Plus 1% Step-By-Step Guide: Portal

| CATEGORY	TOPIC	STEPS	GUIDES
INFO		The Plus 1% Portal is a separate interface that has been specifically designed for the: • Capture of data (forms) • Sharing of information with athletes, officials and others (information share) • Signing of on-line agreements (agreements) • My Team (access for National Sport Federations to their team's data) It is a front-facing system for use by athletes and officials. Administrators can set up, configure and use the portal for sharing and collecting data directly from your athletes and team members. The Portal enables administrators to design specific data forms for each Games, which means you can tailor your data collection needs from one Games to another. The data is submitted directly into your database by athletes and officials when they click save on their data form. The Plus 1% Portal is a dedicated, front-facing platform designed to support: • Data capture through customized online forms • Information sharing with athletes, officials and team members • Electronics signing of agreement and acknowledgements • Team management via the *My Team* function for National Sport Federations Administrators can configure and manage the Portal to directly collect and share information with athletes and officials. The Portal allows you to create tailored data forms for each Games cycle, ensuring your data collection requirements can be adapted over time. When athletes and officials complete and save their forms, the information is submitted directly into your organisations database.	
PORTAL	Access to the Portal Website	The simplest way to confirm your country's Portal URL is to send yourself login access via **Notification and Providing Login** section of this guide. However, as a general rule, your Portal web address will follow the format below.	

