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FREQUENTLY ASKED QUESTIONS
Athlete Central

Whereabouts

1. What are Whereabouts rules?

Whereabouts rules, which are a key component of global sport's crucial out-of-competition testing programs, are part of the [International Standard for Testing and Investigations (ISTI)](#). The rules require a limited number of top-level athletes within a Registered Testing Pool (RTP) to provide their Anti-Doping Organization with details of where they can be found to support out-of-competition testing.

2. Why are Whereabouts important?

Because out-of-competition doping controls can be conducted without notice to athletes, they are one of the most powerful means of deterrence and detection of doping and are an important step in strengthening athlete and public confidence in doping-free sport. Accurate whereabouts information is crucial for anti-doping programs, which are designed to protect the integrity of sport and to protect clean athletes.

3. Who is required to provide Whereabouts?

The rules require a limited number of top-level athletes within a Registered Testing Pool (RTP) to provide their Anti-Doping Organization (ADO) with details of where they can be found for one hour every day. ADOs may also identify other pools of athletes who may be required to provide less detailed information.

The pool of highest-priority athletes (the RTP) is established separately at the international level by International Federations (IF) and at the national level by National Anti-Doping Organizations (NADO). These athletes are subject to focused in-competition and out-of-competition testing as part of that IF's or NADO's test distribution plan and therefore are required to provide Whereabouts information as provided in Article 5.6 of the World Anti-Doping Code as well as the International Standard for Testing and Investigations.

4. What kind of Whereabouts information do athletes need to provide?

If athletes are asked to provide Whereabouts information by their Anti-Doping Organization, they may be required to provide information such as:

- residence and mailing address
- training information and locations

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- competition schedules
- regular personal activities such as work or school

For those few athletes included in a Registered Testing Pool, one 60-minute time period a day, where they will be available for testing, must also be provided.

General

5. What is Athlete Central?

Athlete Central is WADA's new App that will facilitate athlete compliance with Whereabouts rules under the global anti-doping program.

6. Who can use Athlete Central?

Athletes within a Registered Testing Pool (RTP) who are required to provide their Anti-Doping Organization (ADO) with details of where they can be found for one hour every day. Athletes who are not in an RTP but are providing Whereabouts may also use Athlete Central.

7. Were athletes consulted on the development of the new Whereabouts App?

Prior to initiating development of Athlete Central, WADA's project team actively sought athlete feedback to better understand their needs through surveys and face-to-face interviews. The team was pleased to receive 2,500 unique athlete submissions that then shaped the App's specifications. In addition, in the lead-up to its November 2019 launch, some Anti-Doping Organization staff have been testing the App and a significant number of active athletes have been trialing it to file their Whereabouts.

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Usage

8. When will Athlete Central become available?

Athlete Central will be available for download and use as of 27 November 2019. It will be available for download from the Apple Store and Google Play.

9. Where can Athlete Central be downloaded?

Athlete Central is available for download from the Apple Store and Google Play.

10. How do athletes log in the first time?

The first time athletes log in to Athlete Central, they will need to use the user name and password they have used for the regular ADAMS website, or the old ADAMS App. If they do not have a username and password, they should contact their Anti-Doping Organization.

Once athletes have logged in for the first time, they will be provided the option to use two-factor authentication and will be required to set up Security Questions to further strengthen the integrity of their personal information. WADA recommends athletes activate this feature. Doing so entails use of a temporary one-time password (TOTP) that ensures the user of account credentials is legitimate.

Once athletes gone through this process, if their smartphone has biometric access features such as thumbprint or facial recognition, they can choose to use biometrics to access Athlete Central. From the dashboard, they can tap 'Settings' and in the "Quick login options", enable the PIN code and enable Biometric authentication. The PIN Code is only intended to be used if the biometrics on the athlete's device are not functioning properly.

11. What will happen to the previous Whereabouts app?

Athlete Central replaces the old Whereabouts App. The old App will be decommissioned and no longer operational starting in the first quarter of 2020.

12. Can athletes still log their Whereabouts using the web?

Yes, athletes can use the Athlete Central App using their mobile phones or the web feature through ADAMS.

Features

13. Does Athlete Central feature location-based services?

Yes. Athletes can choose to create a new address using their GPS localization similarly to Google Maps. A user guide is available within the app, as well as a list of Frequently Asked Questions which might be helpful to them. Should athletes have questions or concerns, they can quickly find the contact details of their Whereabouts Custodian Organization from the help section of the App.

14. Do athletes have to enter previously used addresses every time they log new entries?

No. Athlete Central keeps addresses that have been used, to assist athletes in their entries by predicting a location they may be entering to save time. Additionally, Athlete Central utilizes mapping technology to help locate addresses nearby when they may be unsure of a location's address. These locations are also stored in the 'Address Book' to make future entries smarter and faster.

