



## **WINTER WAREHOUSE REGISTRATIONS VIA PLAYHQ**

### **Acknowledgement:**

I'd like to acknowledge the high-quality training and support provided by Queensland Cricket during our on-boarding to PlayHQ. We really appreciate their assistance in trying to make this process as easy and seamless as possible!

This is the first of our Fact Sheets to keep you updated on PlayHQ and our path forward for Winter 2023 and all future seasons. It will not answer all your questions as there are many areas of the new platform we haven't even seen yet. However, we will keep you updated with things you need to know as we gain more access to the various PlayHQ components.

You can read as much or as little of this document as you want. For example, you may choose to jump straight to the checklist at the end of the document. This is your personal choice, but we have provided you with a bit of background hoping it will help you with the process.

There are two main sections to this document:

1. [Background](#)
2. [Checklist for Players and Parents](#)

## **1. BACKGROUND**

PlayHQ will be replacing MyCricket from Winter 2023 so this will affect Albany Creek registrations for the coming Winter Warehouse competitions.

This document is designed to provide you with details on some of the changes you will notice. It also provides a checklist at the end for you to follow when registering your child for the Winter Warehouse competitions with Albany Creek.

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## Changes for Players:

There will be a single PlayHQ account (based on your email) which:

- is owned by the parent/guardian who then adds children/dependants to the account for the relevant competitions and programs, e.g. Master Basters or Junior Cricket.
- is used for all PlayHQ activities, e.g. playing, registrations, administration.

**Important Note:** Senior players use their own PlayHQ account to register for relevant competitions. When your child is over 18, they will be able to 'claim' their account in their own name.

## Online Registrations

As with MyCricket, every participant **must** register online to their club (clubs will **NOT** be able to register any players manually).

**Important Note:** FairPlay vouchers can now be dealt with as part of the standard junior registration in PlayHQ. Refer to [Claiming a FairPlay Voucher](#) for details.

## National Registration Fee (NRF) - Players only

The National Registration Fee (paid by players only) includes the player insurance, PlayHQ fee and Community Apps fee. The insurance component is not new to junior players but it is a new model for senior players. The NRF for 2023/2024 is:

- **Juniors** (U18 at September 1<sup>st</sup>) = \$16.00
- **Seniors** (U18+ at September 1<sup>st</sup>) = \$22.50

The NRF is applied to both juniors and seniors at the point of their **first registration** of the season. It is an annual fee that covers all games/competitions for the player for the current season **AND** the next consecutive season, e.g. Winter 2023 AND Summer 2023/24 or Summer 2023/24 AND Winter 2024 (**NOT** Summer 2023/24 AND Summer 2024/25).

**Important Note:** This is different to insurance model for juniors in MyCricket, where the insurance was applied to junior registrations for both Summer and Winter, i.e. bi-annual cover. Now, if you register for a 2023 winter competition with any club, you will not be charged the NRF when you register with your club for the 2023/24 summer.

## MyCricket App & Stats

A lot of you will be wondering what's going to happen with your MyCricket historical stats. The section is designed to allay your concerns about anything being lost.

### MyCricket App

- The MyCricket App remains the home of all fixtures – all information will be transferred gradually to live through the MyCricket App. Historical data will not be transferred immediately on registering in PlayHQ. Refer to [Player Stats](#) below for details.
- You will continue using the app as normal.

We will be providing more information relating to fixtures, scoring, ladders, etc a bit further on in this process. For now, we are concentrating on getting players registered so that Warehouse can create the competitions.

### Competition History

- None of the cricket history in MyCricket is being deleted.

## Player Stats

- None of the player stats in MyCricket is being deleted.
- A process will be available in the future that will allow you to 'claim' MyCricket stats but for now we just need players to get registered. (Some players may choose NOT to claim their stats – it will be a personal choice.

**Important Note:** Players need to be registered and competitions started in PlayHQ before historical stats claiming can begin!

## Your Cricket ID

### What is a Cricket ID?

It is important to know that a Cricket ID is **NOT** your MyCricket ID number(s).

Set out below are some bullet points defining what a Cricket ID is.

- It is your single cricket account for all digital products and services.
- It is email based – not an ID number
- Most of you may already have one and not be aware of it, e.g. it may have been created via the MyCricket App or CA Live App, by the Australian Cricket Family, when enrolling for cricket courses or purchasing match tickets.
- Your Cricket ID will be linked to your PlayHQ account when you first register with PlayHQ.

**Important Note:** Step 2 in the [Checklist for Players and Parents](#) below describes how to check if you have a Cricket ID or how to set one up if you don't.

### Why you need to link your Cricket ID

- It will be used to link your career statistics in MyCricket and future statistics from PlayHQ
- It will be used to unlock personalised digital experiences moving forward.

### MyCricket ID Number (Player Stat Profile)

- This was the unique number housing your career stats in MyCricket.
- You will link your MyCricket ID number(s) to your Cricket ID **during the season** with a process that will be made available in the future. This process will allow you to 'claim' the historical MyCricket stats if desired.

## 2. CHECKLIST FOR PLAYERS AND PARENTS

Set out below is the recommended order to register for Winter 2023:

1. Create or Login to your PlayHQ Account at <https://www.playhq.com/signup>.
  - If you have an existing PlayHQ login, say from another sport like AFL, it will be the same account used to register for cricket.
  - If you don't have an existing PlayHQ login, go to <https://www.playhq.com/signup>, enter your details including a password and click **Sign up**. Just create the account at this point – we'll be discussing registering your child shortly.