CATEGORY	TOPIC	STEPS	GUIDES
		Replace XXX with your organisation's three–letter country code as designated by the IOC and CGF. • NOCs: noc**XXX**web.plus1percent.com • CGAs: cga**XXX**web.plus1percent.com • NPCs: npc**XXX**web.plus1percent.com • UNIs: uni**XXXweb**.plus1percent.com • CGF: cgfweb.plus1percent.com Important Note – Games–Specific Setup When adding, editing, or deleting forms — or adjusting any settings within the Portal menu — ensure you are working within the correct Games edition. All Portal configuration is Games–specific, meaning any changes you make will apply only to the Games you currently have selected.	
PORTAL ACCESS	Giving Portal Access	Portal access allows team members to enter and manage their own personal information to feed directly into their Plus 1% profile. • Individual users can only see their own information when logged in. • Sport Managers or National Sport Federation administrators who require access to manage athlete details can via the **My Team** functionality. • Each team member must have a unique email address in order to access the Portal. • A person must already be added to the Games Team to receive Portal access (see *Add Team Member* guide).	
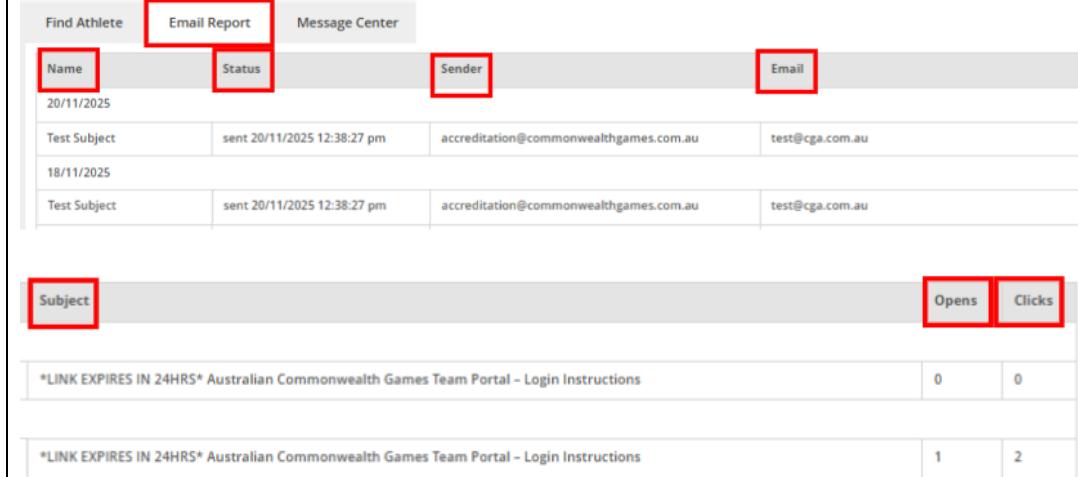
| PORTAL ACCESS | Sending Portal Access Emails | 1. Navigate to Portal and click on Notification. 2. Use the search filters to locate the team members you wish to grant Portal access to.
 • You can search by name, sport, selection status, function, or team.
 • *Note: Individuals will only appear here if they are already listed as part of the Games Team.*
 3. Select the team members to receive access by ticking the box next to their name, or Select All.
 • Important: There is a maximum send limit of 100 emails at one time. If you list is larger, send it in batches.
 4. Enter the Subject line for the email.
 5. Add any custom message text, which appears above the standard email content.
 6. Click Send Email.
 7. The system will confirm the emails have been sent. | |
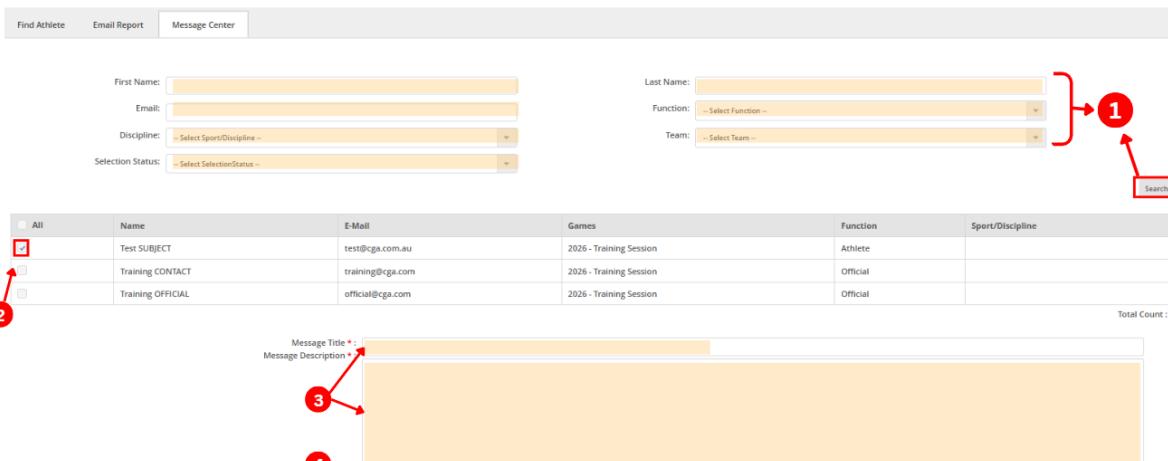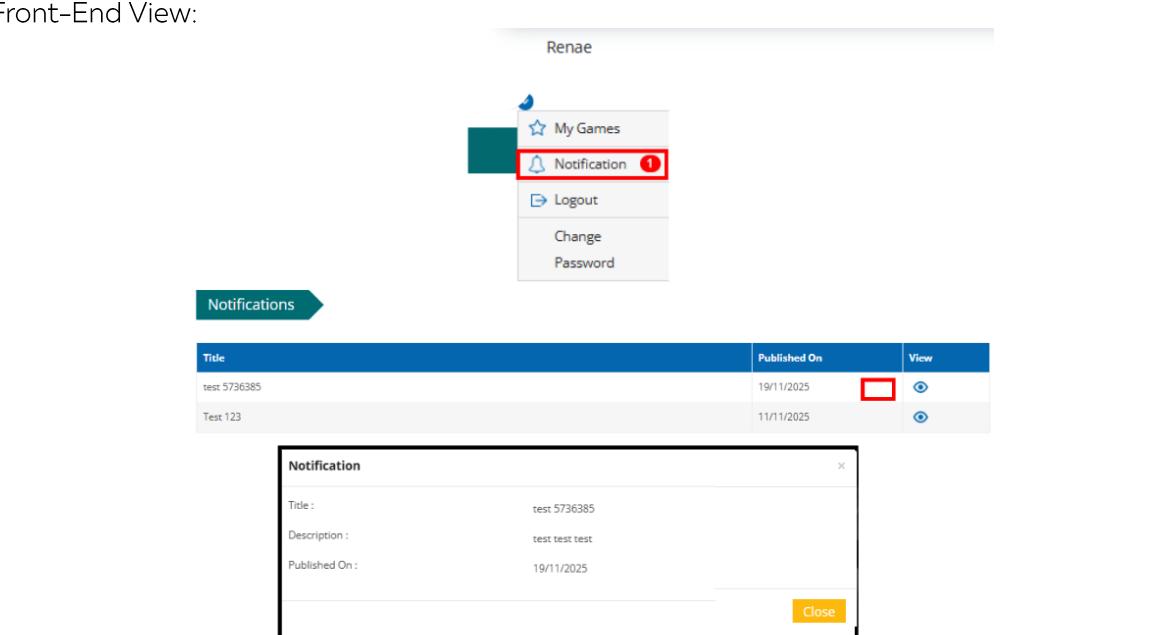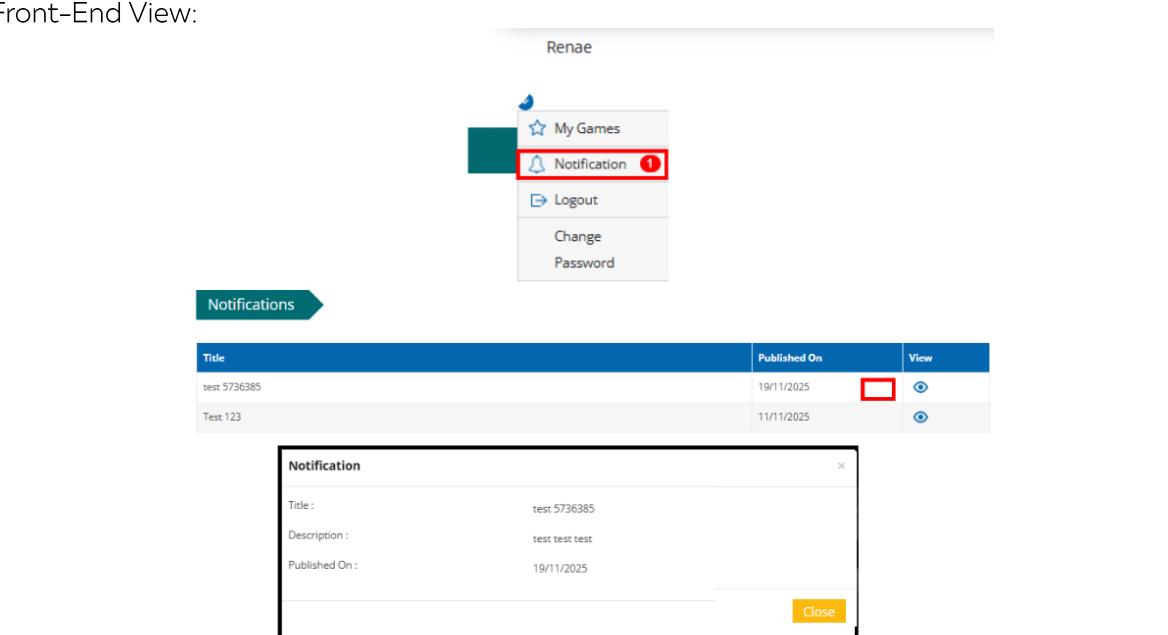
CATEGORY	TOPIC	STEPS	GUIDES
		The link to set up a password expires 24 hours after the access email is sent. • Notify your Sports, Athletes, or other individuals so they are aware of this time limit. • If the link expires before they set their password, simply resend the access email. • *Note:* This 24–hour expiry is fixed and cannot be customised in the system.	
PORTAL ACCESS	Standard Email Content	All notification emails will include the below. Hello [First Name] [Last Name], Below are details for Login. **User Name:** FirstName.LastName (generally unless duplicates) **Password:** Set Password Link **Website URL:** https://cgaXXXweb.plus1percent.com	
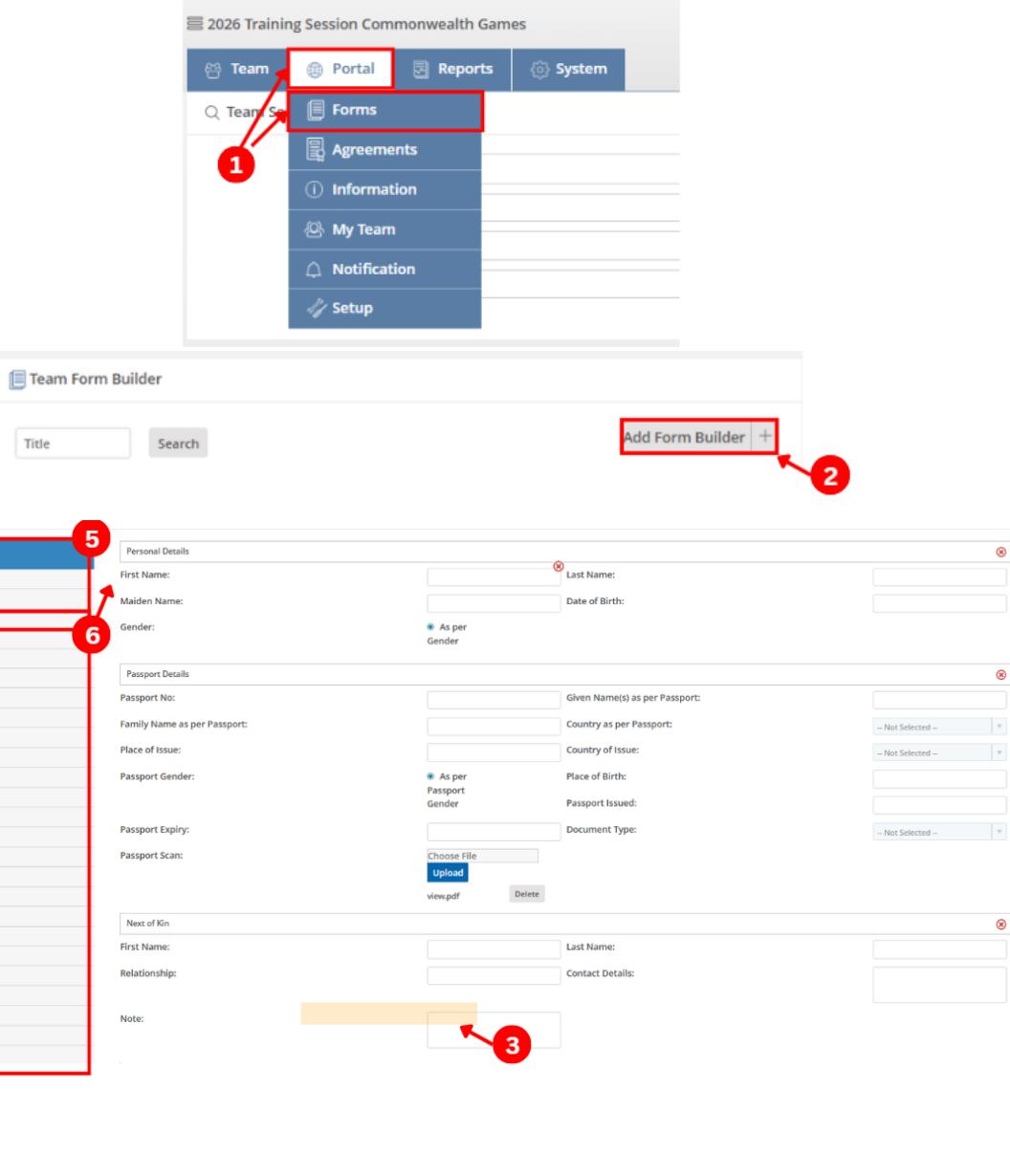
CATEGORY	TOPIC	STEPS	GUIDES
PORTAL ACCESS	Monitoring Emails Sent	Next to the **Find Athlete** tab is the **Email Report**. This report displays a report of all emails that have been sent to provide Portal access. The Email Report groups emails by the date they were sent and includes the following information: • **Name**: the name of the contact the access email was sent to, and is linked to their Portal account. • **Status**: shows the date and time the email was sent. It may also indicate if the email has bounced. • **Sender**: displays the email that it will appear to be sent from (this can be configured *System Preferences – Admin Email – see System Setup Guide*) • **Email**: the email address the message was delivered to. • **Subject**: the subject line of the email sent. • **Opens & Clicks**: shows how many times the email has been opened and how many times links have been clicked *Note: This data is not always accurate, as some email providers block tracking information or prevent the system from reflecting complete engagement activity.*	

| PORTAL ACCESS	Message Centre	The Message Centre, located under the Notification section, allows you to send messages directly to an individual's Portal account. Messages are sent using the same process as notification emails: 1. Use the search filters to find the individual. 2. Select checkbox next to individuals you want to send notification to 3. Enter a message title and message content. 4. Click Send. *Note: The Message Centre is not frequently used, as individuals do not receive an alert when a message is sent. They will only see it if they log into the Portal, click on their name, and then select Notifications.*	Front-End View:

| FORMS | Creating a Form | Forms are Games–specific and define which data fields you collect from team members through the Portal website.

