# AFL COMMUNITY FOOTBALL CLUB ADMIN PLAYHQ USER GUIDE





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# 1. Terminology

The change of the online competition management platforms has resulted in some changes to the terminology as follows.

Admins in PlayHQ formerly known as Users in the GameDay (SportsTG) system.

Admin Body in PlayHQ formerly known as State or Region in the GameDay (SportsTG) system.

Admin Portal in PlayHQ formerly known as Database in the GameDay (SportsTG) system.

Allocations in PlayHQ formerly known as Fixture Grid in the GameDay (SportsTG) system.

**Competition** in **PlayHQ** is an extra level within an League which allows League Admins to create more than one Competition in an League i.e. League Seniors & League Juniors.

**Discipline** in **PlayHQ** is a new term which is related to Incidents & Suspensions.

**Domestic** in **PlayHQ** formerly known as Venue Allocation in the GameDay (SportsTG) system.

Fees in PlayHQ formerly known as Products in the GameDay (SportsTG) system.

Format in PlayHQ formerly known as Type in the GameDay (SportsTG) system.

Gameday Permit in PlayHQ formerly known as Type 1 Match Day Permit in the GameDay (SportsTG) system.

Game Day in PlayHQ formerly known as Match Results in the GameDay (SportsTG) system.

**Game Sheet** in **PlayHQ** formerly known as Team Sheet in the GameDay (SportsTG) system.

Grade in PlayHQ formerly known as Competition in the GameDay (SportsTG) system.

**Ladder points average** in **PlayHQ** formerly known as Percentage Wins Ladder (Match Ratio) in the GameDay (SportsTG) system.

Life Ban in PlayHQ formerly known as Deregistered in the GameDay (SportsTG) system.

Line-up in PlayHQ formerly known as Selected Players in the GameDay (SportsTG) system.

OfficialsHQ in PlayHQ formerly known as Schedula in the GameDay (SportsTG) system.

Participant in PlayHQ formerly known as Member in the GameDay (SportsTG) system.

**Season Permit** in **PlayHQ** formerly known as Type 2 Local Interchange Permit or Type 3 Temporary Transfer in the GameDay (SportsTG) system.

**Tournament** in **PlayHQ** formerly known as Pools Competition in the GameDay (SportsTG) system.



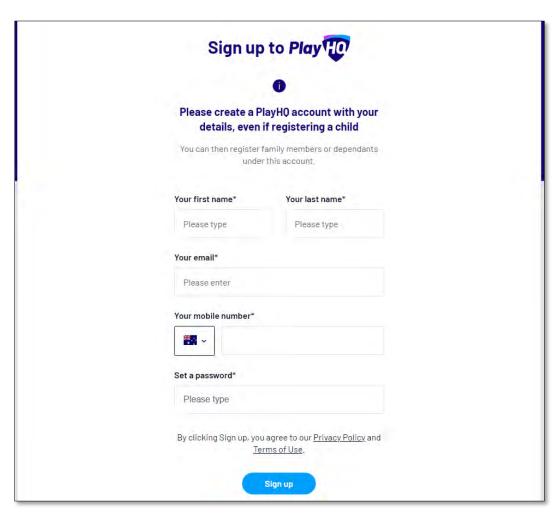


# 2. Creating a PlayHQ Account

To create a PlayHQ account go to <a href="https://playhq.com">https://playhq.com</a> and in the top right corner click on the Sign up button.



You will land on the **Sign up to PlayHQ** page. Add **Your first name**, add **Your Last Name**, add **Your email**, add **Your mobile number**, add a password in **Set a password** and click on the **Sign up** button.

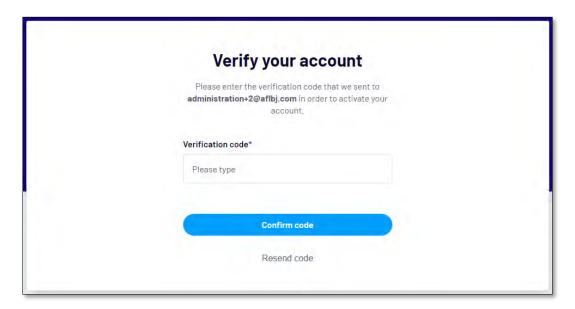


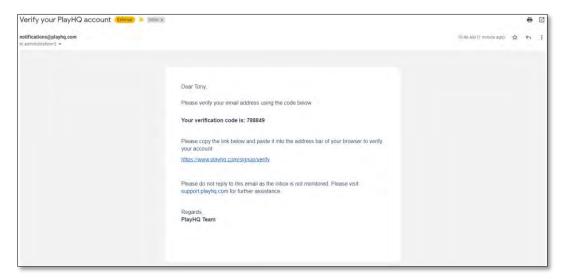




# Creating a PlayHQ Account (cont)

You will be taken to the **Verify your account** page and you will be sent an email with a **Verification code**.







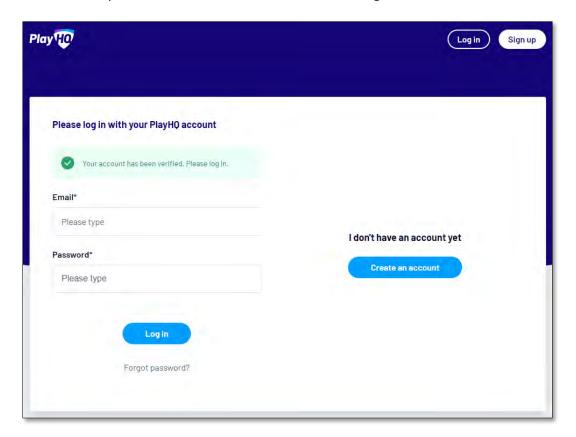




## Creating a PlayHQ Account (cont)

Add the **Verification code** on the **Verify your account** page and click on the **Confirm code** button.

You will be taken to the login page and confirmation message – **Your account has been verified. Please log in.** – where you be able to enter your **Email** and **Password** and click on the **Login** button.

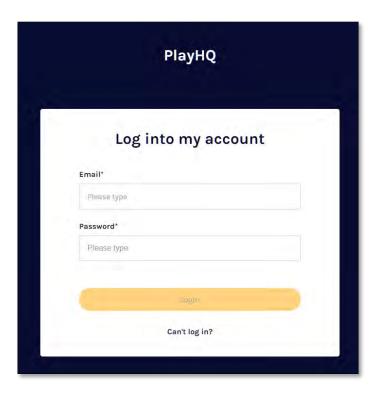






# 3. Logging in and accessing your admin portal as Club Admin

To login and access any database go to <a href="https://afl.playhq.com/">https://afl.playhq.com/</a> and enter the username & password you have registered.



When you have logged in you see the name of the organisation you are **Using as** in the top left corner.

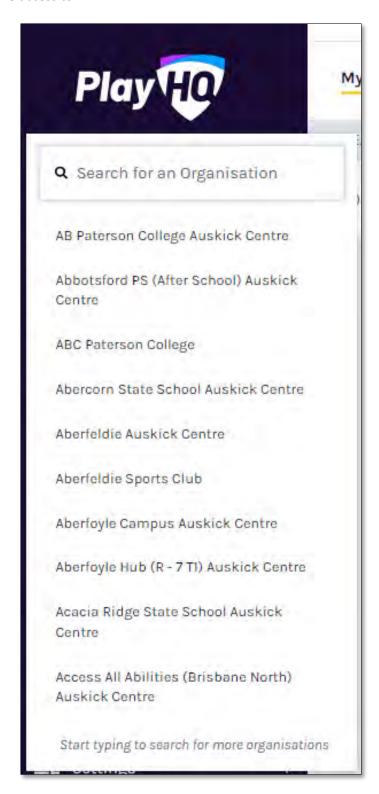






## Logging in and accessing your admin portal as club admin (cont)

If you are an admin for more than one organisation you can click in the **Using as** area and it will show you a list of all of the organisation you have access to.

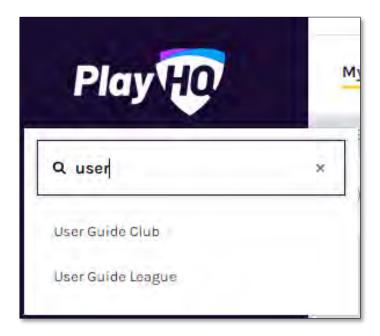






# Logging in and accessing your admin portal as club admin (cont)

In the **Search for an Organisation** area begin to type the name of the organisation.



Select when it appears.







# 4. My Organisation - Admins

In the left-hand menu click on My Organisation then select Admins.

In the Active Users tab click on the Invite new admin button.

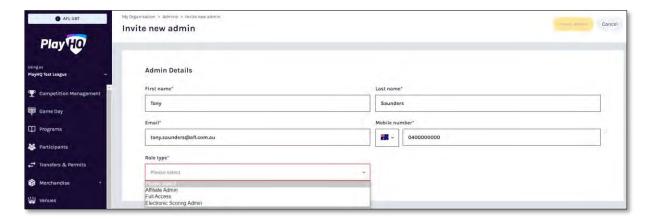


Add the administrator's details and click on the Invite Admin button in the top right corner.

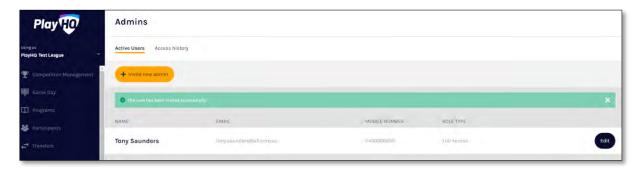
There are 2 types of access:

Full Access – gives access to the Association only

Electronic Scoring Admin – gives access to the Electronic Scoring portal only



The administrator will be added and you will return to the **Active Users** list with confirmation message. The administrator will receive an email from PlayHQ inviting them to either create an account or login to the platform.

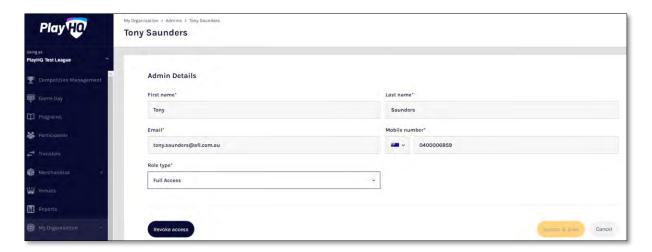




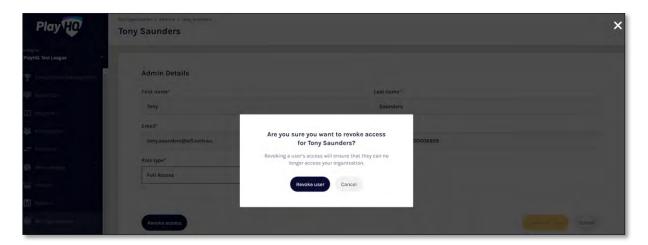


## *My organisation – Admins (cont)*

To remove an administrator in the **Active Users** list click on the **Edit** button for the user you want to remove and click on the **Revoke User** button.



A warning message will pop up, to continue click on the **Revoke User** button or if you do not want to remove click on the **Cancel** button.



The administrator will be removed and you will return to the Active Users list with confirmation message.







# 5. My Organisation - Overview

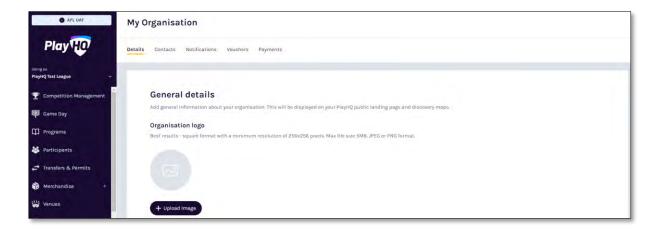
In the left-hand column go to My Organisation then select Overview.

## **Adding/Updating Details**

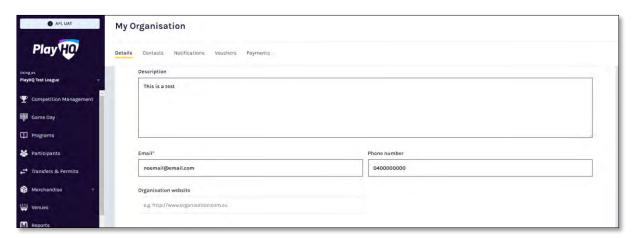
Click on the **Details** tab.

Please note this information is important as it appears on your organisation's PlayHQ registration page.

To add your organisation's logo click on the **Upload Image** button and follow the prompt to locate and upload the file.



In the **Description** area you can information about your organisation, add a primary contact **Email**, add a primary contact **Phone number** and add an **Organisation website** URL if applicable.



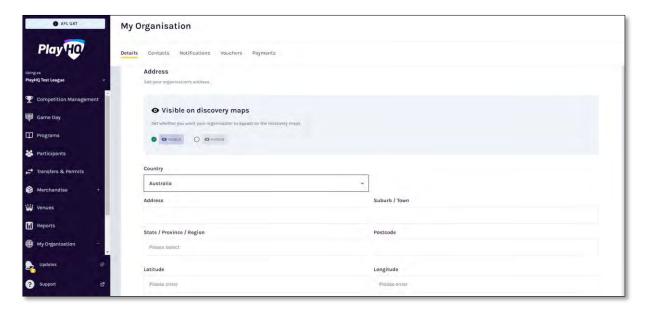




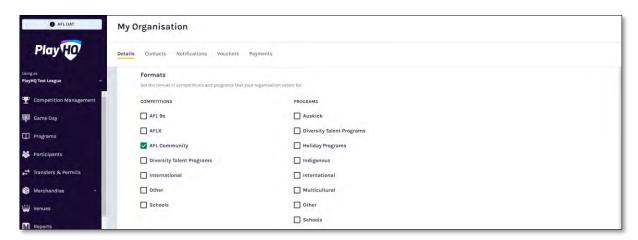
## My Organisation - Overview - Adding/Updating Details (cont)

In the **Address** area, if you are club click on the **Visible** button in the **Visible on discovery maps** section, add **Address**, add **Suburb**, select **State**, add **Postcode** and add **Latitude** & **Longitude**.

Please note this information is important as it appears on your organisation's PlayHQ registration page and selecting Visible makes your organisation active on the <a href="https://www.play.afl">www.play.afl</a> locator.



In the Formats area please ensure the only box that is ticked is AFL Community in the Competitions column.







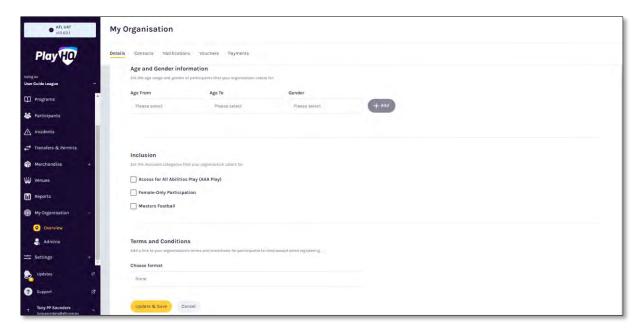
## My Organisation - Overview - Adding/Updating Details (cont)

The **Age and Gender information** area is optional but if you wish to show on the public website select **Age From**, select **Age To** and select **Gender**.

The Inclusion area is optional but if you wish to show on the public website tick the box for Access for All Abilities (AAA Play) and/or Female-Only Participation.

Adding your organisation's **Terms and Conditions** is optional but if you would to add there is two options available – **Website URL** or **Text Input**.

Click on the **Update & Save** button at the bottom of the page.







#### **Adding/Updating Contacts**

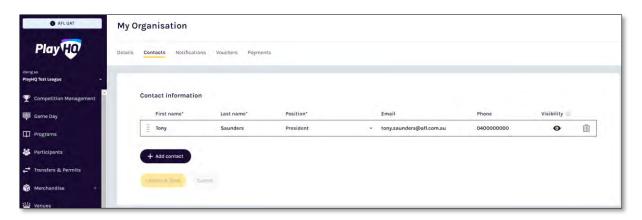
Click on the **Contacts** tab. Add one or more contact for your organisation, it is mandatory to add **First Name**, **Last Name** and select **Position** fields.

To make a contact visible on the organisation's PlayHQ website page click on the (Visibility) icon and it will change to the icon.

To remove a contact click on the icon.

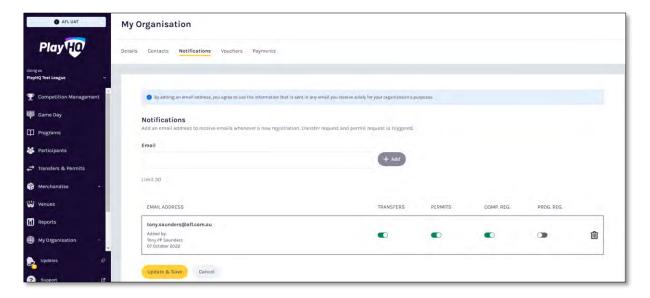
Click on the **Update & Save** button at the bottom of the page.

Please note this information is important as it appears on your organisation's PlayHQ registration page.



## **Adding/Updating Notifications**

Click on the **Notifications** tab, you can add up to 30 **Email** contacts to receive transfers, permits and competition registrations notifications via email. Add an email address in **Email** area, click on the **+ Add** button, turn on the options and click on the **Update & Save** button.



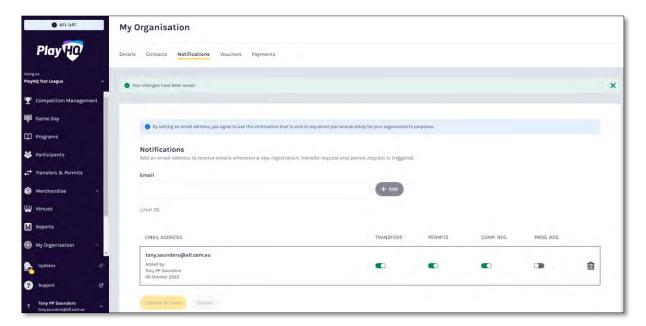




## *My Organisation – Overview – Adding/Updating Notifications (cont)*

The contact will be added with a confirmation message advising the changes have been saved.

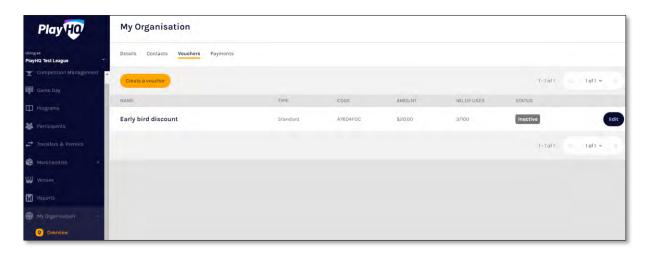
To remove a contact, click on the icon and click on the **Update & Save button**.



#### **Creating Vouchers**

Vouchers are an exciting new feature in the PlayHQ platform which enable Community Football Leagues and Clubs to provide a discount to their organisation registration fees at the payment stage of the registration process.

Click on the **Vouchers** tab. If you wish to add a voucher, click on the **Create a Voucher** button.

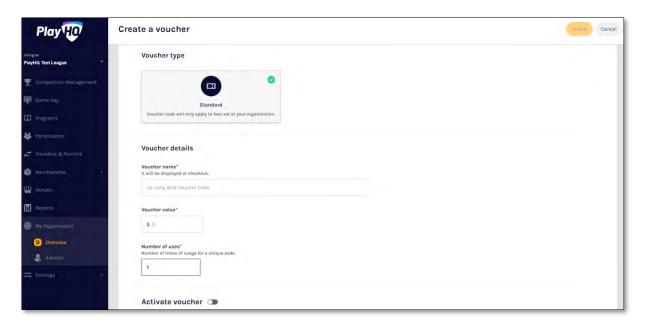






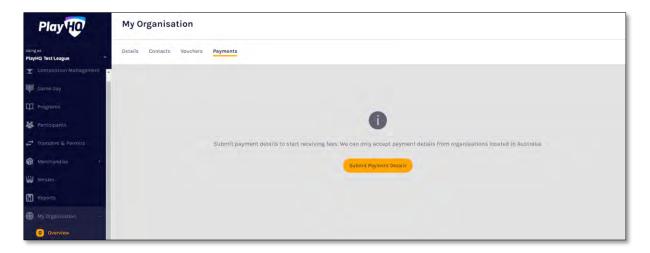
## My Organisation - Overview - Creating Vouchers (cont)

Add **Voucher name**, add **Voucher value**, add **Number of uses**, turn on **Activate voucher** and click on the **Create** button in the top right corner.



## **Setting Up Online Payments**

Click on the Payments tab, click on the Submit Payment Details button and complete the required fields.

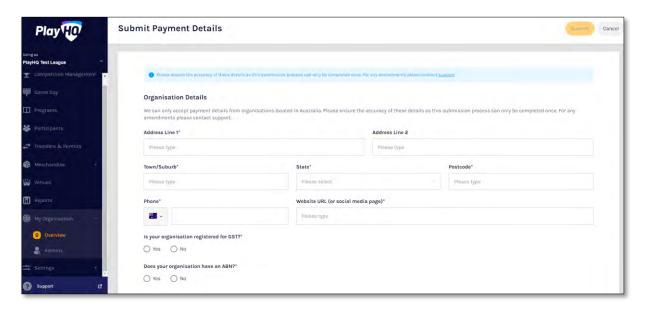




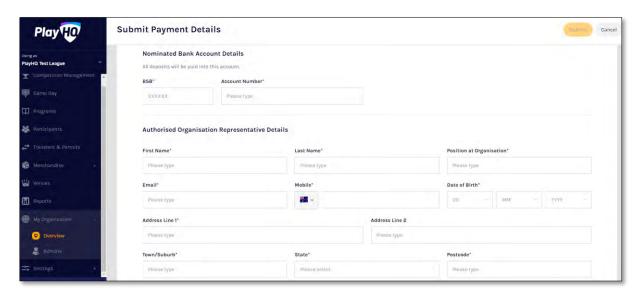


# My Organisation - Overview - Setting Up Online Payments (cont)

Add Organisation details and select answers to GST questions.



Add Organisation bank details and representative details.





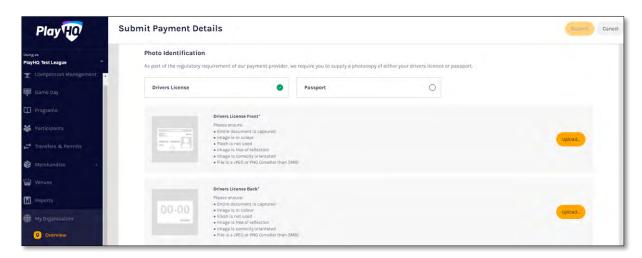


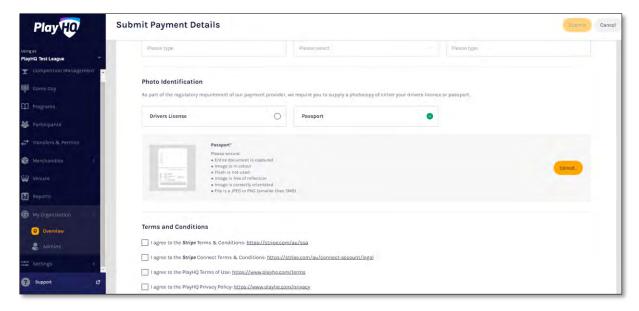
## My Organisation - Overview - Setting Up Online Payments (cont)

Select **Photo Identification** method, either Drivers License OR Passport and upload image(s). **Please note if you choose the Drivers License option you must upload both front and back**.

Agree to all of the **Terms and Conditions**.

Click on the **Submit** button in the top right corner.









# 6. Settings - General

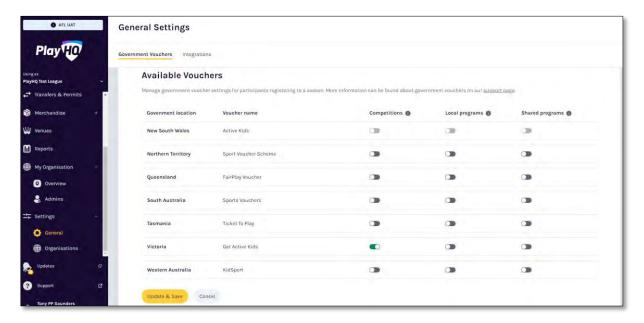
In the left-hand column go **Settings** then select **General**.

#### **Government Vouchers**

If your organisation is registered with your state government voucher program you can turn on the button in the **Competitions** column and click on the **Update & Save** button.

Please note for Associations in New South Wales your your POSID number has to be added to your organisation by a Super User to enable turning on the button.

Please note you can turn on more than one state for those organisations that cross a state border.



