

# QLD CRICKET – PLAYHQ



## PLAYER & PARENT REGISTRATION INFORMATION SUMMER 24/25

*Updated July 2024*

[www.playhq.com](http://www.playhq.com)

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# ONLINE REGISTRATION

## ONLINE REGISTRATION LINKS

- Participants must register online **every Season** (Summer and/or Winter)
  - Parent / Guardian adds Junior or Blast participants to their own PlayHQ Account
  - Senior Players use their own PlayHQ Account
- Online registration link provided by your Club or search [PlayCricket](#)

## WHAT DO YOU NEED TO REGISTER

- Your PlayHQ Account (Name, Email, Password)
- Reset your password / login – [Click Here](#)
- Viewing your PlayHQ Account details – Login at [www.playhq.com](http://www.playhq.com) and select My Account -> Profile and/or Registration History
- For data security purposes some personal changes can only be made by contacting the CA Help Desk
- To unlink from a Parent / Guardian – [Submit Support Request](#)

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# NATIONAL REGISTRATION FEE

- The National Registration Fee (NRF) is valid for completed competitions across two consecutive seasons (Winter 2024 & Summer 24/25 **OR** Summer 23/24 & Winter 2024)
- Players who last registered for a Summer 23/24 Competition are due to renew their NRF when they register for a Summer 24/25 Competition
- Paid once per player to cover all games / competitions in the current season and next season (eg Summer and Winter, or Winter and Summer)
- NRF Cost at point of first registration for the Summer 24/25 season:
  - **Juniors** (U18 at September 1<sup>st</sup>) - **\$16.00**
  - **Seniors** (18+ at September 1<sup>st</sup>) - **\$22.50**
- More Information – [Click Here](#)

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# VIEWING YOUR NRF STATUS

## PLAYHQ ACCOUNT STATUS

- Visit [www.playhq.com](http://www.playhq.com) and login to My Account
- Registration History – see current and former registrations / permits
- Membership – View your NRF purchase and coverage dates

## NOTE ON COVERAGE DATES (MEMBERSHIPS ON YOUR ACCOUNT)

- History – Date you registered and paid the NRF
- Period – Season dates as set by the host Association / Competition
- Coverage begins from this Season start date (not your registration date)
- If a secondary competition end date is beyond your coverage, you will be asked to pay the NRF again
- NRF Refund Policy (Cricket Australia) – [Click Here](#)

# HOW TO FIND THE SEASON (PLAYERS)

## PLAYHQ REGISTRATION FORM



Sunshine Coast Cricket Association

### SCCA JUNIOR COMPETITION

Summer 2023/24 • 30 Sep 2023 - 17 Feb 2024



Register a Player, Coach or Team Manager

## SEASON SUMMER 2023/24

### SCCA JUNIOR COMPETITION

Season duration 30 Sep 2023 - 17 Feb 2024

SCCA JUNIOR COMPETITION, Summer 2023/24, Sunshine Coast Cricket Association

Choose User

Choose Role

Participant Details

Fees

Please choose who you would like to register



Player

Registered 07 Jul 2023

COMPETITION



Ipswich Veterans

QLD COMMUNITY TESTING, Summer 2023/24  
Queensland Cricket



Player

Registered 06 Apr 2023

COMPETITION



Gold Coast Veterans

2023 Winter, Winter 2023  
ACLT Training



QUEENSLAND  
CRICKET

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# CHANGING SEASONS

## CURRENT WINTER 2024 PLAYERS

- Every player must register online **every season** (Summer or Winter)
- If they are at the Same Club – **register as normal**
- If they are at a Different Club – **submit a Transfer Request:**
  - Example – Social Winter team for Brisbane Winter Competition
  - Register to a Club for Summer Competitions

## PLAYER PROCESS

- Register online at the Club link for Summer 24/25
- If changing Clubs -> Submit the **Transfer Request**
  - Continue registration after Transfer is approved
  - Winter 2024 registration will not be cancelled

# INFORMATION FOR PLAYERS

## ONLINE REGISTRATION – REQUIRED EVERY SEASON (SUMMER & WINTER)

- National Registration Fee for two consecutive seasons (Summer or Winter)
  - If most recent NRF payment was in Summer 23/24 – **NRF is due for Summer 24/25**
  - If most recent NRF payment was in Winter 2024 – **No NRF due for Summer 24/25**
- Players register to their ‘Home Club’ for that Season (eg Summer 24/25)

## REQUEST TO PLAY

- When changing Clubs or Competitions (Associations), the online registration process requires players to submit the Request to Play
- **Players return to complete online registration when request is approved**

### 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



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# REQUEST TO PLAY OPTIONS

## WHEN TO USE A TRANSFER

- Registering to a new season and new Club, or permanently changing Club
- A Transfer will cancel registration at all Clubs for remainder of that season
  - **Winter 2024 Registration will not be cancelled if you initiate a Transfer to a different Club for the upcoming Summer 24/25 season**

## PERMIT (Player must have registered online for the Summer 24/25 season)

- Playing for more than one Club / Competition in the same season
- Example – playing Junior and Senior competitions for the same Club, or playing in different Competitions for different Clubs
- Permits keep your registration active within all Clubs and Competitions
- If you attempt a Permit before completing Online Registration to your Home Club you will receive an error message “no active registration”.

