

STAKEHOLDER RELATIONSHIP MANUAL

Manager / Representative

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

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

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FECOFA DIGITAL HUB: MANAGER AND REPRESENTATIVE GUIDE

1. NON-DISCLOSURE & CONFIDENTIALITY

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2. ABOUT THIS MANUAL & SOURCE AUTHORITY

This guide is for a manager, agent or representative acting for a player. The Hub records representation as a relationship between you and a player, carrying a consent state - and it deliberately gives that relationship no administrative power whatsoever.

Three honest expectations:

There is no self-service sign-up, and no screen through which a representative registers themselves or claims a player. A family account is provisioned by the federation.

Representation grants visibility, not authority. There is no permission in the system that a representation relationship can carry. Everything that moves a player - a registration, a transfer, an activation - is performed by operators at the cercle and provincial tiers, on the club's initiative.

The transfer screen will show you nothing. /tms exists and a signed-in account can open it, but the movements it lists are clamped to an operator's territory or club. A representation relationship is not such a scope, so the screen is empty for you. Follow transfers through the clubs and the cercle, not through that screen.

3. VISION & POSITIONING

Player representation in amateur and youth football is where the most damage is done to a career record: a player signed twice, a birth date adjusted, a transfer agreed between adults and discovered by the family afterwards.

The Hub's answer is structural. A representative can be recorded, can be consented to, and can see what the consent covers - and can do nothing else. If that feels narrow, it is the design working.

4. AUDIENCE DEFINITION

Target Audience: Managers, agents and representatives with a recorded representation relationship to one or more players.

If you also hold a club post - a director, a coach - that is a separate account with separate access, and the two must not be mixed. Acting for a player and acting for a club at the same time is the conflict this suite is written to prevent.

5. AVAILABLE SURFACES AND ACCESS

Open to you with no account at all:

- **A player's digital passport:** `/passport/[id]` - by identifier or QR scan; national identity numbers are redacted.
- **Public pages:** `/`, `/[province_slug]`, `/[province_slug]/[cercle_slug]` and club pages - squads, fixtures and results as published.
- **This suite:** `/help` and `/help/[slug]`.

If the federation has provisioned an account for you:

- **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.
- **Home:** `/my-football` - the players linked to you, what the consent record permits you to see, and the state of each relationship. A reading surface; there is no form on it.
- **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.
- **Transfers:** the national transfer console is an operator surface and is not on your menu. What you are shown about a player's movement is on Home: their card counts the recent transfer records held against them. A transfer itself is requested by a cercle administrator and approved by a provincial official. See section 2.

6. PERMISSIONS / OPERATIONAL SCOPE

You hold no permissions. No operational role attaches to a representation relationship, and every administrative action refuses the account.

What you may do:

- Read a linked player's record to the extent the consent record permits.
- Provide representation documents to the club or the cercle desk when they are requested.
- Track a player's registration and eligibility state through what you are permitted to see.
- Raise an error in a relationship, a contract record or an eligibility state with the people who hold it.

7. WHAT THIS ROLE CANNOT DO

- ****You cannot request, approve or reject a transfer.**** A cercle administrator raises the request; a provincial official decides it.
- ****You cannot register a player, validate a registration, or activate a licence.****
- ****You cannot bypass a player's or a guardian's consent.**** The consent record governs what you see; there is no path around it and no screen through which you may grant it to yourself.
- ****You cannot edit identity, medical, disciplinary or sanction records.****
- ****You cannot see a player outside your recorded representation****, and you cannot see a club's roster, documents or books.
- ****You cannot open the operator screens.****

8. MAIN SCREENS

1. ****Home (`/my-football`), if you have an account:**** the portfolio - each represented player, the state of the relationship, and the fields the consent record permits. Where it does not permit, the field is withheld and marked as locked rather than shown empty.
2. ****The passport page (`/passport/[id]`):**** identity and current eligibility, the same view an official gets.
3. ****Competitions and match reports:**** the published record of what a player has actually played.

9. WHAT TO DO, AND WHEN

1. ****Have the representation recorded properly**** before you act: an official records it against your documents and the player's or guardian's consent.
2. ****Work through the club.**** A move begins as a club-to-club agreement; the cercle raises it, the province decides it. Your role is to be informed, not to initiate in the system.
3. ****Check eligibility before you place a player anywhere:**** licence active, payment confirmed, identity evidenced.
4. ****Keep the consent current.**** A relationship that lapses stops showing you anything, which is the correct behaviour, not a fault.
5. ****Escalate disputes with evidence**** to the cercle desk that holds the player's record.

10. KEY ALERTS & WARNING SIGNALS

- **"Locked until consent"**: the consent record does not permit that field. Ask the family, not the platform.
- **An expired or disputed relationship** removes your visibility. Restore it through the desk, with documents.
- **"Pending Payment"** or **PENDING** registration: the player is not yet active, whatever anyone has told you.
- **A club offering to register a player you represent under a new identity** is proposing a fraud. Refuse it and report it.

11. IDENTITY AND PASSPORT GUIDANCE

- **careerNumber** - the player's permanent number; use it in every conversation about them.
- **digitalPassportId** - the identifier behind the passport page.
- **nationalId** - held by the federation, redacted on the public page, and never something a representative needs to circulate.

12. COMMON MISTAKES TO AVOID

- **Acting without current consent** from the player or the guardian.
- **Treating visibility as authority.** Being able to see a record does not make you a party to the decisions about it.
- **Promising a family that a transfer is done** when it is a pending request that no official has approved.
- **Holding documents that belong with the club or the cercle.**
- **Mixing a club post with a representation relationship.**

13. ESCALATION PATHS

Your escalation path is a person, not a screen.

1. Note the player's `careerNumber` and the exact dispute.
2. Assemble the documents: the representation record, the consent, the club correspondence.
3. Raise it with the club administrator, then the cercle desk, then the provincial official.

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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