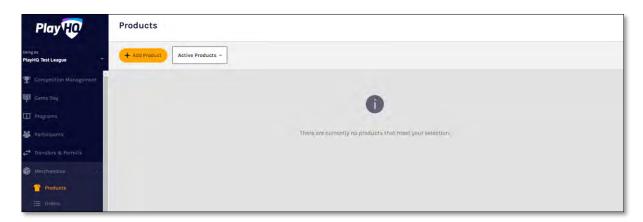




## 7. Merchandise

This section is optional and is only required to be completed if your organisation wishes to sell merchandise.

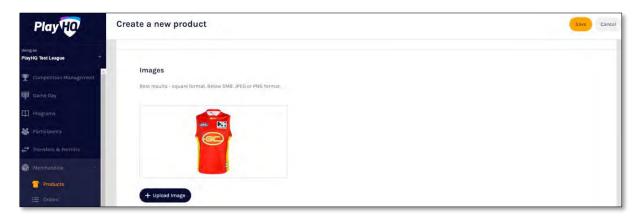
In the left-hand column go to **Merchandise**, select **Products** and click on the **Add Product** button.



On the **Add Product** page add the **Product Name** and **Description**. Turn **Product Active** on or off, the default would be on but if the product becomes unavailable change to off.



Upload an Image of the product if you have one (optional), up to 10 images can be uploaded.

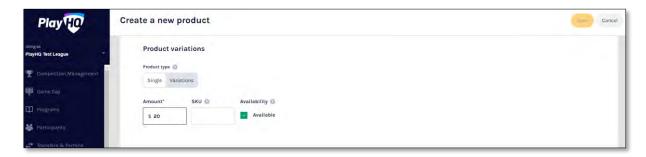




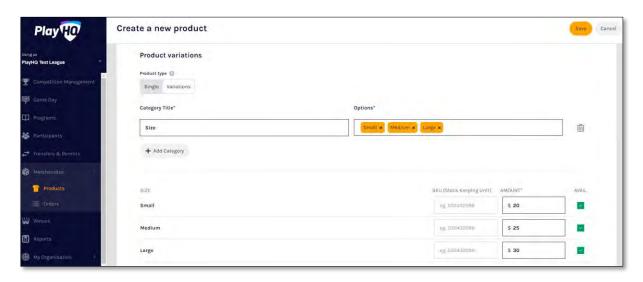


## Merchandise (cont)

Select **Product Single** and add one value for the product.

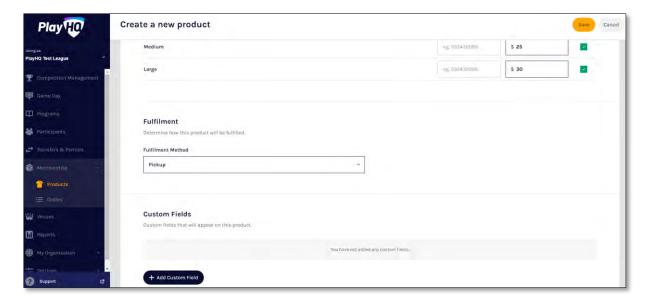


Or select **Product Variations** and add the variations with their value.



Select **Fulfilment Method** – **Pickup** or **Delivery** – if **Delivery** is selected it will prompt the customer to add a shipping address in the registration process.

If you wish add a custom field linked to a variant, under **Custom Fields** click on the **Add Custom Field** button.







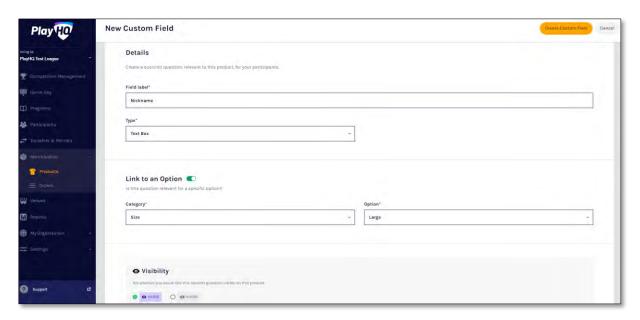
## *Merchandise* (cont)

On the New Custom Field page add a Field Label and select the Type.

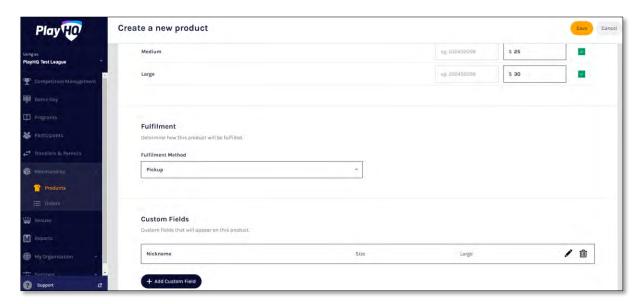
Turn on Link to an Option, select a Category and an Option.

Under Visibility select Visible or Hidden.

Click on the **Create Custom Field** button in the top right corner.



You will be returned to the **Create a new product** page, click the **Save** button in the top right corner.

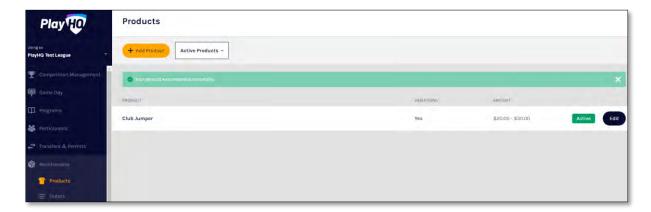






# Merchandise (cont)

You will be returned to the **Products** page with confirmation message that the product was created successfully.







# 8. Club Management

## **Accept Competition Invitation**

Click in the **Using as** area and begin to type the name of the **Club** and select the **Club** when it appears.



In the left menu click on **Competitions**, click on the **Invitations** tab and click on the **Accept** button.



The status for the competition will change to Accepted.



#### **Club Custom Fields**

In the left menu click on Competitions, under the My Competitions tab click on the View button.

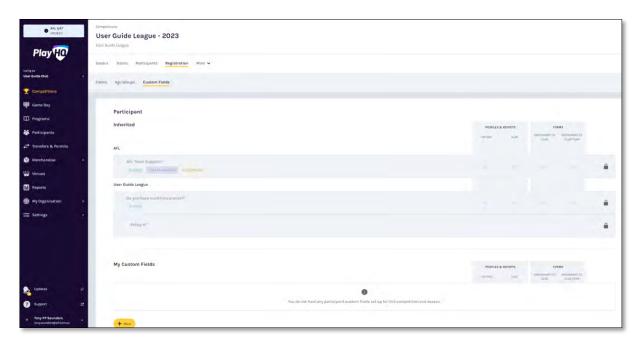




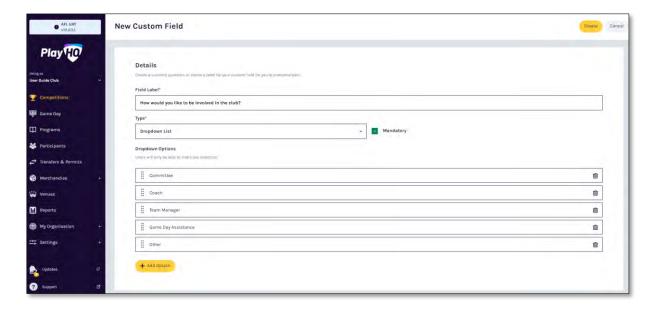


## Club Custom Fields (cont)

Click on the **Registration** tab and select the **Custom Fields** tab. Any **Custom Fields** created at national, state, region or League levels will be shown and locked. The **Club** can create any **Custom Fields** they may require by clicking on the **+ New** button under **My Custom Fields**.



In the **Type** area the options are **Text Box** or **Dropdown List**. If you select **Dropdown List** you will be able to add the **Dropdown Options**. For more options click on the **+ Add Option** button. To remove an option click on the icon.

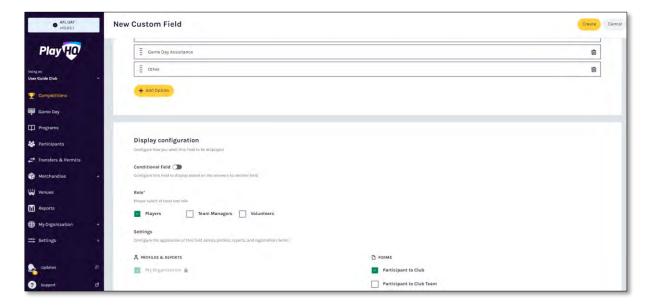






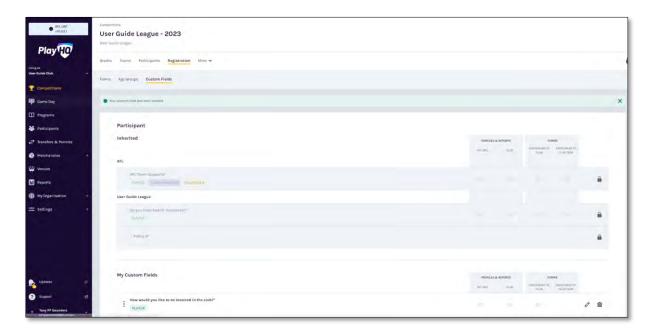
## Club Custom Fields (cont)

Under **Display configuration** select the **Role** to link **Custom Field** to and select the **Settings** for the **Custom Field**.



Click on the **Create** button in the top right corner and the **Custom Field** will be created with a confirmation message and the new **Custom Field** will be shown in the **Custom Fields** list.

If you need to change the **Custom Field** click on the  $\mathcal{O}$  icon or if you need delete the **Custom Field** click on the icon.







#### **Club Conditional Custom Fields**

**Conditional Custom Fields** are custom fields that will appear, or not, based on the answer to another custom field.

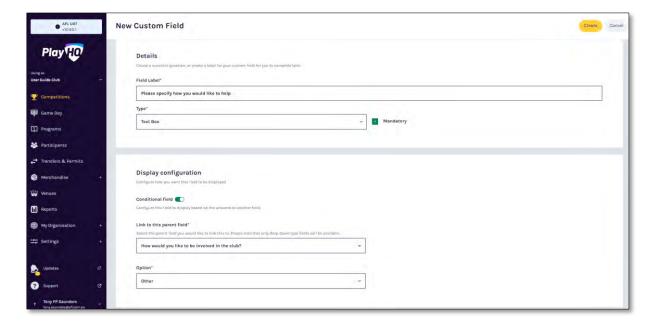
To add a Conditional Custom Field click on the Custom Fields tab and click on the + New button.



Under **Details** add the **Field Label**, select the **Type** and select if the field is **Mandatory**.

In the Type area the options are Text Box or Dropdown List.

Under Display configuration turn on Conditional field and select an option in Link to this parent field and Option.







## Club Conditional Custom Fields (cont)

Click on the **Create** button in the top right corner and the **Conditional Custom Field** will be created with a confirmation message and will be shown in the **Custom Fields** list.

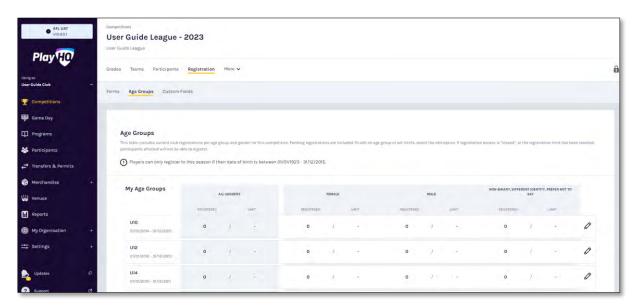
If you need to change the **Conditional Custom Field** click on the  $\mathscr{O}$  icon or if you need delete the **Custom Field** click on the  $\widehat{\mathbb{I}}$  icon



## **Age Groups**

Please note if the League has turned on age group badging clubs will be able to view the number of registrations for each gender in each group as well as be able to set caps on the number of registrations.

Click on the **Registration** tab and the select **Age Groups** tab. On the **Age Groups** page you will be able to view the age groups created by the League as well as the number of registered players in age group.





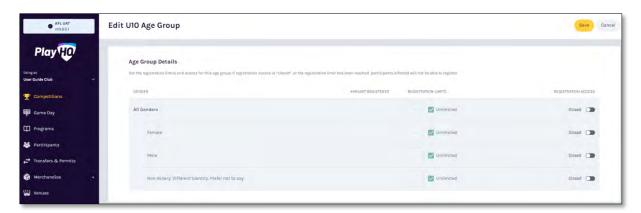


# Age Groups (cont)

To edit an age group click on the  $\mathcal{O}$  icon of an age group.



To turn off all registrations in an age group, toggle off the button for **All Genders** and click on the **Save** button in the top right corner.







## Age Groups (cont)

Alternatively to turn off registrations for a particular gender in an age group, toggle off the button for either **Female** or **Male** or **Non-Binary**, **Different Identity**, **Prefer not to say** and click on the **Save** button in the top right corner.



To set caps on the number of registrations in an age group, in the **Registration Limits** column untick the relevant **Unlimited** box, add a value and click on the **Save** button in the top right corner.







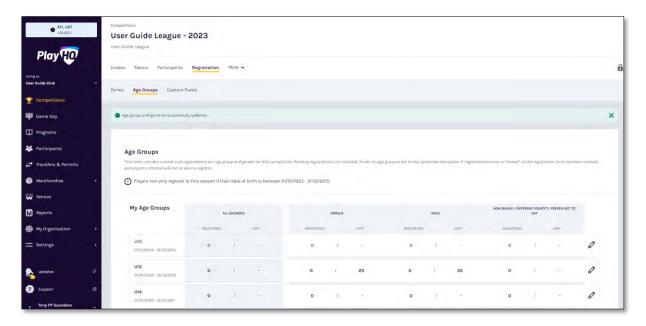
## Age Groups (cont)

You will be returned to the **Age Groups** page and the changes will reflected.

Where registrations have been turned off this will be shown as the age group and /or gender greyed out.

Where registrations have been capped the cap number will be shown in the **Limit** column of the age group.

Please note this information will also be reflected on the club's registration form on the public website for participants when registering.

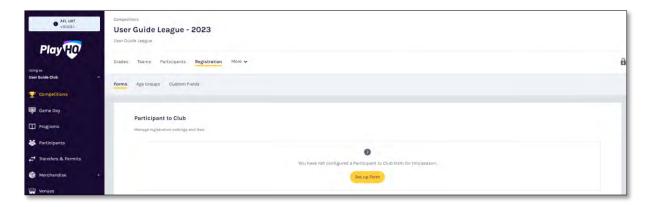






## **Registration Form Setup**

Click on the **Registration** tab and the select **Forms** tab. In the **Participant to Club** area click on the **Set up Form** button.



Under **Registration Period** section add the **Start date** & **End date** for the club to accept participant registrations.

Under **Age limit** you will see any age restrictions that have been created.

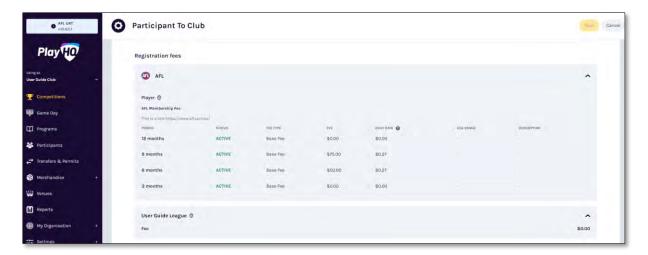






## Registration Form Setup (cont)

Under **Registration fees** you may see a fee that has been set at the national, state, region or League level and passed down, these fees cannot be removed or edited.



Under **Set a registration fee** you can add a **Club** fee in the **Player fee, Team Manager fee and Volunteer fee** area by adding an amount in each of the **Roles**.



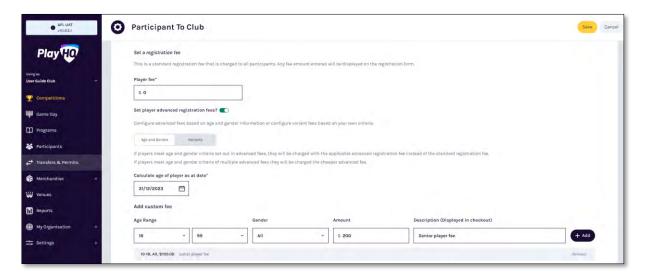




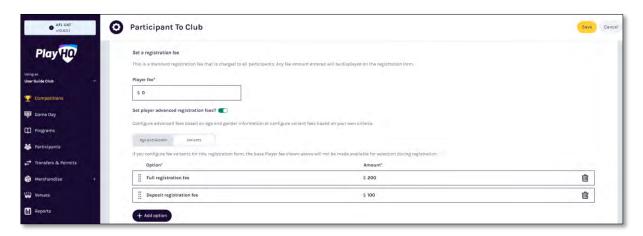
## Registration Form Setup (cont)

If you have different **Player** fees for different age groups and/or genders turn on **Set advanced registration fees** and select the **Age and Gender** or **Variants** option.

For the **Age and Gender** option, add date in **Calculate age of player as at date**. In **Add custom fee** select **Age Range**, select **Gender**, add **Amount**, add **Description** and click on the **+ Add** button.



For the Variants option, add Option, add Amount, and click on the + Add option button.



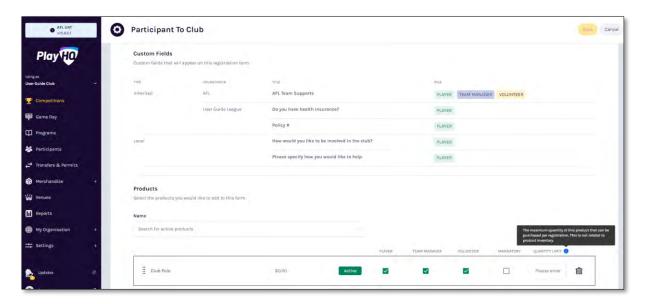




### Registration Form Setup (cont)

Under Custom Fields you will see any that have been added at all levels.

Under **Products** any Products created by the **Club** can be added. Select the registration types who will see the **Product**. If **Mandatory** is ticked the **Quantity Limit** will default to 1 but if unticked the **Quantity Limit** can be added.

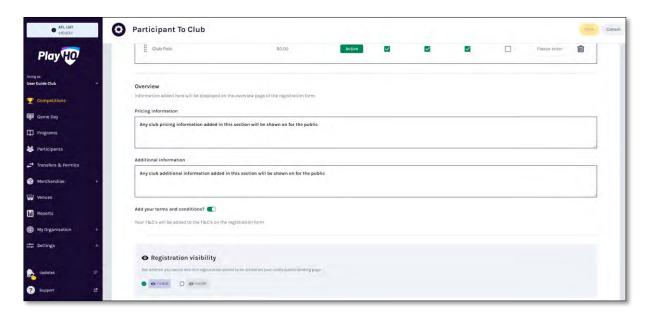


Under Overview add information in Pricing information and Additional information areas.

Under **Add your terms and conditions** if you added **Terms and conditions** in **My Organisation – Overview – Details**, you can make them visible on the club registration form by turning on.

Under **Registration visibility** select either **Visible** or **Hidden**. This will determine whether the **Club** registration form is visible by the public. The **Club** may elect to hide the registration form but use the link to the form to send out to their participants as a way of restricting registrations.

Click on the **Save** button in the top right corner.







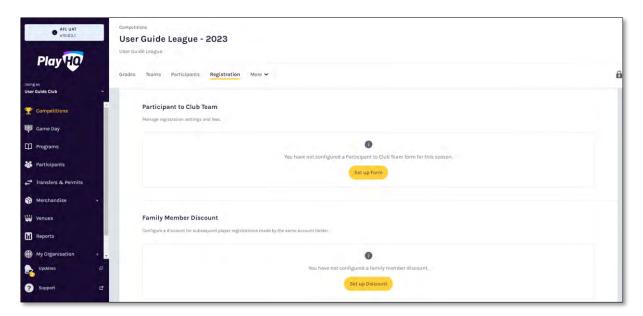
### Registration Form Setup (cont)

The **Club** registration form will be created, you will be taken back to the **Forms** page with a confirmation message that the **Club** registration form has been created. To make changes to the registration form settings you can click on the **Manage** button.



#### **Family Member Discount**

Click on the **Registration** tab and the select **Forms** tab. Scroll to the bottom of the page and in the **Family Member Discount** area click on the **Set up Discount** button.



Turn the **Status** button on, add a percentage amount in the **Discount** area and click on the **Save** button in the top right hand corner.

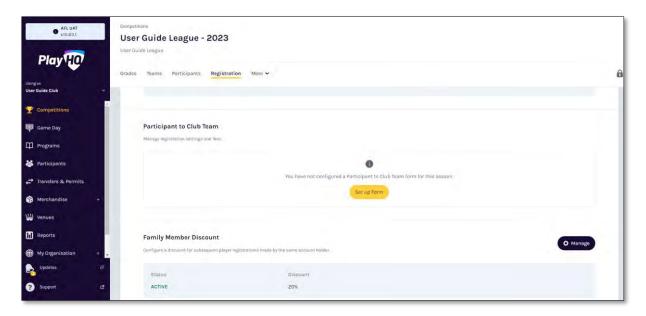






### Family Member Discount (cont)

The **Family Member Discount** will be created, you will be taken back to the **Registrations** page with a confirmation message that the **Family Member Discount** is **Active**.



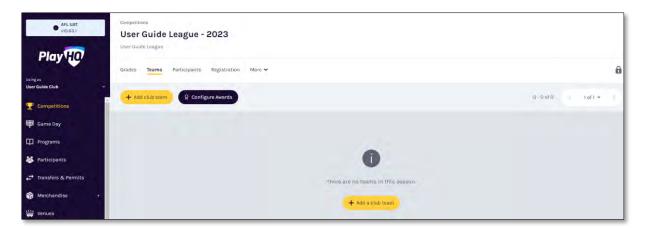
#### Teams

Please note all Teams must be created while Using as the Club level.

There are two options for adding a **Team – Add Team** or **Rollover teams**.

#### **Add Team**

In the left hand menu click on **Competitions**, click on the **View** button for the **Competition**, click on the **Teams** tab and click on the **+ Add club team** button.





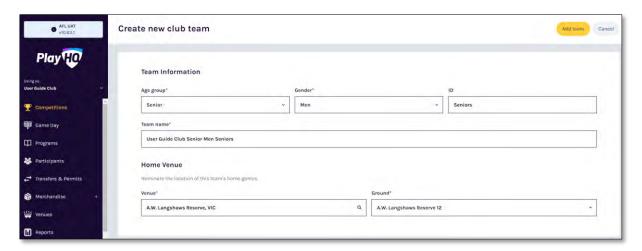


### Add Team (cont)

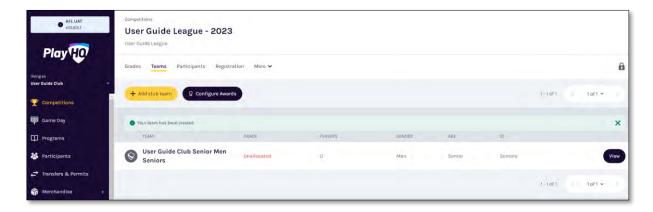
Under **Team Information** as the **Age Group**, **Gender & ID** are selected the **Team Name** will begin to populate which can also be edited.

In the **Home Venue** area add the **Venue & Ground** for the team.

Click on the **Add team** button in the top right corner.



The **Team** will be created and you will be taken back to the **Teams** page with a confirmation message showing the **Team** has been created.



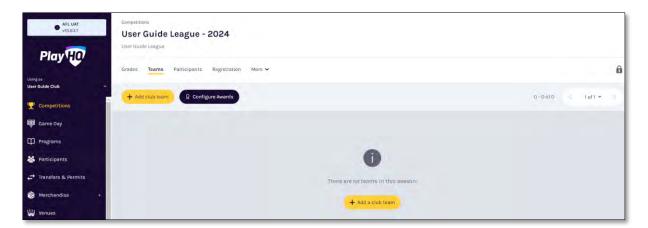
Repeat this process to add all **Teams** for the **Club**.



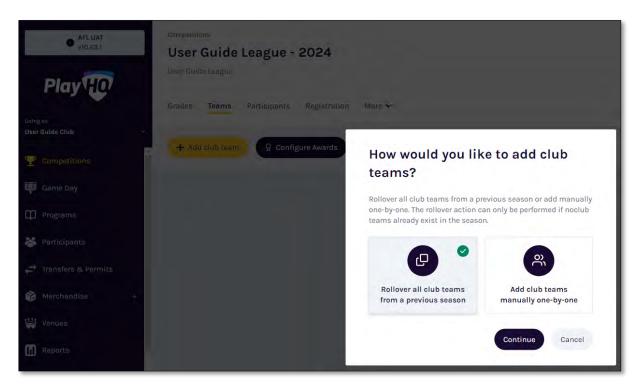


#### **Rollover Teams**

In the left hand menu click on **Competitions**, click on the **View** button for the **Competition**, click on the **Teams** tab and click on the **+ Add club team** button.



On the **How would you like to add club teams?** pop-up page select the **Rollover all club teams from a previous season** option and click on the **Continue** button.

