays signed in. Use it whenever you think someone else may know your password.
- **Password links on WhatsApp:** `/account-access/whatsapp` - the "Change" button in the WhatsApp box of your home screen. Type your WhatsApp number with its country code (starting with + or 00, such as +243...) and your current password, and password links are sent there too. A number your club recorded is shown for you to check: it is not used until you turn WhatsApp on yourself, and if the club changes it later, WhatsApp turns off until you confirm it again. An email tells you each time WhatsApp is turned on; turning it off needs no password.
- **A link from your club:** when your club links your account to a player, your home screen asks you first - ***Accept*** if the club is right, ***This is not me*** if it is not. Until you accept, it shows nothing about that player, and a link you decline is ended.
- **Home:** `/my-football` - the players linked to you, their eligibility and compliance state, upcoming activities, and the consent ledger. Apart from answering a club's link, it is a reading surface.
- **Fixtures and results:** the public pages above - they are where a competition's calendar and its results are published, and they need no account at all. The federation's own competition and match-report consoles are operator surfaces: they are not on your menu, and they show an account like yours their headings and nothing else.

6. PERMISSIONS / OPERATIONAL SCOPE

You hold no permissions. A family account carries no operational role, and no administrative action in the Hub will

accept it.

What you may do:

- Read the linked player's record where the consent record permits.
- Provide the legal documents that establish your responsibility, and the consent the club needs.
- Insist that the responsible-adult contact held for the child is correct and reachable.
- Report an error, a duplicate, or an unsafe access to the people who hold the record.

7. WHAT THIS ROLE CANNOT DO

- ****You cannot approve your own relationship or your own consent status.**** A relationship you assert is not a relationship the Hub trusts: an official records it against your documents.
- ****You cannot alter medical decisions, sanctions, transfers or match records.****
- ****You cannot edit the player's identity fields.****
- ****You cannot grant or withdraw consent from a screen.**** The consent state is displayed; changing it is an act performed by the federation on what you signed.
- ****You cannot create a second player record**** for a child whose record is inconvenient to find.
- ****You cannot open the operator screens****, including the club document vault and the medical workspace.

8. MAIN SCREENS

1. ****The passport page (`/passport/[id]`)**** identity and current eligibility, in the form an official will read it.
2. ****Home (`/my-football`)****, if you have an account: the portfolio - each linked player, their compliance state, upcoming activities, and the consent ledger showing what has been granted and what has not. Fields the consent record does not cover are withheld and marked as locked rather than shown.
3. ****The blank safety sheet (`/medical-sheet`)**** the responder sheet. For a child in your care this is the document that matters most on a match day, and it belongs in the coach's bag, not only in the system.

9. WHAT TO DO, AND WHEN

1. ****At registration:**** attend with the child's identity document and the document that establishes your responsibility. Both are examined by an official; neither is taken on trust.
2. ****Record the responsible adult:**** your name and a number that will be answered. If that changes, tell the club the same week.
3. ****Give the safety information:**** conditions a responder must know. Report what you know; do not attempt a diagnosis, and do not withhold something because it seems minor.
4. ****Before a competition:**** check the licence is active and the payment confirmed.
5. ****When responsibility changes hands:**** tell the cercle desk immediately. A stale guardian record is a safeguarding failure, not a clerical one.

10. KEY ALERTS & WARNING SIGNALS

- **"Pending Payment"**: the fee is not confirmed and the licence is not active.
- **"Data Mismatch"**: the record and the document disagree.
- **"Locked until consent"**: the consent record does not permit that field to be shown to your account.
- **A pending relationship is not an approved one.** Until an official has recorded it, you have no standing in the record, whatever you have signed.
- **A club that cannot tell you who its responsible adult contact is** for your child is not ready to hold your child.

11. IDENTITY AND PASSPORT GUIDANCE

- **careerNumber** - the player's permanent number, issued once.
- **digitalPassportId** - the identifier behind the passport page.
- **nationalId** - transcribed from the document by an official who saw it; redacted on the public page.

Guardianship documents are legal instruments. Hand them to an official in person; do not circulate them.

12. COMMON MISTAKES TO AVOID

- **Treating a pending relationship as approved access.**
- **Handing legal documents to an unverified intermediary** who offers to "take care of the registration".
- **Uploading incomplete or unclear documents** that cannot be verified and must be redone.
- **Allowing a duplicate record** because the original is at another club.
- **Assuming the Hub enforces eligibility on match day.** It reports the state; the club and the officials act on it.

13. ESCALATION PATHS

Your escalation path is a person, not a screen.

1. Note the player's `careerNumber` and exactly what is wrong or unsafe.
2. Photograph the document that proves the correct position.
3. Raise it with the club administrator, then the cercle desk, then the provincial official. A safeguarding concern goes to the cercle desk directly and immediately.

The ticket desk inside the Hub belongs to clubs; a family account cannot open it.

14. DOCUMENTARY GOVERNANCE

This manual adheres to the structural principles laid out in `documentation.md`. The screens it names are checked against `lib/navigation/registry.ts` by `tests/manualClaims.test.ts`, which also refuses to let this guide promise a screen that a role-less account cannot open.

15. DBG VISION

Powered by DBG SARL. We build immutable, scalable, and sovereign digital infrastructure to empower African sporting excellence.

DOCUMENT GOVERNANCE

Federation identity remains the primary operational brand. DBG establishes publisher legitimacy and document polish. AU atmosphere stays subdued. CAF and FIFA references remain contextual and restrained.

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