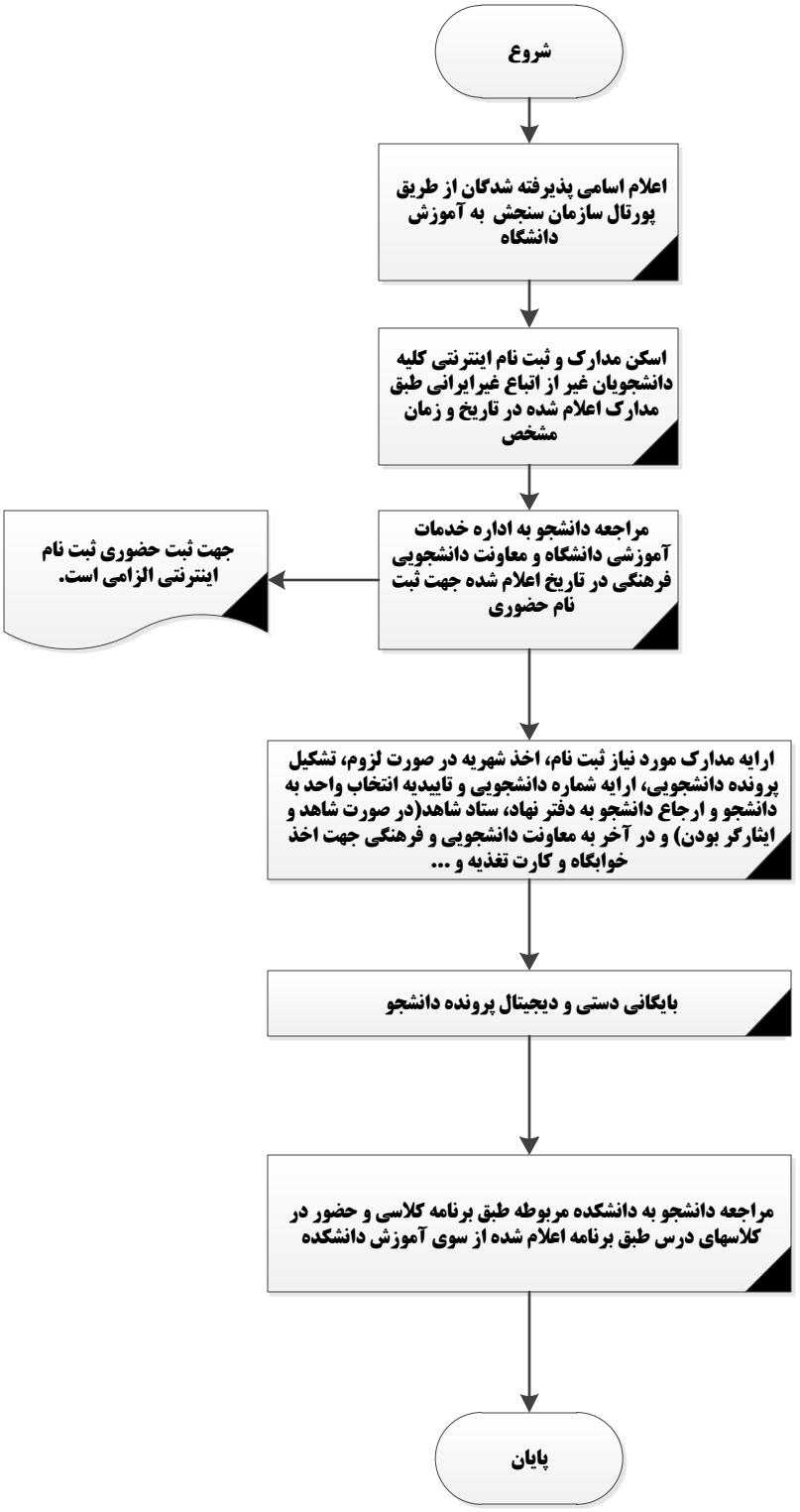فرایند ثبت نام