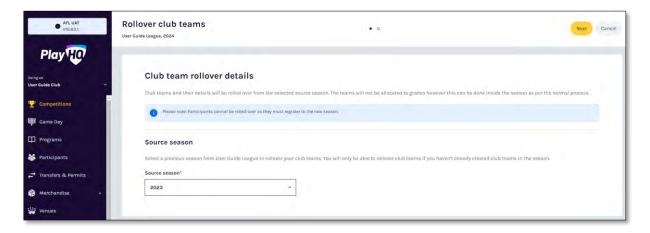






### Rollover Teams (cont)

On the Club Team Rollover Details page select a Source Season and click on the Next button in the top right corner.



Click on the Rollover Teams button in the top right corner.



Depending on the number of teams being rolled over, the process may take a short while. To refresh the **Teams** page click on the **Refresh** button.







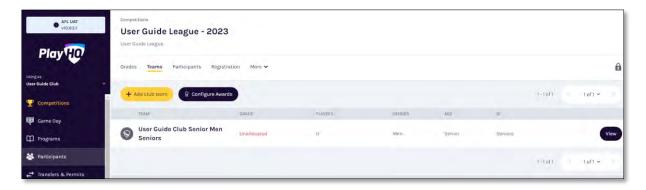
## Rollover Teams (cont)

The **Teams** will be created and the new **Teams** will be shown in the **Teams** list.



## **Edit Team Settings**

To make changes to the team settings you can click on the **View** button.







#### **Club Awards**

There are two options available for **Clubs** for setting up **Awards**.

**Club Awards** can be setup where the award configuration covers all teams in the season.

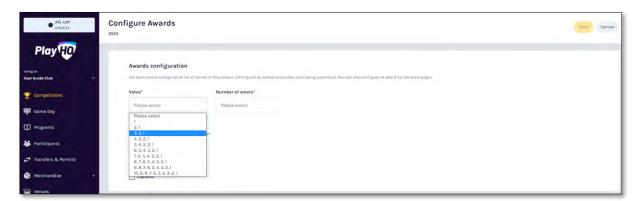
**Team Awards** can be setup where each team can have different award configuration.

#### **Setup Club Award**

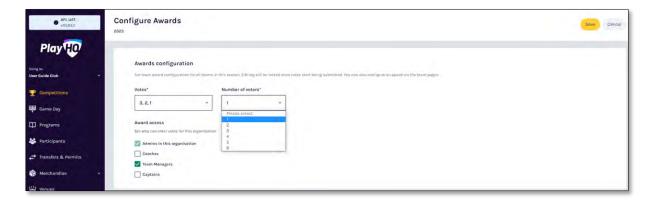
In the left menu click on **Competitions**, click on the **View** button for the **Competition**, click on the **Teams** tab and click on the **Configure Awards** button.



On the **Award configuration** page select a **Votes** option.



Select a **Number of voters** option, the **Award access** options and click on the **Save** button in the top right corner.







### Setup Club Award (cont)

You will be returned to the **Teams** tab with a confirmation message that the award has been created.

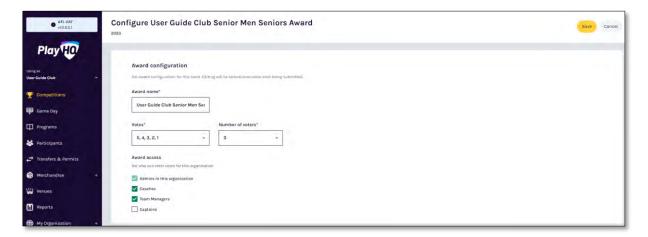


Prior to any votes being entered, if required the configuration for a **Club Award** for a **Team** can be changed.

Click on the **View** button for the **Team**, click on the **Awards** tab and click on the **Edit Award** button.



Make the changes required and click on the Save button in the top right corner.

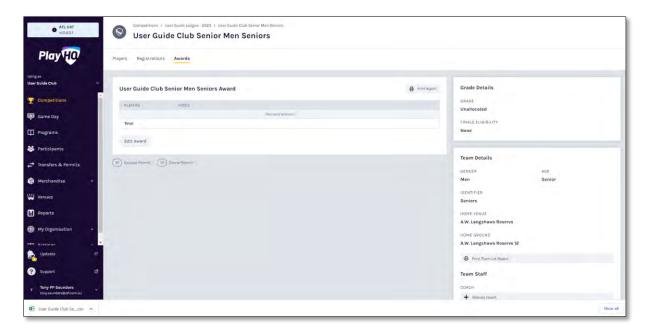






### Setup Club Award (cont)

To print a team award report, click on the **Print Report** button. A link to the report will appear in the bottom left corner, click on the link and file will open.



## **Setup Team Award**

In the left menu click on **Competitions**, click on the **View** button for the **Competition**, click on the **Teams** tab, click on the **View** button for the **Team** and click on the **Awards** tab.

Click on the **Configure Team Award** button.

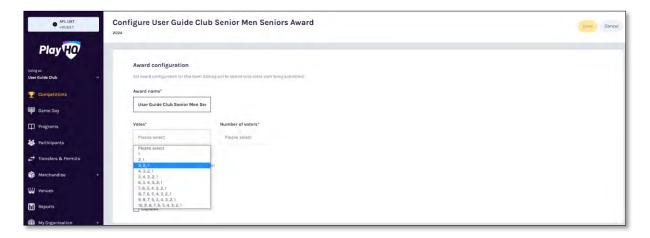




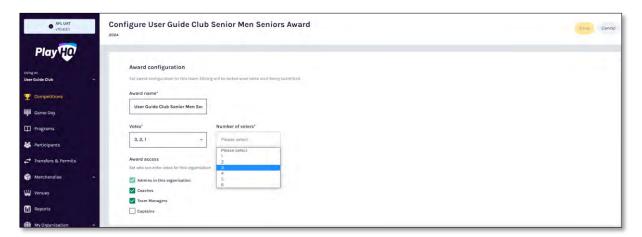


## Setup Team Award (cont)

On the **Award configuration** page, add an **Award name** and select a **Votes** option.



Select a **Number of voters** option, the **Award access** options and click on the **Save** button in the top right corner.



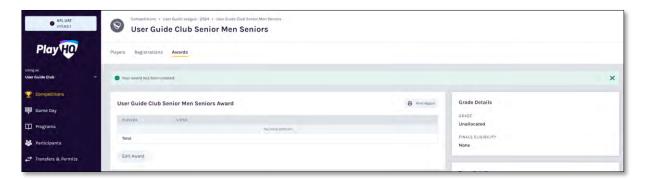




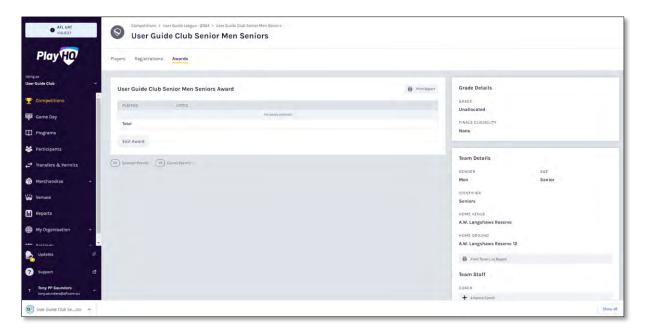
### Setup Team Award (cont)

You will be returned to the **Awards** tab with a confirmation message that the award has been created and you will able to view a list of votes as they are entered.

If would like to make any changes, click on the **Edit Award** button. *Please note you will not be able to edit the* award after votes have been entered without removing the votes that have entered.



To print a team award report, click on the **Print Report** button. A link to the report will appear in the bottom left corner, click on the link and file will open.







#### **Allocate Teams to Grades**

In the left menu click on **Competitions**, click on the **View** button for the **Competition** and click on the **Grades** tab.

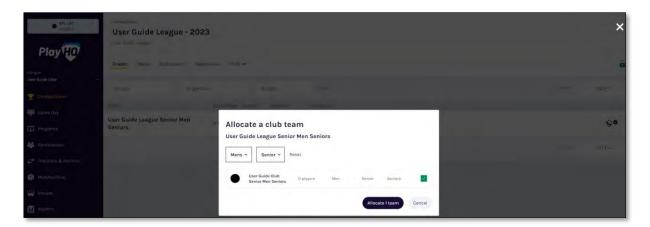
The **Club Team Allocation** period is set by the League. If it is shown as locked **Clubs** will not be able to **Allocate Teams to Grades**.



If it is shown as unlocked click on the  $^{\odot}$  icon for the **Grade** you wish to allocate the team to.



Select the **Team** and click on the **Allocate 1 team** button.







## Club Management - Allocate Teams to Grades (cont)

When the **Team** has been allocated you will return to the **Grades** page and new  $\checkmark$  icon will appear in the **Grade**.



Click on the icon to view the team allocated to the **Grade**.



Repeat this process to add **Teams** for all other **Clubs** in the **Grades**.





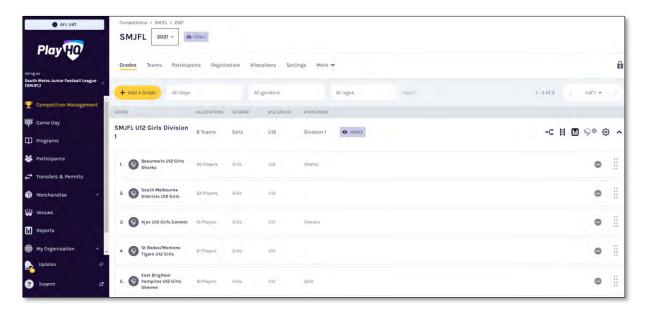
#### **Allocate Players to Teams**

In order for **Players** to be selected in **Team Lineup** they need to be registered to be able to be allocated to the team. This can be done when selecting a lineup for a match however performing this task will make selecting a lineup a much quicker process. **Players can be allocated to multiple teams**.

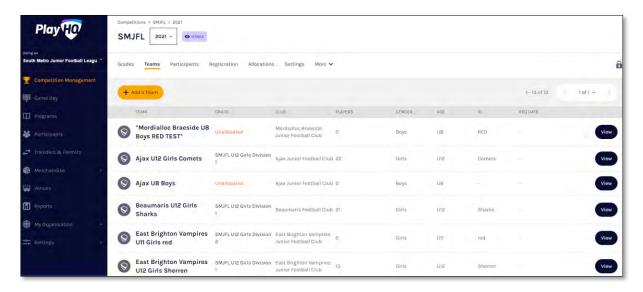
Please note clubs will always have access to be able to allocate players to teams and we strongly encourage that Leagues advise the clubs to perform this task. However this task can also be done from the League level if assistance is required.

In the left menu click on **Competition Management**, click on the **Competition** and click on the **Season**.

Under the **Grades** tab click on the icon for the **Grade** the **Team** is in and click on the **Team**.



OR under the Teams tab search for the Team and click on the View button for the Team.

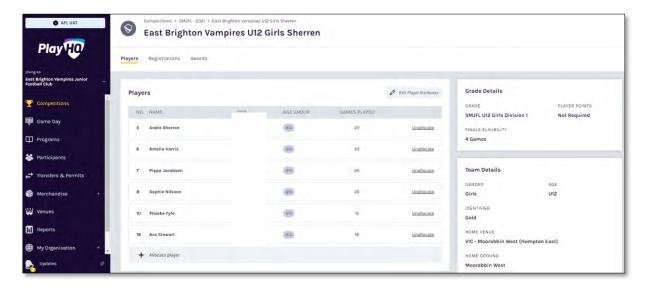




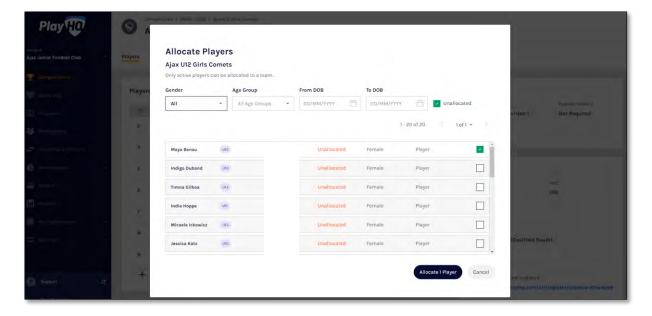


### Club Management - Allocate Players to Teams (cont)

In the Players section click on + Allocate Player.



The **Allocate Players** pop up box will appear that will show a list of the **Unallocated** players. To **Allocate Players** to the **Team** click the tick box for each **Player** and click on the **Allocate x Players** button.

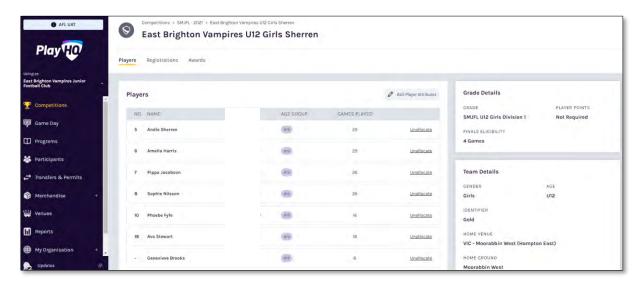






### Club Management - Allocate Players to Teams (cont)

You will be returned to the Team Players page and the players will appear in the Players list.



If the **Players** wear the same jumper number in matches for the **Team** and you wish to allocate them click on **Edit Player Attributes**. Add the numbers in the box provided and click on the **Save** button in the top right corner.

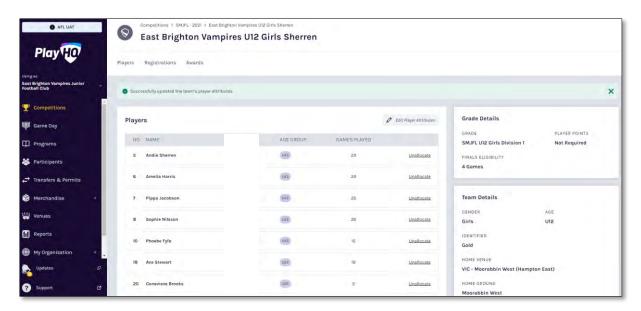






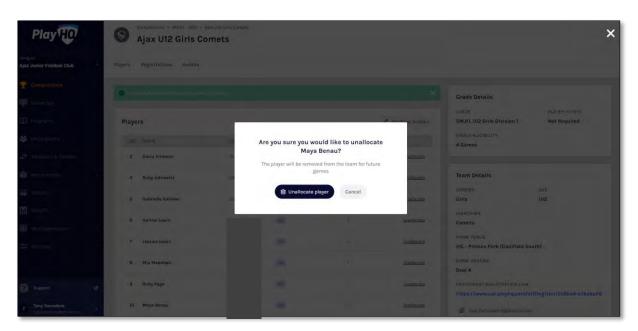
### Club Management - Allocate Players to Teams (cont)

You will be returned to the Team Players page and the player jumper numbers will appear with the players in the **Players** list.



To unallocated players from the team click on **Unallocate** for a player.

The unallocated pop-up will appear, click on the **Unallocate player** button.



You will be returned to the Team Players page and the player will be removed in the Players list.





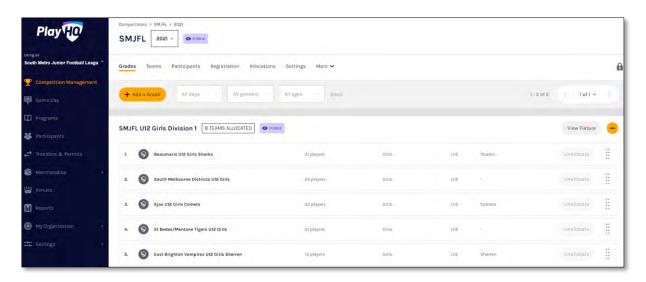
#### **Allocate Coaches, Assistant Coaches & Team Managers to Teams**

In order for **Coaches** and **Assistant Coaches** to be able to be selected in **Team Lineup** they need to complete their <a href="www.coach.aft">www.coach.aft</a> requirements and allocated to the team. **Coaches & Assistant Coaches can be allocated to multiple teams**.

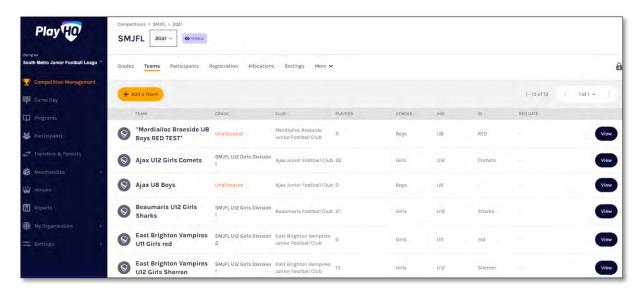
In order for **Team Managers** to be selected in **Team Lineup** they need to be register and allocated to the team. **Team Managers can be allocated to multiple teams**.

Please note clubs will always have access to be able to allocate officials to teams and we strongly encourage that Leagues advise the clubs to perform this task. However this task can also be done from the League level if assistance is required.

Under the **Grades** tab click on the + button for the **Grade** the **Team** is in and click on the **Team**.



OR under the Teams tab search for the Team and click on the View button for the Team.

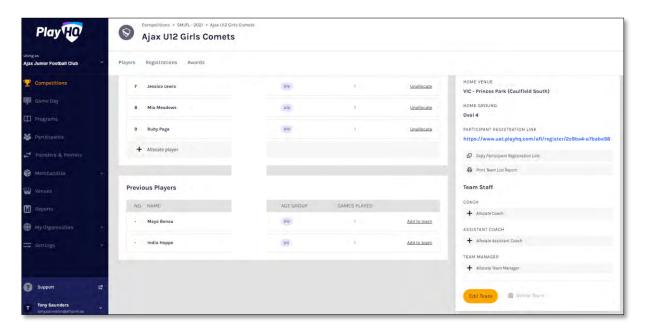






On the **Players** page scroll down to the **Team Staff** section in the bottom right of the page.

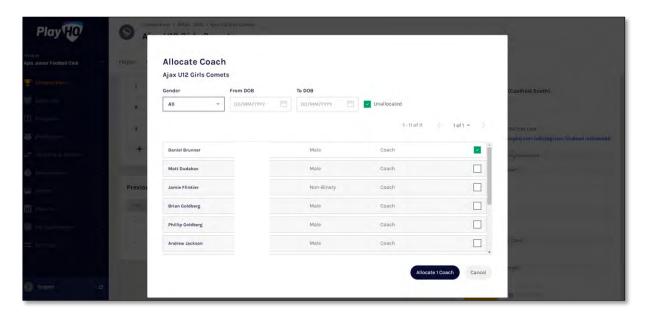
To Allocate a Coach to a Team, click on + Allocate Coach.



The **Allocate Coach** pop up box will appear that will show a list of the **Unallocated** coaches.

To **Allocate Coach** to the **Team** click the tick box for a **Coach** and click on the **Allocate 1 Coach** button.

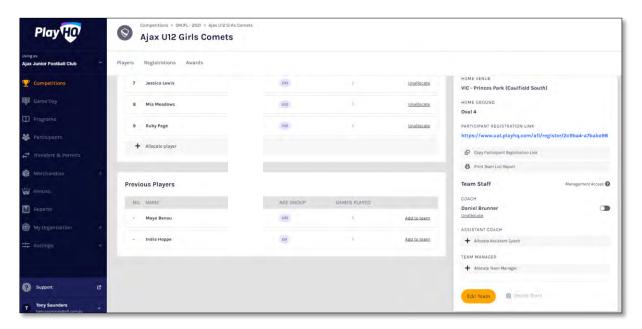
Please note only 1 Coach can be allocated to a team.





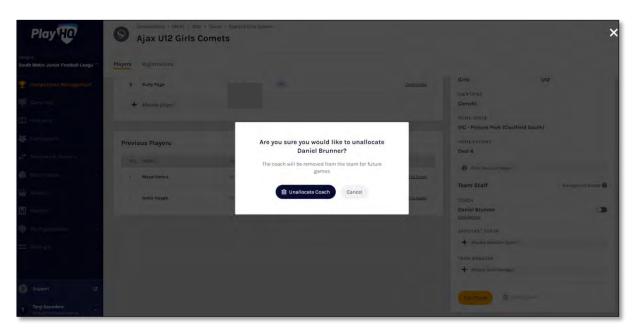


You will be returned to the Team Players page and the coach will appear in the Team Staff list.



To unallocate a coach from the team click on **Unallocate** for the coach.

The unallocated pop-up will appear, click on the **Unallocate Coach** button.



You will be returned to the Team Players page and the coach will be removed in the Team Staff list.

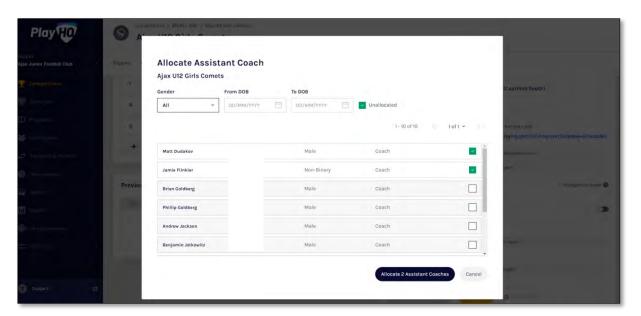




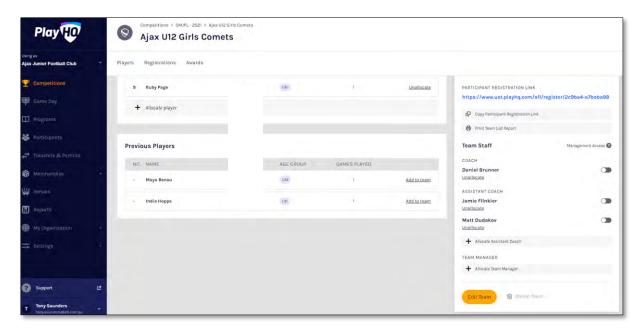
To Allocate an Assistant Coach to a Team, click on + Allocate Assistant Coach.

To **Allocate Assistant Coach** to the **Team** click the tick box for a **Coach** and click on the **Allocate x Assistant Coaches** button.

Please note multiple Assistant Coaches can be allocated to a team.



You will be returned to the Team Players page and the assistant coach will appear in the Team Staff list.

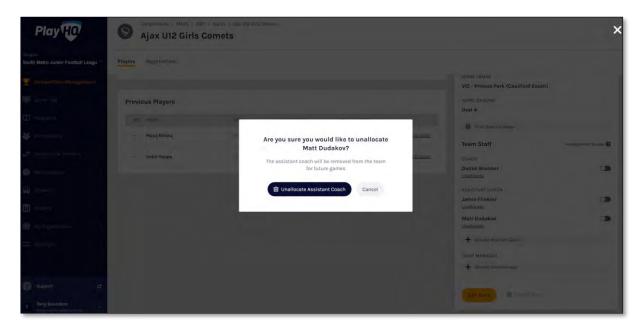






To unallocate assistant coaches from the team click on **Unallocate** for an assistant coach.

The unallocated pop-up will appear, click on the **Unallocate Assistant Coach** button.

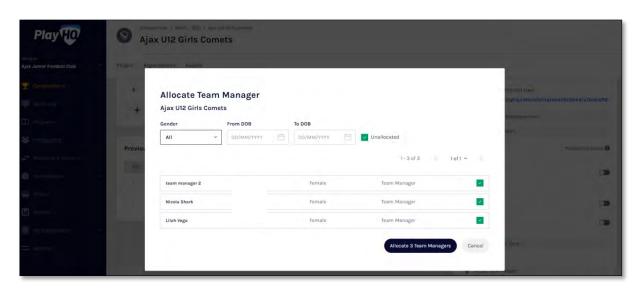


You will be returned to the Team Players page and the assistant coach will be removed in the Team Staff list.

To Allocate a Team Manager to a Team, click on + Allocate Team Manager.

Click the tick box for a **Team Manager** and click on the **Allocate x Team Managers** button.

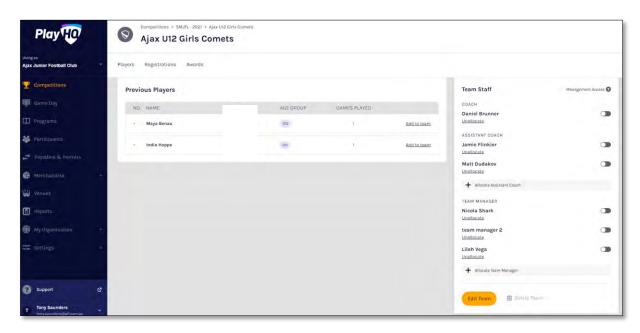
Please note multiple Team Managers can be allocated to a team.







