

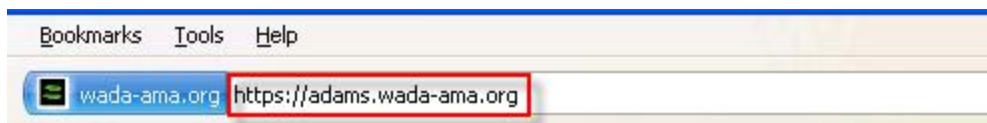
# Logging in - Laboratories

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## The ADAMS URL

Enter the ADAMS address in the URL box of your browser: <https://adams.wada-ama.org>




**IMPORTANT:** Always include the "s" in the https part of the site address.

The first time you access ADAMS, it is recommended to type the address as shown above, instead of clicking a URL hyperlink from a document. Clicking a hyperlink may have caused access issues in the past on some specific platforms and browsers.

## The ADAMS Login

1. Enter the Username and Password you received from your ADAMS custodian organization and click the login button to enter the site



User Name

Password

[Forgot Password](#)

- Make sure that your CAPS LOCK key is not activated when you enter your password. If it is, a pop-up will remind you to turn it off
2. Enter the One-Time Password received either via SMS or generated by your App. Instructions to setup your Two-Factor Authentication can be found [here](#)
  3. Click Login

## Providing contact details

As of March 13<sup>th</sup>, and following a successful login, ADAMS will be requiring all users to provide an email address and optional mobile phone number. The purpose being:

- To ensure that all users are able to request a temporary password from the system rather than having to contact their organization administrator (email).
- To provide an additional login method should users forget the answers to their Personal Verification Questions (PVQ) (Mobile phone number).

## Providing your email address or mobile number

**Contact Details**

Please provide your contact details. After this information is validated, it will be used to send temporary code as an alternate login method.

**Email address\***:

**Mobile phone number:**

## Validating your email address or mobile phone number

The user's contact details available on the athlete profile or ADO user account must be validated as per instructions hereunder.

## Contact Details

Your details currently on file have not been validated, please enter the code received in the field below.

**Email address:** [redacted]@wada-ama.org

**Email confirmation code:** [input field] [Resend code](#)

**Mobile phone number:** +417 [redacted]

**Mobile phone number confirmation code:** [input field] [Resend code](#)

[Confirm](#) [Edit](#)

To confirm validation codes

To edit contact details

Resend validation

It is possible for each user to update the information using the "Edit" button on the contact validation page.

## Alternate login options (only for users with two-factor active)

With a validated mobile phone number, users will be offered to received a one-time password via SMS should they forget the answers to their Personal Verification Questions (PVQ).

1. On the security question page, click the "Alternate login option" link

Security questions

For security reasons, you are required to answer the selected challenge question you previously provided. Note: your answers are case sensitive.

Question: As a child, what did you want to be when you grew up?

Answer: [input field]

Trust this device in the future:

[continue](#)

[Alternate login options](#)

2. Select the option available. (the validation code is valid for 24 hours)

## Alternate login options

Please select one of the following alternate login option(s):

[Send a one time SMS code to my registered mobile phone number \(\\*\\*\\*\\*\\*1514\).](#)

[Go Back](#)

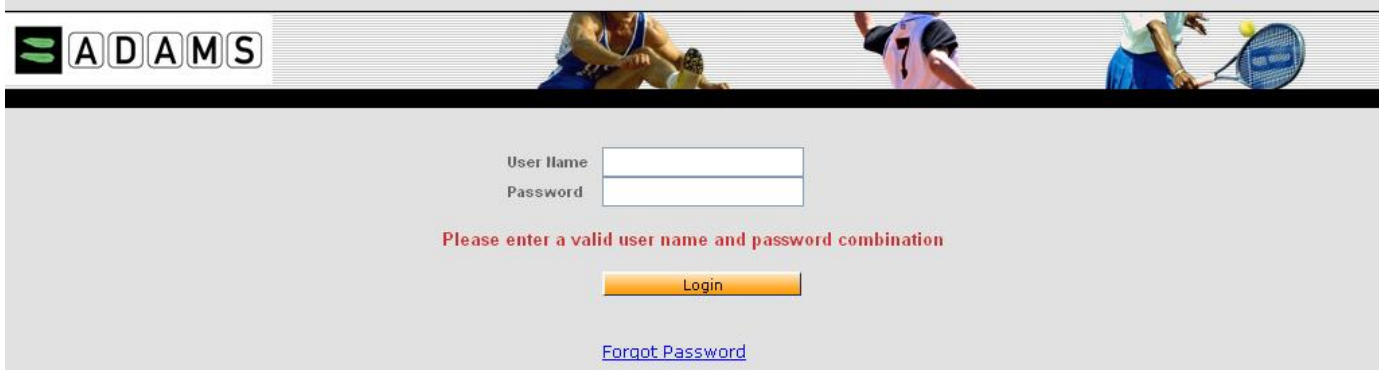
[submit](#)

