



Special Olympics New Zealand Online Registrations Frequently Asked Questions *Updated 13/07/2021*

I submitted the volunteer registration form, when will I be accepted as a volunteer by SONZ?

SONZ is required to submit the prospective volunteer's Police Vetting and Consent forms to the New Zealand Police and wait until the New Zealand Police have notified SONZ that they have been officially vetted. Due to wait times for New Zealand Police vetting this process can take between 1-3 months.

I submitted the athlete registration form, when will I be accepted as an athlete by SONZ?

We aim to accept new athlete registrations within 5 working days. All new registrations have to be manually checked by a staff member to make sure the information submitted is correct and meets SONZ requirements before being added to SONZ's database. If the information fails to meet requirements the prospective athlete or volunteer will be contacted and asked to submit a new form.

Why didn't I receive a confirmation email after submitting my registration form?

Commonly the confirmation email ends up in the spam or junk folder. Another frequent issue is not including an email address at the end of the form to be sent a confirmation email.

If you need your confirmation email to be resent contact Zoe Braithwaite at comms@specialolympics.org.nz

How do I find out what the athlete/volunteer's membership ID is?

1. Each club will receive an excel document with a copy of current registered athletes with their Membership ID from their Regional Sports Coordinator
2. The athlete and volunteer expiry reports that are sent out monthly by your local Regional Sports Co-Ordinator will also now show the Membership ID.
3. You can also contact your local RSC and they will be able to get it for you.

Club Specific FAQs

How will a club know when a registration has been submitted?

When an athlete/volunteer/unified partner selects the club they are registering with, it will automatically link up to the club's email or nominated email address. This means when a athlete/volunteer/unified partner registration is submitted all the details will be sent to this email address, including a copy of the athlete's medical form for athlete registrations.

A copy of the volunteer/unified partner's police vetting forms will not be included in this email.

Please note the email may appear in the spam or junk mail folder.

If you wish to change the email address, please contact Zoe at comms@specialolympics.org.nz

Each month your local RSC will be sending through a report of any new athletes/volunteers that has registered with your club so you can track this way as well.

Can a club complete the online registrations on behalf of someone or does it have to be done by the individual / caregiver registering?

It is up to a club how they wish the registrations to work, it can either be done by a member of the club or by the individual being registered. Regional Sports Coordinators are not allowed to do the online registration on a Clubs behalf.

Why didn't the club receive a notification email after an volunteer or athlete registration form has been submitted?

Commonly the notification emails ends up in the spam or junk folder, to prevent this in the future make the emails as 'not spam'.

SONZ sends automated notification emails to the clubs default contact email address as listed on the Join a Club page, or when we have been asked to send it to specific club members. To check which email address is being used for your club contact your local RSC.

An unknown person has submitted a volunteer or athlete registration, what do I do?

Clubs do not have to accept unknown registrations, if clubs receive an unknown registration contact your local RSC.

Uploading PDFs to an Online Registration

Converting JPEGS to PDF

Athlete medicals and Police vetting forms are often scanned as images/JPEGs. These need to be converted to a single PDF in order to be uploaded to the online registrations.

You do not need any special software to convert JPEGs to PDFs

On a **Windows device** view these tutorial to convert JPEGs to PDFs

Video Tutorial: <https://www.youtube.com/watch?v=vyWQKDzRXoo>

Written Tutorial - <https://www.howtogeek.com/248462/how-to-combine-images-into-one-pdf-file-in-windows/>

On a **Mac device** view these tutorials to convert JPEGs to PDFs

Video Tutorial - <https://www.youtube.com/watch?v=u-wV3OIFUGg>

Written Tutorial - <https://www.macrumors.com/how-to/convert-images-to-pdf-macos-preview/>

How to tell the difference between a JPEG and PDF

You can tell the difference between a JPEG and PDF by checking the file format.

If the file name ends with .jpg it is a JPEG.

If the file ends with .pdf it is a PDF file.



Athlete Medical
Form Page_1.jpg



Athlete Medical
Form.pdf

JPEG files will also appear as multiple files, or individual pages.

You can find more resources including introductory videos on the [Online registrations resources webpage](#)