

## HIGH PERFORMANCE ATHLETE DATABASE (and Selection Application Form)

In conjunction with High Performance Sport NZ, Canoe Racing NZ has created an information management site to help you track your development as a high performance paddler and apply for international competitions. The software we are using is called Smartabase.

When you start using Smartabase, you have access to a small sample of the full functionality. As you gain proficiency and enter data, you gain more and more access.

Initially you will be able to do the following;

- Submit your application for selection to international competitions.

More functions will be available as the season progresses, including;

- Medical and injury management
- Uniform sizing
- Athlete Agreements

For assistance, please contact Polly ([polly.powrie@canoeracing.org.nz](mailto:polly.powrie@canoeracing.org.nz)) if you have any questions about your account, data, security or privacy.

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## BASICS

To keep your data safe, you can only login to Smartabase with a secure internet “https:” connection.

While most browsers work, the best experiences with Smartabase are available while using



To get started, you will need an athlete account. Some of you may have an account already, while others will not.

- If you are new to Smartabase, go to the section titled “[New Users](#)”
- If you already have an account, please go to the section titled “[Existing Users](#)”.

## PRIVACY

Your information is stored on the Smartabase servers located in Australia and will only be shared with people who have permission to access that specific data. For example, confidential medical data can only be accessed by a licensed medical doctor.

### GDPR

Smartabase is a fully compliant with the 2018 European Union General Data Protection Requirements ([GDPR](#)). The GDPR addresses the protection of data belonging to European Union residents by extending the scope of EU data protection law to include foreign companies who process this data. Companies must not process EU residents’ personal data unless there is a lawful basis to do so, additionally all EU residents must be fully informed regarding the data handling/ processing Terms of Service and give specific consent for one or more specific purposes.

## NEW USERS

If you have never used Smartabase before, you will need to set up an account. Setting up an account in Smartabase is to “**Register**” an account.

### **Eager to Register your account but don’t know where?**

Don’t worry, we’re getting to that. But first, we need you to read the following so you do it right!

To help Canoe Racing NZ manage your new athlete account, please use the following guidelines when you Register your account:

#### ***User name***

For your Username, please use your first name “dot” last name- all in lowercase

i.e. jane.smith for Jane Smith

### ***Known As***

For the Known As field, please use the uppercase letters for your first Initial and the first three letters of your last name then a space, followed by lowercase “canoe racing”

i.e. JSMI canoe racing for Jane Smith

### ***Email address***

Please use the email address you use most frequently. Any password reset is sent to this address. Please make sure you identify @smartabase.com as a safe domain name in your junk mail or spam filters.

If you get an error when registering that your email address is taken, that means you may have an athlete account already set up for you. In that case, please follow the instructions for “[Existing Users](#)”

### ***Password***

Your password must contain 8 characters including one upper case, one lowercase and one number. Special characters are allowed

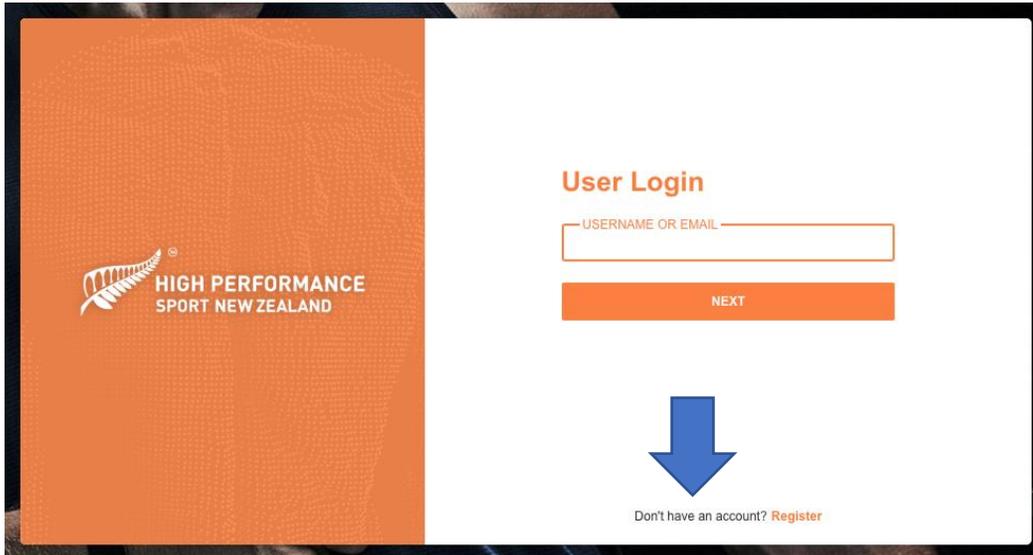
The information that you store on the system is valuable. It is your responsibility to keep your password safe and secure. If you think that your password has been breached, immediately email Smartabase help@smartabase.com

Each time you login, you MUST logout at the end of each session.

