DebReg FAQ

# Change of Organization Representative

## Question

Our organization representative has changed or his or her e-mail address has changed. How can we change that in DebReg?

## Answer

The easiest way is to login with the old e-mail address, click on **My Account** and change the data. If you change the e-mail address, you will receive an e-mail to the new e-mail address with a link. Please click this link within 3 days to confirm the new e-mail address. After you confirmed the new e-mail address, login with the new e-mail address. The password has not changed. If you do not know the password, click **I forgot my password**.

If you cannot access the account of the old e-mail address, first register the new representative as new user by going to <http://viennaeudc.eu/registration> and click on **Register as new user.** After you finished the process including the change of your password, send an e-mail to [registration@viennaeudc.eu](mailto:registration@viennaeudc.eu) with you request. Make sure to include at least the following data in your message:

* E-mail address of the old representative
* E-mail address of the new representative
* Exact name of your organization as it was registered in DebReg

# Enter Personal Data for the Tournament

## Question

I am the representative of my organization. How can I enter personal data for our speakers and adjudicators such as food preferences?

## Answer

Due to data protection regulations, you cannot enter or view the information for your speakers and adjudicators. Instead the persons have to enter their data themselves. If you registered your speakers and adjudicators with DebReg, they should have received an e-mail with a link to confirm their new account and set a password. After they have set their password, they have to login and can enter their personal data. Make sure, they do that within 3 days. Otherwise they will receive an invalid token error message. See there on how to resolve this error.

# E-Mails Not Received

## Question

I entered the team constellation and e-mail addresses of our institution representatives yesterday but none of us received an e-mail to enter our participant data. How can we get the e-mail?

## Answer

First of all check your junk mail, clutter or spam folder of your mailboxes. Some e-mail providers classify mails from DebReg as junk, spam or clutter.

Second the organization representative should recheck whether the correct e-mail addresses where entered. If there is an error, follow the procedure you find under the question *Registered User with Wrong E-Mail Address*.

If the e-mail addresses are correct, follow the users should follow the procedure under *I Forgot My Password* to receive an e-mail with a password reset link. After the password was set, the users can login, and enter their personal data.

# I Forgot My Password

## Question

I cannot sign in to DebReg, because it does not accept my password or I forgot my password. How can I have my password reset?

## Answer

Click **I forgot my password** on the login screen and follow the instructions.

# Invalid Token Error

## Question

* I received an e-mail indicating that a new user account was created for me on DebReg. When I click the link on the e-mail and try to set my password, I receive an **Invalid Token** error message.
* I received an e-mail indicating that a request was received to reset my DebReg password. When I click the link on the e-mail and try to set my password, I receive an **Invalid Token** error message.

How can I reset my password?

## Answer

The token, we send you by e-mail, is only valid for three days due to security reasons. If you receive the **Invalid Token** error message, click the link at the bottom of the page to request a new token by e-mail. Make sure to click the link in the new e-mail within 3 days to set your password.

# Registered User with Wrong E-Mail Address

## Question

When registering speakers for my teams or adjudicators for my organization, I entered a wrong e-mail address. How to register the person with the correct e-mail address?

## Answer

On the **Teams and Adjudicators** tab click on the magnifying glass beside the user with the wrong e-mail address. You have to start a search again. If the user is already registered with the correct e-mail address, click on this user. If not, click on the link **New User**. Enter first name, last name, e-mail address and phone number of the user. Make sure to enter the correct e-mail address this time.

# Other Problems

## Question

My problem is not listed here.

## Answer

First, make sure you read the current version of this FAQ as we are constantly updating this document.

If you still have a problem, that is not listed here, send an e-mail to [registration@viennaeudc.eu](mailto:registration@viennaeudc.eu). Please include the following information:

* E-mail address of the account you are using, when the problem occurs.
* Name of your organization as it was registered in DebReg.
* E-mail addresses of other users involved in the problem (e. g. speakers or adjudicators)
* The version of DebReg, the problem occurred in; the version is displayed at the bottom of every page in DebReg.
* What are you trying to achieve?
* What is the result you expect, so that you perceive the problem as solved?

We are constantly updating DebReg. Therefore your problem might already be solved in a later version.

If you can include screenshots documenting your problem, this would be awesome. Here are some tips on how to make a screenshot of your problem:

### Windows

Make sure, your web browser window is the active window. Press **ALT + PrtSc** on your keyboard. A screenshot of you browser window is now in the clipboard. Paste the contents of the clipboard into an e-mail message to us or into a document, you send to us. The **PrtSc** key can have other captions depending on the language of your keyboard (e. g. **Print Screen, Print, Druck** etc.). On most mobile computers, you might hold down an additional key (in most cases **Fn**) to reach this function.

An easier to use alternative might be the Snipping Tool which is included starting from Windows 7. Start the tool, click the drop-down arrow beside **New** and select **Window Snip**. Now click on your web browser window. Then either save the image or copy it to the clipboard and proceed as above. The snipping tool also lets you highlight and annotate the image before you save it or copy it to the clipboard.

### OS X

If you use a Mac, press **Cmd + Shift + 4** on the keyboard. The press the **Space** key. Now click on your web browser window. Afterwards you will find a new image file on your desktop. Include this image file in the e-mail message to us.

### iOS

If you use an iPhone or iPad, when you are in Safari (or another web browser of your choice), take the screenshot by holding the power button and pressing the home button. The screen will flash and the screenshot is added to the Photos app. Include the photo in your message to us.

### Android

If you use an Android phone or tablet with Android 4 or later, when you are in your web browser, hold down the power button and press the volume down button. You will hear a click sound or an animation will signalize that a screenshot was taken. The image is saved in the gallery for screenshots. Include the phone in your message to us.

On some devices, instead of holding the power button and pressing the volume down key, a screenshot is created by holding the power button until a menu appears. Then you can select the menu option to take a screenshot.