 1. Navigate to Portal and then Forms
 2. Click Add Form Builder +
 3. Enter a Title for your form
 4. The blue tiles on the left each represent a standard section – click a blue tile to add that section to your form.
 5. Section Types:
    • If the section is customisable (e.g. Personal Details), click the individual questions you want to include.
    • If the section is pre–formatted (e.g. Passport, Email, Next of Kin), the full set of questions will automatically populate when selected.
 6. Click directly on the question to add it to the form
 7. To make a question **mandatory**, tick the checkbox next to the field name in the left–hand panel after adding the field to the form. | |

|			
FORMS		• If a mandatory field is not filled out in the form, the user will receive the message: *Please fill all fields with * mark* 8. Scroll to the bottom of the screen and click Save at any time. 9. After saving, you may continue customising the form • If you want to add custom questions, save the form first, then follow the steps in **Ad hoc Questions**	 Front-End Portal View:
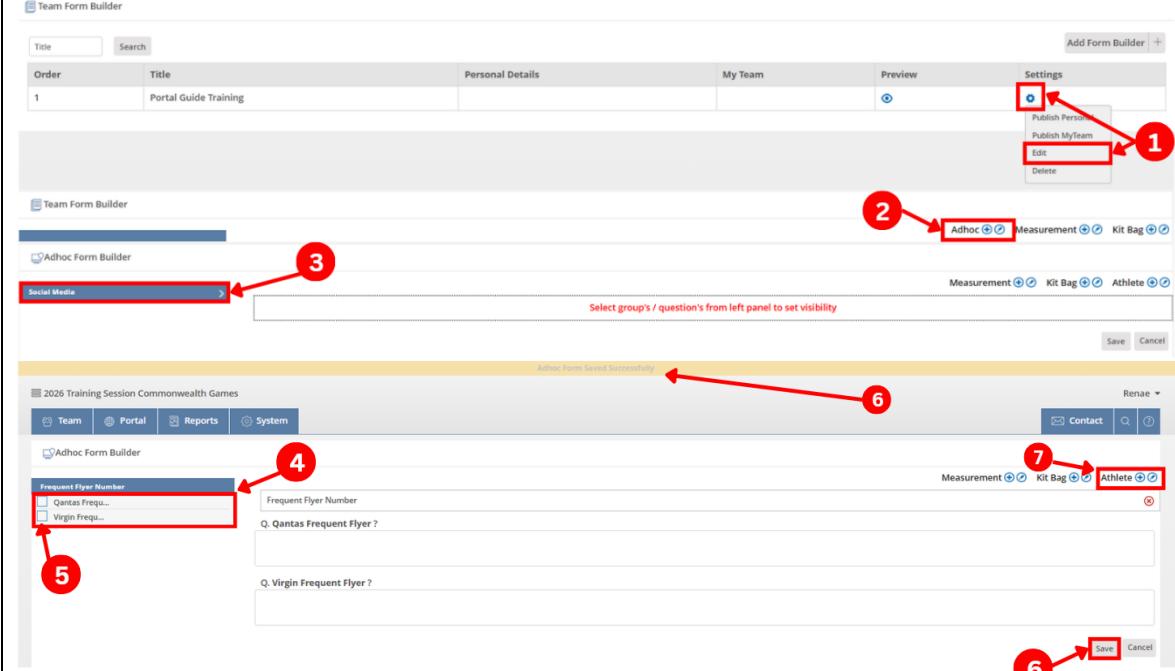
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CATEGORY	TOPIC	STEPS	GUIDES
FORMS	Re-ordering Fields	All fields and section headers can be reordered by dragging and dropping. **Headers:** Click directly on the header title and drag up or down **Fields:** Click directly on the field name in the form and drag it where you want it. Fields can only be moved within their header. **Delete:** Click on the field or header name and then click the red X that appears.	
	Ad hoc, Measurement or Kitbag Questions	1. Open the form using the Settings icon and then Edit from the drop-down menu 2. In the top-right corner, select one of the following **Ad hoc:** Add custom questions you have created (see Creating Ad hoc Questions) **Measurement:** Add measurement fields used for uniform sizing **Kitbag:** *not currently utilised/functional* *The same principles of adding questions, mandatory questions and drag and drop reordering apply throughout these sections.*	
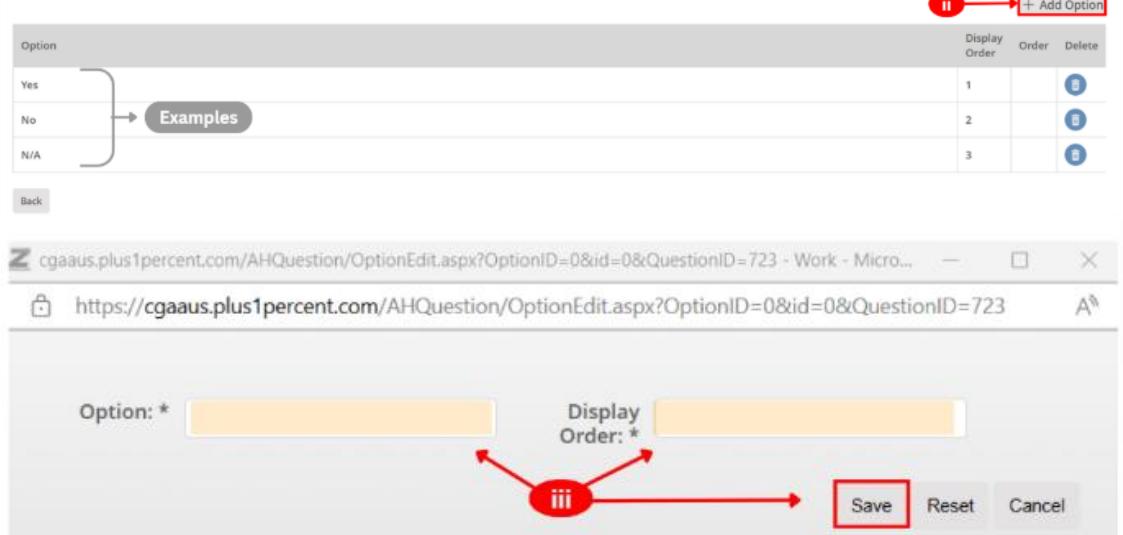
| CATEGORY	TOPIC	STEPS	GUIDES
FORMS	Adding Adhoc Questions to Form	1. Open your form via Settings then Edit 2. In the top-right corner, click Ad hoc to enter the Ad hoc Form Builder 3. Hover over the blue tab on the left to view your Adhoc Groups and click the arrow to scroll through the available Groups. Click directly on the Group name to add that Group to your form. 4. Once the group appears in your form area, click each individual question you want to add 5. To make a question mandatory, tick the checkbox beside the question in the panel on the left after the question is added to the form 6. Scroll to the bottom of the page and click Save • *A pop-up banner will confirm your changes have been saved* 7. Click Athlete in the top-right corner to return to the main Form Builder and continue editing other sections.	
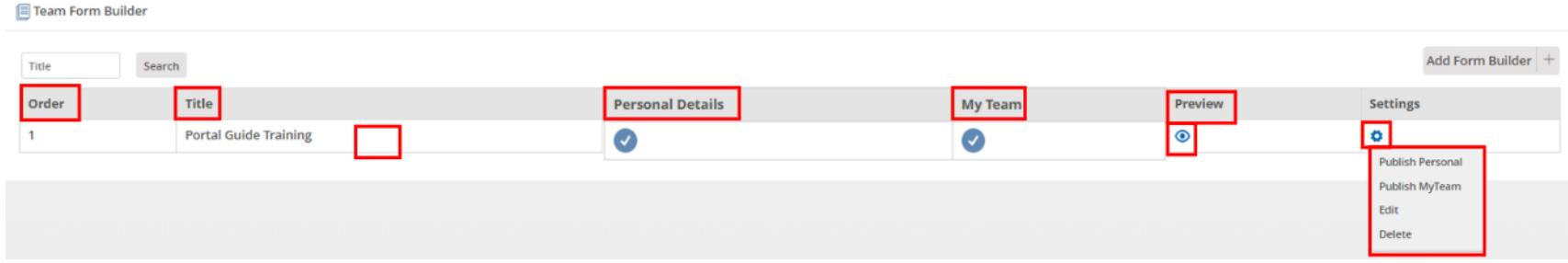
AD-HOC	Create Ad hoc Questions *this can only be done by those with system administrator access*	Ad-hoc Questions allow CGAs to capture additional information beyond the core system data. These may include sport-specific questions, biographical details, health information, or any CGA-specific data requirements.

Ad-hoc Questions allow CGAs to capture additional information beyond the core system data.
These may include sport-specific questions, biographical details, health information, or any CGA-specific data requirements.

1. Navigate to Ad-Hoc Section: Click on the **System** menu, then click **Ad-Hoc**.
2. Create a New Question
   - Click **+ Add Question**
   - Existing questions can be viewed by using the search and drop-down filters.

