



**CRICKET
AUSTRALIA**



PLAYHQ TRAINING FAQS – JUNE EDITION FINANCIAL

Un-answered questions	Answers
What does a club do if they already have an existing Stripe account?	Even if a Club has an existing stripe account they will need to complete the stripe connect payment details in PlayHQ
If you had a late registration fee, can you change the association fee at a certain point?	Assoc fees can be edited whenever the administrator deems fit. This will have to be done manually though as at this point there is no way to set an automatic late fee. The change made by the Association to their fee will update immediately for any new registrations.
How do governing body fees work - can they be discounted?	Cricket Australia & State & Territory Cricket Association fees can only be edited by the relevant sporting body. The National Registration Fee cannot be discounted and must be paid by all Junior & Senior participants registering through PlayHQ each season.
How do governing body fees work for fill in players	Fill-in players will be able to be added to matches via the fill-in functionality on the E-Scoring app. Fill-in players will not be subject to any fees (including the National Registration Fee). Please keep in mind however, these fill-in players are only covered under the National Club Risk Protection Program for their first (1st) game as a fill-in. Should they wish to receive ongoing insurance cover and claim their performances on match day they will need to register properly through a PlayHQ registration form.



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Are part payments available?	Part-payments are not currently available in the PlayHQ system, but Cricket Australia and the other sports are working closely with PlayHQ on building this functionality in the future
Can association/club vouchers be used as well as GSVs?	Yes. It is recommended though to use Club/ Assoc vouchers first, as they only apply to the issuing organisation. GSV's work across all fee lines
Can we assign vouchers to WWCB programs?	Government sports vouchers can be used to cover fees associated with Woolworths Cricket Blast.
Can PlayHQ allow for prefilled voucher fields using a URL?	The existing voucher functionality doesn't allow for this
When registering does the sports voucher cover the NRF?	Sports vouchers will be applied at the club level first and work it's way up the hierarchy. Acceptance of Sports Voucher are at the discretion of each organisation, they can toggle on or toggle off the ability to receive sports vouchers. Sports Vouchers will not be redeemable against the NRF.
Does Cricket Blast include the NRF within sports vouchers, specifically government sports vouchers?	The NRF is only paid by Junior and Senior participants on PlayHQ. There is no impact to the existing fee structure of Woolworths Cricket Blast. GSV can be used against these national programs
Can clubs pay on behalf of players who can't pay the NRF? If clubs can pay on behalf of players, it may ease financial burden.	As long as the player fills out the registration form, they could use the club credit card to pay all associated fees, including the NRF. If it was a hardship case, the club could reduce their club fee by providing a voucher against club component.



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Can you set up payment plans?

Part-payments are not currently available in the PlayHQ system, but Cricket Australia and the other sports are working closely with PlayHQ on building this functionality in the future

COMP MANAGEMENT

Un-answered questions

Answers

Can admins amend ladders e.g., if there is a forfeit and maximum points need to be awarded)

Forfeits are listed as a way of completing a match, so you can use that functionality in Game Day. Another option would be to use the ladder adjustment functionality, which you can list the reason for adjustment when making changes. Although it won't edit the ladder columns (i.e. Win2 etc).

Lock access after game is restricted to 120 hours and starts from the commencement of the game - how does this apply to 2 day games

The hours will start from the commencement of day 2.

Club accepted an invite, but now wants to decline (I cant see how either the assoc or club has this ability)

It is recommended that Clubs review competition invitations carefully prior to 'accepting'. Should a Club wish to decline an invitation at a later point after accepting the original invitation they will need to contact Cricket Australia customer support who will be able to assist.

Regarding wides and no balls, how does this work with stage 2 where the maximum number of balls per over? In addition, how does this operate in the final over

There is the ability to set the required amount of legal deliveries in an over and the maximum total number of deliveries in an over when the Association sets up the competition rules. There is also the ability to apply this to all overs or just the final over.



