Byrsthos
Where history meets victory

نادي الثقة
AL THIQAH CLUB
FOR THE DISABLED | للمعاقين



Participant Registration Guide

register-sharjah2027.byrsthos.com

How to register, step by step, on the Byrsthos participant portal

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Table of Contents

1. INTRODUCTION 4

2. BEFORE YOU START 5

For every participant 5
Additionally, for athletes 5
Files you upload 5

3. KEY CONCEPTS 7

3.1 Positions — who registers whom 7
3.2 The registration wizard 7
3.3 Application status 8
3.4 Dates, times and deadlines 8
3.5 Signing in, sessions and several tabs 9
3.6 Legal pages and the storage notice 9

PART A — TEAM LEADER 11

A.1 Open the portal 11
A.2 Create your account 11
A.3 Verify your email 13
A.4 Your Dashboard 14
A.5 Step 1 — General Info 16
A.6 Step 2 — Position & Classification 19
A.7 Step 3 — Identity 20
A.8 Step 4 — Visa 21
A.9 Step 5 — Transportation 22
If you travel by plane 22
If you travel by road 23
A.10 Step 6 — Accommodation (Team Leader) 24
A.11 Add your teammates — My Team 25
A.12 Remove a teammate or cancel an invitation 28
A.13 Complete your teammates' registrations 29
Step 2 for athletes 30
Participant declaration form (athletes) 31
A.14 Step 7 — Events (athletes) 33
Guide for visually impaired athletes 35
A.15 Confirm your team 36
A.16 Book the team's accommodation 38
Fill in the billing information first 39
Request all your packages at once 42
Package statuses 44
A.17 Request and pay the invoice 44
The invoice to pay (NOT PAID) 46
Payment reminders 47
After your payment (PAID) 48
Teams accommodated for free 50
A.18 Team summary 51
A.19 Submit the applications 51

PART B — INDIVIDUAL STAFF MEMBER (EG. CLASSIFIER) 54

B.1 Create your account 54
B.2 Complete the wizard (steps 1 to 6) 54
B.3 Submit 56

PART C — TEAMMATE INVITED BY A TEAM LEADER 60

6. AFTER YOU SUBMIT: REVIEW AND APPROVAL 62

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

7. NOTIFICATIONS, INBOX AND DOCUMENTS 66

7.1 My badge / Team badges 68
My badge 68
Team badges (Team Leaders) 72
The badge e-mail 73

8. FAQ AND TROUBLESHOOTING 76

8.1 Account and sign-in 76
8.2 Verification code 77
8.3 Password reset and invitation link 78
8.4 Step 1 — General Info 78
8.5 Step 2 — Position & Classification 79
8.6 Step 3 — Identity and passport 79
8.7 Step 4 — Visa 80
8.8 Step 5 — Transportation 80
8.9 Documents and uploads 81
8.10 Teammates 82
8.11 Events 82
8.12 Accommodation and invoices 83
8.13 Deadlines, dates and times 85
8.14 Notifications and emails 85
8.15 General messages 86
8.16 Still stuck? Contacts 87

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

1. Introduction

This guide explains, step by step, how to register for the **Sharjah 2027 International Open Para Athletics Meeting** on the Byrsthos participant portal, and how the process continues after you have submitted your registration.

All the screens shown in this guide come from the real portal, filled in with fictitious test participants (names, documents and photos are specimens). It follows three examples:

Example	Who	What they do
Part A — Team Leader	*Ahmed Ben Salah*, Team Leader of the Tunisian delegation (TUN)	Creates his account, completes his own registration, adds his athletes, guide and team official, registers the athletes to their events, confirms his team, books the team's hotel package, requests and pays the invoice and submits everyone.
Part B — Individual staff	*Maria Lopez Garcia*, Classifier (ESP)	Creates her own account and completes her registration alone (no team).
Part C — Invited teammate	*Sami Trabelsi*, T11 athlete of the Tunisian team	Receives an invitation email from his Team Leader, activates his account and follows his own registration.

Registration portal

https://register-sharjah2027.byrsthos.com

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

2. Before you start

Prepare the following before you begin. You can save your work at any time and come back later, but having everything ready makes registration much faster.

For every participant

- A valid **email address** you have access to (a 6-digit verification code is sent to it).
- A password of at least **10 characters** for your account.
- A **mobile phone number** with its country code, with WhatsApp if possible.
- A recent **profile picture**: passport-style photo, face clearly visible, plain background, as a **JPG or PNG** file. It is printed on your accreditation badge.
- Your **passport** (the one you will travel with): number, issuing country, dates, and a scan or photo of the photo page. It must still be valid **after the event (after 31/01/2027)**.
- Your **travel details**: arrival and departure flights (flight number and date), or the address where you will be picked up / dropped off if you travel by road. Arrival can't be before **01/01/2027** and departure can't be after **31/01/2027**.
- If you need a **visa**: your parents' names, city and country of birth, profession, religion, nationality / second nationality / country of residence and, for some nationalities, your **national ID card** (number, dates and a scan; it must not be expired).

Additionally, for athletes

- Impairment type, **sport class** (e.g. T11, F40) and classification status.
- **SDMS number**, if the athlete has one.
- **Athlete ID card** (licence number, dates, scan), if the athlete has one.
- The **Participant Declaration Form** (waiver, anti-doping and medical consent), downloaded from the portal, **signed** — by a parent or legal guardian for athletes under 18 — and scanned.
- The **events** the athlete will enter and, if known, the **personal best** and **season best** for each event.
- Athletic equipment being carried: racing wheelchair, frame, javelin.

Files you upload

File	Accepted formats	Maximum size
Profile picture	JPG or PNG (you crop it in the portal)	5 MB
Passport, national ID card, athlete ID card, signed declaration form, requested documents	PDF, JPG or PNG	5 MB per file
Passport scan ("Save time: scan your passport")	Photo (JPG, PNG, WebP) or PDF	5 MB

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Key dates (as configured for Sharjah 2027)

Registration and adding teammates: until **16/01/2027 12:00 (Asia/Dubai)**.

Event entries (register, change, unregister): until **16/01/2027 00:00 (Asia/Dubai)**.

Travel window: arrival from **01/01/2027**, departure until **31/01/2027**. Competition: **25–27 January 2027**; hotel packages **23/01/2027 → 28/01/2027**.

The portal always shows the current deadlines (blue banners on the registration form, the events step and the declaration form).

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

3. Key concepts

3.1 Positions — who registers whom

Every participant has a **position**. It determines the steps you see, the colour of your accreditation and your access zones.

Position	How the person is registered
Team Leader	Registers themselves on the portal, then adds the members of the delegation (My Team), confirms the team and books its accommodation.
Classifier, Competition Management, Guest, ITO, Media, Medical, Official, Organizer, Press, Security, Technical Delegate, VIP, Volunteer, WPA	Register themselves on the portal. A Team Leader can also add them to the team.
Athlete, Guide, Team Official	Only a Team Leader can register them (from My Team). These positions can't be chosen when creating your own account.

A **Team Leader who also competes** answers Yes to "Also registering as an athlete" when creating the account. An athlete coming alone from his NPC/club registers himself as Team Leader of his own team.

3.2 The registration wizard

Your registration is a **wizard** made of steps. The steps you see depend on your position:

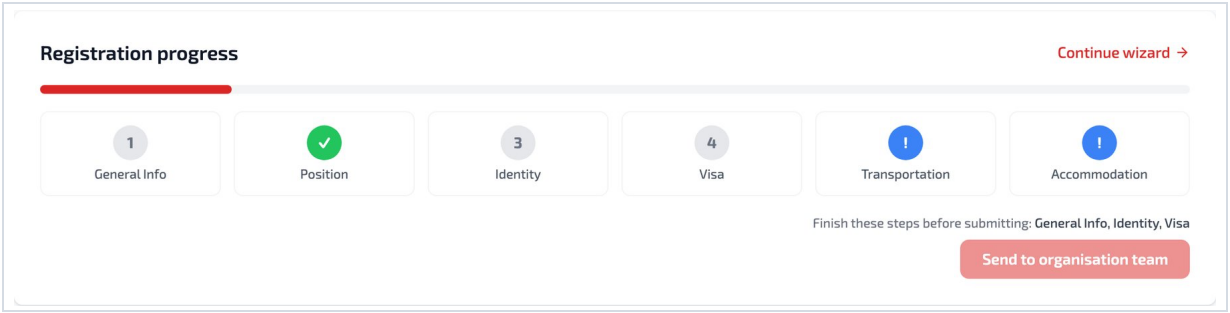


Figure 1 — *Registration progress on the Dashboard: a grey number = to do, a green tick = complete, a blue "!" = pending (does not block).*

Step	Who sees it
1. General Info	Everyone
2. Position	Everyone (title: Position & Classification)
3. Identity	Everyone. For athletes, it also holds the **Participant declaration form**.
4. Visa	Everyone
5. Transportation	Everyone
6. Accommodation	Team Leaders and individual participants. Hidden for athletes and for anyone registered by a Team Leader: their accommodation is booked by the Team Leader.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Step	Who sees it
7. Events	Athletes (including competing Team Leaders) only

Each step shows its status in the progress bar: a **green tick** when complete, a **blue "!"** when pending, and a grey number when there is still something to do. *Transportation* and *Accommodation* may be completed later and never block the submission. *Events* is also pending (not blocking) while event registration is closed.

Each step has a **Save** button and a **Save and next** button (**Save and exit** on the last step). Nothing is lost if you leave: come back later from the Dashboard. Steps can be filled in any order.

3.3 Application status

Status	Meaning	Can you edit?
Pending Information Completion	You are filling in your registration.	Yes
Pending Approval	Your application was sent to the organisation team and is being reviewed.	No (locked)
More Information Required	The organisation team needs corrections or additional information; a message explains what.	Yes — then send again
Approved	Your participation is confirmed; your accreditation badge can be produced.	No (locked)
Rejected	Your application was not accepted.	No

Event entries are separate: athletes' event registrations stay editable until the event registration deadline, whatever the application status. The **declaration form** can also still be uploaded while the application is locked.

The **accommodation step** (Step 6 — whether you need a hotel and your hotel dates) also stays editable whatever the status, even under review or approved, until your accommodation package is requested or approved. It then shows "Your accommodation package is requested or approved — contact the organizers to change it". The other steps lock after submission.

A **rejected** participant can no longer do anything on the portal.

3.4 Dates, times and deadlines

- Every date in the portal is written **dd/mm/yyyy** (day first): *05/06/2022* is 5 June 2022.
- Every deadline is shown in the **competition time zone, Dubai time (Asia/Dubai, UTC+4)**, with the zone written next to it — e.g. *16/01/2027 12:00 (Asia/Dubai)*. Convert it to your own time if you are elsewhere.
- Flight times are **local to each airport** and labelled with their UTC offset (e.g. *23/01/2027 15:20 UTC+1 (Africa/Tunis)*).
- After the **registration deadline** no new account can be created and no teammate can be added; you can still complete and submit existing registrations.
- After the **event registration deadline** events can no longer be added, changed or removed.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

3.5 Signing in, sessions and several tabs

- Tick **Remember me** on the sign-in page to stay signed in on this browser. Your session is then shared by **all your tabs**: signing in, refreshing your session or signing out in one tab applies to the others.
- Without *Remember me*, the session is kept for the current tab only and ends when you close it.
- Your session renews itself while you work. If it can no longer be renewed (for example after a password reset), you are asked to sign in again: *"Your session has expired. Please sign in again."*
- Use **Logout** on shared computers.
- Activating your account from an invitation, resetting your password, or a change of your e-mail address by the organisers signs you out on every device: sign in again.

3.6 Legal pages and the storage notice

The portal has three legal pages, open to everyone, signed in or not: **Terms of Use** (/terms), **Privacy Policy** (/privacy) and **Cookie Policy** (/cookies). Each shows its version, its last update and a **This Event** box with the event, the organiser (who is responsible for your data) and the contacts for the event.

- **Where to find them** — in the **Legal** column of the footer of every page, under the sign-in and registration forms, and on the invitation page.
- **When you create your account or activate an invitation**, the line "By continuing you agree to the Terms of Use and the Privacy Policy." above the button links to them.

On your first visit, the notice **About storage on this site** appears at the bottom of the screen: "This site uses no cookies, no advertising and no analytics. It only uses the browser storage it needs to work and a few essential third-party services, which receive your IP address: Cloudflare (network provider), Photon (address suggestions, Germany) and Web3Forms (contact form, India)." **Learn more** opens the Cookie Policy. Click **Got it**: the notice is not shown again on this browser until the policy changes (Escape only hides it until your next visit). On a phone the notice is shorter.

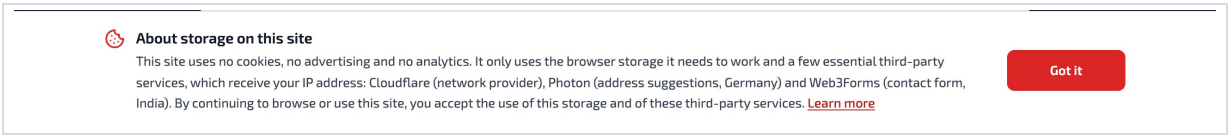


Figure 2 — *The storage notice on the first visit.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

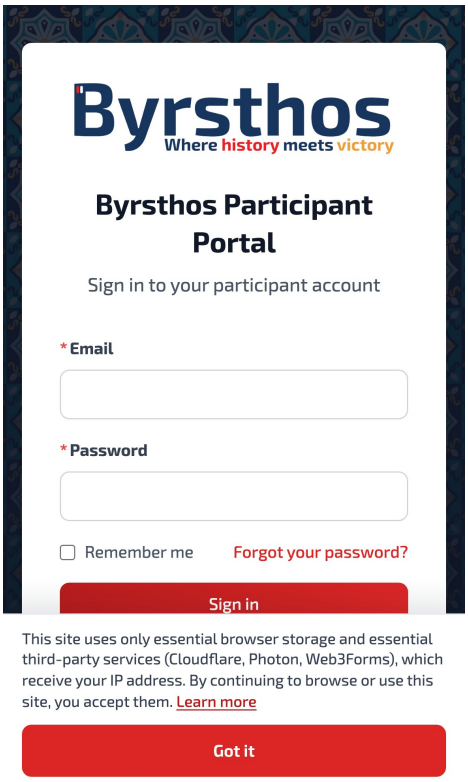


Figure 3 — *The same notice on a phone.*

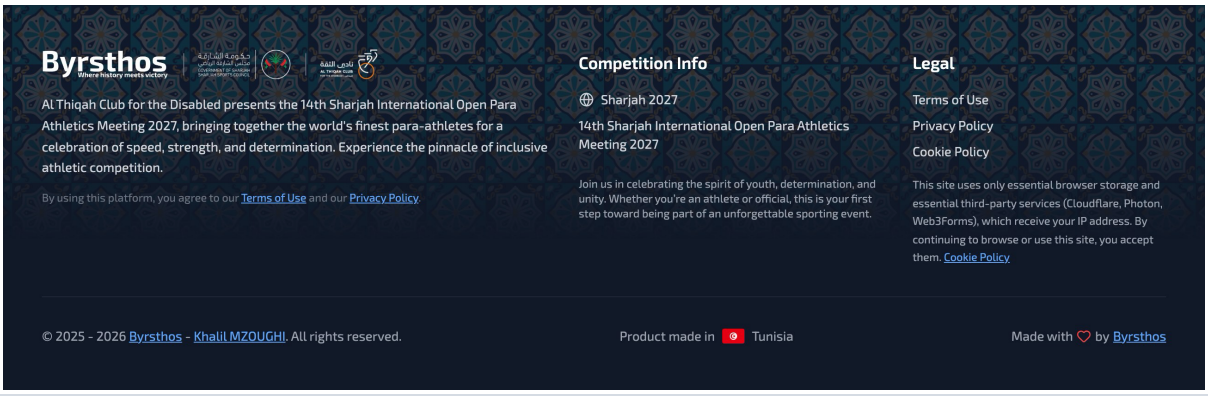


Figure 4 — *The footer: the Legal column with the three policies and the storage notice.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Part A — Team Leader

Example: **Ahmed Ben Salah**, Team Leader of Tunisia (TUN). His delegation: **Sami Trabelsi** (athlete, T11, visually impaired) with his guide **Karim Mansour**, **Ines Gharbi** (athlete, F40) and **Leila Haddad** (team official).

A.1 Open the portal

Go to **register-sharjah2027.byrsthos.com**. The **Discover** page presents the competition, the accommodation packages and the practical information. Click **Register** (top right) or **Create your account**.

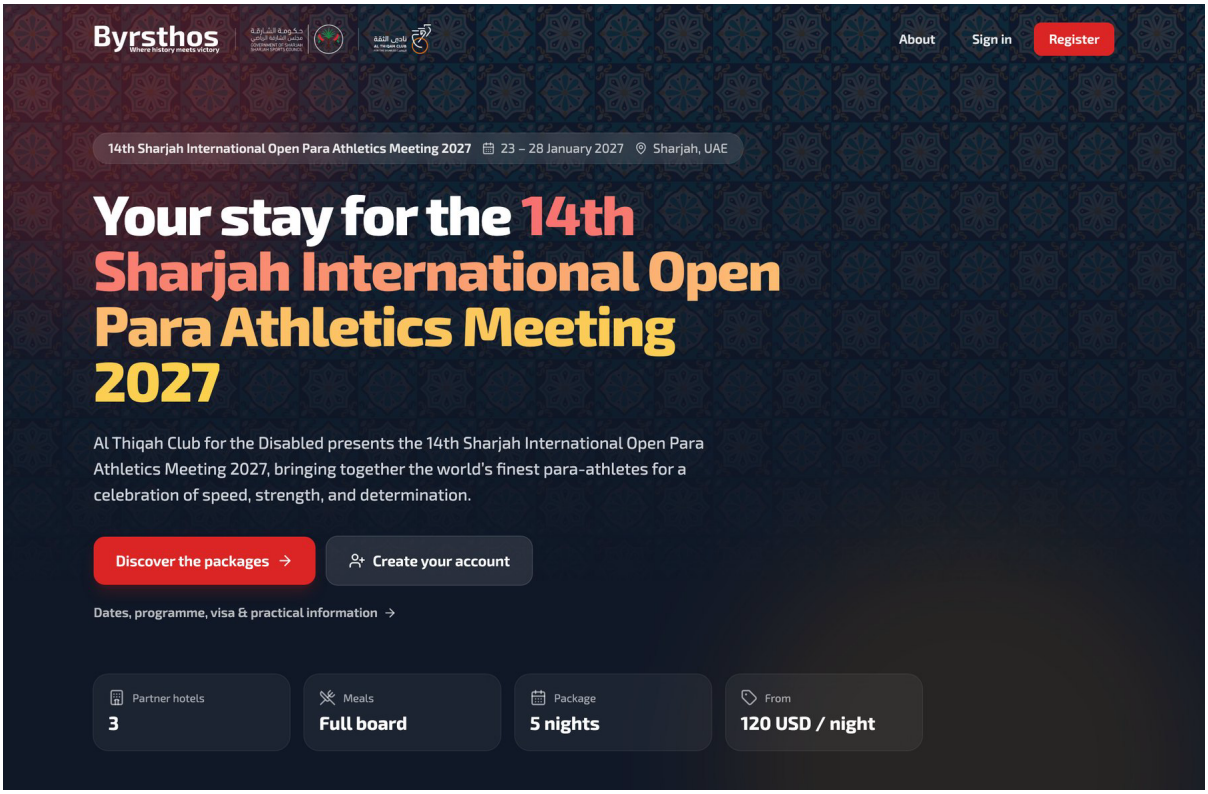


Figure 5 — *The Discover page of the participant portal.*

A.2 Create your account

Fill in the form "Create your participant account". The blue banner at the top shows the registration deadline in Dubai time.

Field	What to enter (example)
Email	`ahmed.bensalah@...` — it becomes your login.
First name / Last name	Ahmed / Ben Salah — exactly as in your passport (no < > [ ] characters).
Password / Confirm password	At least **10 characters**; both must match.
Date of birth / Gender	12/03/1980 / Male. The date must be between 01/01/1900 and today.
Phone	Choose the country code (+216), type the number (6 to 15 digits in total), and turn on **Has WhatsApp** if relevant.
NPC	Tunisia (TUN)

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Field	What to enter (example)
Position	Team Leader
Also registering as an athlete	Tick only if you are competing yourself.
Native language / Speaks English	Arabic / on

Click **Create account**.

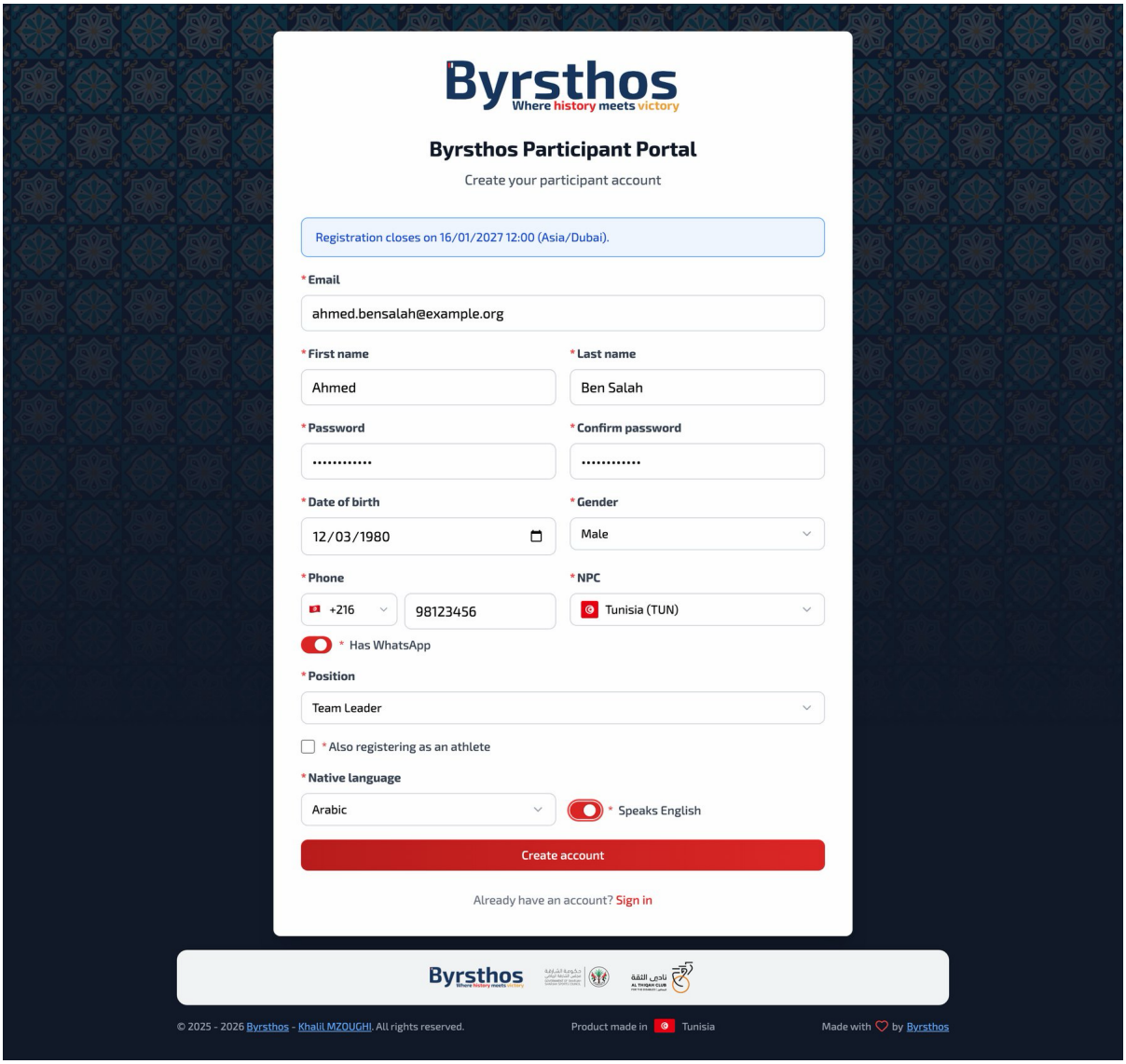


Figure 6 — *The registration form filled in for a Team Leader.*

Above **Create account**, the line “By continuing you agree to the Terms of Use and the Privacy Policy.” links to these pages (3.6). A password shorter than 10 characters is refused: “The password must be at least 10 characters”.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

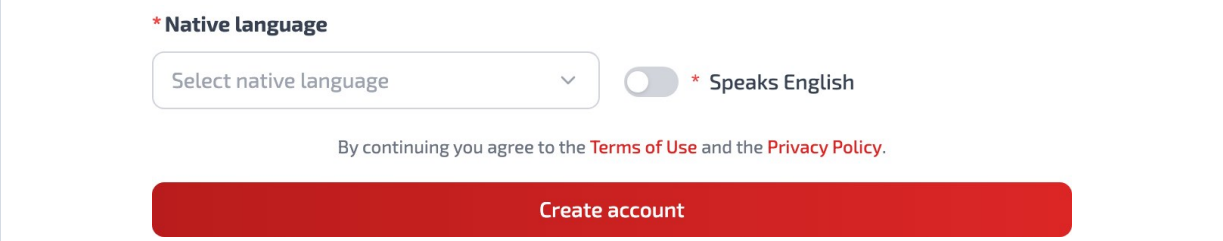


Figure 7 — *The agreement line above Create account.*

A.3 Verify your email

A **6-digit code** is sent to your email address. Type it on the verification page: the account is created as soon as the 6 digits are entered (or click **Verify & create account**).

- The code is valid for **10 minutes**. **Resend code** becomes available after 60 seconds; a new code cancels the previous one.
- Not in your inbox? Check your **spam / junk** folder and mark the email as "Not spam" so the next emails reach your inbox.
- Made a mistake in the form? Click **Go back**: your details are kept.
- **Reloaded the page or reopened it in the same tab?** Your registration is kept for this tab. For security the password is not kept: type it again in the two password fields shown on the page, then enter the code.
- Already have an account with this email? You won't receive a code: you receive an email **"You already have a Byrsthos Logistics account"** with links to sign in and to reset your password.

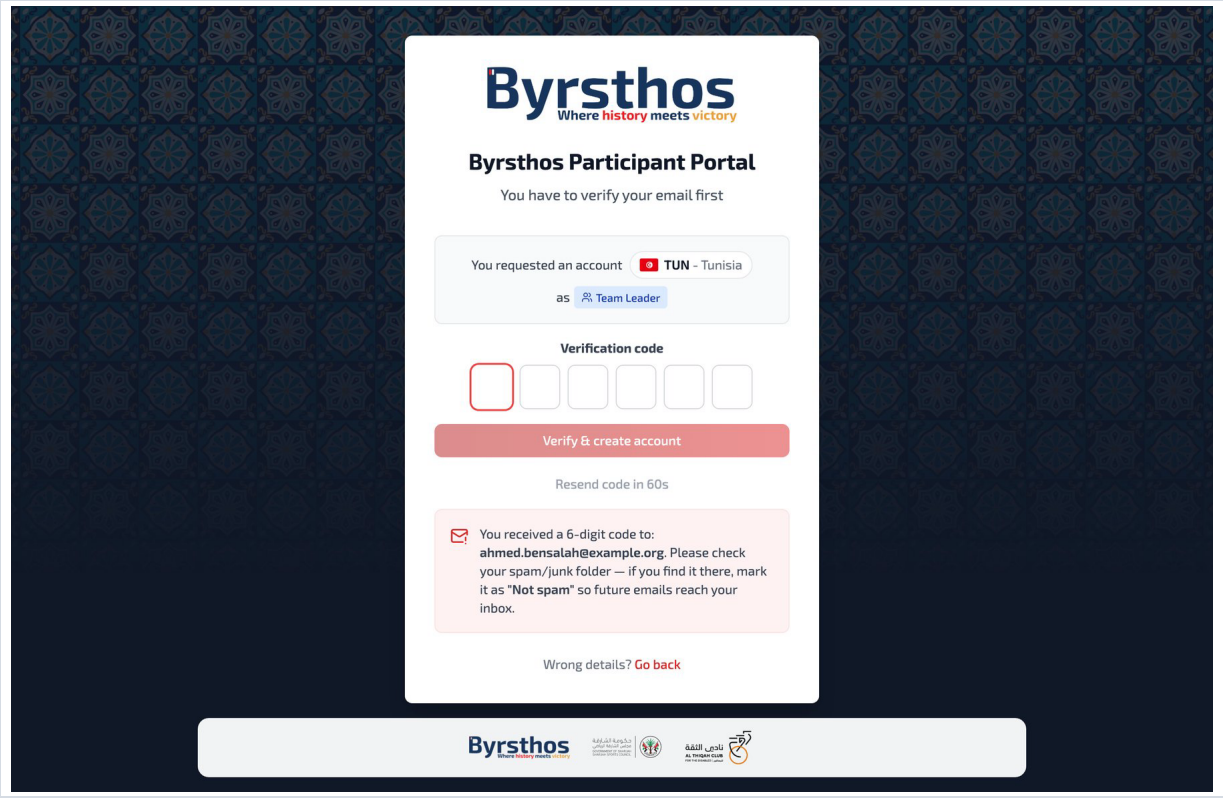


Figure 8 — *Email verification with the 6-digit code.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

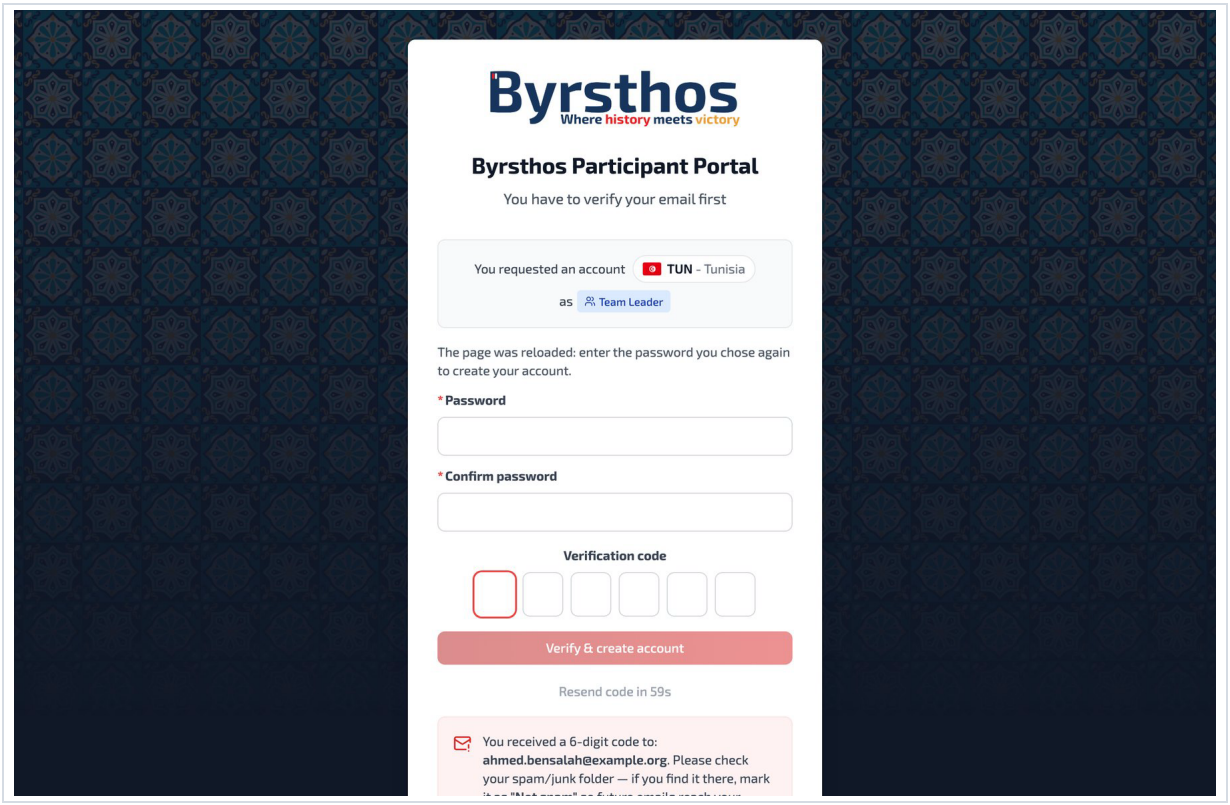


Figure 9 — *After a reload, enter your chosen password again before the code.*

A.4 Your Dashboard

After verification you arrive on the **Dashboard**, your home page:

- **Confirm your team** (Team Leaders) — a reminder until you confirm your team on My Team (A.15).
- **To do: participant declaration form** — for athletes (and for a Team Leader, his athletes) whose signed form is missing (A.13).
- **Registration progress** — one tile per step with its status. Click a tile (or **Continue wizard**) to open it.
- **Transportation & accommodation** — a summary of your flights, ground transportation and hotel.
- **Recent notifications** — the latest messages from the organizing committee.
- **Requested documents** — documents the organisers asked you for (section 7).
- **Application status** — your current status and its history, with the **Send to organisation team** button (enabled once the required steps are complete).
- **Contacts** — at the bottom of the page, below Application status: the Byrsthos technical service for technical issues only, and the organizers' coordinators (competition, logistics, medical, visas, finance) for everything else (8.16).

The top menu gives access to **Dashboard**, **Discover** (competition and packages), **My Team** (Team Leaders only), **Inbox**, **My Documents**, **About** and **Logout**. On a phone, the menu is behind the ☰ button and the Inbox icon shows the number of unread messages.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

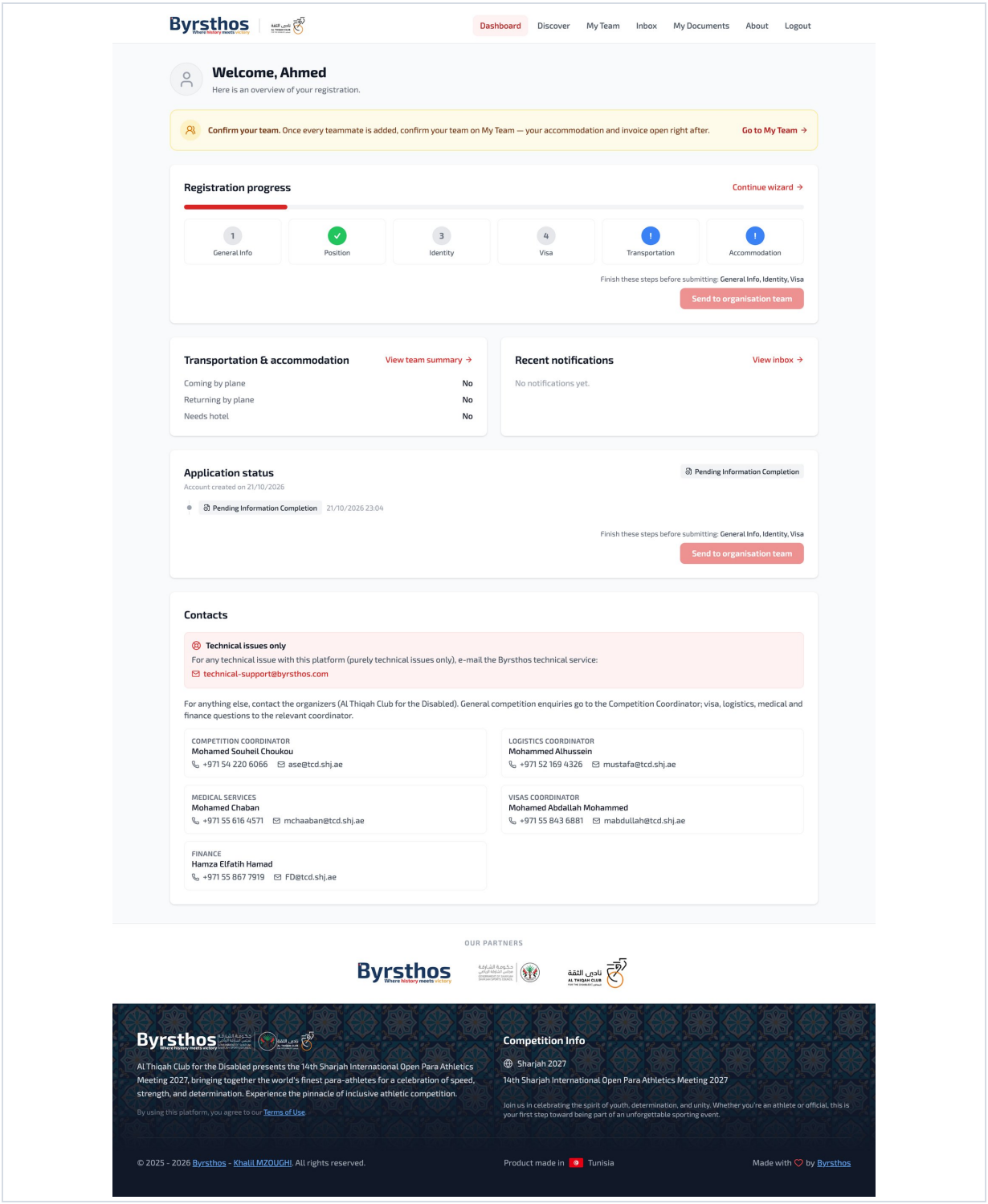


Figure 10 — *The Dashboard of a new Team Leader, with the "Confirm your team" reminder.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

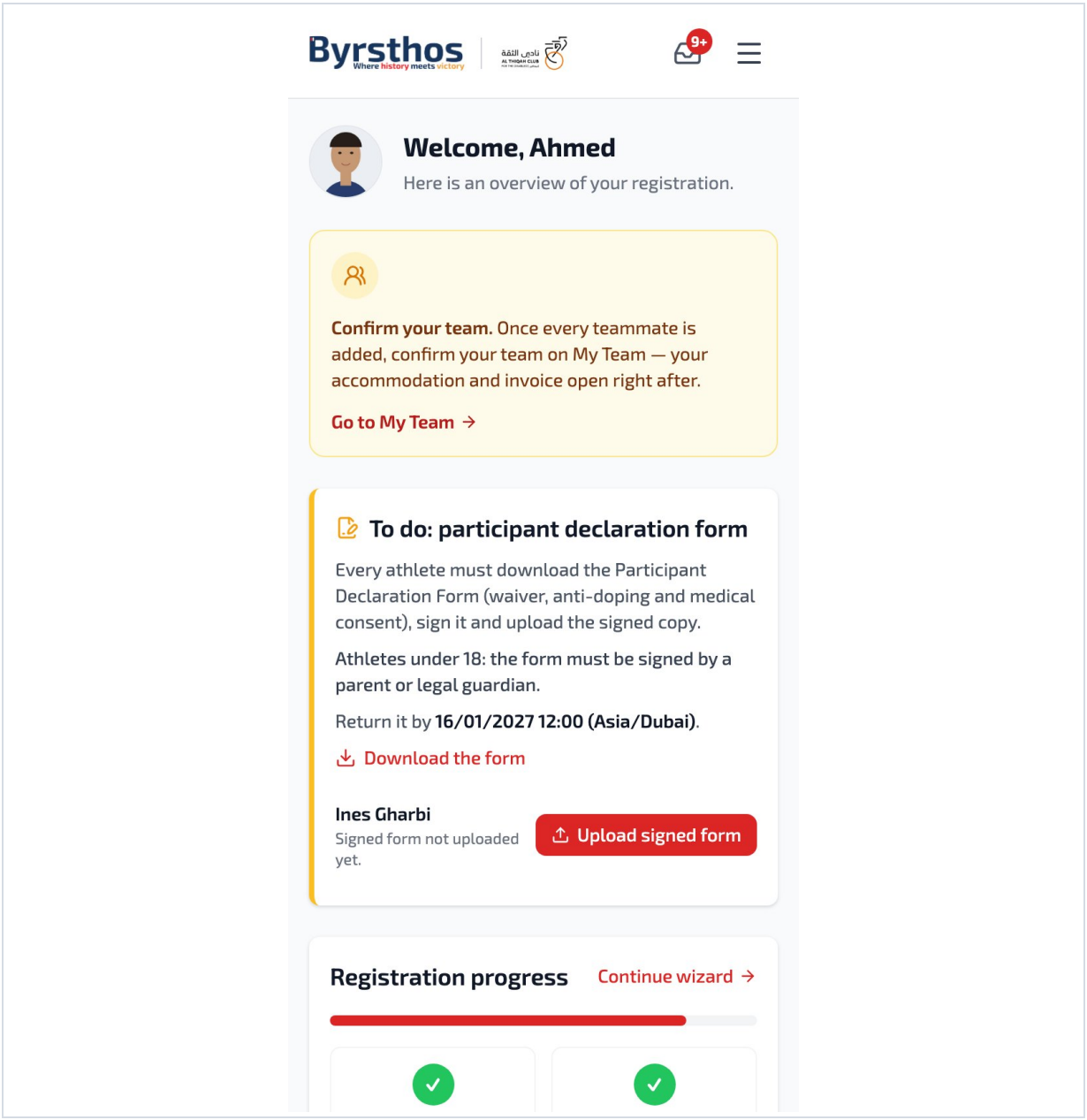


Figure 11 — *The same Dashboard on a phone.*

A.5 Step 1 — General Info

Check the details copied from your account and complete the rest:

Field	What to enter
First name, Last name, Date of birth, Gender, Phone, NPC	Pre-filled — check them against your passport.
Native language, English speaker	Pre-filled.
PRM assistance	Tick "**If PRM (person with reduced mobility) needing assistance**" if you need assistance.
Everyday wheelchair	Tick "**Carrying an everyday wheelchair**" if relevant.
Profile picture (required)	Upload a passport-style photo (JPG or PNG, 5 MB max), then crop it (see below).

