

# PLAYHQ FAQs

## GENERAL



### **Will PlayHQ replace SportsTG/Gameday that we have used in previous years?**

PlayHQ has replaced GameDay (also known as SportsTG or FootyWeb). The AFL transitioned to PlayHQ for Community Football in the 2022 season after successfully launching NAB AFL Auskick and AFL9s in 2021.



### **Is there an App for PlayHQ to use on mobile devices?**

A PlayHQ app is currently in development and will be released in the second half of 2023, the platform has also been created to be extremely mobile friendly via the web.



### **Where can I learn how to use the PlayHQ System?**

We have a range of training and education resources available, so you feel confident on the PlayHQ platform. visit <https://www.play.afl/clubhelp/playhq/> to book into live webinars, download user guides, view 'how-to' videos and access one-on-one support.



### **What If I need technical assistance?**

The AFL Stakeholder Services Team will provide support for all Community Football user groups for the transition and onboarding to PlayHQ.  
Email: [clubhelp@afl.com.au](mailto:clubhelp@afl.com.au) Call: 1800 PLAYAFL.



### **What will happen to my old Gameday Club website?**

GameDay (formerly SportsTG) have committed to continue to support your existing free FootyWeb website.



### **Does PlayHQ support the sending of emails via this portal to all Club participants?**

Currently there is a free communications tool (Communicator) available within the GameDay platform, but it is not widely used. As part of this transition to PlayHQ, we recommend Leagues and Clubs adopt Mailchimp. PlayHQ will seamlessly integrate into Mailchimp to ensure League and Club audiences are always up to date.

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## ADMINS



### **Will there be one log-in per club, or will it be a log-in per user?**

Each administrator will need to have their own login, however these can be easily added / removed at a club level.



### **I am logged into PlayHQ however, do not see access to my club?**

If you have been given access to your local club as an admin, please ensure you are logging in via [afl.playhq.com](http://afl.playhq.com) as this is the Admin Portal.



### **Who can I go to regarding getting added as an admin in PlayHQ for my football club?**

You should speak to your appropriate league or State/Territory Community Football Manager about being added into PlayHQ for your football club.



### **Can my Club register multiple committee members with the same email address? (e.g. [info@clubname.com](mailto:info@clubname.com))?**

Each Club administrator should create their own PHQ account using their personal email address & have that account linked into the club.



### **I am adding in another Club administrator, however when I save the record it comes up with a completely different name?**

It is likely that the same email address has been used to register an account for someone else (i.e. child) in PlayHQ, We would recommend setting up an admin account with a different email or changing the email address in the existing account.



### **Will I get an email to alert me when a new registration comes through for my Club?**

Yes, Club Admins can turn on a setting to receive an email for every registration similar to STG (Game Day).



### **Why can't I see players in my teams 'Previous Players' Section?**

In order for players to be listed in the previous players sections they must have been assigned to a team via the allocations area and played at least 1 game. If they have then been unallocated from that team they will show in the previous player's section. However, if they have not been assigned to the team in the allocations area and were simply added to fill in for a game, they will not show.



### **Why can't I update & save my Competition Settings?**

If you are seeing a greyed out 'Update & Save' button, it's likely that you need to select a Game Sheet Template as one of your default settings. On the Competitions > Settings > Defaults page, ensure you have ticked the 'AFL team sheet' option.



### **Can you register on behalf of players?**

The PlayHQ platform has been built to make it very easy for participants to register themselves, there is a profile matching feature to claim their profile & history from the previous system.



### **Can a participant change their email address after they have registered?**

Yes, account holders with a PlayHQ profile can change their email address. Logging into your PlayHQ profile, selecting 'my account' and you will then be presented with an option to 'Change Email'.



### **Is the account for AFL separate to other Play HQ accounts? (e.g., Basketball/Netball)?**

Being a multi-sport platform if you already have an account to register with another sport you will be able to use the same account to register for AFL programs or competitions.



### **What are the standard questions asked on the Registration Form?**

The National Registration form asks for Participant Details (Name, Gender, DOB, Phone, Address, etc) Disability Details, Additional Details (AFL Club of Support) and Parent/Emergency Contact Details (Name, Address, Relationship, Email, Phone). State & Territories may add additional questions on top of this.



### **Can participants add vouchers from external parties (Government)?**

PlayHQ Currently has functionality to accept all Major Government participation vouchers (e.g., Active Kids Voucher). These have been built to be accepted by customers at the point of registration.



### **How do Umpires register for 2023?**

The AFL has partnered with OfficialsHQ to manage umpire availability, appointments, payments and match day paperwork. Upon registration, umpires will have access to a range of benefits designed to improve the overall education and training available. Visit <https://www.play.afl/umpire/officials-hq> for more information.

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## PAYMENTS



### **Are there options to include payment plans within PlayHQ?**

At this stage, the whole registration fee must be paid at time of registration. There is the use of “vouchers” within PlayHQ which your club could look to utilise for specific situations.



### **What will this cost my club?**

Like GameDay (formerly SportsTG), clubs can access and use the system free of charge. For Clubs transacting through the platform there is a reduced platform fee of 1.8% (compared to the current 3.9% with GameDay) which encourages clubs to take online registration payments and reduce volunteer burden in chasing manual payments.



### **When the payments come through, what details will be on them?**

The club will receive a copy of invoice for each registration and the club will be able to run a report to reconcile any payments received in their bank account.

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## DATA MIGRATION



### **Will all the previous playing history transfer across?**

Yes. When a profile is claimed all registration history, tribunal history, game & goal tallies & transfer history will be migrated for players that have played since 2015. For players who haven't played since 2014 or prior, your data will be migrated in the next phase of data migration.



### **Why are some players from previous season (e.g 2021/2020) appearing on our participation report, but others aren't?**

If players have registered and claimed their profile either within the AFL network or other sports on PlayHQ (ie Basketball, Cricket or Netball), those players details will show up when running a Participation Report across previous seasons they may have been registered in (ie 2021 or 2020). However, if players have not yet claimed their profile they will not appear in previous seasons.



### **2023 Player Transfers - When is this happening?**

Player transfers for the 2023 season opened on February 1, 2023. Players who are transferring to your club from an existing club must wait until February 1st to complete their 2023 season registration process.

\*Leagues that have competitions commencing prior to February 15 will have 2 special transfer periods (December 1-15 and January 15-30) for more information [Click Here](#).



### **What is the time limit for transfer requests?**

The following rules apply:

All organisations will be given a combined total of 6 days after the request is created for both the source club and association to approve the request. All approvals are due by 12:01:00 AM on the due date.

After the 6 days (144 hours from transfer submission), the request will be auto-approved. Checks are completed every 6 hours on the due date to determine when the transfer will be auto approved.

As such, the 6 hourly approval scripts each day run at various times depending on timezone but as a guide please see below:

- 4am (AEST) or 5am (AEDT) - (UTC 17:00)
- 10am (AEST) or 11am (AEDT) - (UTC 23:00)
- 4pm (AEST) or 5pm (AEDT) - (UTC 05:00)
- 10pm (AEST) or 11pm (AEDT) - (UTC - 11:00)

The source association may never have an opportunity to approve or decline the request if the source club doesn't action the request within 6 days. The behaviours above only apply if the source association and destination association are different. If they are the same, the association is treated like a destination association, and therefore they are not instantly bypassed if the source club doesn't action the request in time.