

Reminder: Who to contact



**Marina Bernardino
Silva**

members@archery.sport

Extranet access, biography approvals,
MA section, governance, any questions
which not sure to who



Support desk

wareos@archery.sport

extranet@archery.sport

Technical questions about WAREOS
(events), OpenWAREOS Ids and
events, duplicates

Reminder: How to contact



When writing to members@archery.sport, wareos@archery.sport and extranet@archery.sport, please, try to be as precise as possible:

- Name and dates of the event
- Send a print screen of the problem/what's not working
- If necessary, send a small video of the problem/what's not working
- Name of the person reporting and MA/country or club (for Open-WAREOS)
- Copy of passport if we need to change DoB or spelling

In this way it's easier, faster and more precise what to check and answer.

Unfortunately, we are getting a lot of requests like:

- *"I tried to register for the event but is not working, please help"*, with no info about which event or about the user
- *"I register for the event, but I cannot make the payment"*, with no info about which event or about the user
- *"My date of birth is wrong, please change it"* without the correct one and copy of passport as proof...