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

When you choose your photo, the **Crop your photo** window opens. Drag to move, pinch or scroll to zoom, and **center your face in the oval**. You can also rotate the photo (**Left / Right**) and adjust brightness and contrast. Click **Use photo**.

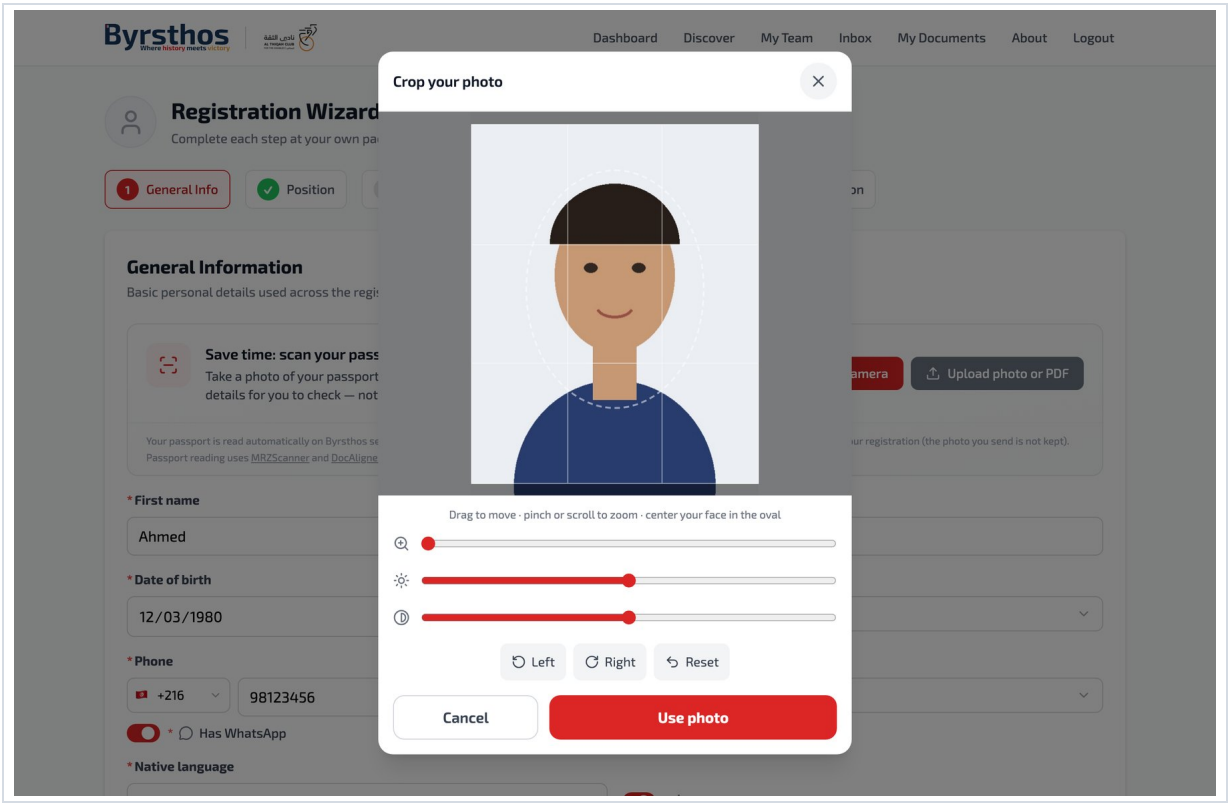


Figure 12 — *Cropping the profile picture: the face must fit in the oval.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

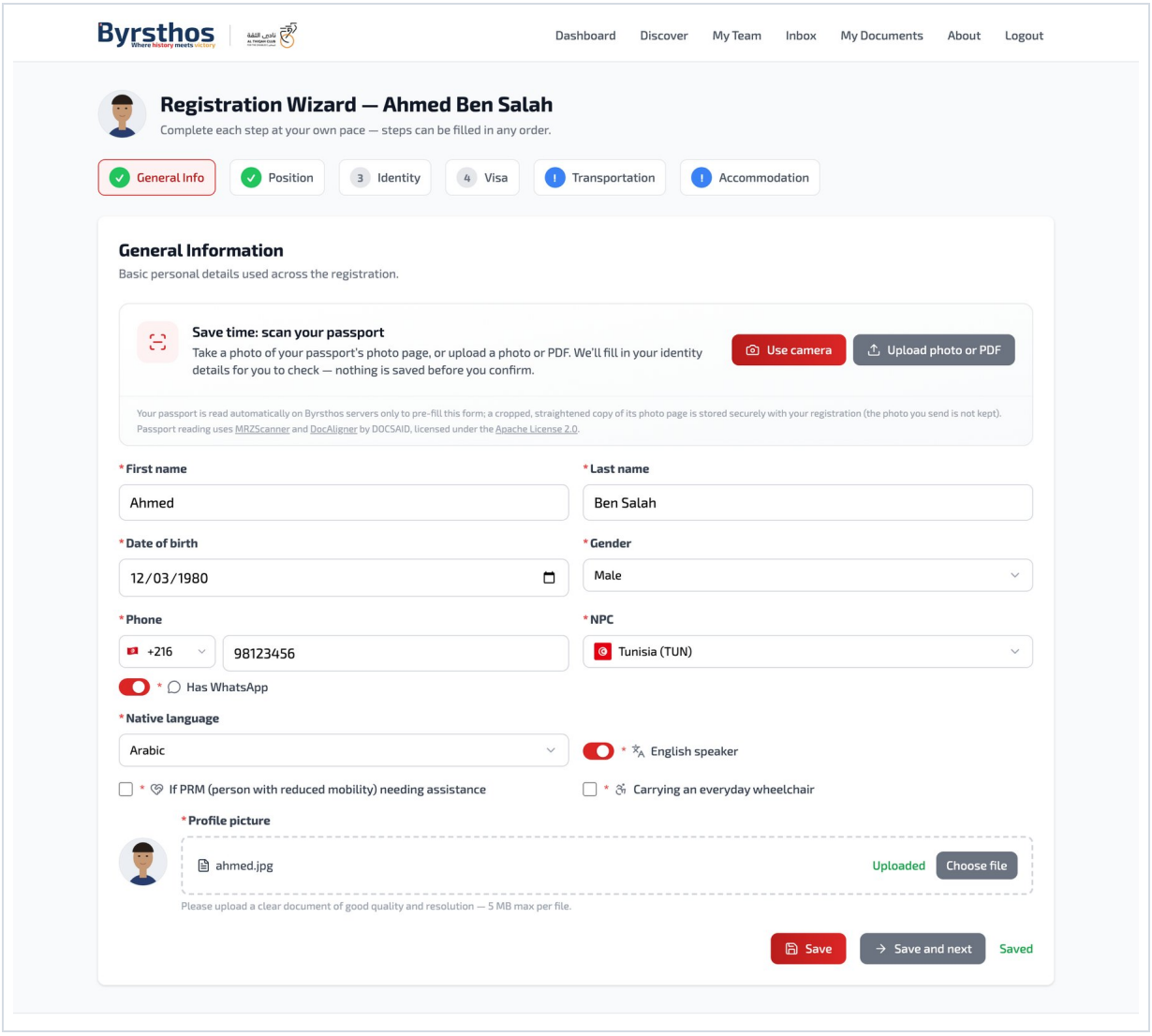


Figure 13 — *Step 1 completed, with the profile picture uploaded.*

Save time: scan your passport

At the top of Step 1 (General Info), **Use camera** or **Upload photo or PDF** reads your passport's machine-readable zone (the two lines of <<< at the bottom of the photo page). A window "Check your passport details" shows the values read next to the ones already typed ("Replaces …"). The scan is only on Step 1: Step 3 (Identity) then shows the details it filled in.

Check every field, complete the ones marked **To complete** (the date of issue is not in the machine-readable zone) and click **Confirm and fill in** — or **Cancel**. Nothing is saved before you confirm. When the reading is fully valid, a cropped and straightened copy of the page is stored as your passport scan.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

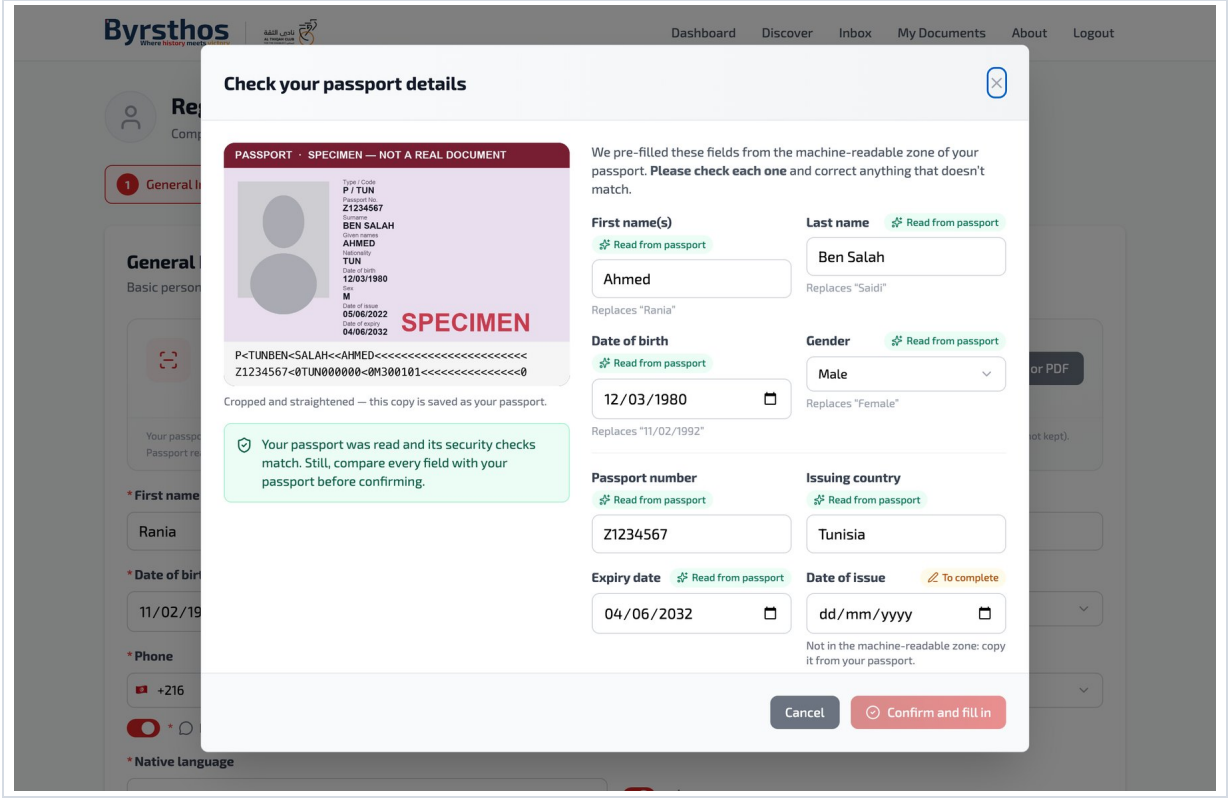


Figure 14 — *Passport scan of a specimen passport: check each value before confirming.*

A.6 Step 2 — Position & Classification

For a Team Leader: check the **Position** (Team Leader) and answer **Registering as an athlete?** (*No* unless you compete). The **Club** is optional (English name, Latin characters) and can also be set on My Team; every teammate automatically follows the Team Leader's club.

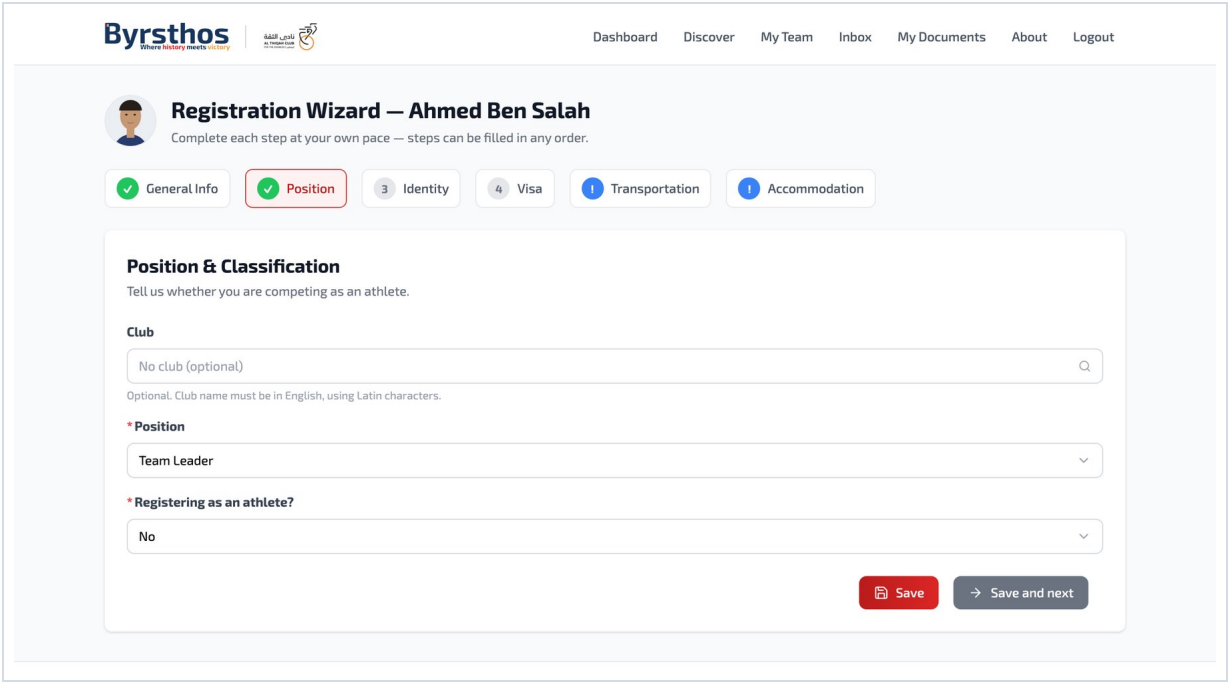


Figure 15 — *Step 2 for a Team Leader who is not competing.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

A.7 Step 3 — Identity

Enter the passport you will travel with: **Passport number**, **Issuing country**, **Date of issue**, **Expiry date** and the **Passport scan** (PDF, JPG or PNG, 5 MB max). The portal checks that:

The passport scan (**Save time: scan your passport**) is only on Step 1 (A.5). Step 3 shows the passport details it filled in: check them and correct any field by hand.

- the date of issue is not in the future;
- the expiry date is after the date of issue;
- the passport is still valid **after the event (after 31/01/2027)**.

If one of these checks fails, the step is not saved and a red message tells you which field to correct.

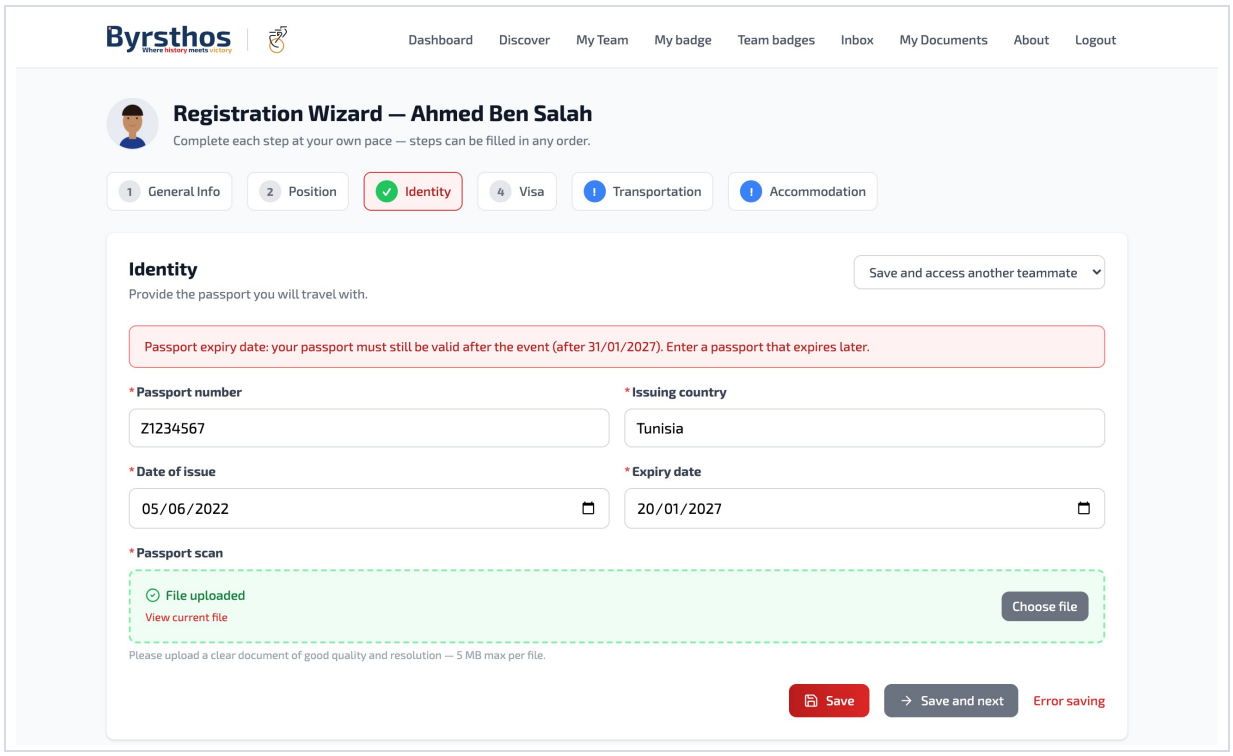


Figure 16 — *A passport that expires before the end of the event is refused.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

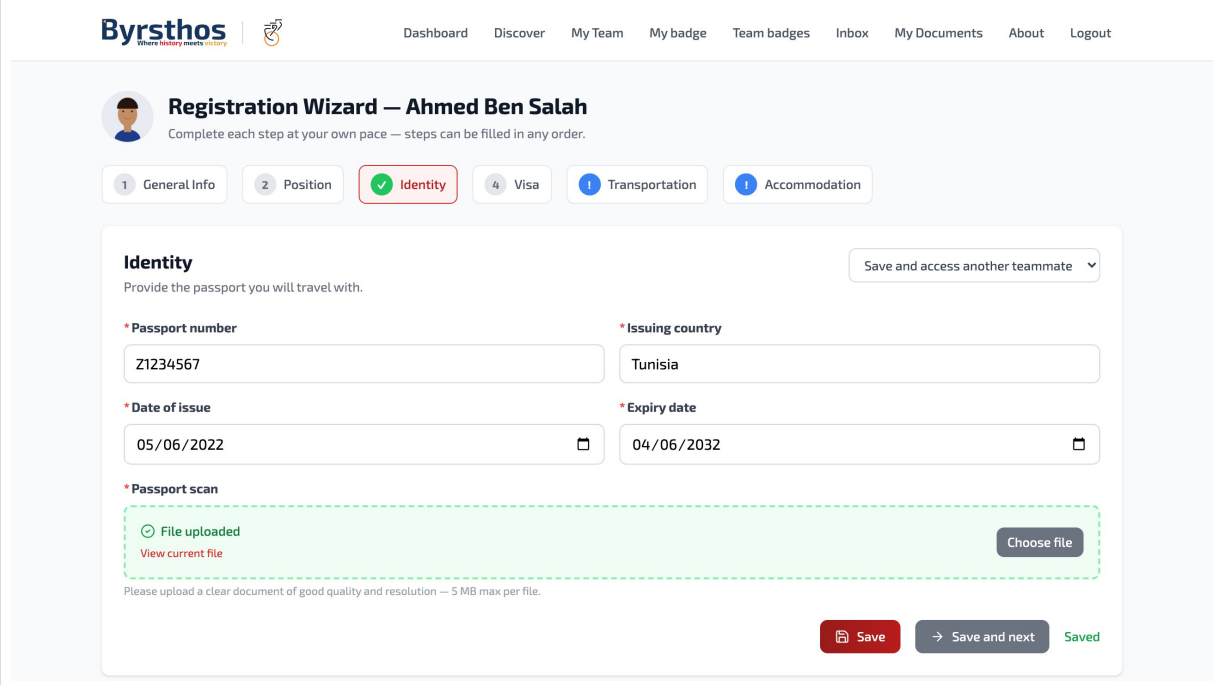


Figure 17 — *Step 3 completed: the passport details and the passport scan file.*

A.8 Step 4 — Visa

Answer **Do you need a visa?** If *No*, the step is complete. If *Yes*, complete:

- **Nationality and residence** — nationality, second nationality (or *Not binational*), country of residence.
- **Details for the visa application** — father's, mother's and spouse's names, profession, city and country of birth, religion.
- **National ID card** — required for some nationalities (the page lists them: Afghanistan, Iran, Iraq, Pakistan, Tunisia, Yemen): number, issuing country, dates and a scan. The card must **not be expired**. A red message *"Your national ID card is required for your visa application and is still missing."* stays until it is complete.

As soon as you answer *Yes*, the visa request is created (**Visa Requested**). It is then handled by the organisation team: its status (*Visa Requested → Visa In Progress → Visa Approved / Rejected*) and its history appear at the bottom of the step. Once the organisers have started processing it, you can no longer answer *No* yourself — contact the organising committee.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

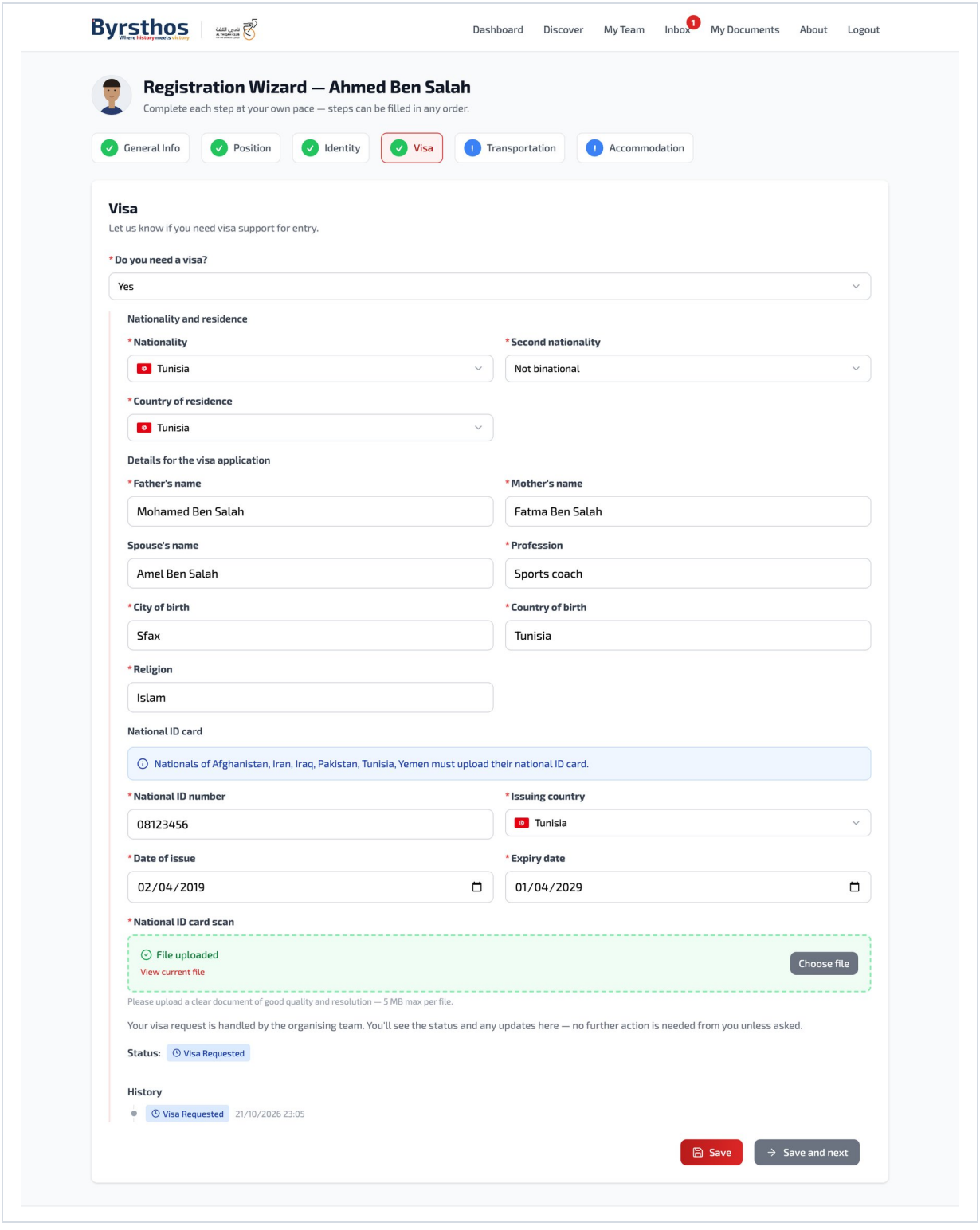


Figure 18 — *Step 4 for a Tunisian participant who needs a visa.*

A.9 Step 5 — Transportation

Answer **Are you coming by plane?** and **Are you returning by plane?**

If you travel by plane

1. Enter the **Flight number** (no spaces, uppercase, e.g. EK748) and the **Flight date**, then click **Look up flight**.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

2. If the flight is already known, the portal shows it: check the airports and times (local to each airport) and click **Confirm this flight**. Otherwise the portal looks it up; if it can't be found, click **Enter details manually instead** (airports, take-off and landing date & time as shown on your ticket).
3. Enter the **Number of suitcases**.
4. Answer **Do you need ground transportation?** — from the airport to your hotel on arrival, from your hotel to the airport on departure. Ground transportation on arrival is only available from **Dubai International (DXB)** and **Sharjah International (SHJ)** airports, to and from the hotels of the proposed packages.

Both flights must be inside the travel window: the arrival flight can't land before 01/01/2027 or after 31/01/2027, and the departure flight can't take off before 01/01/2027 or after 31/01/2027. The departure flight must leave after the arrival flight lands.

If you travel by road

Answer **Do you need ground transportation on arrival / for your return?** and, if yes, give the address — **Where should we pick you up / drop you off?** (around the competition city).

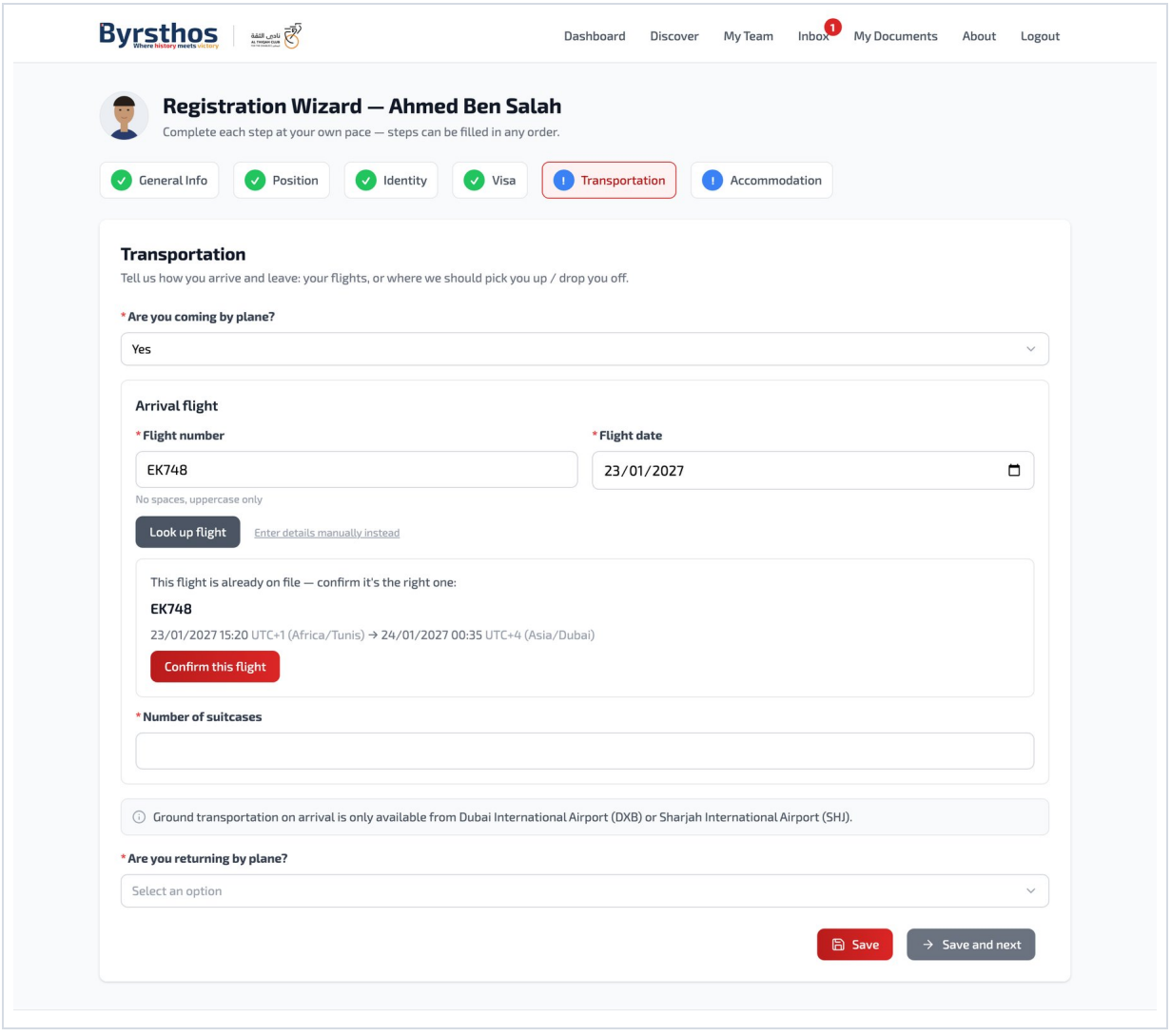


Figure 19 — *Looking up the arrival flight: the flight is already on file, ready to be confirmed.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

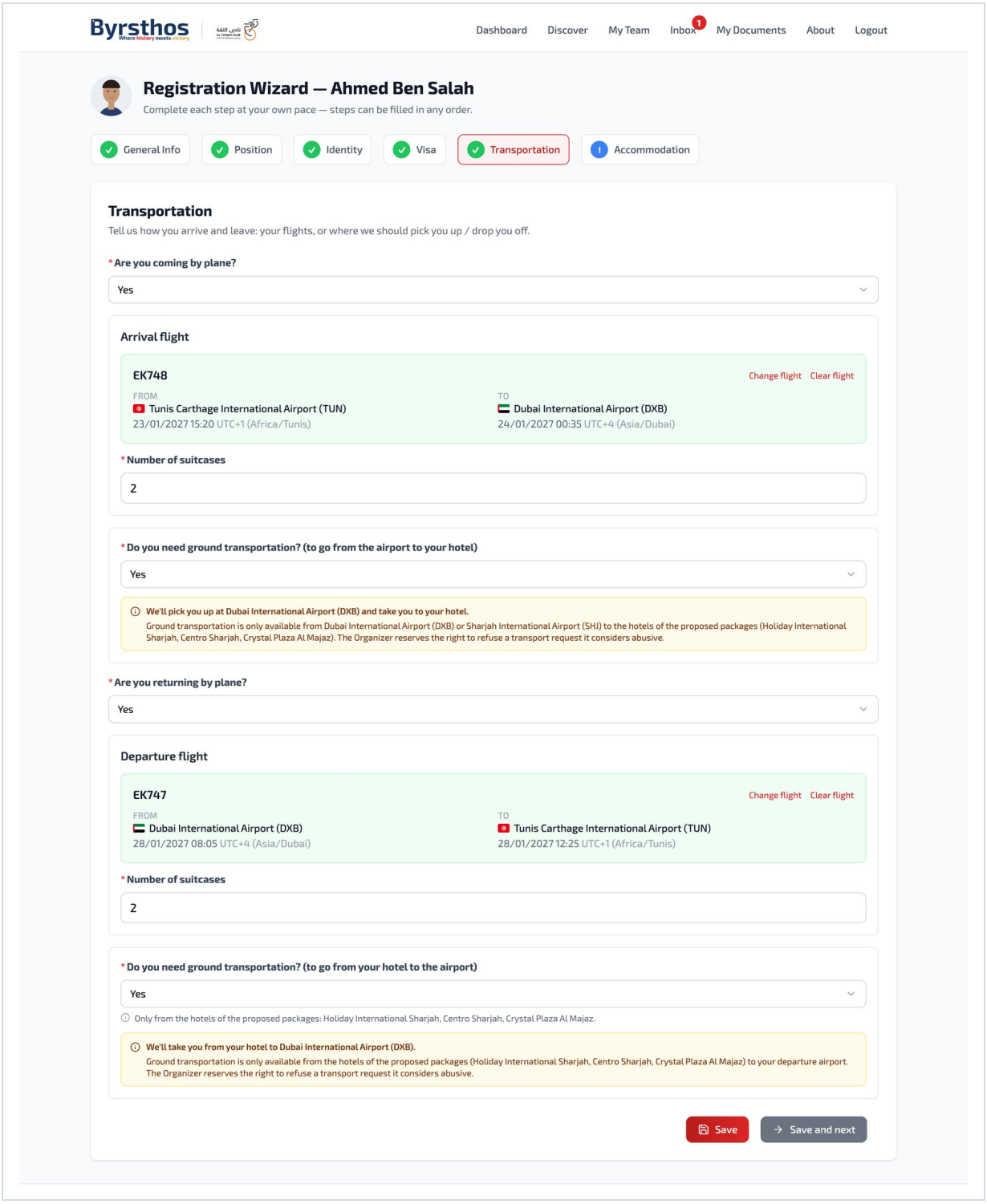


Figure 20 — *Step 5 completed: both flights, suitcases and ground transportation.*

This step may stay **pending**: it does not block the submission, but please complete it as soon as your travel is booked.

