



# QLD CRICKET – PLAYHQ

## PLAYER & PARENT REGISTRATION INFORMATION SUMMER 23/24

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

# CONTENTS PAGE

CONTENT	PAGE
PLAYHQ PROCESS CHANGES FOR PLAYERS	2
NATIONAL REGISTRATION FEE	3
YOUR CRICKET ID	6
PLAYER MOVEMENT – OVERVIEW	7
PLAYER MOVEMENT – INFORMATION FOR PLAYERS	13
SUBMITTING A REQUEST TO PLAY	15
PLAYERS – WHICH REQUEST TO SUBMIT	16
PLAYCRICKET APP & STATS	18
ADDITIONAL RESOURCES	19
PARTICIPANT CHECKLIST – RECOMMENDED ACTIONS	20
CRICKET AUSTRALIA SUPPORT	21

---

# PLAYHQ CHANGES FOR PLAYERS

## SINGLE PLAYHQ ACCOUNT (Based on your Email)

- Used for all PlayHQ activities (playing, registration, administration etc)
- Parent / Guardian owns the PlayHQ Account and adds children / dependents to the Account (eg Cricket Blast or Junior Cricket)

## ONLINE REGISTRATION

- Participants must register online **every Season** (Summer and/or Winter)
  - Parent / Guardian adds Junior or Blast participants to their PlayHQ Account ([contact Support](#) to unlink from a parent / guardian)
  - Senior Players use their own PlayHQ Account

## NATIONAL REGISTRATION FEE (Junior and Senior players only)

- Prices set nationally based on Date of Birth
- Paid once at your first PlayHQ registration to cover current season and next (eg Summer 23/24 -> Winter 2024)

---

# NATIONAL REGISTRATION FEE (PHQ)

- Applies to Junior and Senior players and paid at point of your first registration each season
- Paid once per player to cover all games / competitions in the current season and next season (eg Summer and Winter, or Winter and Summer)
- Prices are locked for three years and Australian Cricket will continue to invest \$35M p.a. into grassroots cricket
- NRF Cost at point of first registration for the 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](#)

---

# NRF COMPONENTS – INSURANCE

## **INSURANCE - \$6.55 (Juniors) / \$13.05 (Seniors)**

- Insurance has increased slightly due to a rise in premiums, rise in claims and general hardening within the insurance market.
- Australian Cricket (CA + States) are paying more and need to pass some costs to participants

## **INSURANCE MODEL (Senior Players)**

- Moved to an individual model paid at point of first registration (same as Junior Players)
- Previously was paid by Club / Association on a per-team basis, with no consideration for players representing multiple teams
- Insurance invoices have been removed for Clubs / Associations

---

# NRF COMPONENTS – DIGITAL

## **PLAYHQ FEE - \$4.80 (Juniors and Seniors)**

- Ongoing investment to ensure the platform evolves and improves to meet changing technology and community expectations.
- Without this will be faced with same problems we had with MyCricket – no development and increased bugs

## **COMMUNITY APPS & WEBSITES - \$4.65 (Juniors and Seniors)**

- Bring PlayHQ data to life through personalised digital experiences to all participants throughout grassroots cricket.
- Achieved by linking your Cricket ID during your first registration
- Features will be enhanced and personalised through the PlayCricket App
  - Previously known as the MyCricket App

---

# YOUR CRICKET ID

## WHAT IS A CRICKET ID

- Your single cricket account for all digital products and services
- Email based, **it is not your MyCricket ID number**
- Many people have a Cricket ID via the MyCricket App, CA Live App, Australian Cricket Family, cricket courses or purchasing match tickets
- Recommend select 'Sign Up' if unsure and you will be prompted to reset password if applicable

## WHY YOU NEED TO LINK YOUR CRICKET ID

- Link your career statistics in MyCricket and future statistics from PlayHQ
- Unlock personalised digital experiences moving forward

## JUNIOR PARTICIPANTS

- Parent or Guardian owns the Cricket ID and can link a child / dependent account to it.

---

# 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

# 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

---

# INFORMATION FOR PLAYERS

## ONLINE REGISTRATION

- Required for every Season (Summer or Winter)

## HOME CLUB

- Players register to their 'Home Club' and becomes your primary affiliation for that Season (eg Summer 23/24)

## REQUEST TO PLAY

- When changing Clubs or Competitions (Associations), the online registration process requires players to submit the Request to Play

### 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](#)

---

# WHERE DO I REGISTER FIRST?

**HOME CLUB** – Usually be the first Club you register with **each season** and will house your primary affiliation. You can determine your Home Club by:

- The Club in which you will play majority of matches
- The Club in which you will play majority of formats (Junior or Senior)
- The Club in which you will play with first:
  - Club -> Representative -> School
  - Pre-Christmas -> Post-Christmas
  - Junior Cricket -> Senior Cricket

## FIRST REGISTRATION ENSURES

- National Registration Fee is only paid once per season, and covers participant for the next season (Winter -> Summer or Summer -> Winter)
- Free to move Clubs / Teams via the Permit system within same season

---

# REQUEST TO PLAY OPTIONS

## HOME CLUB

- Register online to your Home Club for the upcoming season

## TRANSFER

- Permanent movement from one Club to another (switching Clubs)
- Example – moving to a new area / competition
- 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**

## PERMIT (Player needs to have first registered online for the current season)

- Allows the player to be active in more than one Club, Comp or Association
- Example – playing Junior and Senior cricket for the same Club, playing in different Competitions for different Clubs
- Permits keep your registration active within all Clubs and Competitions for the remainder of the season

***Player can complete registration when Approval process completed***



---

# 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 different season**

---

# PLAYCRICKET APP & STATS

## PLAYCRICKET APP (formerly called MyCricket App)

- Remains the home of all fixtures, ladders, season stats and live scores
- Continue using as normal



## COMPETITION HISTORY

- Nothing is getting deleted – all information will be transferred gradually to live through the PlayCricket App and CA stats database
- Everything will live in one place by the end of the project

## PLAYER STATS

- Player process to claim MyCricket stats via your Cricket ID & PlayHQ available after you have registered – [Click Here for details](#)
- Public and downloadable reports via CA [public report website](#)

---

# 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](#)

FAQs – General, National Registration Fee, Cricket ID – [CLICK HERE](#)

Support and Assistance – [mycricketssupport@cricket.com.au](mailto:mycricketssupport@cricket.com.au) / 1800 274 2538

PlayCricket Support Site – <https://playcricketssupport.cricket.com.au>



---

# CHECKLIST FOR PLAYERS & PARENTS

## RECOMMENDED ORDER TO REGISTER FOR SUMMER 23/24

- 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

---

# 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 most registration requests either over the phone or via return email:

- **PHONE** – 1800 274 25 38
- **EMAIL** – [mycricketsupport@cricket.com.au](mailto:mycricketsupport@cricket.com.au) (your request will be filtered to the PlayHQ department)
- **ONLINE REQUEST FORM** – [Click Here](#)
- **PLAYCRICKET SUPPORT PAGE** – [Click Here](#)
- **PLAYCRICKET CONSULT REQUEST** – [Click Here](#)