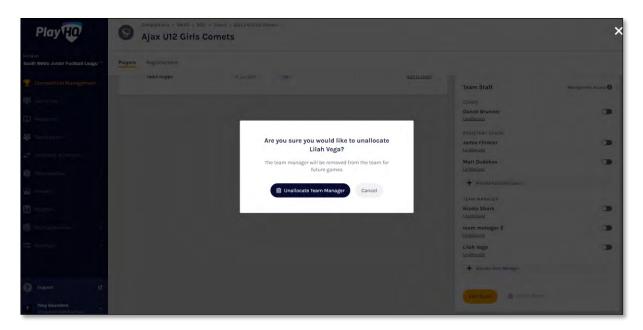
You will be returned to the Team Players page and the team manager will appear in the Team Staff list.



At this point if you wish give **Management Access** to any of the **Team Staff** you can toggle the switch to on. This will enable those **Team Staff** to create & change lineups as well enter match results & add player statistics using **My Teams** in the account profile.

To unallocated team managers from the team click on **Unallocate** for a team manager.

The unallocated pop-up will appear, click on the **Unallocate Team Manager** button.



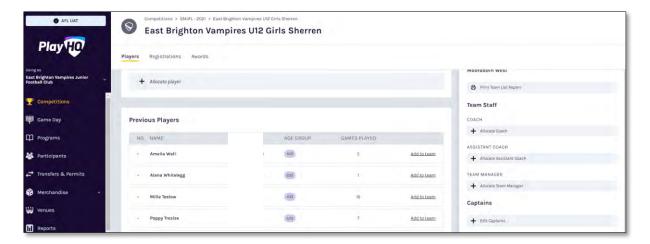
You will be returned to the Team Players page and the team manager will be removed in the Team Staff list.



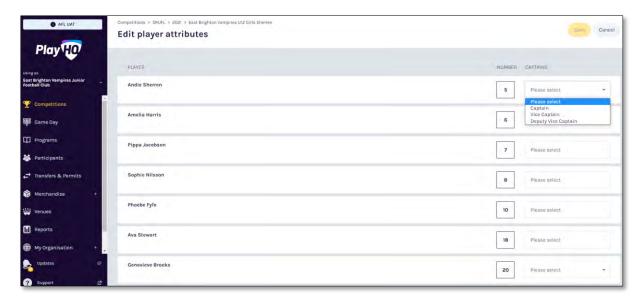


### **Captain Management**

On the **Players** page scroll down to the **Captains** section in the bottom right of the page. To add **Captain(s)**, **Vice Captain(s)** and **Deputy Vice Captain(s)** to a **Team**, click on **+ Edit Captains**.



On the **Edit player attributes** page select an option for players from the **Captains** drop down.





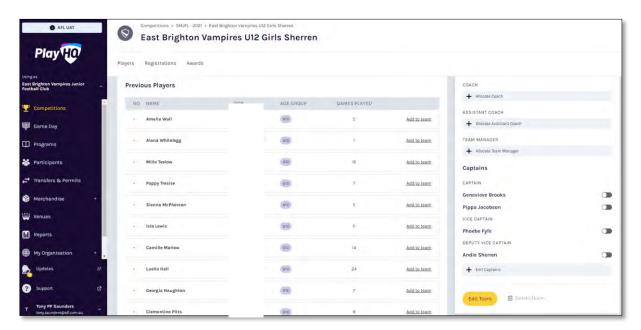


## Club Management - Captain Management (cont)

Click on the **Save** button in the top right corner.



You will be returned to the Team Players page and the captains will appear in the Captains list.







# 9. Game Day

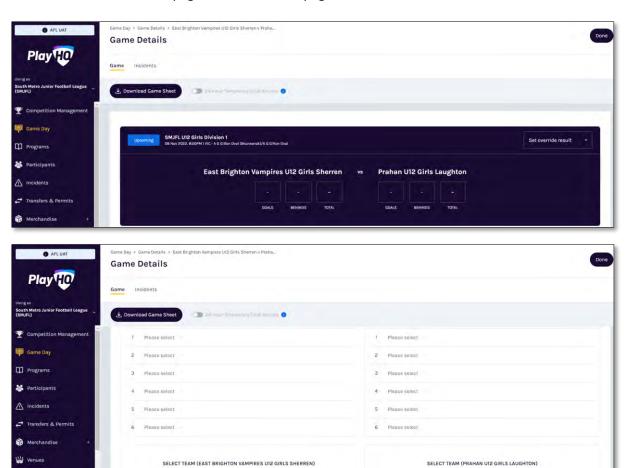
### **Create Line-up**

Please note club admins who have been given admin access will always have access to Game Day to create Lineups. This task can also be done from the League level to provide assistance to Clubs if required.

In the left menu click on **Game Day**, select the date for the match and click on the **Details** button for the match.



You will land on the **Game Details** page, scroll down the page and click on the **+ Select Team** button.



Add players, coaches and volunteers for this game

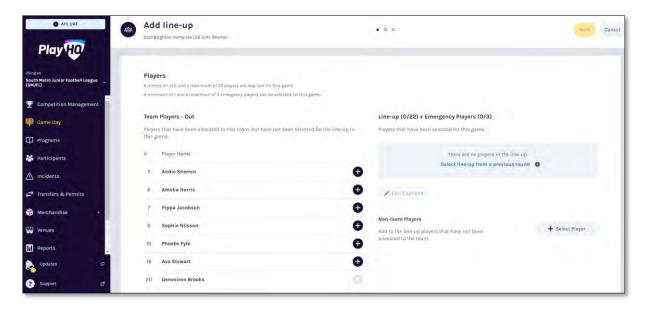
Add players, coaches and volunteers for this game.

+ Select Team

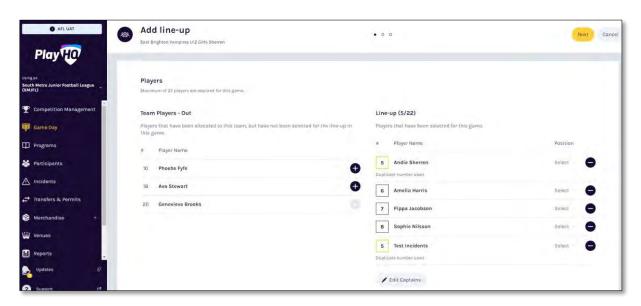




On the **Add line-up** page any restrictions for the **Grade** will appear in the top right corner and all of the **Players** allocated to the **Team** will appear in the **Team Players – Out** area.



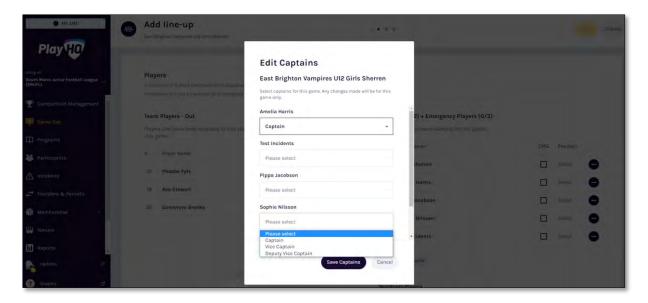
To add **Players** to the **Line-up** click on **Select line-up from a previous round** to add of players selected in the previous finalised match. Click on the icon to remove a **Player** from the line-up and click on the icon for the **Player** in the **Out** area to add a **Player** to the line-up. When you have added **Players** to the **Line-up** you are able to edit the jumper number if required, if there are duplicate jumper numbers there will be a warning. The **Next** button in the top right corner will not be available until the grade restrictions have been met.



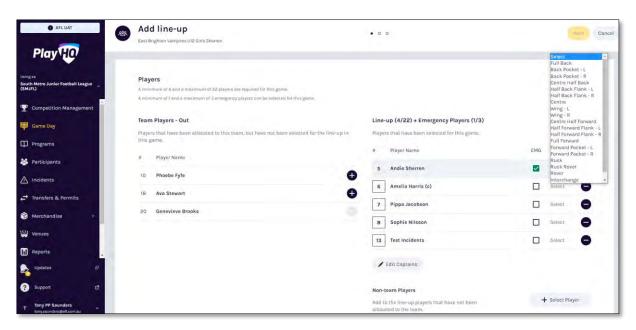




To add or edit the captain status for players click on the **Edit Captains** button. The **Edit Captains** pop-up will appear, select from drop-down box for each player where required and click on the **Save Captains** button.



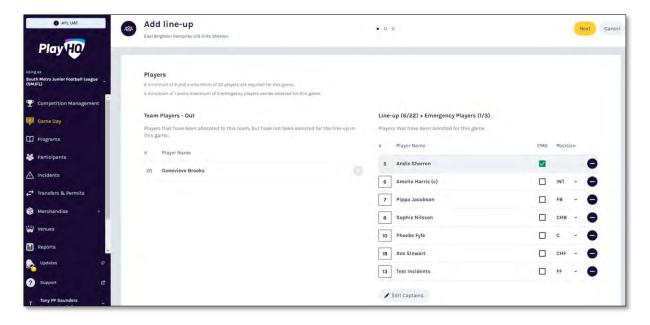
If **Emergency Players** and/or **Player Positions** have been turned on the for the **Grade**, select as required.



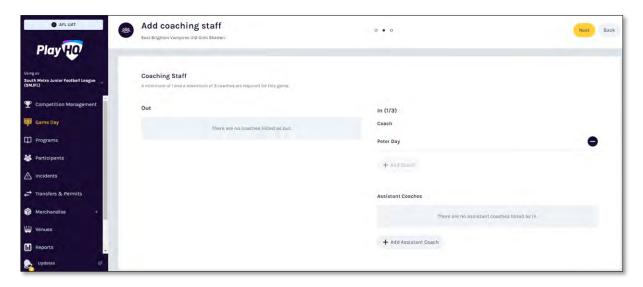




When you have added **Players** playing the **Match** and met the grade restrictions, click on the **Next** button in the top right corner.



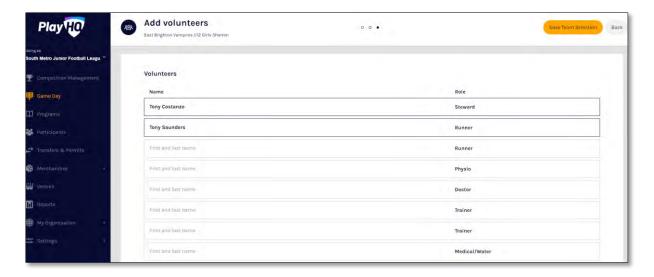
You will be taken to the **Add coaching staff** page. The **Coach** and **Assistant Coaches** that have been allocated to the team will show as **In** by default, click on the **Next** button in the top right corner.







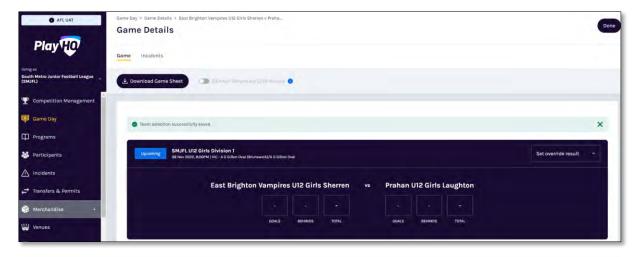
You will be taken to the **Add volunteers** page. To add volunteers type the name of the volunteer for the respective role and click on the **Save Team Selection** button in the top right corner.

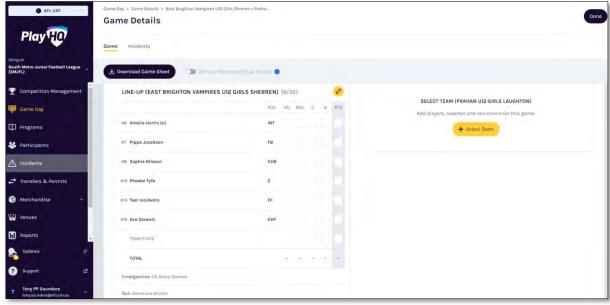


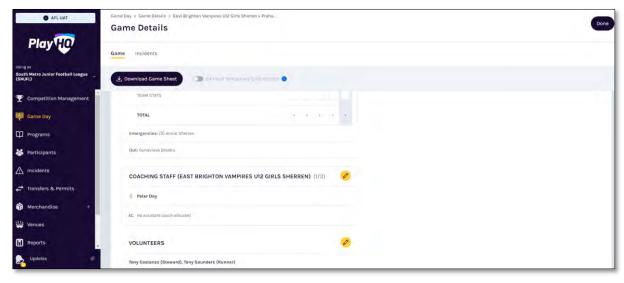




You will be returned to the **Game Details** page with confirmation message and when you scroll to the bottom of the page the **Line-up**, **Coaching Staff** and **Volunteers** areas will be updated.







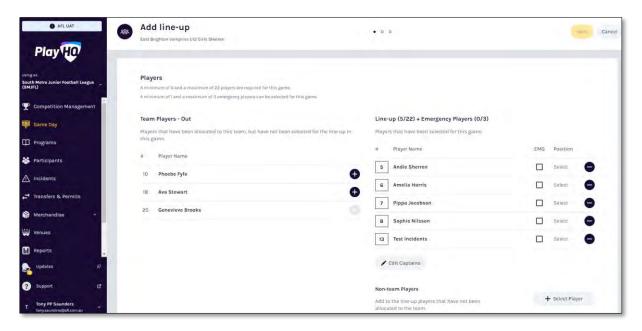




#### **Edit Line-up**

On the **Game Details** page in the **Line-up** area click on the oicon.

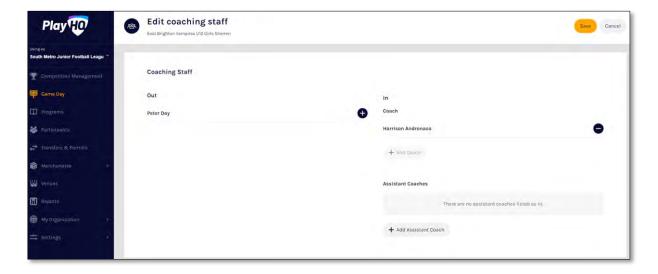
On the **Edit line-up** page click on the contonion icon to remove players from the **Line-up** to **Out** and click on the contonion add players from **Out** to the **Line-up**. Click on the **Save** button in the top right corner.



### **Edit Coaching Staff**

On the **Game Details** page in the **Coaching Staff** area click on the oicon.

On the **Edit Coaching Staff** page click on the icon to remove the coach or assistant coaches from **In** to **Out** and click on the icon to add the coach or assistant coaches from **Out** to in. Click on the **Save** button in the top right corner.



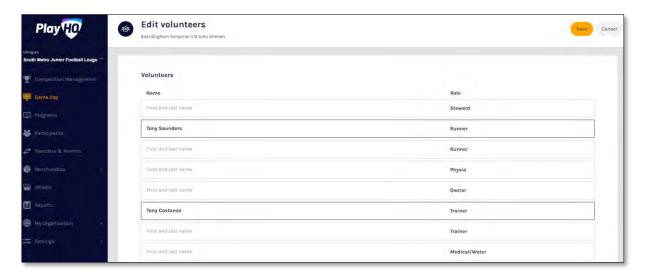




#### **Edit Volunteers**

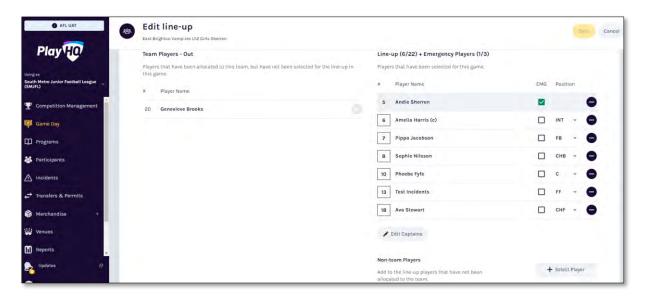
On the **Game Details** page in the **Volunteers** area click on the oicon.

On the **Edit Volunteers** page to add a volunteer type the name of a volunteer in the respective role and to remove a volunteer delete the name of the volunteer in the respective role. Click on the **Save** button in the top right corner.



## Add Unallocated Players to Line-up

To add players registered with the club in the current season but not allocated to the team, on the **Game Details** page in the **Line-up** area click on the or icon. On the **Edit line-up** page click on the + **Select Player** button.

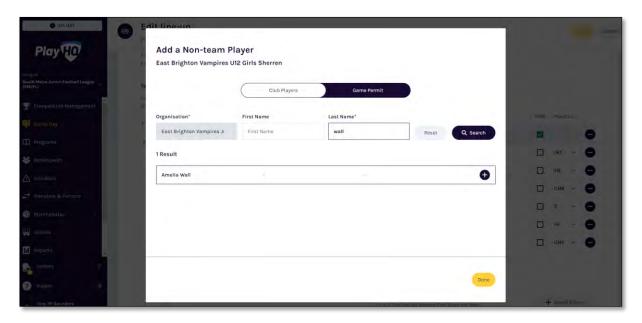




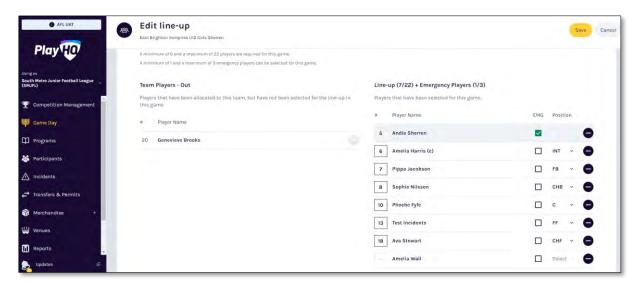


## Game Day - Add Unallocated Players to Line-up (cont)

On the Add a Non-Team Player page select the Club Players button, type in all or part of the player's Last Name and click on the Search button. Click on the Done button in the bottom right corner.



You will be returned to the **Edit line-up** page and the **Player** will be in the **Line-up**. You can add the player's jumper number and click on the **Save** button in the top right corner.

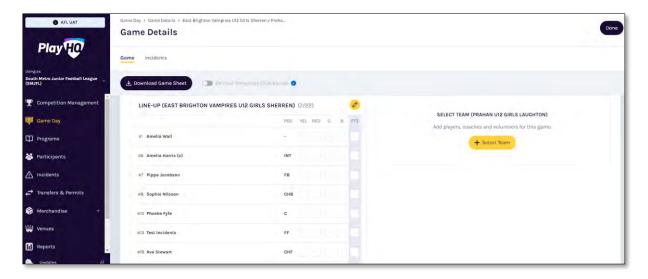






#### Game Day - Add Unallocated Players to Line-up (cont)

You will be returned to the **Game Details** page and the **Player** will be in the **Line-up**. Click on the **Done** button in the top right corner.



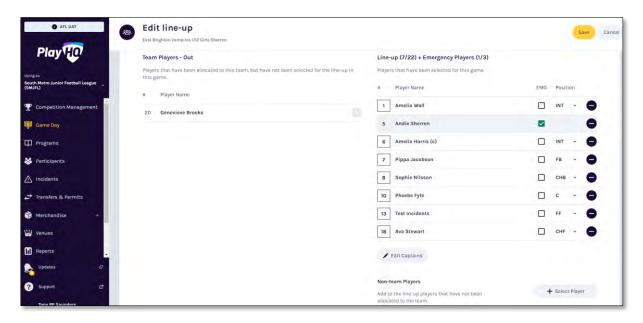
#### **Game Permits**

Please note to be able to use the Game Permit feature to permit players between different Leagues there must be a Permit Agreement in place in the system.

League admins are able to turn off Game Permits via Grade settings.

This feature is only available with admin portal access, it is not available for Team Managers via My Teams.

To add players registered with another club in the current season on a **Game Permit**, on the **Game Details** page in the **Line-up** area click on the **6** icon. On the **Edit line-up** page click on the **+ Select Player** button.

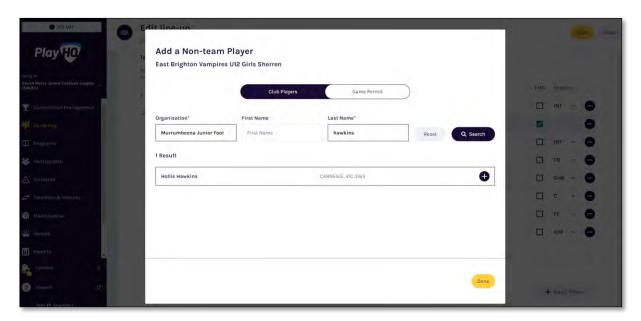




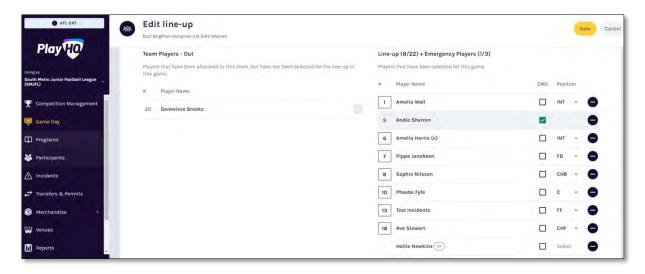


### Game Day - Game Permits (cont)

On the **Add a Player** page select the **Game Permit** button, type in the **Organisation** (player's registered club name), type in all or part of the player's **Last Name** and click on the **Search** button. Click on the **Done** button in the bottom right corner.



You will be returned to the **Edit line-up** page and the **Player** will be in the **Line-up** with a <sup>GP</sup> icon. You can add the player's jumper number and click on the **Save** button in the top right corner.

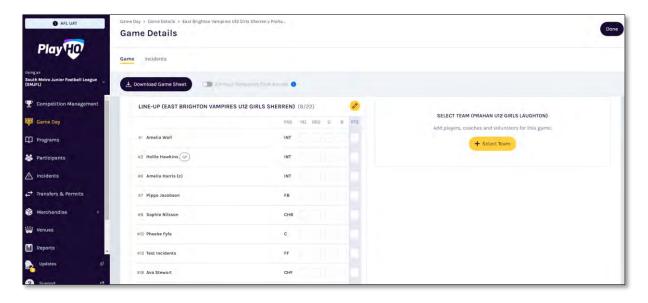






#### Game Day - Game Permits (cont)

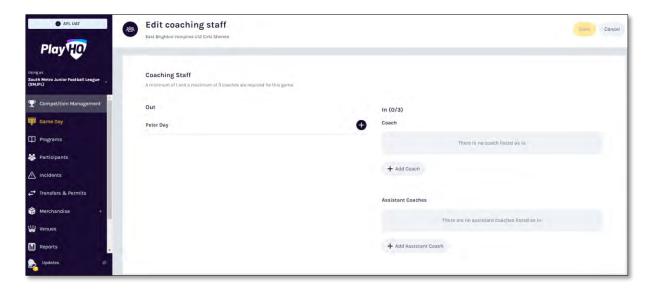
You will be returned to the **Game Details** page and the **Player** will be in the **Line-up**. Click on the **Done** button in the top right corner.



### **Add Unallocated Coach to Coaching Staff**

Please note this feature is only available with admin portal access.

To add a coach registered with the club in the current season but not allocated to the team, on the **Game Details** page in the **Coaching Staff** area click on the icon. On the **Edit coaching staff** page you must firstly remove the Coach from the **In** area and the **+ Add Coach** button will become available. Click on the **+ Add Coach** button.

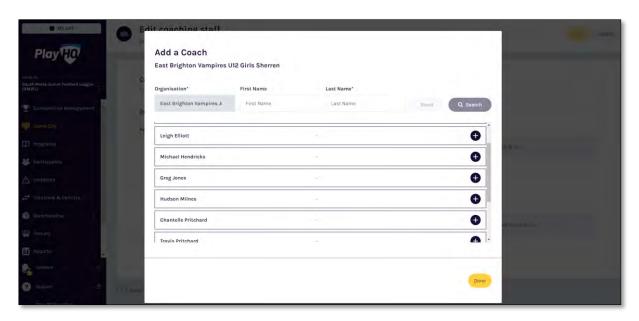




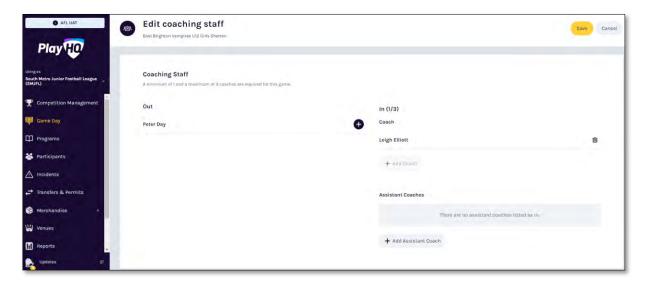


# Game Day - Add Unallocated Coach to Coaching Staff (cont)

On the **Add a Coach** page click on the **t**icon for the **Coach** you wish to add and click on the **Done** button in the bottom right corner.



You will be returned to the **Edit Coaching staff** page and the **Coach** will be in the **In** area. Click on the **Save** button in the top right corner.