A.10 Step 6 — Accommodation (Team Leader)

For a Team Leader, accommodation is managed for the **whole team** (yourself included) on a dedicated page — click **Go to team accommodation** (see A.16). The step becomes complete once everyone in the team is in a package.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

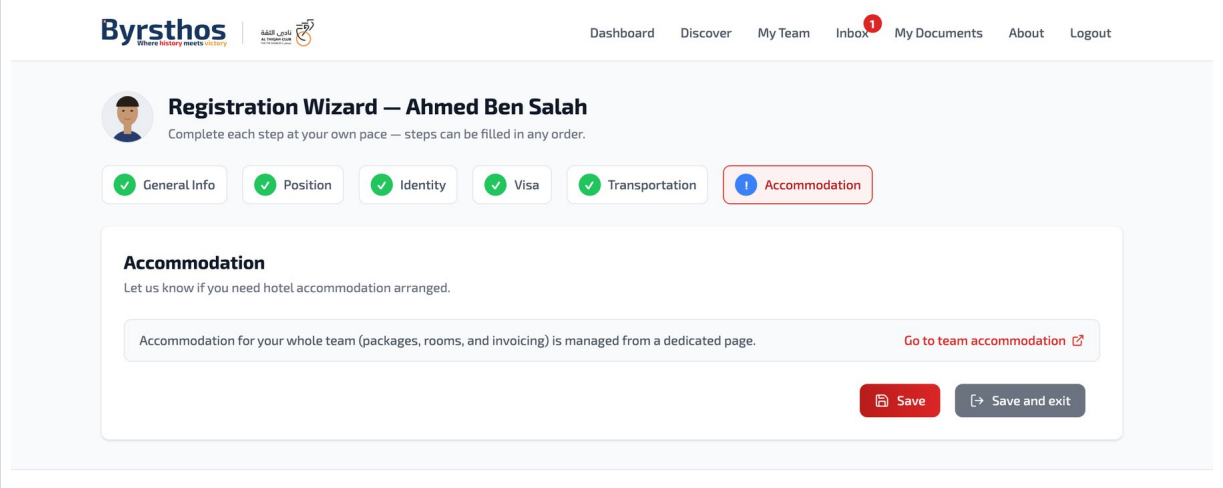


Figure 21 — *Step 6 for a Team Leader links to the team Accommodation page.*

A.11 Add your teammates — My Team

Open **My Team** in the top menu. At the top, the card **"Is your team complete?"** counts your team by position and reminds you to confirm the team once everyone is added (A.15). Click **Add teammate** and fill in:

Field	Sami	Ines	Karim	Leila
First / Last name	Sami Trabelsi	Ines Gharbi	Karim Mansour	Leila Haddad
Email	`sami.trabelsi@…`	(none)	(none)	`leila.haddad@…`
Position	Athlete	Athlete	Guide	Team Official
Invite to register?	Yes	No	No	Yes

- **Invite to register?** checked — the teammate receives an email to set their own password and follow their own registration (an email address is required). The invitation link is valid for **7 days**. You can still manage them yourself.
- **Inviting again** — if you add the same person again with Invite to register?, a new invitation e-mail is sent and the previous links stop working: only the newest link works.
- Unchecked — only you manage this teammate (no email needed).
- An email that already belongs to another participant is refused: *"A participant with this email is already registered — contact the organising committee to move them to your team"*.
- The e-mail address of a teammate can't be changed on the portal once added: ask the organising committee (8.1).

Click **Register and invite** (or **Register Teammate**). Teammates can be added until the registration deadline and until you confirm your team.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

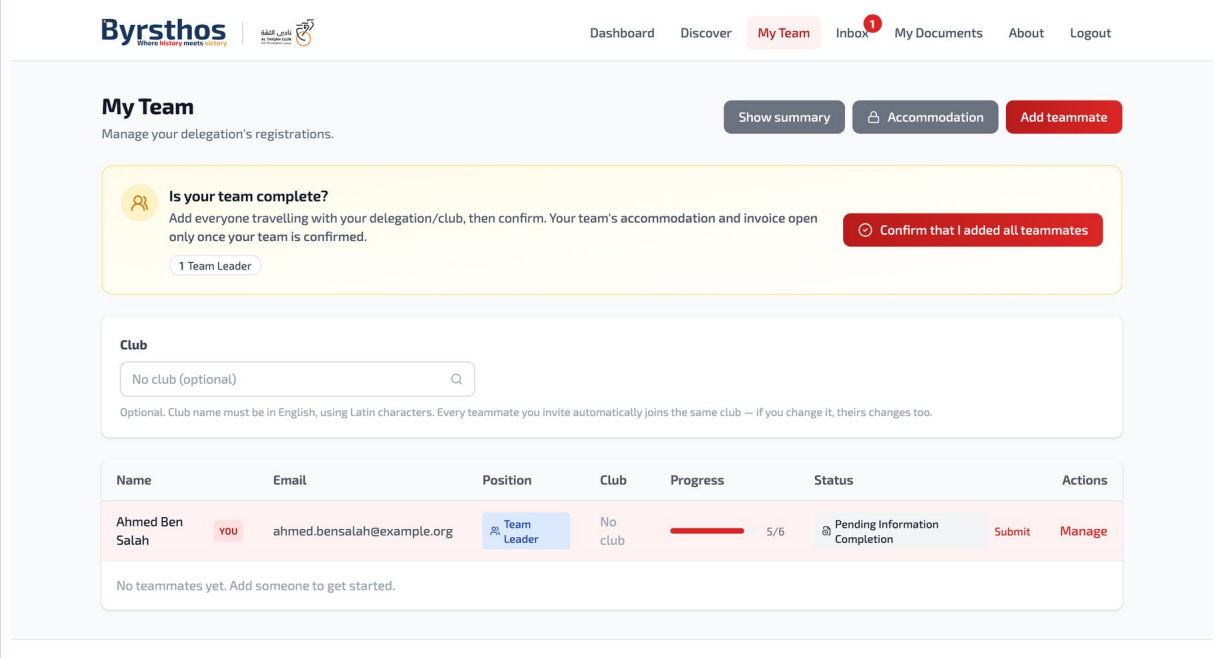


Figure 22 — *My Team before adding anyone: the "Is your team complete?" card and the Club.*

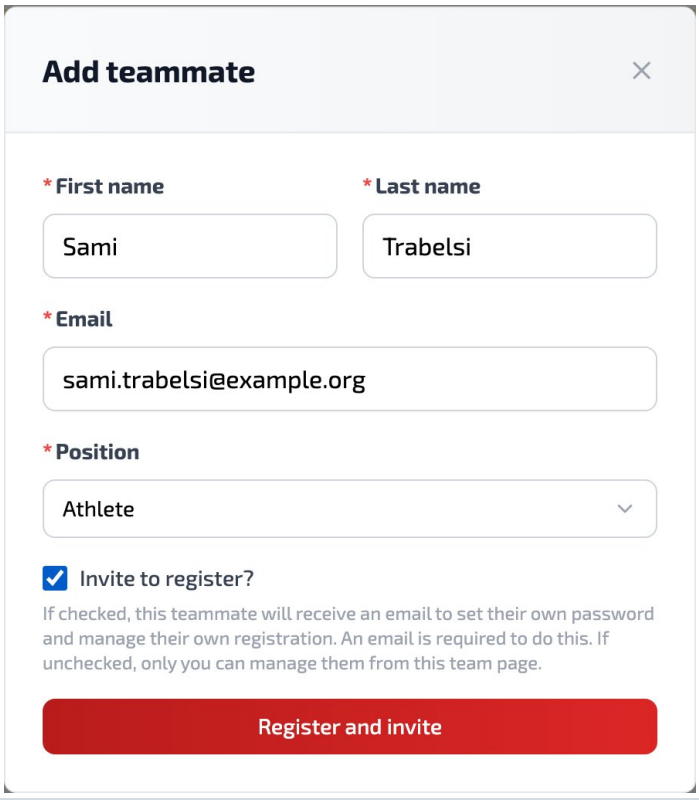


Figure 23 — *Adding an athlete who will receive an invitation email.*

My Team lists your delegation with each person's position, progress (completed steps) and status, and the actions **Manage**, **Submit** and **Remove** / **Cancel invitation**. Badges show what needs attention: **Invitation pending** (the teammate hasn't activated their account yet) and **Declaration form missing** (click it to open the right step). **Show summary** and **Accommodation** are at the top.

The **Invitation pending** badge disappears when the invitation expires, after 7 days without activation: **Cancel invitation** is then replaced by **Remove**. Invite the person again if needed.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

A teammate whose application was **rejected** appears struck through with a **Rejected** label: **Manage** is greyed out and **Submit** and **Remove** are not offered. Nothing can be done for them any more.

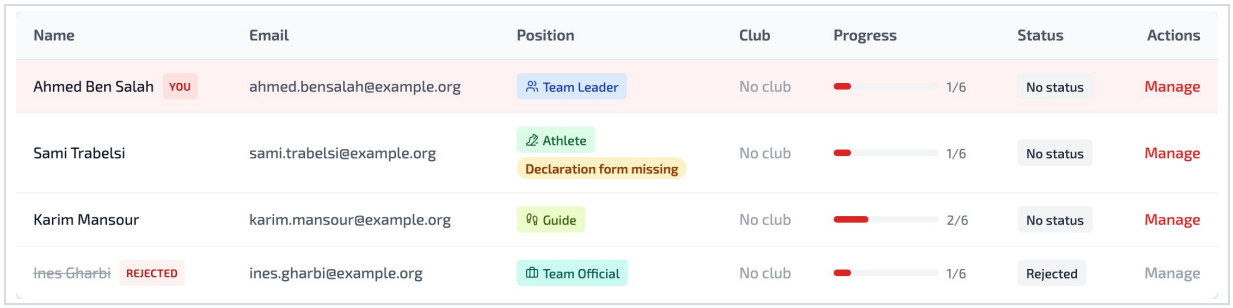


Figure 24 — *My Team: a rejected teammate, struck through, with no actions.*

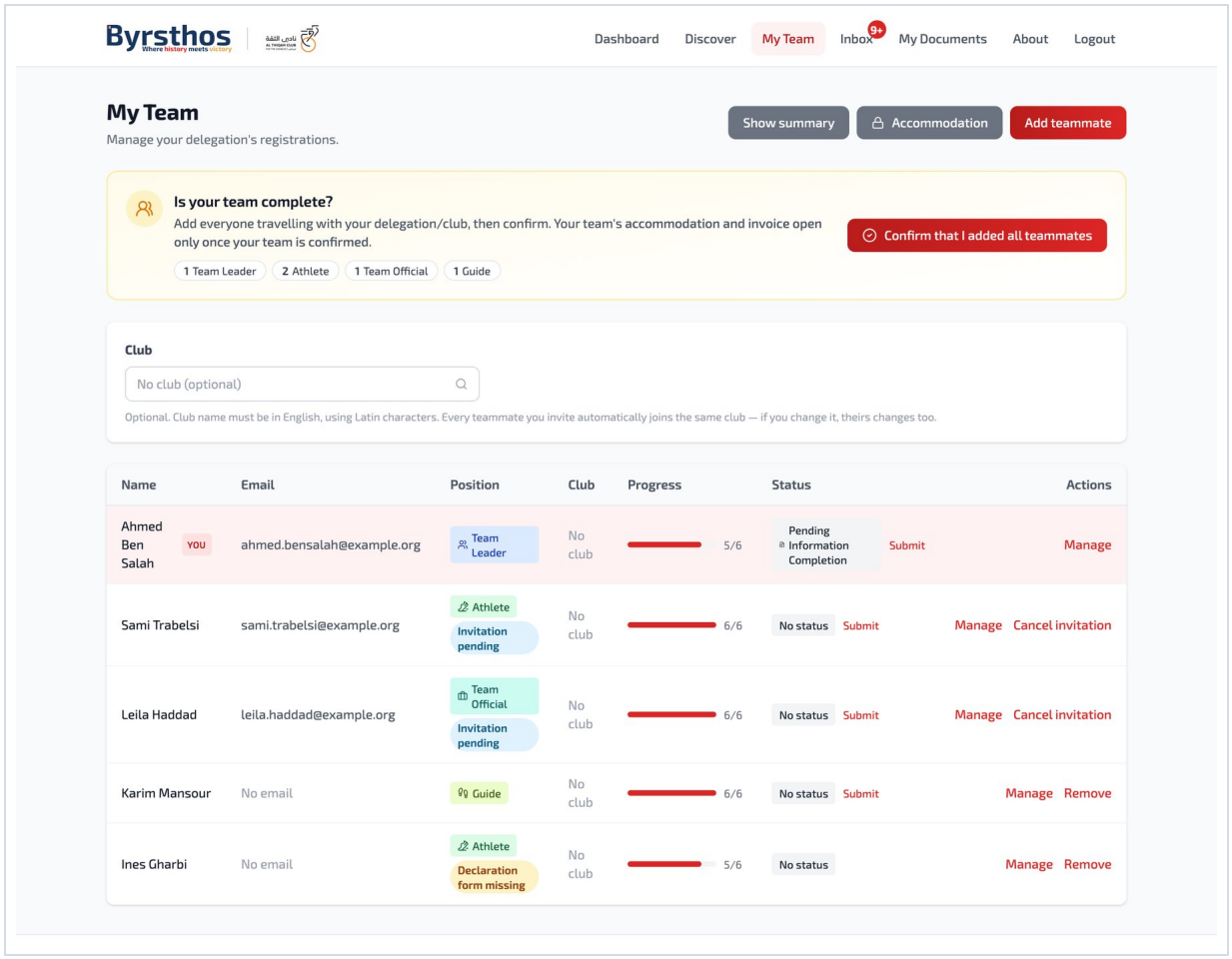


Figure 25 — *My Team with the whole delegation registered.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

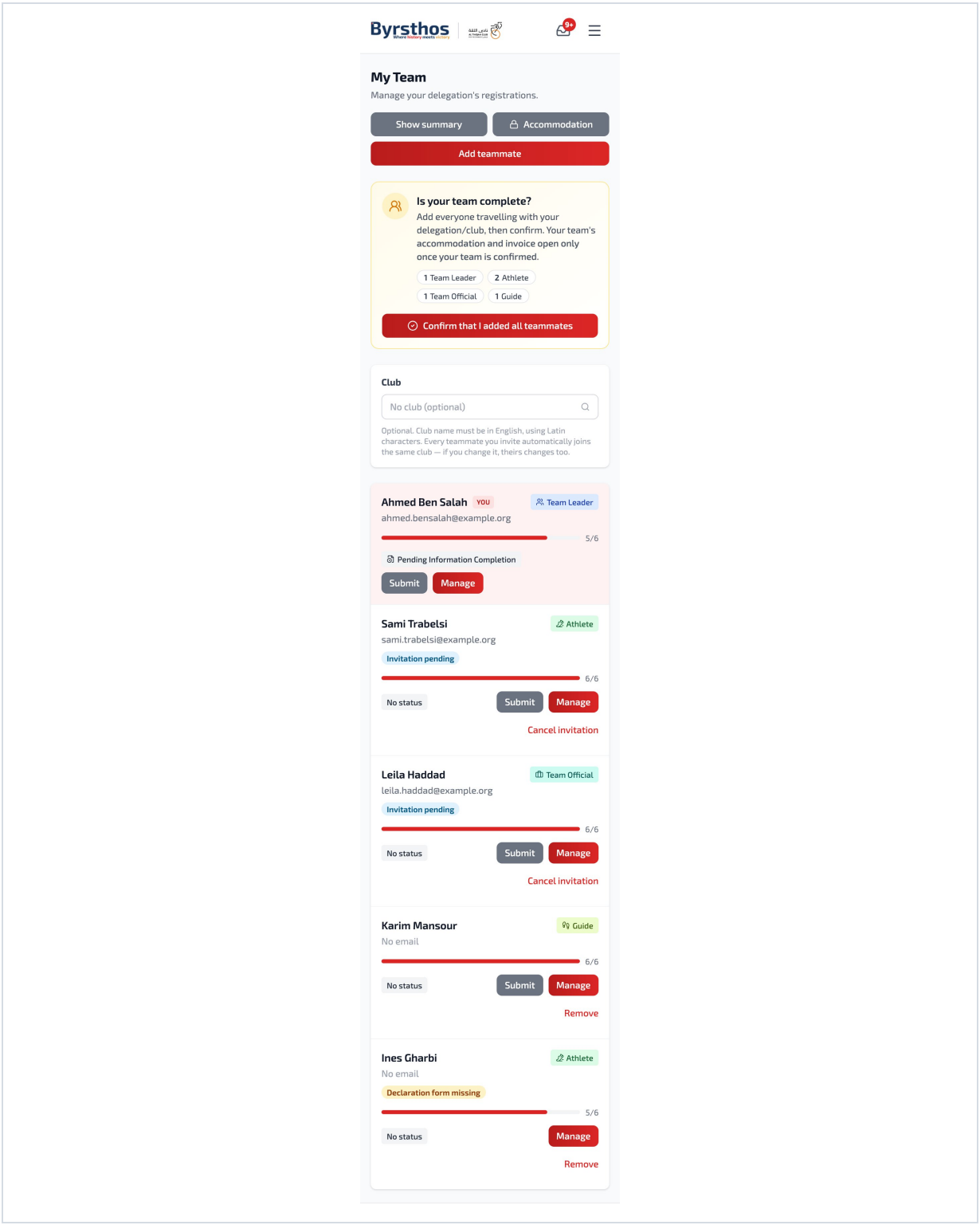


Figure 26 — *My Team on a phone: one card per person.*

A.12 Remove a teammate or cancel an invitation

Until you confirm your team, you can take someone off your team from **My Team**:

- **Cancel invitation** — shown for a teammate who hasn't activated their account yet. It cancels the invitation email.
- **Remove** — for any other teammate.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

A confirmation window explains what happens: the person's account, documents and event registrations are **permanently deleted**. Click **Cancel invitation** / **Remove** to confirm, or **Keep**.

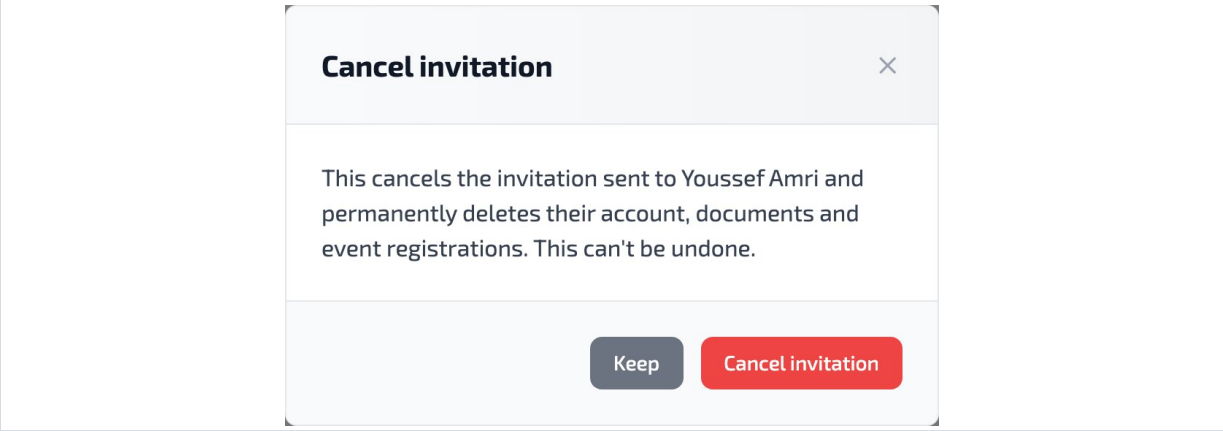


Figure 27 — *Cancelling the invitation of a teammate who hasn't activated his account.*

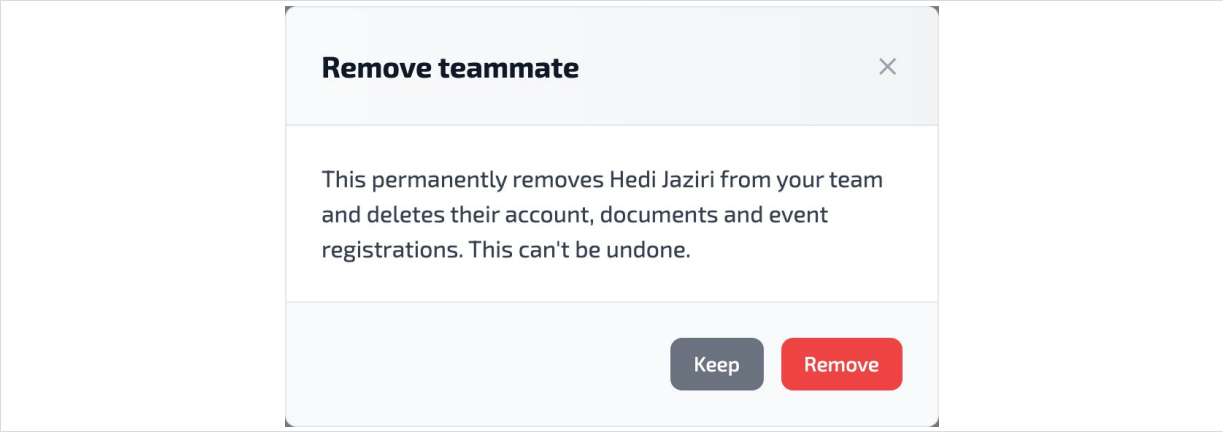


Figure 28 — *Removing a teammate.*

A teammate can't be removed when:

- they are in an **accommodation booking or an invoice** — cancel the booking first;
- they **lead a team of their own** — contact the organising committee;
- your team is **already confirmed** — contact the organising committee.

A.13 Complete your teammates' registrations

In My Team, click **Manage** on a teammate: the same wizard opens for that person (the title shows their name). The selector **Save and access another teammate** (top right) saves and switches to another teammate.

Steps 1, 3 and 4 are the same as yours (for teammates the phone number is optional). Two shortcuts save time:

- **Same flight as a teammate** (Step 5) — copies a flight already entered for a teammate travelling on the same plane.
- **Same as…** (Accommodation page) — copies a teammate's check-in / check-out dates.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

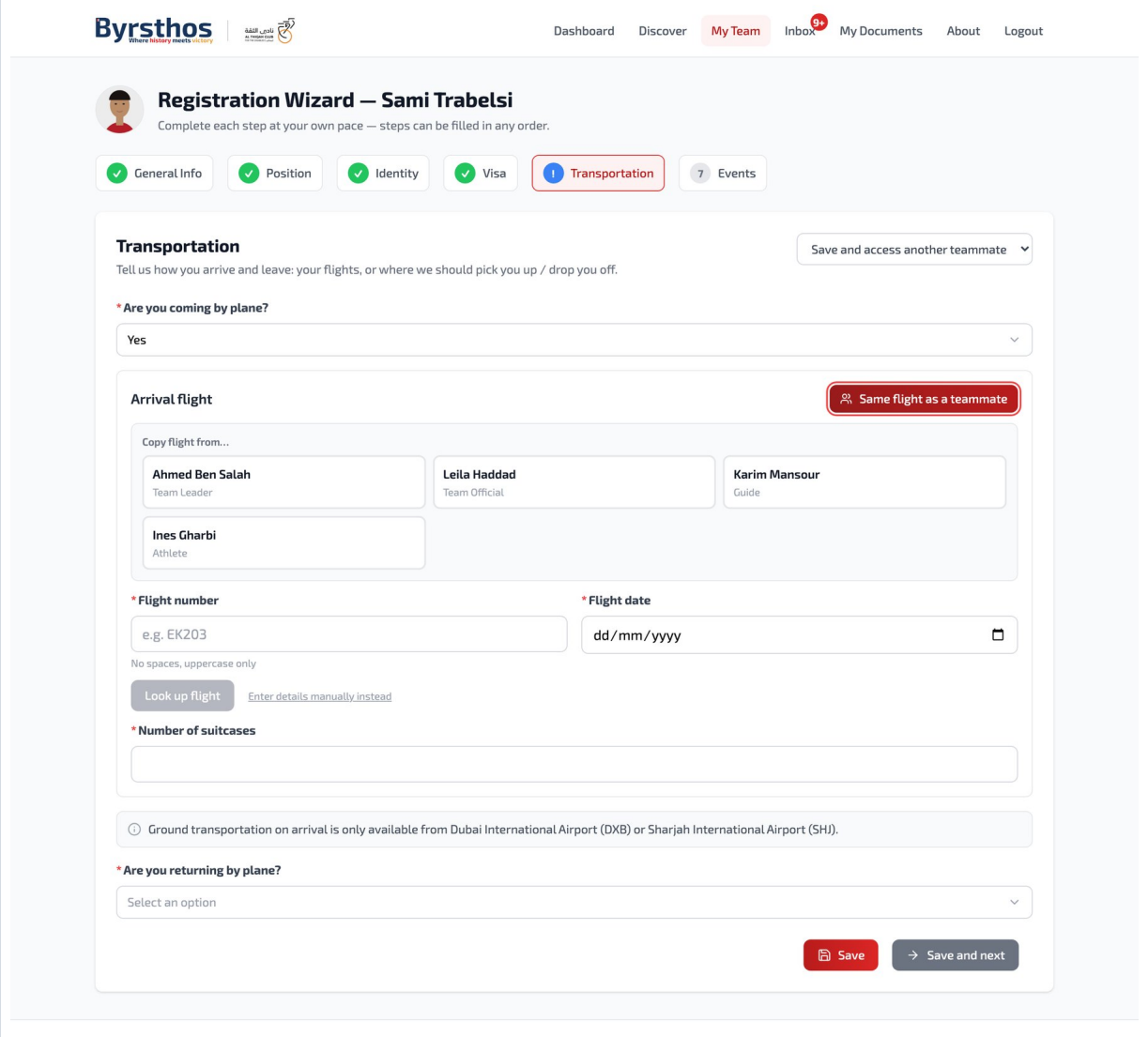


Figure 29 — *Step 5 of a teammate: "Same flight as a teammate" lists the teammates whose flight can be copied.*

Step 2 for athletes

Field	Example (Sami, T11)
Position	Athlete — assigned via team invitation, cannot be changed here.
Do you also want to register as a guide?	No (an athlete may also be a guide for a visually impaired teammate).
I have an official classification	Yes (Review or Confirmed) → Classification status *Confirmed*, Last classification date (optional).
Impairment type / Class	VI - Visual Impairment / T11 (choose from the list).
I have a SDMS number	Yes → SDMS 45821
I have an athlete ID card	If Yes: licence number, dates and scan of the card. The athlete or the Team Leader can upload it.
Athletic equipment	Carrying a racing wheelchair / a frame / a javelin.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

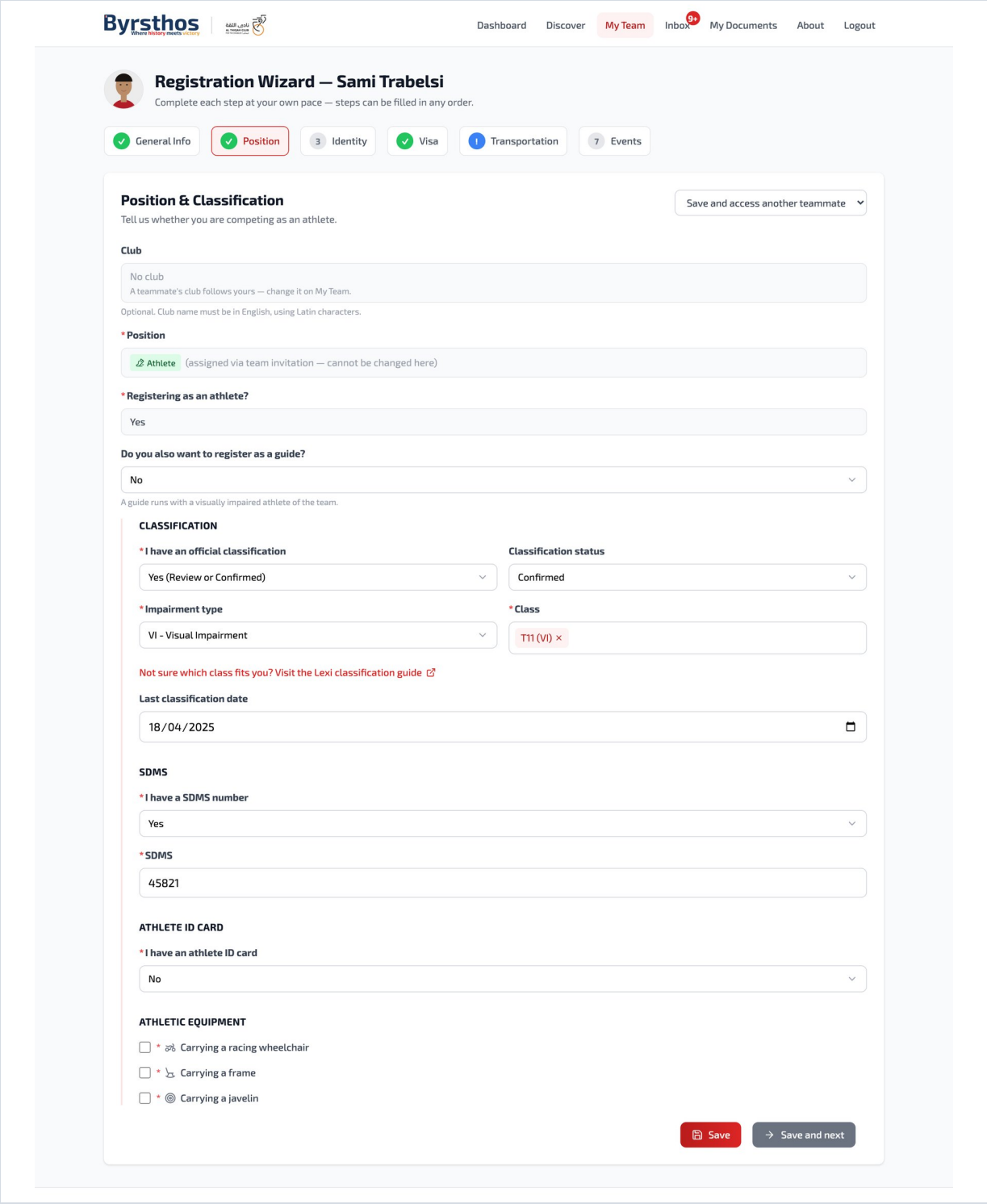


Figure 30 — *Step 2 of athlete Sami: classification, impairment type, class and SDMS.*

A teammate registered as **Guide** or **Team Official** has nothing more to answer in Step 2.

Participant declaration form (athletes)

Every athlete must return the **Participant Declaration Form** (waiver, anti-doping and medical consent). In **Step 3 — Identity**, under the passport, the block **Participant declaration form**:

1. Click **Download the form** and print it.
2. Have it **signed** — by a parent or legal guardian for athletes **under 18**.
3. Upload the signed copy in **Signed declaration form (PDF, JPG or PNG)** before the date shown (*Return it by 16/01/2027 12:00 (Asia/Dubai)*).

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Until it is uploaded, Step 3 is not complete, the block shows **Missing**, My Team shows **Declaration form missing** and the Dashboard shows a **To do: participant declaration form** card listing every athlete concerned, each with an **Upload signed form** button. The form can be uploaded even after the application was sent, and the athlete can upload it from his own account too.

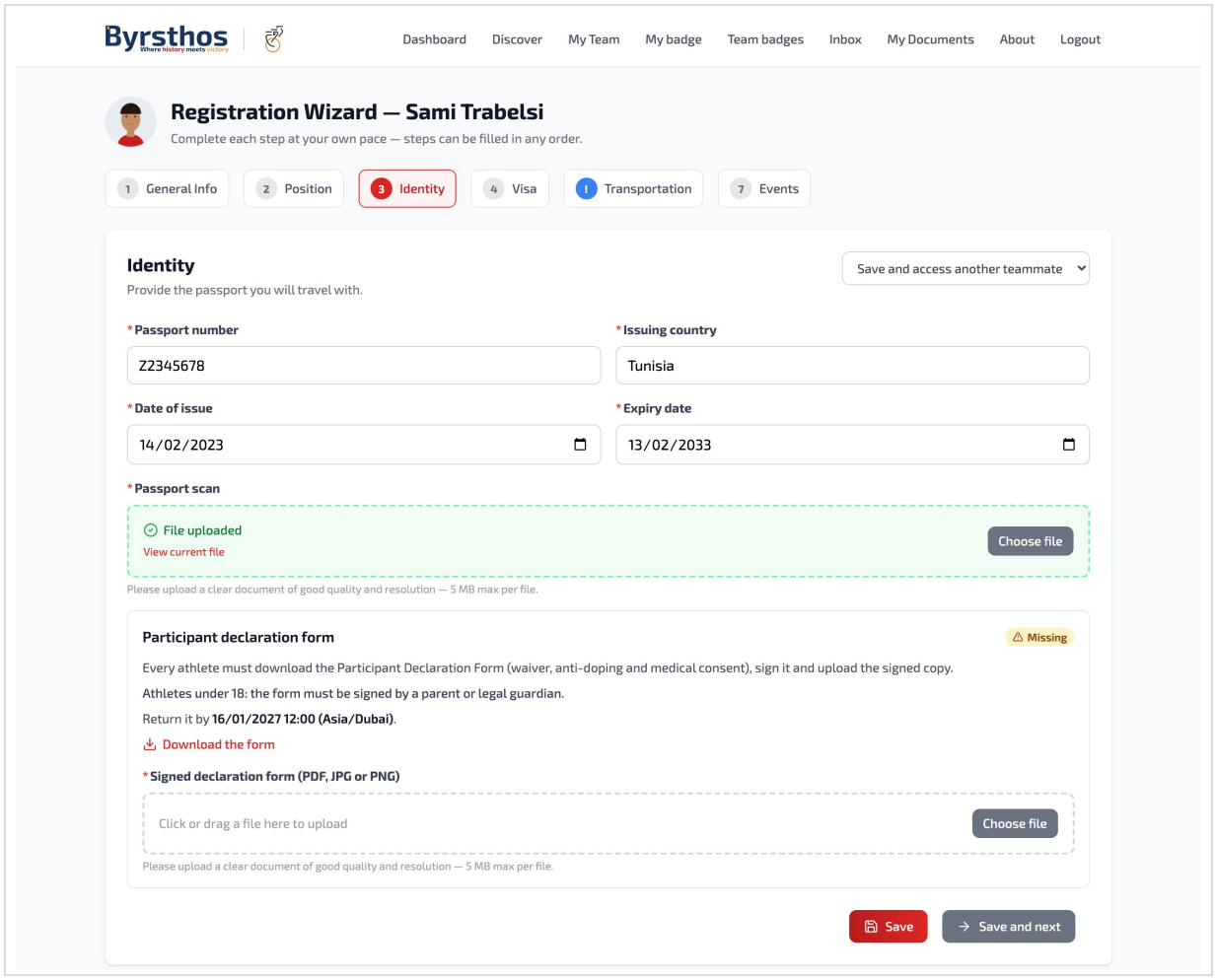


Figure 31 — *Step 3 of an athlete: the declaration form is still missing.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

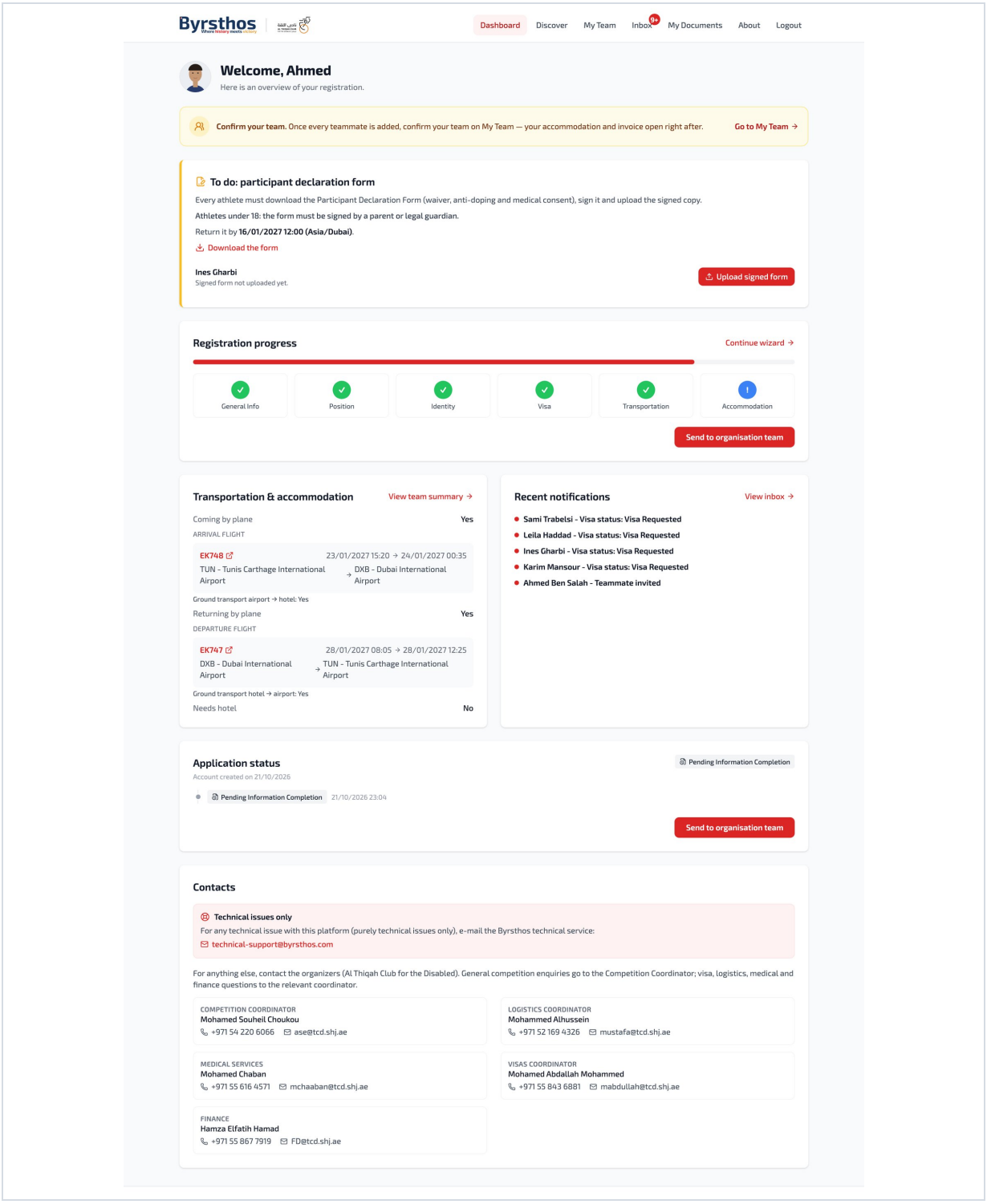


Figure 32 — *The Team Leader's Dashboard lists the athletes whose signed form is missing.*

A.14 Step 7 — Events (athletes)

Open the **Events** step of each athlete. Only the events open to the athlete's **gender** and **class** are listed, grouped by event. The blue banner shows the deadline for changing event registrations, in Dubai time.

