

FIFA | **LEGAL PORTAL**

User manual · Legal Portal





The following User Manual will allow you to understand the main functionalities of the Legal Portal application.

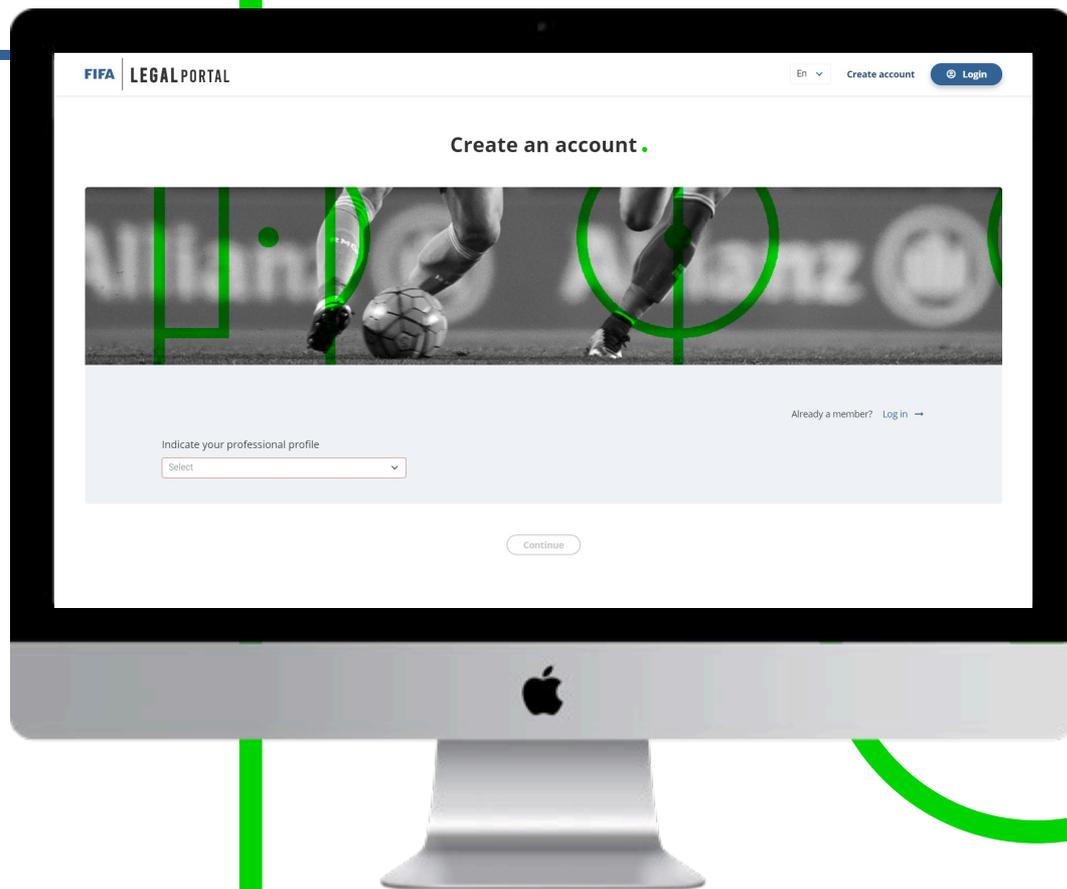
The actions that you will be able to carry out in each of the screens, case status, lists, filters ...

The application link is:
<https://legalportal.fifa.com/>

New account

In order to access the portal, it is necessary to create a new account, it is not possible to create a user account if the mail is already in use in the active directory.

When the registration process begins, the first step is to select the professional profile: Player, Coach, Club, Member Association, or Legal Representative.



New account

Next, the form must be completed with the contact information. The preferred language for the interface can be selected, and an access password must be specified.

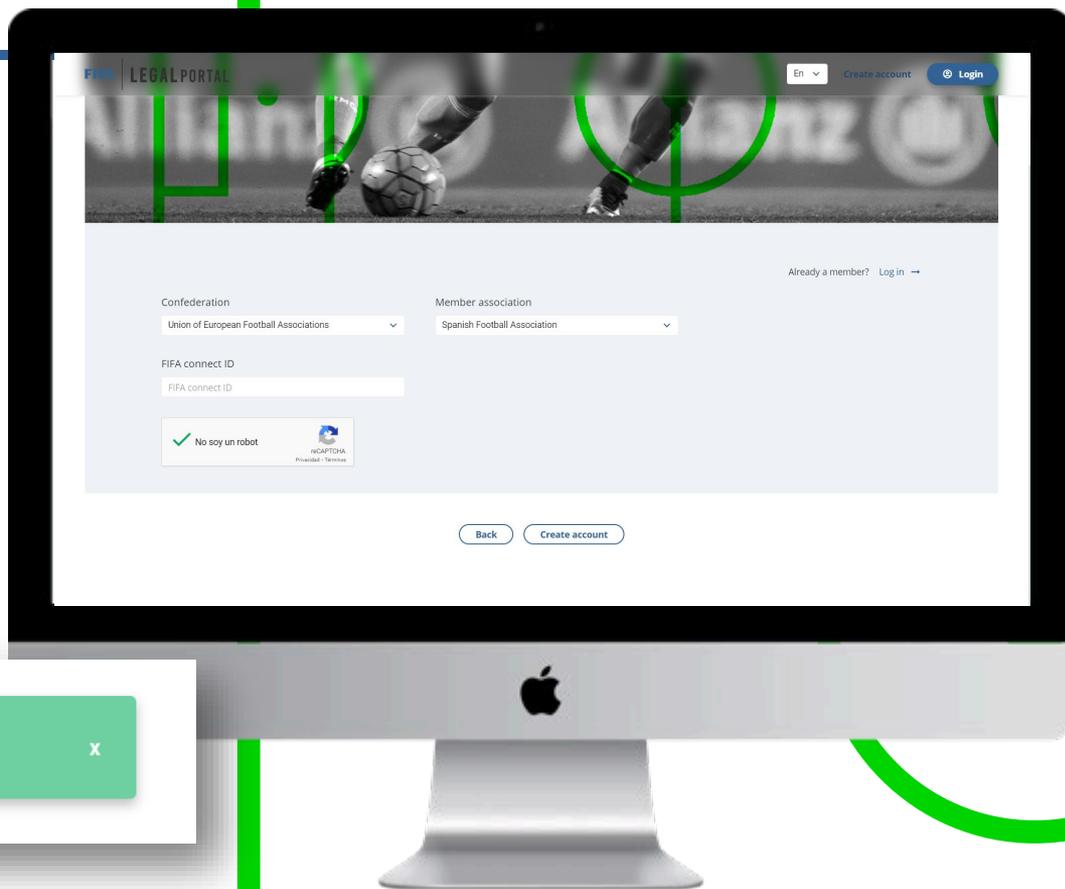
You will not be able to continue if the required form fields are not completed.

The image shows a computer monitor displaying a registration form for 'LEGALPORTAL'. The form is partially obscured by a modal window. The background form includes fields for Name, Last name, Email, Phone number, and Address. The modal window in the foreground contains a Language dropdown menu set to 'English', Password and Confirm password fields with masked characters, and a Password strength indicator showing 'Strong'. At the bottom of the modal are 'Back' and 'Continue' buttons.

New account

Finally, the Confederation and Member Association to which it belongs.

Once the account creation process is complete, the user is redirected to the main page and will receive a confirmation message on the screen.

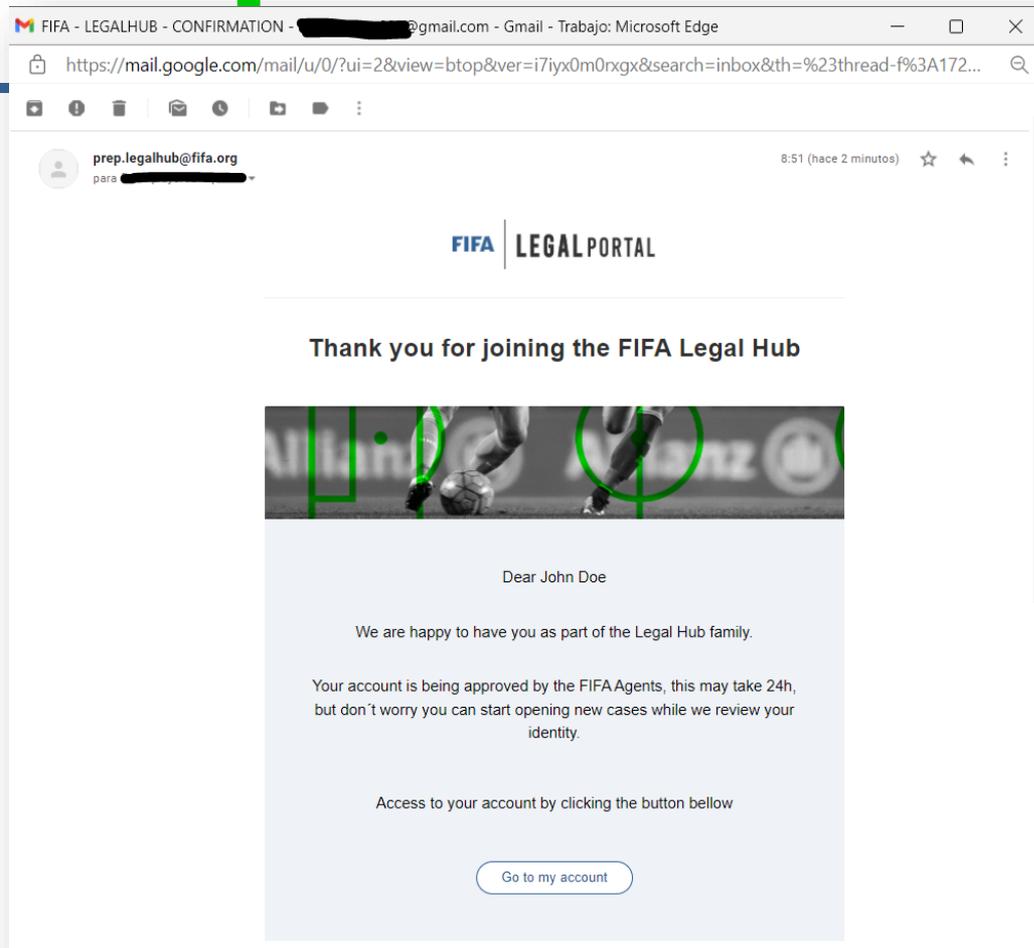


Account created successfully. Please check your mailbox with the confirmation and the activation link

