

PLAYHQ ONBOARDING & TRAINING RESOURCES (CLUBS)

CLUBS – SUMMER 2023-24



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ON-BOARDING CHECKLIST

PRE-SEASON (ADMIN SITE – <https://ca.playhq.com>)

- ☐ Request and activate your PlayHQ Login

ORGANISATION DETAILS

- ☐ [General Details](#) (Logo, Contact, Address, Formats)
- ☐ Association / Club Contacts list
- ☐ Notifications (see Transfers and Permits)
- ☐ [Admins Created](#)
- ☐ [Create Vouchers](#) (if applicable)
- ☐ [Payment Details](#) Submitted (if applicable)
- ☐ [Family Member Discounts](#) (if applicable)
- ☐ [MailChimp Integration](#) (if applicable)

Click the links above for video resources

STARTER CHECKLIST – CLUB REGO

SETTING UP REGISTRATIONS (Admin Site) – CLUB CRICKET

- ☐ Step 1 – [Accept Competition Invitation](#)
- ☐ Step 2 – Created Participant to Club [Registration Form](#)
 - ☐ Create and link custom questions (if applicable)
 - ☐ Create and link Merchandise (if applicable)
 - ☐ Set player fees and variants (if applicable)
 - ☐ See Participant to Club Team Form suggestion **(page 31)**
- ☐ Step 3 – [Create all Teams](#)
- ☐ Step 4 – [Allocate Teams](#) to Grades
- ☐ Step 5 – [Allocate Players](#) to Squads

These steps refer to those using the Admin site – <https://ca.playhq.com>

CLUB STARTER TRAINING – [CLICK HERE FOR THE FULL PLAYLIST](#)

STARTER CHECKLIST – PROGRAMS

SETTING UP PROGRAMS (Admin Site) – CRICKET BLAST

- ☐ Step 1 – Select Cricket Blast program
- ☐ Step 2 – Select Season (Summer 23/24)
- ☐ Step 3 – Create Groups
- ☐ Step 4 – Create Registration Form
 - ☐ Create and link custom questions (if applicable)
 - ☐ Create and link Merchandise (if applicable)
 - ☐ Set player fees and variants (if applicable)

These steps refer to those using the Admin site – <https://ca.playhq.com>

REFER TO CLUB STARTER TRAINING – [CLICK HERE TO VIEW / DOWNLOAD](#)

CLUB MANAGER CHECKLIST

TEAM MANAGEMENT (Admin Site)

- ☐ Share Registration Resources with players (if applicable)
- ☐ [Allocate Players](#) to Squads
- ☐ [Complete Transfer and Permits](#) (if applicable)
- ☐ [Utilise Participant and Financial Reports](#)

RESTRICTED ADMIN ACCESS

- ☐ Coaches and Managers / Scorers register online
- ☐ [Coaches and Managers / Scorers allocated](#) to their Team(s)
- ☐ Game Day team selection (when fixtures are published)

These steps refer to those using the Admin site – <https://ca.playhq.com>

GAME DAY & E-SCORING CHECKLIST

TEAM SELECTION (depending on your personal access type)

- ☐ Team Selection via Game Day (Admin Site – <https://ca.playhq.com>)
- ☐ Team Selection via My Teams (Public Site – www.playhq.com)
- ☐ Team Selection via E-Scoring (E-Scoring Site – <https://ca.score.playhq.com>)

MATCH RESULT ENTRY / EDITS

- ☐ [Enter / Edit Match Result](#) (Admin Site – <https://ca.playhq.com>)
- ☐ Enter / Edit Match Result (Public Site – www.playhq.com)
- ☐ [Enter / Edit Player Stats](#) (Admin Site – <https://ca.playhq.com>)
- ☐ Enter / Edit Player Stats (Public Site – www.playhq.com)

ELECTRONIC SCORING (<https://ca.score.playhq.com>)

- ☐ Match Setup
- ☐ Scoring Scenarios
- ☐ Mid-Match editing / team updates
- ☐ End of Match process

REFER TO E-SCORING TRAINING – [CLICK HERE TO VIEW / DOWNLOAD](#)



QUEENSLAND
CRICKET

PLAYHQ PROPERTIES

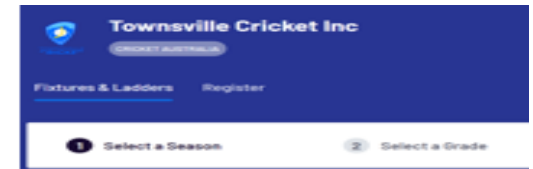
ADMIN SITE (<https://ca.playhq.com>)

- Manage your Club / Association
- **CLUB STARTER TRAINING**



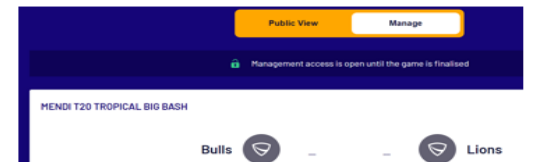
PUBLIC SITE (www.playhq.com)

- Search for your Club / Association page
- Houses fixture & registration information



MY TEAMS (via Public Site)

- Used by Coaches / Managers for team selection and results
- Restricted to their allocated teams
- **CLUB MANAGER TRAINING**



E-SCORING SITE (<https://ca.score.playhq.com>)

- Used to score matches
- **GAME DAY & E-SCORING TRAINING**



PLAYCRICKET APP (formerly called MyCricket App)

- Continues as normal but now taking data from PlayHQ
- Will eventually house all historical stats in one place



PlayCricket
Fixtures, Results & Ladders

OPEN

WHICH SYSTEM TO USE

PRE-GAME (BEFORE MATCH DAY)

- Selecting the playing team for your match – **Admin or My Teams**

MATCH DAY (if scoring live)

- Finalise playing team – **Admin** (Permits) or **E-Scoring** (Fill-Ins if needed)
- Finalise the playing group – **E-Scoring**
- Score the match including editing – **E-Scoring**
- Submit the match result -> sync -> logout – **E-Scoring**

POST MATCH

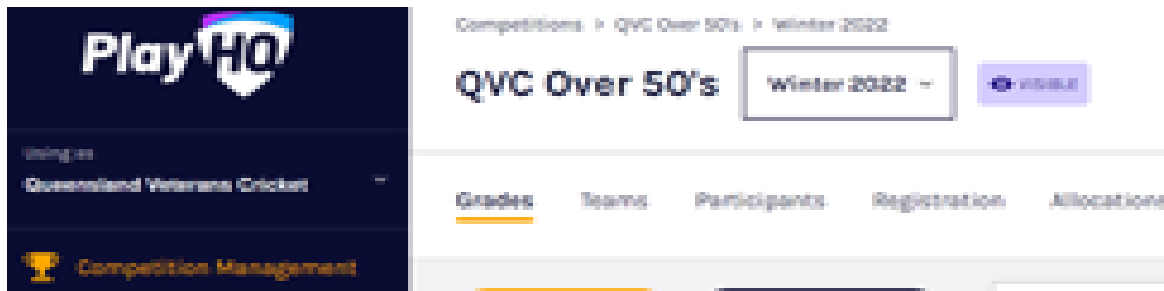
- Manually enter or edit a finalised match result – **Admin**
- Manually enter or edit player stats – **Admin or My Teams**

Recommend Match Result entry via E-Scoring where possible

ADMIN SITE – TASKS

REGISTRATION & PRE-SEASON (<https://ca.playhq.com>)