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When is the hidden icon selected - what is/what is not visible?	The Visible / Hidden functionality features prevalently in the PlayHQ admin portal. In essence, if any setting is set to 'hidden' it will not be visible on our public facing products i.e. PlayCricket and the MyCricket App. So, for example, if a Club set a registration form as 'hidden' it will not be visible on PlayCricket. If an Association set their fixtures to 'hidden' they will not be visible in the MyCricket App
Can the finals eligibility be changed per grade/comp	Yes. You can edit finals eligibility by grade. This will be part of the grade or competition settings.
Which results type have a 'match played' attached to them? This is important as results are not always entered consistently i.e. washouts do not count as a game played	As long as a player is selected in a match, no matter the final match outcome selected (Abandoned, Cancelled, Draw, Win etc..) it will count as a game played for that player.
If a team isn't using the live scoring feature, and is manually entering their scores after the game, does the system flag if the scores don't marry up?	Cricket Australia is currently working with PlayHQ to include this level of 'smarts' in the Game Day component of PlayHQ. For now, the system doesn't have this functionality.
If players are registered to one association, do they need a permit to play in another?	Yes. This can be done via a season permit or secondary registration. This will be covered in the Club & Association Manager training sessions
Can you set up multiple permits for a single player?	Yes you can.
How are individual 'Games Played' stats counted? E.g. - will washed out games with teams selected count as a game? Club admin/s currently use offline system to maintain club records.	The logic behind abandoned games (like washouts) has just been changed. This will now count as a match towards that player and any stats in that match will be included.



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REGISTRATION & CRICKET ID

Un-answered questions

Answers

If a junior is registered for a competition and then is asked to play 2-3 games for a senior comp (in the same assoc) is there any way to manually select them into the team or do they have to register for the senior competition separately?

For one or two games you could use the Game Day Permit. If it was a season long arrangement, then a season long permit would work better. Transfers & permits are covered in the Club Manager session.

Scenario - I have a cricket ID linked to a MyCricket Account, I register for an upcoming senior comp and link my Cricket ID. I then want to register my 11 year old son to a junior comp, he will be linked to my Cricket ID, but how does he link to his MyCricket Account so his stats merge together on the app?

For the moment the process described above whereby the parent links their child's MyCricket profile to the parent's Cricket ID is all the customer needs to do at this stage. It is then up to Cricket Australia to work through the process of combining these stats. We're still working through what this process looks like over the next couple of months, we'll share in due course.

Cricket ID process, does it 'search' you in the system to see if you already have one? does this search go off name, DOB or email?

If a participant is not certain whether they have a Cricket ID, they're advised to use the 'forgot password' functionality when prompted during the 'linking your cricket ID' part of the registration process. Once the participant has exhausted the list of possible email addresses they think could relate to their Cricket ID, it's recommended they create Cricket ID.

If a club runs a once off come & try day under the club program tab, are participants covered under club insurance?

Yes, technically these participants are covered as 'Prospective Members' under the National Club Risk Protection Program.



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How can associations best support clubs and players/parents with the Cricket ID process

Encourage them to setup a Cricket ID account, if they don't have one already, ahead of registration on PlayHQ. Cricket Australia will send comms directly to participants in mid July to ensure that as many participants complete this process ahead of time. This email will be shared with Associations and Clubs to also pass onto their participants.

For those who already have a PlayHQ account because I participate in another sport - how do I get a Cricket ID

Even if a participant has an existing PlayHQ account, when they register to a 'Cricket' club they will be prompted to create a Cricket ID during their first registration like any other registrant.

Is there an age limit for participants to register to Junior Blasters and Master Blasters?

You can set any age range for programs, using the age calculation setting on the registration form setup.

Can we set up multiple registration forms e.g. pre-season registration form. Don't want to be disabling vouchers, shut off period for vouchers?

Only one registration form can be setup per season/competition. Clubs have control over changing this pricing at any time and disabling/re-enabling or hiding/showing at any time.