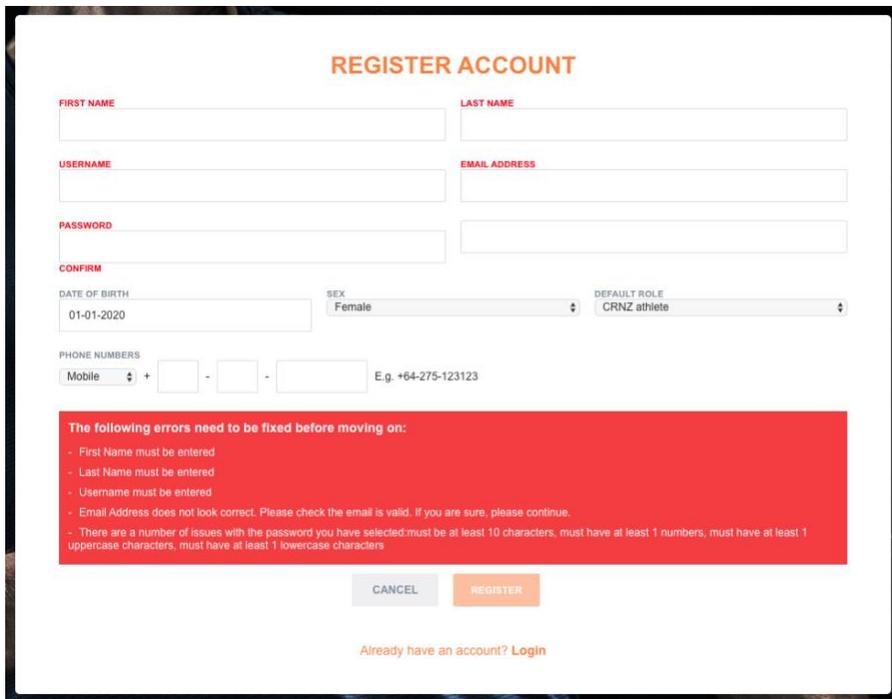
## SMARTABASE REGISTRATION SITE

To register your account, please go to:

🔗 <https://hpsnz.smartabase.com/ams/#Login> and select the “Register” link at the bottom of the welcome page. Enter all the information requested on the registration form as outlined earlier.



The image shows a 'User Login' form. On the left is an orange vertical bar with the 'HIGH PERFORMANCE SPORT NEW ZEALAND' logo. The form itself is white and contains a text input field labeled 'USERNAME OR EMAIL', an orange 'NEXT' button, and a blue downward-pointing arrow. Below the arrow is the text 'Don't have an account? Register'.



The image shows a 'REGISTER ACCOUNT' form. It has a white background with orange text for labels and buttons. The form includes fields for 'FIRST NAME', 'LAST NAME', 'USERNAME', 'EMAIL ADDRESS', 'PASSWORD', and 'CONFIRM'. Below these are dropdown menus for 'DATE OF BIRTH' (01-01-2020), 'SEX' (Female), and 'DEFAULT ROLE' (CRNZ athlete). There is also a 'PHONE NUMBERS' section with a dropdown for 'Mobile', a plus sign, and a field for the number (E.g. +64-275-123123). A red error box at the bottom lists the following errors: 'First Name must be entered', 'Last Name must be entered', 'Username must be entered', 'Email Address does not look correct. Please check the email is valid. If you are sure, please continue.', and 'There are a number of issues with the password you have selected: must be at least 10 characters, must have at least 1 numbers, must have at least 1 uppercase characters, must have at least 1 lowercase characters'. At the bottom are 'CANCEL' and 'REGISTER' buttons, and a link 'Already have an account? Login'.

It is very important that your name, date of birth, mobile phone number and email address are accurate. All of this information is used for international competition entries and to communicate with you.