- Complete the 5 Registration Steps (Club Starter)
- Allocate your Players to Squads (via Competitions -> Teams Menu)
- Including your Coaches and Managers (Scorers):
 - They register online -> you assign to Squads
 - Gives them restricted access via My Teams instead of full Club Access
- Complete player movement (Transfers and Permits)
- Game Day menu for weekly Team Selections and Results
 - Includes ability to add registered players, complete Permits and enter Fill-In players
- Assign full Admin Access



PLAYHQ ADMIN SITE

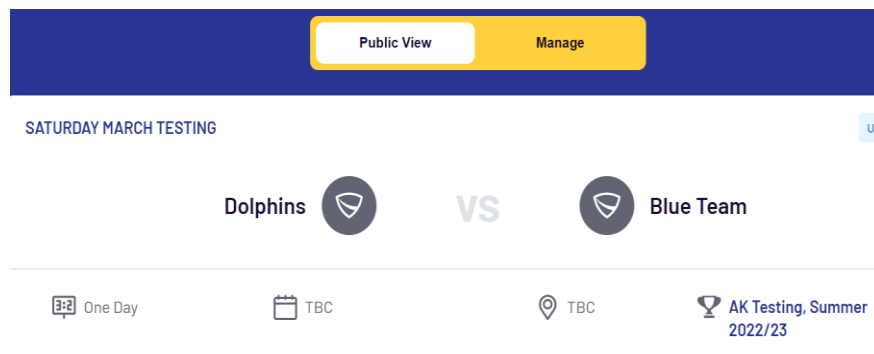
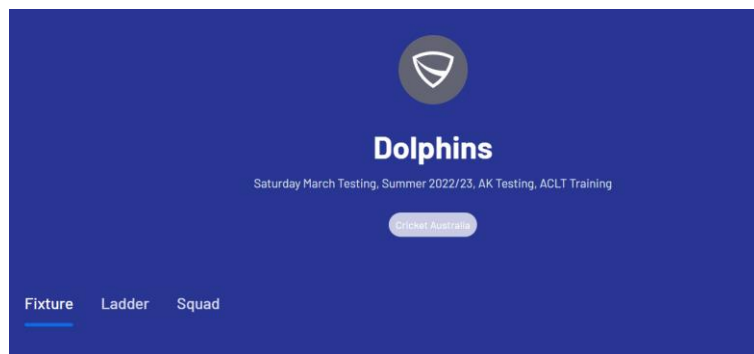
USED TO COMPLETE (<https://ca.playhq.com>)

- Create and Manage Registrations
- Create Teams and nominate to Grades
- **Allocate to Squads (Players, Coaches and Managers / Scorers) via Competitions menu**
- Initiate Transfers and Permits
- Reporting
- **Team Selections via Game Day menu (pre-match only)**
- **Result and Stat entry / edit via Game Day menu (post-match only)**
- Create full Admin access

MY TEAMS (For Clubs) – TASKS

RESTRICTED ACCESS TO NOMINATED TEAMS (www.playhq.com)

- Same link to register online as a Coach or Manager (Scorer)
- Club Admins assign you to your Team(s)
- Login and access My Teams to view Squad, make weekly team selections and update player stats
- Clubs can add Electronic Scoring Admin to these accounts



PLAYHQ PUBLIC SITE (MY TEAMS)

USED TO COMPLETE (www.playhq.com)

- Register a Team to Competition (Internal Competitions Only)
- **Register to a Team / Club (Players, Coaches, Managers / Scorers)**

MY TEAMS ACCESS (Team Organisers, Coaches, Managers / Scorers)

- **Enter weekly Teams**
- **Enter / Edit match result**
- **Enter / Edit player stats**

PLAYHQ E-SCORING SITE

USED TO COMPLETE (<https://ca.score.playhq.com>)

- Login with your personal PlayHQ Account (must have Full Admin or My Teams + Electronic Scoring access)
- **Live ball-by-ball scoring of a match (available on phone, tablet or computer including offline scoring)**
- **Home team uses PlayHQ and Away team uses Scorebook / alternate**
- **Team selection / changes before or during a match (including 2 Day)**
- **Scorecard editing (during match)**

POST-MATCH WHEN USING E-SCORING

- **ESSENTIAL** – Submit Match Result -> Sync Final Scores -> End Session

HOW YOU CAN ACCESS EACH SYSTEM

TO ACCESS THE ADMIN SITE (<https://ca.playhq.com>)

- You have had Full Access granted / created
 - Granting Electronic Scoring Admin – E-Scoring only

TO ACCESS MY TEAMS (Public Site – www.playhq.com)

- You have Full Admin access OR
- You registered online and been assigned to Team(s) as a Coach or Manager

E-SCORING (<https://ca.score.playhq.com>)

- You have Full Admin access OR
- You have Electronic Scoring Admin access (created by Full Admins)

Recommend all Coaches, Managers and Scorers have either Full Access or a combination of My Teams + Electronic Scoring

ACCESS FOR ROLE TYPE

ADMIN SITE (<https://ca.playhq.com>)

- Anyone who needs full access to your Club (**management committee**)
- Manages registrations, team nomination and squads (**registrar**)
- Manages Financial reporting (**treasurer**)
- Manages player movement (Transfers and Permits)

MY TEAMS (PUBLIC SITE – www.playhq.com)

- Manages weekly team selections (**captain, coach, manager, scorer**)
- Enters / edits match results and player stats (**scorer**)

E-SCORING (<https://ca.score.playhq.com>)

- Responsible for ball-by-ball scoring and/or FrogBox (**scorer**)

ONLINE PAYMENT DETAILS

ADMIN SITE (<https://ca.playhq.com>) ... My Organisation -> Overview -> Payments

PAYMENT GATEWAY

- Stripe Connect (third party) – Participant pay Stripe -> Stripe distribute payment splits to relevant organisations
- Processed within 3-4 business days from registration
- Service Fee – 1.8% (MyCricket was 1.95%)
 - Applies to relevant organisation split only (not total transaction)
 - Clubs can list products as \$0 to remove the Service Fee

PARTICIPANT EXPERIENCE

- Transparent payment splits during registration flow
- Pay the final price on screen (Service Fee applied in backend at each organisation level)

CRICKET BLAST & REFUNDS

CRICKET BLAST (no NRF required)

- Participant registers & insured for that program's length and activities
- Registered to wrong Program / Refund – Help Desk Request / Cancel Rego
- **CA will issue full refund and invoice Club for the difference**
- Cricket Australia [Refund Policy](#) & Cricket Blast [Refund Request](#)

CLUB CRICKET ([NRF required](#))

- From insurance perspective – Cricket Blast and Junior Cricket is different
- All registrations online – no manual movement from Cricket Blast to Junior Cricket (same as MyCricket)

REFUNDS

- CA can [refund relevant NRF](#) fees per their conditions
- Club manually refunds organisation fees already paid to the Club
- No refunds processed from PlayHQ / Stripe

GOVT SPORT VOUCHERS

ADMIN SITE (<https://ca.playhq.com>) ... Settings -> General

PROCESS

- Club enables Government Vouchers for registration type
- Participant enters valid Government Voucher to receive the discount
- **Club must collect and process the Government Voucher from participant**

General Settings

Government Vouchers

Integrations

Available Vouchers

Manage government voucher settings for participants registering to a season. More information can be found about government vouchers on our [support page](#).