X

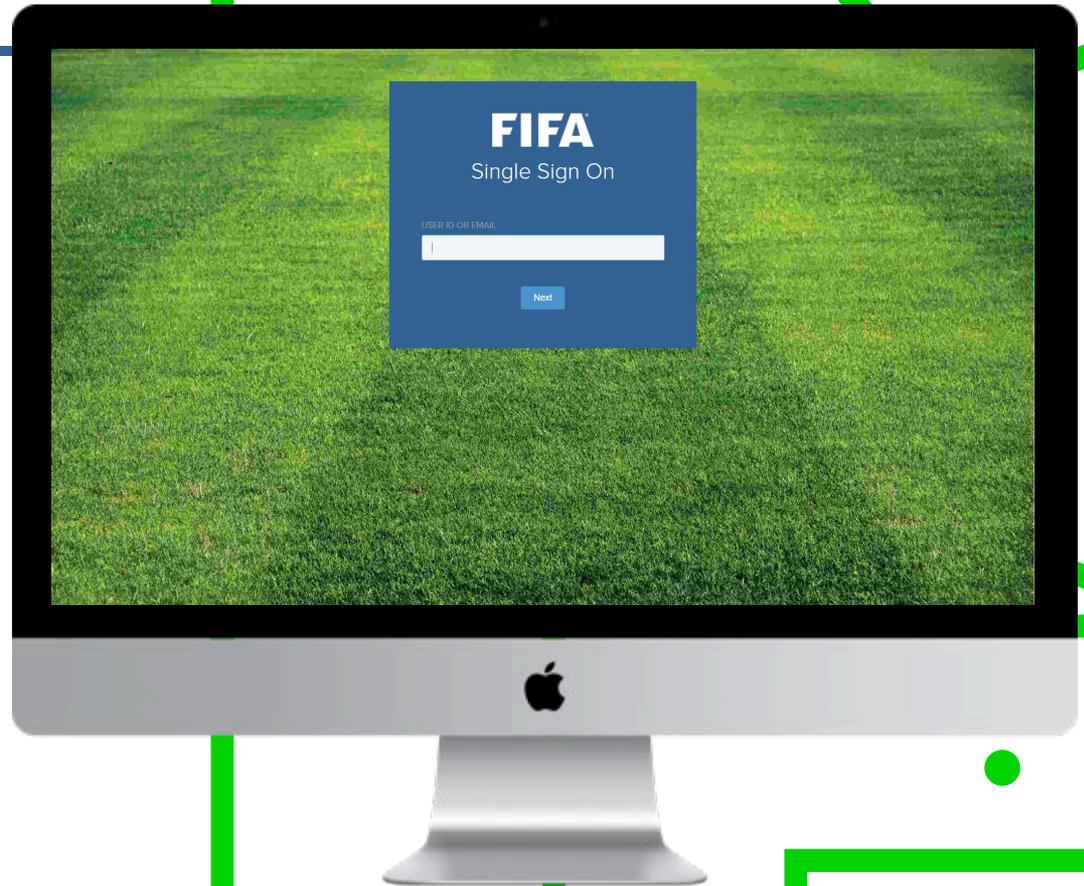
New account

The user will receive in his email account with which he has registered a confirmation email as shown in the image.



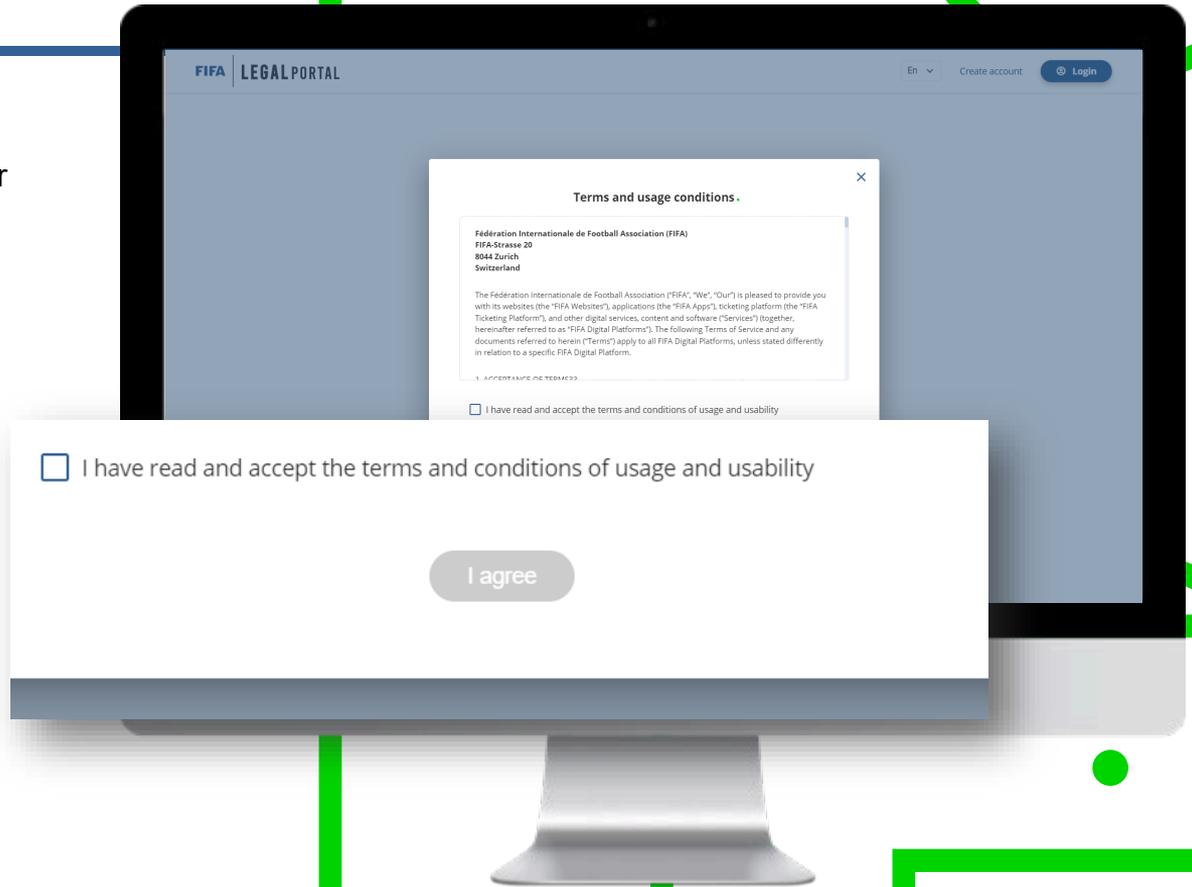
Login

By clicking on the login button on the main page of the portal, you are redirected to the FIFA login page to register with the email and password entered in the new account form.



Login

When accessing for the first time the user will accept the conditions and terms of use. This message will be displayed until the read checkbox is checked.

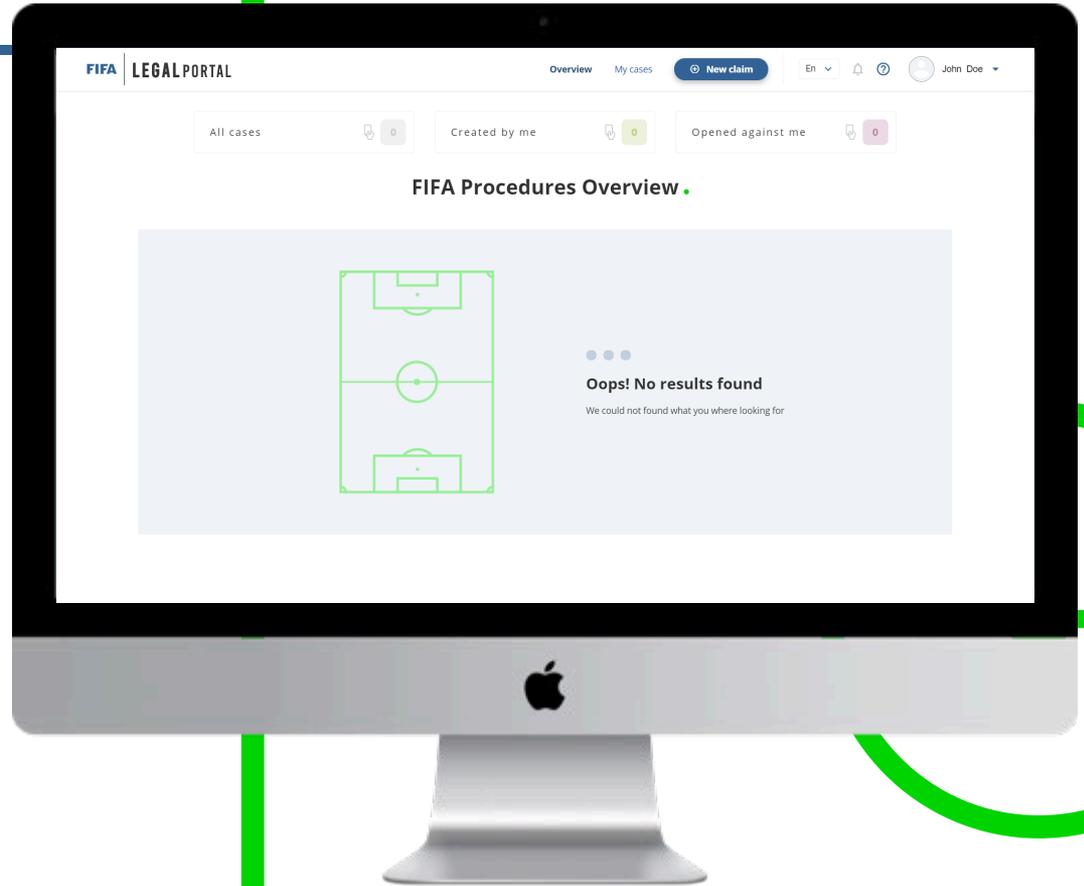


Overview

Once the user has logged in, the first page accessed is the 'Overview' section.