Note: Fields marked with an asterisk (*) are mandatory. Your question will not save unless these fields are complete.

3. Configure your Question
   - **Section**: This reflects the tabs in the Team Member Dialog Box
   - **Group**: This reflects the accordion this question will be grouped under in the dialog box *(set up in Code Table)*
   - **Format**: Select the question type.
   - **Display Order**: Determines the order the question appears within the Group.
   - **Games**: Choose one, multiple, or all Games the question will apply to.

5. (Optional) Set Backend Details
These settings control how the Ad-Hoc Question is displayed and used across different areas of the system and external integrations.
   - Include Completed: Displays a Yes/No indicating whether the question has been completed by the user. Useful for tracking response status.
   - Include Date: Shows the date the question was completed. Helpful for verifying time-sensitive responses.
   - Include Note: Adds a free-text note field to the question, allowing users to provide additional context or information.
   - Show on Athletes Profile: relates to XML feed to websites
   - Included in XML Feed: Makes the question and response accessible via XML feed to integrate with your website.
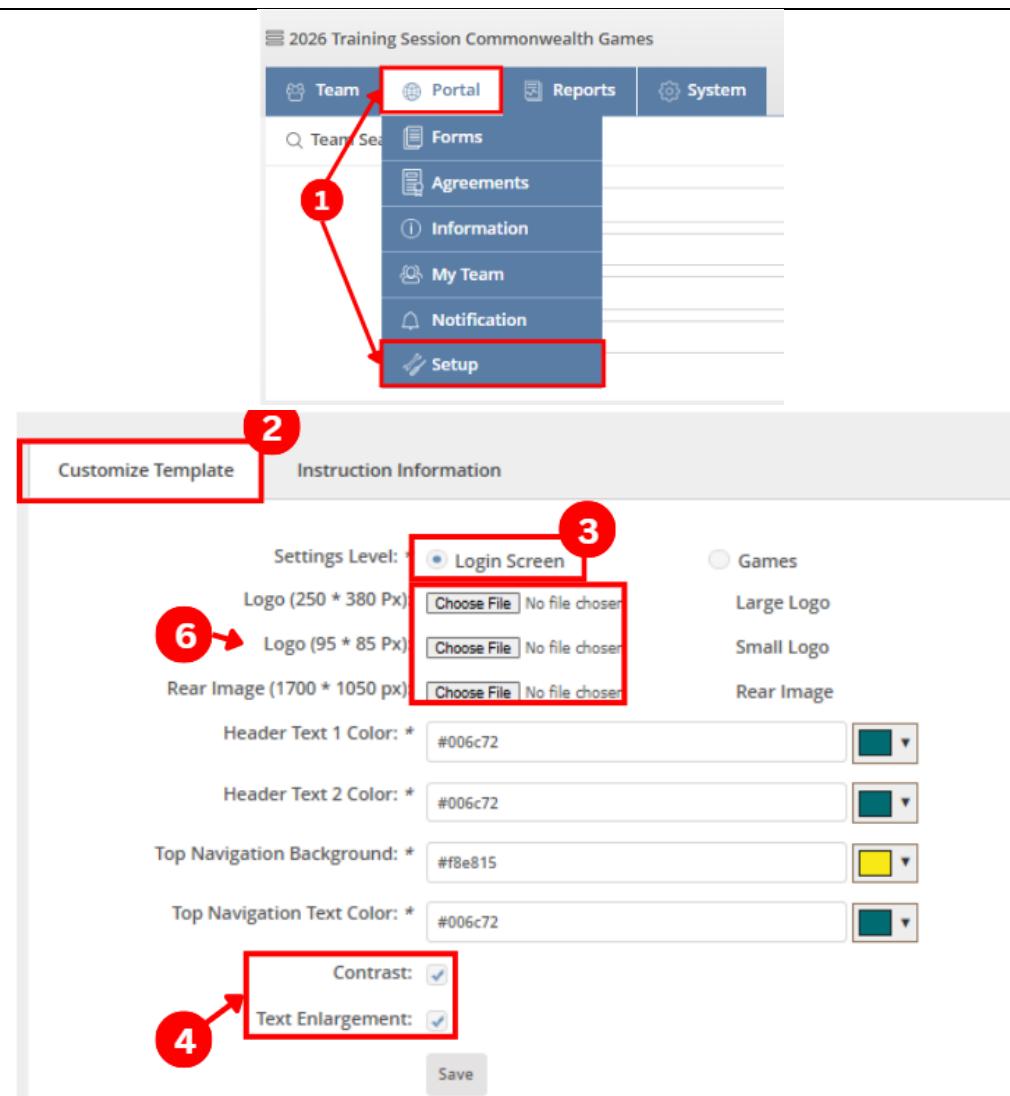

AD-HOC		4. Select who will answer the question based on:
		   • **Gender**: Answered by one gender only or both.
		   • **Sport Specific**: Select box and select sport from drop-down. Leave blank if applying to all Sports/No Sport
		   • **Function**: Team Member profile type – e.g. Athlete/Official/CGA
		6. Enter your actual question.
		7. Click Save to add the question to the system.
		