## LOGGING INTO SMARTABASE

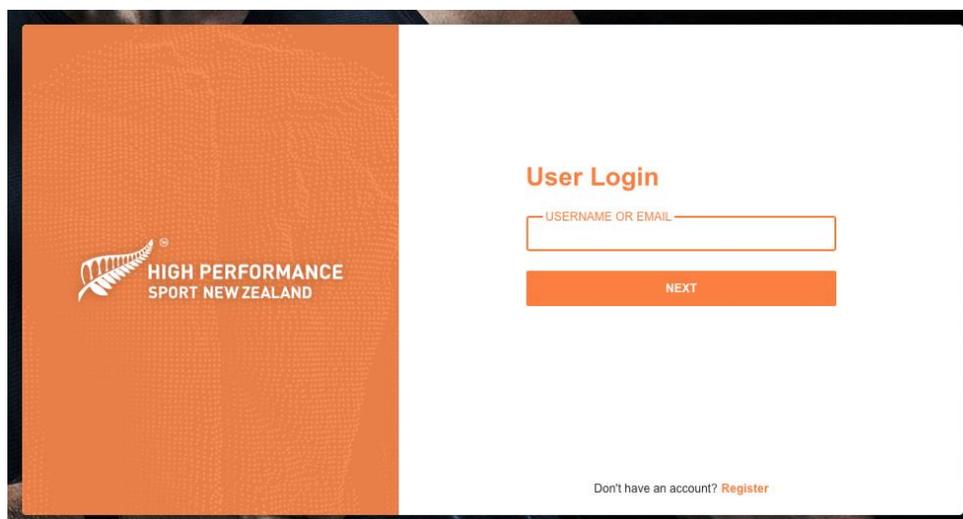
Once you create an account, simply return to the login page, refresh your browser , then enter your username and password:

<https://hpsnz.smartabase.com/ams/#Login>

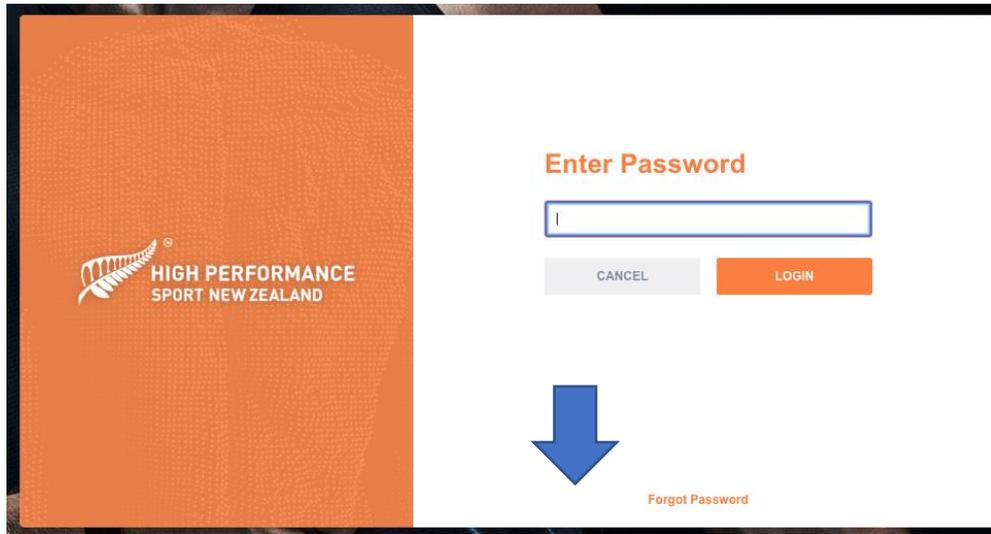
## EXISTING USERS

Canoe Racing NZ athletes that are currently part of the HPSNZ carding system may have an existing account. To access your account, please follow these steps

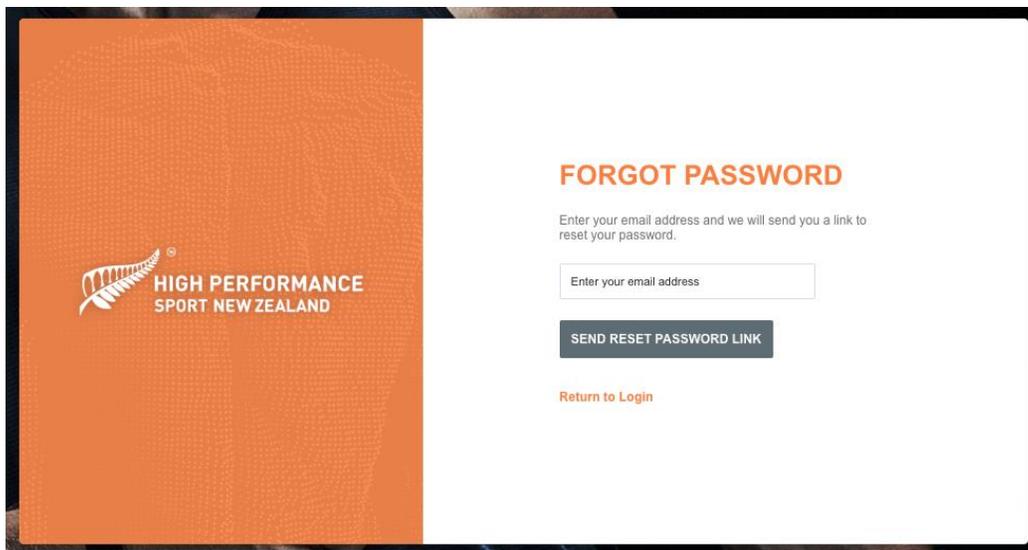
1. Go to <https://hpsnz.smartabase.com/ams/#Login> and enter your **username**. Your username should be your first name “dot” last name. i.e. **jane.smith**. If you can't remember your username, contact Polly at Canoe Racing NZ [polly.powrie@canoeracing.org.nz](mailto:polly.powrie@canoeracing.org.nz)