If it is the first time that it is accessed, there are no results. However, if the user had or had created new cases, a summary of the cases opened by the user, and the cases against him, will appear.

The image illustrates the case of the Overview section without cases created, or created against the user.



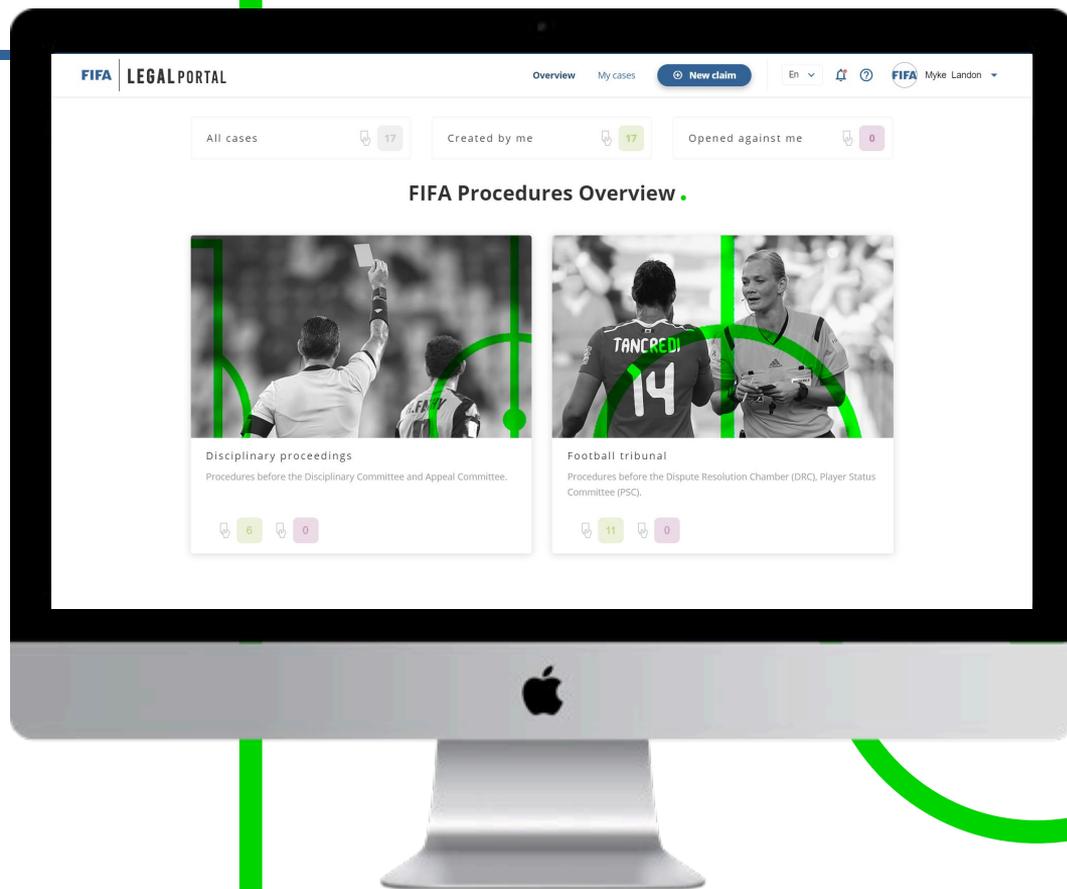
Overview

In this image we can see the Overview section of a user with open cases in two departments (Disciplinary proceedings and Football tribunal).

In each of the blocks you can see at a glance the cases opened by the user (green icon), and the cases against the user (red icon).



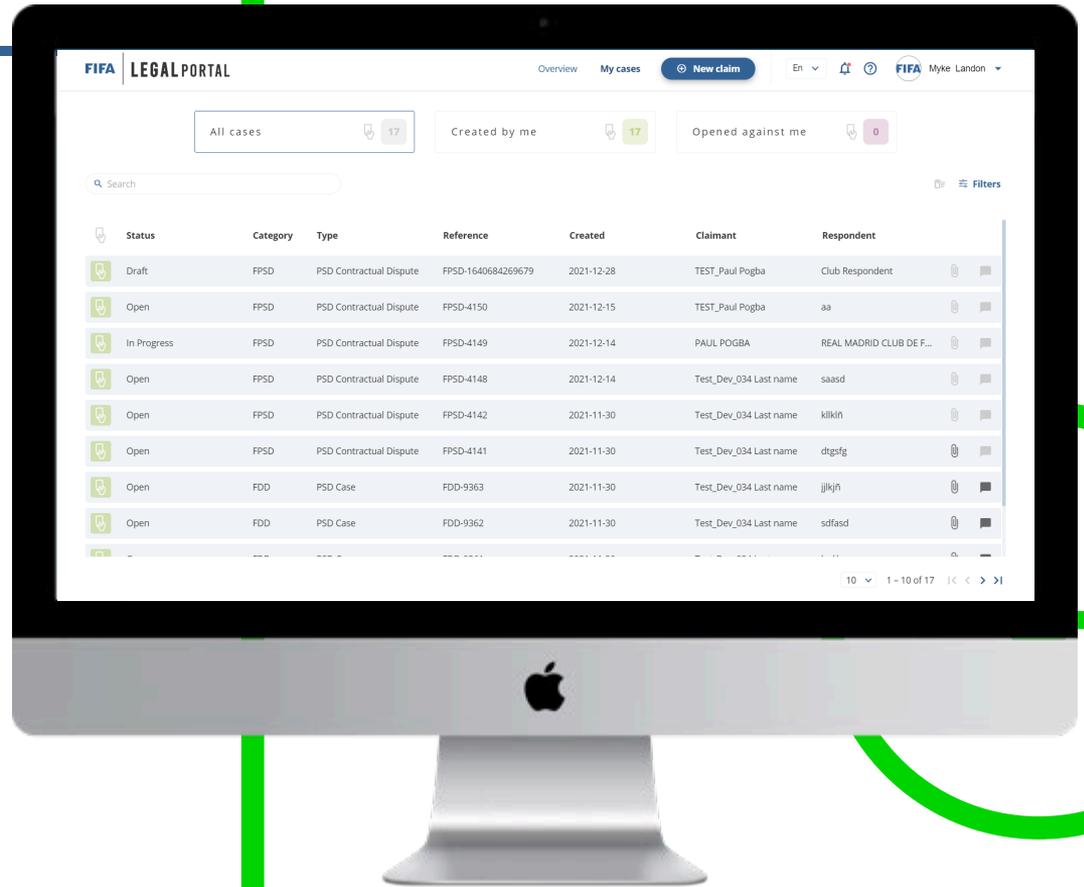
From this page the user will be able to access the My Cases page, either from the link in the header, or by clicking on the "All Cases", "Created by me" or "Opened against me" options.



My Cases

In this section the user will see the open cases listed in a table. The buttons above the table behave like a filter, and you can quickly see all cases, only those created by the user, or those that have been opened against the user.

The information that is represented in columns in the table is the following:
Icon that identifies if it is a case opened by the user or against the user, status of the case. The statuses can be “Draft”, “Open”, “In progress”, or “Closed”.
Category and subcategory in which the case was created, case reference number, creation date, claimant and respondent.



My Cases

Each row in the table is clickable, and the details of the case are accessed. Only those cases that are Draft take the user to the case creation page, the rest take the detail page.

In the last two columns you can see two icons that represent whether the case contains comments and attachments.