***Player to complete online registration when Approval process completed***

- More Information – [Available Here](#)

# INFOGRAPHIC – Season refers to Winter 2024 OR Summer 24/25



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# PLAYERS – WHAT DO I DO NOW?

## NEW PLAYER REGISTERING TO PLAYHQ FOR THE 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 23/24 or Winter 2024)

## IF YOU ARE REGISTERING TO MORE THAN ONE CLUB FOR SUMMER 24/25

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

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# 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 23/24 or Winter 2024)
- 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 2024 COMPETITION

- Register online to your Home Club for Summer 24/25
- Complete a Request to Play -> **Transfer** (New Club) or continue your registration (Same Club)
- Continue registration once approved
  - **Participant remains active with Winter 2024 Club even if you submit a Transfer as it's linked to different season**

# PLAYCRICKET APP & STATS

## PLAYCRICKET APP

- Home of all live scores, stats, fixtures, results and FrogBox live streaming
- Link your [MyCricket Account to your Cricket ID](#)
- Merging Historical Stats – [Click Here](#)
- Linking your Child's MyCricket ID – [Click Here](#)
- Troubleshooting – [Are accounts linked for stats to merge?](#)
- Troubleshooting – [Missing or incorrect statistics](#)
- Need Assistance – Phone 1800 CRICKET (1800 274 25 38) / [Submit Request](#) or live chat via the [CA Support Website](#)



PlayCricket  
Fixtures, Results & Ladders

OPEN

## PLAYCRICKET WEBSITE – [Click Here](#)

- Register to Clubs & Programs
- Search for all fixtures, results and player stats
- Home of all historical Competition stats

## STAT REPORTS (PlayHQ Competitions)

- Downloadable reports via CA [public report website](#)
- Function will be added to the PlayCricket Website in the future

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# PAYMENTS & REFUNDS

## FLEXIBLE PAYMENT OPTIONS ([Click Here for more information](#))

- The National Registration Fee must be paid online at your first registration
- Clubs and Associations may include additional Fees to be paid online
- The following payment options are available:
  - Standard Credit / Debit card
  - Mastercard click-to-pay
  - PayPal Pay in 4
  - Apple Pay and Google Pay

## REFUND PROCESS

- To initiate a Refund Request from Cricket Australia – [Click Here](#)
- Cricket Australia will assess based on the relevant Refund Policy and refund any relevant CA Fees ([NRF Policy](#) / [Cricket Blast Policy](#))
- Clubs will be required to refund Club Fees outside of PlayHQ, in line with its' own Refund Policy

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# RESOURCES FOR PLAYERS

## CREATE A PLAYHQ ACCOUNT – [CLICK HERE](#)

- Single PlayHQ Account across all sports on the platform – if you already have an account for Netball or AFL you will use those details for Cricket
- Follow the prompts to reset your Password

## CRICKET ID INFORMATION – [CLICK HERE](#)

- Log In or Create your Cricket ID – [CLICK HERE](#)
- If unsure select “Sign Up’ and you will be told if a Cricket ID exists
  - We recommend select ‘Forgot Password’ to reset your Cricket ID

## PLAYHQ REGISTRATION GUIDES (Multiple Language) – [CLICK HERE](#)

## PLAYHQ REGISTRATION WALKTHROUGH (Videos) – [CLICK HERE](#)

## PLAYCRICKET SUPPORT WEBSITE – [CLICK HERE](#)

**PlayCricket Support Site** – <https://playcricketsupport.cricket.com.au> includes phone (1800 CRICKET), online request, book consult and live chat.



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# CHECKLIST FOR PLAYERS & PARENTS

## RECOMMENDED ORDER TO REGISTER FOR SUMMER 24/25

- Create or Login to your [PlayHQ Account](#)
  
- Create or Login to your [Cricket ID Account](#)
  
- Find your Home Club at [www.playcricket.com.au](http://www.playcricket.com.au) or [www.playhq.com](http://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 may be asked to submit a Request to Play and await approval
  - 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



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# SUPPORT FOR REGISTRATIONS

Please note Club, Association and Queensland Cricket administrators have limited visibility and access to PlayHQ and Cricket ID accounts.

The Cricket Australia Help Desk can assist with registration requests either over the phone or via return email:

- **PHONE** – 1800 CRICKET (1800 274 25 38)
- **ONLINE REQUEST FORM** – [Click Here](#)
- **PLAYCRICKET SUPPORT PAGE (including live chat)** – [Click Here](#)
- **PLAYCRICKET CONSULT REQUEST** – [Click Here](#)
  
- **HOW TO REGISTER – SUPPORT PAGE** – [Click Here](#)

*For best response time Cricket Australia recommends submitting an Online Request or using Live Chat via PlayCricket support website*