- The athlete's **gender** (Step 1) and **class** (Step 2) must be set first; otherwise the portal asks for them.
- Universal events (e.g. a universal relay) are open to every class; only the gender applies.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

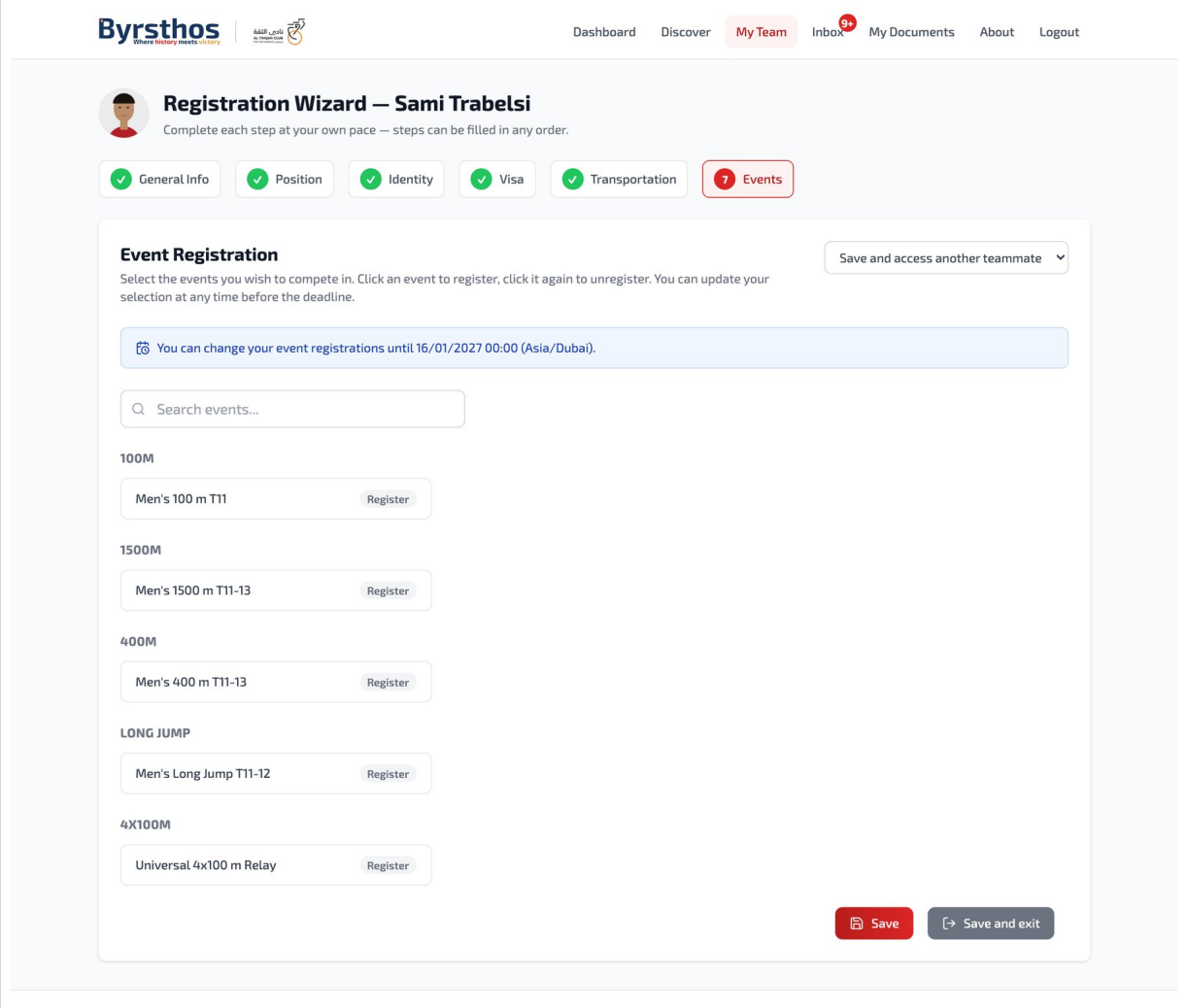


Figure 33 — *The events open to a T11 male athlete.*

Click an event to register. A window asks: "*If you know your season best and/or personal best, please enter them. You may leave them empty.*" — Note: all values entered will be analysed and verified.

Event type	Format	Example
Track events	MM:ss.sss (H:MM:ss.sss for long races)	100 m: 00:11.420
Road events	MM:ss.sss or H:MM:ss.sss	Marathon: 2:10:05.000
Field events (throws, jumps)	metres, up to 3 decimals	Shot put: 7.85
Combined events (pentathlon)	points, whole number	3250

Commas are accepted and converted to dots; values with more than 3 decimals are rounded. Click **Register**.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

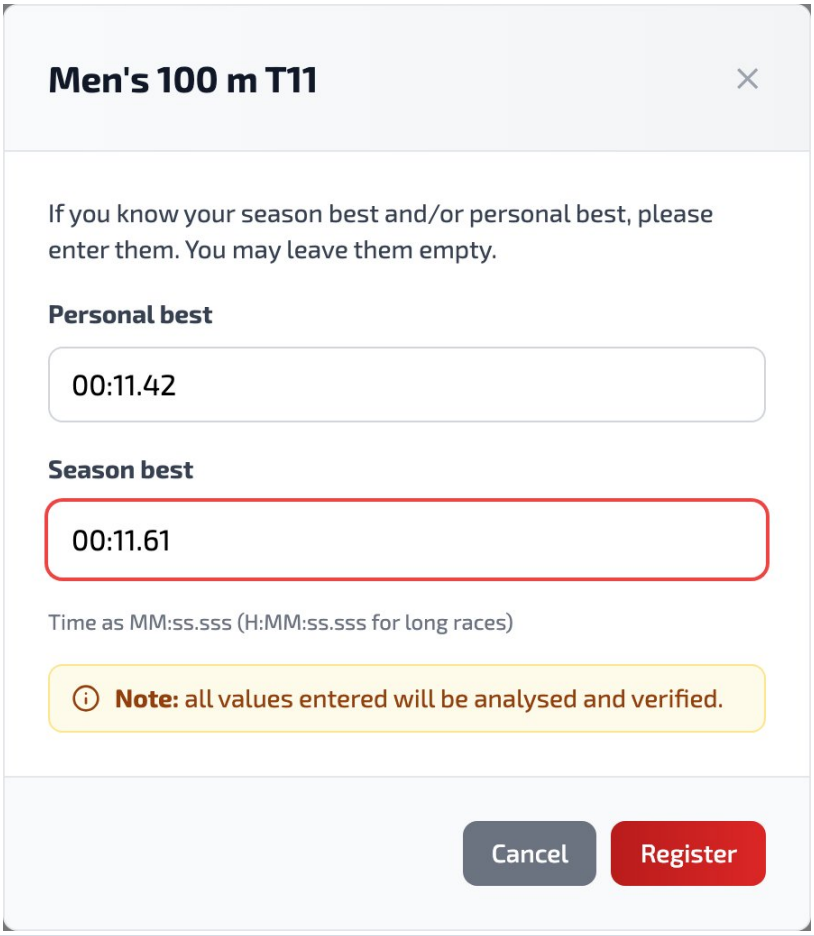


Figure 34 — *Personal and season best for a track event.*

Registered events turn red with **Registered** and show **PB · SB**; use **Edit** to change them and click the event again to unregister.

If an athlete's gender, class or position changes later, the events that are no longer open to them are removed automatically. The athlete receives the message **Event registrations removed**, listing the events (the Team Leader receives a copy): register again for the events that match the new profile, or contact the organisers if event registration is closed.

Guide for visually impaired athletes

When the athlete's class allows a guide (T11, T12) and he is registered to an event, a **Guide** block appears: "*Do you want a guide for your events*?". Answer **Yes** and choose **Your guide** among the teammates registered as guides (or athletes who are also guides). The same guide runs with the athlete in all his events.

The guides must be registered in the team before they can be chosen.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

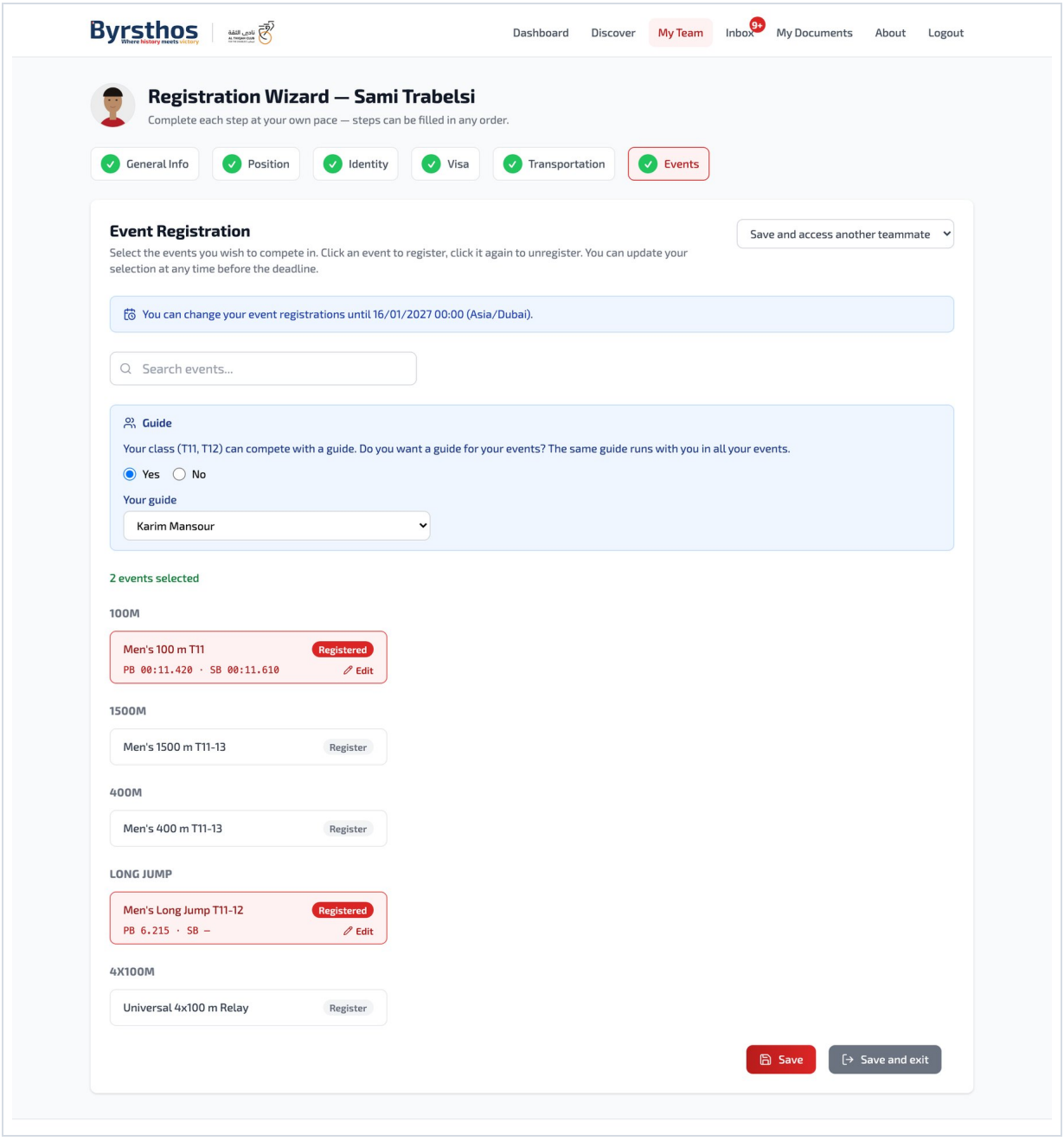


Figure 35 — *Sami's events with his PB/SB and his guide Karim.*

A.15 Confirm your team

When **everyone travelling with your delegation or club has been added**, confirm your team. Until then the team's **accommodation and invoice stay closed**: the Accommodation page shows *"Confirm your team first"*.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

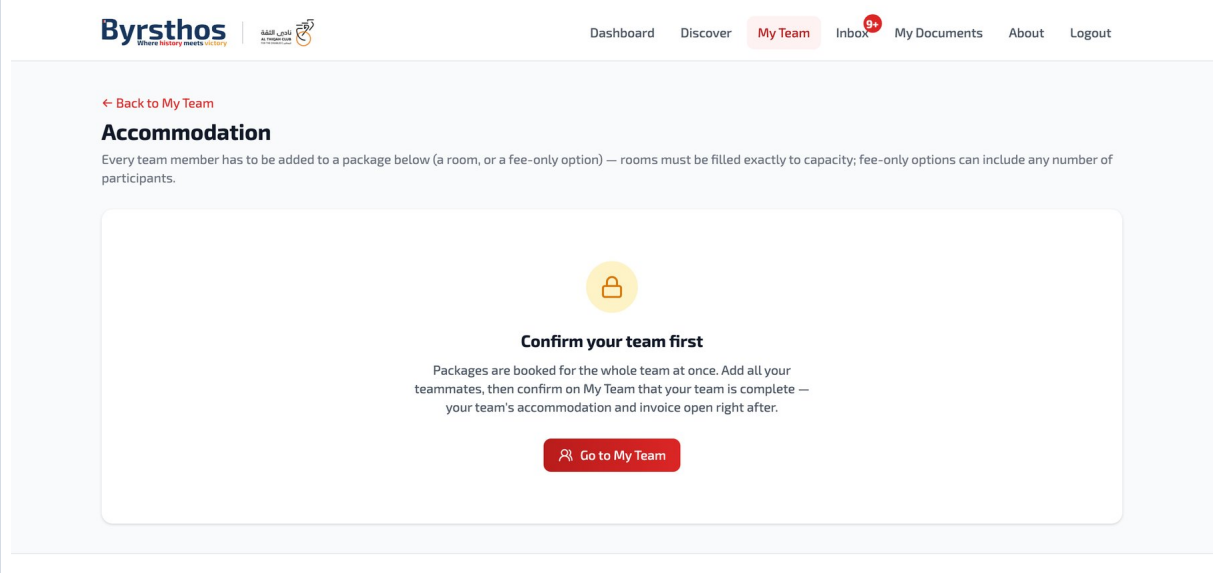


Figure 36 — *Before the team is confirmed, the Accommodation page is closed.*

1. On **My Team**, click **Confirm that I added all teammates**.
2. The window **Confirm your team** lists the whole team. Read the warning — **this cannot be undone**: no teammate can be added afterwards.
3. Tick *"I confirm that I have added all my teammates and I understand that I won't be able to add anyone afterwards."* and click **Confirm my team**.

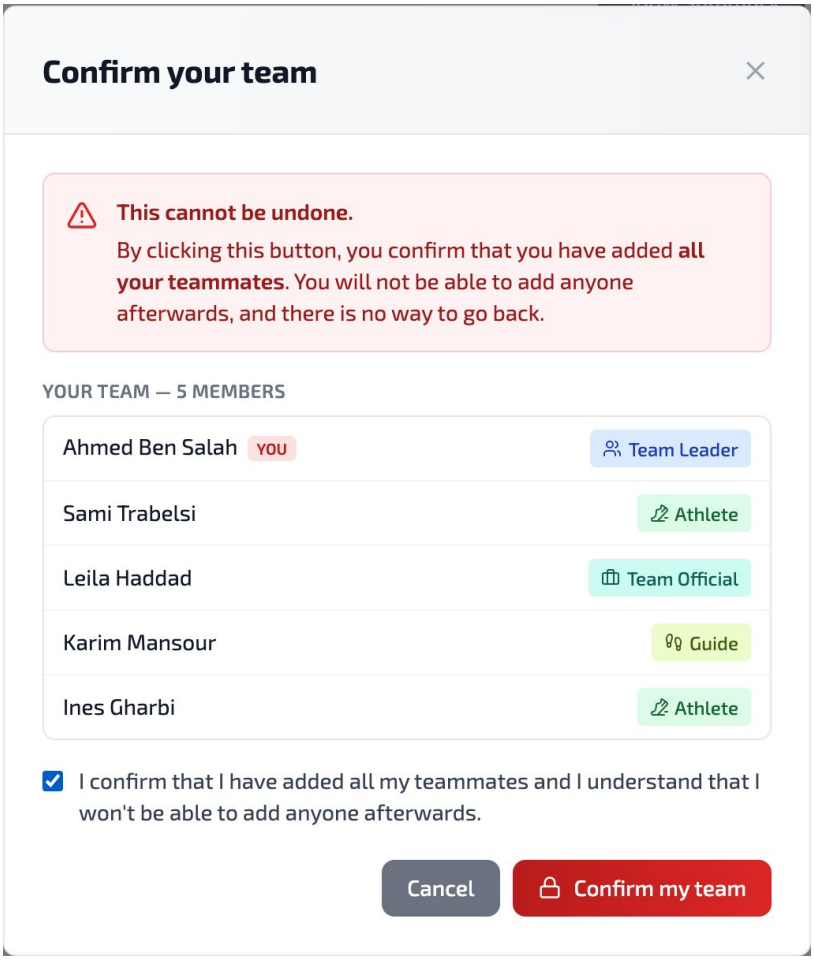


Figure 37 — *Confirming the team: the list of members and the irreversible warning.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

The card turns green: **Team confirmed — 5 members**, with the date. **Add teammate**, **Remove** and **Cancel invitation** disappear, and **Book accommodation** opens the Accommodation page. If someone is missing afterwards, contact the organising committee: they can add the person or reopen your team (you then confirm it again).

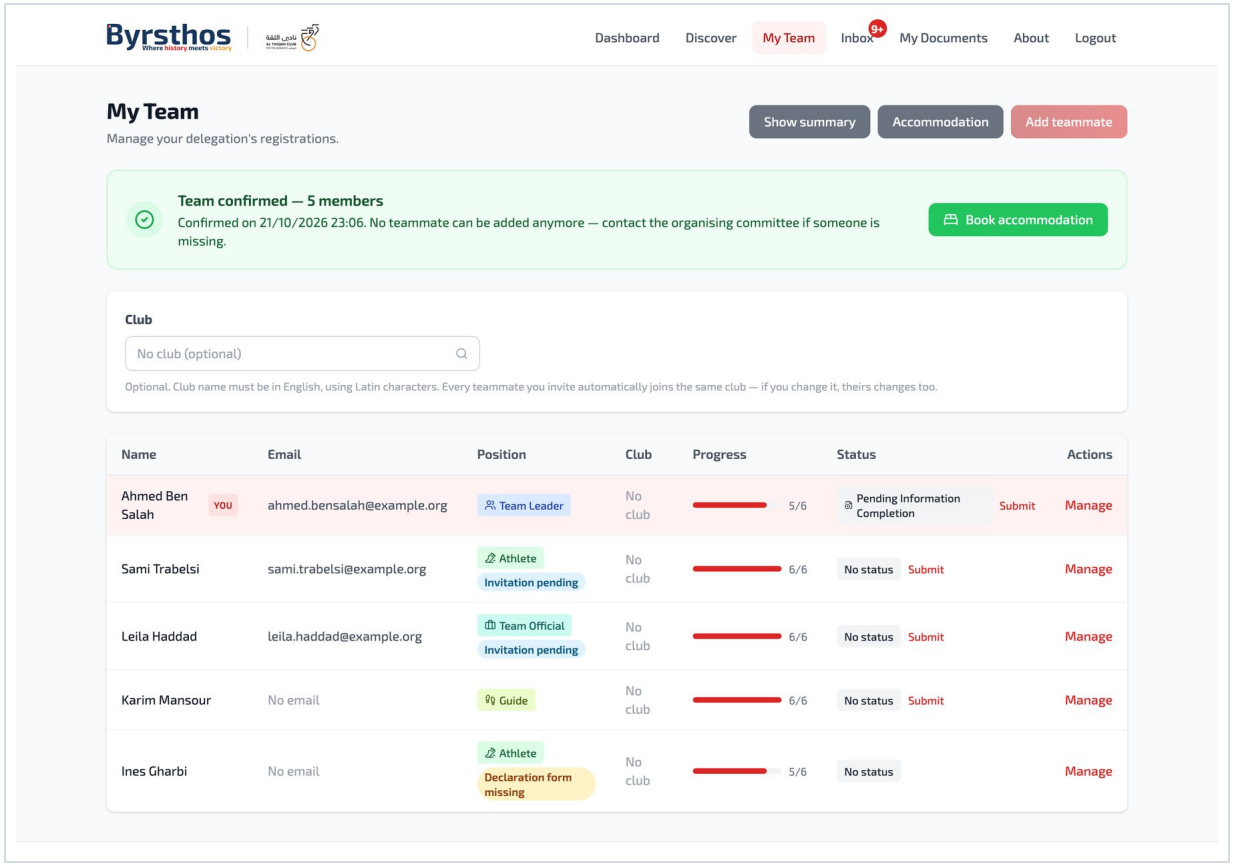


Figure 38 — *Team confirmed: the accommodation is now open.*

A.16 Book the team's accommodation

The **Discover** page presents the official partner hotels, their room options and prices per person, and the fee-only option.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

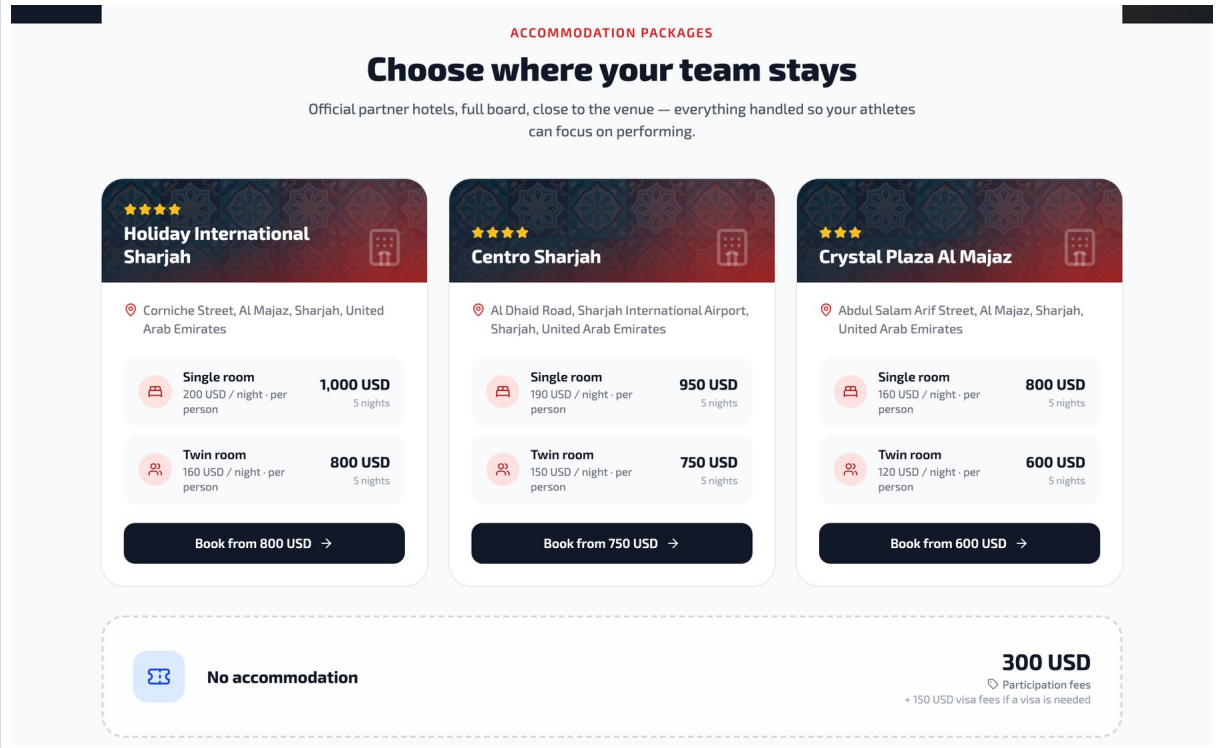


Figure 39 — *The accommodation packages on the Discover page.*

Fill in the billing information first

At the top of the Accommodation page, the **Billing information** card says who the invoice is made out to. It is “Printed on your invoice as "Billed to". Required before you request your packages.”

Field	What to enter
Billed to (name) — required	The organisation or person to invoice, e.g. your National Paralympic Committee, federation or club.
Country or NPC — required	Country or NPC of the billing address.
E-mail — required	Accounting e-mail of the organisation. The invoice and the payment reminders are sent to this address and to the Team Leader.
Phone — optional	A phone number with its country code.
Address — required	The full postal address, on several lines (street, city, postal code). The line breaks are kept on the invoice.
TRN (tax registration number) — optional	Only if your organisation has one; printed on the invoice.

The first time, the card is prefilled from your profile (“Prefilled from your profile. Check every field, complete the address, then save.”). Replace the details with those of the organisation that pays, complete the address and click **Save billing information**. Required fields left empty show **Required**, and an invalid e-mail shows **Enter a valid e-mail address**.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

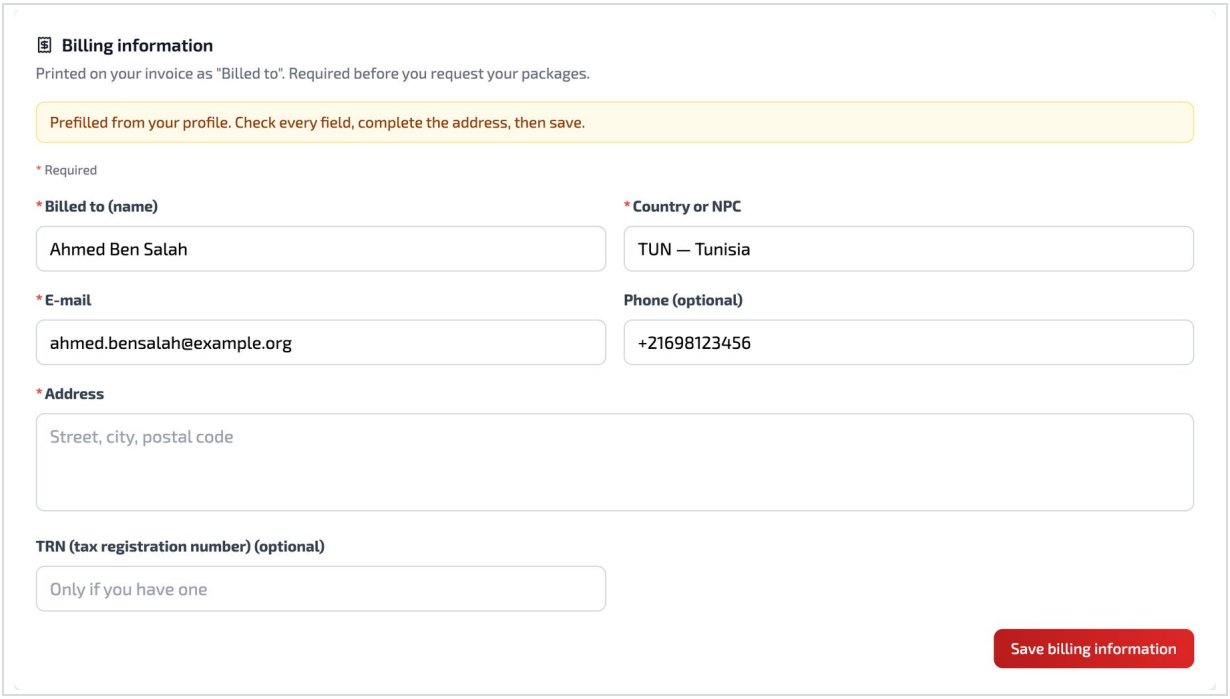


Figure 40 — *The Billing information card the first time: prefilled from the Team Leader's profile, the address still empty.*

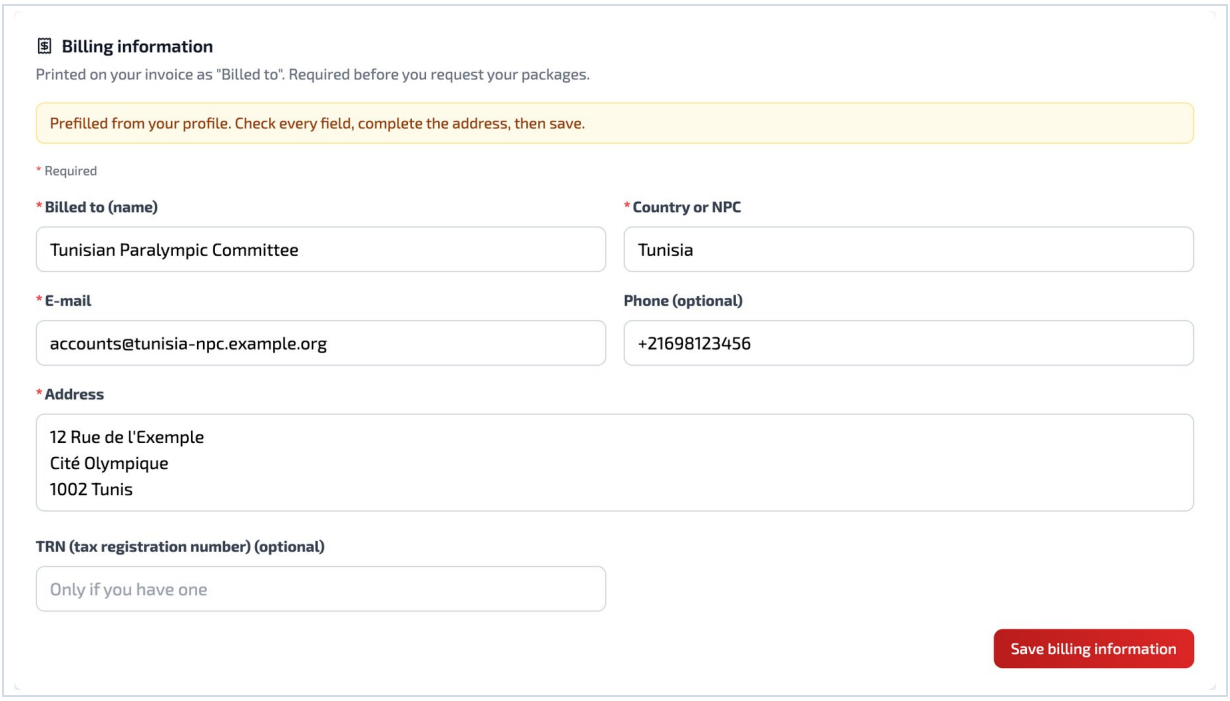


Figure 41 — *The billing information of the organisation that pays, with a multi-line address.*

Once saved, the card shows **Complete** and the date it was last saved. Click **Edit** to change it later.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

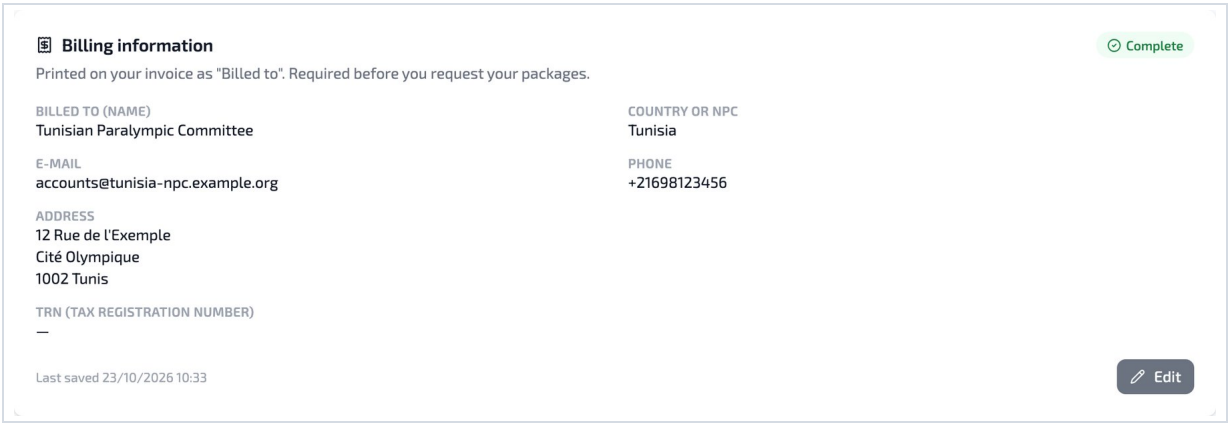


Figure 42 — *The billing information saved: printed on the invoice as "Billed to".*

> **Required before any request:** until the billing information is saved, **Request all** stays greyed out and says "The billing information is missing — fill it in above." The invoice is issued with the billing information saved at that time: if it must change after the invoice was sent, contact the Finance coordinator (8.16).

Open **My Team → Accommodation** (or **Book accommodation**). **Every team member must be added to a package** — a room, or a fee-only option. Rooms must be filled exactly to their capacity.

- **People to be added to a package** — set each person's check-in and check-out dates (use **Same as…** to copy a teammate's dates). Not needed for a fee-only option.
- A **rejected** teammate appears struck through with **Rejected**: they can't be put in a package and they don't block **Request all** or **Request invoice**. They are removed automatically from draft packages, and a draft left empty is deleted. In a package already requested or approved they stay listed but are no longer billed; a room keeps its full price.

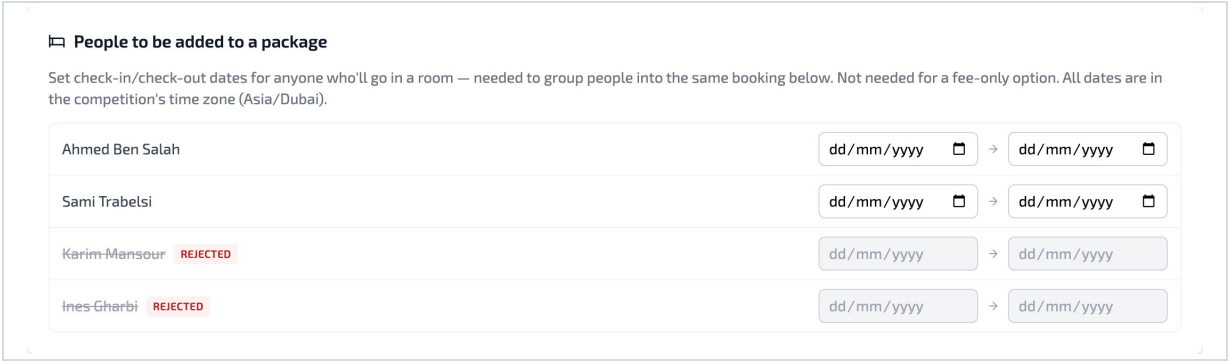


Figure 43 — *Rejected teammates can't be added to a package.*

- **1. Choose a package** — click a hotel.
- **2. Choose an option** — e.g. *Single room* (1 person) or *Twin room* (2 people).
- **3. Who's sharing this room?** — select the occupants. Everyone sharing a room must have the **exact same** check-in and check-out dates.
- Check the **Estimated price** (nights outside the package dates are billed as extra nights) and click **Add room** (or **Add option**).

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

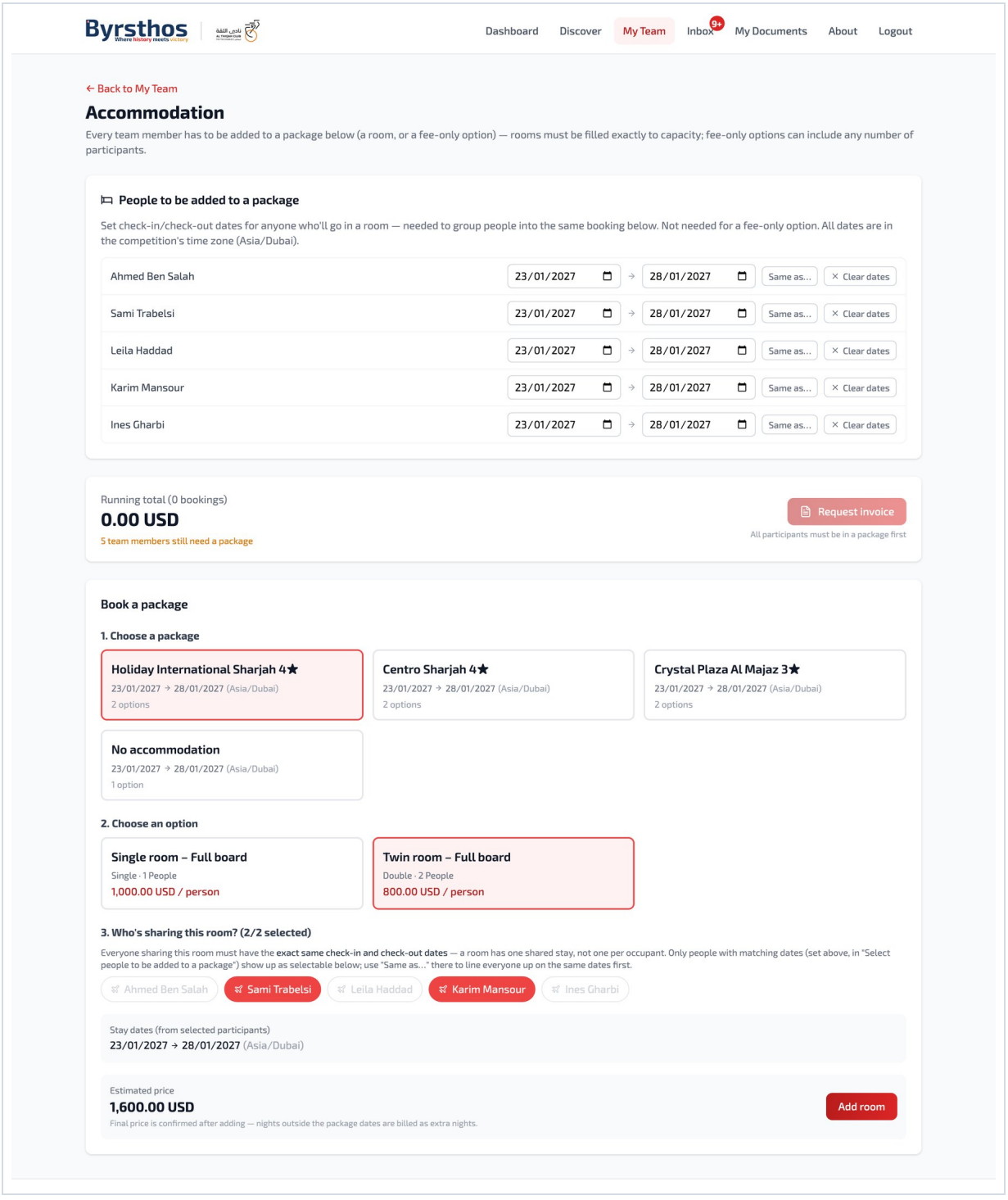


Figure 44 — *Booking a twin room for Sami and his guide Karim.*

Each booking appears in **Your bookings** as Draft: **Remove** deletes a draft. When everyone is in a package, **Request all** sends all the drafts to the organizers (Package requested) — see below. **Cancel** withdraws a requested booking. The organizers then approve it (Package approved); an approved booking can no longer be changed — contact the organizers. The **Running total** shows the amount for the whole team.