Government location	Voucher name	Competitions ⓘ	Local programs ⓘ	Shared programs ⓘ
New South Wales	Active Kids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Northern Territory	Sport Voucher Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Queensland	FairPlay Voucher	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
South Australia	Sports Vouchers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tasmania	Ticket To Play	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Victoria	Get Active Kids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Western Australia	KidSport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Update & Save

Cancel

CLUB ISSUED VOUCHERS


ADMIN SITE (<https://ca.playhq.com>) ... My Organisation -> Overview -> Vouchers

PROCESS


- Club create voucher names, value and number of uses (Activate)
- PlayHQ generates a discount code
- Club shares code for participant to enter at check out

Create a voucher

Voucher type



Standard
Voucher code will only apply to fees set at your organisation.



Voucher details

Voucher name*
It will be displayed at checkout.

Voucher value*

Number of uses*
Number of times of usage for a unique code.

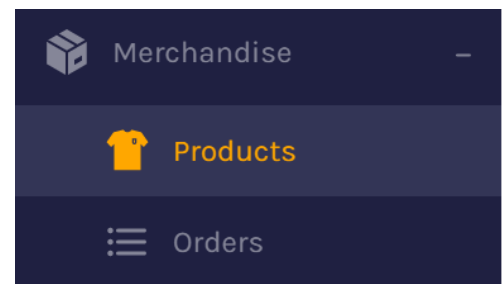
Activate voucher ☒

MERCHANDISE

ADMIN SITE (<https://ca.playhq.com>) ... Merchandise -> Products

USED FOR – Selling products as part of the registration process (eg playing shirt) or as Local Program.

IMAGES – Available to upload



PRODUCT VARIATIONS – You can offer a single product (eg Cap) or variations (eg select own shirt size)

PAYMENTS – Participant makes a single payment at point of registration including any merchandise purchased

ORDERS – Manage internally and select Pick Up or Delivery (managed outside PlayHQ)

PRE-SEASON TRAINING CONTENT

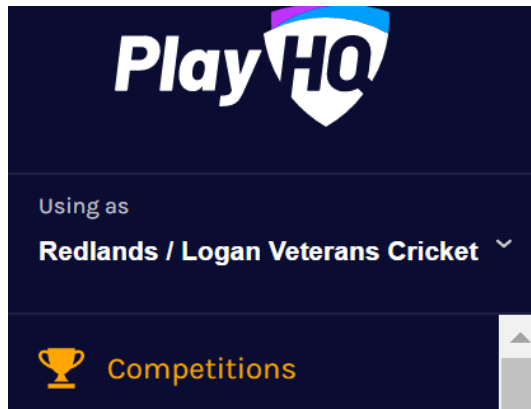
COMPETITION MENU (5 REGISTRATION STEPS)

1. Accept the Invite -> View the Competition
2. Registration menu -> Create your Forms (Junior & Senior)
3. Teams Menu -> Create Team Name
4. Grades Menu -> Expand and add your Team
5. Teams Menu -> View Team -> Players -> Allocate Registered Players

For video resources see Onboarding Checklist within this document (page 3)

For written resources via Cricket Australia – [Click Here](#)

REGO STEP 1 – ACCEPT INVITES



Competitions

My Competitions Invitations¹

SEASON	COMPETITION	ASSOCIATION	DATES	SEASON STATUS
Winter 2022	QVC Over 50's	Queensland Veterans Cricket	09/04/2022 - 28/08/2022	<div>Upcoming</div> <div>PENDING</div> <div>Accept</div> <div>Decline</div>

REGO STEP 2 – CREATE REGO FORMS

My Competitions -> View Competition -> Registration -> Forms

Create a Registration Form – one per Competition / Invitation

- Recommend – Participant to Club Form (Set up Form)
- Create your Custom Questions and Merchandise before this step
- Take note of padlock – Team Nomination dates set by Association
- Once a player is registered they can be moved to multiple teams

Competitions

Junior Comp 1 - Winter 2021

West side Association (no.1)

Grades Teams Participants **Registration** More ▾



Forms Age Groups Custom Fields

Participant to Club

Manage registration settings and fees.



You have not configured a Participant to Club form for this season.

Set up Form

CUSTOM QUESTIONS

ADMIN SITE (<https://ca.playhq.com>) ... Competitions -> View -> Registration -> Custom Fields

REGISTRATION FORM TYPES

- **PARTICIPANT** – Questions to appear on every registration form for that role
- **TEAM** – Used for Team Registrations (eg Rep Cricket)

QUESTION DETAILS

DETAILS

- **Field Label** – Question to ask on the registration form
- **Type** – Response type / options

CONDITIONAL FIELDS – questions with multiple answers that branch off pending response:

- **EXAMPLE** – Do you wish to attend an E-Scoring session?
- Answer: Yes -> Please select a day – Tuesday or Wednesday
- Answer: No -> No further question is asked

REGO STEP 3 – TEAM NOMINATION

Competitions -> View Comp -> Teams tab -> Add Club team OR View to add participants

Competitions

Junior Competition - QC - Winter 2022

ACLT Training

Grades **Teams** Participants Registration More ▾



+ Add club team

Configure Awards

1 - 1 of 1



1 of 1 ▾



TEAM

GRADE

PLAYERS

GENDER

AGE

ID



West Blue

Unallocated

0

Mixed

U12

-

View

1 - 1 of 1



1 of 1 ▾



REGO STEP 4 – TEAM TO GRADE

Competitions -> Grades tab -> Expand the grade using the + icon -> Allocate Team (Reset filters)

Competitions

Junior Competition - QC - Winter 2022

ACLT Training

Grades Teams Participants Registration More ▼



All days ▼

All genders ▼

All ages ▼

Reset

1 - 1 of 1



1 of 1 ▼



U12 Division 1

0 CLUB TEAMS



+ Allocate a Team

1 - 1 of 1



1 of 1 ▼



REGO STEP 5 – ALLOCATE TO SQUADS

Competitions -> Teams tab -> View team -> Players menu -> + Allocate player

Competitions

Gold Coast Juniors - Summer 2022/23

Cricket Gold Coast Ltd

Grades

Teams

Participants

Registration



+ Add club team

Configure Awards

1 - 14 of 14

1 of 1

TEAM

GRADE

PLAYERS

GENDER

AGE

ID



Runaway Bay Navy U18
open div 3

Junior Turf Division 3

0

Mixed

U18

-

View

Allocate Players

All-Stars

Gender

Age Group

From DOB

To DOB

All

U13

DD/MM/YYYY

DD/MM/YYYY

☐ Unallocated

1 - 3 of 3

1 of 1

Jane Doe	U13	01 Jan 2011	All-Stars	Female	Player	<input type="checkbox"/>
Dylan Greg	U13	01 Jan 2011	All-Stars	Female	Player	<input type="checkbox"/>
Kate Kateson	U13	01 Jan 2011	All-Stars	Female	Player	<input type="checkbox"/>

Allocate Players

Cancel



QUEENSLAND
CRICKET

SQUAD ENTRY (Admin Site Only)

- **SQUADS** – All players eligible to be selected in this Team on Game Day
- **PURPOSE** – Reduce list of eligible players for Game Day selection
- Players can be allocated to multiple squads – don't remove players once added to a squad
- Not used for Game Day team selection (weekly playing 11)

The screenshot displays the PlayHQ Admin Site interface. On the left is a dark blue sidebar with the PlayHQ logo and navigation links: 'Using as Runaway Bay Cricket Club Inc', 'Competitions', 'Game Day', 'Programs', and 'Participants'. The main content area is titled 'Competitions Gold Coast Juniors - Summer 2022/23' and 'Cricket Gold Coast Ltd'. Below this are tabs for 'Grades', 'Teams', 'Participants' (which is selected and underlined), and 'Registration'. A search bar with the placeholder 'Search by last name' and a magnifying glass icon is present, along with a dropdown for 'All Roles', an 'All filters' button, and a 'Reset' button. On the right, it shows '1 - 22 of 22' and pagination controls. Below the search bar is a table with the following columns: FIRST NAME, LAST NAME, ROLE, GENDER, D.O.B., TEAM, REG DATE, NEW, and STATUS. The first row of data shows a player with a redacted first name, a redacted last name, the role 'Player', gender 'Male', a redacted date of birth, and a status of 'Active' (indicated by a green pill). A 'View' button is located to the right of the first row.