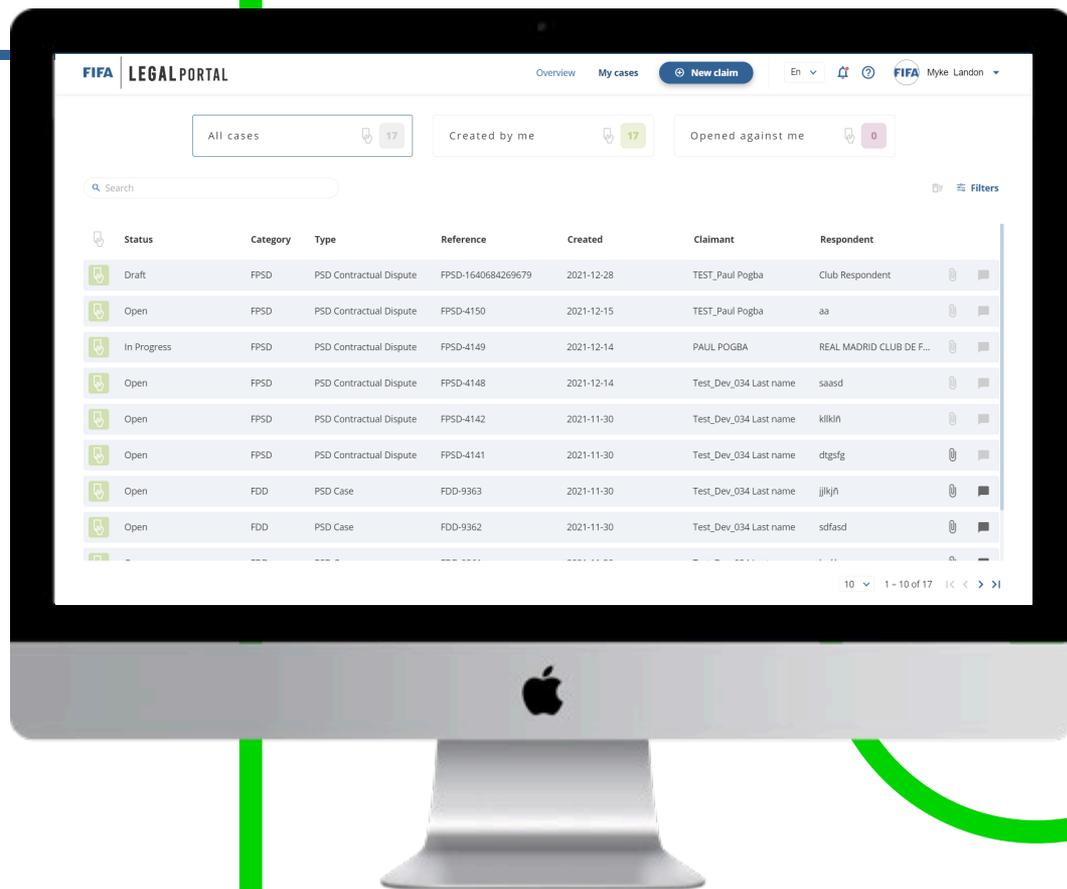
Not comments and attachments



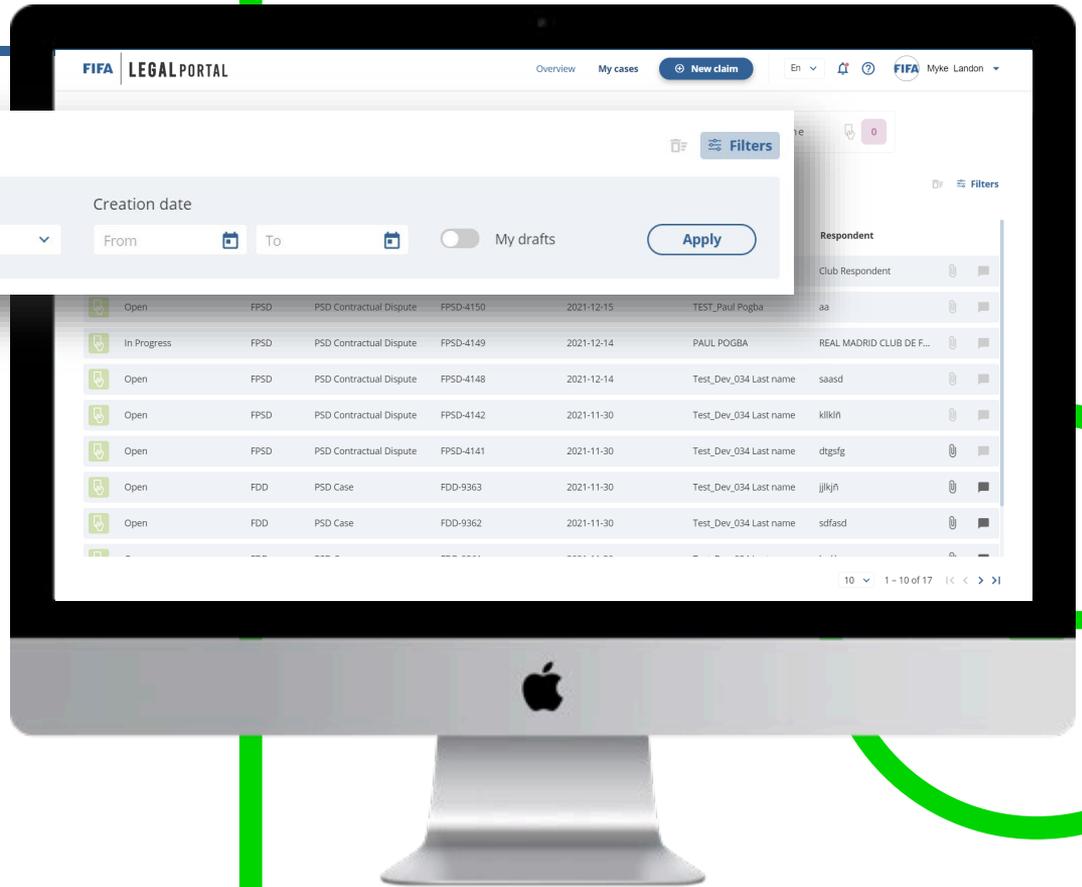
Comments and attachments



The table has pagination options that allow you to modify the number of elements per page, buttons to advance or go back.



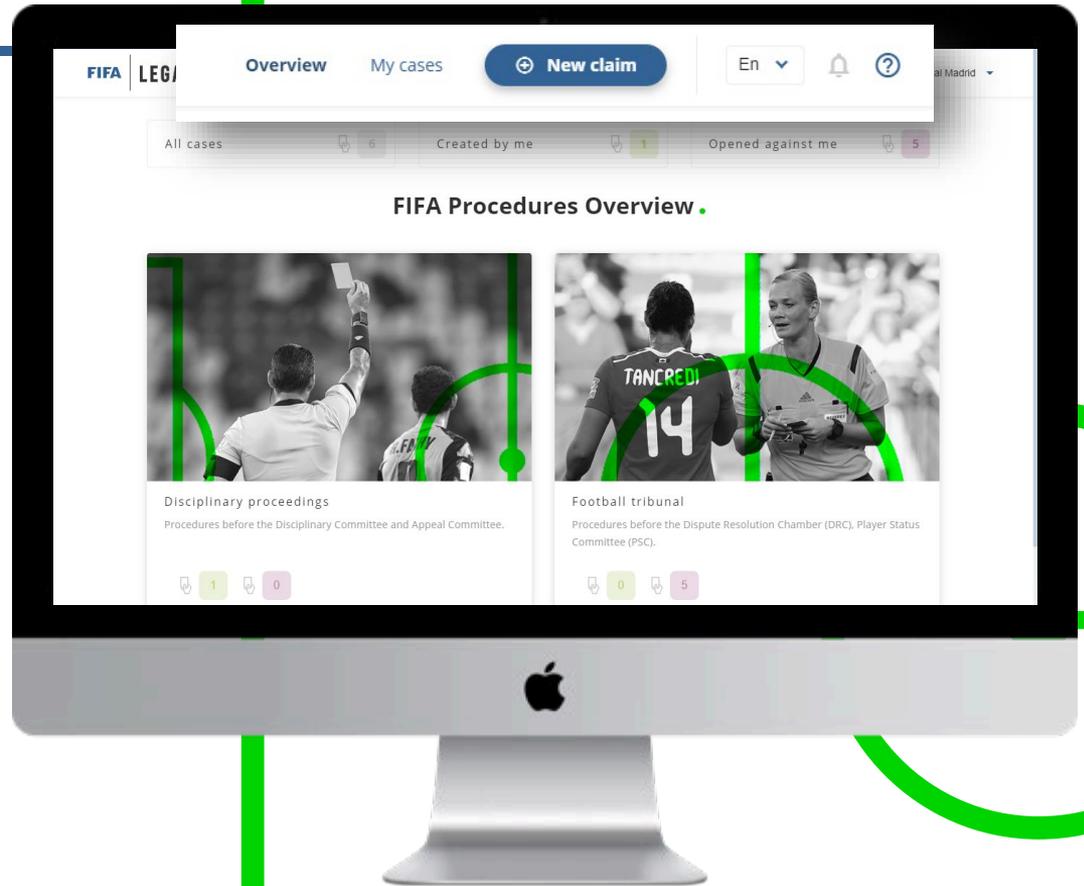
My Cases



Finally, on this page the user also has filtering options to sort and perform specific searches on a department, or for example on a range of dates.

New claim

At any time you can from the header have access to the creation of a new legal case by clicking on the highlighted "New claim" button.



New claim

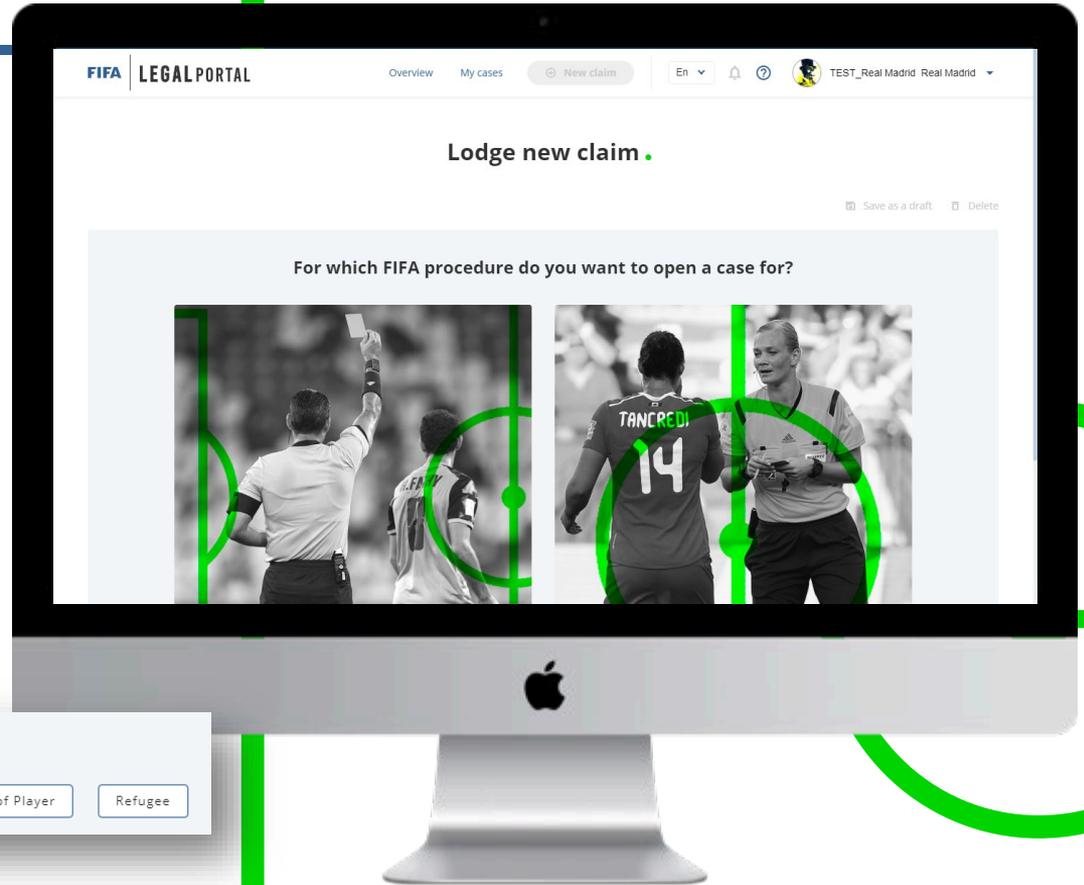
When you want to open a new claim, you must select for which department you want to open the claim and then select the subcategory of the claim depending on the selected department.