Request all your packages at once

Packages are requested all together: **Request all (N)** at the top of **Your bookings** sends every draft package to the organizers at once (N is the number of drafts). Only the Team Leader sees it. It is active when:

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

- your team is confirmed (A.15);
- every team member is in a package (a room or a fee-only option) — rejected teammates excepted;
- the billing information is complete.

Otherwise the button is greyed out and lists what is missing, e.g. “Your team is not confirmed yet.”, “1 team member has no package yet.” or “The billing information is missing — fill it in above.”

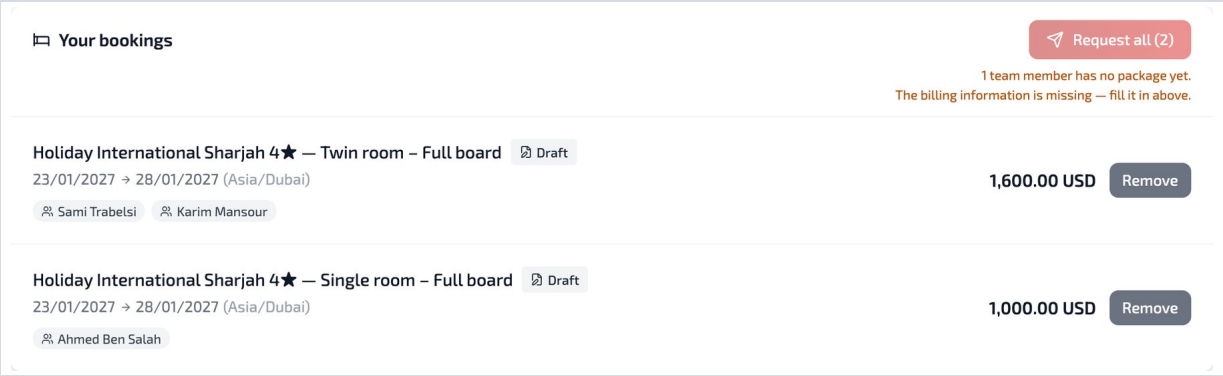


Figure 45 — *Request all (2) greyed out: one team member has no package and the billing information is missing.*

When everything is ready the button turns red, with “Sends every draft package to the organizers at once.” Click it: the window **Request all packages** explains that “Requested packages can no longer be edited — you can still cancel them until they are approved.” Click **Request all** to confirm, or **Cancel**.

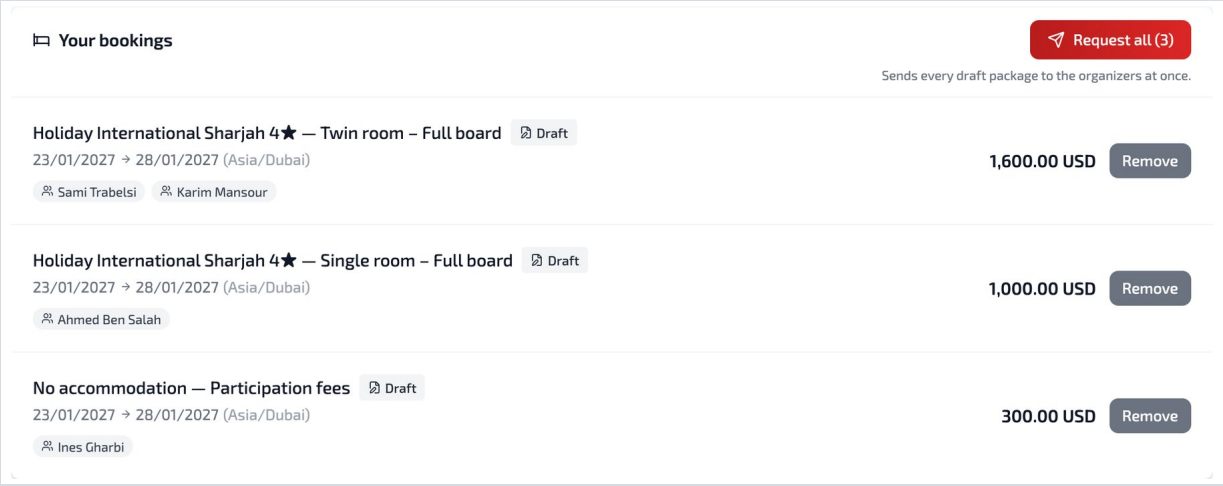


Figure 46 — *Every member in a package and the billing information complete: Request all (3) is active.*

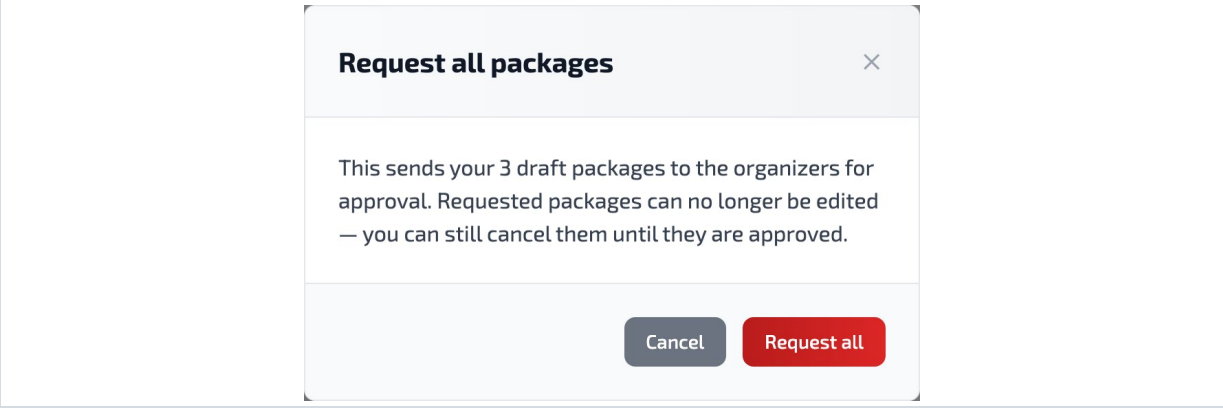


Figure 47 — *The confirmation before requesting all the packages.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

There is no Request button on each package: draft lines only have **Remove**, to delete a draft before the request.

Request all also refuses a room that is no longer full, for example after a rejected teammate was removed from it: “Complete these rooms first: #2 (1/2 people)”. Add someone to the room, or remove it and book a room of the right size.

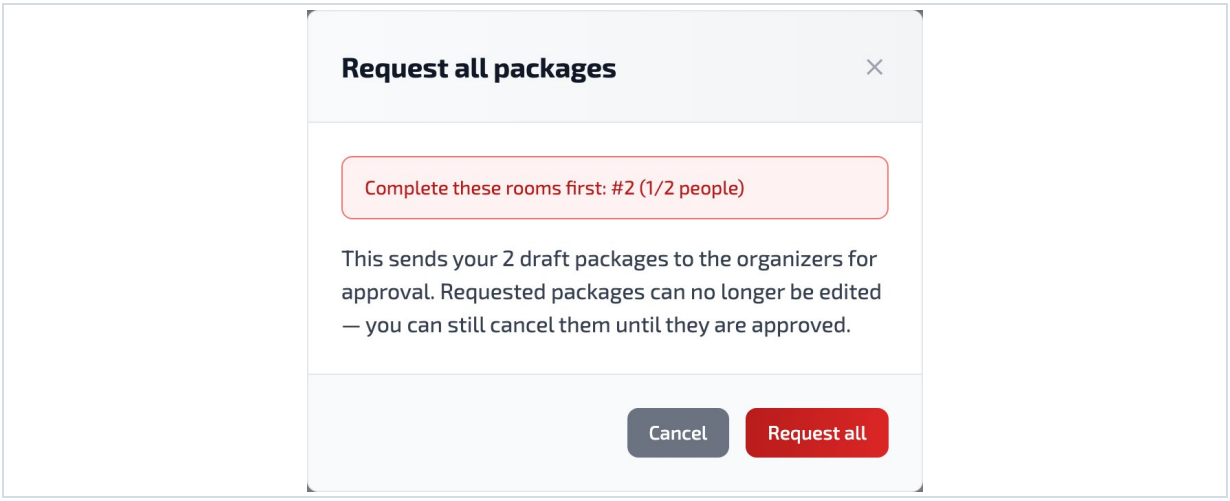


Figure 48 — *Request all refused: a twin room has only one person left.*

Package statuses

Each line of **Your bookings** shows the status of the package:

Status	What it means
Draft (grey)	Added by you, not sent yet. **Remove** deletes it.
Package requested (blue)	Sent to the organizers with Request all, waiting for their approval. **Cancel** withdraws it.
Package approved (green)	Approved by the organizers: the line shows **Locked** and can no longer be changed — contact the organizers.
Package canceled (red)	Withdrawn by you or cancelled by the organizers.

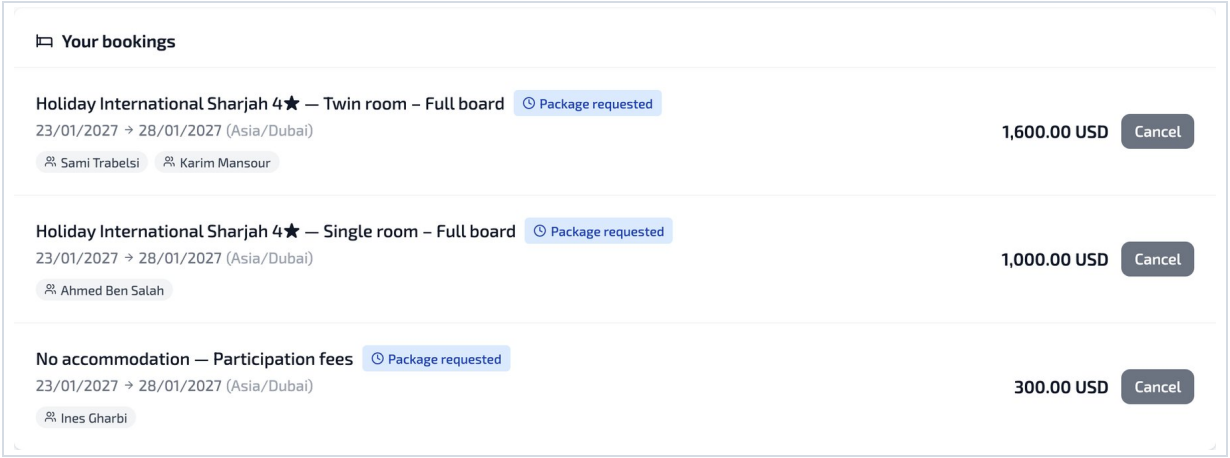


Figure 49 — *All packages requested, waiting for the organizers' approval.*

A.17 Request and pay the invoice

When everyone (except rejected teammates) is in a package and all packages are approved, click **Request invoice**. Under the button the portal says what is still missing: “All participants must be in a package first” or “Your packages are still awaiting approval from the organizers”. When

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

everything is ready it says “Your packages are approved — request an invoice to finalize your registration”.

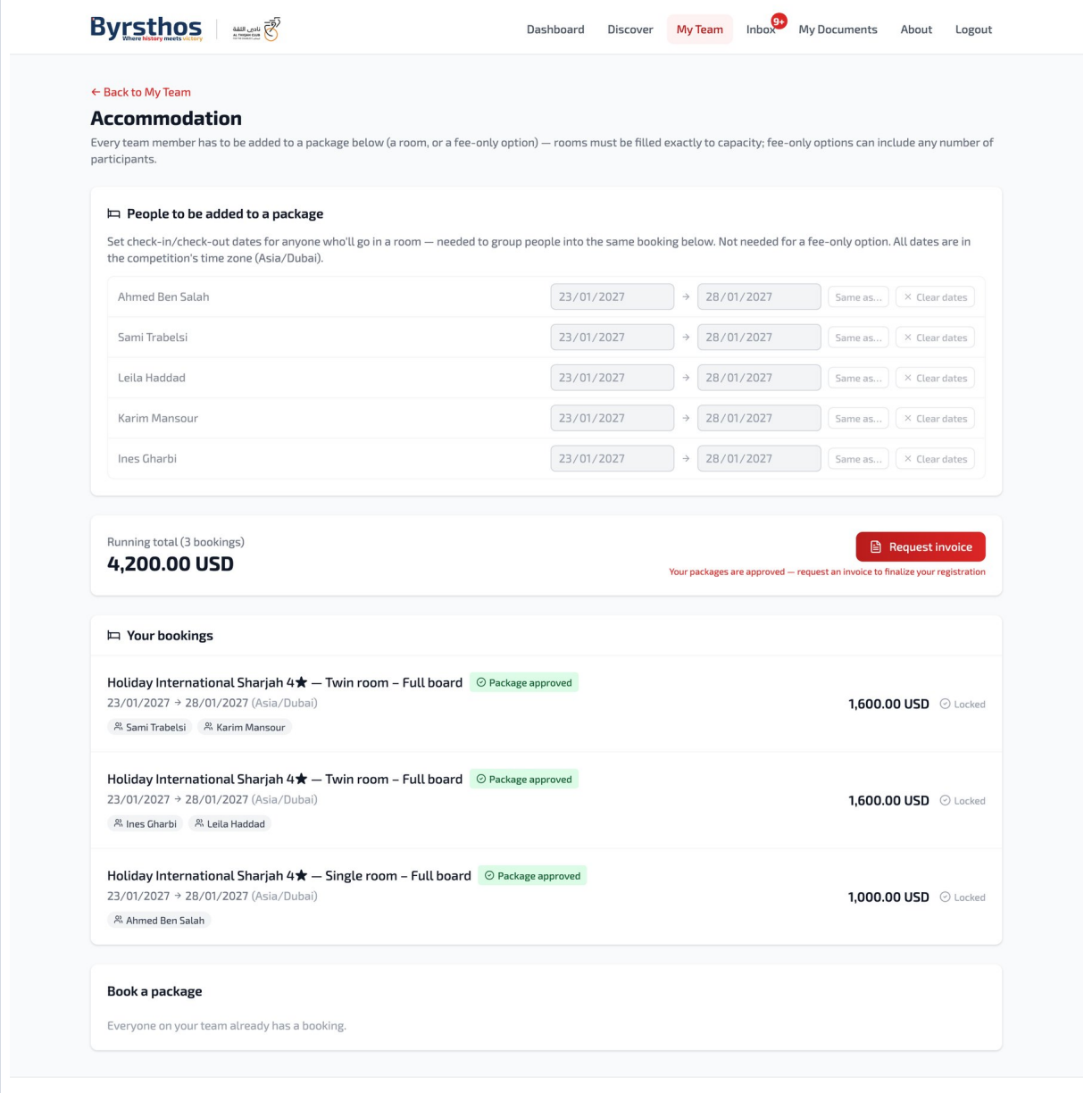


Figure 50 — *All bookings approved: the invoice can be requested.*

Invoice number — the organisers' system numbers every invoice automatically when it is issued, in the format **INV-SHJ27-XXXXX** (e.g. INV-SHJ27-00001). Quote this number as the payment reference of your bank transfer.

The invoice then follows these statuses, shown next to the Running total:

Status	What it means	Your invoice file
Invoice requested	The organisers are preparing your invoice.	—
Pending payment	The invoice was sent to you: you receive the message *“Invoice ready — payment pending”* with the invoice attached, in your Inbox and by email.	**Download invoice** gives the unsigned invoice with a red **NOT PAID** stamp. Pay the amount shown, using the bank details printed on the invoice and its number (INV-SHJ27-…) as the payment reference.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Status	What it means	Your invoice file
Paid	The organisers recorded your payment: you receive the message *"Payment received"* with the paid invoice attached.	**Download invoice** gives the **PAID** copy: the same invoice, signed, with a green **PAID** stamp and the **payment date**. Keep it for your records.



Figure 51 — *The invoice status next to the Running total: requested, then pending payment, then paid (with Download invoice once sent).*

When VAT applies, the invoice status shows the **Total**, the **Discount** if any and the **VAT** (rate and amount); the amount in bold is the amount to pay, VAT included.

If a teammate is **rejected**, they are no longer billed: the next invoice leaves them out (a room keeps its full price). An invoice that was already sent stays as it is: the organisers send you a new one if needed.

The invoice to pay (NOT PAID)

When the organisers send the invoice, the message **Invoice ready — payment pending** shows the amount due and has the invoice attached (**Download attachment**). The same file is available from **Download invoice** on the Accommodation page and in **My Documents**.

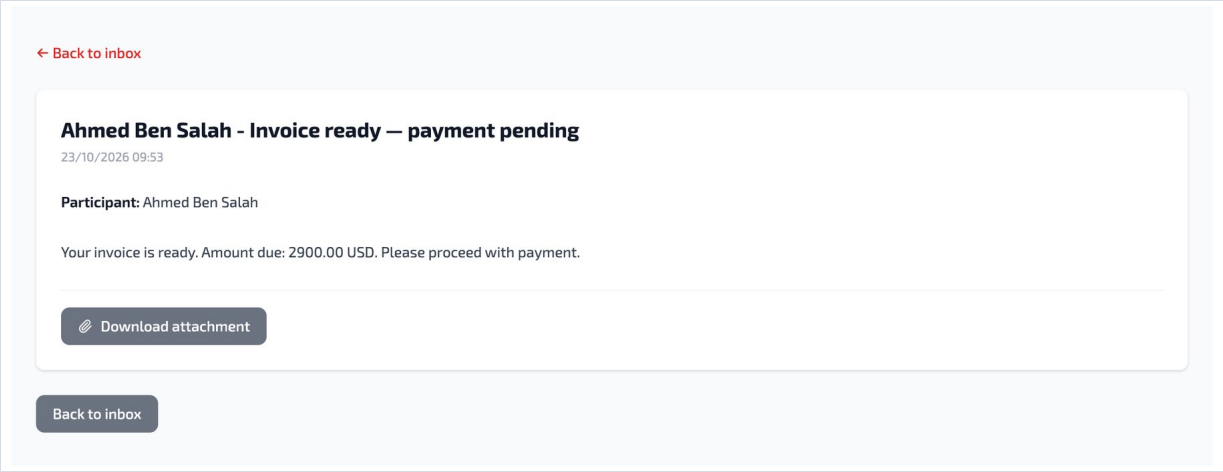
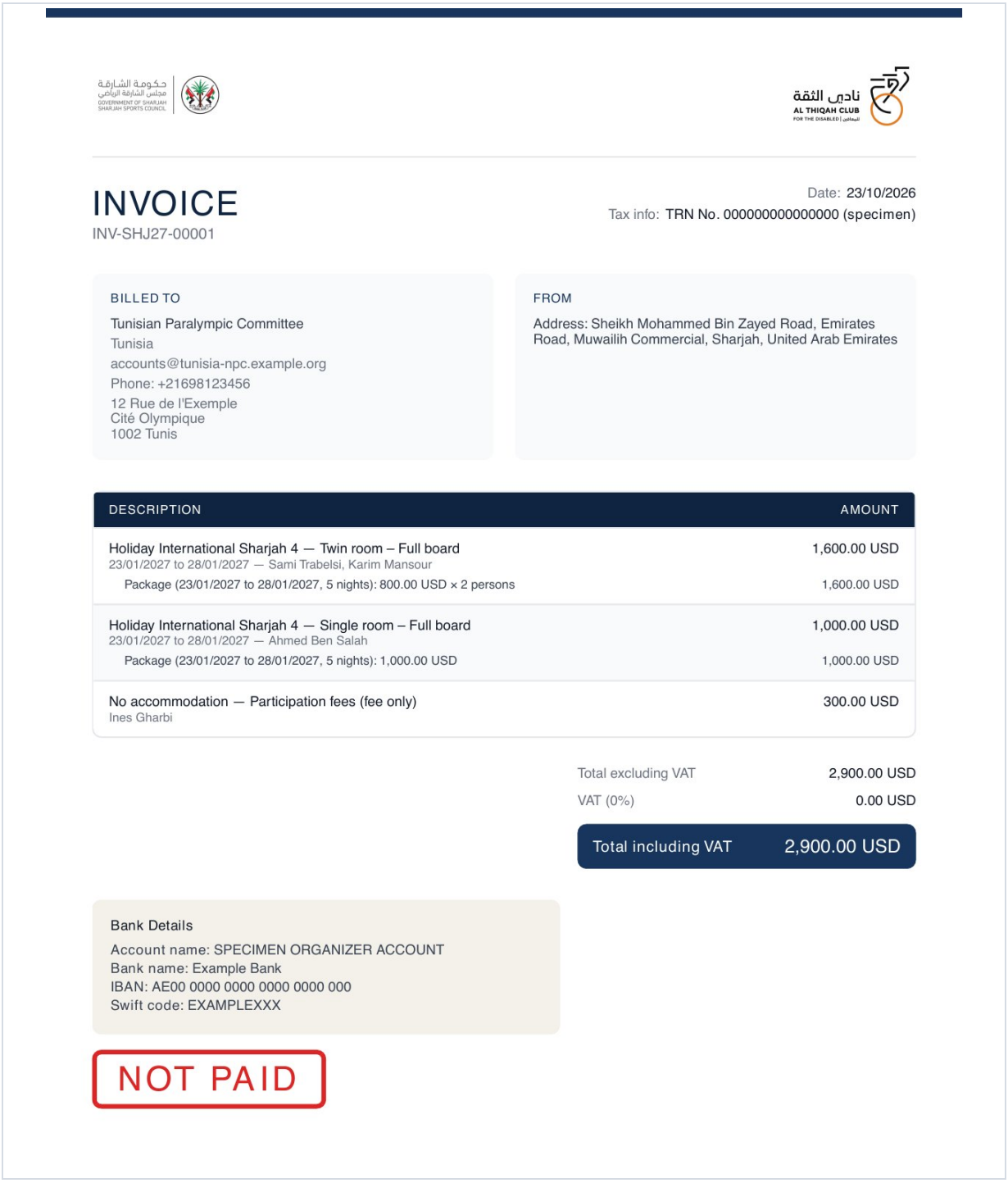


Figure 52 — *The message "Invoice ready — payment pending", with the invoice attached.*

The invoice lists every booking of the team with its dates, occupants and price, the totals and the organiser's bank details, with the red **NOT PAID** stamp below them. This first invoice is **not signed**: it is the request for payment. "Billed to" shows your billing information.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI



حكومة الشارقة
مجلس الشارقة الرياضي
GOVERNMENT OF SHARJAH
SHARJAH SPORTS COUNCIL

نادي الثقة
AL THIQAH CLUB
FOR THE DISABLED | للمعاقين

INVOICE
INV-SHJ27-00001

Date: 23/10/2026
Tax info: TRN No. 000000000000000 (specimen)

BILLED TO
Tunisian Paralympic Committee
Tunisia
accounts@tunisia-npc.example.org
Phone: +21698123456
12 Rue de l'Exemple
Cité Olympique
1002 Tunis

FROM
Address: Sheikh Mohammed Bin Zayed Road, Emirates Road, Muwailih Commercial, Sharjah, United Arab Emirates

DESCRIPTION	AMOUNT
Holiday International Sharjah 4 — Twin room – Full board 23/01/2027 to 28/01/2027 — Sami Trabelsi, Karim Mansour	1,600.00 USD
Package (23/01/2027 to 28/01/2027, 5 nights): 800.00 USD × 2 persons	1,600.00 USD
Holiday International Sharjah 4 — Single room – Full board 23/01/2027 to 28/01/2027 — Ahmed Ben Salah	1,000.00 USD
Package (23/01/2027 to 28/01/2027, 5 nights): 1,000.00 USD	1,000.00 USD
No accommodation — Participation fees (fee only) Ines Gharbi	300.00 USD

Total excluding VAT 2,900.00 USD
VAT (0%) 0.00 USD
Total including VAT 2,900.00 USD

Bank Details
Account name: SPECIMEN ORGANIZER ACCOUNT
Bank name: Example Bank
IBAN: AE00 0000 0000 0000 0000 000
Swift code: EXAMPLEXXX

NOT PAID

Figure 53 — *The invoice as sent (specimen bank details): number INV-SHJ27-00001, the NOT PAID stamp below the bank details, no signature.*

Payment reminders

While the invoice is unpaid, the organisers may send a **payment reminder**. It is sent by e-mail to the billing e-mail **and** to the Team Leader, and appears in the Team Leader's **Inbox** as **Payment reminder — invoice INV-SHJ27-…**, with the invoice attached.

- It gives the amount due, the invoice date and the bank details.
- "Please pay by bank transfer using the bank details on the attached invoice, and quote **INV-SHJ27-…** as the payment reference."
- "If you have already paid, please disregard this reminder."

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

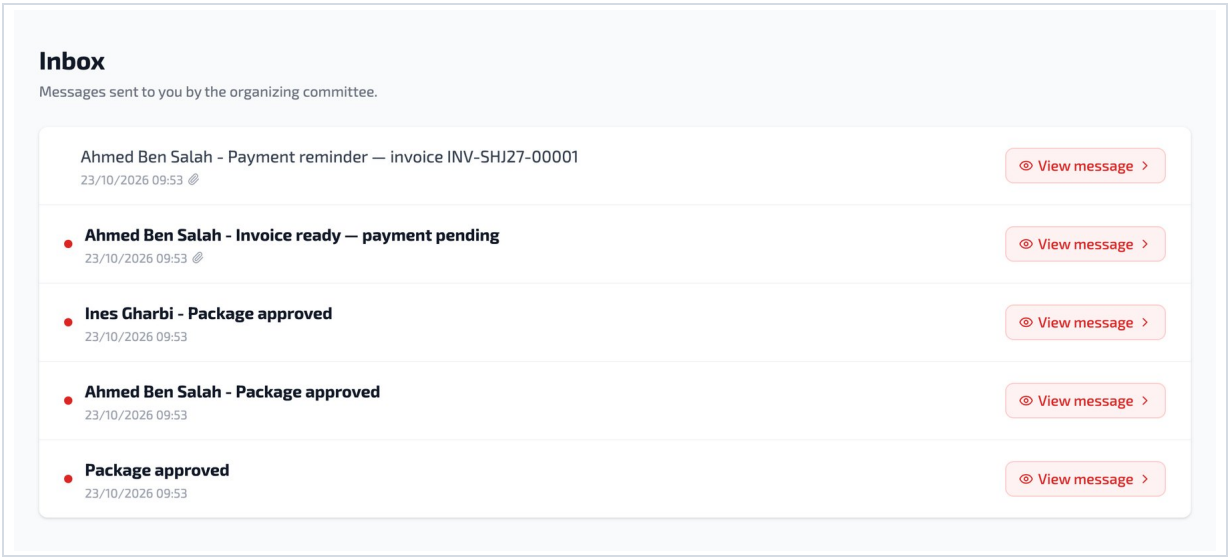


Figure 54 — *The reminder in the Team Leader's Inbox.*

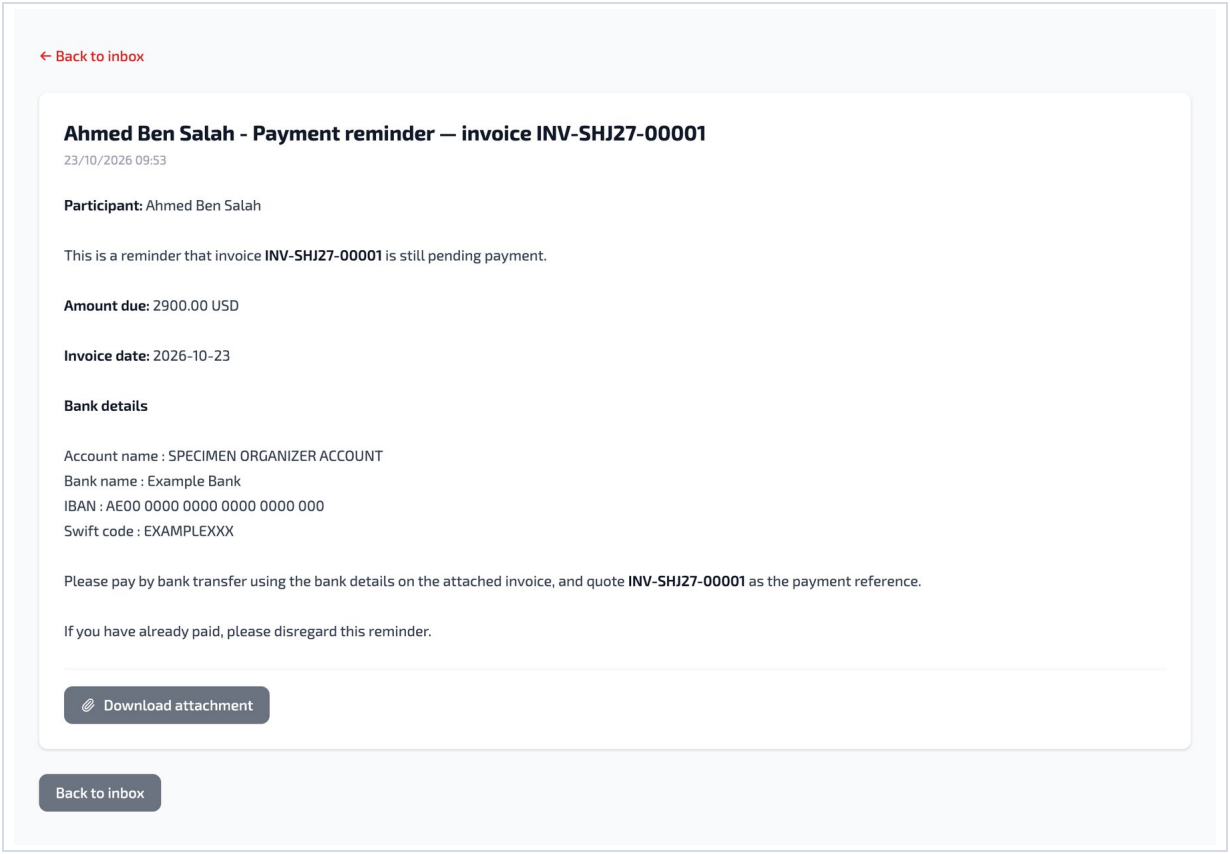


Figure 55 — *A payment reminder: amount due, bank details (specimen) and the invoice number to quote.*

After your payment (PAID)

Once the organisers receive your payment they mark the invoice as paid: you receive the message **Payment received** ("We've received your payment of … — thank you! Your invoice marked as paid is attached."), by e-mail too, with the PAID copy attached. The PAID copy is **signed** by the organisers' finance department and shows the green **PAID** stamp with the payment date. From now on, **Download invoice** gives this PAID copy.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

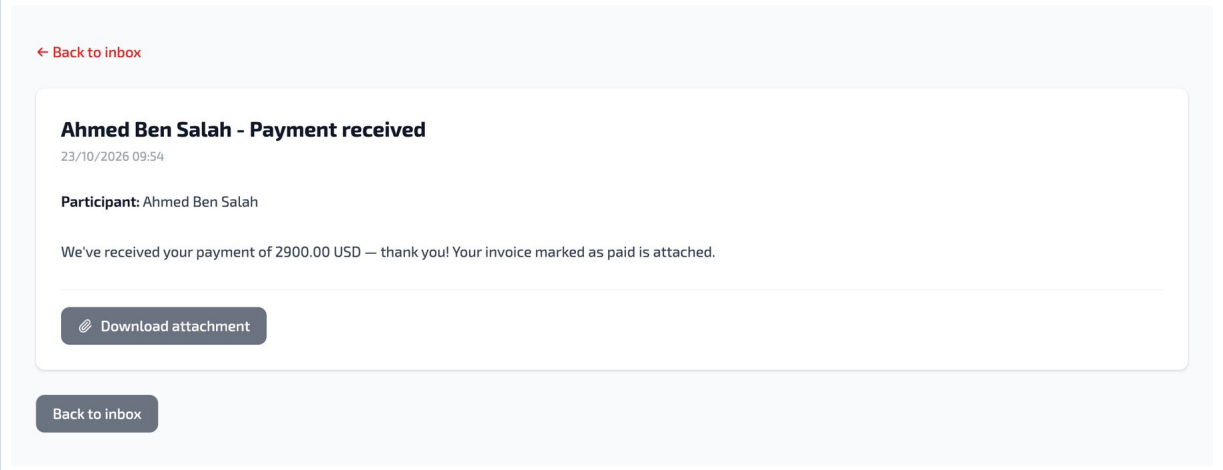


Figure 56 — *The message "Payment received", with the paid invoice attached.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI



Figure 57 — *The PAID copy: the same invoice number, signed, with a green PAID stamp and the payment date.*

Once an invoice is sent, the bookings are locked. Changing the visa answer of someone whose package includes visa fees is refused too: *"The visa need changes the visa fees of an invoice that is already pending payment — contact the organizers"*.

Teams accommodated for free

When the organisers accommodate your team for free, the Accommodation page shows "Accommodated for free by the organizers: no invoice is needed" instead of **Request invoice**. Book and request your packages as usual (A.16); there is nothing to pay.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

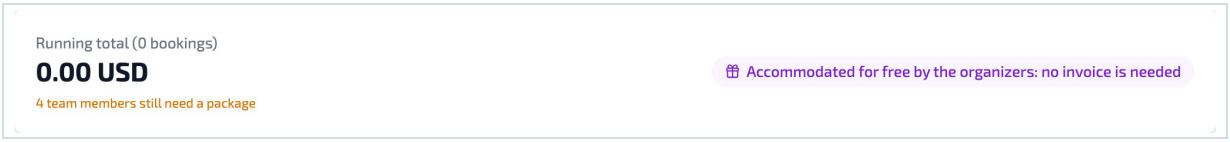


Figure 58 — *A team accommodated for free: no invoice to request.*

A.18 Team summary

My Team → Show summary shows, for the whole delegation, the arrival and departure flights, the hotel, the room and the package of each person. Use it to check that nobody is missing.