FIRST NAME	LAST NAME	ROLE	GENDER	D.O.B.	TEAM	REG DATE	NEW	STATUS
[REDACTED]	[REDACTED]	Player	Male	[REDACTED]	-	01 Aug 2022	Yes	Active

SQUAD DETAILS

- Squads can be updated during the season – allows players to be selected in Game Day team line ups
- Don't need to remove players once allocated (ie Game Day selection)
- Add player to any Squad they **might be selected for** (eg A & B Grade)



Competitions > 2022 F2F - QLD - Summer 2022/23 > STARS

STARS

Players

Registrations

Awards

NAME	DOB	GAMES PLAYED	
Nathan Coulter-Nile	06 Jul 1992	112	Unallocate
Ben Dunk	05 Jul 2002	112	Unallocate
Seb Gotch	05 May 2001	112	Unallocate
Peter Handscomb	05 May 2000	111	Unallocate
Nick Larkin	05 May 2002	112	Unallocate

QUEENSLAND

Not Required

FINALS ELIGIBILITY

None

Team Details

GENDER

Mixed

AGE

U17

IDENTIFIER

-

NOTE ON ALLOCATING PLAYERS

USING PARTICIPANT TO CLUB FORMS

- All players register directly to the Club
- Admins need to allocate players to Squads
 - Players listed in alphabetical order
 - Can only filter by Gender or DOB range
- Players can be in more than one Squad (remove unallocated filter)

PLAYERS IN MULTIPLE COMPETITIONS

- Example – Premier Cricket & Brisbane Women's Cricket
- Follow the Permit process

COACHES AND MANAGERS (SCORERS)

- Follow the same process and allocate per role on the right side

OPTION TO MINIMISE ADMIN WORK

PARTICIPANT TO CLUB TEAM FORM

- Create your Form & Create your Teams
- Participant registers directly to that team
- **Recommended way to target returning participants**

WHY IS THIS BEST PRACTICE ADVICE

- Removes Step 5 – manually Allocating Players to squads
- Send a unique link to members of a team from last season
- Capture current group to return ahead of next season

HOW TO CREATE THIS PROCESS

- Create your Participant to Club Form (Step 2)
- Create your Teams (Step 3) -> Share unique team link
 - Team Registration link must be shared directly, not available to search

Process courtesy of Toombul District Cricket Club (Brisbane)

CLUB TEAM LINKS

PROMOTION PROCESS

- New Players / General promotion – Participant to Club link (PlayCricket)
- Returning Players / Same Team – Participant to Club Team link (below)



Competitions > Junior Competition - Summer 2023/24 > Townsville Wests U13 Blue

Townsville Wests U13 Blue

Players Registrations Awards

Players

NAME	DOB	GAMES PLAYED
+ Allocate player		

Grade Details

GRADE

Unallocated

FINALS ELIGIBILITY

None

Team Details

GENDER

Mixed

AGE

U13

IDENTIFIER

-

PARTICIPANT REGISTRATION LINK

<https://www.uat.playhq.com/cricket-australia/register/ca9302-1873c9be>



QUEENSLAND
CRICKET

SQUADS vs TEAMS

SQUADS (Completed in Competitions menu)

- Allocating and reducing your full participant list to potential Squads
- Players can be in more than one, and remain there for full season

WHY SQUADS ARE IMPORTANT

- Provides a reduced list to your Scorers / Captains
- Player can't be allocated or searched for using My Teams or E-Scoring
 - Only Fill-In players can be added by those without full Admin access

WEEKLY TEAM SELECTION (Playing 11 for upcoming matches)

- Admin site via Game Day menu (search for any registered player)
- My Teams (pre-game) – can only add Fill-In players
- E-Scoring (game day) – can only add Fill-In players
 - Use E-Scoring to add new players for Day 2 when needed

COACHES & MANAGERS (SCORERS)






- Create team access without full Admin access
- Allows for a Manager, Coach or Scorer to select Teams and update scores
- **All completed via www.playhq.com**

PROCESS

- Share the Registration Link (same link used by Players)
- Official registers themselves as a Coach, Manager or Official (No NRF)

Choose User	Choose Role	Participant Details	Fees	Payment & Summary
-------------	--------------------	---------------------	------	-------------------

Register as a:

	Player	<input type="radio"/>
	Coach	<input type="radio"/>
	Team Manager	<input type="radio"/>
	Official	<input type="radio"/>
	Volunteer	<input type="radio"/>

ALLOCATE TO A TEAM

- **Competitions menu -> View** (same process as Allocate Players to Squad)
- From the right-side, allocate the registered Coach or Manager
- This gives access to the **specified team only** via www.playhq.com
- No access to the Admin site unless created via My Organisation menu

Team Staff

COACH

+ *Allocate Coach*

ASSISTANT COACH

+ *Allocate Assistant Coach*

TEAM MANAGER

+ *Allocate Team Manager*

Access Levels for Coaches & Managers

- Allows for player selection and player stat entry of that Team(s) only
- Accessed via personal profile at www.playhq.com

ROLE OPTIONS

PROCESS

- Share the Registration Link (same link used by Players)
- Official registers themselves as a Coach or Manager (Scorers use Manager)
- Full Admins allocated to Team(s)
 - All weekly tasks completed via www.playhq.com

COACH & MANAGER ACCESS (CLUBS)


- View Squad details
- Select Game Lineups
- Enter Player Stats
- Access E-Scoring (if granted Electronic Scoring Admin access)

My Teams can be used for match result and player stats entry.

Electronic Scoring access needs to be added via Admin Site

MY TEAMS – SQUAD ENTRY

- My Teams (www.playhq.com) grants access to specified team(s) ONLY
- View players registered / added to a Squad
- Larger Clubs – full Admins must complete Squad Entry for it to appear here
- Note players in Squad and Coaches / Managers



Dolphins

Saturday March Testing, Summer 2022/23, AK Testing, ACLT Training

Cricket Australia

[Fixture](#) [Ladder](#) [Squad](#)

Players

NAME	GAMES	
Damien Fleming	0	>
Darren Lehmann	0	>
Glenn McGrath	0	>
Mark Waugh	0	>

Coaching Staff

C	No coach allocated to this team.
AC	No assistant coach allocated to this team.