15. What is Single Sign-On (SSO)?

When athletes first log in with the new Athlete Central, they will need to set up Single Sign-On (SSO). SSO is an authentication process that allows a user to access multiple applications with one set of login credentials. A user guide is available within the app, as well as a list of Frequently Asked Questions. Should athletes have questions or concerns, they can quickly find the contact details of their Whereabouts Custodian Organization from the help section of the App.

16. Can athletes log in into Athlete Central using biometric features such as thumbprint or facial recognition?

Yes. Once athletes have logged in for the first time, if your smartphone has biometric access features such as thumbprint or facial recognition, their can choose to use biometrics to access Athlete Central. A user guide is available within the app, as well as a list of Frequently Asked Questions.

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17. Does Athlete Central allow for push notifications?

Yes. Athlete Central includes optional push notification reminders if athletes wish to receive customizable reminders regarding their 60-minute time-slots.

A user guide is available within the app, as well as a list of [Frequently Asked Questions](#). Should athletes have questions or concerns, they can quickly find the contact details of their Whereabouts Custodian Organization from the help section of the App.

18. Does Athlete Central have a 'Travel' entry option?

Yes. For instances where indicating a fixed 60-minute or overnight accommodation location may be problematic due to extensive travel, Athlete Central also includes a 'Travel' entry option. This option is only intended for exceptional situations when providing location details is not possible – transcontinental overnight flights for example.

19. Is Athlete Central available for athletes with impairments?

Yes. Athlete Central has been designed in such a way as to optimize accessibility for athletes with impairments. Athlete Central adheres to the Web Content Accessibility Guidelines (WCAG) 2.0 standard, which is designed to make content more accessible to a wide range of users.

20. In how many languages is Athlete Central available?

Athlete Central will at first be available only in French and English – WADA's two official languages.

However, as further translation work is completed, Athlete Central will offer multiple languages just like the ADAMS Web Application. ADAMS is currently available in: English, French, Japanese, Spanish, German, Arabic, Russian, Dutch, Finnish, Italian, Chinese, Portuguese, Portuguese Brazil, Korean, Hungarian, Czech, Bulgarian, Serbian, Polish, and Turkish. WADA will continue to add more languages over time.

21. How secure is the App?

In everything it does, WADA takes the issue of privacy and information security extremely seriously. In 2018, WADA introduced enhanced security features and protocols for ADAMS, including automated notifications to ADAMS users in the event of atypical account activity,

encryption at rest (in addition to existing in-transit encryption), enhanced intrusion detection logging and monitoring, and strengthened ADAMS access and authentication controls such as improved user oversight and management, two-factor user authentication, and automated session timeouts or lockouts. For more information please consult ADAMS Privacy and Security Frequently Asked Questions.

Assistance

22. Who should athletes contact in the event that they are having issues logging in?

In case of login issues, the athlete's Whereabouts Custodian is the one the athlete needs to contact as they are the only ones who have the necessary edit rights to manage their account and profile.

The contact details of the Whereabouts Custodian are accessible from the help section under Whereabouts Custodian Organization.

23. What happens if athletes encounter a problem while logging their Whereabouts?

If athletes encounter a problem while providing Whereabouts information, they can contact their Whereabouts Custodian. Whereabouts Custodian contact details can be found from the help section under Whereabouts Custodian Organization.

ADAMS

24. What is ADAMS 'Next Gen'?

The Anti-Doping Administration and Management System (ADAMS) is a secure and free, web-based system that centralizes doping control-related information such as athlete Whereabouts, testing history, laboratory results, the Athlete Biological Passport, Therapeutic Use Exemptions (TUEs) and information on Anti-Doping Rule Violations.

In 2017, significant upgrades to ADAMS' underlying infrastructure laid the foundation for the complete rebuild of ADAMS which will serve all athletes and anti-doping stakeholders better going forward. Referred to as the 'Next Gen' ADAMS, the rebuild prioritizes mobility of ADAMS use, enhanced connectivity, reliability and performance, as well as general usability. All of ADAMS' new features are also designed with privacy, information security, and transparency for end users as a priority.

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Planning and development of the 'Next Gen' ADAMS first focused on an all-new Whereabouts application, Athlete Central. Other modules are to follow, which WADA will communicate to stakeholders in due course.

25. How many modules are included as part of ADAMS 'Next Gen'?

All modules of Classic ADAMS are being replaced in sequence one at a time. In addition to Athlete Central, the new Whereabouts app, ADAMS 'Next Gen' will soon be introducing:

- Paperless doping control system
- Testing Center
- Enhanced security features and protocols
- All other replacement modules.