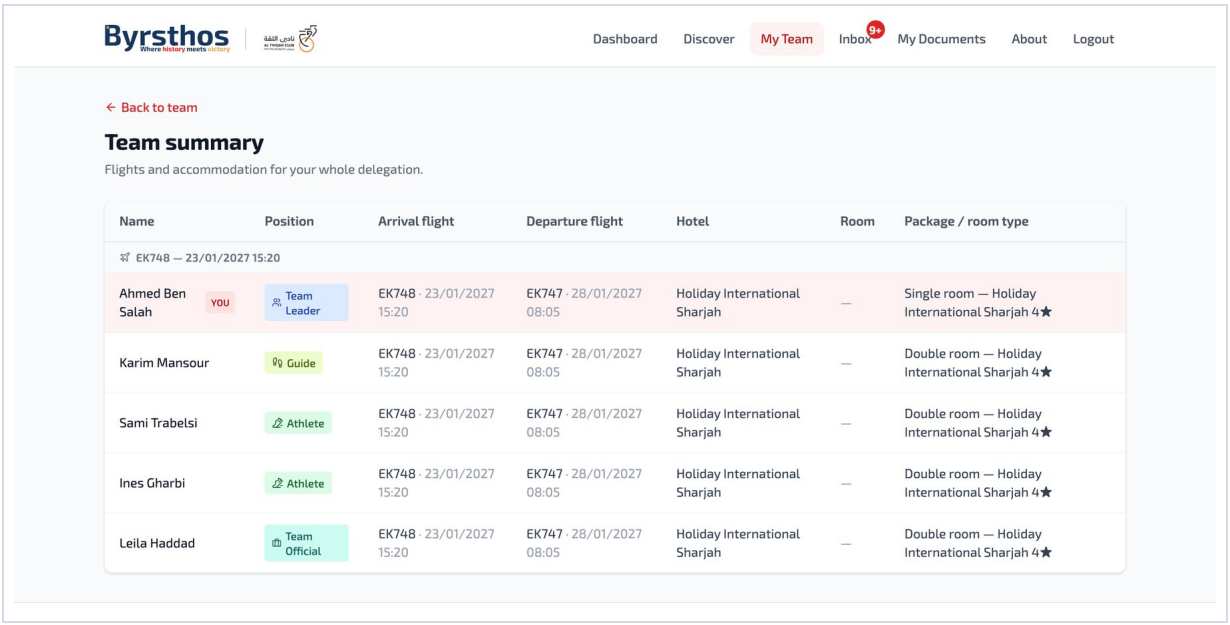


Figure 59 — *The team summary.*

A.19 Submit the applications

- **Your own application** — on the Dashboard, click **Send to organisation team**. If required steps are missing, the button is disabled and the missing steps are listed above it (“*Finish these steps before submitting: …*”).
- **Your teammates** — in My Team, click **Submit** next to each teammate whose registration is ready.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

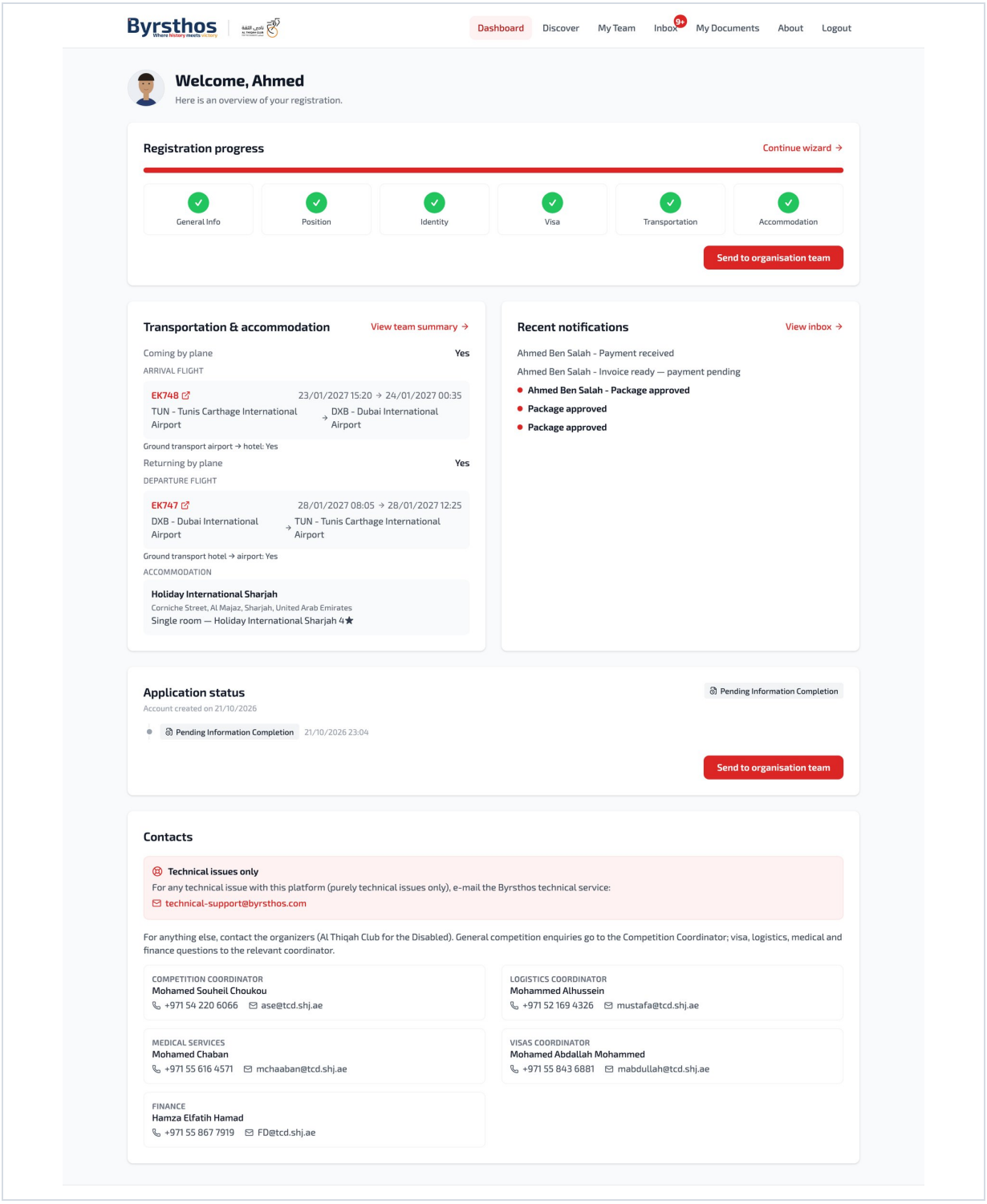


Figure 60 — *All steps complete: the application can be sent to the organisation team.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

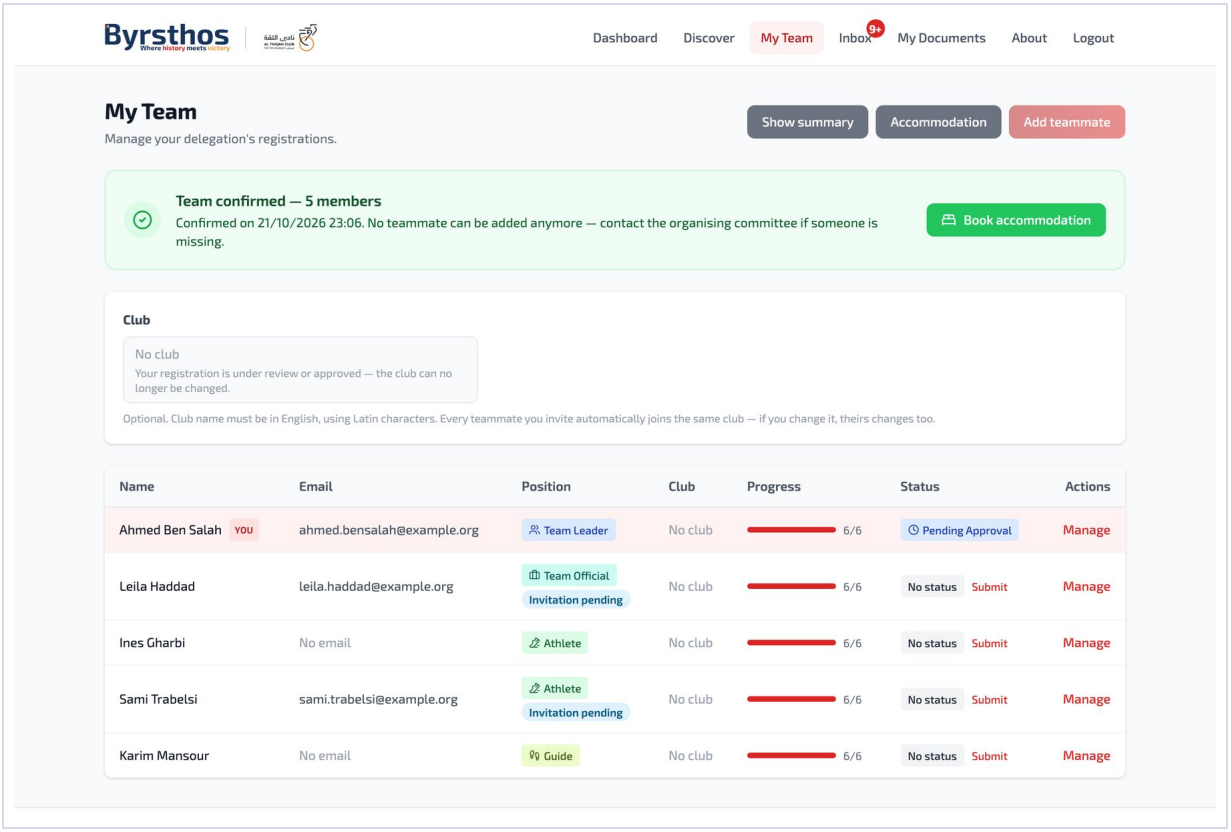


Figure 61 — *My Team: "Submit" next to each teammate ready to be sent.*

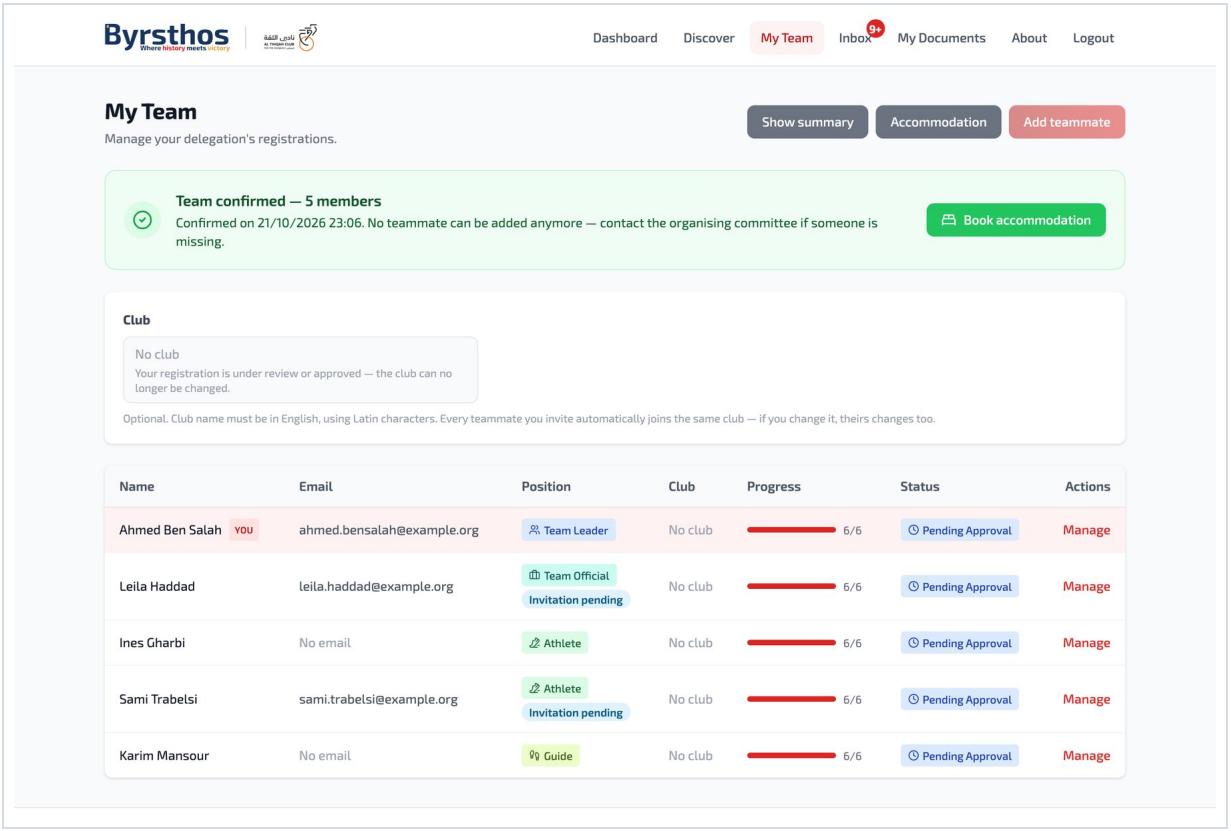


Figure 62 — *After submission, every application is "Pending Approval".*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Part B — Individual staff member (eg. Classifier)

Example: **Maria Lopez Garcia**, Classifier from Spain, registering on her own.

B.1 Create your account

On the portal, click **Register** and fill in the form as in A.2, with **Position = Classifier** and **NPC = Spain (ESP)**. Click **Create account**, then enter the 6-digit code received by email (A.3).

> If a staff member (such as the Classifier in this example) does not belong to any NPC, select the NPC of their country of nationality.

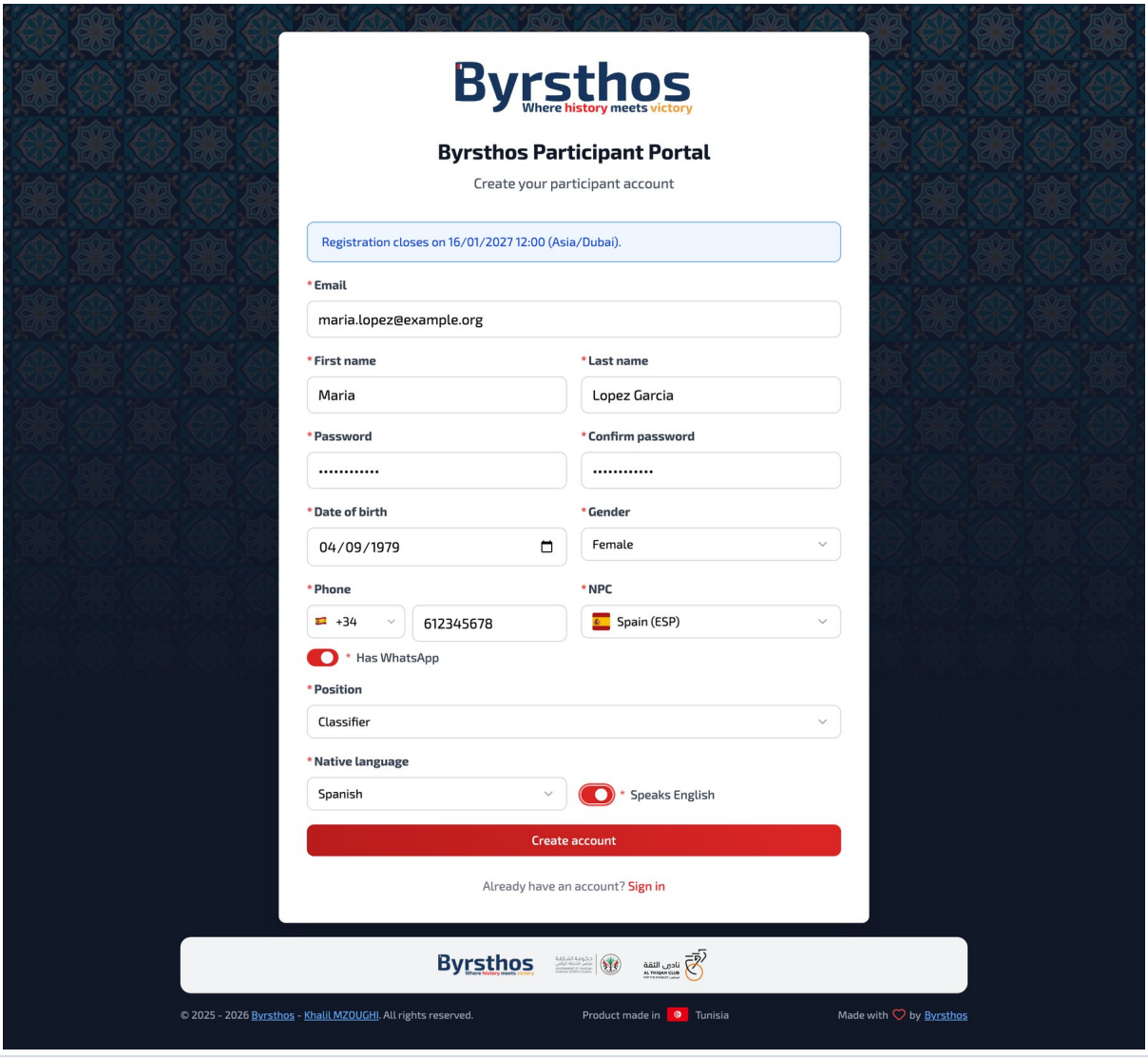


Figure 63 — *Registration form for a Classifier.*

B.2 Complete the wizard (steps 1 to 6)

Your wizard has six steps (no Events step: you are not an athlete).

Step	What to do
1. General Info	Check your details and upload your profile picture (required).

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Step	What to do
2. Position	Position *Classifier*; **Registering as an athlete** is automatically *No*. Club optional.
3. Identity	Passport number, issuing country, dates and passport scan (valid after 31/01/2027).
4. Visa	**Do you need a visa?** — if Yes, complete the visa details (see A.8).
5. Transportation	Your flights (or pick-up / drop-off address) and ground transportation (see A.9).
6. Accommodation	**Do you need hotel accommodation?** — if Yes, your **Check-in date**, **Check-out date** and a **Comment** for special requests.

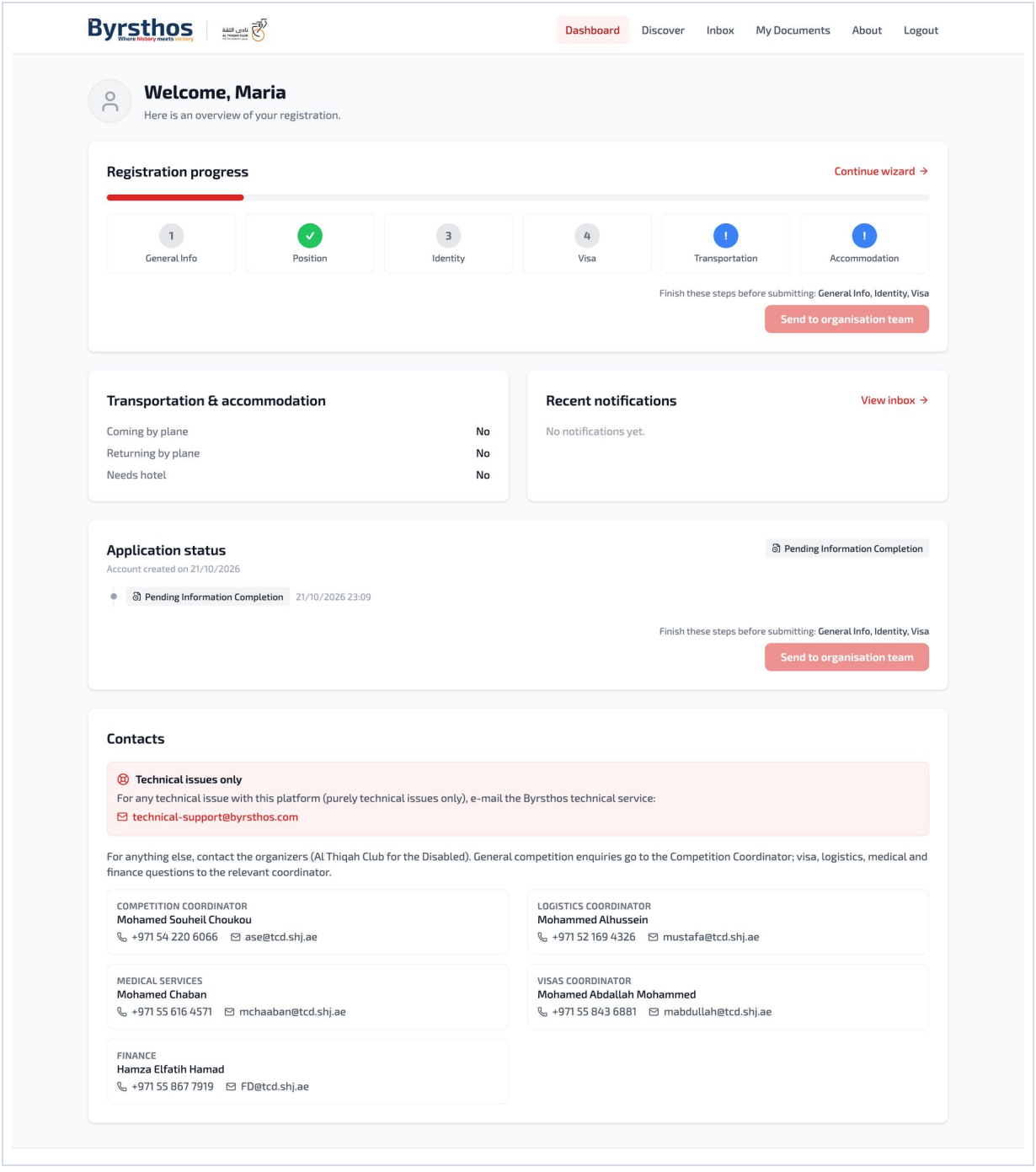


Figure 64 — *Dashboard of the Classifier just after creating her account.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

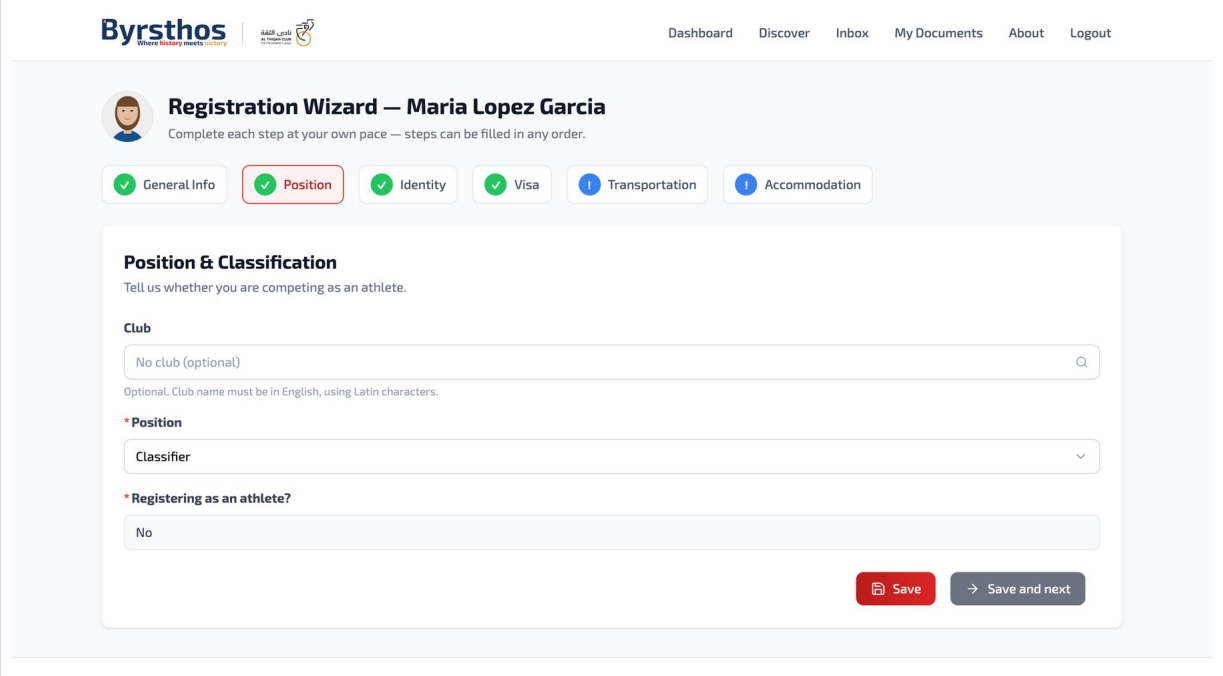


Figure 65 — *Step 2 for a Classifier: nothing more to answer.*

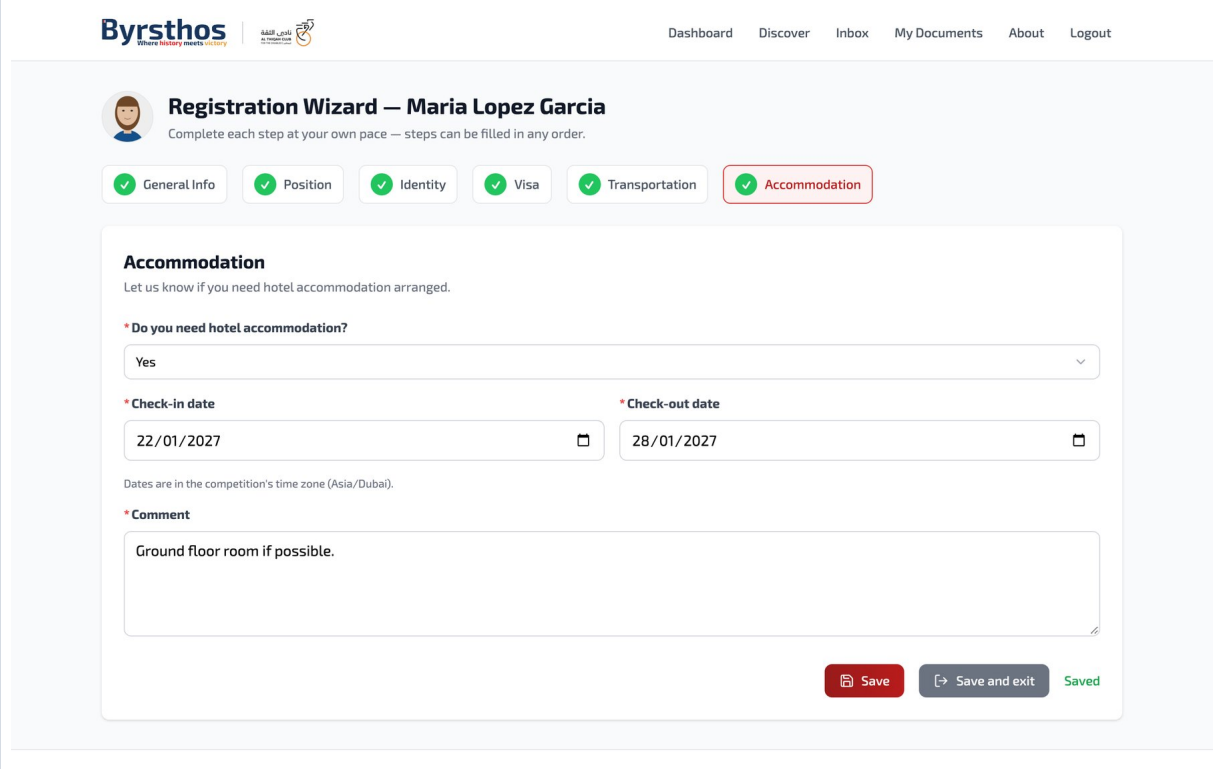


Figure 66 — *Step 6 for an individual participant: hotel dates and special requests.*

The check-out date must be after the check-in date (at least one night), and the stay must be inside the travel window (01/01/2027 – 31/01/2027).

B.3 Submit

When steps 1 to 4 are complete (5 and 6 may still be pending), click **Send to organisation team** on the Dashboard.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

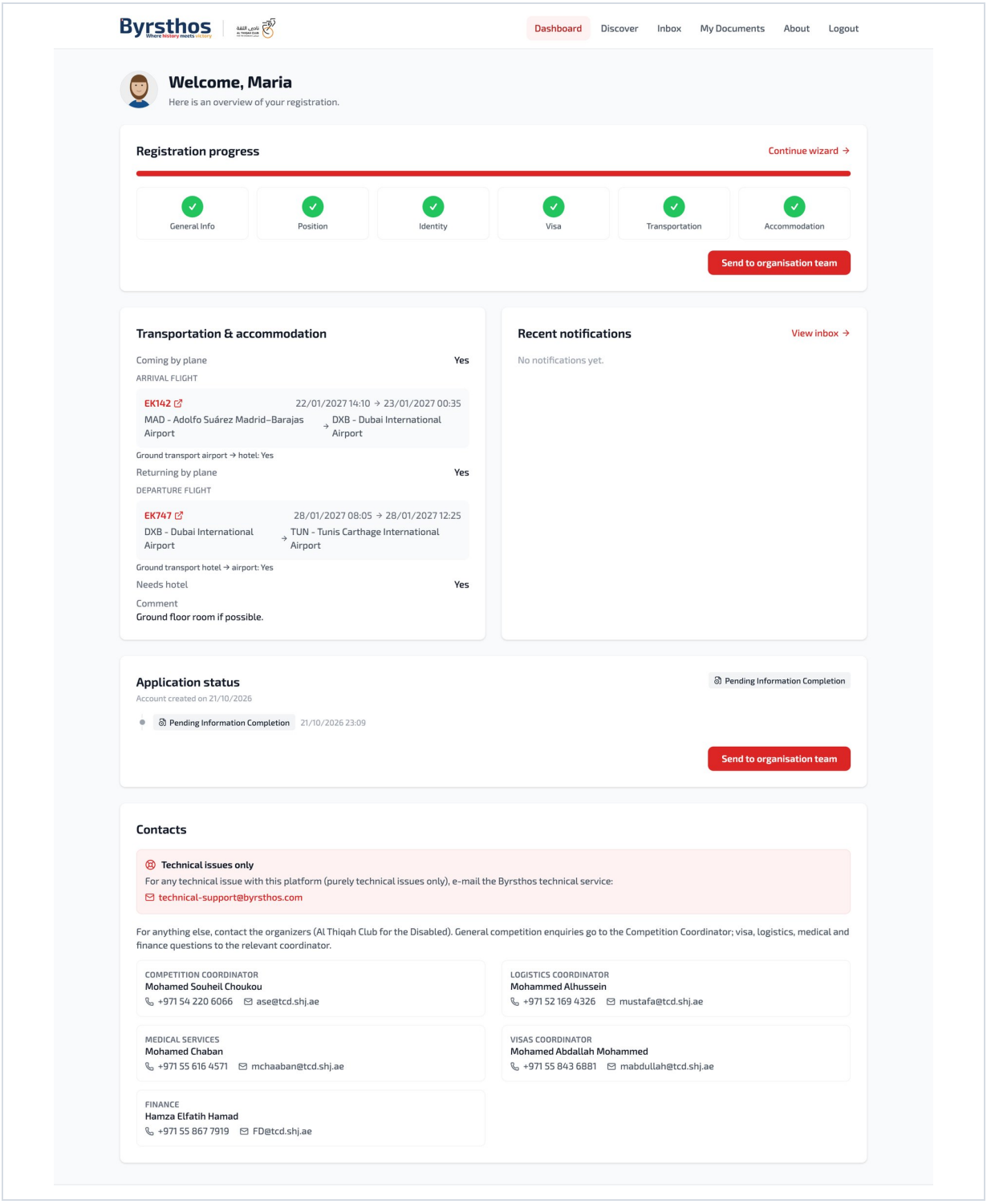


Figure 67 — *All steps complete: "Send to organisation team".*

Your status becomes **Pending Approval** and the wizard is locked while the organisers review your application — except **Step 6 — Accommodation**, which you can still change until your package is requested or approved (3.3).

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

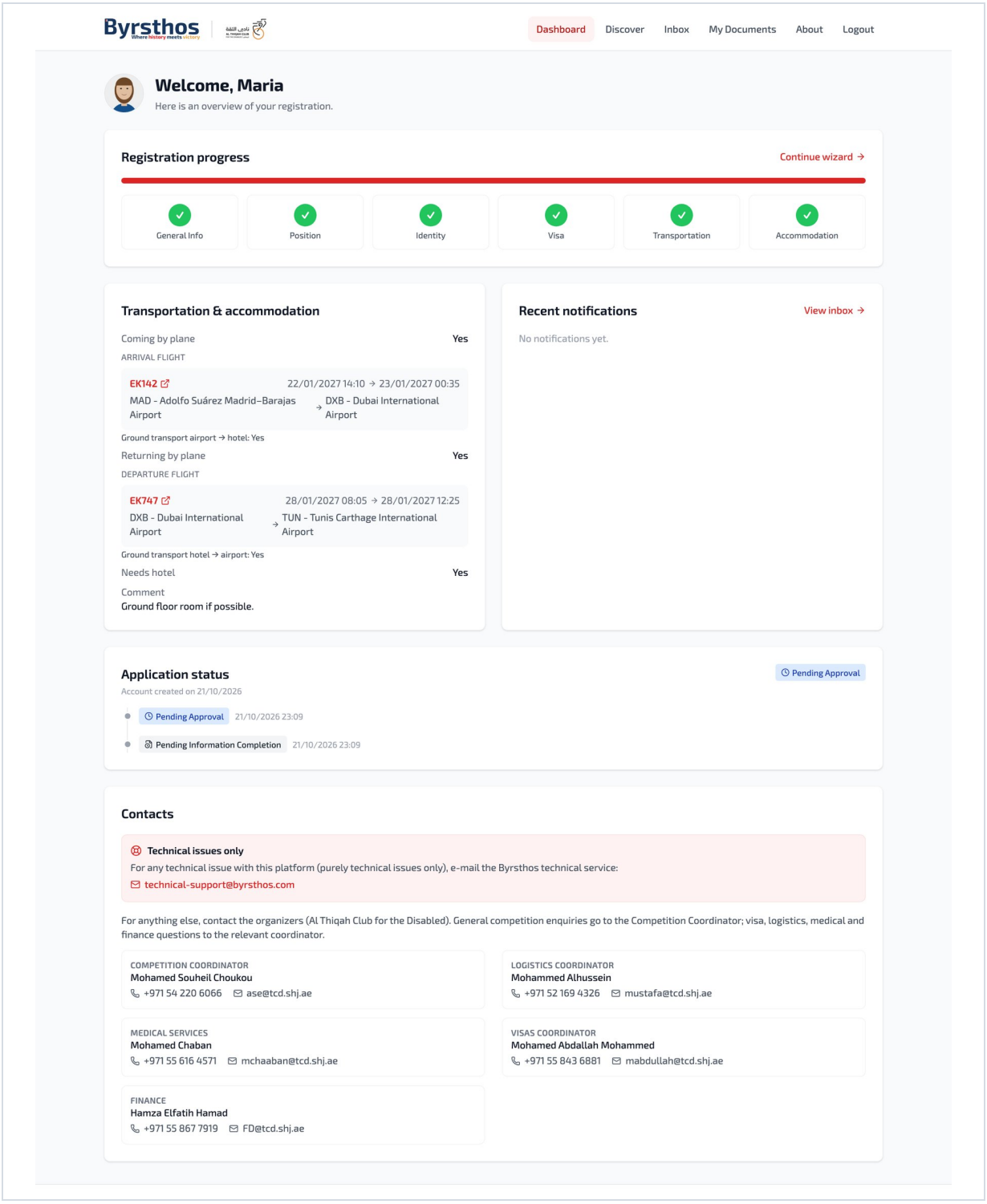


Figure 68 — *Application sent: status Pending Approval.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

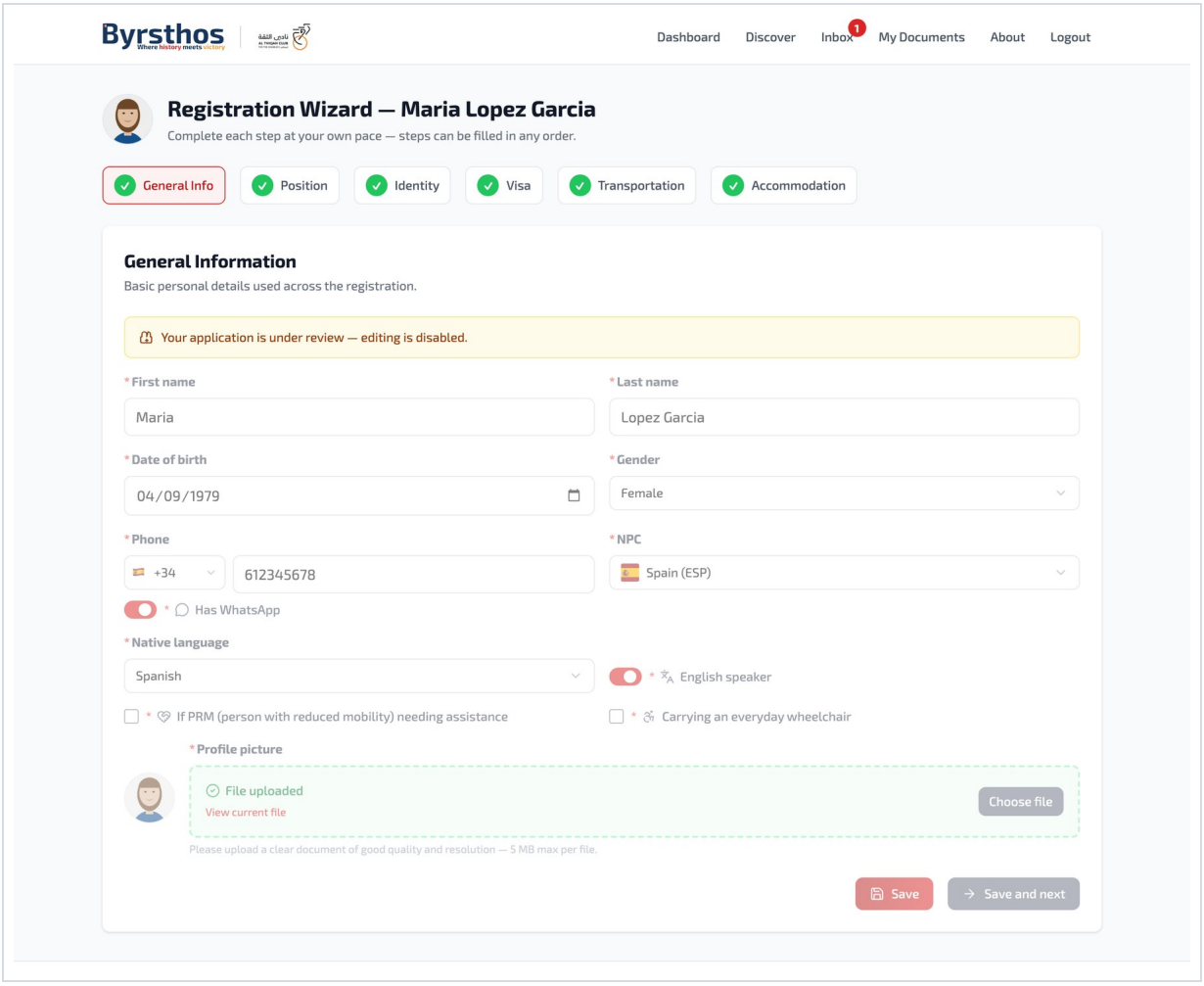


Figure 69 — *While under review, editing is disabled.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Part C — Teammate invited by a Team Leader

Example: **Sami Trabelsi**, added by his Team Leader with "Invite to register?" checked.

1. Sami receives an **invitation email** and clicks its link (valid for **7 days**).
2. He chooses his password (**New password**, **Confirm password**, at least **10 characters**) and clicks **Activate account**. The line above the button links to the Terms of Use and the Privacy Policy (3.6).
3. He is signed in and sees his own **Dashboard** and wizard: he can check and complete the information his Team Leader entered (General Info, Identity, Visa, Transportation, Events) and upload his signed **declaration form**.
4. His **position**, **NPC** and **club** are managed by the Team Leader, and his accommodation is booked and paid by the Team Leader.
5. The **Team Leader submits** his application from My Team (A.19).

