



The FIVB Media Club and Online Accreditation

Frequently Asked Questions (FAQ)

1. I have changed my media organisation, how do I update my media organisation with the new one in my FIVB Media Club account?

In order to update and change your media organisation in your FIVB Media Club account, please send an email to the FIVB Communications Department at press@fivb.org with the following details:

- Name of new media organization
- Postal Address
- Contact numbers and email
- Type of media eg. Newspaper, website
- Name and contact details of your editor

2. I have forgotten my username and password. How do I generate a new password?

If you have forgotten your username and password, please send an email to the FIVB Communications Department at press@fivb.org and request to have your login details regenerated.

3. While registering for the FIVB Media Club, I am having trouble uploading an identification photo. Why can't I upload a photo?

A picture of a **minimum** size of 590 x 710 pixels **must** be uploaded or you may receive an error message and the registration will not be complete. Please check that your image is the correct size and re-upload your photo.

4. Why haven't I heard anything back about my application?

In accordance with the FIVB process, we check all FIVB Media Club and Accreditation requests with the national federation concerned. Once this process is complete and the media person has been approved by the national federation, they will gain access to the FIVB Media Club.

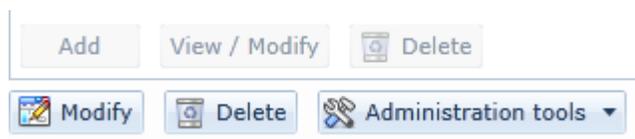
If you have not heard anything back concerning your application, it is still pending and awaiting a response from your national federation. To speed up this process, please contact your National Federation for further information.

5. I would like to attend an FIVB event. How do I add an accreditation request to my account?

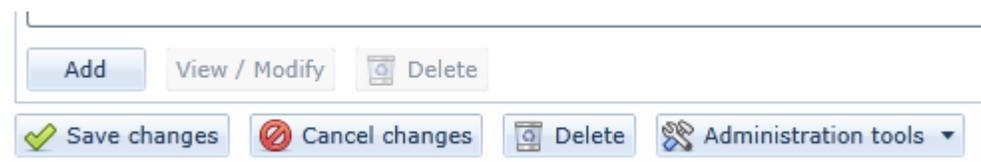
Log into your FIVB Media Club account via <http://www.fivb.org/vis2009/> and go to the “My Accreditation” tab on the menu.



Select “Modify” and then “Add” in order to select the FIVB events that you would like accreditation for.



Once you have selected the events you would like to attend, click “Save changes” to place your accreditation request.



Please refer to the [FIVB User Reference Guide](#) for further information on how to fill in the online form and how to navigate and apply for accreditation once you have received your login details.