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The creation of accounts on the internet to access the service of Tinored, which is a possibility that Joven Club offered as part of the efforts to counter the coronavirus epidemic in Cuba, is only available to users that are part of a private data network.

That was clarified to the Cuban News Agency by Alexander Díaz Meriño, head of the Institutional Communication Office of Joven Club, who also explained that many users have been trying to access that option using mobile data and an error pops up on the website because it is not open to that network.

In order to access Tinored, the clients must meet three criteria: having an access point or an administrator that provides the service, having a permit-or being included in the permit of an administrator-, and having an activated Joven Club account.

The institution, which is known as the computer of the Cuban family, advises the users to reach out to local network administrators for them to follow the procedure if they meet the aforementioned requirements.

To create an account, which is an option that is only available in the capital city, it will be necessary to access the page <https://clientes.jovenclub.cu> [1] and fill out the form; from that point on, Joven Club has five working days to activate the account and send the notification to the client through the email provided in the request.

Every time we deal with a new matter, we receive concerns from the clients and in addition, everything related to Tinored spreads very quickly due to the amount of services that it offers, stated Yoelkis Pérez Díaz, customer attention specialist from the Institutional Communication Office.

He also informed that up until May 6, 518 doubts from the population were received through different communication channels, more than 50% of which were about that service.

As a contribution to the fight against COVID-19, last March 25, Joven Club announced the temporary shutdown of it 657 facilities until further notice; and even though services that entailed direct contact with the general public were eliminated, others like the transfer of information and the Mochila product, and the decontamination of devices are still active.

Links

[1] <https://clientes.jovenclub.cu>