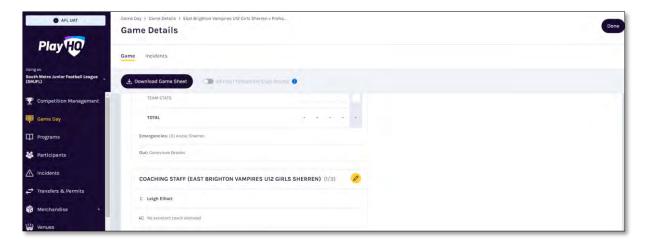






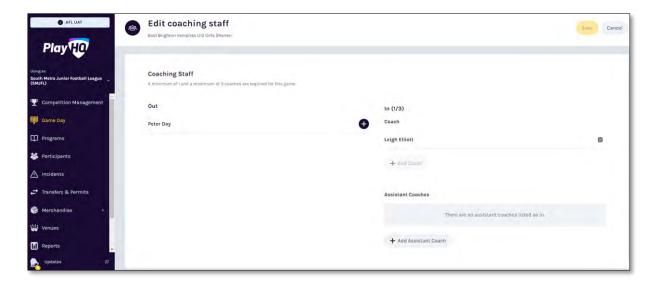
## Game Day - Add Unallocated Coach to Coaching Staff (cont)

You will be returned to the **Game Details** page and the **Coach** will be in the **Line-up**. Click on the **Done** button in the top right corner.



#### **Add Unallocated Assistant Coaches to Coaching Staff**

To add assistant coaches registered with the club in the current season but not allocated to the team, on the **Game Details** page in the **Coaching Staff** area click on the icon. On the **Edit coaching staff** page click on the + **Add Assistant Coach** button.

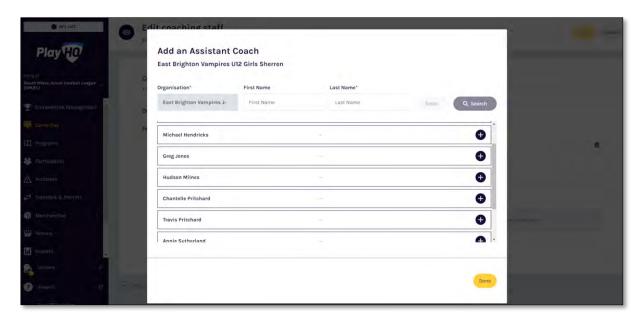




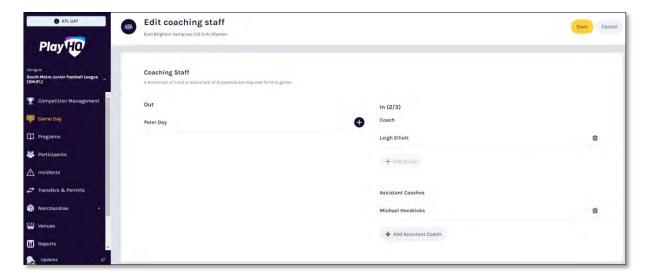


# Game Day - Add Unallocated Assistant Coach to Coaching Staff (cont)

On the Add an Assistant Coach page click on the conformation in the bottom right corner.



You will be returned to the **Edit Coaching staff** page and the **Assistant Coach** will be in the **In** area. Click on the **Save** button in the top right corner.

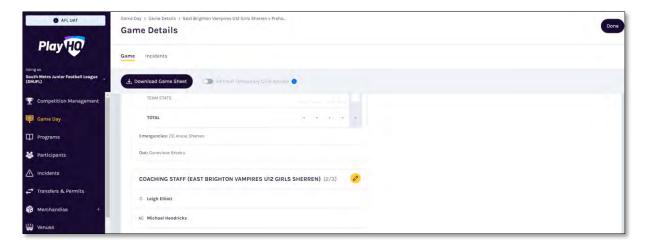






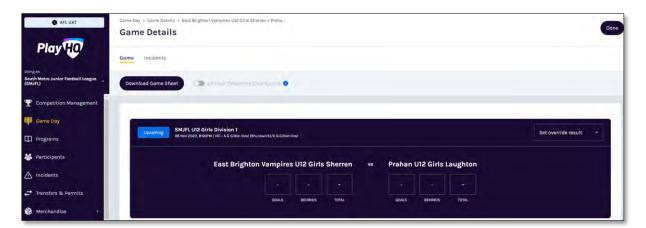
## Game Day - Add Unallocated Assistant Coach to Coaching Staff (cont)

You will be returned to the **Game Details** page and the **Assistant Coach** will be in the **Line-up**. Click on the **Done** button in the top right corner.



### **Game Sheet**

To download and print the Game Sheet, on the Game Details page click on the Download Game Sheet button.

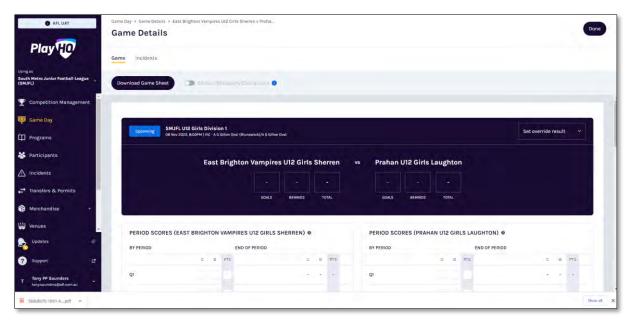






## Game Day - Game Sheet(cont)

A link to the downloaded file will appear in the bottom left corner, click on the link to view, print and save if required.





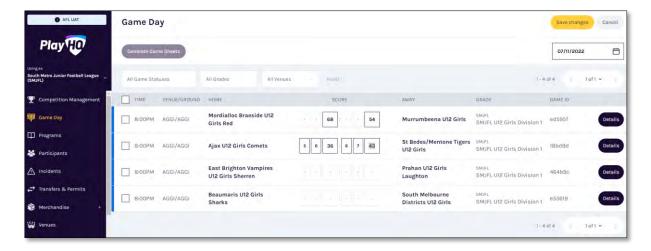




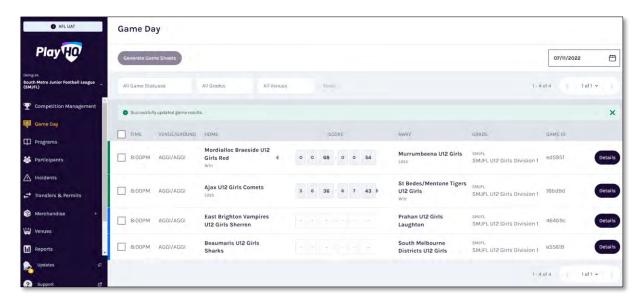
#### **Add Match Results & Player Statistics**

In the left menu click on **Game Day** and select the date for the matches. There are multiple options for adding **Match Results** depending on the regulations of your **League**.

The final score can be entered on the **Game Day** page and the score can be entered with total points only or by adding goals & behinds. Whichever option you choose when the final score has been entered click on the **Save changes** button in the top right corner.



The page will update with a confirmation message and a result for each match will be added.

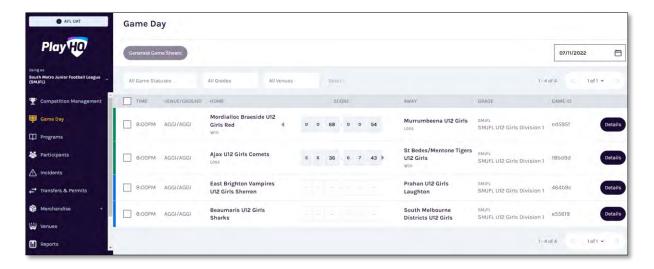


At this point the **Score** areas will be locked for the finalised matches and further changes cannot be made on this page. If you wish to edit the scores for finalised matches click on the **Details** button for the match.

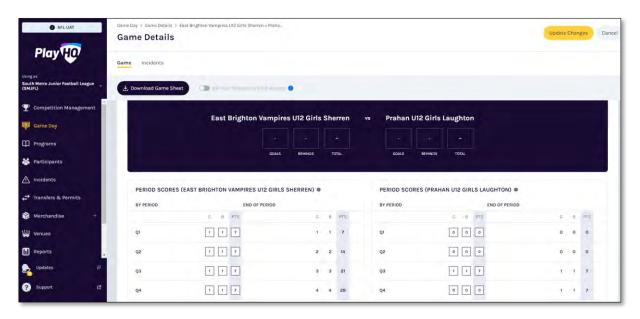




To add the full match results including quarter scores and the player statistics, on the **Game Day** page click on the **Details** button for a match.



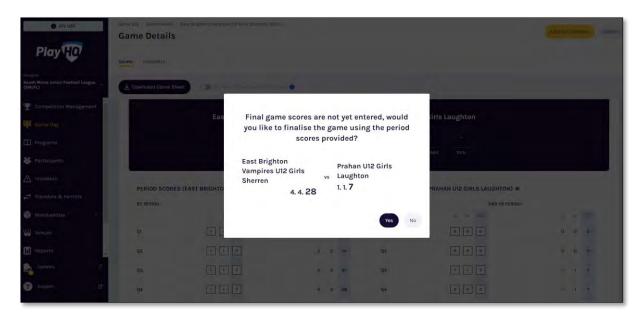
On the **Game Details** page for the **Match** add the **Period Scores** and click on the **Update Changes** button in the top right corner.



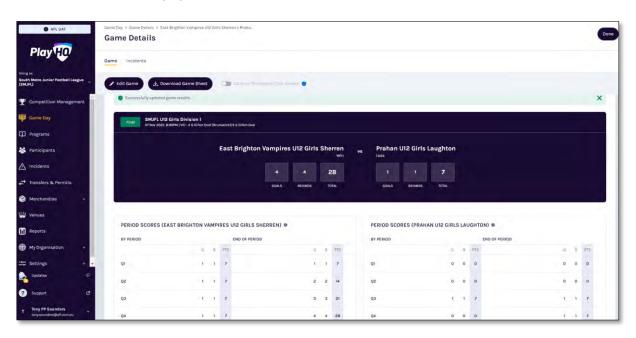




The **Final Game Score** pop-up will appear, if total of the period scores correctly reflect the final score click on the **Yes** button. If they do not click on the **No** button to back to make changes.



You will be returned to the **Game Details** page with a confirmation message that the game result – match score and period scores – have successfully updated.

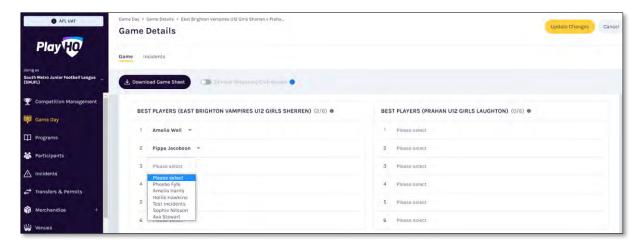




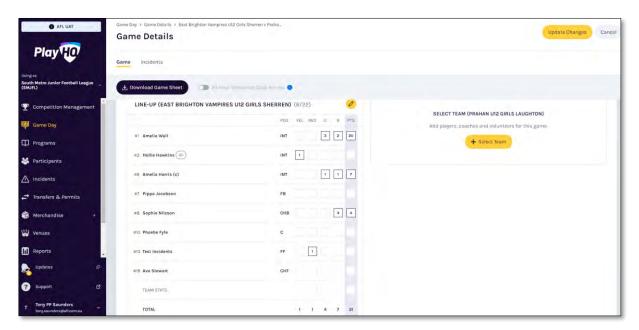


To add other statistics click on the Edit Game button.

Select the **Best Players** by clicking in each slot and a drop down list of the players selected in the line-up will appear. Please note **Best Player 1** is the best, **Best Player 2** is the 2<sup>nd</sup> best, etc.



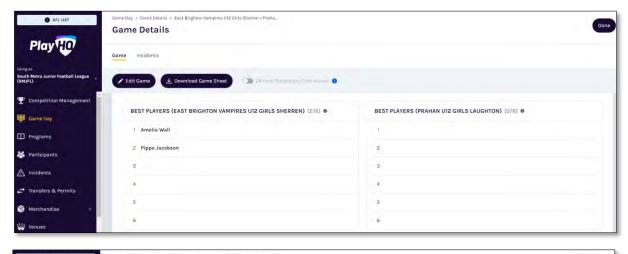
If required in the **Line-up** area add the player statistics — **YEL** = yellow cards, **RED** = Red cards, **G** = goals and **B** = behinds. Click on the **Update Changes** button in the top right corner.

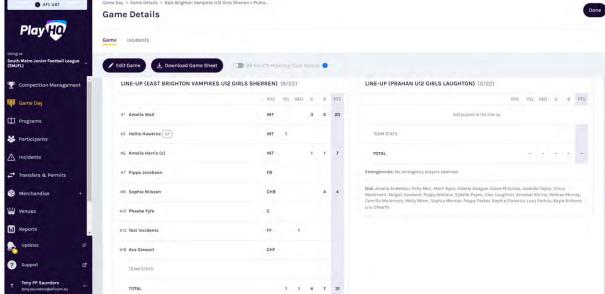






The page will update with a confirmation message and the statistics will be saved.





If you have made a mistake or wish to add further details click on the **Edit Game** button, make the changes and click on the **Update Changes** button in the top right corner.

When you have finished adding all the details for the **Match** click on the **Done** button in the top right corner and you will be taken back to the **Game Day** page.



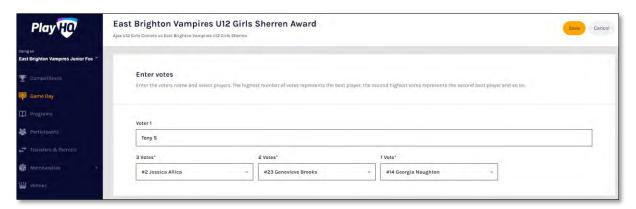


#### **Add Club Award Votes**

On the **Game Details** page, click on the **Awards** tab and click on the oicon for the award.



On the **Enter votes** page, add a name in **Voter 1**, select vote getter for **3 Votes**, **2 Votes** & **1 Vote** and click on the **Save** button in the top right corner.



You will be returned to the **Awards** tab and information entered will be shown.

If changes need to be made click on the oicon and make the changes.







#### Game Day - Add Club Award Votes (cont)

To view the votes tally, and if required print a report, in the left menu select **Competitions**, click on the **View** button for the **Competition**, click on the **Teams** tab, click on the **View** button for the **Team** and click on the **Awards** tab.



#### LiveScore

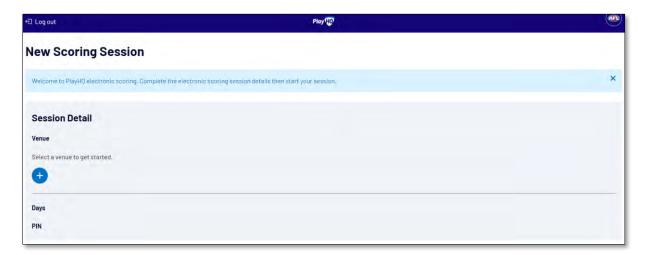
To login and access **Electronic Scoring** go to <a href="https://afl.score.playhq.com/auth/login">https://afl.score.playhq.com/auth/login</a> and enter the username & password you have registered.



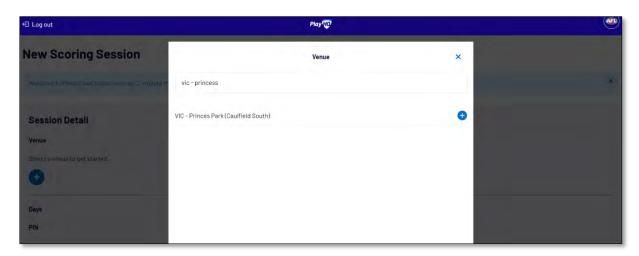




You will land on the **New Scoring Session** page.



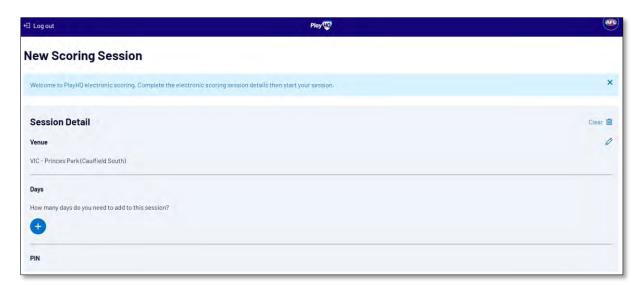
Click on the cicon to select the **Venue** for the match you wish to score is being played. Start typing the name of the **Venue** in the search bar and click on the cicon when the venue appears.



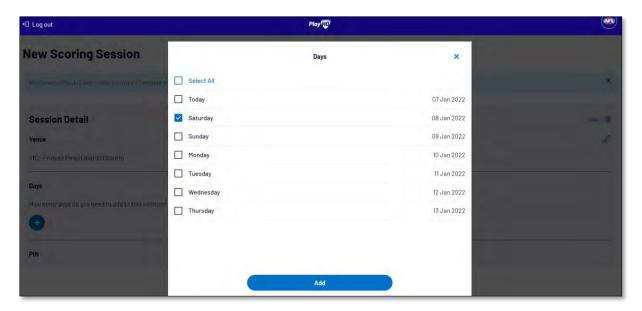




You will be returned to the **New Scoring Session** page. Click on the to score is being played.



Select the **Day** of the match and click on the **Add** button.



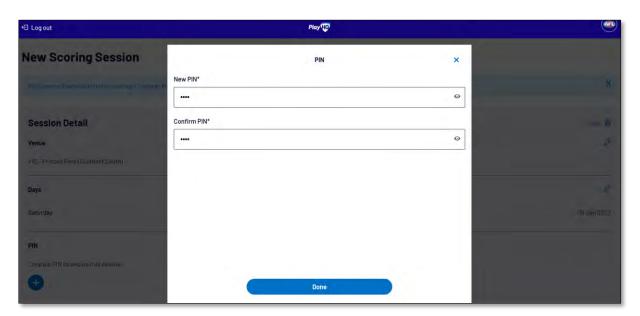




You will be returned to the **New Scoring Session** page. Click on the ticon to create a **PIN** for the session.



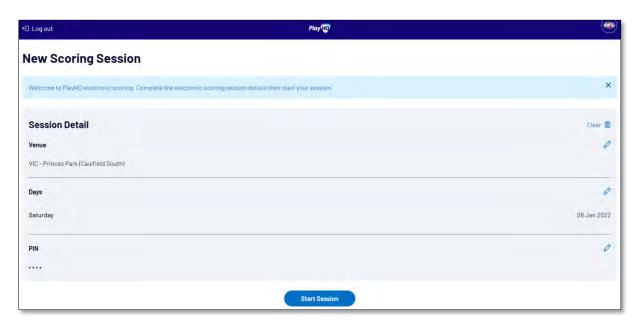
Add a **New PIN** in the area provided, add **Confirm PIN** in the area provided and click on the **Done** button.



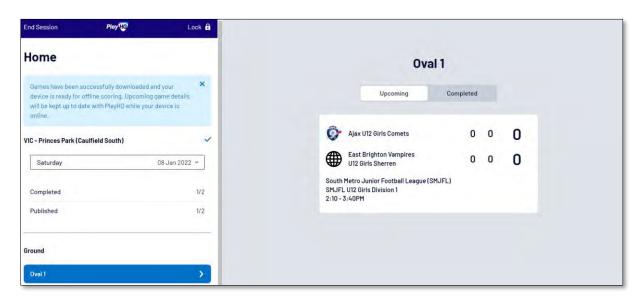




You will be returned to the **New Scoring Session** page. Click on the **Start Session** button.



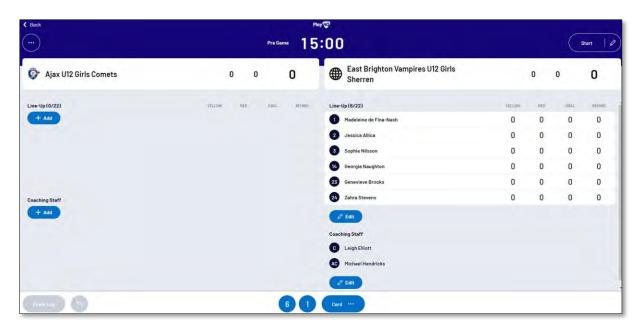
You will be taken to the **Home** page which will show matches at the **Venue** for that day.





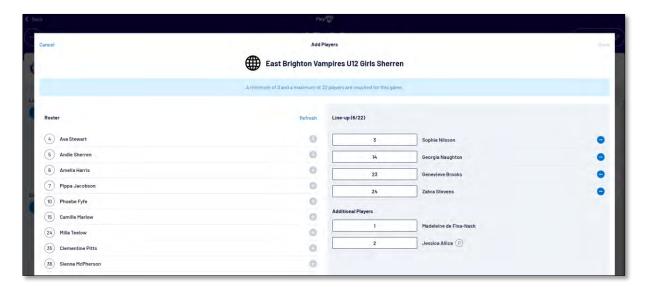


Click on the **Match** and you will be taken to the **Electronic Scoring** page. The **Teams** will show with the **Players & Coaching Staff** that have been selected.



To make changes to the **Line-up** click on the **Edit** button below the **Line-up** list.

To remove **Players** from the **Line-up** list click on the cicon and to add **Players** from the **Roster** list click on the cicon. When you are finished click on **Done** the top right corner.

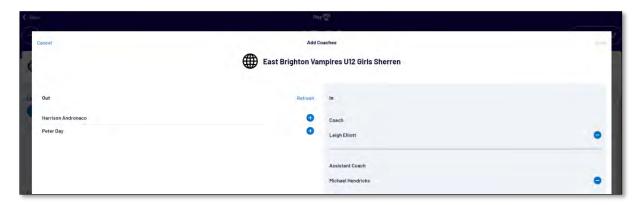






To make changes to the Coaching Staff click on the Edit button below the Coaching Staff list.

To remove Coaches & Assistant Coaches click on the icon in the In list and to add Coaches & Assistant Coaches click on the icon in the Out list. When you are finished click on Done the top right corner.



You will be taken back to the **Electronic Scoring** page. The **Teams** will show with the updated **Players** that have been selected in the **Line-up** and updated **Coaches & Assistant Coaches** selected in the **Coaching Staff**.

To start **Electronic Scoring** click on the **Start** button in the top right corner and name of button will change to **Pause**. If the match is being played with time on, to stop the clock click on the **Pause** button. If the clock has begun counting and you need to make a change click on the icon and edit page will pop up for you to make changes.



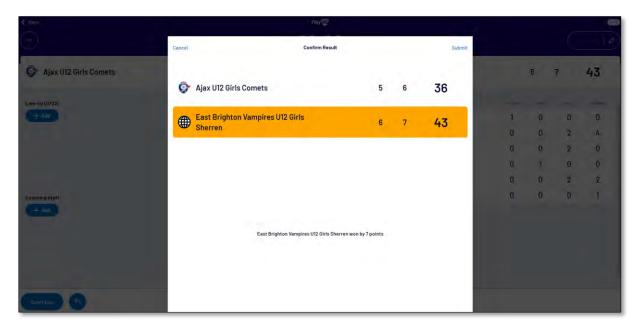




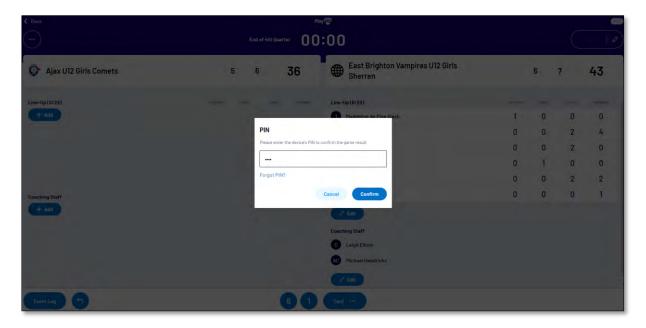
To add actions to a **Player** click on the **Player** and then click on 6 for a goal or click on 1 for a behind or click on then select Yellow or Red – the process can also be done the opposite way i.e. click the action and then click the **Player**. This will add the actions to the **Players** and if it is a score it will be added to the **Team** total. If you make an error with either a **Team** or a **Player** action click on the contact on the contact of the then actions to the player action click on the contact of the then actions to the player action click on the contact of the then actions to the player action click on the contact of the then actions to the player action click on the contact of the contact of the player action click on the contact of the

To end the quarter click on the icon in the top left corner and select **End Period**. To start the next quarter click on the **Start** button in the top right corner.

To end the match first you need to end the final quarter, then click on the icon and select **End Game** and the **Confirm Result** page will pop up.



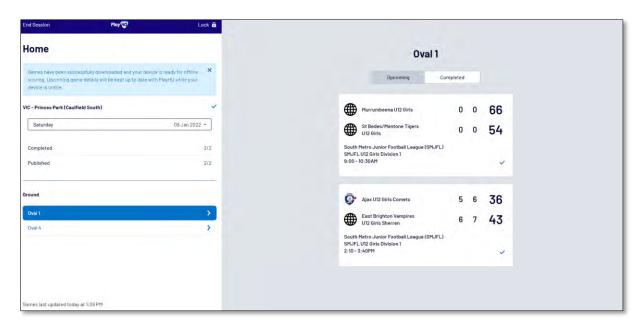
Click on **Submit** in the top right corner and the **PIN** pop up box will appear.