Team Managers

Andrew Keyte	>
--------------	---

AND

GENERIC ACCESS

GENERAL SCORING ACCESS

- Clubs can create a single account to share between multiple teams
- Assign to an Email address not already linked to a PlayHQ Account
 - Create a generic Gmail account (clubscorer@gmail.com)
 - **DO NOT SHARE A PERSONAL OR CLUB ADMIN ACCOUNT TO ALL TEAMS**
- Register online as Team Manager using this generic account
- Assign to all Teams and share login details as needed

FULL ADMIN ACCESS – E-SCORING ONLY

- Only gives access to the E-Scoring product
- No access to Admin Site or My Teams for score edits / entry

COACH & MANAGER ACCESS RECAP

THOSE WITH FULL ADMIN ACCESS

- Same registration link as the players – register as a Coach or Manager (Scorers use Manager)
- Allocate to a Team (Competition menu -> same Squad process as players)

THOSE WITH TEAM REGISTRATION ACCESS


- Same registration link as the players – register as a Coach or Manager (Scorers use Manager)
- Should have access to Manage Team -> contact Support if not the case

ONCE REGISTERED AND ALLOCATED, COACHES AND MANAGERS:


- Can't edit a Squad, but can select the Game Day playing team
- Can't enter a Match Result, but can enter player stats
- Full Access to E-Scoring (Electronic Scoring Admin)


PROGRAM CREATION


CA UAT
v10.63.1



Using as
Brisbane Heat (Emerald)

 Competitions

 Game Day


 Programs

Programs

+ Add Program

Cricket Blast

1 SEASON

 PARTICIPATING

Programs > Cricket Blast


Cricket Blast

Seasons

Settings

Summer 2023/24

01 / 07 / 2023 - 30 / 12 / 2023

 Upcoming

LAUNCHED

Programs > Cricket Blast > Summer 2023/24

Cricket Blast

Summer 2023/24

LAUNCHED

Participants

Groups

Registration

Settings

Settings

Registration limits

Custom Fields



QUEENSLAND
CRICKET

GROUPING

- Groups – Program Details (Where and When)
- Visible – Anyone can find and register
 - Each Group is an option for the participant to register to
 - Each Group can have it's own price point & registration limit
- Hidden – Requires a direct link OR used for internal purposes

[Programs](#) > [WWCB Junior Blasters](#) > [Winter 2023](#)

WWCB Junior Blasters

Winter 2023 ▾

LAUNCHED

[Participants](#)

[Groups](#)

[Registration](#)

[Settings](#)

+ Add Group

Term 4 - Weekend Program

0 PARTICIPANTS

👁 VISIBLE

Term 4 Program


0 PARTICIPANTS

👁 VISIBLE

GROUPS – PROGRAM DETAILS

Create a new group

Create Group

 You are able to configure registration limits on the "Registration Limits" tab after setting up this group.

Name*

QLD Fire Cricket Blast

Sessions

6

Start Date

09/06/2023



Gender

Mixed



Day and time

Please set the start and end times for the selected days.

[Select all](#) [Select none](#)

DAY

START TIME

END TIME

☒ Monday

05

: 00

pm



06

: 00

pm



☐ Tuesday

Venue

Allan Border Field



Oval

Allan Border Field



Group Visibility

Set whether you would like this group to be visible on your registration form.



☒ VISIBLE



☐ HIDDEN

WHAT'S NEW – CUSTOM QUESTIONS

UNDER MYCRICKET

- No ability to edit CA Cricket Blast registration form
- Common request from Clubs

UNDER PLAYHQ

- Create and insert any custom question to Blast forms
- Mandatory rego form asks for:
 - 1 x Parent Contact
 - 1 x Emergency Contact
 - Standard participant details including School

COMMON REQUESTS FROM CLUBS (MyCricket)

- Secondary parent / guardian contact
- Volunteer roles / roster

WHAT'S NEW – MERCHANDISE

UNDER MYCRICKET

- Couldn't link any Club Merchandise to Cricket Blast programs

UNDER PLAYHQ

- Clubs can create and link Merchandise to Blast forms

MERCHANDISE MENU

- Create a product including image
- Add variations / different prices
- SKU = Stock Keeping Unit (maximum available for sale)
- Fulfilment Options:
 - Pick Up – Participant collects from Club
 - Delivery – Club will deliver to the Participant (ie not Aus Post delivery)
- Custom Fields relate to this particular product

REGISTRATION FORM (PROGRAMS)

- Participant to Season – capturing Blast participants for the season (use Groups for multiple different Programs)
- Registration Period – dates open for registration
- Age Restrictions (optional)
- Set participant fees (Advanced fees to assign fee per Group)
- Link Custom Questions and Products (Merchandise)
- Set Visibility
- Promote direct link or Play Cricket page

PARTICIPANT LIMITS

IN YOUR REGISTRATION MENU

- Edit your Groups to apply a registration limit – link closes when reached

Settings <u>Registration limits</u> Custom Fields		
Registration Limits		
Set season and group registration limits per role. Group limits can be defined, however registrations will not exceed any season limits that have been set.		
	PLAYER	
	REG	LIMIT
Season Limits	0	/ -
Term 4 - Weekend Program	0	/ -
Term 4 Program	0	/ -

Registration limit details

Set the registration limits for this group. If a registration limit has been reached, participants affected will not be able to register.

ROLE	AMOUNT REGISTERED	REGISTRATION LIMITS
Player		<div>50</div> <div><input type="checkbox"/> Unlimited</div>

PROMOTION – BLAST PROGRAMS

NOTE ON REGISTRATION FEES

- Factor in the Cricket Australia Fee ... the player fee is not the total price, it's the price for the host organisation
- Player Fee \$0 = base cost for that program

PLAYCRICKET OR DIRECT LINK

- National campaign – visit Play Cricket website
- All PlayHQ programs / products automatically linked to PlayCricket
- All participants will end up at the PlayHQ program link
- **Promote either PlayCricket page or direct link**

CREATING A QR CODE

- Use the PlayHQ direct link and copy to a QR code generator:
- Example – <https://www.qrcode-monkey.com/>
- Screenshot your QR code to add it to promotion materials

PARTICIPANT PERSPECTIVE

Season information

WWCB Junior Blasters, Winter 2023

01 Apr 2023 – 31 Aug 2023

Groups

You will be able to select your preferred group during registration.

Term 4 – Weekend Program Starts 20 May 2023	Saturday (7:30am – 9:00am)	8 Sessions	Mixed	Shaw Park, Ian Healy Oval
Term 4 Program Starts 21 May 2023	Monday (5:00pm – 6:30pm) Wednesday (5:00pm – 6:30pm)	8 Sessions	Mixed	Allan Border Field, Allan Border Field

Select a Group

Term 4 – Weekend Program Starts 20 May 2023	Saturday (7:30am – 9:00am)	8 Sessions	Mixed	Shaw Park, Ian Healy Oval	<input type="radio"/>
Term 4 Program Starts 21 May 2023	Monday (5:00pm – 6:30pm) Wednesday (5:00pm – 6:30pm)	8 Sessions	Mixed	Allan Border Field, Allan Border Field	<input type="radio"/>

LOCAL PROGRAMS

FREE OR PAID PROGRAMS OUTSIDE OF CRICKET BLAST & CLUB MODEL

- Association, Club or QC Created – eg Come and Try Day
- Register via PlayHQ link (**won't appear on PlayCricket**)
- No integrations with any WWCB Packs or Matches (team selection)
- Can create and link Merchandise



Create a New Program

Create Program

Program Details

Name*

Please note that seasons will be added to your program later.