Disciplinary proceedings:

Select Subcategory

Football tribunal:

Select Subcategory



New claim

Once a department and a sub-category have been selected, you must first fill in a form with the details of the identity which you want to open the case against.

Respondent Type:

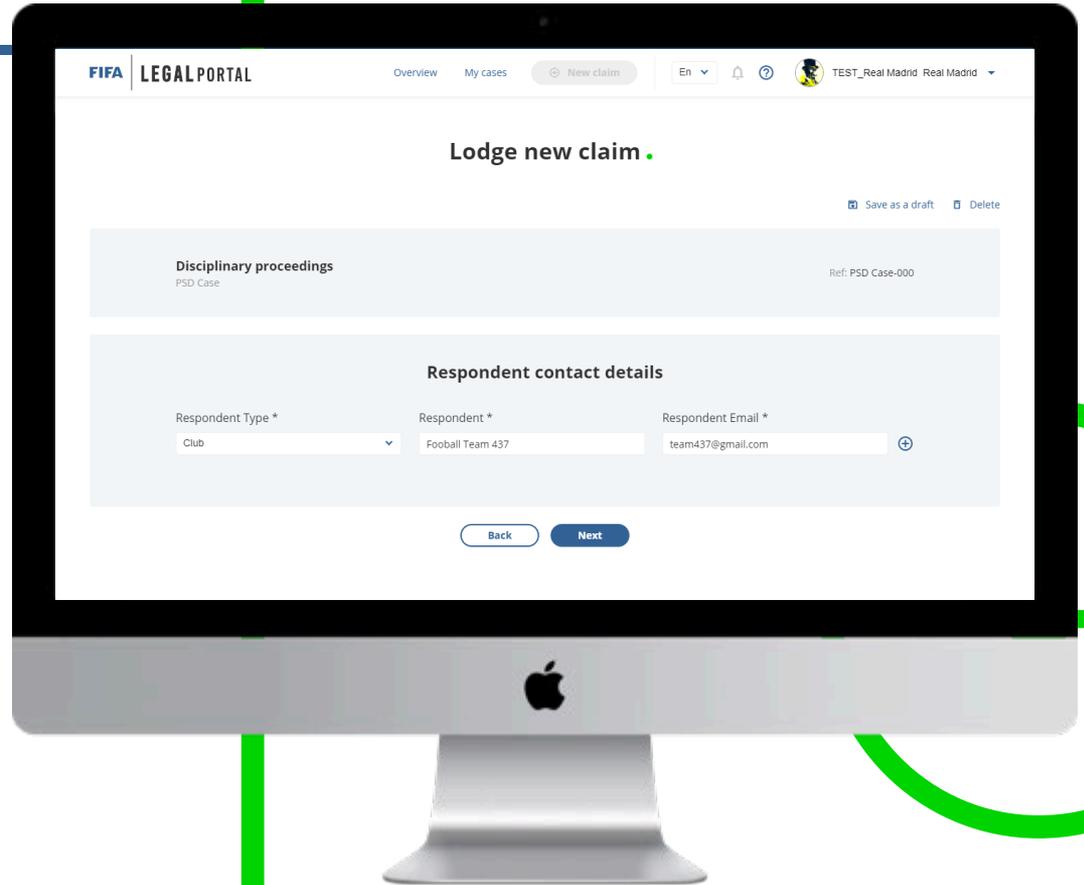
The options are: Player, Coach, Club, and Member Association.

Respondent:

Name of the respondent.

Respondent Email:

Email linked to the respondent.



The screenshot shows the 'Lodge new claim' page in the FIFA Legal Portal. The page has a header with 'FIFA LEGAL PORTAL', navigation links for 'Overview', 'My cases', and 'New claim', and a user profile for 'TEST_Real Madrid Real Madrid'. The main content area is titled 'Lodge new claim.' and includes two sections: 'Disciplinary proceedings' and 'Respondent contact details'. The 'Disciplinary proceedings' section shows 'PSD Case' and a reference number 'Ref: PSD Case-000'. The 'Respondent contact details' section contains three input fields: 'Respondent Type *' (set to 'Club'), 'Respondent *' (set to 'Football Team 437'), and 'Respondent Email *' (set to 'team437@gmail.com'). At the bottom of the form are 'Back' and 'Next' buttons.

FIFA LEGAL PORTAL Overview My cases New claim En TEST_Real Madrid Real Madrid

Lodge new claim.

Save as a draft Delete

Disciplinary proceedings
PSD Case Ref: PSD Case-000

Respondent contact details

Respondent Type * Respondent * Respondent Email *

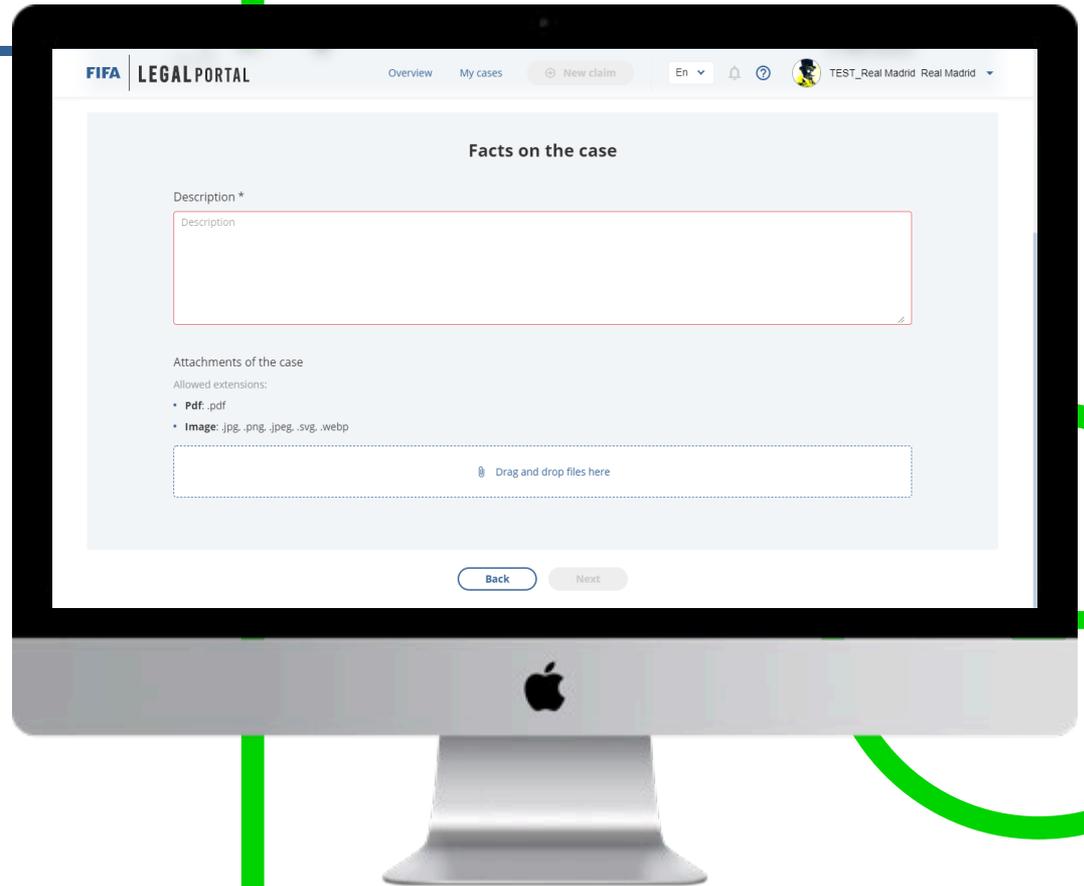
Club Football Team 437 team437@gmail.com

Back Next

New claim

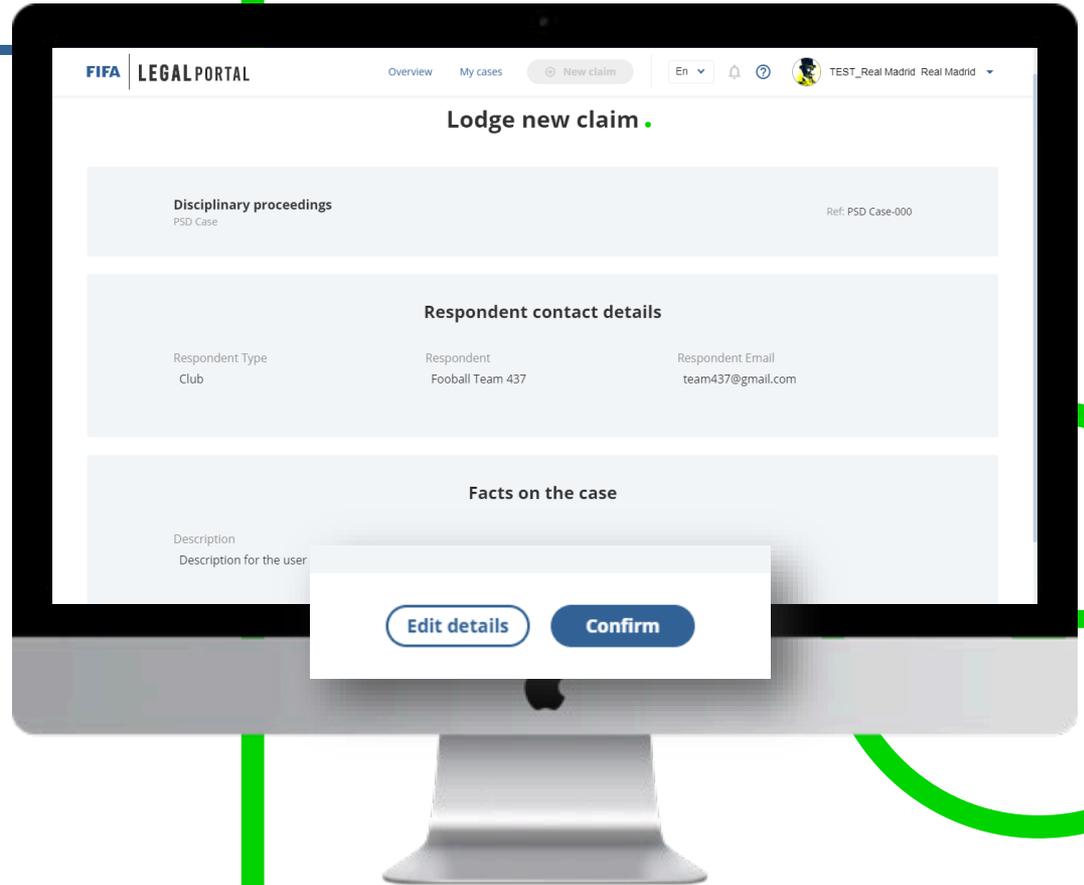
The next step in this process will be to fill in the description with all the details needed to provide in order to open the new claim.

