

- CRICKET ID -

One account for everything cricket

FAQ Sheet

Question	Answer
What is a Cricket ID?	<p>A Cricket ID is a person's single account for everything cricket.</p> <p>Possessing a Cricket ID will allow you to get the most out of Cricket Australia's products and services including, but not limited to, the MyCricket App, the CA Live App, and the Australian Cricket family.</p>
Why is a Cricket ID important?	<p>Possessing a Cricket ID allows you to get the most out of Cricket Australia's products and services.</p> <p>Additionally, for community cricket participants a Cricket ID serves even more importance for the upcoming two seasons as Clubs & Associations transition across to PlayHQ.</p> <p>A Cricket ID is the key to ensuring all participant career statistics recorded in the MyCricket platform can be linked to all of your future performances recorded in the PlayHQ platform for years to come.</p>
Is a Cricket ID and MyCricket Account the same thing?	<p>A Cricket ID and MyCricket Account are two separate things.</p> <p>A MyCricket Account is a participant's unique identifier in the MyCricket platform that all of your career statistics and performances are attributed to. A MyCricket Account is a unique number that is personal to each participant.</p> <p>As mentioned above, a Cricket ID is a person's single account for everything cricket. A Cricket ID is an email address, not a unique number.</p>
Is there a chance I already have a Cricket ID?	<p>If you have ever 'logged in' to the MyCricket App, the CA Live App, registered for the Australian Cricket Family or completed various courses delivered by Cricket Australia it is very likely you already possess a Cricket ID.</p>
How can I check if I think I do have a Cricket ID?	<p>If you think you may already possess a Cricket ID, please follow this link and click the 'forgot password' link.</p> <p>Once taken to the new screen, enter the email you believe could be associated with your Cricket ID.</p> <p>If the email address you provided does have an existing Cricket ID associated with it, you will be sent a link to reset your password for your Cricket ID.</p>

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What if I have dependents? How do I link their MyCricket Account to a Cricket ID?

When it comes to registering a dependent to play cricket in PlayHQ, the parent needs to create a PlayHQ account first. During the PlayHQ account setup process, the parent will be asked to link their PlayHQ account with their own Cricket ID.

All subsequent registrations of dependents in PlayHQ will be linked to the parents' Cricket ID. Throughout the 22/23 season parents will be able to claim their dependent's MyCricket Account on their behalf, using the parent's Cricket ID.

As dependents become 'of age' there is a profile claiming experience that will allow them to claim their own profile and all associated career statistics.