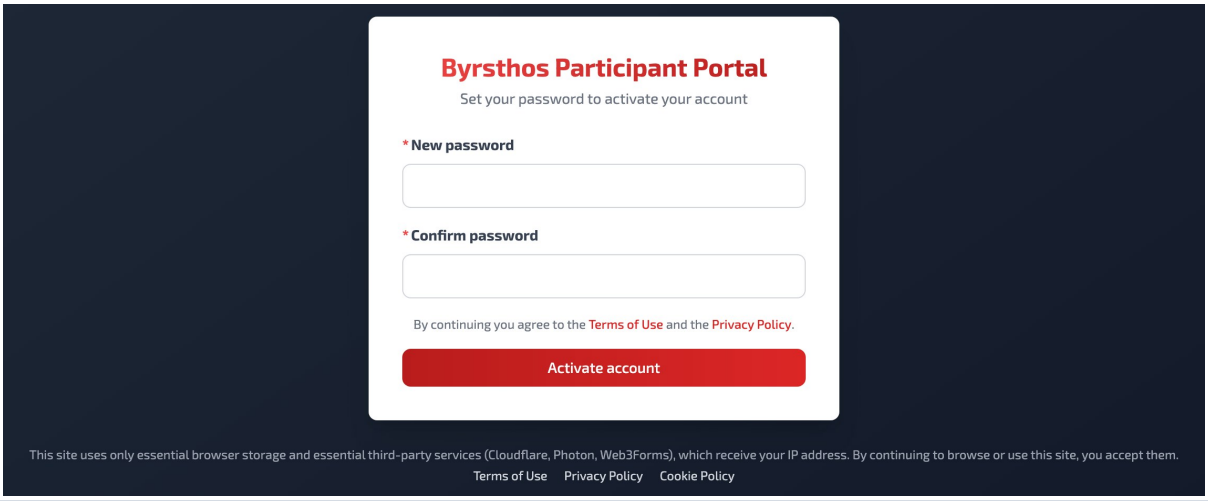


Figure 70 — *Activating the account from the invitation email: at least 10 characters, with the links to the legal pages.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

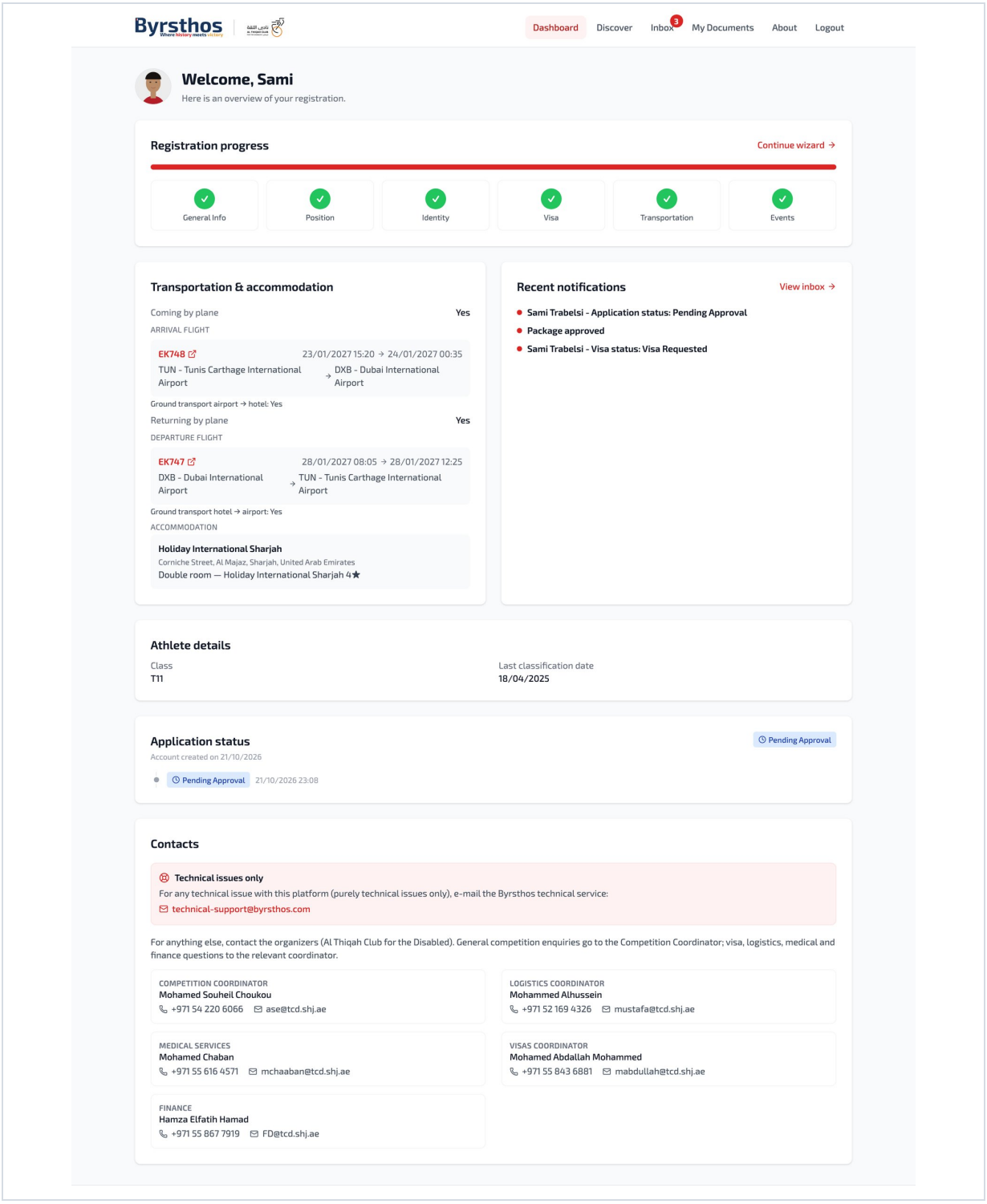


Figure 71 — *The Dashboard of the invited athlete, with his flights, hotel and class.*

Every notification and email about a teammate is also sent to the **Team Leader**, with the teammate's name at the start of the subject (e.g. "*Sami Trabelsi - Application status: Pending Approval*").

The link has expired or was already used? Ask your Team Leader or the organising committee for a new invitation. When you are invited again, only the newest link works: use the latest e-mail. If your account is already active, sign in, or use **Forgot your password?**.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

6. After you submit: review and approval

- **Pending Approval** — the organisation team reviews the application; the wizard is locked, except the accommodation step (3.3).
- **More Information Required** — you receive a notification and an email explaining what must be corrected (the message also appears in your application status). The wizard is unlocked: correct it, then click **Send to organisation team** again (or **Submit** on My Team for a teammate).
- **Approved** — your participation is confirmed and your accreditation badge is prepared.
- **Rejected** — the application is not accepted; the reason is given in the notification. It can no longer be edited and the participant can no longer do anything on the portal. In the Team Leader's lists, a rejected teammate appears struck through with a **Rejected** label and no actions (A.11).

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

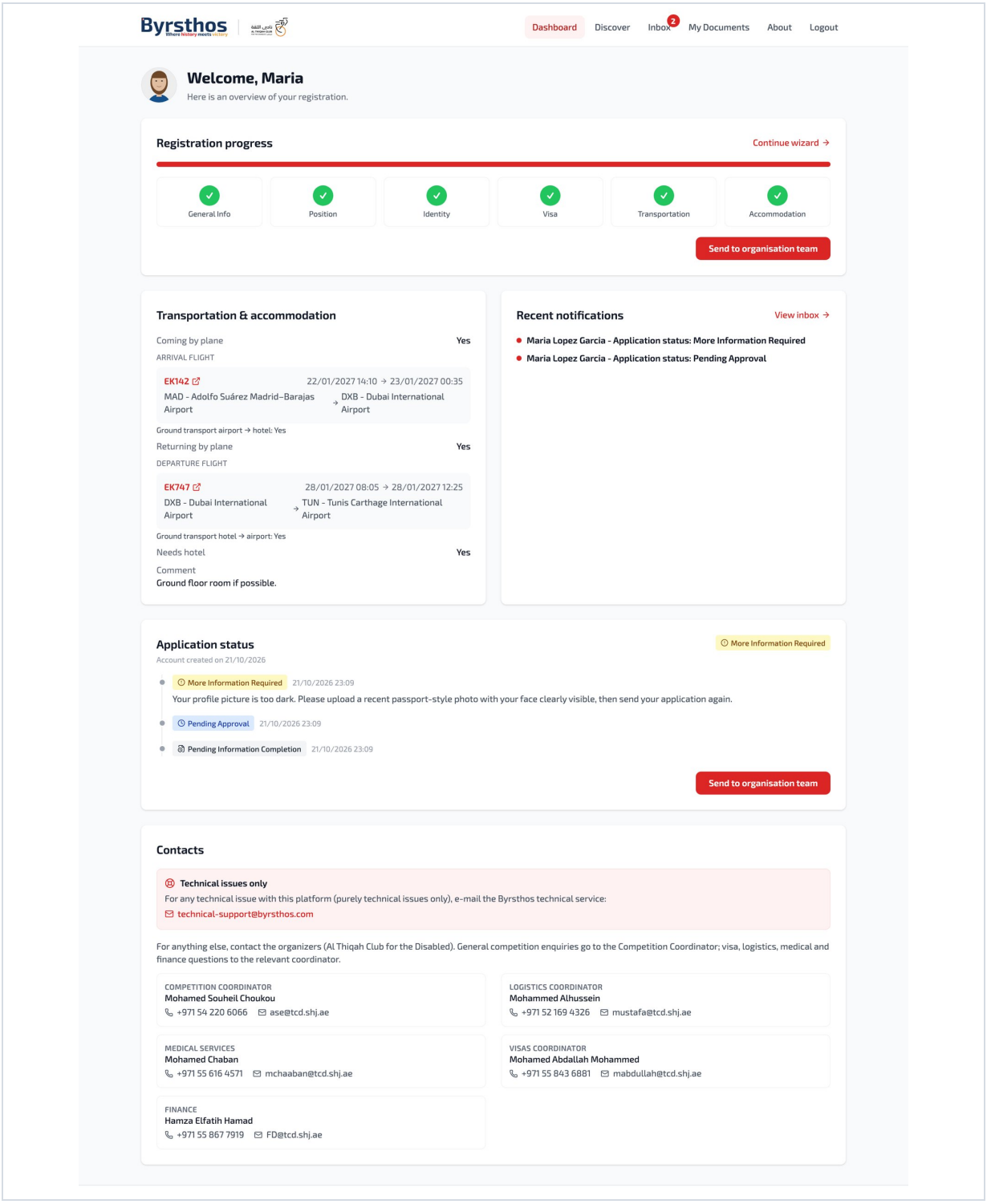


Figure 72 — *More Information Required: the comment of the organisation team and the button to send again.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

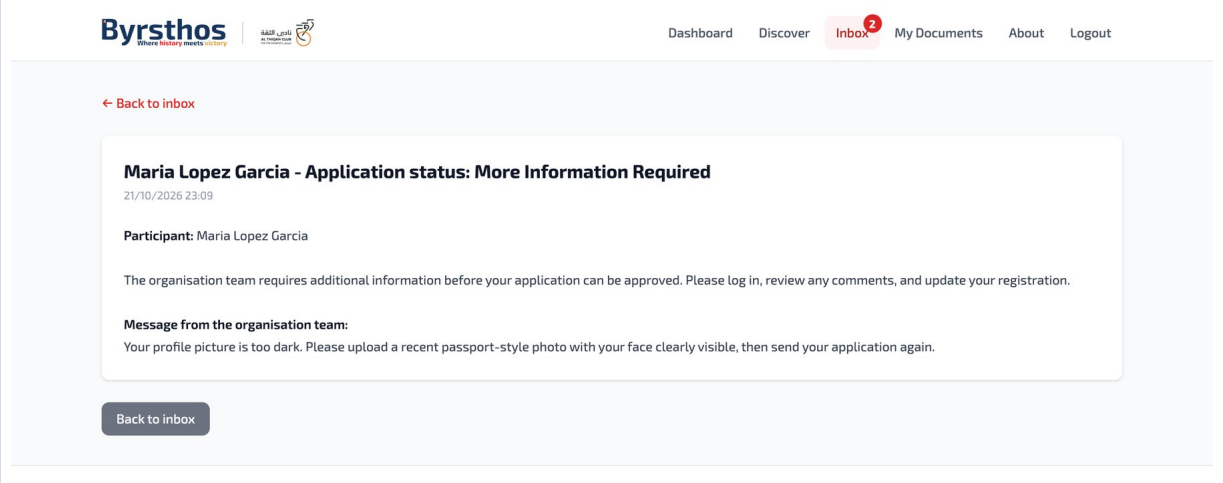


Figure 73 — *The message received in the Inbox.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

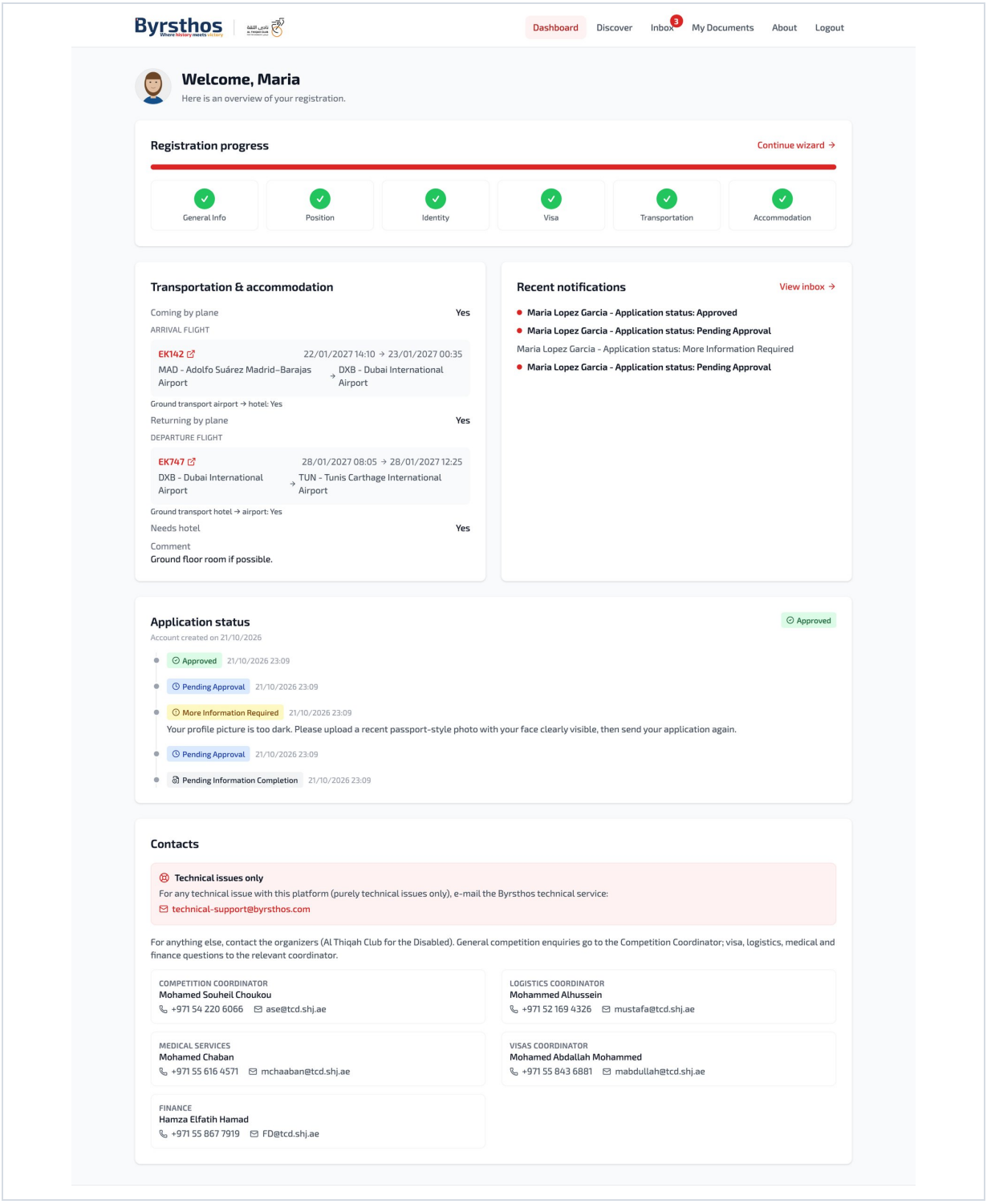


Figure 74 — *Application approved, with the full status history.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

7. Notifications, inbox and documents

- **Inbox** — every message sent to you by the organizing committee (status changes, packages, visa, requested documents, invoices…). Unread messages are in bold; click **View message** to read one and download its attachment. Each one is also sent by email.
- **Requested documents** — when the organizers ask for a document, a card appears on your Dashboard (and on the Team Leader's): click **Upload** and choose the file (PDF, JPG or PNG, 5 MB max).
- **My Documents** — all your documents in one place: those **Uploaded by you** and those **Sent by the organizing committee** (invitation letter, visa, certificates, invoice…), with their date and version. A Team Leader also sees the documents of each teammate. **View** opens a PDF or an image in a new tab; other file types are downloaded instead.

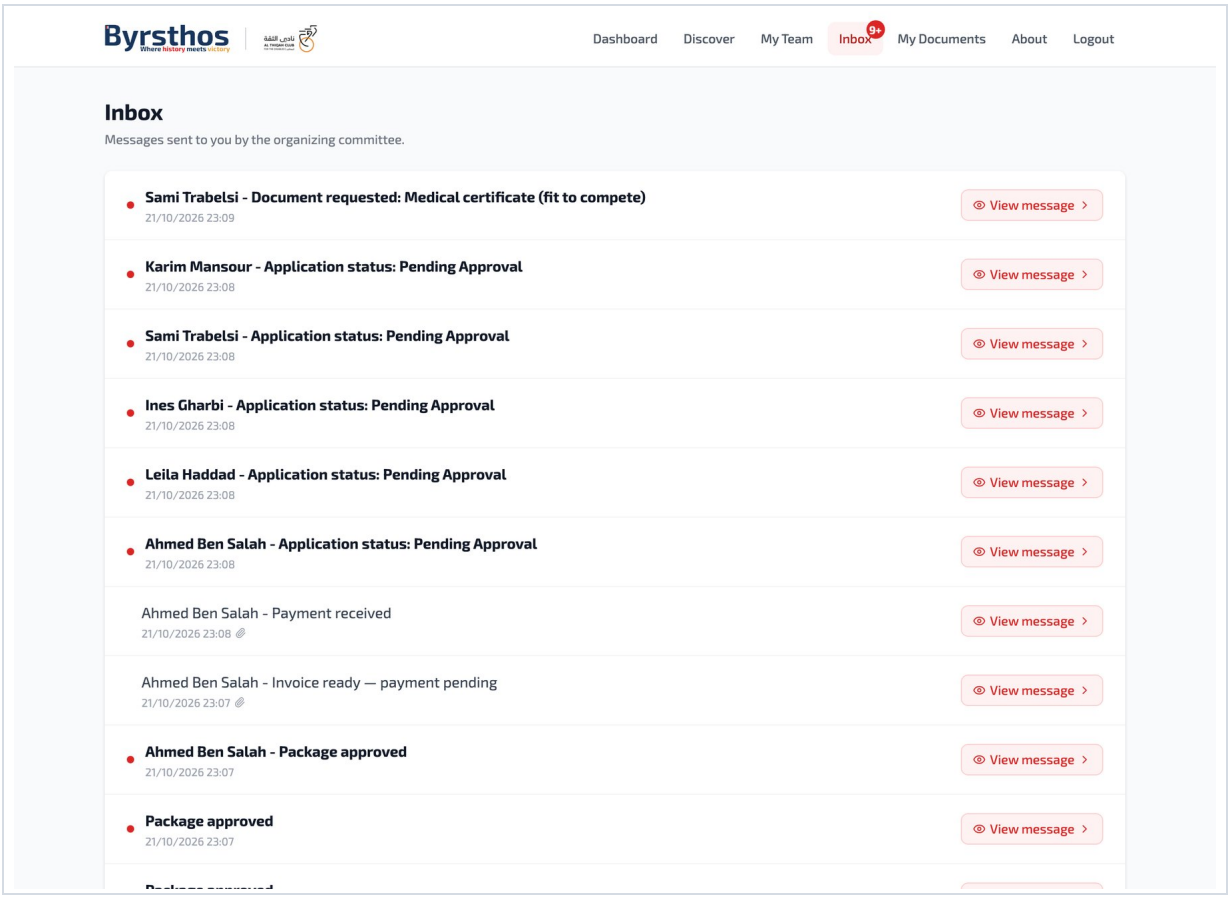


Figure 75 — *The Inbox of a Team Leader: messages about him and about his teammates.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

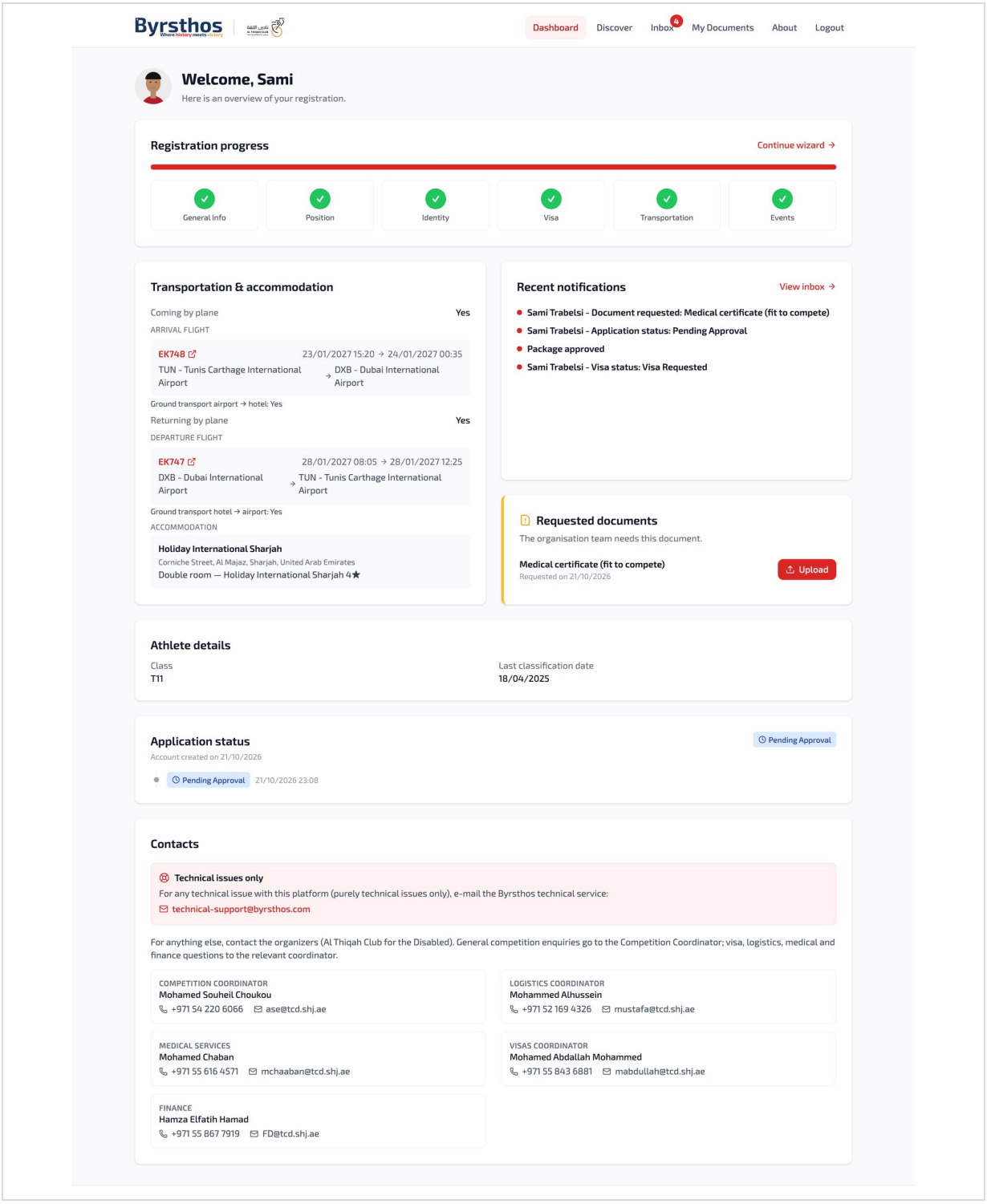


Figure 76 — *A document requested by the organisation team, to upload from the Dashboard.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

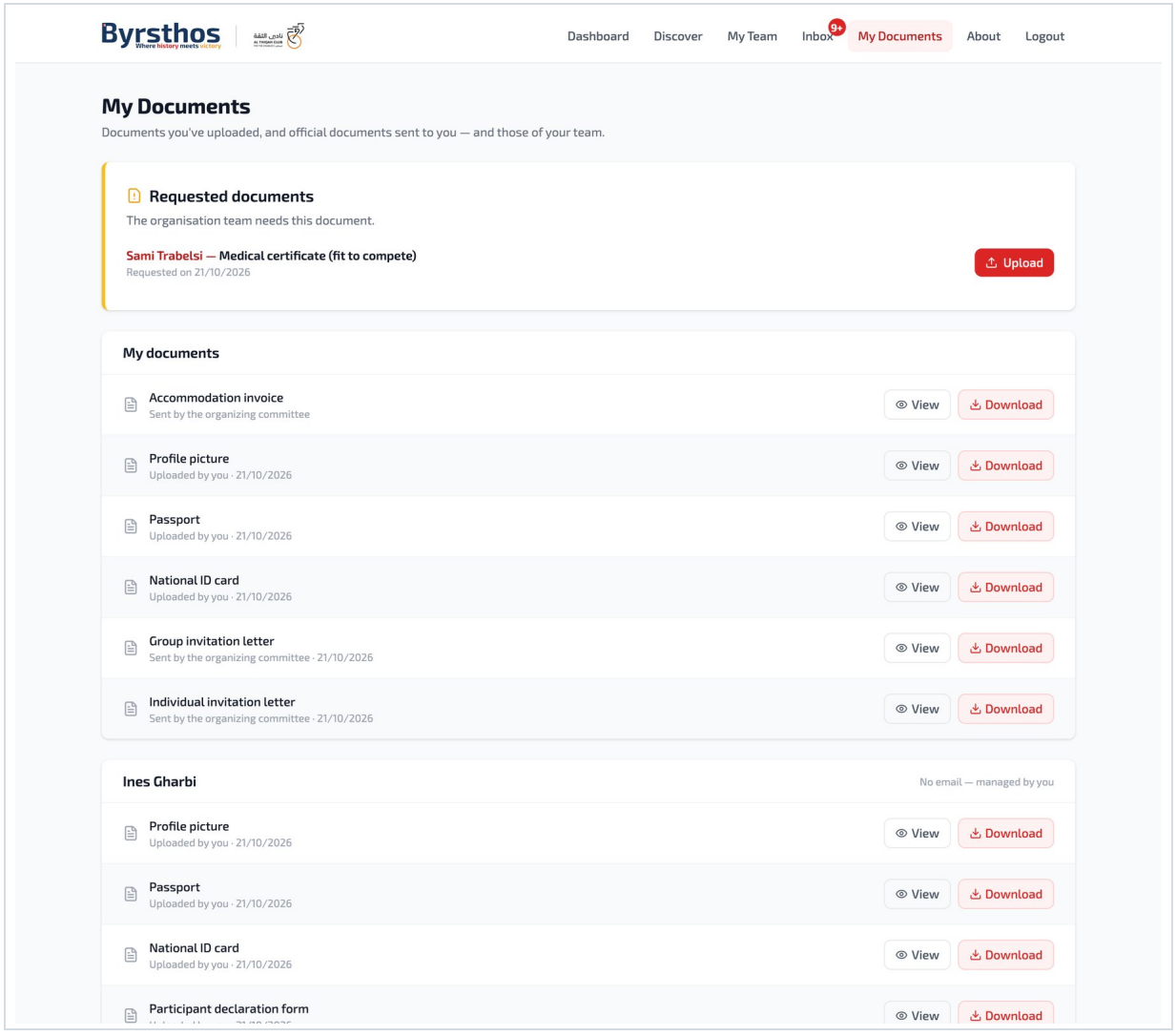


Figure 77 — *My Documents: requested documents, documents sent by the organisers and the team's documents.*

7.1 My badge / Team badges

Once your application is approved and the organisers issue your accreditation badge, you find it in the portal and receive it by e-mail. Show it at every checkpoint, on paper or on your phone. Only the latest issued badge is valid.

My badge

Open **My badge** in the top menu, or the **Accreditation badge** card on the Dashboard. The card shows your badge number and role (e.g. BYR-00001 · Team Leader), or "Not issued yet".

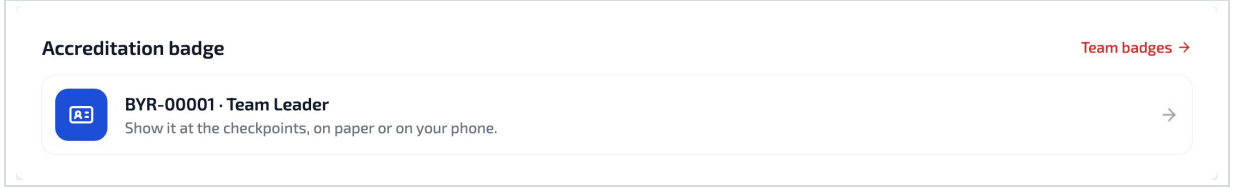


Figure 78 — *The Accreditation badge card on the Dashboard.*

The page **My badge** shows your web badge as **one single card**. From top to bottom:

- the logos and the event band;
- your photo (or your initials), your name and your NPC;

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

- the role band: your role (with the class for athletes, and the team for team members), the badge number, the issue number and the issue date;
- one large QR code (“SCAN TO VERIFY”) with its full-screen button;
- your **Access zones**, in two columns;
- the rules (“Personal and non-transferable · Wear it visibly at all times · Only the latest issued badge is valid”), the footer logos and “POWERED BY BYRSTHOS”.

The printed badge handed out by the organisers has a front and a back; the digital badge is a single card.

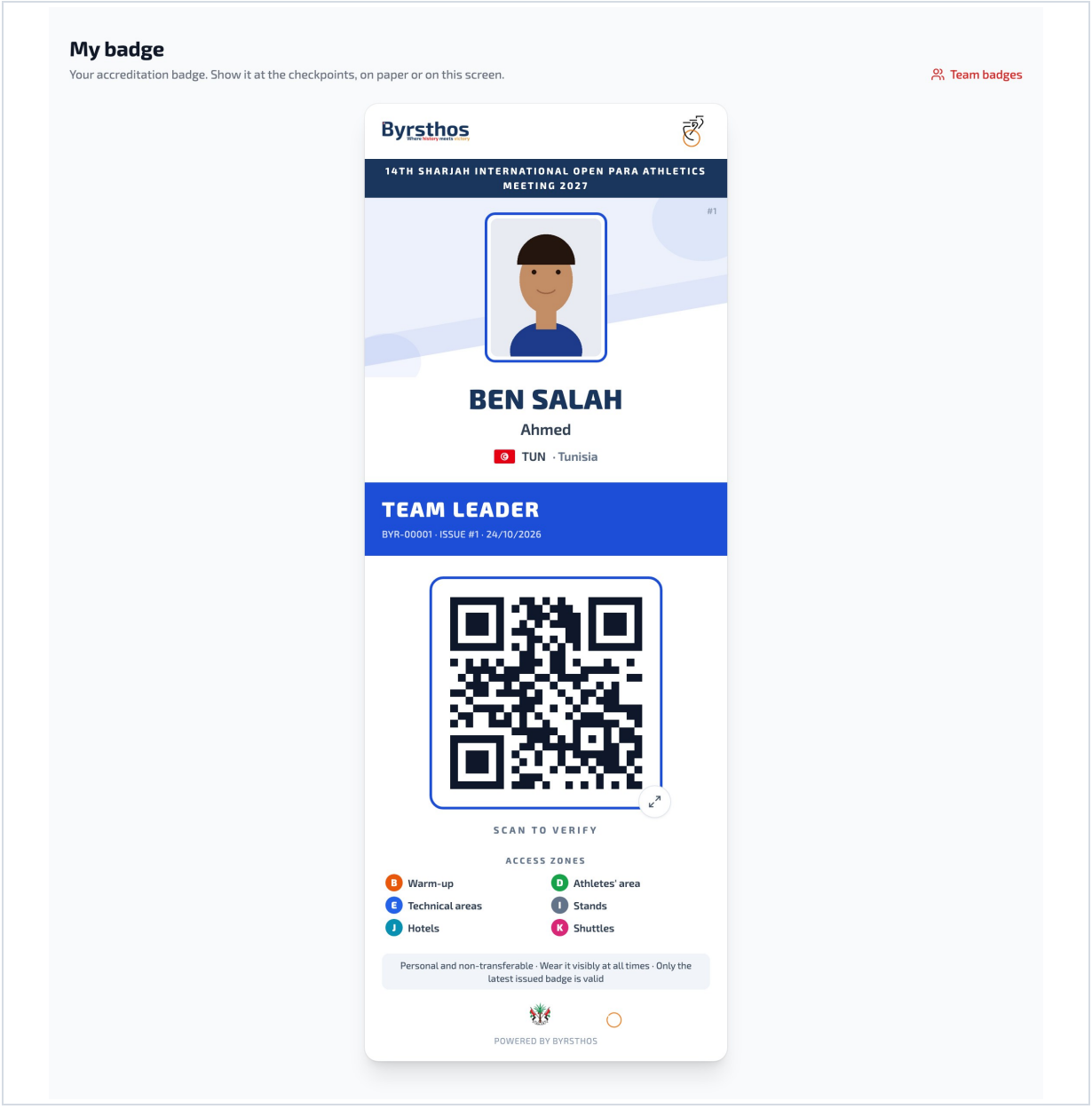


Figure 79 — *My badge: the digital badge, one single card (specimen).*

Tap the QR code, or its full-screen button, to show it **full screen** for the scanner (“Turn your screen brightness up for the scanner.”). **×** closes it.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

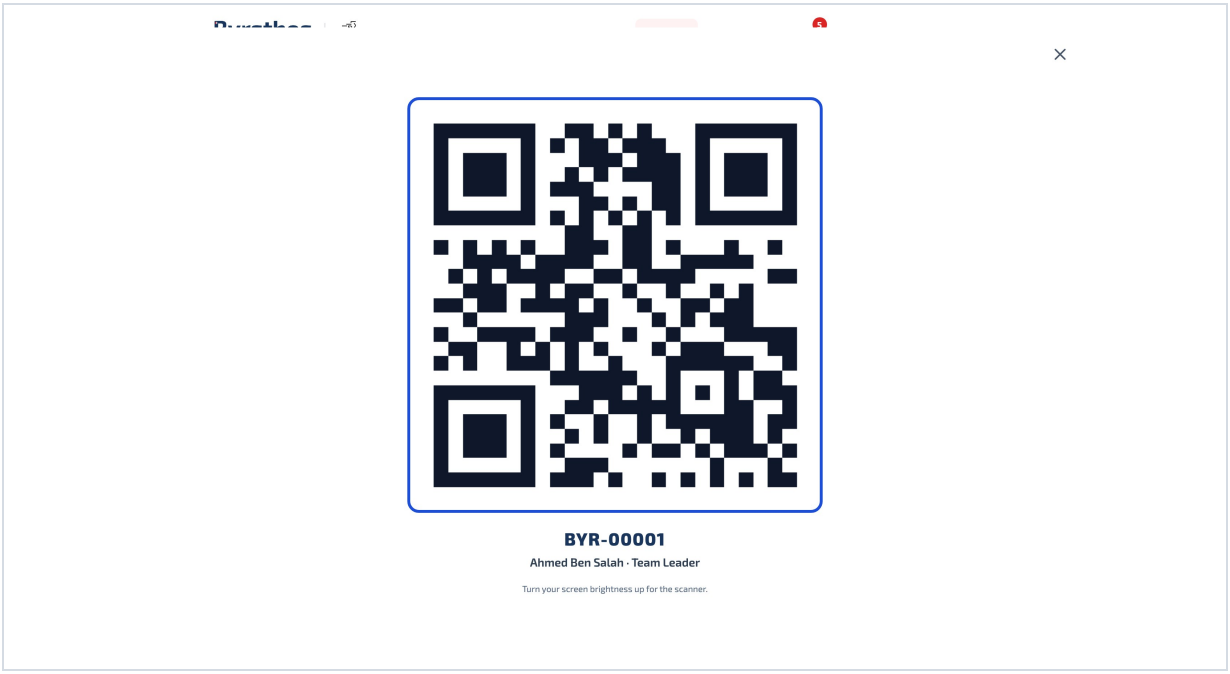


Figure 80 — *The QR code full screen, ready to be scanned.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

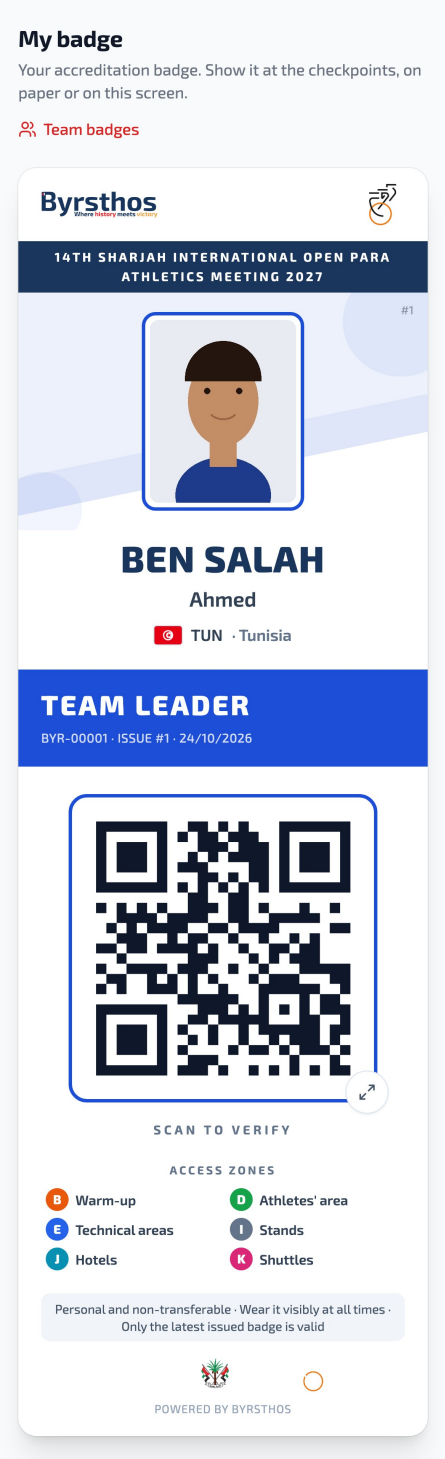


Figure 81 — *My badge on a phone: the same single card.*

Until the badge is issued, the page shows **Badge not issued yet**: it appears as soon as the organisers issue it, and you also receive it by e-mail. If the organisers withdraw it, the page shows **Badge no longer valid**: contact the organising committee.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

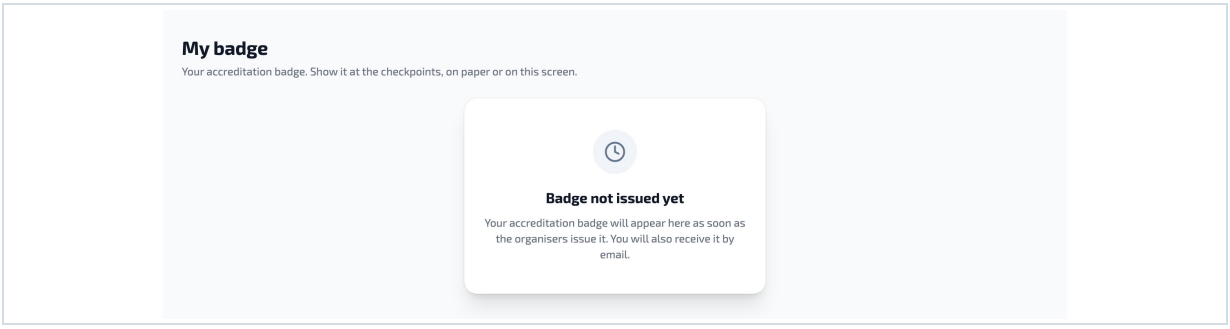


Figure 82 — *Before the organisers issue it: Badge not issued yet.*

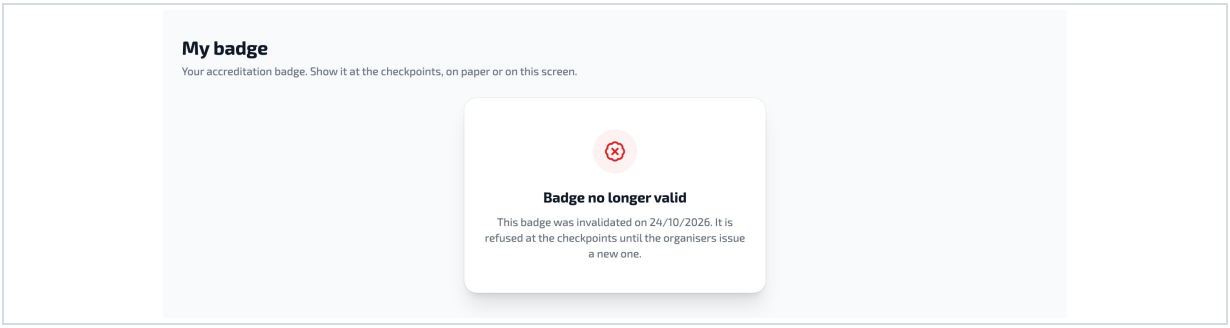


Figure 83 — *A withdrawn badge: Badge no longer valid.*

Team badges (Team Leaders)

A Team Leader also has **Team badges** in the top menu (and a link on My badge). It shows the badge of every member of the team with its number, issue and state (**Valid**, **Not issued**, **No longer valid**), e.g. “3 of 4 badges issued.” Tap a badge to open the member’s card, the same single card as on My badge; ← **Team badges** or **×** goes back.