The temporary password is valid one time for 24 hours

## Problems Logging In

## Incorrect Username / Password

If you enter an incorrect username and password combination once or twice, ADAMS will display an error message:



The screenshot shows the ADAMS login interface. At the top left is the ADAMS logo. To the right is a banner image of three athletes in action. Below the banner are two input fields: "User Name" and "Password". A red error message reads: "Please enter a valid user name and password combination". Below the message is a yellow "Login" button and a blue link for "Forgot Password".

## Temporary Lock

If you enter an incorrect username and password combination at least three times in a row, ADAMS will lock you out for 60 minutes and display a message suggesting that you use the Forgot Password link:



The screenshot shows the ADAMS login interface. At the top left is the ADAMS logo. To the right is a banner image of three athletes in action. Below the banner are two input fields: "User Name" and "Password". A red error message reads: "Login problems? Please use the Forgot Password link below". Below the message is a yellow "Login" button and a blue link for "Forgot Password".

During that temporary lock period, entering the correct password will not work. However, you may contact your custodian organization or request a temporary password – see below.

## Permanent Lock

If you enter an incorrect username and password combination at least nine times in a row, ADAMS will lock you out "permanently". At this stage you will have to contact your ADAMS custodian organization to have your password reset. The temporary password will not work if you are permanently locked out.

## Forgotten User Names

Contact your ADAMS custodian organization if you forgot your ADAMS username.

## Forgotten Passwords

You can click the "Forgot Password" link at the bottom of the ADAMS Login page, which will display the Forgot Password page:

Forgot your password? Please enter your username and email to start the password recovery process. This procedure will only work if your email is registered in your ADAMS profile!

User name\*   
Email\*

If you don't know your User Name or don't have an email address in your ADAMS profile, please contact your sport organization to have your password reset.

Country:    
NADO  IIF

[back to login page](#)

If you forget your password, you have two options:

**1. Request a Temporary Password:** If your ADAMS profile contains your email address, you can request a temporary password through email. Simply enter your username and email address – the same as the one saved in your ADAMS profile – in the upper section of the screen, then click the submit button:

A new temporary password will be sent to the email address in your ADAMS profile shortly, and must be used within 24 hours. If you do not receive the email within the next 15 minutes, please contact your custodial organization.

[back to login page](#)

ADAMS will then send you an email containing a temporary password, which you must use within 24 hours. If you do not receive an email within 15 minutes of submitting the request, verify your spam blocker if any – since the ADAMS email could have been intercepted – then contact your ADAMS custodian organization.

**2. Contact your ADAMS custodian organization:** Your ADAMS custodial organization can reset your status in ADAMS, and issue a new password if required. If your custodial organization is a NADO or a National Federation, you can find their coordinates in the lower section of the Forgot Password page: select the country from the drop-down box; if the organization is a National Federation, click the NF radio button, search the sport and discipline (enter a few letters and click the magnifying glass), select the sport and discipline; then click the search button:

The screenshot shows the 'Forgot Password' page with the following elements:

- Header: "If you don't know your User Name or don't have an email address in your ADAMS profile, please contact your sport organization to have your password reset."
- Country: A dropdown menu set to "SWITZERLAND".
- Organization: Radio buttons for "NADO" (unselected) and "IIF" (selected).
- Sport-Discipline: A search box containing "athl" with a magnifying glass icon to its right.
- Search Results: A list of options including "Athletics", "Athletics | Athletics", "Athletics | CISS Athletics", "Athletics | Combined", "Athletics | Cross Country", "Athletics | Discus Throwing", "Athletics | Field", and "Athletics | Indoor Athletics". The "Athletics | Field" option is highlighted in blue.
- Buttons: "search" (yellow), "select" (yellow), and "Cancel" (yellow).
- Red arrows point to the Country dropdown, the IIF radio button, the Sport-Discipline search box, the magnifying glass icon, and the "select" button.
- Footer: [back to login page](#)

## Changing the Password

ADAMS will prompt you to change your password:

- If you login to ADAMS with a temporary password, or
- On a regular basis, for security purposes.

## Change password

- The current password cannot be reused.
- Password length must be at least 8 characters

Current password

New password

Repeat New Password

confirm

You can also change your password from the User Preferences. Please see the Users Preferences / Password Change section for more details.