If needed, you can also attach a pdf or an image for a more detailed description of the facts on the case.



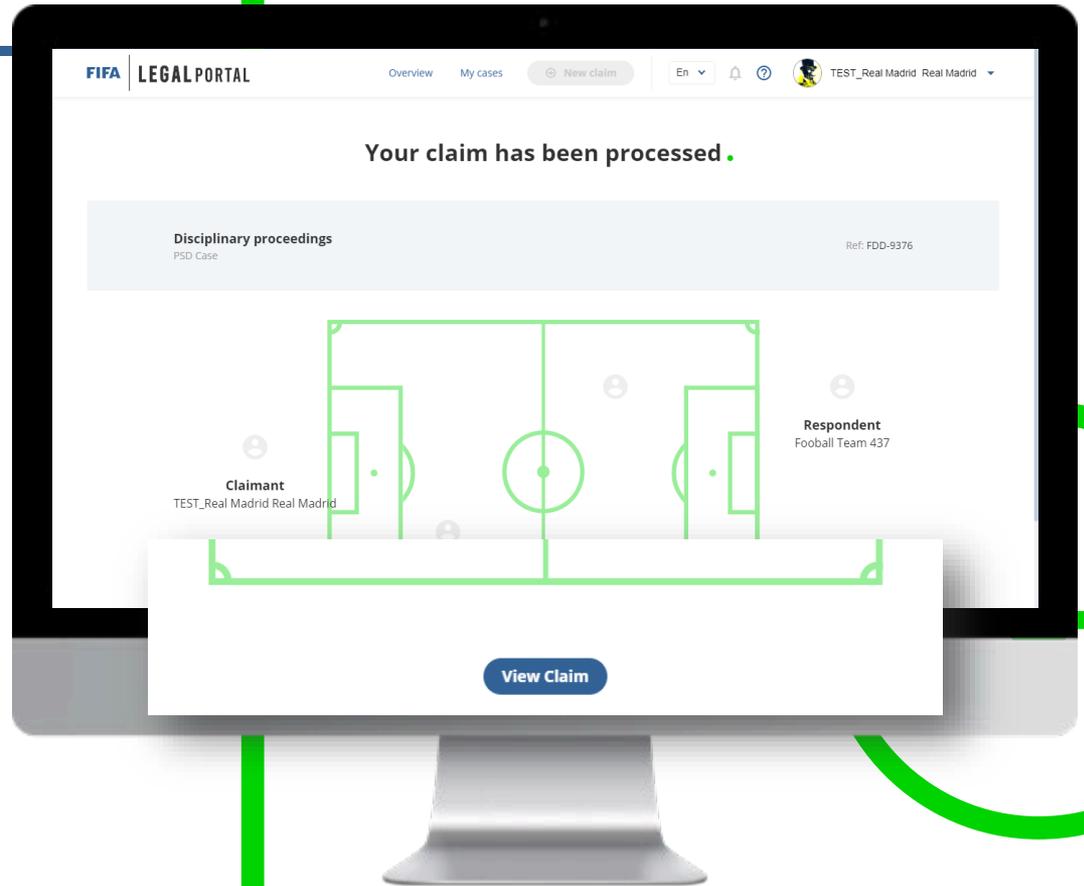
New claim

As a final step the details which you have filled in to open the case will be shown and you will have the option to edit them or click the confirm button, which will result in the case to be created.



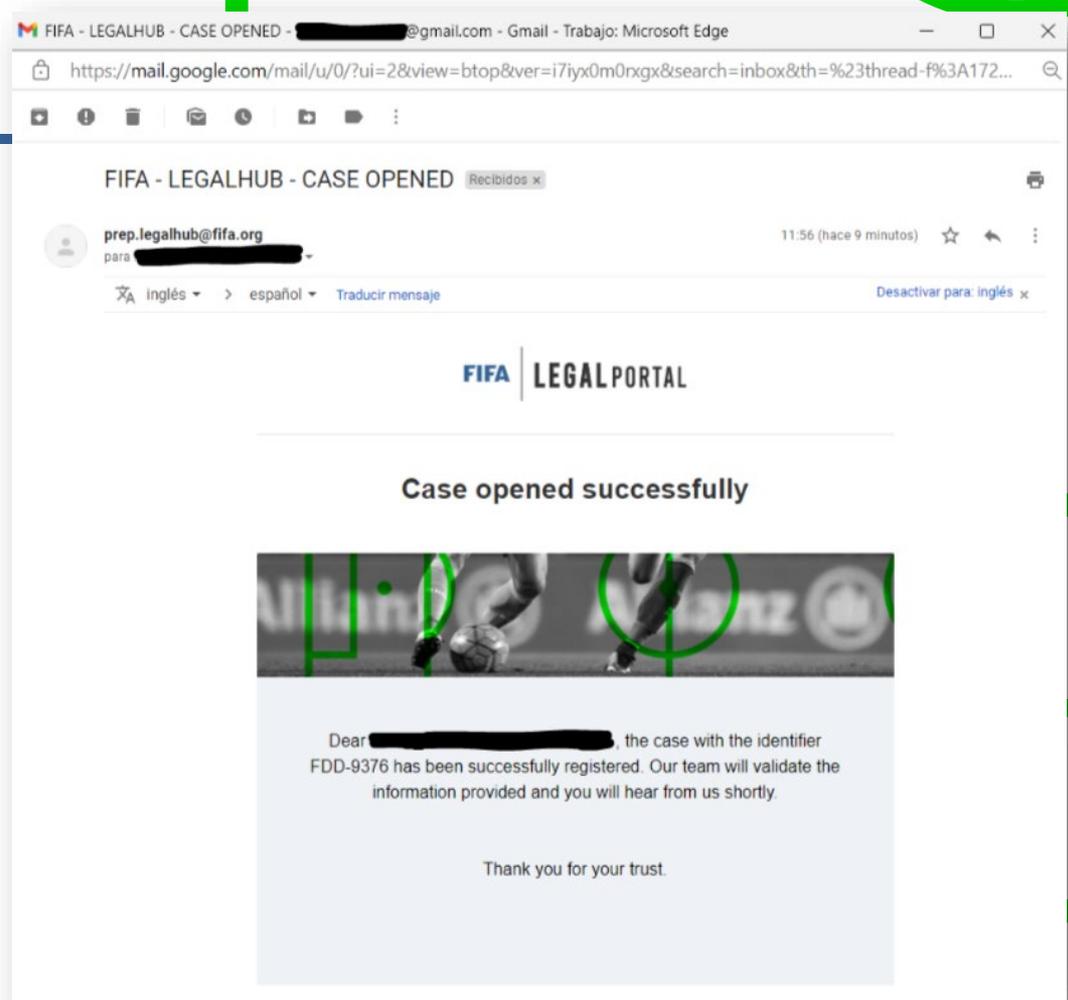
New claim

With the case created, you will be taken to a page in which you will be informed that the case is being processed, and you will have the option to click on the "View Claim" button to be redirected to the case details within the portal.



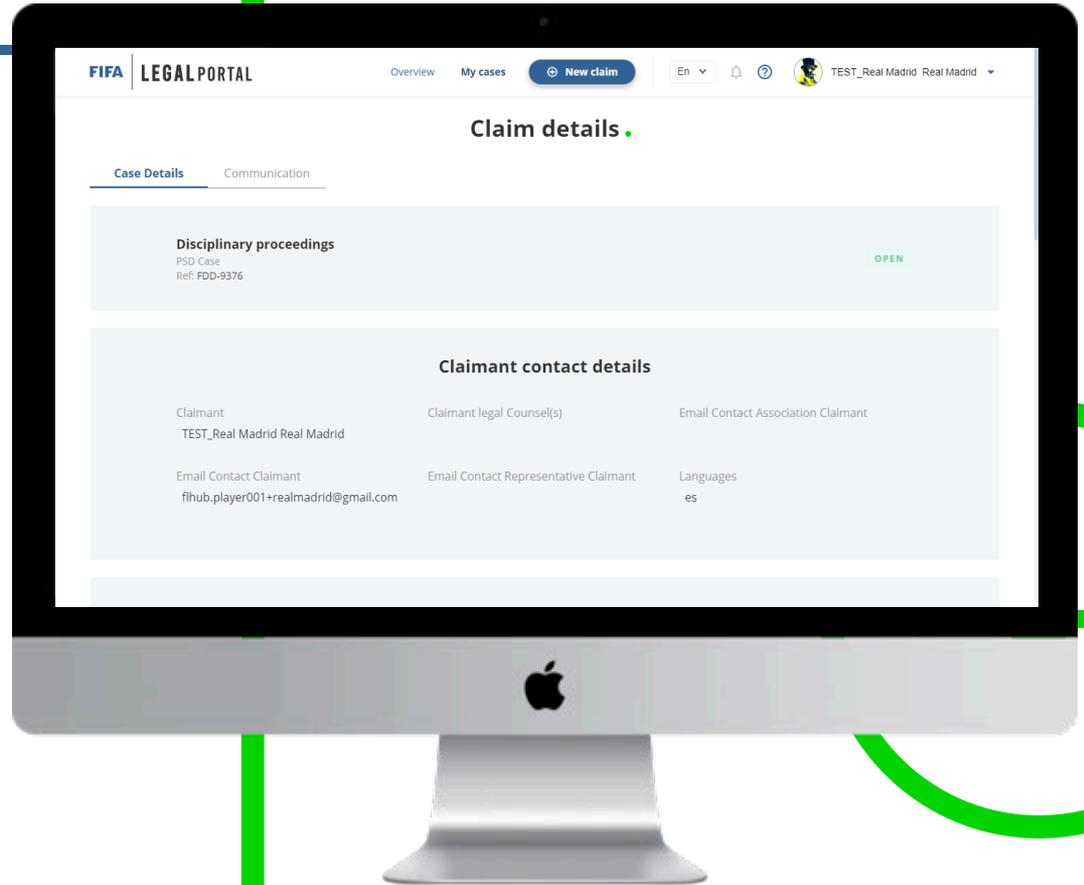
New claim

Simultaneously, an email will be sent to you informing that the case has been opened, and another email will be sent to the respondent's email that a case has been opened against him.



