

STAKEHOLDER RELATIONSHIP MANUAL

Player

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

`publishing-governance/player.md`

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

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FECOFA DIGITAL HUB: PLAYER HANDBOOK

1. NON-DISCLOSURE & CONFIDENTIALITY

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2. ABOUT THIS MANUAL & SOURCE AUTHORITY

This handbook explains what the FECOFA Digital Hub holds about you as a player, how to check it, and what to do when it is wrong.

Two facts set your expectations honestly:

You almost certainly do not have a login yet. There is no self-service sign-up anywhere in the Hub. Accounts are created by authorized operators, and the account-creation screens today produce operator accounts - a cercle administrator, a club administrator, a coach. The football-family account, the one this handbook describes, is provisioned by the federation and is not yet something your club can create for you.

That does not leave you without recourse. Your record exists whether or not you can sign in, your digital passport is readable by anyone you show it to, and the club that registered you is accountable for what it says. Sections 5 and 9 are written for the way most players will actually use the Hub: through their club, and through a passport link.

3. VISION & POSITIONING

Your football history is an asset. A player registered properly at fourteen, with one permanent number and a record of every season, arrives at a trial or a contract negotiation with something to show. A player whose name was written differently at each club arrives with nothing that can be verified.

The Hub protects that history with one permanent number per person - and it protects it from you as well as for you: you cannot edit your own record, and neither can anyone who is not accountable for it.

4. AUDIENCE DEFINITION

Target Audience: Registered players, and players being registered, of any age and any category.

If you are under age, your parent or legal guardian is the person the Hub expects to act with you; their guides are the Parent Reference Guide and the Legal Guardian Guide.

5. AVAILABLE SURFACES AND ACCESS

Open to you with no account at all:

- **Your digital passport:** `/passport/[id]` - opened by scanning the QR code on your passport, or by following the link your club gives you. It shows your identity and eligibility state as the federation holds it, with your national identity number redacted.
- **Competitions and results:** the public pages at `/`, `/[province_slug]` and `/[province_slug]/[cercle_slug]`, plus your club's page.
- **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` - the same door every account uses.
- **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` - your portfolio: the players you are linked to (for you, yourself), their eligibility state, upcoming activities 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 hearings and nothing else.

6. PERMISSIONS / OPERATIONAL SCOPE

You hold no permissions. A football-family account carries no operational role, and every administrative action in the Hub refuses it. That is not a limitation of your account - it is what the account is.

What you may do:

- Read your own record where consent permits.
- Read your passport and show it to anyone who needs to verify you.
- Report an error to the club or cercle that holds the record.

7. WHAT THIS ROLE CANNOT DO

- ****You cannot register yourself, approve your own registration, or activate your own licence.****
- ****You cannot edit your name, birth date, national identity number or club.**** These are validated records; an error is corrected by an official who can attest the correction.
- ****You cannot grant or withdraw consent from a screen.**** The consent state is displayed on your portfolio and there is no button to change it: consent is recorded by the federation from what you and your family have signed.
- ****You cannot delete match reports, sanctions, medical records or transfer history.****
- ****You cannot open the operator screens**** - registration, the club document vault, medical or sporting workspaces. They refuse an account with no role.
- ****You cannot use another player's credentials or passport.**** A passport shown by the wrong person is a fraud, and the career number makes it traceable.

8. MAIN SCREENS

1. ****Your passport page (/passport/[id]):**** who you are, the club you are registered with, your `careerNumber` and your current eligibility state. This is the screen a match official or a trial scout will look at.
2. ****Home (/my-football), if you have an account:**** the portfolio. It shows the player records linked to you, the eligibility and compliance state of each, upcoming activities, any outstanding balance, and a consent ledger. Where consent has not been granted, the sensitive fields are withheld and marked as locked rather than shown empty - the Hub does not reveal what you have not agreed to share.
3. ****The manuals (/help):**** this suite, including the guides for your parent or guardian.

9. WHAT TO DO, AND WHEN

1. ****Before a competition:**** check that your licence is active and your passport opens. Ask your club administrator to show you the passport page.
2. ****When you change club:**** do not let anyone register you again from scratch. You have a `careerNumber`; it must be reused, and a transfer is the proper route.
3. ****When something is wrong**** - a misspelled name, a wrong birth date, the wrong club - report it to your club administrator with the correct document in hand. If the club does not resolve it, the cercle desk is the next step.
4. ****When you are asked for documents:**** hand them to the club or the cercle desk. Never send identity

documents through social media or to anyone who cannot show you their role.

5. ****Keep your passport link private-ish:**** it is not a secret, but it identifies you. Share it with officials, clubs and trials; not with the world.

10. KEY ALERTS & WARNING SIGNALS

- *****"Pending Payment":**** your licence fee has not been confirmed. You are not eligible until it is - and the confirmation is done by an official above the desk that took the money.
- *****"Data Mismatch":**** what the record says and what your document says disagree. This must be fixed before a competition, not on match day.
- ****PENDING:**** your record has been captured but not yet validated. Normal after a registration day; chase it if it lasts.
- *****"Locked until consent"***** on your own portfolio: the consent record does not yet permit that field to be shown.

11. IDENTITY AND PASSPORT GUIDANCE

- ****`careerNumber`**** - yours for life, issued once. Learn it. Quote it in every conversation about your record.
- ****`digitalPassportId`**** - the identifier behind your passport page.
- ****`nationalId`**** - your national identity number, transcribed from your card by an official who has seen it. It is redacted on the public passport page.

One person, one number. If somebody offers to register you again to "fix" a problem, refuse: a second record splits your history and devalues both halves.

12. COMMON MISTAKES TO AVOID

- ****Asking for a new record instead of a correction.**** The correction keeps your history; the new record destroys it.
- ****Letting a club register you under a slightly different name**** because the document was not to hand.
- ****Sharing your account or your documents.****
- ****Assuming an ineligible flag will stop you playing.**** The Hub displays eligibility; it does not physically prevent a club from listing you, and the consequence lands on you and your club.
- ****Waiting until match day**** to discover that a payment was never confirmed.

13. ESCALATION PATHS

Your escalation path is a person, not a screen.

1. Note your ``careerNumber`` and exactly what is wrong.
2. Photograph the document that proves the correct value.
3. Take it to your club administrator. If it is not resolved, take it to the cercle desk that registered you. The cercle escalates to the province.

The support ticket desk inside the Hub belongs to clubs; it is not open to a football-family account.

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 handbook 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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