

**Questions asked during the 1st online WAKO webinar held on 17th February 2026
about new registration procedures by RSportz and Sportdata**

- 1) **If someone competes and also acts as a coach/referee, do they need both passes, or is one multi-event pass enough?**
They need **both**: an **Athlete Pass** and an **Officials Pass**.
- 2) **Can I import a list of members and mark the WAKO Pass as already paid (similar to how we used to do it for NF membership)?**
No. You can import members and assign passes, but **only WAKO International can mark WAKO Pass payments as paid**. For offline payment, create a payment reference (PDF) via '**Mark/Skip online payment**' and send it to WAKO for invoicing and approval.
- 3) **Previously, NF memberships had a minimum WAKO fee (about €3). If we set the NF membership fee to €0 now, will RSportz still charge a fee per assigned member?**
No. The previous embedded 'WAKO fee' in NF membership is removed. If your NF membership was only €3, it should now be **€0**. If your NF membership was higher (e.g., €10), the **total stays the same** (your federation's pricing decision).
- 4) **When will the Sportdata restrictions (validation checks) be active for the WAKO Pass?**
The Sportdata validation/enforcement goes live on **18 February 2026**.
- 5) **Why can't we edit a member's date of birth, gender, or first/last name?**
These fields are locked to prevent misuse and identity substitution. Corrections must be handled through WAKO approval channels.
- 6) **When I press Renew, it doesn't show everyone who is expired. I have to search manually.**
For single renewals.
Use the Expired/Expiring filters to find members. If a member's previous NF membership was unpaid, they may require individual renewal via Edit Member and/or action by the National Federation (depending on federation policy).

For bulk renewals.

Use the Renew/Approve (bulk) option and apply the Expired/Expiring filters. Members with previously unpaid NF memberships may need individual handling depending on NF policy.
Demonstrated live in the webinar.

7) If we set NF membership to €0 and (theoretically) don't use WAKO Pass at all, will we receive any invoice from RSportz?

If there are no payable items, there is nothing to invoice. Note: for competition participation, a WAKO Pass is required (local, national, and international competitions).

8) From when is the WAKO Pass required?

The Sportdata enforcement starts on 18 February 2026. From that date, you cannot register anyone to competitions without the required pass.

9) If a member pays for a WAKO pass in May, is it valid until May next year?

Yes only for multi-event/officials pass is valid for 12 months from the payment date (e.g., May 2026 → May 2027). If single event pass is purchased this expires after the first registration.

10) Is there any RSportz support? I opened a ticket (no response), and now the support page doesn't work.

For issues, contact: wako-support@rsportz.com

11) Where can we find video instructions? Can you share the link?

Video tutorials: <https://www.youtube.com/@rsportz-wakosupport9033>

12) Is it mandatory to register officials for national competitions?

Yes, will need a valid Officials Pass.

13) We have a national tournament in 11 days. The changes are very short notice. What do you recommend?

Online payment:

Once paid, the status updates immediately and registration can proceed.

Offline (invoice) payment:

The National Federation can generate a payment reference (PDF) and request an invoice from WAKO International; registration is possible after WAKO confirms payment receipt.

Video tutorial on how to request an invoice:

<https://youtu.be/YgQe87Za8H0?si=Cv10xGnhgWTv1liG>

14) Can we lock it so the National Federation cannot pay for clubs, and clubs must pay themselves?

At the moment, there is no lock to prevent NF-level payments. Recommended approach: NF forwards the payment information to clubs and requires clubs to pay directly and promptly.

15) How can a member with a 'Never Expires' membership register as a coach? They don't see an Official WAKO Pass option (only Single/Multi).

From 18 February 2026, coaches/referees/officials must have a valid Officials Pass to register to competitions. 'Never Expires' club-type memberships are not sufficient for WAKO event registration; the required membership is the NF-approved membership plus the correct Officials Pass.

16) I noticed the Single-Event Pass sometimes expires one month after purchase. Shouldn't it expire immediately after the first Sportdata registration?

Yes. The Single-Event Pass should expire after the first successful competition registration. If a pass expired without being used to register, the team will adjust it so it can still be used for that one registration.

17) What happens to athletes already registered to an event (e.g., Athens Challenge) without a WAKO Pass?

The athlete (NF) should pay online for a single event or multievent pass in this case post the event. With enforcement starting 18 February 2026, registrations will require a valid pass. The team has the list of affected registrations and will coordinate follow-up via National Federations. If someone is already registered to a competition, they can still participate in that competition; additional registrations will follow the new checks.

18) Some members paid in December 2025 and then paid again in January 2026. Will refunds be possible?

This is being reviewed with WAKO International and the relevant National Federations. Refunds are easiest for online payments (card/Stripe). For very small amounts, transaction fees may exceed the refund value; a practical approach will be agreed and communicated case-by-case.

19) Can you show again what we see in 'Pay for my members' and how offline payment works?

Online payment: go to Pay for my members, select members, proceed to card payment.

Offline (invoice) payment: available **only for National Federations**. In Pay for my members, select members, choose Mark/Skip online payment, download the PDF payment reference, send it to WAKO to receive an invoice, pay the invoice, then WAKO marks the members as paid after funds are received. Demonstration online in the webinar.