Claim details

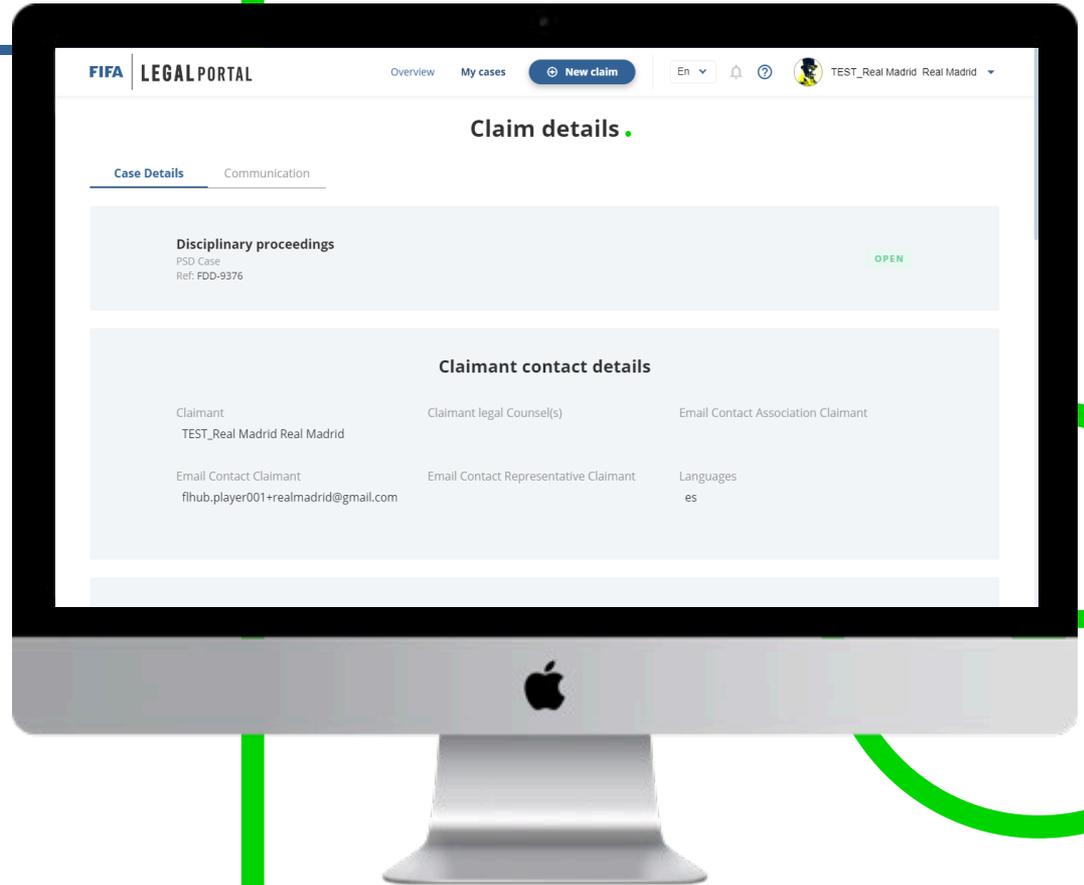
When accessing the details of a case via "My cases", or after creating a claim and clicking on the "View claim" button, you will be able to view all the information relating to the case. The claim details will be grouped into two sections: Case details, and Communication



Claim details

Case Details:

This section is where all the information of the case is detailed and divided by: Claimant contact details, Respondent contact details, Facts of the case, Case Properties, and Non Respected



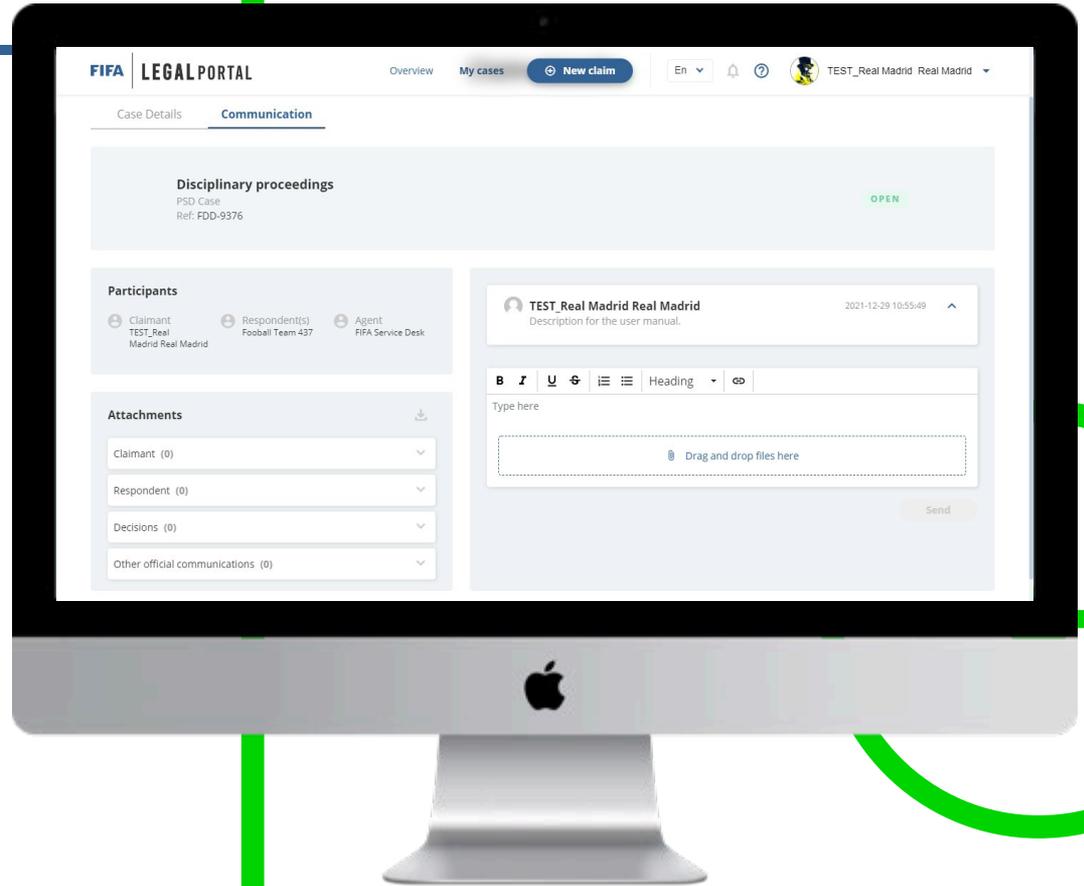
Claim details

Communication:

In this section, is where the claimant, respondent, and FIFA can establish an asynchronous communication in order to clarify the data concerning to the case requested by FIFA.

Every message you may send in this communication channel must be attached with the documentation that FIFA will require you.

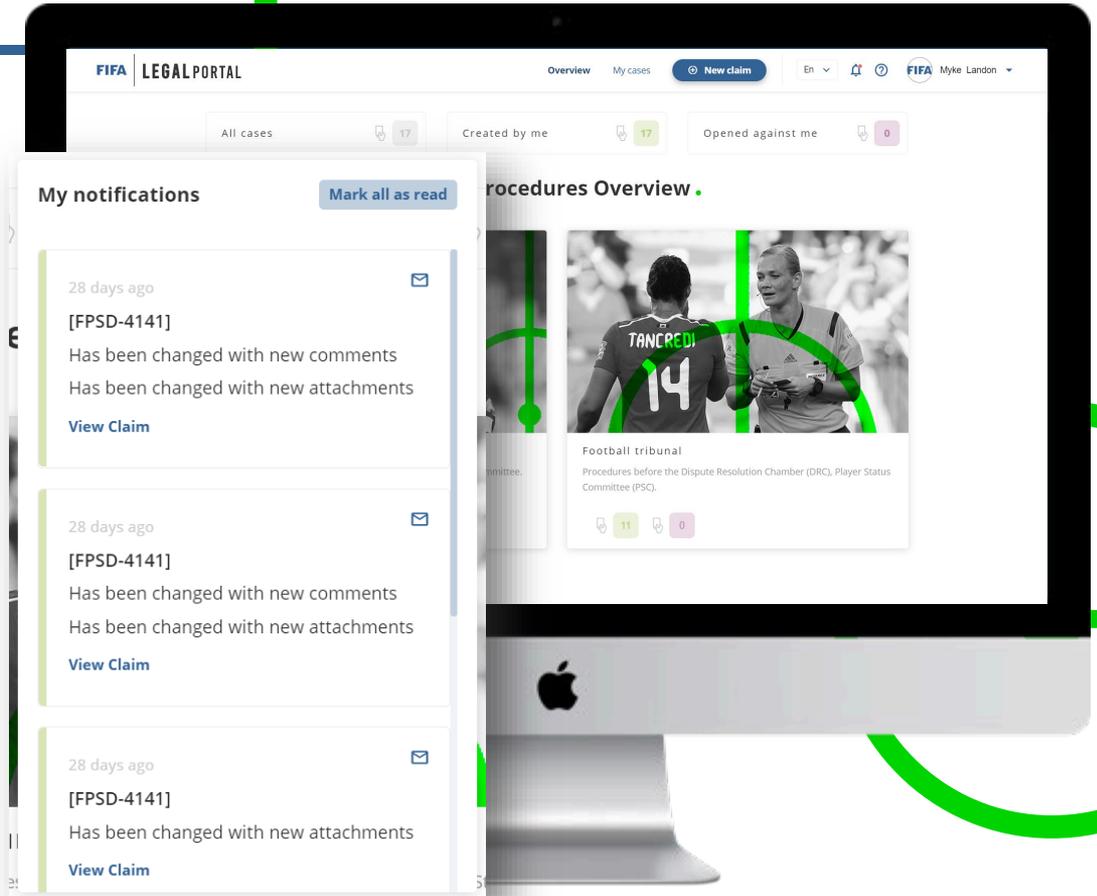
You can also have a quick view of all attachments related with the case divided by categories in this section.