FREE Come and Try Day

Description

Queensland Cricket program - June 11 from 10am - 12pm @ Allan Border Field

PLAYER MOVEMENT

BACKGROUND

Player movement between Clubs, Competitions and Associations requires various approvals to ensure all are meeting registration requirements. From the initial discovery phase in 2019-20 there was clear feedback from the majority of the country this process needed standardisation and more formal notifications at all levels.

CLUB AFFILIATION CONCEPT

- Players register online to a Home Club for the season (Summer or Winter) to create your primary affiliation
- Home Club can be defined as the Club:
 - You intend to play the most games for
 - You play the majority of formats (Junior or Senior competitions)
 - Club you register to first (pre-Christmas or post-Christmas)

TRANSFERS AND PERMITS

TRANSFER

- Permanent movement from one Club to another (switching Clubs)
- Example – moving to new area / competition, seeking opportunity at new Club
- Transfer will cancel your registration with your Home Club for the remainder of the season you're registering to (Summer or Winter)
 - Registration will not be cancelled if you are active in Winter and the transfer applies to the Summer season (or vice versa)

PERMIT

- Allows the player to be active in more than one Club, Competition or Association
- Example – playing Junior and Senior cricket for the same Club or playing in different Competitions / Associations (same Club or different Club).
- Permits keep your registration active within all Clubs and Competitions for the remainder of the season
 - Permits are only available after a player has registered online to a Home Club for the applicable Season

Players need to register online for the upcoming season to start either process (Club Cricket only – not required for Cricket Blast)

WHO CAN INITIATE TRANSFERS

CLUB ADMINISTRATOR

- Admin Site – [Click Here](#)
 - Search for the player, submit and allow for the approval process
 - Once Approved, player completes Online Registration

PARTICIPANT

- Online Registration – [Click Here](#)
 - Go to the registration link provided by the Club and start the process
 - When prompted submit the Request To Play
 - Select either Transfer or Season Permit -> Submit
 - The Approval process will now begin
 - Once approved the player can complete the Online Registration

WHO CAN INITIATE PERMITS

CLUB ADMINISTRATOR

- Admin Site – [Click Here](#)
 - Choose the organisation, competition and season who want the player to participate
 - Select the season dates
 - Search by Club and Player name
 - Review and Submit the request – player available once approved

PLAYER VIA ONLINE REGISTRATION

- Online Registration – [Click Here](#)
 - Go to the registration link provided by the Club and start the process
 - When prompted submit the Request To Play
 - Select either Transfer or Season Permit -> Submit
 - The Approval process will now begin
 - Once approved the player can complete the Online Registration

APPROVAL & NOTIFICATION PROCESS

WHO NEEDS TO APPROVE PLAYER MOVEMENT (Admin or Participant Led)

- Approved by existing Club and existing Association
- Approved by new Association
- Approved by new Club
- Completed by the player using Online Registration (apart from internal Permits)

AUTOMATIC APPROVALS (Transfers & Permits -> Settings)

- Each Club and Association can switch on automatic approval for all steps
- Maximum wait time is 5 days after which all remaining steps will be automatically approved

NOTIFICATIONS (My Organisation -> Overview -> Notifications)

- Clubs and Associations can enable email notifications for each step
- Participant notified via email with each step

APPROVAL SETTINGS

CLUBS AND ASSOCIATIONS

- Transfers & Permits menu -> Settings
- Select auto-approval where desired
- All Clubs and Associations will encounter this

RECOMMENDATION

- If you don't want to monitor / approve player movement set these to **AUTOMATIC APPROVALS**
- If you do wish to monitor set your **NOTIFICATIONS**
- Remember most Permit requests will occur close to match days, and players can't complete a registration if awaiting approval.

Transfers & Permits

Transfers

Permits

Settings



Transfers

Inbound ☒

Allows automatic approval of all inbound transfer requests.

Outbound ☒

Allows automatic approval of all outbound transfer requests.

Permits

Inbound ☒

Allows automatic approval of all inbound permit requests.

Outbound ☒

Allows automatic approval of all outbound permit requests.



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WHY IS THIS IMPORTANT?

ONLINE REGISTRATION

- Every player must register online every season (Summer or Winter)
- If changing Home Club or seeking Permits, the player must submit a Request to Play and start the player movement process

Request to Play

It looks like you're trying to register to a new club. You'll need send a request to be approved to play.

Get Started →

Return to Registration Page

Transfer

A transfer changes the club you play for. If approved, you will no longer be able to play for your current club for the rest of this season.

Select ☐

Season Permit

A season permit won't change your club, but will also allow you to play for Gympie Veterans for the rest of this season.

Selected ☒

Submit Request to Play

UNTIL THE PROCESS IS APPROVED

- Player can not complete their online registration
- Player can not be selected in a team
- **RECOMMEND** – Use Automatic Approvals or Notifications

PLAYERS – WHAT DO I DO NOW?

NEW PLAYER REGISTERING TO PHQ FOR FIRST TIME, OR REGISTERED LAST SEASON AND REMAINING AT SAME CLUB

- Register online to your Home Club
- Last Season refers to the last season the participant registered to (ie. Summer 22/23 or Winter 2023)

IF YOU ARE REGISTERING TO MORE THAN ONE CLUB FOR A SEASON (ie SUMMER 23/24)

- Register online to your Home Club (primary affiliation)
- Register online to remaining Clubs
- Complete a Request to Play -> Permit
- Continue registration once approved

PLAYERS – WHAT DO I DO NOW?

IF YOU REGISTERED LAST SEASON AND CHANGING CLUBS

- Last Season refers to the last season the participant registered to (ie. Summer 22/23 or Winter 2023)
- Register online to your new Club
- Complete a Request to Play -> Transfer
- Continue online registration once approved

IF YOU ARE CURRENTLY REGISTERED FOR A WINTER 2023 COMPETITION

- Register online to your Home Club (for Summer 23/24)
- Complete a Request to Play -> Transfer (New Club) or continue your registration (Same Club)
- Continue registration once approved
 - Participant remains active with Winter Club as it's linked to a different season

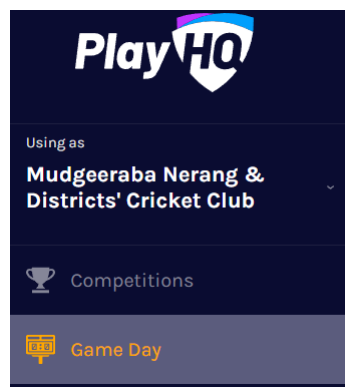
GAME DAY – TEAM SELECTION

RECAP – SQUADS

- We have added a Squad of players for each Team this season (Competitions menu)

GAME DAY MENU (Admin Site)

- Search by Date and select your Match (Details)



Games

Generate Game Sheets

24/03/2022

All Game Statuses All Grades All Venues Reset 1 - 1 of 1 1 of 1

<input type="checkbox"/>	TIME	VENUE/OVAL	HOME	SCORE	AWAY	GRADE	GAME ID	
<input type="checkbox"/>	9:00AM	ALCU2/ALQB6	Brisbane - STARS	-	-	Gold Coast - SIXERS	Delivery Team Testing Delivery Team efc9ff	Details

SELECT YOUR TEAM

- Players on the left are your Squad members (Competition menu)
- Players on the right are selected in the playing group for this match

Teams

SELECT TEAM

Add players, coaches and volunteers for this game.

+ Select Team

Players

Maximum of 12 players are required for this game.