Vouchers currently cannot be configured to have a shutoff period automatically. However, any vouchers setup by clubs can be disabled/re-enabled at any time. Vouchers can also be configured to have a set number of uses.



Can you claim more than one MyCricket ID into a cricket ID?

Cricket Australia is currently working through duplications of MyCricket ID's as we speak. This is a large body of work which will take several months to complete, so for now it's recommended that a participant links their Cricket ID with their 'primary' MyCricket ID

WIX WEBSITES

Un-answered questions

What will be happening with MyCricket websites for this season and going forward will URLs change when moving to Wix

Answers

URLs hosted on MyCricket will need to be moved to another provider domain hosting platform, i.e. GoDaddy for example. For those Clubs looking for a premium website solution Cricket Australia has partnered with Wix to provide a direct integration with PlayHQ showing professional widgets of fixtures, ladders and results.



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Our Association wants to transition to a Wix website - how do we do it?

All Milestone 3 Clubs & Associations received an email from Cricket Australia in early July 2022 providing an overview of the Wix onboarding process.

If you didn't receive this email please head to the community cricket website for more details and the onboarding form [here](#).

Can web developers create their own website (e.g. non Wix sites) and pull data across? Data out of PlayHQ onto non-Wix sites, custom streaming sites etc.

Currently the premium Wix website solution is the only existing website provider with a direct integration with PlayHQ.

MISCELLANEOUS

Un-answered questions

Answers

Will PlayHQ Support be available on Sundays? What hours is support available as I find it hard to reach out during work hours

Helpdesk will be uplifted by about 60% to ensure that support is available more easily and at increased times throughout the summer. Increased open hours will be announced closer to the 2022/23 season

What if I am given an admin login and the email address is not my preferred one - can I edit it?

Yes. You can edit this through your profile. How to guide [here](#).



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If a player changes their name can they change it in the system? e.g. First name, last name and DOB 'click to confirm this is correct' and can't change it after, but if that person gets married and changes their last name do they then need a new account?	This information cannot be changed by a participant. In this scenario they would need to contact customer support at Cricket Australia who will escalate to PlayHQ support
Can we keep information data lists in PlayHQ? e.g. email distribution list, yes through Mailchimp, but is there anywhere on PlayHQ that can warehouse this information like it did in MyCricket?	No. PlayHQ is not a data warehouse solution. As you suggested, Mailchimp would be best to house this or if you didn't want to use that integration, an excel spreadsheet would get you the same result.
Can we set multiple admin roles for one person on initial club set up?	There are only two types of admin roles that concern clubs. Full club Admin or eScoring admin. Admins can only have one or the other role.
What are the current staffing hours at CA regarding PlayHQ support?	Currently 9am-5pm Monday to Sunday. We will uplift these hours for the transition to PlayHQ. More details will be provided regarding helpdesk open hours closer to the 22/23 season commencing.
Is there a way to communicate with opposition teams through PlayHQ? E.g. Ground changes in junior formats and needing to communicate the change.	Communication like this would have to occur outside of the PlayHQ system, but clubs can publish their contacts which can be viewable through the public participant portal, to make this process a bit easier.
Can there be a custom entry for contacts? They are all pre-set, but clubs have other titles for those in the club that would need some public facing contact details. i.e. Senior Coordinator shouldn't be labelled "Veteran Cricket Coordinator" as it is misleading.	There isn't at the moment, but we are seeing this request come up a bit. It is likely we will revisit this as an improvement if the trend continues.



Administrators are having trouble finding where to log in to administer their club.. they expect to be able to go directly to PlayHQ website and see an option from there . Is there a way to have a sports admin section under the "my account" tab on PlayHQ? i.e.. Cricket Admin, Football Admin, Netball Admin etc.? or does this already exist?

Easiest way is to login via <https://ca.playhq.com/>. CA would then encourage clubs to bookmark it to their favourites if they are going to use the admin portal as part of their club role