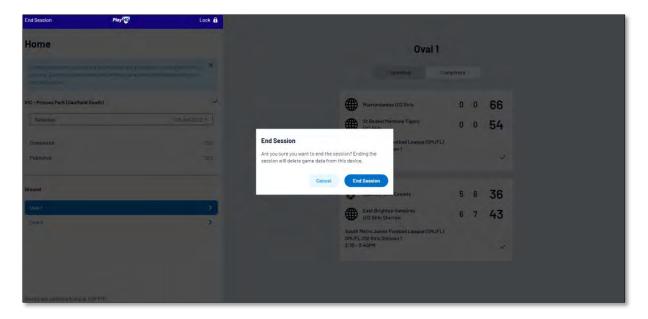




Add the **PIN** you created and click on the **Confirm** button, you will be returned to the **Home** page which will show the **Match** in the **Completed** tab.



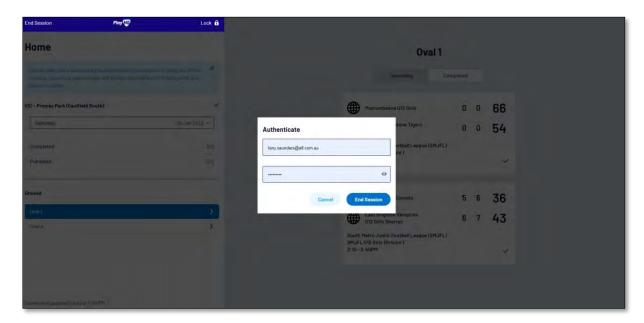
Before closing the page click on the **End Session** button and the **End Session** pop up will appear.







Click on the **End Session** button and the **Authenticate** pop up will appear.



Click on the **End Session** button and you will be returned to the **New Scoring Session** page.

Please ensure to click on Log Out in the top left corner.







Go to <a href="https://www.playhq.com/afl">https://www.playhq.com/afl</a> and search the League.



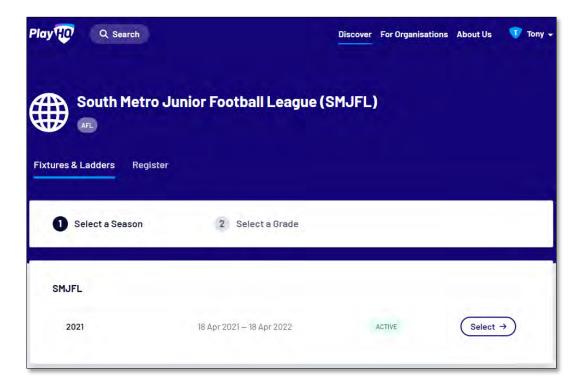
Click on the **League**.



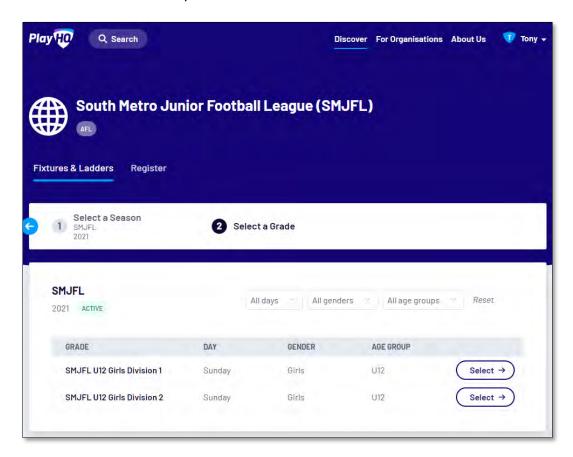




Under the **Fixtures &** Ladders tab, click on the **Select** button for the **Competition** you want to view.



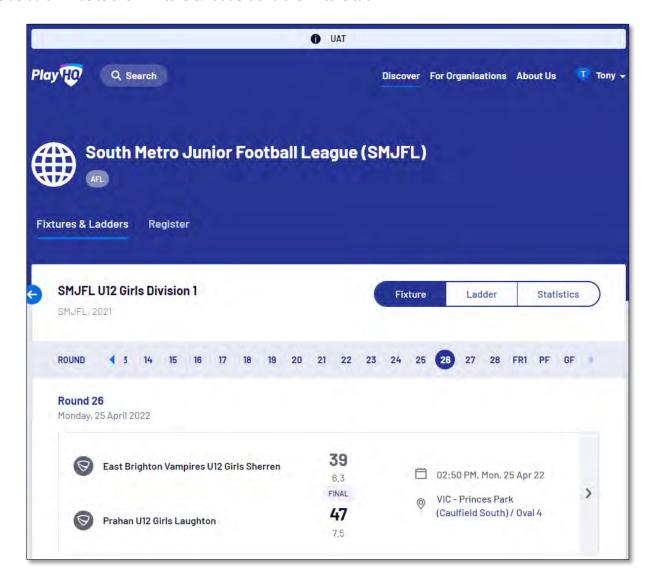
Click on the **Select** button for the **Grade** you want view.







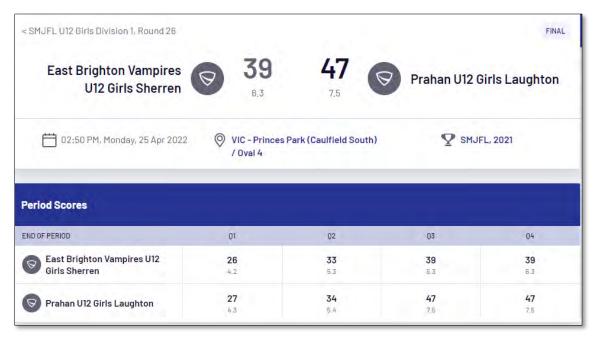
The default will be to show **Fixture & Ladders** and the **Fixture** tab.

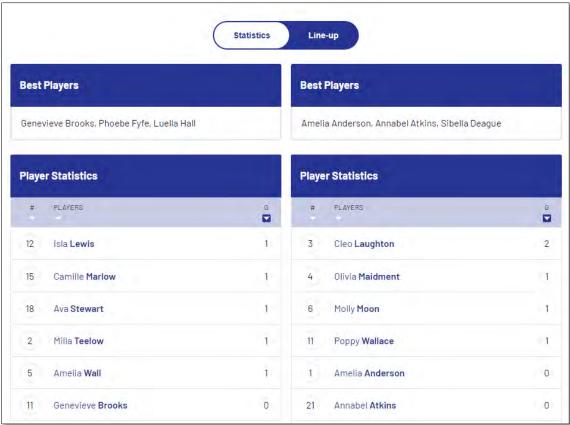






To view match details click on the icon for the **Match** to view the match details.

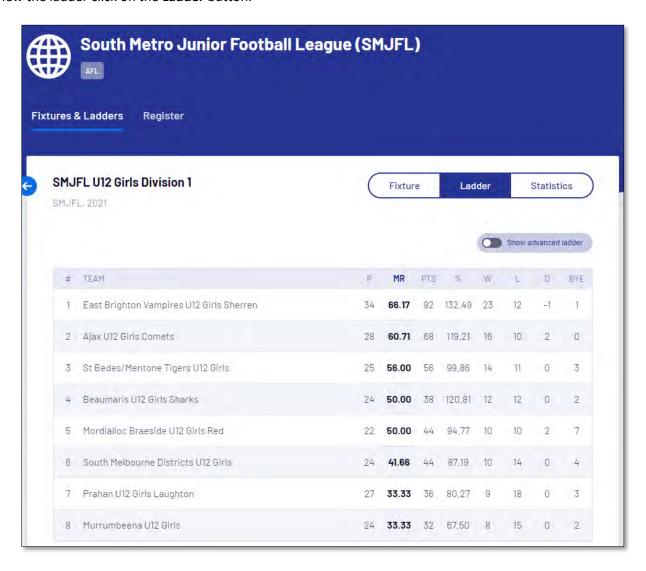








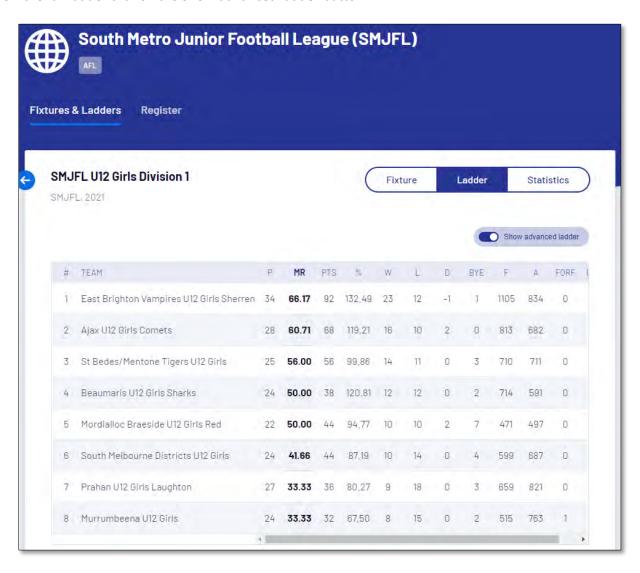
To view the ladder click on the **Ladder** button.







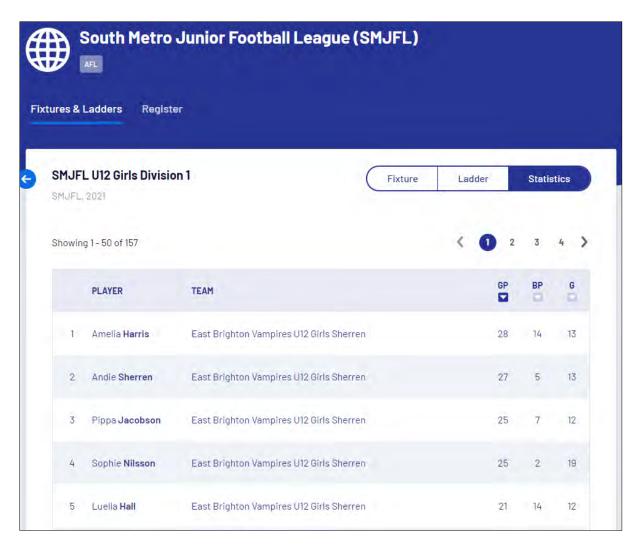
To view the full ladder click on the **Show advanced ladder** button.







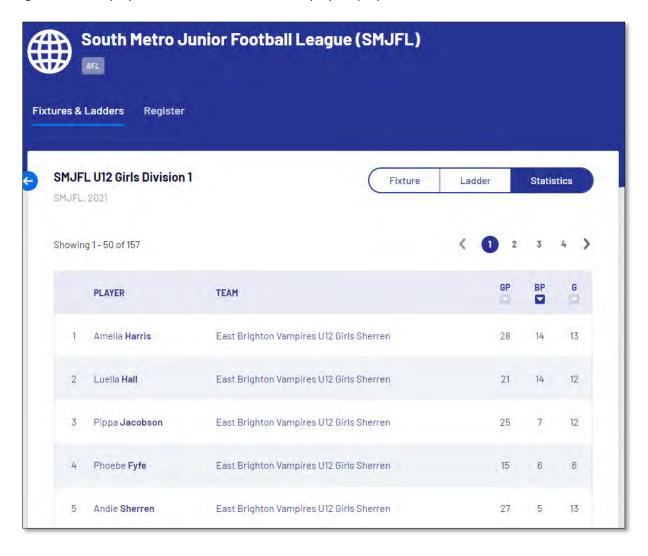
To view the grade statistics click on the **Statistics** button. The default display will be sorted by most games played **(GP)**.







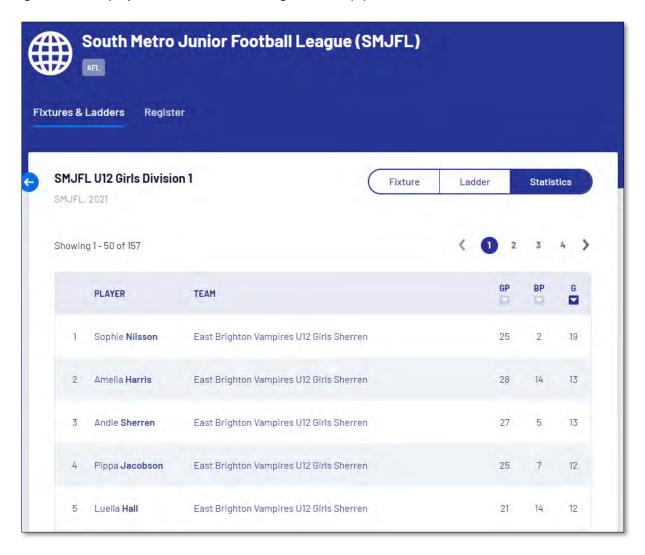
To change the sort display click on the icon for best players (BP).







To change the sort display click on the **l**icon for goalkickers **(G)**.







## 11. Play AFL App

The Play AFL App has been built for community football fans and houses fixtures, ladders, results, and statistics for leagues using PlayHQ.

#### Follow your favourite clubs

With the Play AFL App, community footy fans will have the ability to favourite players, teams, clubs, grades and leagues, giving you easy access to the local clubs and games they care about most.

### Quickly access grade results

Through favouriting grades, users' home screen will be setup with shortcuts to quickly access results and stats from around the grounds.

#### Stay connected from wherever you are

Play AFL's user-friendly interface is designed for all community footy fans, no matter where they are, so that they can stay connected and engaged with teams, clubs, and community footy.

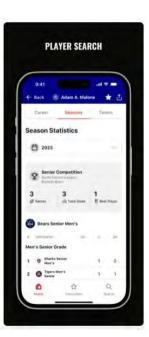
Simply sit back and watch the power of the App at work, feeding all the information direct from PlayHQ week on week.

Apple download <u>here</u> Google download <u>here</u>













## 12. Participant Registration

There are multiple options for **Participants** to find the club registration form and begin to register.

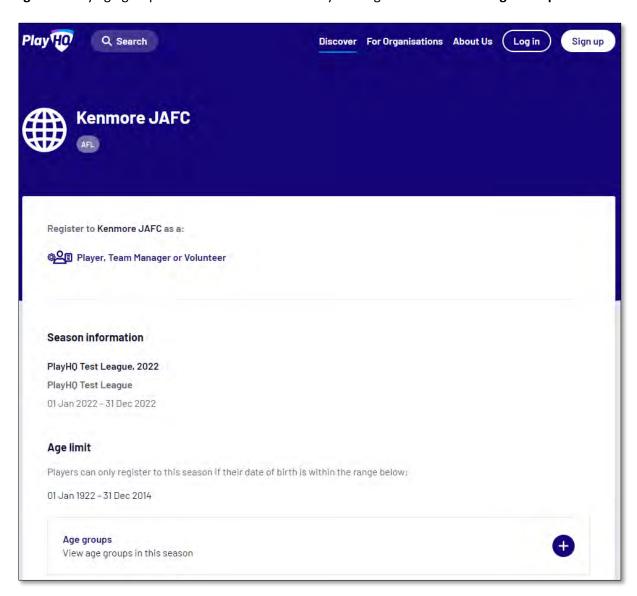
Option 1 is to go to <a href="https://play.afl/">https://play.afl/</a> and use the locator to find the **Club** they wish to register with and the link to register with the **Club**.

Option 2 is go to <a href="https://www.playhq.com/afl">https://www.playhq.com/afl</a> and the search function to find the **Club** they wish to register with and the link to register with the **Club**.

Option 3 is for the Club to provide the Participant with the unique URL for the club registration form.

For the example below we have used option 3 above to get to the club registration form.

Under **Age limit** any age group restrictions can be viewed by clicking on the  $\bigcirc$  icon in **Age Groups**.

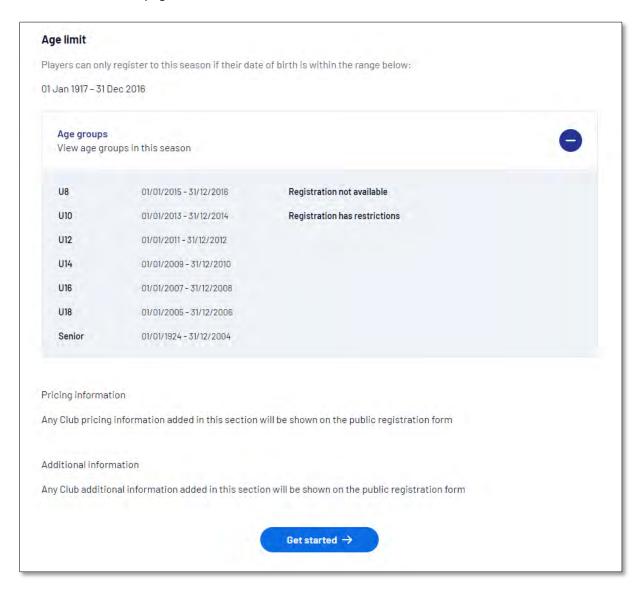






## Participant Registration (cont)

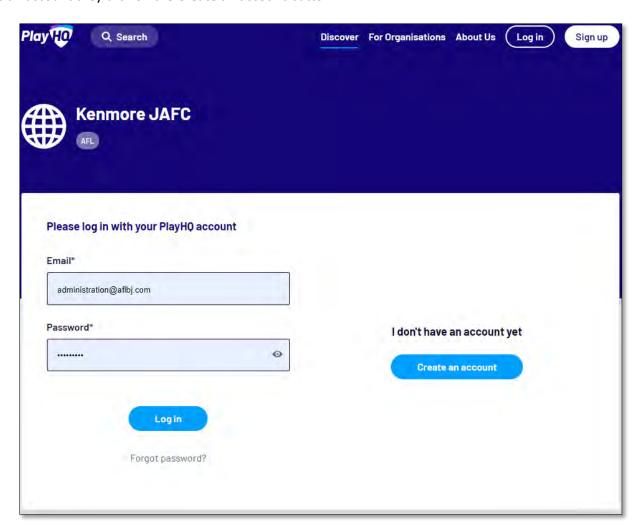
To continue scroll down the page and click on the **Get started ->** button.







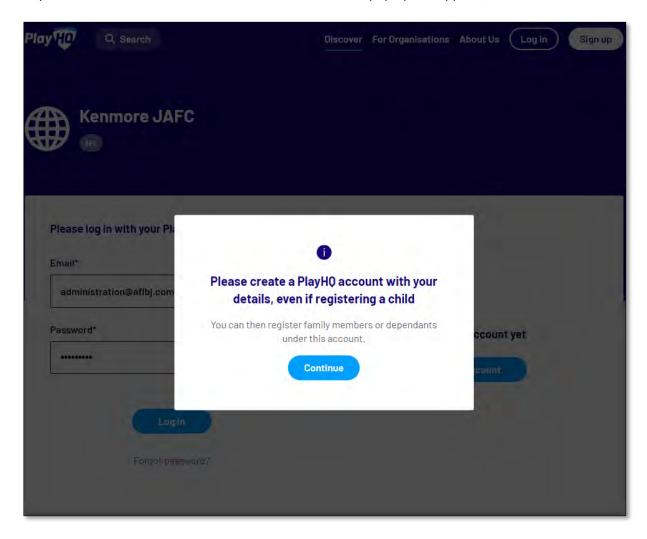
If the **Participant** (or their parent) already has a PlayHQ account they can click on the **Log in** button or if they do not have an account they click on the **Create an account** button.







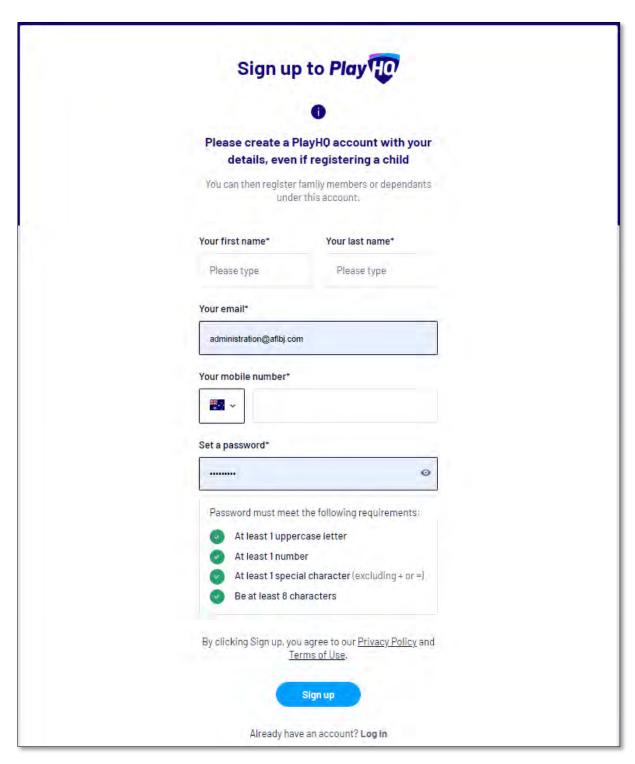
When they click on the **Create an account** button an information pop up will appear, click on the **Continue** button.







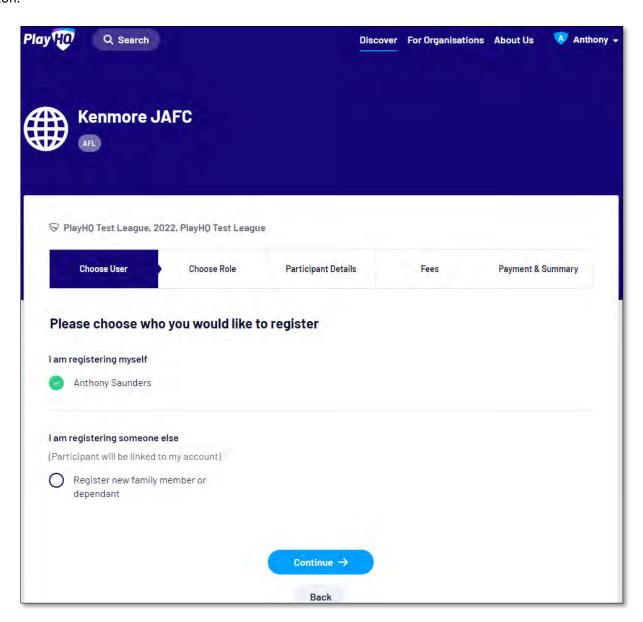
On the **Sign up to PlayHQ** page they need to complete all of the mandatory fields and click on the **Sign up** button. They will receive a confirmation email which will contain a link for them to return to the login page and click on the **Log in** button.







The first page of the registration form is the **Choose User** page where the **Participant** chooses who they would like to register. They can register themself, a dependant already in the list or a new dependant. Click on the **Continue** button.

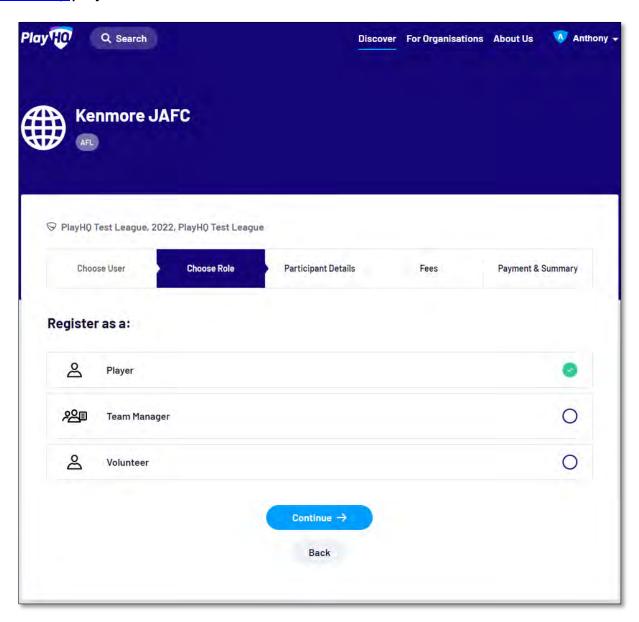






The next page of the registration form is the **Choose Role** page where the **Participant** chooses what type they would like to register as. Click on the **Continue** button.