		If using an Option List or Multi-Select Format.
		  i. After clicking **Save,** an additional section will appear to add your response options.
		  ii. Click **+ Add Option** to begin entering choices.
		  iii. Enter the Option and Display Order and click **Save** for each option.
		  iv. Click **Save** again once all options are entered.
			• Included in Athlete/Official Handbook: Another XML feed that is useful if creating an athlete/official handbook you wish the question to appear in.
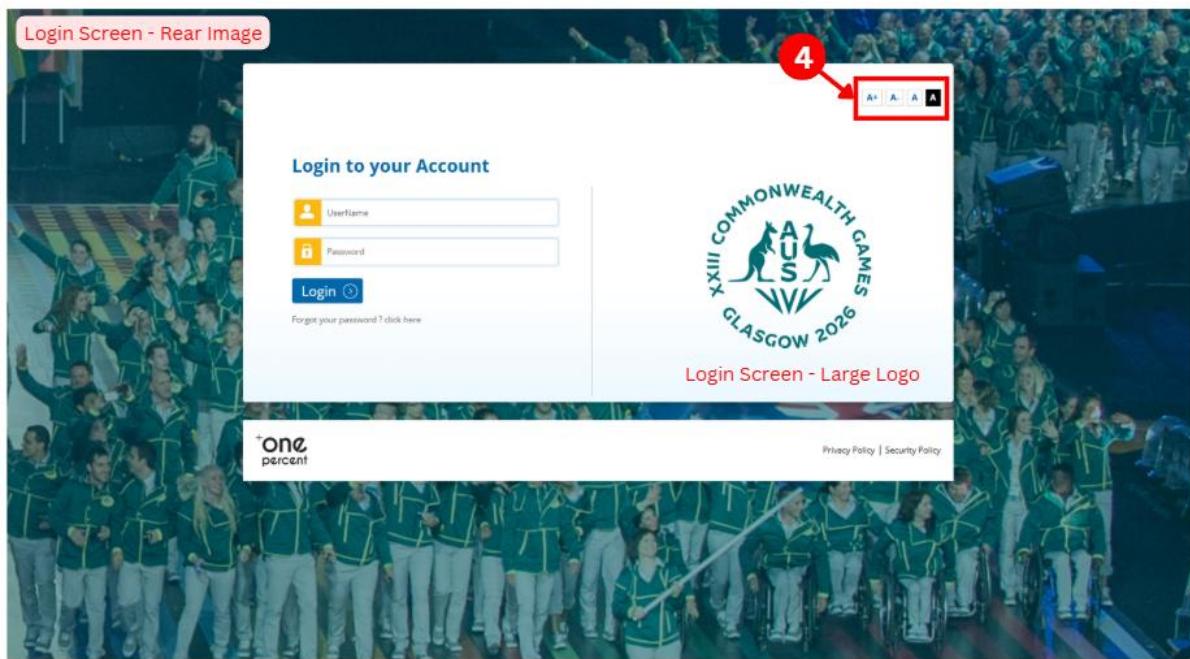
| FORMS | Edit, Delete, Publish Forms | **Order**: Automatically assigned based on the order forms are created.
Title: The name of the form, set when the form is designed
Personal Details: Displays a tick if the form is currently published and visible on the Personal Details page in the Portal
    • *Note: Only 1 form can be published at a time*
My Team: Displays a tick if the form is published to the My Team page for administrators to view members of their team's form.
    • *Note: Only 1 form can be published here at a time*
Preview: Opens a read-only view of the fields included in the form.
Settings: Opens the following form management actions.
    • **Publish/Unpublish Personal Details**: Makes the form visible (or removes visibility) from the Personal Details page for team members.
        o *Note: Publishing a form it will automatically unpublish any existing form as you can only have 1 form published at a time.*
    • **Publish/Unpublish My Team**: Makes the form visible (or removes visibility) from the My Team page for those with My Team access.
        o *Note: Publishing a form it will automatically unpublish any existing form as you can only have 1 form published at a time.*
    • **Edit**: Allows you to modify the fields currently included in the form.
    • **Delete**: Permanently deletes the form from your list.
Once a form is created and **published**, team members can complete it by selecting **Personal Details** in the top menu of the **Portal Website**.
Important: Only **one (1)** form can be published and visible to the Portal at any one time for a given Games.
 |
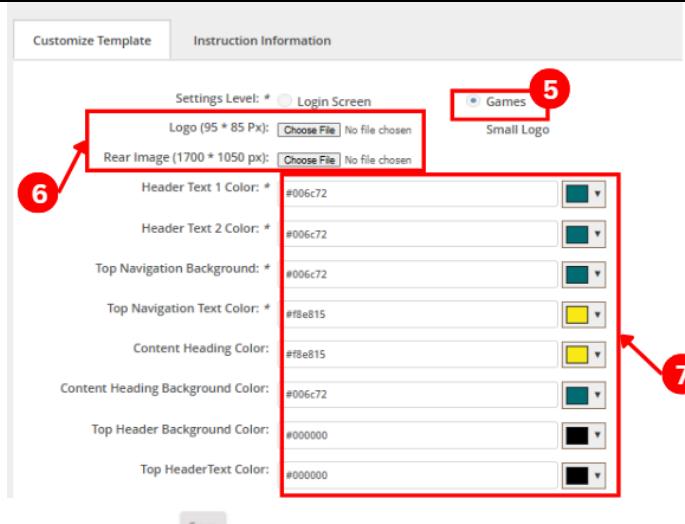
CATEGORY	TOPIC	STEPS	GUIDES
<u>PORTAL SETUP</u>	Customise Branding	The Front-End Portal can be customised to match your organisation's branding, colours and logos. 1. Navigate to Portal and then Setup 2. Click on the Customise Template tab 3. Click **Login Screen** to customise the colours, logos and background image that team members see before they logging in. • These settings apply to entire front-end Portal for your CGA and are not Games-specific 4. **Accessibility Options** • Tick the Contrast option to enable a high-contrast toggle in the front-end Portal. • Tick Text Enlargement to allow users to increase or decrease the text size. 5. Click **Games** to customise the colours, logos and background images for the	
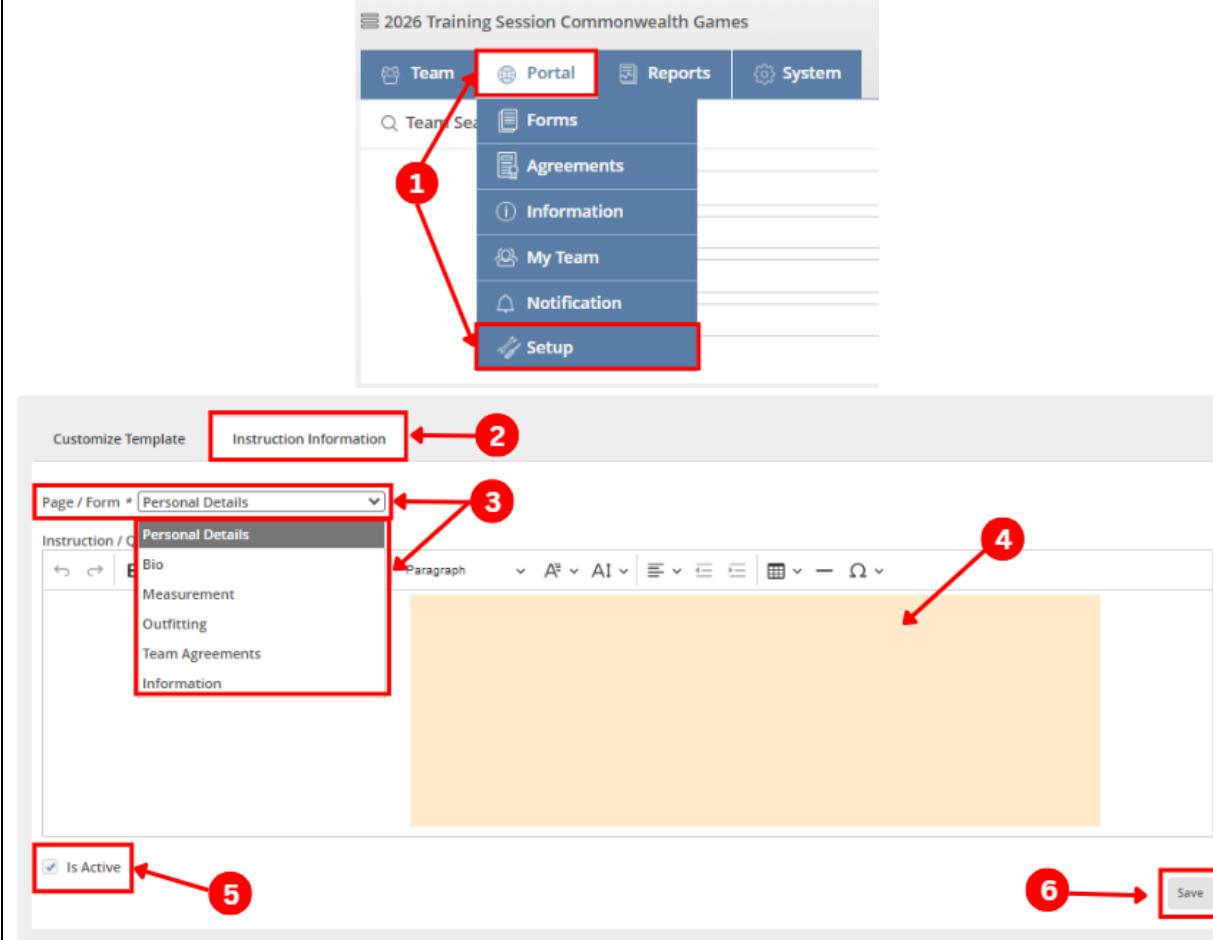
CATEGORY	TOPIC	STEPS	GUIDES
PORTAL SETUP		specific Games you are working in. • *The Games selected in the top-left of the screen determines which Games you are editing.* 6. Click Choose File to upload a logo or background image from your computer • *Ensure the file meets the required size limits* 7. Enter the Pantone codes or select colours from the colour picker box *Refer to image for guidance on which colour areas correspond to which elements.*	Front-End Portal View:
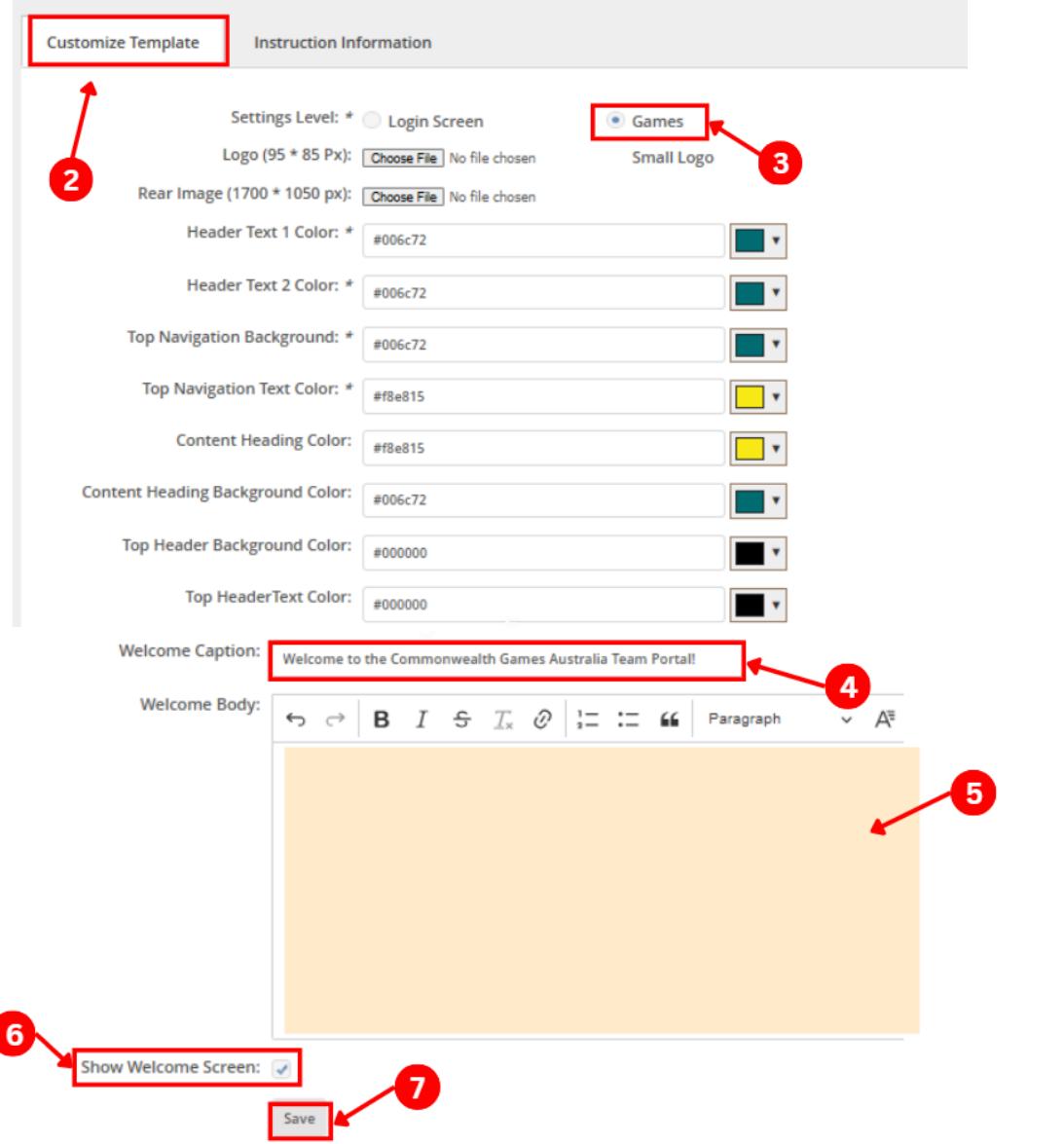
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CATEGORY	TOPIC	STEPS	GUIDES
PORTAL SETUP			