Out		Line-up (4/12)	
Peter Handscomb	+	Nathan Coulter-Nile	-
Nick Larkin	+	Ben Dunk	-
Nic Maddinson	+	Seb Gotch	-
Glenn Maxwell	+	Nathan Lyon* GP	-

Non-team Players

Add to the line-up players that have not been allocated to the team.

+ Select Player

NON-TEAM PLAYERS

- **Club Players** – Registered, but not added to this Squad
- **Game Permit** – Internal or External Permit process
- **Fill-In Player** – Unregistered player:
 - Individual is not insured (Club is covered via Fill-In player)
 - No names or stats will be recorded for this player

Add a Non-team Player

GC Div 2 Green

Club Players

Game Permit

Fill-in Player

Organisation*

First Name

Last Name*

Organisation



First Name

Last Name

Reset

Search

Search for players who have not registered to this team's organisation in this competition.

MY TEAMS – GAME DAY SELECTION

- Login to My Teams via www.playhq.com
- Select the Team you are working in

Andrew Keyte My Public Profile

Change user ▾

My Teams Profile Accreditations Registration History Memberships

Cricket ▾






Blue Team Saturday March Testing - Summer 2022/23 ACTIVE	Dolphins Saturday March Testing - Summer 2022/23 ACTIVE
RENEGADES Summer 2022/23 ACTIVE	SIXERS Senior Competition - Summer 2022/23 ACTIVE

MY TEAMS – GAME DAY SELECTION

- Select the Fixture -> Manage -> Select Team

SATURDAY MARCH TESTING

Round 1
Saturday, 25 March 2023

 Blue Team	-	 One Day
	UPCOMING	 11:00 AM, Sat, 25 Mar 23
 Dolphins	-	 The Gabba / The Gabba

Public View

Manage

SATURDAY MARCH TESTING

UPCOMING


Blue Team




VS



Dolphins

 One Day

 11:00 AM, Saturday, 25 Mar 2023

 The Gabba / The Gabba

 AK Testing, Summer
2022/23



QUEENSLAND
CRICKET

MY TEAMS – GAME DAY SELECTION

- Line Up -> Select Team -> Add your Playing Group including Non-Team players (**must be registered – Fill-Ins only available via E-Scoring**)

Scorecard

Line-up

Add Line-up

DOLPHINS

Select team

Add players, coaches and volunteers for this game.

+ Select Team



A minimum of 7 and a maximum of 12 players are required for this game.
Please ensure there is no duplicate player number.

Team Players – Out

Players that have been allocated to this team, but have not been selected for the line-up in this game.

Player

Damien Fleming



Darren Lehmann



Glenn McGrath



Mark Waugh



Line-up (0/12)

Players that have been selected for this game.

There are no players in the line-up.

[Select line-up from a previous round](#)

Edit Captains

Non-team Players

Add to the line-up players that have not been allocated to the team.

+ Select Player

Cancel

Next

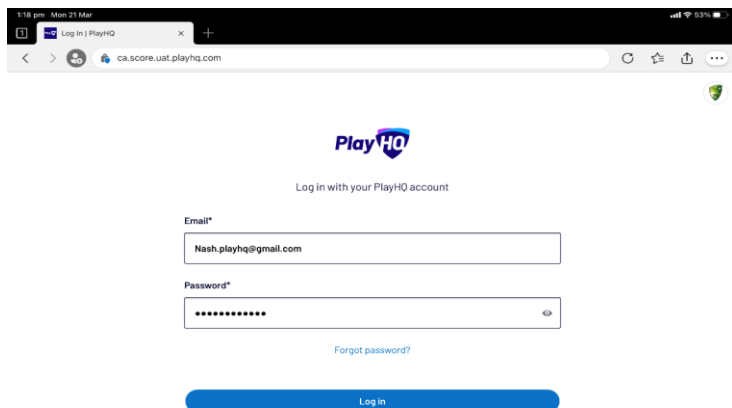


E-SCORING OVERVIEW

- The PlayHQ E-Scoring product is web-based – it is not an App
- Users visit this URL and enter your PHQ login details (**Coach or Manager via My Teams or full Club Admin / Team Organiser only**):

<https://ca.score.playhq.com>

- Available on smart phone, tablet and computer via the internet browser (recommend using Microsoft Edge or Safari). **Offline** scoring mode is available by downloading match
- Integration with Frog Box
- Results and Stats to PlayCricket (formerly MyCricket) App & PlayHQ website



The screenshot shows a mobile browser interface with the PlayHQ login page. The browser's address bar displays 'ca.score.usat.playhq.com'. The page features the PlayHQ logo at the top, followed by the text 'Log in with your PlayHQ account'. Below this, there are two input fields: 'Email*' with the value 'Nash.playhq@gmail.com' and 'Password*' with masked characters. A 'Forgot password?' link is positioned below the password field. At the bottom, there is a blue 'Log in' button.

SCORING SCREEN

- Scoring – Numbered Row near the bottom
- Blue Row – Batter / Bowler for next ball
- Extras – Bottom row
- Wicket – Red button
- Undo – Arrow in bottom right corner
- Editing – Right side can edit each ball
- Options – End Innings

1st Innings

Brisbane - STARS

Gold Coast - SIXERS
0/4

Batting	R	B	4S	6S	SR
Josh Philippe	4	3	1	0	133.3
James Vince	0	0	0	0	0.0
Partnership	4	3	1	0	133.3
Extras NB 0 WD 0 B 0 LB 0 P 0					

Bowling	O	M	R	W	ECON
Harris Rauf	0.3	0	4	0	8.00

•

1

2

3

4

5

5+

Options ...

Wide

No Ball | ...

Bye

Leg Bye

Penalty Runs

Wicket

↶

Events

Over 1

0.3

4

Harris Rauf to Josh Philippe
Josh Philippe made 4 runs

0.2

•

Harris Rauf to Josh Philippe
Dot ball

0.1

•

Harris Rauf to Josh Philippe
Dot ball

MATCH RESULTS BEST PRACTICE

PRE-MATCH

- Select Teams using Game Day or My Teams

MATCH DAY & MID-MATCH (2DAY GAMES)

- Use E-Scoring to score the game and make any late team changes
- **If using E-Scoring DO NOT use Game Day or My Teams until the match is finalised**
- Mid-Match – use E-Scoring to make Edits or Team Changes
- **MUST** Submit the Game Result following the 3-step process:
 - **Submit Match Result -> Sync Final Scores -> End Session / Logout**

POST-MATCH

- Enter / Edit scores and player stats using Game Day or My Teams

ENTER / EDIT MATCH RESULT

- GAME DAY Menu -> Search by Date and select Details for any completed match
- **Admin can only make edits after E-Scoring has been completed**
- Also available in My Teams for individual access

Generate Game Sheets 16/03/2022

All Game Statuses All Grades All Venues Reset 1 - 5 of 5 1 of 1

<input type="checkbox"/>	TIME	VENUE/OVAL	HOME	SCORE	AWAY	GRADE	GAME ID	
<input type="checkbox"/>	3:00PM	ADWW3/ADVS3	Brisbane - STARS Win	48	3/44	Gold Coast - SIXERS Loss	Delivery Team Testing Delivery Team testing 55bef2	Details

Game

[Edit Game](#)

Final Delivery Team testing
24 Mar 2022, 9:00AM | Allan Border Field/Allan Border Field