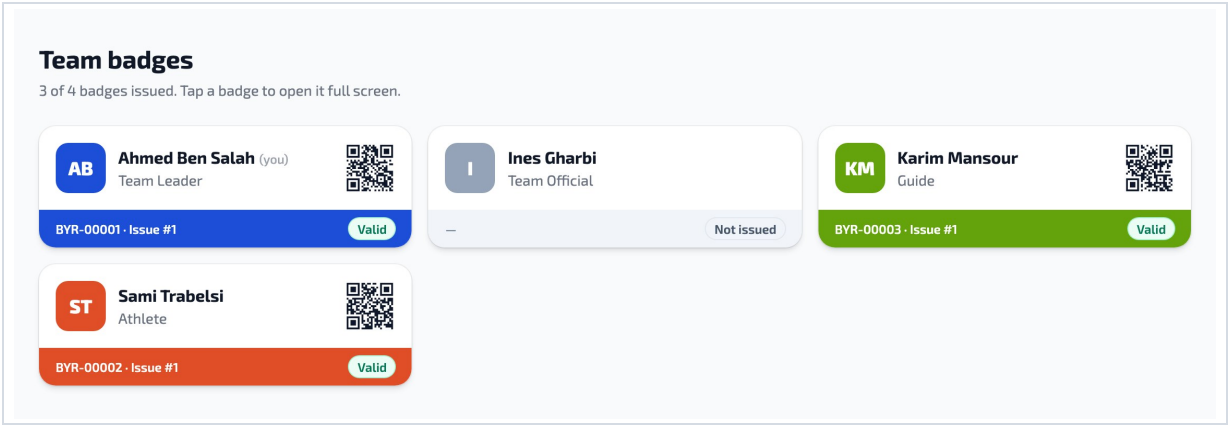


Figure 84 — *Team badges: one card per member, with the badge number and its state.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

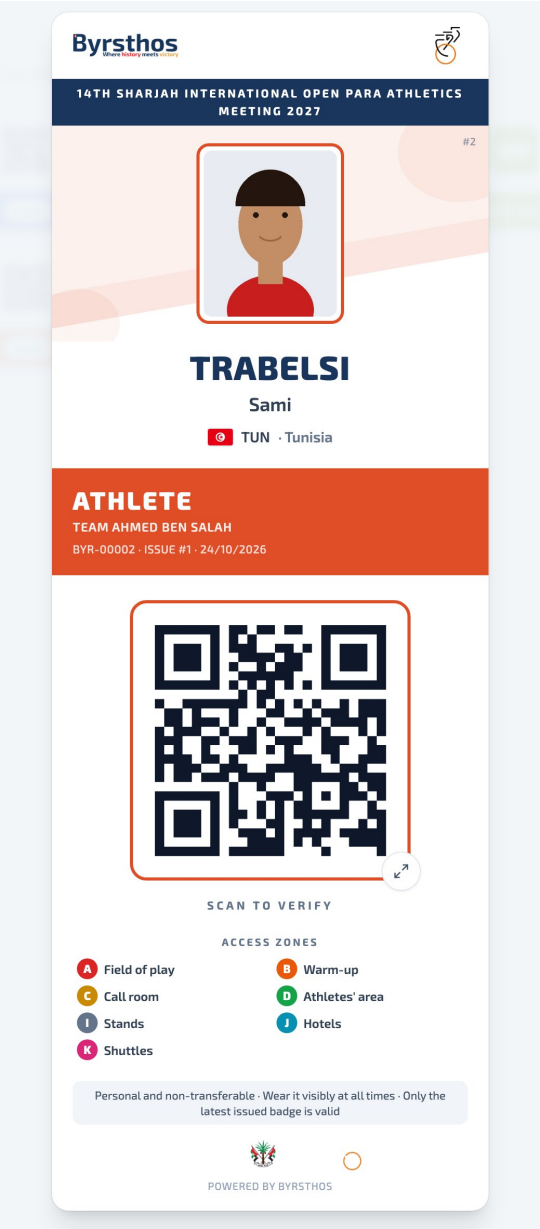


Figure 85 — *A team member's badge opened from Team badges.*

The badge e-mail

When the badge is issued, the participant receives the message **Your accreditation badge** in the Inbox and by e-mail, with the same single card as in the portal (with its QR code) and a **View my badge** button. The Team Leader receives one grouped e-mail, **Team accreditation badges issued (N)**, with the badges of the team and a **View the team badges** button. A reprint of the same badge sends nothing.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

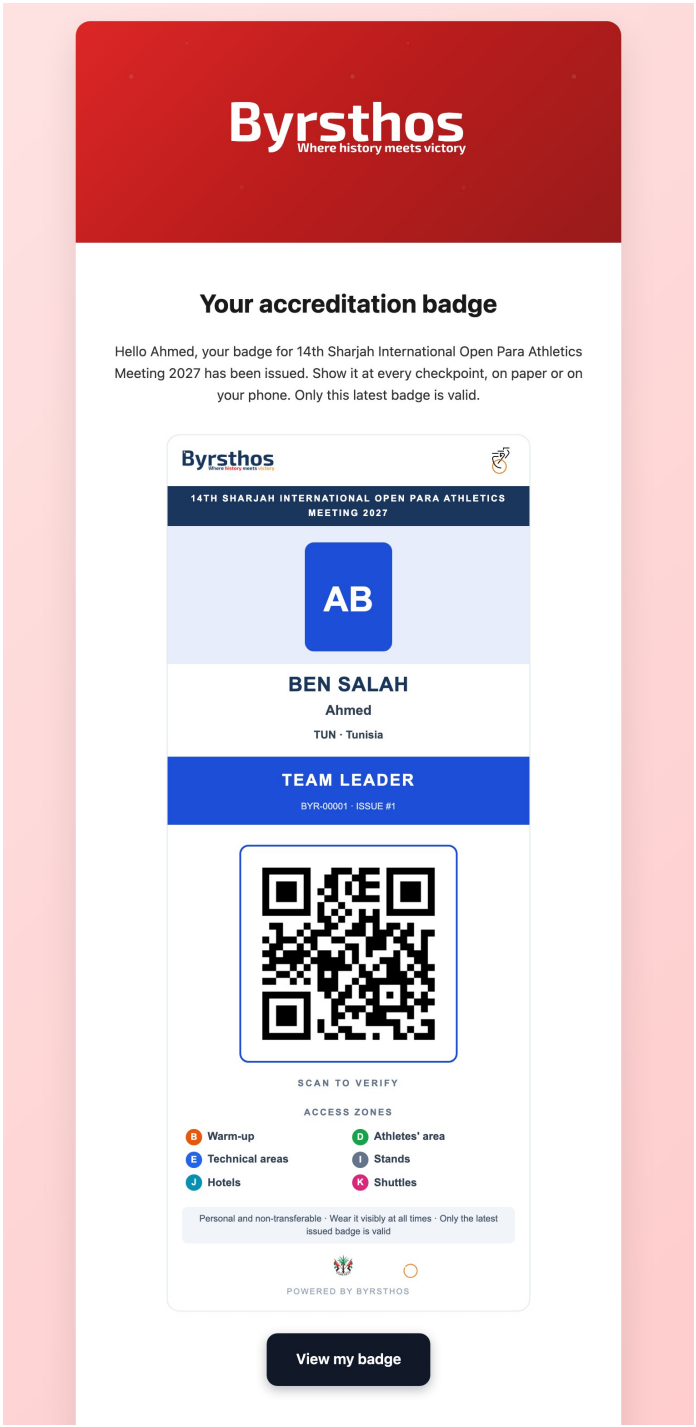


Figure 86 — *The e-mail "Your accreditation badge": the same card as in the portal (specimen).*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

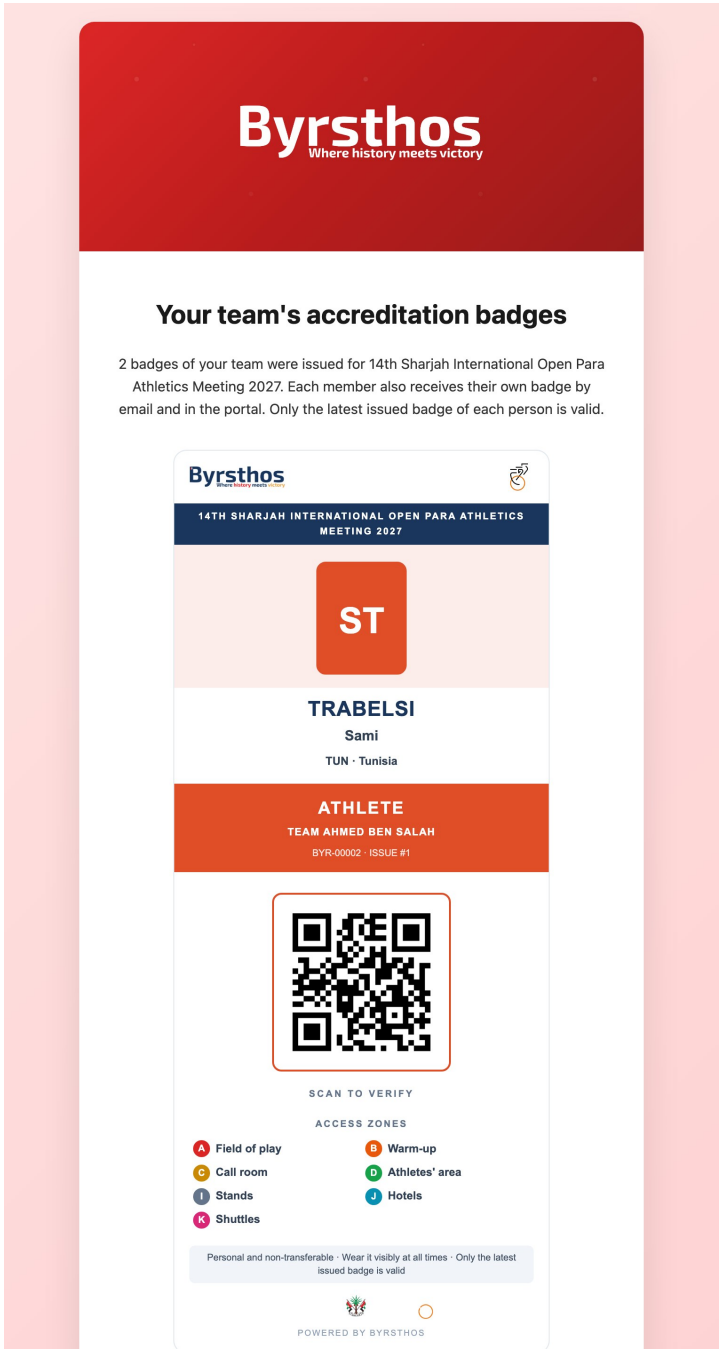


Figure 87 — *The Team Leader's grouped e-mail (specimen, first badge shown).*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

8. FAQ and troubleshooting

The answers below are grouped by topic. When the portal shows a message, it is quoted exactly as it appears on screen, followed by what to do. Messages about a form field start with the field name, e.g. *"Phone: enter a phone number with its country code…"*.

8.1 Account and sign-in

I can't sign in.
On screen: "Incorrect email or password"

What to do: Check the email (it is your login) and the password (it is case-sensitive). If you don't remember it, click **Forgot your password?**.

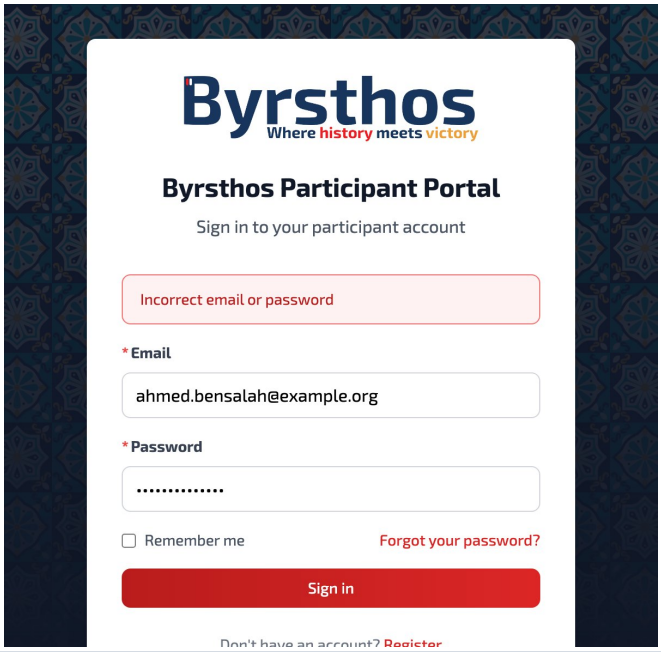


Figure 88 — *A wrong password on the sign-in page.*

I tried several times and I am blocked.
On screen: "Too many failed sign-in attempts — try again in a few minutes"

What to do: Wait about 15 minutes, then try again with the right password or reset it.

The portal says my session has expired.
On screen: "Your session has expired. Please sign in again."

What to do: Sign in again. This also happens after a password reset or an account activation, which sign you out everywhere, and after the organisers change your e-mail address.

I signed out in one tab and the other tabs signed out too.
This is expected with **Remember me**: all tabs share the same session (3.5).

I opened the portal in a new tab and I am not signed in.
Without **Remember me**, the session belongs to the tab where you signed in. Sign in again, ticking **Remember me** if you want all your tabs to share the session.

Platform access is closed.
On screen: "Platform access is currently disabled"

What to do: The organisers have closed the portal temporarily. Try again later or contact the organising committee.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

I can't create an account.
On screen: "Registration closes on …" disappears and the form is replaced by *"Registration closed on 16/01/2027 12:00 (Asia/Dubai). New accounts can no longer be created."* or *"Registration is currently closed. New accounts can no longer be created."*

What to do: the registration deadline has passed or registration is closed. Contact the organising committee.

The registration form refuses my password.
On screen: "The password must be at least 10 characters"

What to do: Choose a password of at least 10 characters and type it identically in both fields ("Passwords do not match" otherwise). A very long password is refused too: "The password can't be longer than 72 bytes".

I cannot choose "Athlete", "Guide" or "Team Official".
These positions can only be given by a Team Leader from **My Team**. Ask your Team Leader to add you. If you come alone, register as **Team Leader** and tick **Also registering as an athlete**.

My name is refused.
On screen: "Names can't contain < > [ ]"

What to do: Type your name exactly as in your passport, without these characters (100 characters maximum).

How do I change my e-mail address?
You can't change it yourself: it is your login. Contact the organising committee (8.16). Once they change it, you are signed out everywhere and sign in with the new address; no e-mail is sent to confirm the change. A pending invitation is closed: ask for a new one.

What is the storage notice at the bottom of the screen?
It explains that the portal uses only the browser storage it needs and a few essential third-party services (3.6). Click **Got it** to hide it on this browser; **Learn more** opens the Cookie Policy.

8.2 Verification code

I did not receive the verification code.

- Check your **spam / junk** folder and the address you typed (click **Go back** to correct it).
- Wait a minute and click **Resend code** (available after 60 seconds). Only the latest code works.
- If you already have an account with this email, no code is sent: you receive *"You already have a Byrsthos Logistics account"* instead. Sign in, or use **Forgot your password?**.

The code is refused.
On screen: "Invalid or expired verification code"

What to do: The code is valid for 10 minutes and only the latest one works. Click **Resend code** and type the new code.

I asked for a new code too quickly.
On screen: "A code was just sent to this address — wait a minute before asking for a new one"

What to do: Wait one minute before clicking **Resend code**.

I asked for too many codes.
On screen: "Too many codes were requested for this address — try again later" or "Too many verification codes requested — try again later"

What to do: at most 5 codes per hour can be sent to an address. Wait an hour, then try again.

I reloaded the verification page.
On screen: "The page was reloaded: enter the password you chose again to create your account."

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

What to do: Type the password you chose in the form, twice, then the code. Your other details are kept.

The account already exists.
On screen: "A participant with this email already exists"

What to do: Sign in with this email, or reset the password with **Forgot your password?**.

8.3 Password reset and invitation link

I forgot my password.
Click **Forgot your password?** on the sign-in page, enter your email and click **Send reset link**. For privacy the portal always confirms, even if the email is unknown. The link in the email is valid for 24 hours; choose a new password of at least **10 characters**, then sign in ("Your password has been set. You can sign in now."). Asking for a new link doesn't cancel the previous ones: any unused link works until one of them is used. A teammate managed by the Team Leader who never activated an account receives no link: ask your Team Leader or the organising committee for an invitation.

The reset link doesn't work.
On screen: "This reset link is invalid or has expired"

What to do: Links are valid 24 hours and only once; once one link is used, all the others stop working. Ask for a new one with **Forgot your password?**.

The invitation link doesn't work.
On screen: "Invalid or expired invitation token"

What to do: Invitation links are valid 7 days and only once. When you are invited again, only the newest link works: open the latest e-mail. Ask your Team Leader or the organising committee to invite you again.

The invitation says my account is already active.
On screen: "This account is already active: sign in, or use "Forgot password" if you lost your password."

What to do: Sign in with your email and password, or reset your password.

The invitation page says the token is missing.
On screen: "Missing invitation token in the URL."

What to do: Open the link exactly as it is in the email (copy the whole link if clicking doesn't work).

My new password is refused.

- *"The password must be at least 10 characters."* — choose a longer password.
- *"The password can't be longer than 72 bytes"* — choose a shorter one (fewer characters if you use accents or non-Latin letters).

8.4 Step 1 — General Info

My phone number is refused.
On screen: "Please enter a valid phone number" or "Phone: enter a phone number with its country code, e.g. +971501234567 (6 to 15 digits)."

What to do: choose the country code in the list, then type the number without the leading 0 or the country code. Spaces, dots and dashes are accepted.

My date of birth is refused.
On screen: "Date of birth: enter a date between 01/01/1900 and today (…)."

What to do: Check the date (dd/mm/yyyy, day first). It can't be in the future.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

My gender is refused.
On screen: "Gender: choose Male or Female."

What to do: Choose one of the two values in the list.

I can't change my NPC.
On screen: "Your NPC is set to your team leader's NPC and can only be changed by them"

What to do: a teammate always belongs to the Team Leader's NPC. Ask your Team Leader or the organising committee.

My profile picture is refused.
On screen: "The profile picture must be a JPG or PNG image"

What to do: Take a JPG or PNG photo (5 MB max). Photos from some phones are HEIC: export them as JPG first.

The crop window shows an error.
On screen: "Could not process this photo — try another one."

What to do: Use another JPG or PNG photo.

8.5 Step 2 — Position & Classification

I can't change my position.

- *"Your position was set by your team leader's invitation and can only be changed by them"* — ask your Team Leader.
- *"You still have teammates: contact the organising committee to change your position"* — a Team Leader with teammates can't change position.
- *"This position can only be given by a team leader adding a teammate"* — see 8.1.

My class is refused.
On screen: "Class: unknown classification class … Choose your classes from the list."

What to do: Choose the **Impairment type** first, then the class(es) in the list.

I can't change the club.

- *"A teammate's club follows yours — change it on My Team."* — teammates always follow the Team Leader's club.
- *"Your registration is under review or approved — the club can no longer be changed."* / *"Club can no longer be changed"* — contact the organising committee.
- New club: type its English name in Latin characters and confirm *"Create a new club named …?"*.

Where do I upload the athlete ID card?
In Step 2, answer **Yes** to *I have an athlete ID card* and fill in the licence number, dates and file. The athlete or the Team Leader can upload it.

8.6 Step 3 — Identity and passport

My passport is refused because of its expiry date.
On screen: "Passport expiry date: your passport must still be valid after the event (after 31/01/2027). Enter a passport that expires later."

What to do: Use a passport that is valid after the event. Many countries also require 6 months of validity after your stay: check the entry rules of the UAE.

The date of issue is refused.

- *"Passport date of issue: the date of issue can't be in the future."*
- *"Passport expiry date: the expiry date must be after the date of issue."*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

Check the dates on the photo page (dd/mm/yyyy).

The passport scan doesn't read my passport.
The automatic reading is at the top of **Step 1 (General Info)** only. Step 3 shows the passport details, which you can correct by hand.

- *"We couldn't read the machine-readable zone" / "We couldn't read your passport reliably"* — retake the photo flat, in good light, with the two lines of <<< fully visible, or fill in the fields by hand.
- *"Automatic reading is unavailable right now" / "The scan didn't go through"* — fill in the fields and upload the passport scan in Step 3.
- *"Only a photo (JPEG, PNG, WebP) or a PDF can be scanned"* — use one of these formats.
- *"Camera access was denied. Allow it in your browser settings, or upload a photo instead."* — allow the camera or use **Upload photo or PDF**.

The scan warns about my passport.

- *"This passport has expired. You will need a valid passport to travel."*
- *"This passport expires in less than 6 months — many countries require at least 6 months of validity."*

Renew your passport if needed and enter the new one.

Step 3 stays incomplete although my passport is entered.
For athletes, Step 3 also needs the signed **Participant declaration form** (A.13).

8.7 Step 4 — Visa

The step stays incomplete.
Check the nationality fields (choose **Not binational** if you have only one nationality), every visa detail marked with *, and, if your nationality is listed, the national ID card (number, issuing country, dates and scan).

My national ID card is refused.
On screen: "National ID expiry date: this document has already expired (…). Enter a document that is still valid."

What to do: Enter a card that is still valid.

I can't answer No to the visa anymore.

- *"Your visa application is already being processed — contact the organising committee to cancel it"*
- *"The visa need changes the visa fees of an invoice that is already … — contact the organizers"*

Contact the organising committee.

My visa document was refused.
On screen: "Visa expiry date: this document has already expired (…). Enter a document that is still valid."

What to do: Send a valid document.

8.8 Step 5 — Transportation

My flight is not found.
On screen: "Couldn't find your flight — make sure you entered the right flight number and date. If the issue persists, please enter the flight details manually."

What to do: Check the flight number (no spaces, uppercase) and the date, or click **Enter details manually instead**.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

I looked up too many flights.
On screen: "Too many flight lookups — try again later or enter the flight manually"

What to do: Enter the flight manually.

My arrival or departure date is refused.

- *"Arrival can't be earlier than 01/01/2027"* — arrive on or after 01/01/2027.
- *"Departure can't be later than 31/01/2027"* — leave on or before 31/01/2027.
- *"Arrival can't be later than 31/01/2027" / "Departure can't be earlier than 01/01/2027"* — both flights must be inside the travel window.
- *"The departure flight must leave after the arrival flight lands"* — check the dates and times of both flights.

Contact the organising committee if your travel really falls outside these dates.

The manual flight is refused.

- *"The landing must be after the take-off"* — check the times (each in the local time of its airport).
- *"Arrival airport: the arrival airport must be different from the departure airport"*.

Ground transportation is not offered.
On arrival it is only available from **DXB** or **SHJ** to the hotels of the packages; for the return, from your hotel to the airport. By road, give a place around the competition city. The Organizer may refuse an abusive request.

My flight is shared with teammates.
Use **Same flight as a teammate** on the teammate's Step 5 (Team Leaders).

8.9 Documents and uploads

My file is refused.

- *"This file is … MB — the maximum is 5 MB per file. Please use a smaller file." / "File too large (… MB) — the maximum is 5 MB per file." / "The file is too large."* — compress the scan or take a lower-resolution photo.
- *"The document must be a PDF, JPG or PNG file" / "The participant declaration form must be a PDF, JPG or PNG file"* — save it in one of these formats (Word files, HEIC photos and screenshots of other formats are refused). The file is checked by its content, not only its name.

The upload failed.
On screen: "Upload failed — please try again."

What to do: Check your connection and try again; if it keeps failing, try a smaller file.

The document didn't open in my browser.
On screen: "This file type cannot be opened in the browser, so it was downloaded instead."

What to do: Open the downloaded file from your Downloads folder.

A document can't be loaded.
On screen: "Could not load this document."

What to do: Reload the page. If the message persists, the document was replaced or removed: ask the organisers.

Where do I find the declaration form?
In Step 3 (athletes), **Download the form**. If *"The form is not available yet. Please check again later."* is shown, the organisers haven't published it yet.

A requested document is no longer open.
On screen: "This request is no longer open"

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

What to do: The organisers cancelled the request or already received the document. Reload the Dashboard.

8.10 Teammates

I can't add a teammate.

- *"The registration deadline passed on … — teammates can no longer be added."*
- *"You confirmed that all your teammates were added: no teammate can be added anymore. Contact the organising committee if someone is missing."*
- *"A participant with this email is already registered — contact the organising committee to move them to your team"*
- *"An email is required to invite this teammate to register"* — give an email or untick **Invite to register?**.

I can't remove a teammate.

- *"This teammate is in an accommodation booking or an invoice: cancel the booking first, then remove them."*
- *"This teammate leads a team of their own: contact the organising committee to remove them."*
- *"You confirmed that all your teammates were added: teammates can no longer be removed. Contact the organising committee if someone has to leave the team."*

A teammate didn't receive the invitation.
Check the email address on My Team (badge **Invitation pending**). Ask them to check their spam folder. You can invite them again with **Add teammate** and the same e-mail: a new link is sent and the old one stops working. To correct a wrong e-mail address, contact the organising committee. You can also complete their registration yourself.

The Submit button is missing for a teammate.
Some required steps are not complete (check the progress count and the **Declaration form missing** badge), or the application was already sent.

I confirmed my team too early.
Contact the organising committee: they can add the missing person or reopen your team.

A teammate is struck through with "Rejected".
Their application was rejected. Nothing can be done for them on the portal any more: no Manage, Submit or Remove, no package and no invoice. They don't block **Request all** or **Request invoice**. Contact the organising committee if you think it is a mistake.

8.11 Events

An event is missing for an athlete.
Only events open to the athlete's **gender** and **class** are listed — check Step 1 and Step 2. *"No events are currently available for registration for …"* means no event matches.

Registering to an event is refused.

- *"Gender: set the gender in the General Info step before registering for events."*
- *"Class: choose a classification class in the Position step before registering for events."*
- *"This event is not open to your gender category" / "… classification class"* (or *"… this participant's …"* for a teammate).
- *"Only athletes can register for events"*.

Event entries are closed.

- *"The event registration deadline (16/01/2027 00:00 (Asia/Dubai)) has passed — your event registrations can no longer be changed."*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

- *"Event registration is not currently open." / "Events registration is currently disabled"*

Contact the organising committee. While event registration is closed, the Events step is shown as pending and doesn't block the submission.

My personal best is refused.
On screen: "Invalid personal best: use MM:ss.sss (e.g. 01:05.300) or H:MM:ss.sss"

What to do: Use the format of the event (A.14): times with a colon, distances in metres, points as a whole number. Leave it empty if you don't know it.

Some event registrations disappeared.
When an athlete's gender, class or position changes, the events no longer open to them are removed automatically and the message **Event registrations removed** lists them. Register again for the events that match the profile, or contact the organisers if event registration is closed.

I can't choose a guide.
"Nobody in your team is registered as a guide yet." — the Team Leader must add a teammate with the position **Guide**, or an athlete must answer Yes to *Do you also want to register as a guide?*. Guides are offered only for classes T11 and T12, once the athlete is registered to an event.

8.12 Accommodation and invoices

The Accommodation page says to confirm my team first.
The team must be confirmed first (A.15): *"The team leader has not confirmed that all teammates were added yet — the team's accommodation and invoice open once the team is confirmed."*

Only the Team Leader can open the Accommodation page.
On screen: "Only the team leader can manage accommodation."

What to do: Teammates' accommodation is booked by their Team Leader. Individual participants answer Step 6.

I can't add a room.

- *"This room is made to host 2 people — currently 1 is selected. Select 1 more to fill it."* — rooms must be filled exactly.
- *"No one else has these exact check-in/check-out dates yet."* — give the occupants the same dates (**Same as…**).
- *"The check-in date must be before the check-out date"*.
- *"Participant id(s) … are already assigned to another booking" / "Already in a package — remove the booking to change this"* — remove the other booking first.
- *"A participant of this booking is already assigned to another booking"* — someone just booked this person: reload the page.
- *"The check-in date must be before the check-out date" / "Arrival can't be earlier than 01/01/2027" / "Departure can't be later than 31/01/2027" (Step 6) — the stay must be at least one night and inside the travel window.*

I can't change a booking.

- *"Only draft bookings can be edited" / "… deleted"* — cancel a requested booking first.
- *"Approved bookings can't be changed — contact the organizers"*.

Request invoice is greyed out.

- *"All participants must be in a package first"* — every team member, you included, needs a room or a fee-only option.
- *"Your packages are still awaiting approval from the organizers"* — wait for the approval.
- *"An invoice is already pending payment for this team — it must be cancelled by the organizers before a new invoice can be generated"*.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

- *"Your team is accommodated for free by the organizers: no invoice is needed"* — there is nothing to request or pay (A.17).

A rejected teammate disappeared from a draft package.
Rejected participants are removed automatically from draft packages, and a draft left empty is deleted. A room that is no longer full must be completed or replaced before **Request all**. Rejected participants are not billed; an invoice already sent stays as it is and the organisers re-send it if needed.

Request all says "Complete these rooms first: …".
A room draft doesn't have as many people as the room holds, e.g. "#2 (1/2 people)". Add the missing person, or remove the draft and book a room of the right size (A.16).

There is no Request button on my packages.
Packages are requested all together with **Request all** at the top of **Your bookings** (A.16); draft lines only have **Remove**. If the billing information is incomplete the request is refused with "Fill in the team billing information first: it is printed on the invoice (missing: …)", listing the empty fields, e.g. "(missing: country or NPC, address)".

Request all is greyed out.
- *"Your team is not confirmed yet."* — confirm your team on My Team (A.15).
- *"1 team member has no package yet." / "N team members have no package yet."* — add everyone to a room or a fee-only option.
- *"The billing information is missing — fill it in above."* — save the Billing information card.

I can't save the billing information.
- *"Required" under a field — name, country or NPC, e-mail and address are required.*
- *"Enter a valid e-mail address"* — check the e-mail.

Who receives the invoice and the payment reminders?
The billing e-mail of the Billing information card and the Team Leader. The invoice and the reminders also appear in the Team Leader's Inbox.

The billing details on my invoice are wrong.
The invoice uses the billing information saved when it was issued. Correct the card with **Edit** for the future, and contact the Finance coordinator (8.16) to have the invoice corrected.

Extra nights.
Nights outside the package dates are billed as extra nights at the option's extra-night price. If *"There is no extra night option available. Please contact the organising team."* appears, contact the organisers.

My invoice says NOT PAID although I paid.
The red NOT PAID stamp stays on the invoice you downloaded before the payment was recorded. Once the organisers record it, you get the message **Payment received** and **Download invoice** gives the signed PAID copy, with the payment date. Allow a few days for bank transfers and make sure the invoice number (INV-SHJ27-…) was quoted as the payment reference, then contact the Finance coordinator (8.16) with your proof of payment.

I can't download the invoice.
On screen: "No invoice file uploaded yet"

What to do: The invoice has been requested but not sent yet (status *Invoice requested*). Wait for the message *Invoice ready — payment pending*.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

I received a payment reminder but I have already paid.
The reminder says "If you have already paid, please disregard this reminder." Bank transfers can take a few days to be recorded. If it lasts, contact the Finance coordinator (8.16) with your proof of payment and the invoice number.

My invoice is not signed.
That is normal: the invoice sent for payment (NOT PAID) is not signed. The signed copy is the PAID copy you receive once your payment is recorded.

My invoice shows VAT.
When VAT applies, the amount to pay includes it: the invoice status shows the total, the discount if any and the VAT rate and amount (A.17).

8.13 Deadlines, dates and times

Which time zone are the deadlines in?
Dubai time (Asia/Dubai, UTC+4), always written next to the deadline.

A date looks wrong.
Dates are dd/mm/yyyy: 05/06/2022 is 5 June 2022, not 6 May. Date fields in forms follow your browser's language: check the order shown in the field (dd/mm/yyyy in the screenshots of this guide).

The registration deadline has passed.
On screen: "The registration deadline (16/01/2027 12:00 Asia/Dubai) has passed"

What to do: No new account and no new teammate can be added. You can still complete and submit the existing registrations; contact the organising committee for anything else.

My application is locked.

- *"Your application is under review — editing is disabled." / "Your application has been approved — editing is disabled." / "This application is locked and can no longer be edited"*
- *"This application was rejected and can no longer be edited"*

Contact the organising committee: they can set it back to *More Information Required*.

I can't change my hotel dates any more.
The accommodation step stays open whatever your application status. It only locks once your package is requested or approved: "Your accommodation package is requested or approved — contact the organizers to change it". Contact the organising committee.

"Send to organisation team" is greyed out.
On screen: "Finish these steps before submitting: General Info, Identity, Visa"

What to do: Complete the steps listed. General Info also needs your position and, for members of a team, your NPC. Transportation and Accommodation never block the submission; Events blocks it only while event registration is open.

8.14 Notifications and emails

I don't receive the emails.
Check your spam / junk folder and mark the portal's emails as "Not spam". Every message is also in the **Inbox** of the portal.

The Team Leader receives my messages.
Yes: every notification about a teammate is also sent to the Team Leader, with the teammate's name at the start of the subject.

The attachment of a message doesn't download.
On screen: "Could not download the attached document."

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

What to do: Reload the message and try again; the same document is also in **My Documents**.

8.15 General messages

Message	What to do
We couldn't reach the server. Check your connection and try again.	Check your internet connection (or VPN / proxy) and try again.
Something went wrong on our side. Please try again in a moment.	Wait a moment and try again. If it persists, contact the organisers with the time and what you were doing.
Your session has expired. Please sign in again.	Sign in again.
You don't have permission to do this.	This action is reserved to someone else (for example the Team Leader).
This item no longer exists.	Reload the page: the item was removed or replaced.
Too many attempts. Please wait a moment and try again.	Wait a few minutes before trying again.
A value is too long, out of range or not in the expected format	Check the values you typed (dates, numbers, length of the text).
Text values can't contain the NUL character (\u0000)	Retype the text instead of pasting it.

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI

8.16 Still stuck? Contacts

Still stuck?

The **Contacts** card of your Dashboard shows the same information.

Technical issues only — For any technical issue with this platform (purely technical issues only), e-mail the Byrsthos technical service: **technical-support@byrsthos.com**

For anything else, contact the organizers (Al Thiqah Club for the Disabled). General competition enquiries go to the Competition Coordinator; visa, logistics, medical and finance questions to the relevant coordinator.

Contact	Name	Phone	E-mail
Competition Coordinator	Mohamed Souheil Choukou	+971 54 220 6066	ase@tcd.shj.ae
Logistics Coordinator	Mohammed Alhussein	+971 52 169 4326	mustafa@tcd.shj.ae
Medical Services	Mohamed Chaban	+971 55 616 4571	mchaaban@tcd.shj.ae
Visas Coordinator	Mohamed Abdallah Mohammed	+971 55 843 6881	mabdullah@tcd.shj.ae
Finance	Hamza Elfatih Hamad	+971 55 867 7919	FD@tcd.shj.ae

When you write, give your name, NPC, the page you were on and the exact message shown.

The organisers keep their contacts up to date in the portal. If the Contacts card shows “The organizers' contacts are not available right now.”, reload the page later or use the contacts above.

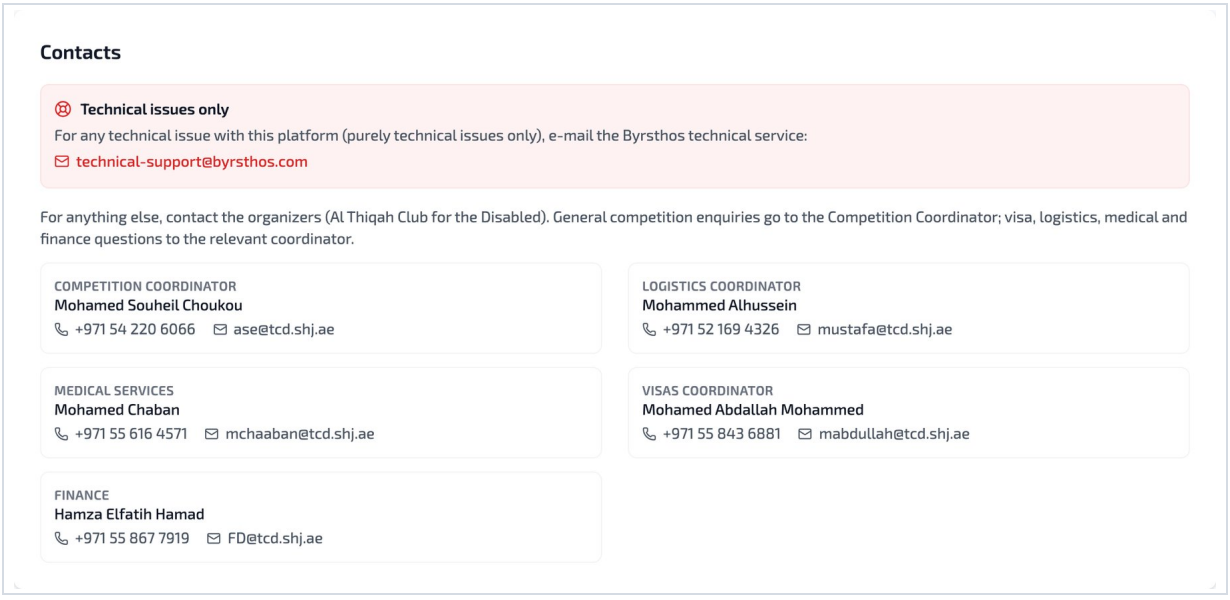


Figure 89 — *The Contacts card on the Dashboard.*

All rights reserved © 2025-2027 Byrsthos, developed by Khalil MZOUGHI