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| CATEGORY	TOPIC	STEPS	GUIDES
PORTAL SETUP	Instructions	Instructions allow you to display helpful guidance on various front-end pages, assisting team members as they complete their forms. 1. Navigate to Portal and then Setup 2. Click on the Instruction Information tab 3. Use the drop-down menu to select the front-end page or section where you want your instructions to display 4. Type your instructional text into the provided text box 5. Tick **Is Active** to publish the instructions to the front-end Portal. 6. Click **Save** 7. To edit existing instructions, repeat the steps above, modify the text and click Save again.	
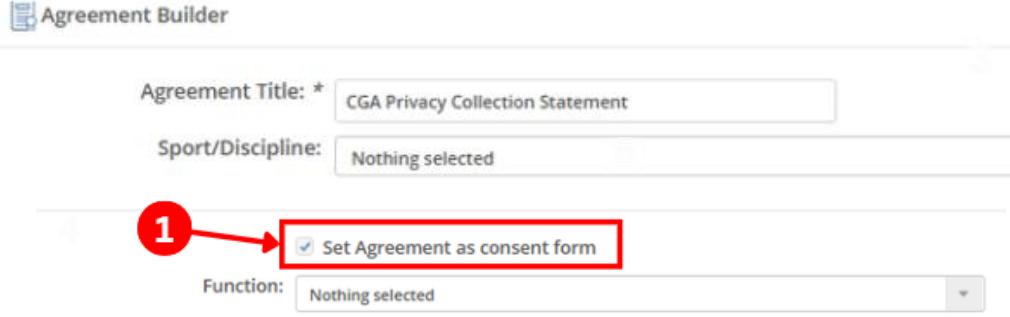
PORTAL SETUP	Welcome Page	A Welcome Page can be added if you would like to customise the text that team members see when they first log in. If no Welcome Page is enabled, team members will be taken directly to the **Personal Details** page. 1. Navigate to Portal and then Setup 2. Click on the Customise Template tab 3. Select Games as the Settings Level 4. Enter a Title in the Welcome Caption field 5. Enter your desired text in the Welcome Body. The formatting toolbar functions similarly to standard word–processing tools 6. Tick Show Welcome Screen to publish the Welcome Page on the front–end Portal 7. Click Save To remove the Welcome Page, untick the Show Welcome Screen checkbox and click Save. *Examples of a detailed Welcome Page can be found at the end of this guide.*