Brisbane - STARS			vs	Gold Coast - SIXERS		
Loss				Win		
0.4	0	24	T20	0	30	0.5
OVERS	WICKETS	RUNS		WICKETS	RUNS	OVERS

ENTER / EDIT PLAYER SCORES

- GAME DAY Menu -> Search by Date and select Details for any completed match
- Edit Scorecard – take note of Association Lock settings
- **Admin edits can only be made after E-Scoring has been completed**

Home Team 1st Innings

Away Team 1st Innings

+ Add Super Over

Batting (Brisbane - STARS 11/12)

BATTING ORDER	STATUS	R	B	4S	6S	DISMISSAL	FIELDER	BOWLER
1 Ben Dunk	Out	24	4	0	4	Caught	Ben Dwarshuis	Josh Hazelwood
2 Glenn Maxwell	Not out	0	0	0	0	Select	Select	Select
3 Nathan Coulter-Nile	Select Out Not out Retired Out Retired Not Out Did not bat Select	-	-	-	-	Select	Select	Select
4 Seb Gotch	Select	-	-	-	-	Select	Select	Select

MY TEAMS SCORECARDS

POST-MATCH

- Edit a Game Result (can only be entered via Admin or E-Scoring)
- Enter or Edit player stats via edit icon

Game Results

05:00 PM, Thursday, 23 Mar 2023

The Gabba / The Gabba
View Map

2022 F2F - QLD, Summer 2022/23

Scorecard

Line-up

Toss SIXERS won the toss and elected to bat

SIXERS 1st Innings

STARS 1st Innings

SIXERS Batting

BATTERS		R	B	4S	6S	SR	
Josh Philippe	caught	14	11	1	1	127.27	
James Vince	retired not out	1	3	0	0	33.33	
Steve Smith	stumped	4	11	1	0	36.36	

E-SCORING RESOURCES

TRAINING RESOURCES – www.community.cricket.com.au/playhq/resources

- Video Resources:
 - Scoring Setup (Approx. 2 minutes)
 - General Scenarios (Approx. 8 minutes)
 - Playlist ([YouTube](#))
- Scripted Demo Mode (under review with updated content)
 - Approx. 20 Balls with all Scenarios
 - Follow the Script
 - Available Here ([eScoring Test Game](#))

CHECKLIST FOR PLAYERS & PARENTS

RECOMMENDED ORDER

- ☐ Create or Login to your [PlayHQ Account](#)
- ☐ Create or Login to your [Cricket ID Account](#)
- ☐ Find your Home Club at www.playcricket.com.au or www.playhq.com
- ☐ Register to the relevant product(s) at your Club(s)
 - You will be asked to login with your PlayHQ Account
 - You will be asked to link your Cricket ID (first registration only)
 - You will be asked to pay the NRF (first registration only for the season) and any subsequent Club Fees
 - Submit your Registration
 - Complete Registrations / Permits at additional Clubs per local process

MYCRICKET EMAIL & INSURANCE

MYCRICKET EMAIL ACCESS

- Retained through current MyCricket logins – details in review notes
 - Step 1 – Login to MyCricket Admin
 - Step 2 – Open a new tab using [this direct link](#)
 - Step 3 – Use MyCricket email as normal
- MailChimp integration available in PlayHQ ([video resource available](#))

INSURANCE – CERTIFICATE OF CURRENCY

- Available via direct link (no cost) – [Click Here to download](#)

MYCRICKET WEBSITES

- Phased out by end of August 2023 (no live scores)
- Clubs invited to explore Cricket Australia's [partnership with WIX](#)
- PlayHQ match data can be integrated to most providers via an API

STATS AND COMPETITION HISTORY

NOTE ABOUT MYCRICKET ACCESS FROM MAY 26 (2023)

- Refers to Competition data – no new results or stats can be added to MyCricket (including historical)
- CA need an end point in MyCricket to begin the data transfer

HISTORICAL STATS FROM MYCRICKET

- Nothing is being deleted but there's no bulk data upload to PlayHQ
- CA are building their own Stats database to house MYC data + new data
- Competition and player history remains in the PlayCricket App and MyCricket public website

COMBINING MYCRICKET STATS & PLAYHQ DATA

- Everything will live in the new CA database by the end of the project
- No action required by Clubs

PLAYERS – LINKING CAREER STATS

PLAYERS NEED A CRICKET ID

- Created during their first PlayHQ registration
- Link their MyCricket Stats to their Cricket ID
- Cricket ID will become the home of individual career statistics

HOW DOES IT WORK

- Player signs in with their Cricket ID
- Player enters and verifies their MyCricket ID number(s)
- MyCricket historical stats get added to their Cricket ID account
- ***Note – Deliberately claiming a profile other than your own is identity fraud which may be a criminal offence.***

SUPPORT FOR THIS PROCESS

- Fully managed by Cricket Australia – players to contact directly if needed
- Support Article and video – [Click Here](#)

PLAYHQ SUPPORT – ADMINS

ASSOCIATION ADMINISTRATORS – Competition setup, management and processes including training requirements and trouble-shooting:

- Contact local QLD Cricket Manager
- CA Help Desk (1800 274 25 38 / mycricketsupport@cricket.com.au)
 - Includes book a consult and live chat options
 - Support website – <https://playcricketsupport.cricket.com.au>

CLUB ADMINISTRATORS – Registration and program creation, management, player movement and gameday:

- Contact local QLD Cricket Manager or CA Help Desk (Email or Phone)

ESCALATION OPTIONS

- Administrator -> CA Help Desk or local QLD Cricket Staff -> QC internal
PlayHQ leads -> CA Project team

PLAYHQ SUPPORT – PARTICIPANTS

DIRECT TO CRICKET AUSTRALIA SUPPORT TEAM

- Registration – PlayHQ Account or Cricket ID creation
- Player Stats – Linking MyCricket ID and playing history
- Game Day – Live scoring

SUPPORT TEAM DETAILS

- CA Help Desk (1800 274 25 38 / mycricketsupport@cricket.com.au)
- Website – <https://playcricketsupport.cricket.com.au>
- Includes Submit Request and book a consult options

WHY NOT DIRECT TO QUEENSLAND CRICKET?

- QC staff are very limited in personal details we can view / assess (PlayHQ Account, Cricket ID and player stats)
- Help Desk has greater visibility on account status

ADDITIONAL RESOURCES

CRICKET AUSTRALIA WEBSITES – Home for all PlayHQ resources

- www.community.cricket.com.au/playhq
- <https://playcricketsupport.cricket.com.au>

FREQUENTLY ASKED QUESTIONS

- Updated FAQ – [available here](#)

PLAYHQ SUPPORT PAGE

- PlayHQ public website – www.playhq.com
- PlayHQ Support Resources – <https://support.playhq.com>

CRICKET AUSTRALIA HELP DESK

- Support Page – [available here](#)
- Phone 1800 274 253 / Email mycricketsupport@cricket.com.au

QUEENSLAND TRAINING SESSIONS

CLUB STARTER (COMMUNITY COMPETITIONS)

- Onboarding introduction & creating registrations
- Online and Face-to-Face sessions across Brisbane (June – July)
- Regional Visits from July 2023 – [Click Here to Book](#)

CLUB MANAGER

- Squads, User Access and Player Movement
- Online Sessions from mid-August – [Click Here to Book](#)

GAME DAY & E-SCORING

- Team Selections
- Match Result Entry / Edit (Admin site & My Teams)
- Online Sessions from mid-August – [Click Here to Book](#)