2. If you can't remember your password, request an automatic password reset from the system. To do this, use the **"Forgot Password"** link on the bottom of the Enter Password screen. That will open the password reset box.



- a) Enter the email address you used to register your account;



- b) The password is automatically emailed to you;  
c) If that doesn't work, send an email to Polly [polly.powrie@canoeracing.org.nz](mailto:polly.powrie@canoeracing.org.nz);

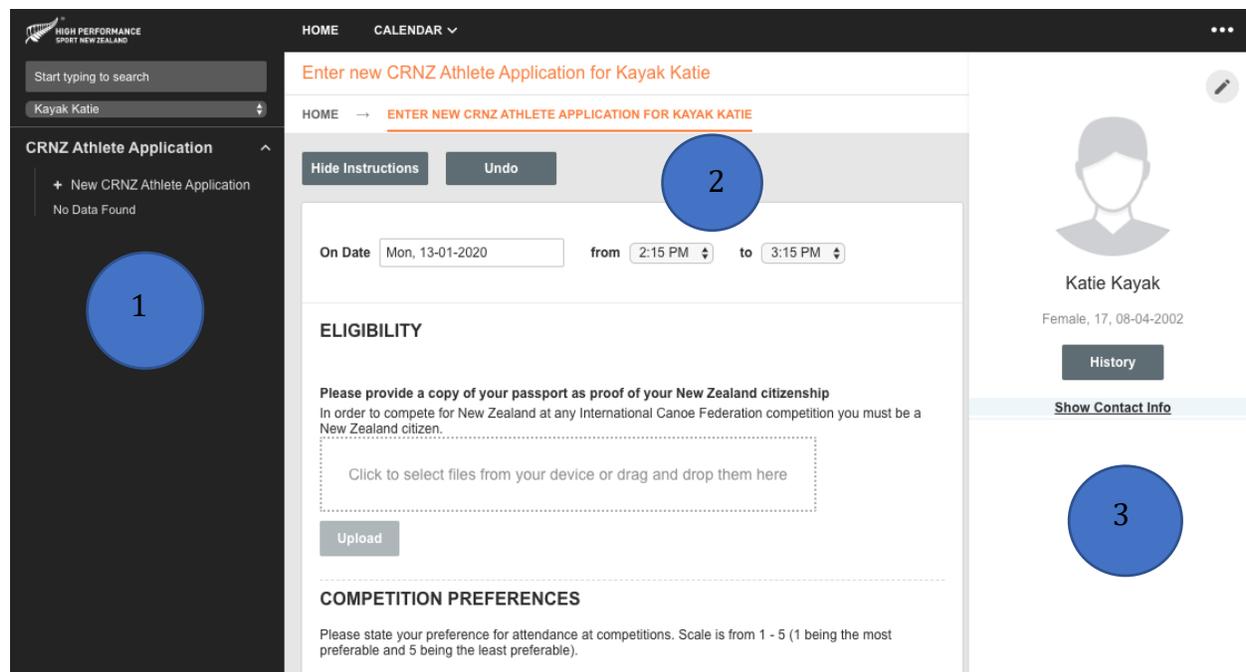
3. Once you have a new password, you can login;
  - a) Your **username** should be your first name "dot" last name. i.e. **jane.smith**  
**Important:** your username is case sensitive
  - b) Enter your password;  
**Important:** your password is case sensitive
  - c) Done!
4. Once you are in, please update your Profile and change your temporary password to one of your choosing.

## My Smartabase Account: Quick Tour

The following section will quickly orient you with main features of your Smartabase account.