**Important Note for Juniors:** Please remember this account needs to be in the parent/guardians name. You can add your child/children to your account via the registration process (step 2 3 and 4 below).

**Note:** Once the PlayHQ account exists, you can update the details, e.g. mobile phone number, email address or privacy settings, at any stage by logging into your PlayHQ account using the email address and password and selecting **My Account** from the drop-down arrow beside your name in the right-hand corner of the screen.

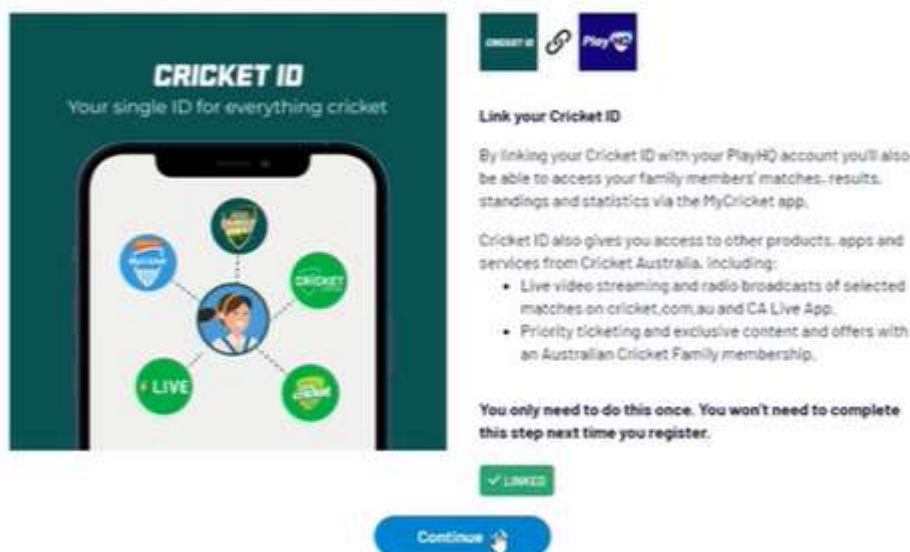


2. Create or Login to your Cricket ID Account at <https://id.cricket.com.au/login>.  
This step identifies how to check if you have a Cricket ID or to set one up if you don't.
  - If you are unsure if you have a Cricket ID (remember this is **NOT** your MyCricket ID number), click on **Forgot Password**, enter your email address and click **Send password reset email**. You will be sent an email stating that a request has been made to reset the password for your Cricket ID. Click **Reset my password** in this email. Enter and confirm your new password.
  - If you don't have a Cricket ID, click on **Don't have Cricket ID? Sign up** and enter your details and click **Create Cricket ID**.

**Important Note:** Once the Cricket ID exists, you can update the details at any stage by logging into your Cricket ID using the email address and password.

3. Now that you know you have both a PlayHQ Account and Cricket ID, go to <https://www.playhq.com/cricket-australia/register/8fbdab> and click **Get started**.
4. Register to the relevant product(s):
  - i) If you are not already logged into your PlayHQ account, enter your login details and click **Log In**.
  - ii) You will be asked who you would like to register.  
For juniors, you will choose the **I am registering someone else** option and then click **Continue** (Seniors will choose **I am registering myself**).
  - iii) Now you need to choose the role, e.g. **Player** and click **Continue**.
  - iv) Next you need to enter the participant's details, taking care that the correct details are entered. Once you move past this page, the first name, last name and date of birth will not be editable. Once you've entered all the information, click **Save and Continue**.
  - v) Acknowledge the terms and conditions on the **Fees** page and click **Continue**.

- vi) For the first registration only, you will be asked to link your Cricket ID to your PlayHQ account. Click **Link Cricket ID** and enter your Email and Password. When you are returned to the **Link your Cricket ID** page, a green box should display identifying that the id has been linked to your account. Click **Continue**.



- vii) The final step is where you will be asked to pay the NRF (first registration only for the season) and any subsequent club fees. Enter the details and click **Confirm purchase**. Your registration has been submitted to the club. Refer to [Claiming a Fairplay Voucher](#) below if you are using a voucher to pay for part or all of the registration.

**Important Note:** Club, Association and Queensland Cricket administrators have limited visibility and access to Play HQ and Cricket ID accounts. If you have issues with registration the Cricket Australia Help Desk can assist with most registration requests either over the phone or via return email.

- **PHONE** – 1800 274 253
- **EMAIL** – [mycricketsupport@cricket.com.au](mailto:mycricketsupport@cricket.com.au) (your request will be filtered to the PlayHQ department)
- **ONLINE REQUEST FORM** – [Click Here](#)

## Claiming a FairPlay Voucher

1. If you have a FairPlay Voucher, at step 4.vii above, click on **I have a government voucher**.
2. You then need to select **FairPlay Voucher (QLD)** from the drop-down list, enter the **Voucher Number** and click **Apply**.

The voucher will then be applied to the total fees.

**Important Note:** It is important that you scan the voucher and send it through to us so we can redeem it from the appropriate government body! They can be sent to [acc@albanycreekcricketclub.com.au](mailto:acc@albanycreekcricketclub.com.au).