CATEGORY	TOPIC	STEPS	GUIDES
		The Agreements allow you to add terms and conditions, privacy statements or other mandatory acknowledgements for team members in the Portal. **Important**: Legal requirements for online agreements vary between countries. Please ensure your organisation seeks legal advice regarding the use and wording of any agreements published in the Portal. You can publish up to 4 agreements. Each agreement can include a downloadable PDF version and optional adhoc questions.	
AGREE MENTS	Creating an Agreement	1. Navigate to Portal and then Agreements 2. Click Add Agreement 3. Enter an Agreement Title 4. Use the drop-down menus to select specific Sports or Functions the agreement should apply to, or leave as Nothing Selected to apply it to all individuals. 5. Enter the Agreement Text 6. Tick **Is Active** to publish the agreement to the front-end Portal 7. Click Upload to attach a PDF version of the agreement. In the pop-up window, select the PDF file from your computer and click Open. *Note: The uploaded file must be a PDF. It is recommended that the PDF is locked to prevent copying.* 8. Click Save	
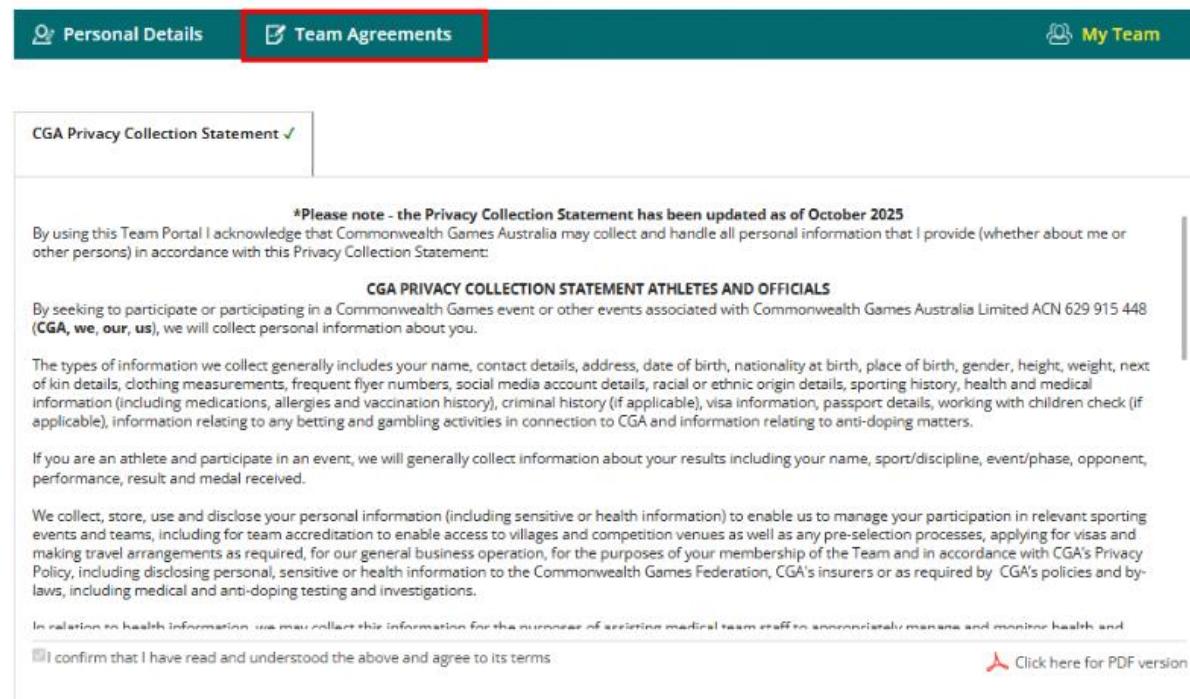
CATEGORY	TOPIC	STEPS	GUIDES
AGREE MENTS	Using Agreement as Consent Form	Agreements can function as consent forms for collecting personal information (e.g., privacy statements or terms and conditions). To set an agreement as a consent form: 1. Tick **Set Agreement as Consent Form** in the top-right corner of the Agreement Builder. This ensures all required individuals (based on agreement settings) must read and accept the agreement upon first login. They will not be able to complete any actions in the Portal until the agreement is accepted.	
	Editing Agreements	1. Navigate to **Portal** > **Agreements**. 2. Click **Edit** to modify an existing agreement. 3. Click **Delete** to remove an agreement.	
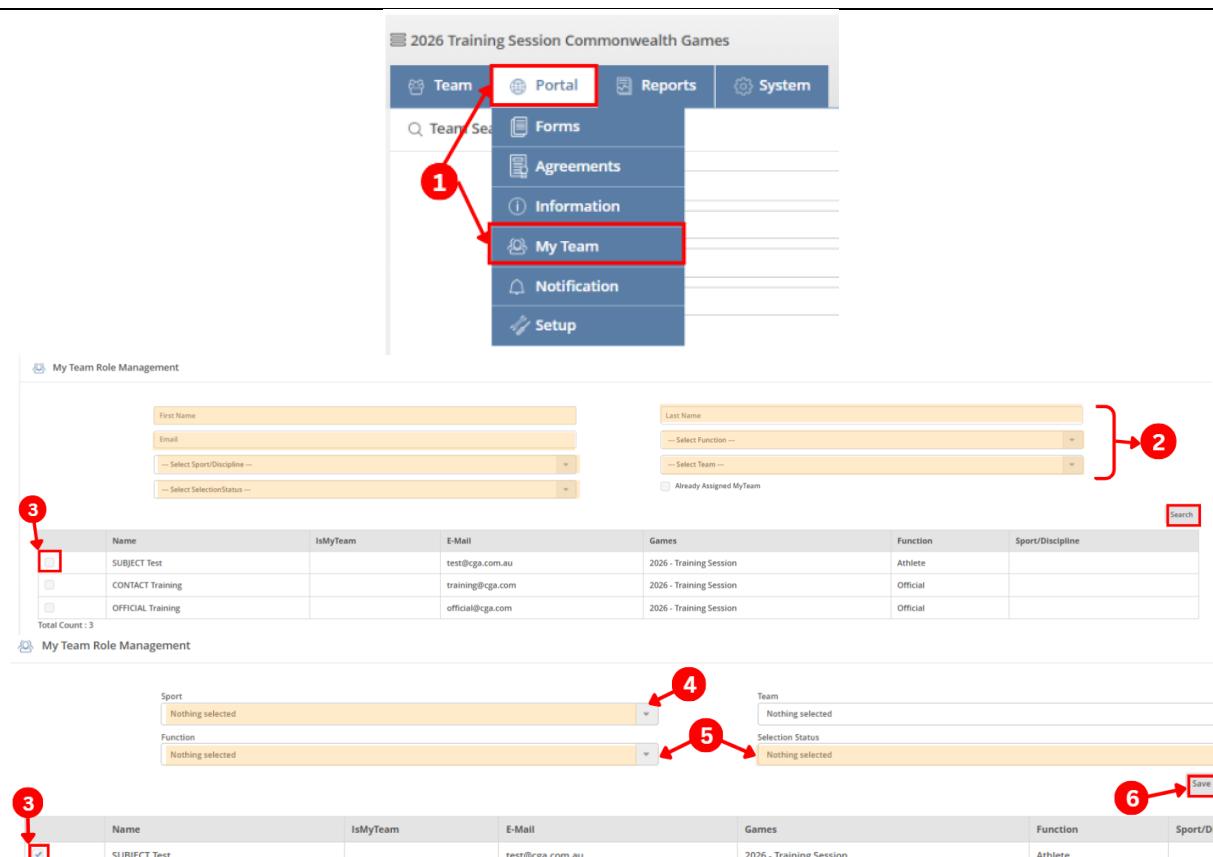
CATEGORY	TOPIC	STEPS	GUIDES
<u>AGREE MENTS</u>	Adding Adhoc Questions to Agreements	1. Once the agreement is saved, navigate to **Portal** > **Agreements**. 2. In the **Adhoc** column, click **Add/Edit** to add or update questions. 3. Follow the steps in *Add Adhoc Questions to Form* or create new questions via *Create Adhoc Questions*. **Important Notes:** • Adhoc Questions appear at the **bottom** of the agreement. • Adhoc Questions for Agreements must be set up as **Games Specific** questions. • It is recommended to create an Adhoc Group titled **Agreement Conditions** to house all agreement–related questions. • Filters (e.g., gender) **do not apply** to adhoc questions within agreements. If targeting a specific group, you must create a separate agreement and attach the adhoc questions to that agreement.	
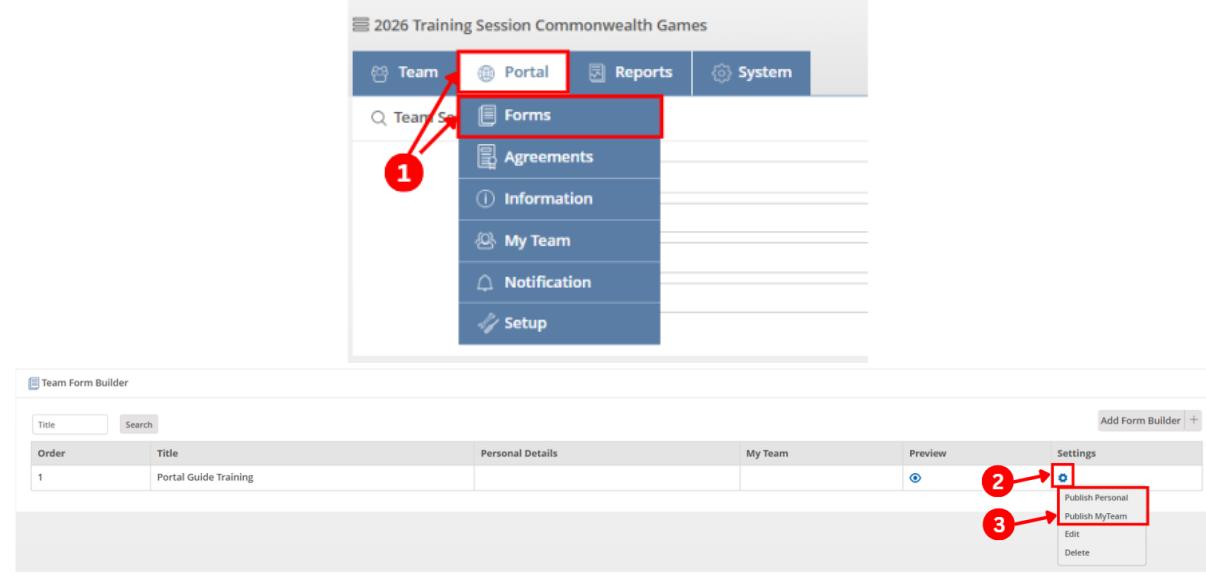
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CATEGORY	TOPIC	STEPS	GUIDES
AGREE MENTS	Viewing Agreements	All active agreements can be viewed by clicking **Team Agreements** in the top banner of the front–end Portal. **Remove Agreements from Portal** To remove the **Team Agreements** heading from the Portal: 1. Untick **Show Agreement** and click **Save**.	Front–End Portal View Example:
MY TEAM		Collecting data from athletes and officials can be challenging. The **My Team** tool provides a streamlined way for your CGA to support this process by allowing designated Team Leaders or Managers from each sport to view, add, edit, or verify information for their team members. If an individual has been granted **My Team access**, they will see the **My Team** heading on the right–hand side of the main menu bar once they are logged into the Portal.	
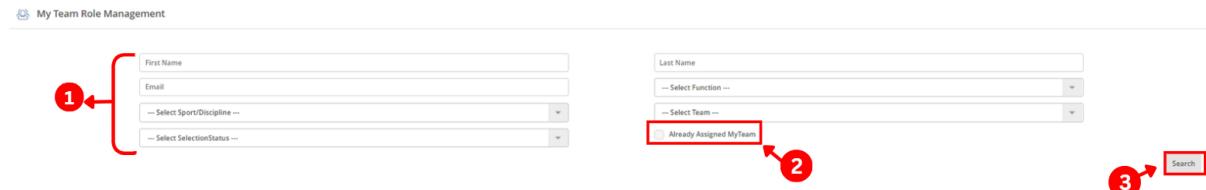
| CATEGORY	TOPIC	STEPS	GUIDES
MY TEAM	Provide Access to My Team	1. Navigate to Portal and then My Team 2. Use the search filters to locate the individual you want to give My Team access to. • Multiple filters are available to help narrow down results. • *Important:* The individual must already be listed as a Team Member (see *Add Team Member* guide). 3. Tick the checkbox next to the individual's name. The access filter selections will appear above. 4. Select the Sports for which the individual will have access: • Multiple sports, a single sport, or All Sports. • Ensure the correct sport is selected, as the person will be able to view all personal data submitted by athletes and officials for that sport. 5. Limit access further by selecting Function or Teams from the drop-down menus. • All drop-downs must be filled in; you can use Select All if applicable.	
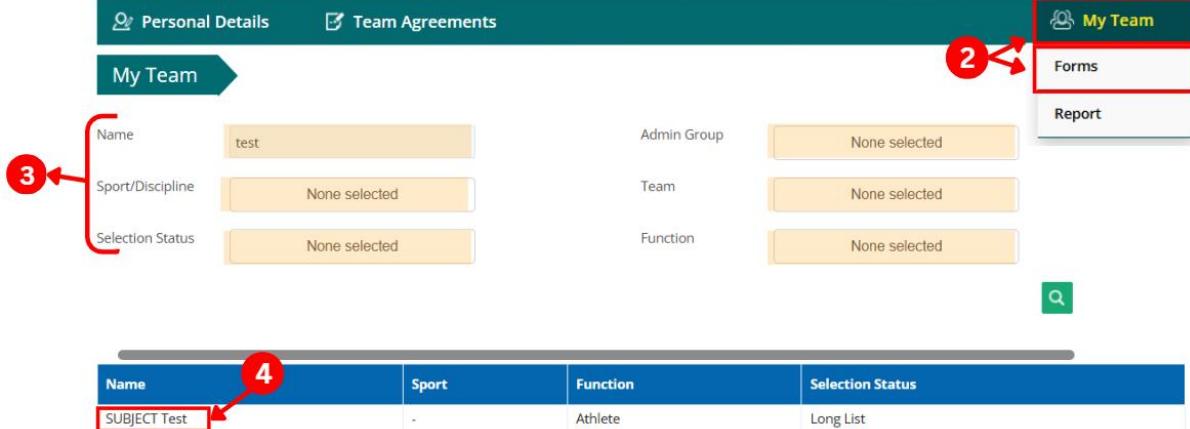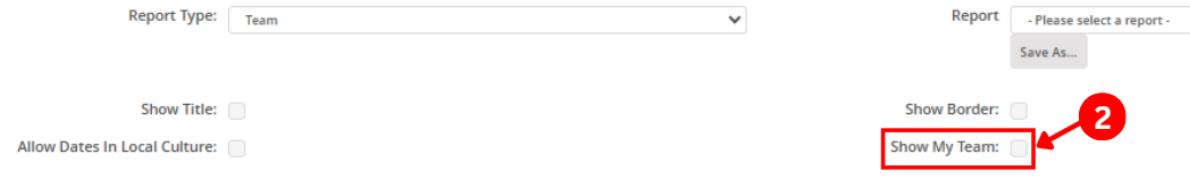
CATEGORY	TOPIC	STEPS	GUIDES
		• *Note:* If there are no teams in the system, the Team drop–down does not need to be completed. 6. Click Save to update My Team access. Once My Team access has been configured (see *Providing Access to My Team*), the individuals granted access will see the **My Team** option in the main menu when they log into the Portal. This allows them to view, add, edit, or verify data for their assigned team members	Front–End Portal View:
MY TEAM	My Team Access to Forms	To allow My Team users to view a form: 1. Navigate to Portal → Forms. 2. Click the Settings icon next to the form you want to manage. 3. Select Publish / Unpublish My Team. 4. A tick icon will appear under the My Team column of the Team Form Builder This controls whether My Team users can view the form for their team members. Important Notes: • Only one form can be published at a time.	
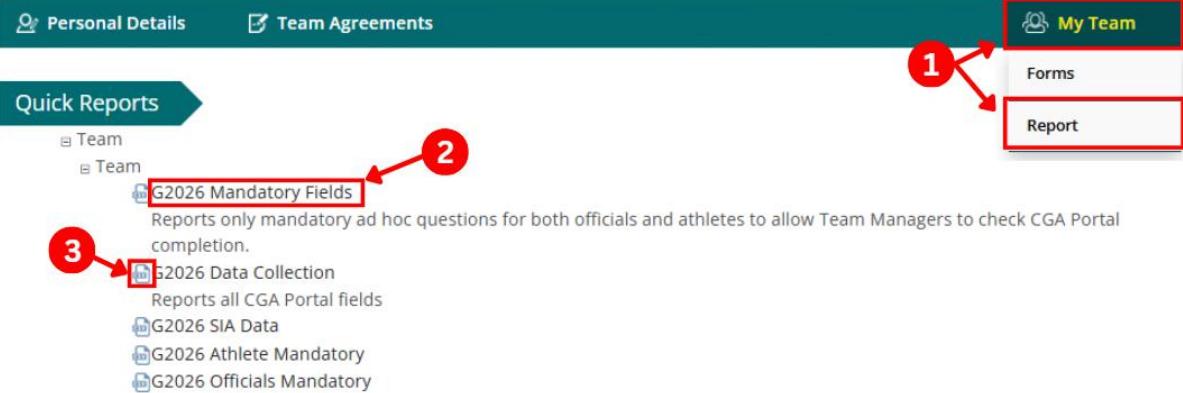
CATEGORY	TOPIC	STEPS	GUIDES
		For example, one form can be published for Personal Details, one for My Team, or one form can be allocated to both. • To create a new form, see *Creating a Form* in this guide.	
MY TEAM	Edit My Team Access	1. Tick the checkbox next to the individual's name. 2. Adjust their Sport, Function, or Team access selections as required. 3. Click Save to update.	
	Remove My Team Access	1. Tick the checkbox next to the individual's name. 2. Click Remove My Team Access.	
	Viewing All Individuals with My Team Access	1. Leave the search fields blank. 2. Tick Already Assigned MyTeam. 3. Click Search to display all individuals with My Team access and their access levels for the current Games	