Your Home page has 3 main sections:

1. **Left Sidebar** for quick navigation to key forms and data;
2. **Event Form** and access to current form;
3. **Right Sidebar** with My Profile.



### Left Sidebar

When you are using Smartabase with a computer, rather than on your mobile phone, you will generally be able to see a sidebar on the left side of the screen.

The left sidebar facilitates navigation to relevant event forms, view a history of entries using an event form, see any status indicators and highlight any critical information.

### Right Sidebar

When you are using Smartabase with a computer, rather than on your mobile phone you will generally be able to see a sidebar on the right side of the screen.

The right sidebar contains a profile section displaying your personal information.

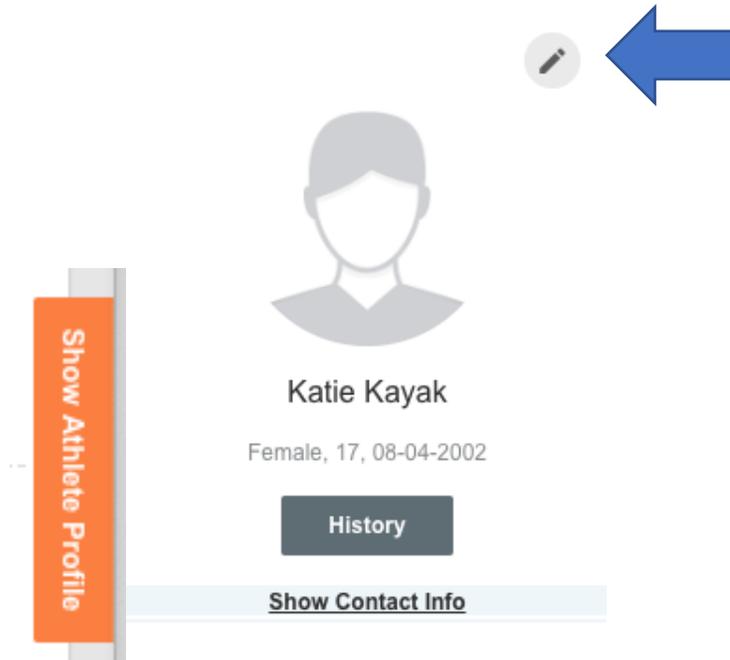
### My Profile- Personal Details

This is all the critical information Smartabase uses to contact you.

It is your responsibility to make sure all your Personal Details in your Profile are correct. You are asked to verify this when submitting critical data.

To update your profile, follow these steps:

1. On the right sidebar, select the edit icon in the top right, above your image. You may need to click the “Show Athlete Profile” button to make this option visible;



2. The data found in your Athlete Profile was created when you registered for your Smartabase account. Please confirm your **name, date of birth, email address, mobile phone number, gender** and your preferred **language** are accurate and “save”. You may need to re-enter your password to confirm your Profile changes.

**IMPORTANT: If you need to change your “Username” or “Known As” please contact [polly.powrie@canoeracing.org.nz](mailto:polly.powrie@canoeracing.org.nz)**

## Uploading Documents

When you are asked to upload a file, such as a scan of your passport, please make sure you combine multiple pages into one single file prior to uploading. Programs such as Adobe can combine multiple files into one.

Attach a scan of your passport

Choose File No file chosen

Upload

Scan the first two (photo and signature pages) of your passport

## ENTER DATA

The core function of Smartabase is to collect and store your data in one place. In addition to the data you enter, other information will be entered on your behalf from your coach, medical staff, sport scientists, administrative support, etc. where applicable. Currently, most data will need to be entered manually using the Smartabase forms.

How you enter data and what data you can enter is related to your Smartabase role(s). Different roles grant access to different features and modules within Smartabase.

All athletes are automatically assigned the **athlete** role granting access to the athlete application form.

## MOBILE DEVICE ACCESS

If you wish to access your Smartabase account on your mobile devices, you must use the dedicated free apps available in the Apple and Android stores. Search your app store using “Smartabase”. Remember to enter your Apple ID or Android ID not your Smartabase user name and password.



<https://play.google.com/store/apps/details?id=com.smartabase.mobile&hl=en>

<https://itunes.apple.com/ca/app/smartabase/id505096820?mt=8>

Once you have installed the app on your mobile device, the Canoe Racing NZ site address is: <https://hpsnz.smartabase.com/ams>

Please note that some Smartabase functions are not enabled for mobile access.

## HELP!

If you need help, please email Polly ([polly.powrie@canoeracing.org.nz](mailto:polly.powrie@canoeracing.org.nz)).