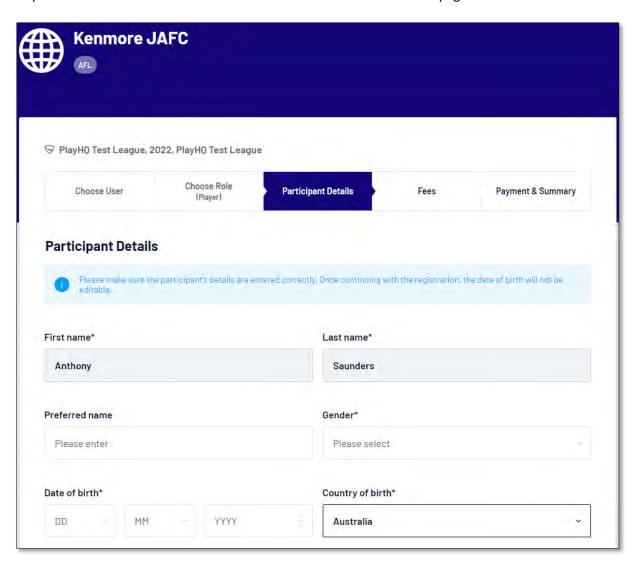
Please note the Coach role will not be available and all Coaches and Assistant Coaches must register through the www.coachl.afl platform.







The next page of the registration form is the **Participant Details** page where the **Participant** must complete all of the mandatory fields. Click on the **Save and Continue** button at the bottom of the page.





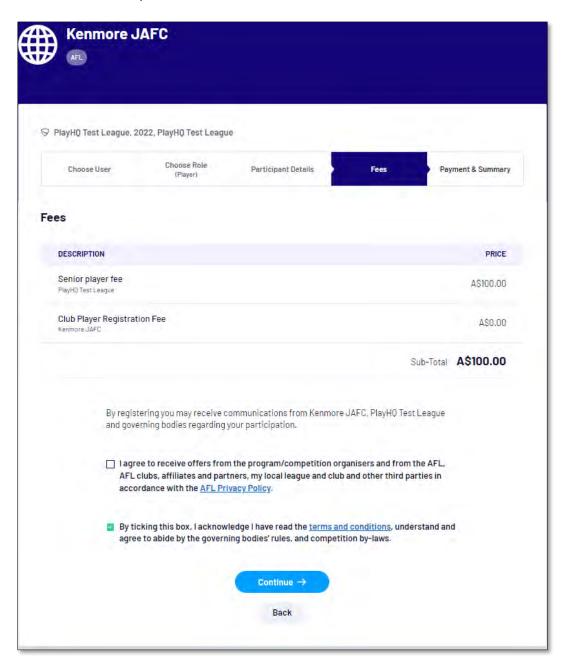


At this point the PlayHQ platform will run its Profile Matching process.

For next steps if a profile match is found please refer to the **Participant Registration – Profile Matching** section in this guide.

For next steps if a profile match is found and the Participant is trying to register to a different club than the last club they were registered with please refer to the **Participant Registration – Profile Matching** and **Participant Registration – Request Transfer** sections in this guide.

If no profile match is found the **Participant** will move to the **Fees** page of the registration form. A summary of the fees payable will be shown as well as the checkbox to receive offers which is optional and the checkbox for the terms and conditions which is mandatory. Click on the **Continue** button.





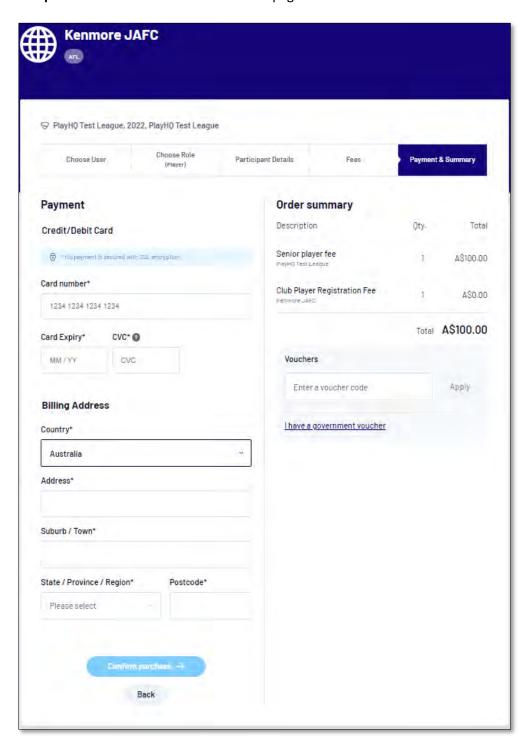


The last page of the registration form is the **Payment & Summary** page where the **Participant** must complete all of the credit card details and mandatory fields.

If the **Participant** has been given a PlayHQ voucher the voucher code can be applied in the **Vouchers** area.

If the **Participant** has a government voucher and the function has been turned on they can click on **I have a government voucher** and apply the voucher code.

Click on the Confirm purchase button at the bottom of the page.

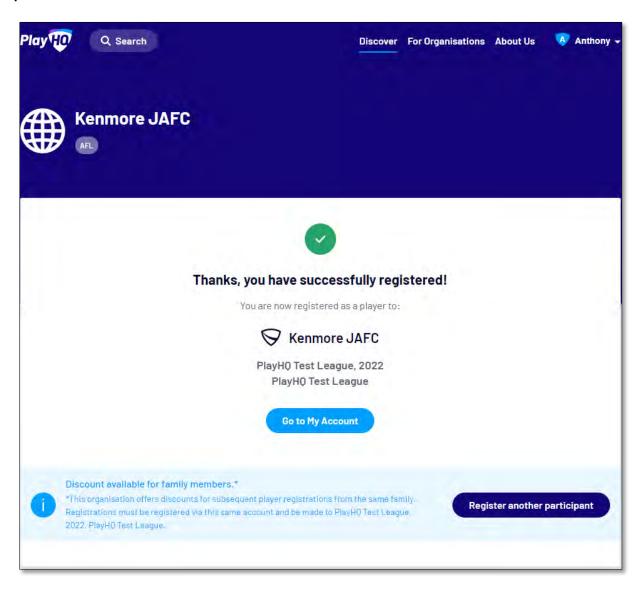






When the registration is completed the successful registration page will appear and the **Participant** will also be sent a confirmation email and invoice email.

This page will also give the **Participant** the option to **Go to My Account** to view their profile or **Register another participant**.







#### **Profile Matching**

When a **Participant** registers, a check will occur that will find any other PlayHQ profile that has matching **First Name**, **Last Name**, **Date of Birth**, **Gender** plus one of **Postcode**, **Mobile Phone Number** or **Organisation of Registration**. If any profiles return as a match, they will be shown on a new registration step called 'Claim Profiles'.

A check will also occur to find a profile for a participant that has been loaded into PlayHQ from another competition software provider, these would be called **Unclaimed Profiles**. In this instance when one of these profiles is claimed all the participant's previous history would be added to the participant's profile.

Matching profiles will fall in to one of three categories:

- Profiles that don't require verification
- Profiles that require verification
- Profiles that can't be claimed and merged

All profiles that don't require verification can automatically be claimed and merged by the Participant.

When the registrant clicks the 'Verify Profile' button for any profile in the second category, an email with a verification code will be sent to the email address attached to that profile. The Participant must enter the verification code in order to claim the profile and initiate a merge for that profile.

All profiles that fall into the third category require the **Participant** to contact support in order to proceed with their merge.

Matching profiles must be claimed and merged by a **Participant** before they are able to continue on with the registration process.

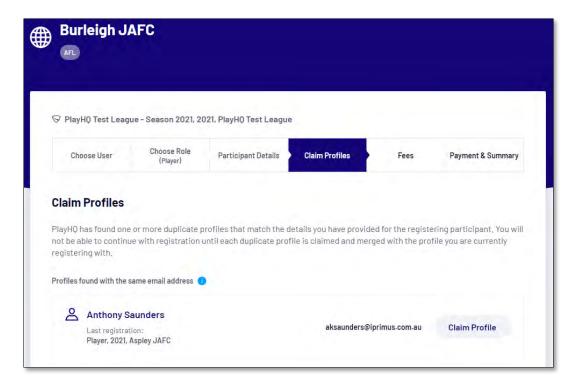
When the **Participant** has completed the **Choose User**, **Choose Role** and **Participant Details** section of the registration form the **Profile Matching** process will begin.



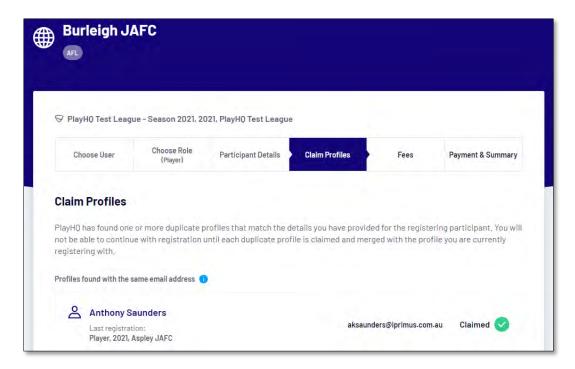


#### Profiles that don't require verification

The example below the participant is trying to register as new participant using the same email address. The participant would click on the **Claim Profile** button.



The profile would change to claimed and the Participant would be able to proceed with the registration.

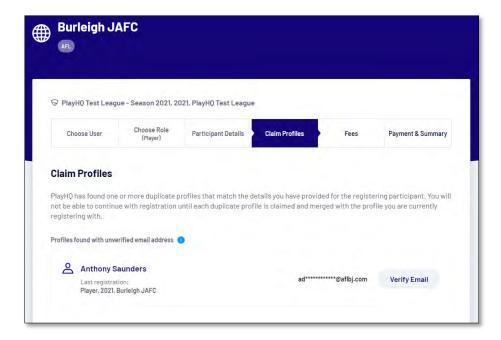




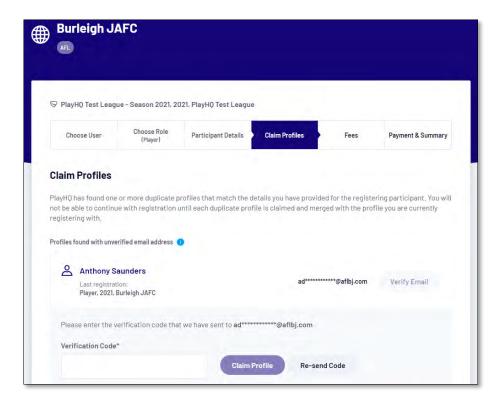


#### Profiles that require verification

The example below the participant is trying to register as new participant using a different email address. The participant would click on the **Verify Email** button.



An email is sent with a verification code which needs to be entered and click on the Claim Profile button.

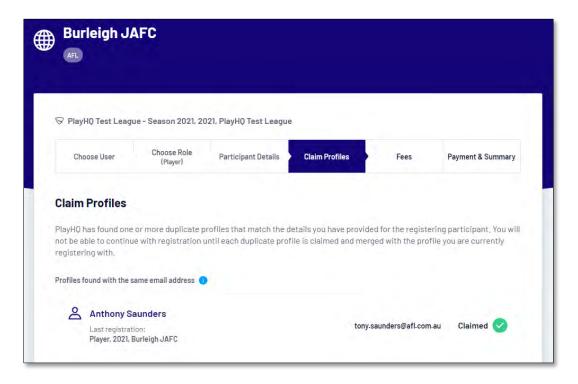






## Participant Registration - Profiles that require verification (cont)

The profile would change to claimed and the **Participant** would be able to proceed with the registration.

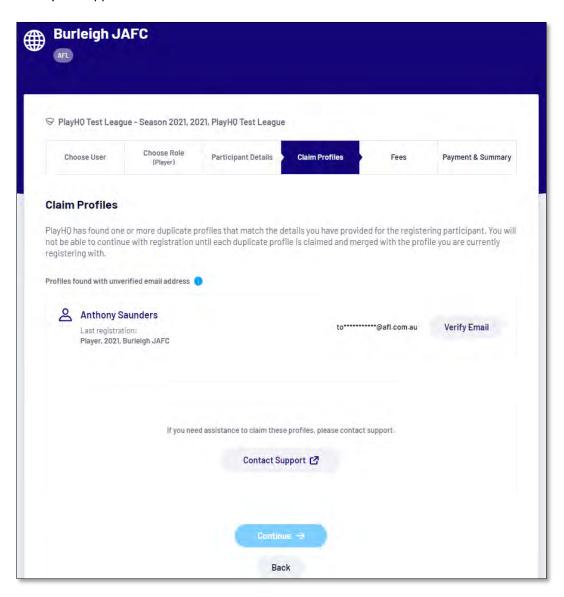






### Profiles that can't be claimed and merged

The example below the participant is trying to register as new participant using a different email address but they do not have access to the old email address. The participant would click on the **Contact Support** button to receive assistance from PlayHQ Support.







### **Pending Registrations**

If **New Player Approval** was turned on in your competition settings, when a new participant registers they appear as **Pending** in the **Participants** list.

In the left menu select **Competition Management**, click on the **Competition**, click on the **Season** and select the **Participants** tab. Any new participants will have a **Pending** tab.

Click on the View button for the pending participant.



Open the Pending registration by clicking on the icon.

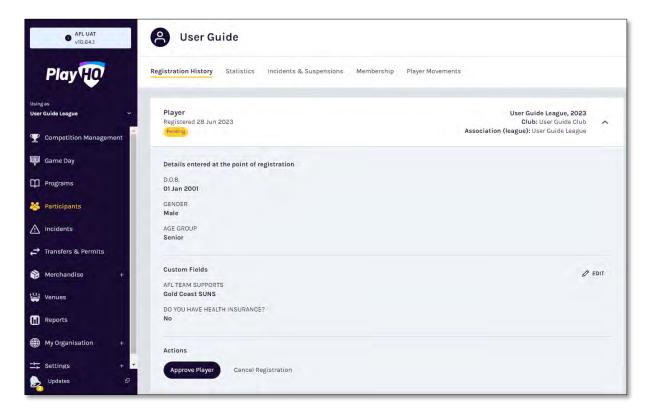




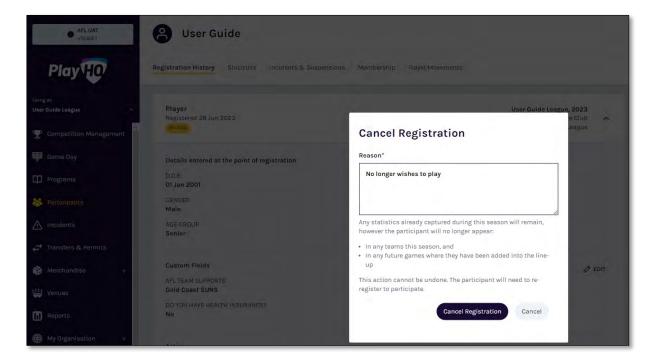


### Participant Registration - Pending Registrations (cont)

If you are not able to confirm the participant's details click on the **Cancel Registration** button.



The Cancel Registration pop-up will appear, add a Reason and click on the Cancel Registration button.

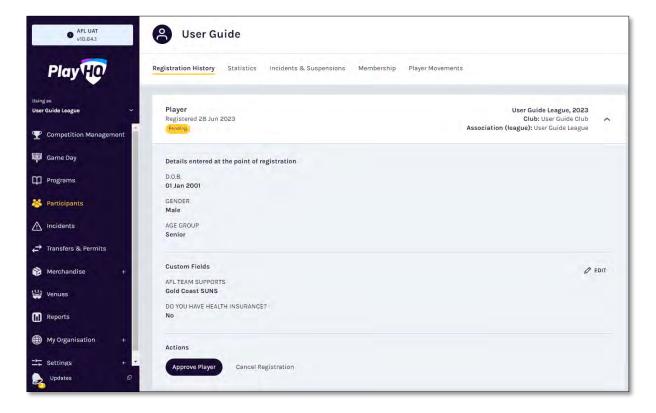






# Participant Registration - Pending Registrations (cont)

If you are able to confirm the participant's details click on the **Approve Player** button.

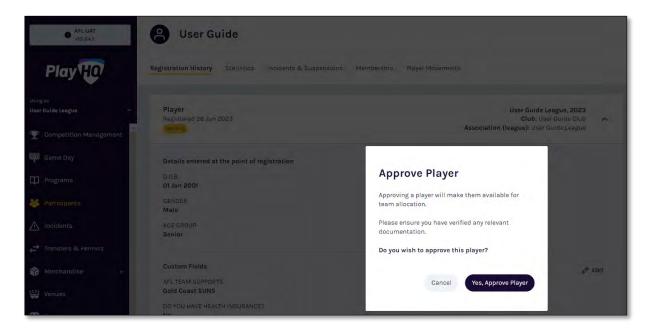




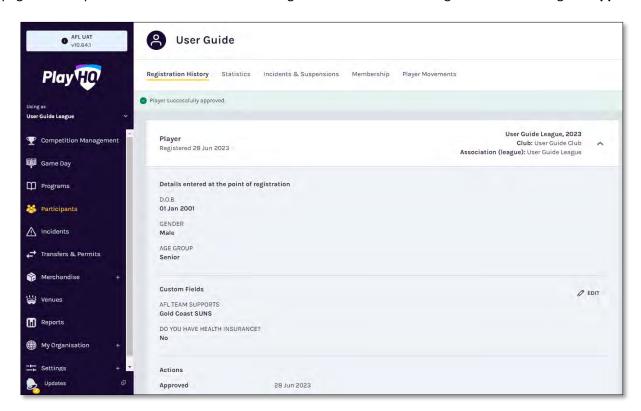


## Participant Registration - Pending Registrations (cont)

The Approve Player pop-up will appear, click on the Yes, Approve Player button.



The page will be updated with a confirmation message and the status of the registration will change to Approved.



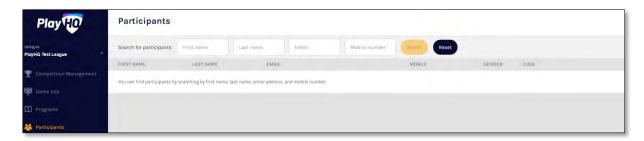




### **View Participants in League**

To view participants in a League there are two options.

Option 1 enables the League admin to view all participants that have been registered in the **League** across all **Competitions** and all **Seasons**. In the left menu select **Participants**.



To search for a **Participant**, enter part of a **First Name** and/or part of a **Last Name** and/or part of an **Email** and/or part of a **Mobile Number**. Click on the **Search** button and results will appear.



Option 2 enables the League admin to view all participants that have registered in a **Competition** in a **Season**. In the left menu select **Competition Management**, click on the **Competition**, click on the **Season**, click on the **Participants** tab and list of **Participants** will appear.



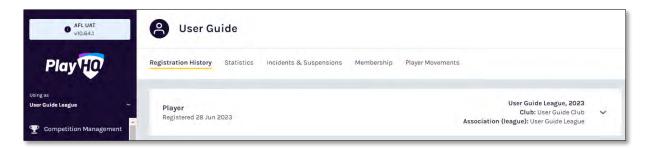
Click on the View button for the Participant.



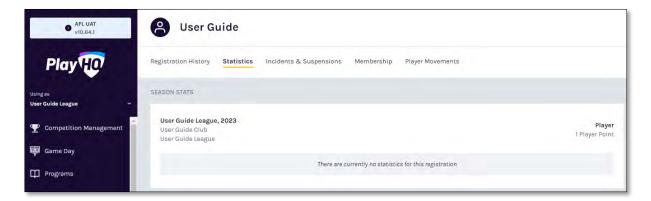


#### **View Participant Details**

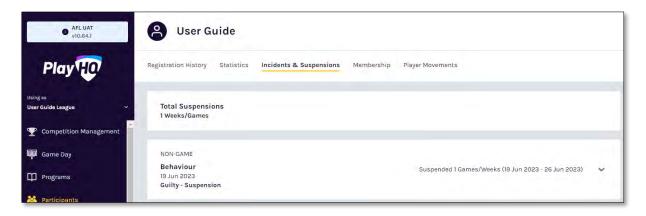
Under the **Registration History** tab is a full list of the participant's registration history in the organisation you are **Using As**.



Under the **Statistics** tab is a full list of the participant's participation history in all organisations the participant has participated in.



Under the **Incidents & Suspensions** tab is a full list of the participant's incidents & suspensions history across all **Leagues**.

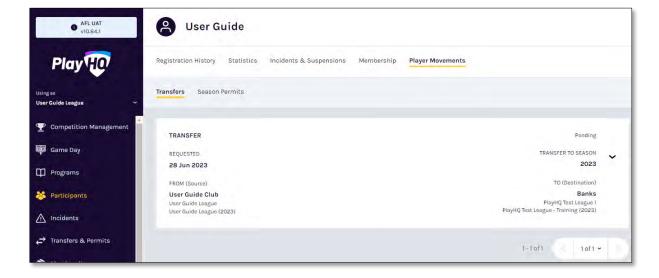






# Participant Registration - View Participant Details (cont)

Under the **Player Movements** tab is a full list of the participant's transfers & season permits history.

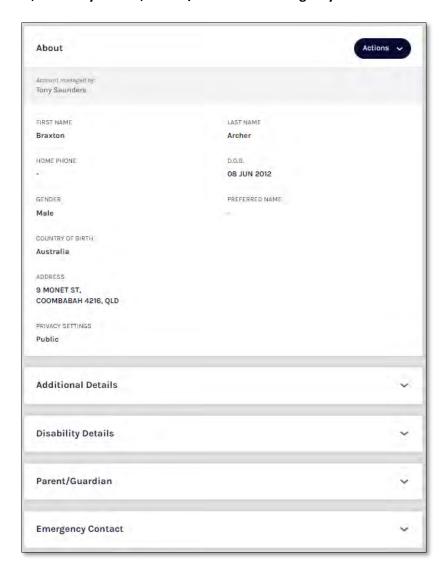






# Participant Registration - View Participant Details (cont)

On the right side of the page is all of the information relating to the **Participant** including the following sections – **About, Additional Details, Disability Details, Parent/Guardian & Emergency Contact**.

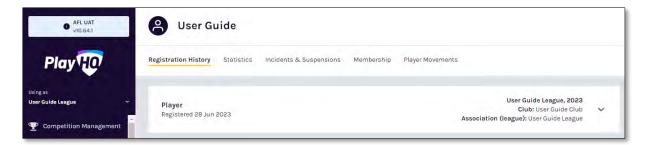




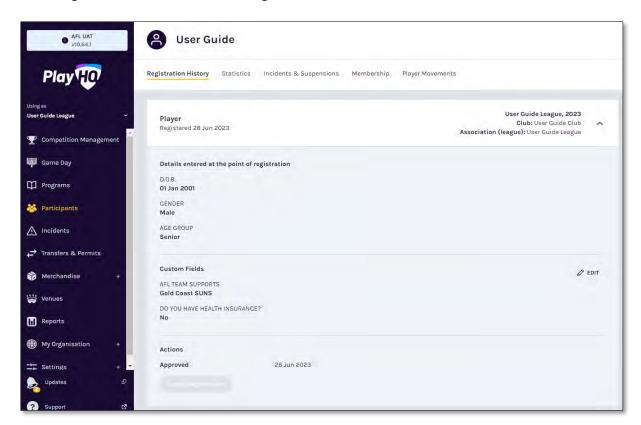


## **Cancel Participant Registration**

On the participant's information page under the **Registration History** tab click on the  $\stackrel{\checkmark}{}$  icon to open up that registration.



To cancel the registration click on the Cancel Registration button.

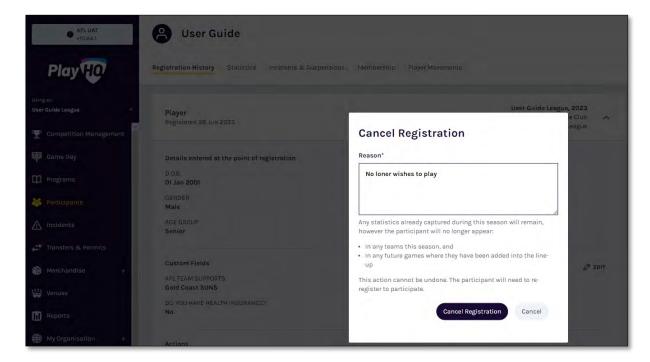




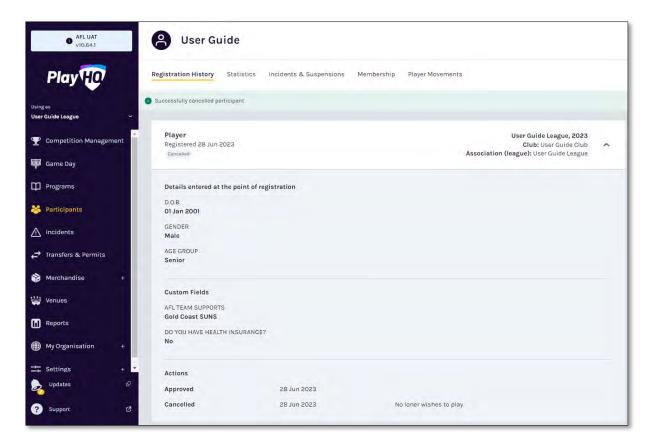


### Participant Registration - Cancel Participant Registration (cont)

The Cancel Registration pop up will appear, add a Reason and click on the Cancel Registration button.



You will be returned to the participant's **Registration History** and the registration will now be highlighted as **Cancelled** with the date it was cancelled.