CATEGORY	TOPIC	STEPS	GUIDES
MY TEAM	Front-End Portal Functionality	1. Log in to the Portal as a Team Manager with My Team access. 2. Click My Team in the main menu, then select Forms. 3. Use some or all of the filters to search for team members by name, sport or function. 4. Click directly on a team member's Name to open their data form. • Within the form, you can add, edit, or review the information submitted by the individual. 5. Click the Back button at the top of the page to return to the list of team members.	
	Reports	Reports can be added to the My Team menu, allowing Sport Managers to view and download the reports that have been made available to them. This provides an easy way to access team data in a structured format directly from the Portal.	
	Adding Report to My Team	1. Build a Custom Report (see *Save Custom Report Template* guide). 2. Tick the Show My Team checkbox. This makes the report visible in all Games under the My Team menu. Filters will automatically apply, and the report will only include individuals	

CATEGORY	TOPIC	STEPS	GUIDES
		within the team (as set in *Providing Access to My Team*).	
MY TEAM	Viewing Reports from the Front–End Portal	1. Log in to the Portal and click My Team in the main menu, then select Report. 2. To view a report, click directly on the report name to open a preview in a new tab. 3. To download the report as an Excel file, click the CSV icon.	

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EXAMPLE OF A DETAILED WELCOME PAGE

👥 Personal Details	✍️ Team Agreements		👥 My Team

Welcome to the Commonwealth Games Australia Team Portal!

Important Notice - The passport upload issue you may have faced has been rectified. Please upload a copy of your passport.
SOME INFORMATION MAY BE PRE-FILLED. PLEASE CHECK ALL FIELDS CAREFULLY AND UPDATE TO REFLECT YOUR CURRENT DETAILS.

To begin providing your data, simply click on the **Personal Details** tab above.

To support your potential Games journey, please ensure all information is accurate and complete, as this data is essential for accreditation, travel arrangements, and other requirements set by the Organising Committee.

With your passport handy, the data collection process takes less than 10 minutes.

All data must be submitted by 20 JULY 2025

Please complete all relevant fields, including the upload of the following two (2) .jpg files in accordance with the specifications and formats detailed below:

1. Recent digital colour passport photo
2. Scanned colour copy of the photo page of your passport

Next of Kin:
This will be the emergency contact person for the Long List member

Sideline Champions Contact:
This individual will be the contact person for **Sideline Champions**
Sideline Champions is an initiative that provides resources and support to the families and friends of Team Australia athletes, helping them stay connected and engaged throughout the Games.

Passport/Accreditation Photo Specifications

- Colour photograph showing recent likeness of the individual (preferably taken within the last 6 months).
- Face forward, looking straight into the camera.
- Eyes open, visible and free from reflection or glare from glasses.
- Nothing covering the face (no hair covering eyes, or glasses frames).
- Mouth closed with a neutral facial expression (e.g. no smiling, laughing, frowning etc.)
- Do not wear sunglasses or tinted glasses.
- Do not wear a hat or cover your head unless for medical or religious reasons.
- Photos must be taken against a white, light grey or cream background without any shadows in the picture.

Passport/Accreditation Photo Format Requirements

Digital images should be:

- File Type: .jpg
- File Size: 100-300KB - Larger files will be rejected.
- Orientation: Portrait style image - 10 x 8 aspect ratio

Passport Scan Specifications

The scanned copy of the photo page of your passport must:

- Be of high quality and clearly legible
- Be supplied in colour
- Be supplied in .jpg format
- Be the passport under which you intend on travelling to the Games

Note: the above specifications and formats are yet to be confirmed by Glasgow 2026 and are subject to change.

We appreciate your attention to this important process and wish you luck on the road to Glasgow 2026!