

STAKEHOLDER RELATIONSHIP MANUAL

Parent

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

`publishing-governance/parent.md`

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

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FECOFA DIGITAL HUB: PARENT REFERENCE GUIDE

1. NON-DISCLOSURE & CONFIDENTIALITY

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2. ABOUT THIS MANUAL & SOURCE AUTHORITY

This guide is for the parent of a registered player, or of a child about to be registered. It explains what the FECOFA Digital Hub records about your child, what you should check, and what to do when something is wrong.

Set your expectations honestly on two points:

There is no self-service sign-up. Nobody in the Hub can create a family account for you today: the account-creation screens produce operator accounts - a cercle administrator, a club administrator, a coach or a treasurer. The family account this guide describes is provisioned by the federation.

You do not need an account to protect your child's record. The registration itself, the documents, the fee and the correction of any error all happen through the club and the cercle desk, in person. Sections 5 and 9 are written for that reality.

3. VISION & POSITIONING

Youth registration is where a football record is made or spoiled. A child registered with the right name, the right birth date and one permanent number carries a clean history into every trial and every transfer. A child registered casually - a nickname, a guessed birth year, a second record because the first could not be found - carries an argument.

Your signature and your documents are what make the record true. The Hub is built so that you can see the result of that and challenge it.

4. AUDIENCE DEFINITION

Target Audience: Parents of registered or registering players.

If you are not the parent but hold legal responsibility for the child, read the Legal Guardian Guide instead: the Hub records that relationship differently, and consent follows the legal relationship.

5. AVAILABLE SURFACES AND ACCESS

Open to you with no account at all:

- **Your child's digital passport:** `/passport/[id]` - opened by scanning the QR code or following the link the club gives you. National identity numbers are redacted on it.
- **Public pages:** `/`, `/[province_slug]` and `/[province_slug]/[cercle_slug]`, plus the club's own page - fixtures, results and who runs the club.
- **The blank safety sheet:** `/medical-sheet` - the printable responder sheet, with no personal data on it. Ask the club to keep a completed one for your child.
- **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, any outstanding balance, and the consent record. 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 will accept it.

What you may do:

- Read your child's record where the consent record permits it.
- Provide documents and signatures to the club or the cercle desk.
- Report an error, a duplicate, or an access concern to the people who hold the record.

7. WHAT THIS ROLE CANNOT DO

- **You cannot approve a registration, a transfer, a match report or a sanction.**
- **You cannot edit your child's identity fields.** An error is corrected by an official who can attest the correction against a document.
- **You cannot grant or withdraw consent from a screen.** The consent state is shown on the portfolio; there is no button. Consent is recorded by the federation from what you signed.
- **You cannot create a new player profile to get around an error** - and you should refuse if anyone offers to.
- **You cannot open the club or federation screens**, including the club document vault and the medical workspace.
- **You cannot use your child's account.** If they have one, it is theirs.

8. MAIN SCREENS

1. **The passport page** (`/passport/[id]`): the screen that proves who your child is and whether they are currently eligible. Learn to open it; it is the fastest answer to "is everything in order".
2. **Home** (`/my-football`), if you have an account: the portfolio - each linked player with their compliance state, upcoming activities, outstanding balance and consent ledger. Where consent has not been recorded, the sensitive fields are withheld and marked as locked rather than shown.
3. **The blank safety sheet** (`/medical-sheet`): print it, fill it in for your child, and give it to the coach. The Hub also holds a short responder summary - the red-flag conditions and a reachable adult - which the club can record for you.

9. WHAT TO DO, AND WHEN

1. **At registration:** be present with the child's identity document. Check the spelling of the names and the birth date on the screen before the record is saved. This is the cheapest moment to be right.
2. **Give the safety information:** any condition a first responder must know, and a phone number that will be answered on a Saturday. Say what the family knows; the coach records it, without a diagnosis.
3. **Before a competition:** check the licence is active and the payment confirmed. "Pending" means not yet.
4. **When changing club:** insist that the existing career number is reused. Never allow a second registration from scratch.
5. **When something is wrong:** raise it with the club administrator, with the document in hand. If it is not fixed,

go to the cercle desk.

10. KEY ALERTS & WARNING SIGNALS

- **"Pending Payment"**: the fee is not confirmed. The licence is not active.
- **"Data Mismatch"**: the record and the document disagree.
- **PENDING**: captured, not yet validated.
- **"Locked until consent"**: the consent record does not permit that field to be shown to your account.
- **A club that will not show you the passport page** is a warning in itself. The record is about your child.

11. IDENTITY AND PASSPORT GUIDANCE

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

One child, one number, for life. A duplicate record is the single most common and most damaging error in youth football administration, and it is almost always created with good intentions on a busy registration day.

12. COMMON MISTAKES TO AVOID

- **Accepting an approximate birth date** because the document is not to hand today.
- **Letting a second record be created** because the first cannot be found in the room.
- **Uploading or handing over unclear photographs** of documents that then cannot be verified.
- **Sending identity documents over social media** or to anyone who cannot show you their role.
- **Assuming the software will stop an ineligible child from playing.** It shows the state; it does not bar the pitch.

13. ESCALATION PATHS

Your escalation path is a person, not a screen.

1. Note the child's **careerNumber** and exactly what is wrong.
2. Photograph the document that proves the correct value.
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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