Notifications

From the header, through the bell icon, you will be able to access the notification window. In this window you will be notified of the following actions within the portal:

- When a case in which you are involved changes status.
- When a comment with attachments is added to a case you are involved in.
- When an attachment without comment is added to a case in which you are involved in.
- When someone has opened a case against you, acting as respondent.
- When a case in which you are acting as respondent or claimant changes status to require more information from you.

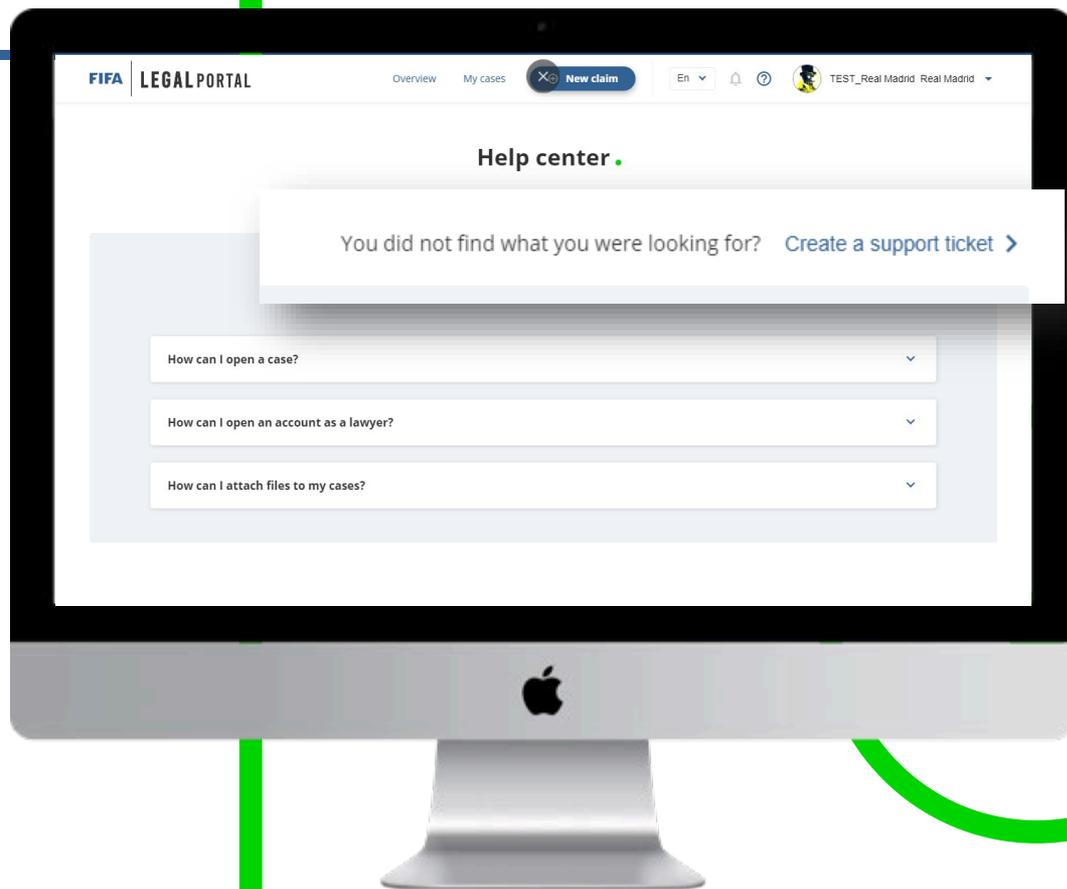


Help Center

From the header, through the bell icon, you can access to the Help Center.

In this section the most frequently asked questions from users will be answered.

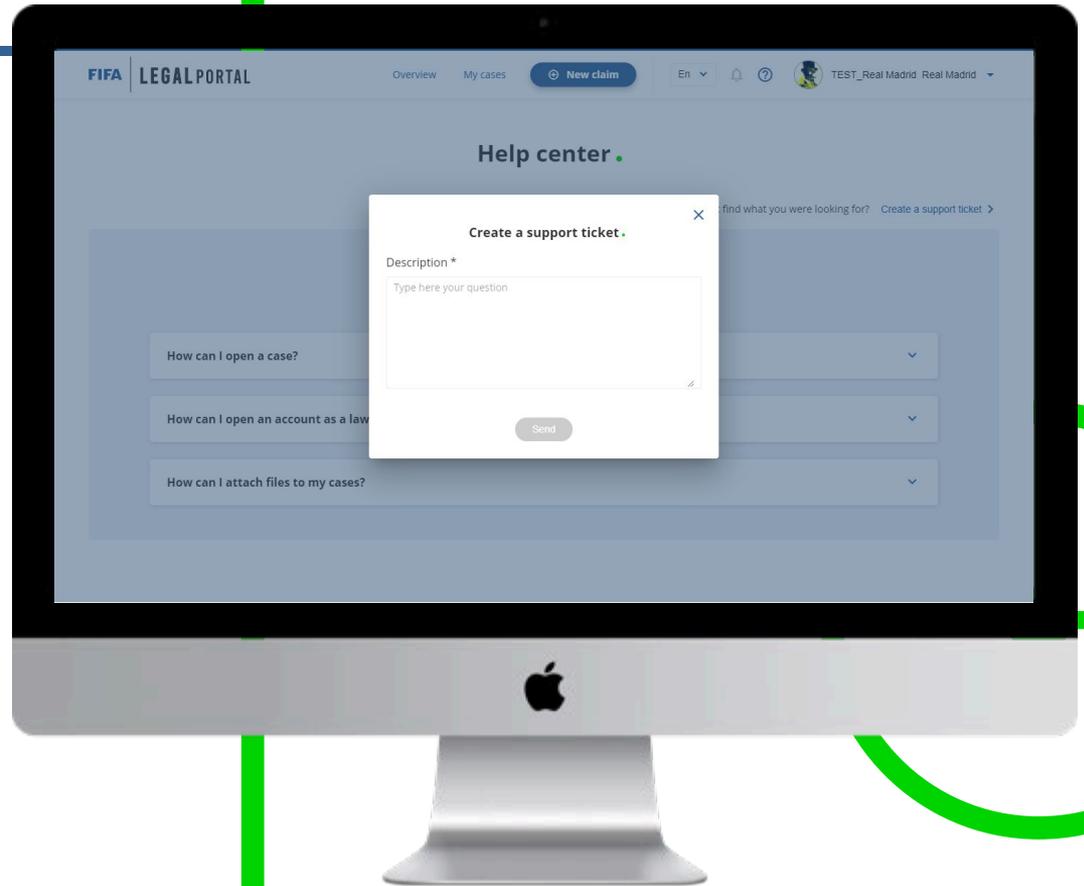
In addition, if you have any issue or you are encountering errors, you could create a support ticket.



Help Center

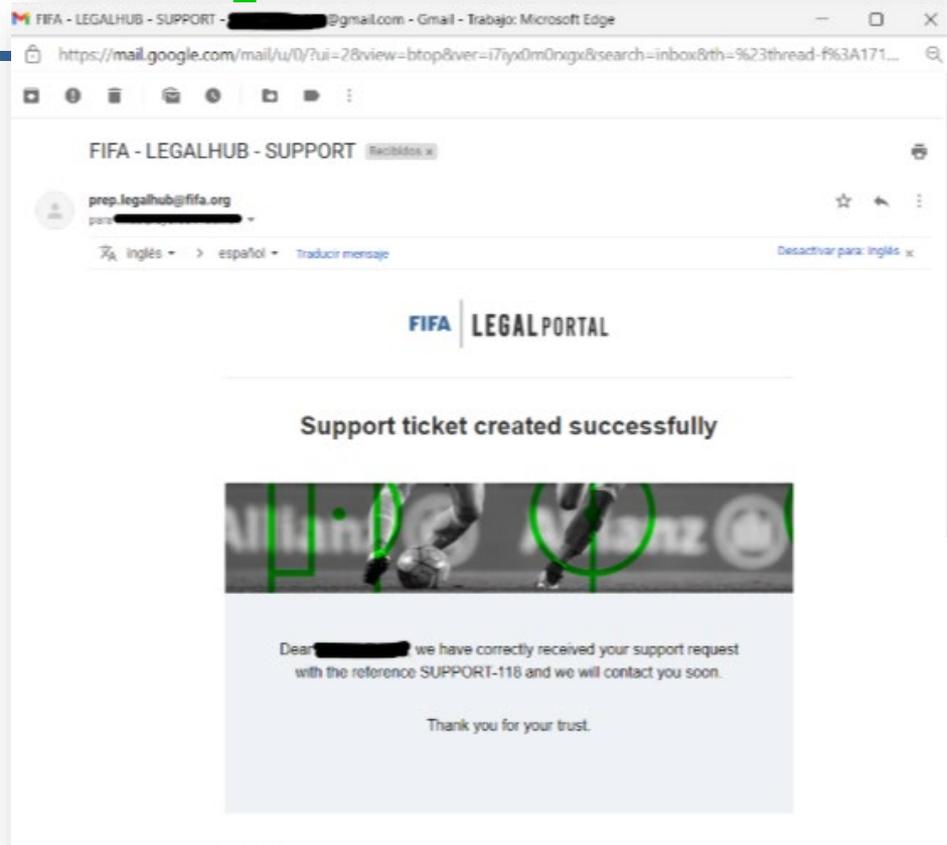
In order to create a support ticket, the only action you have to take is to fill in a description of the issue and press the send button.

Your ticket will be managed by FIFA to improve your experience in the portal.



Help Center

Once you have sent the support ticket you will receive an email confirming that your support ticket has been created successfully.



Thanks