## 13. Participant Portal

The PlayHQ system has been designed to be user friendly for all Participants and to encourage them to manage their own information, view information relating to their registrations & statistics, view the teams they have been allocated to and manage the teams that have been given management access to.

To access the **Participant Portal** go to <a href="https://www.playhq.com/">https://www.playhq.com/</a> and click on the **Log in** button in top right corner.



When you have logged in the name of your account will appear in top right corner, click on the name of the account and select **My Account**.

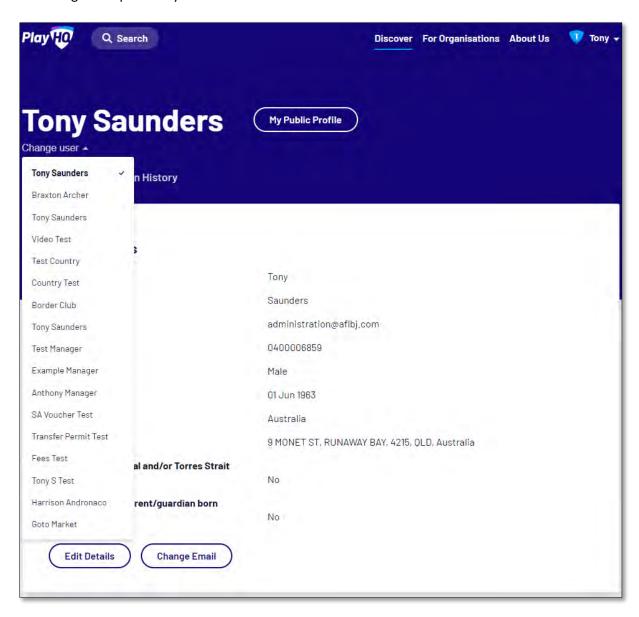






### Participant Portal (cont)

You will land on the account holder's page and you can also view a dependent's page by clicking on the **Change user** link and selecting the dependant you wish to view.

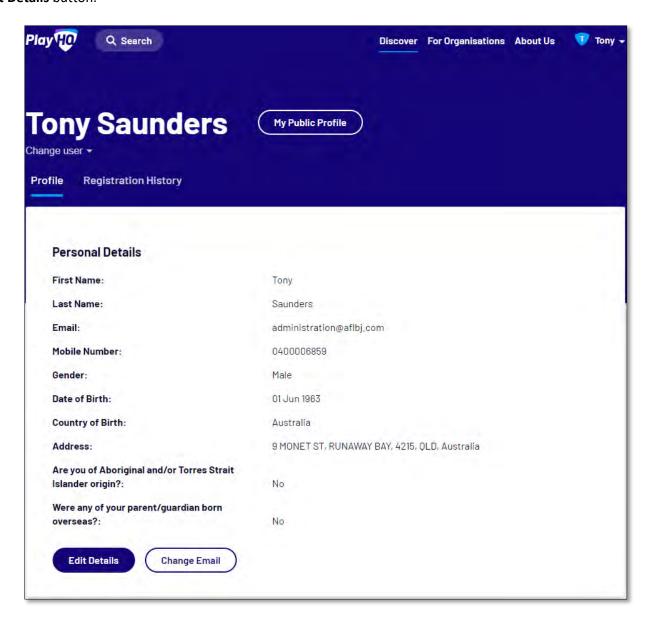






#### **Profile**

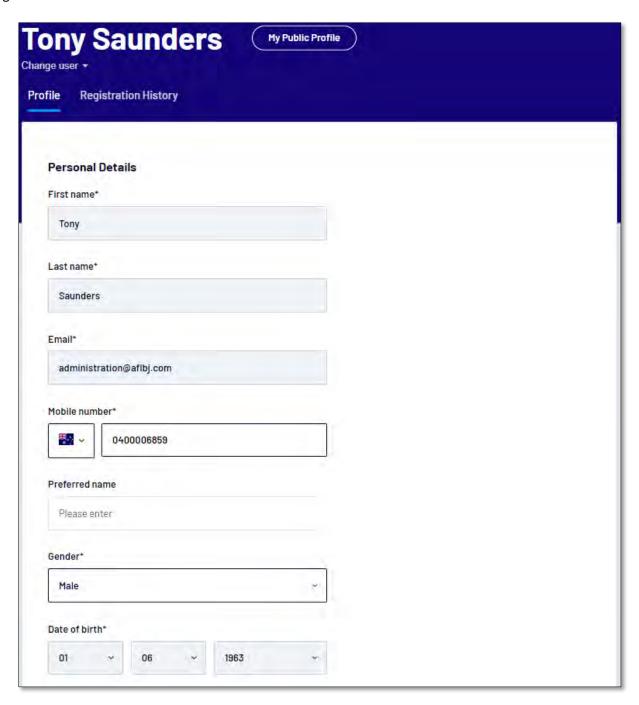
Click on the Profile tab. Under **Personal Details** it will show the current details, to edit the information click on the **Edit Details** button.







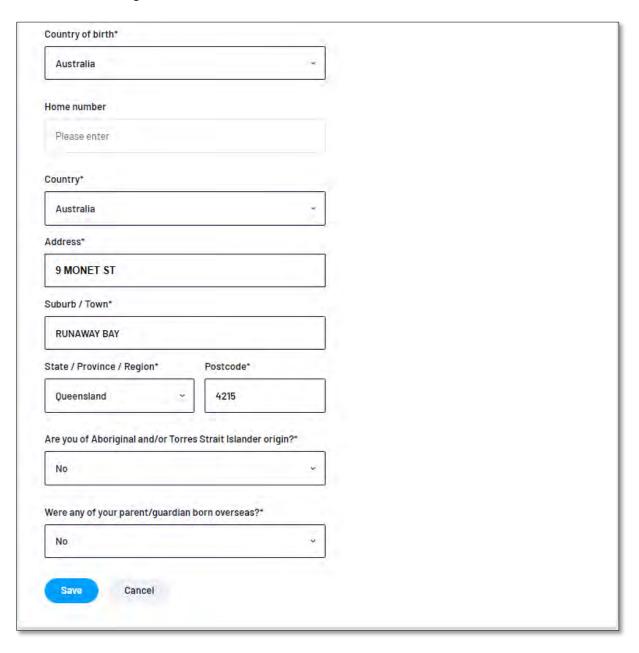
The **First name**, **Last name**, **Email** and **Date of birth** will be locked and cannot be changed. All other fields can be changed and click on the **Save** button.







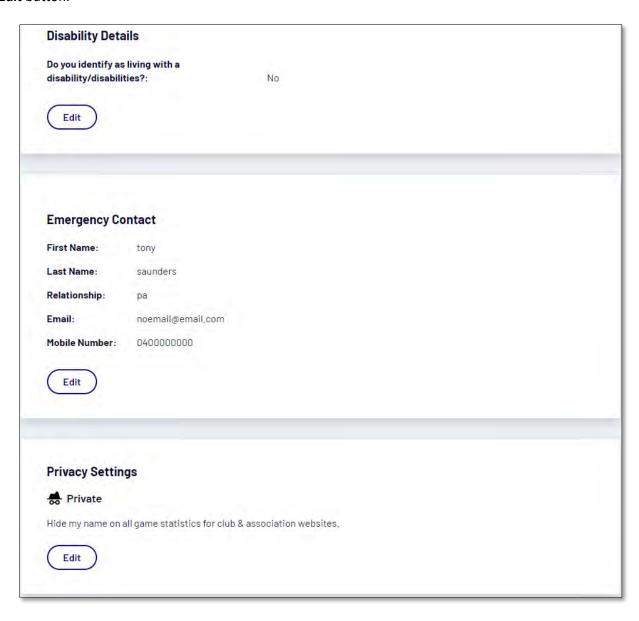
All other fields can be changed and click on the **Save** button.







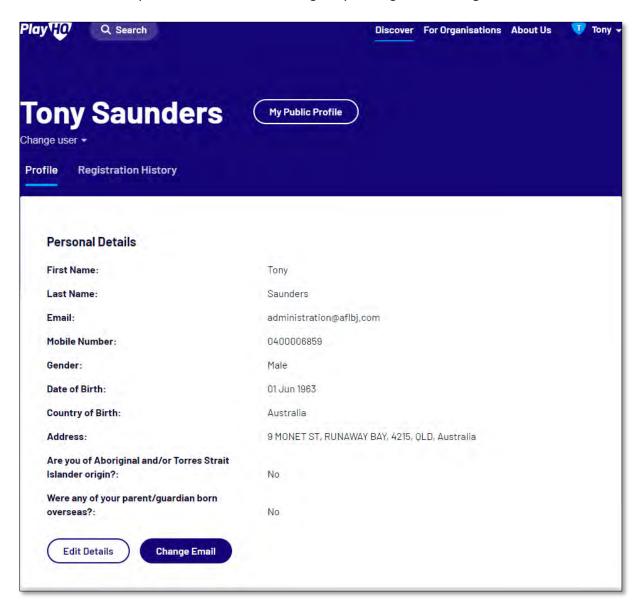
The information under **Disability Details**, **Emergency Contact** and **Privacy Settings** can also be changed by clicking on the **Edit** button.







For the **Account Holder** only, the **Email** can also be changed by clicking on the **Change Email** button.

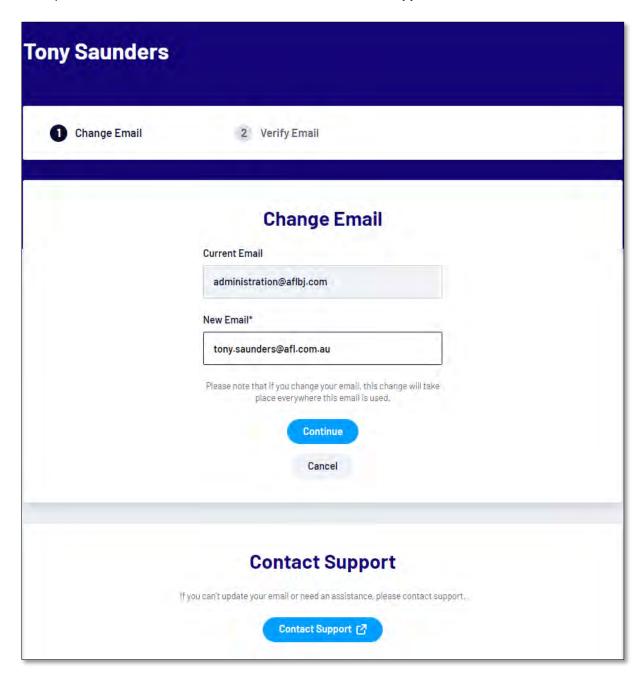






On the **Change Email** page enter a new email in **New Email** area and click on the **Continue** button.

If you can't update the email or need assistance click on the **Contact Support** button.

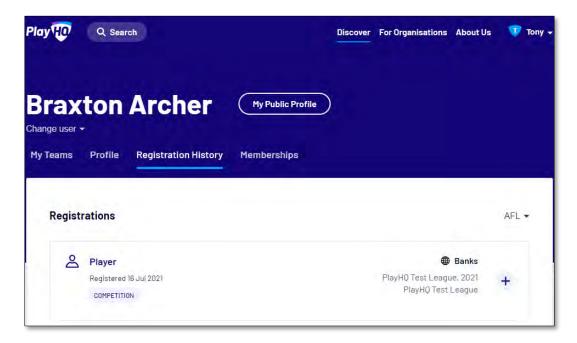




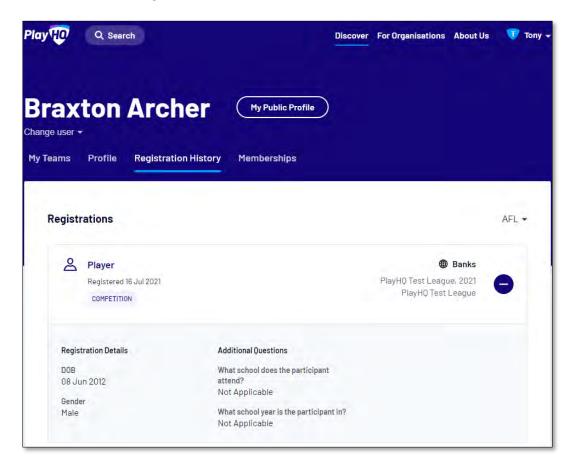


### **Registration History**

Under the **Registration History** tab will be all of the participant's registrations.



Click on the + icon to view the **Registration Details**.

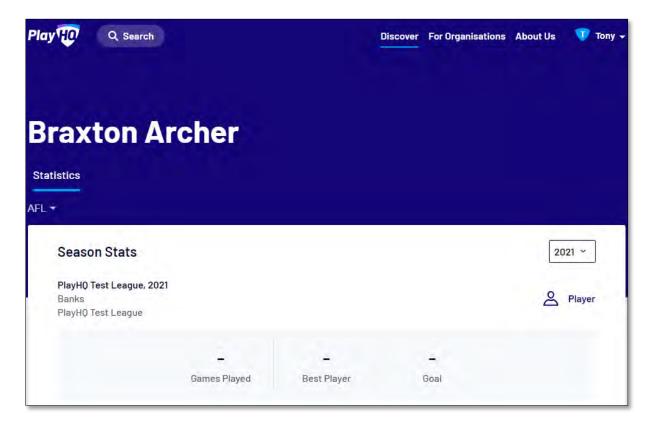






### **My Public Profile**

Click on the My Public Profile button to view Statistics.



### **My Teams**

Under the My Teams tab will be a list of the Teams that the Participant has been allocated to.

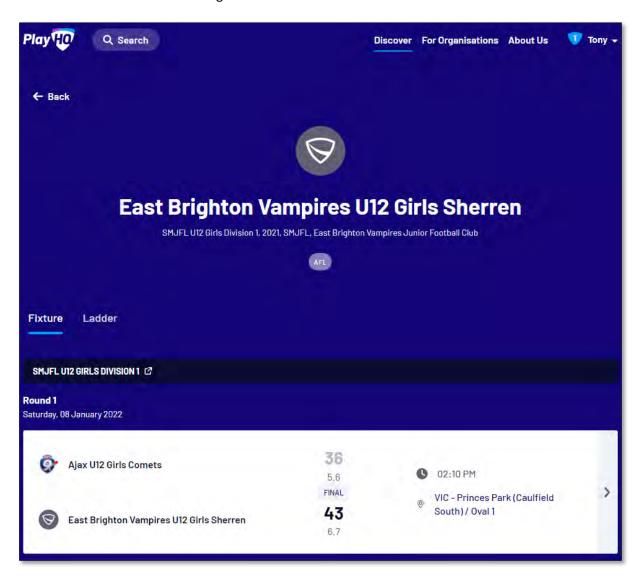






## Participant Portal - My Teams (cont)

When you click on one of the **Teams** you will be taken to the information page for that **Team** only which will show all of the team's **Fixture** and **Ladder** for the grade the team is in.

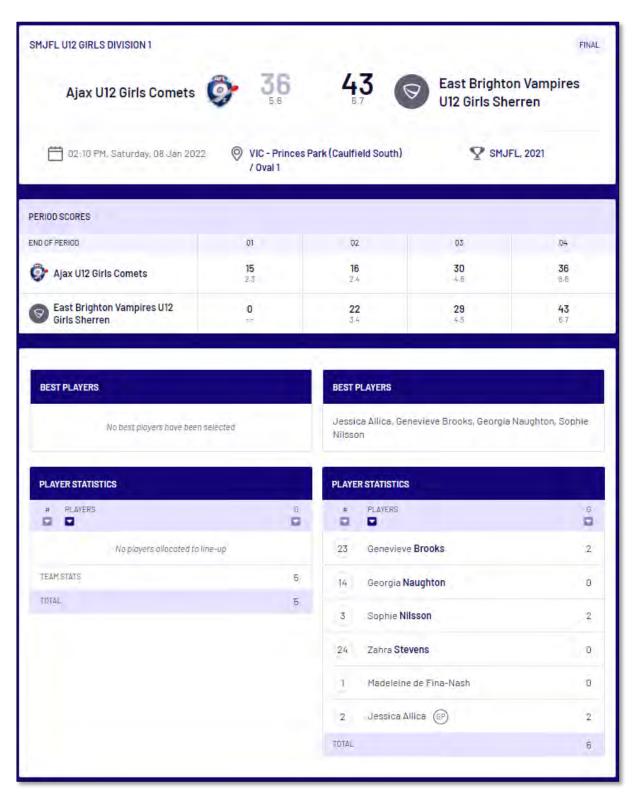






## Participant Portal - My Teams (cont)

If you click on the icon for a match it will show the full details for the match.





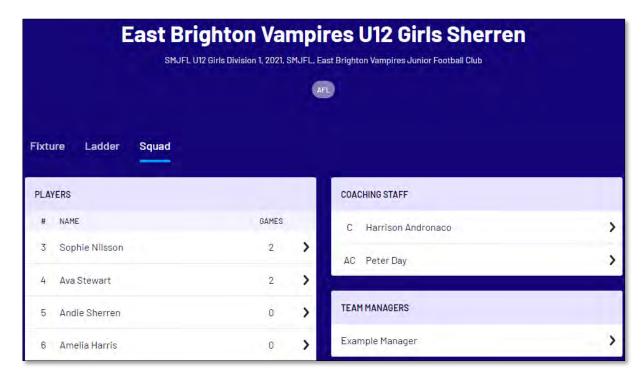


#### **Team Manager Access**

As an extension of this function if the **Participant** has registered as a **Team Manager**, has been **Allocated** to the **Team** and they have been given **Management Access** they are able to view the **Squad** tab, select the **Line-up**, add **Match Results**, add **Period Scores**, edit the **Line-up**, add **Best Players** and add **Player Statistics**.

#### **Squad**

When the team manager logs into their profile, click on the **Squad** tab.



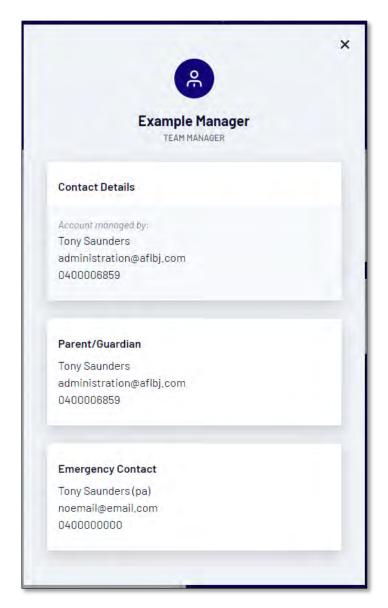




## Participant Portal - Squad (cont)

On the **Squad** page will be the lists of allocated **Players**, **Coaching Staff** and **Team Managers**.

Click on the > icon to view their Contact Details, Parent/Guardian and Emergency Contact.

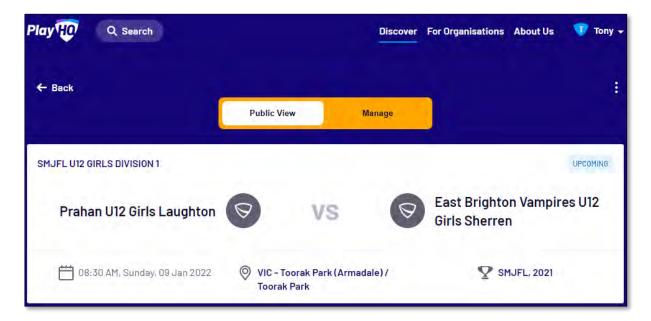






## **Select Team & Add Match Result Details**

When the team manager opens an **Upcoming** match they will land on the **Public View** page.

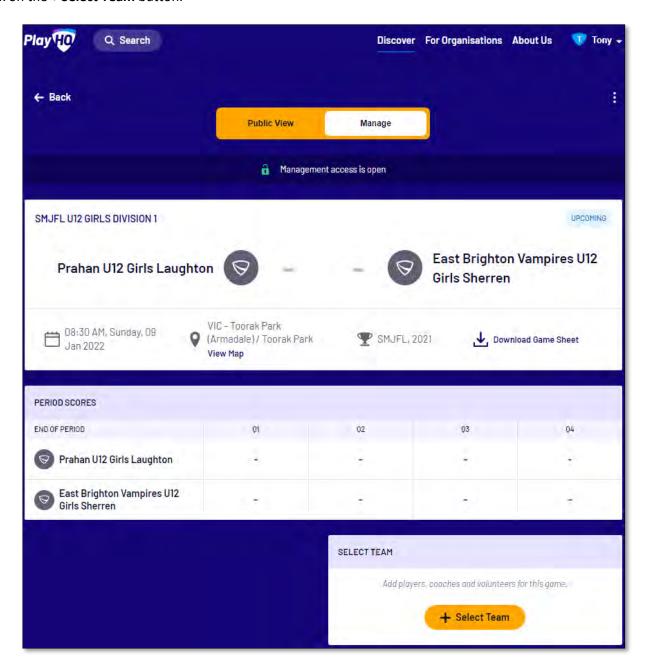






To manage the team in the match, click on the **Manage** tab which will open the **+ Select Team** option and **Download Game Sheet** will be available.

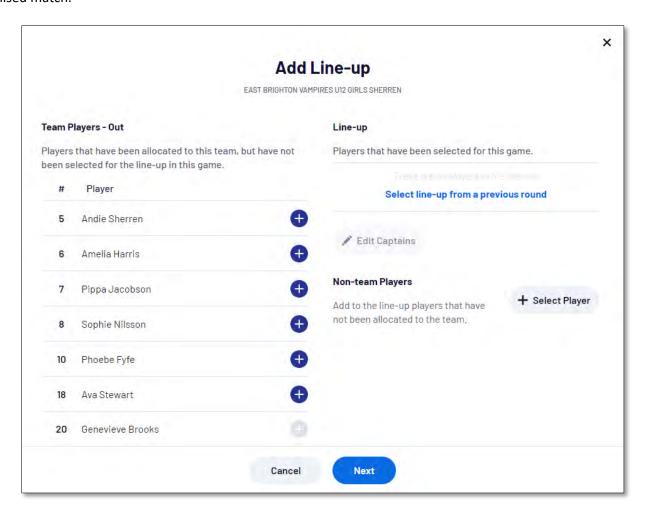
Click on the + Select Team button.







On the **Add Line-up** page click on **Select line-up from a previous round** to add the players selected in the previous finalised match.

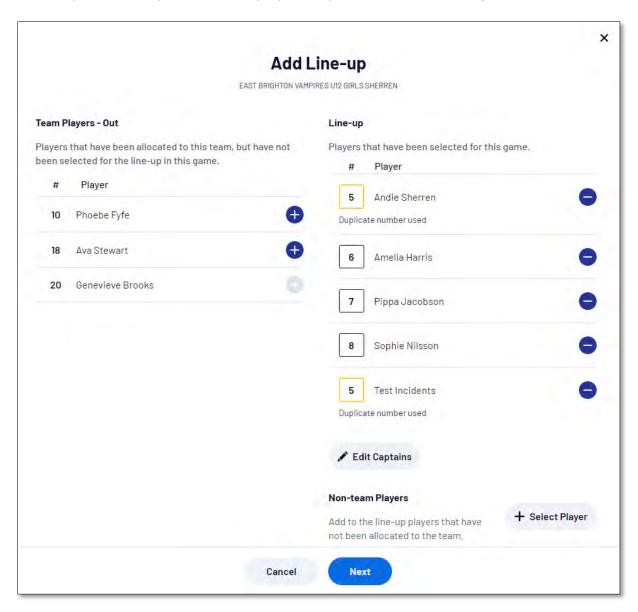






To add players to the line-up click on the  $\bigoplus$  icon, To remove players from the line-up click on the  $\bigoplus$  icon. Jumper numbers can be edited, if duplicate jumper numbers are selected a warning will appear.

To add or edit captains, vice-captains and/or deputy vice-captains click on the **Edit Captains** button.



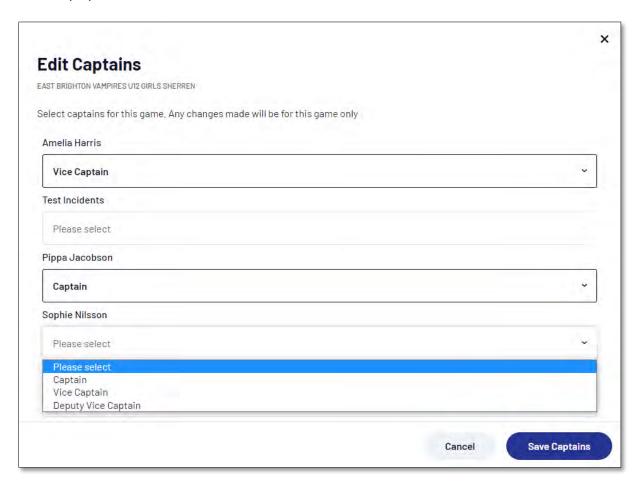




On the **Edit Captains** page select a role for the required players and click on the **Save Captains** button.

You will be returned to the Add Line-up page.

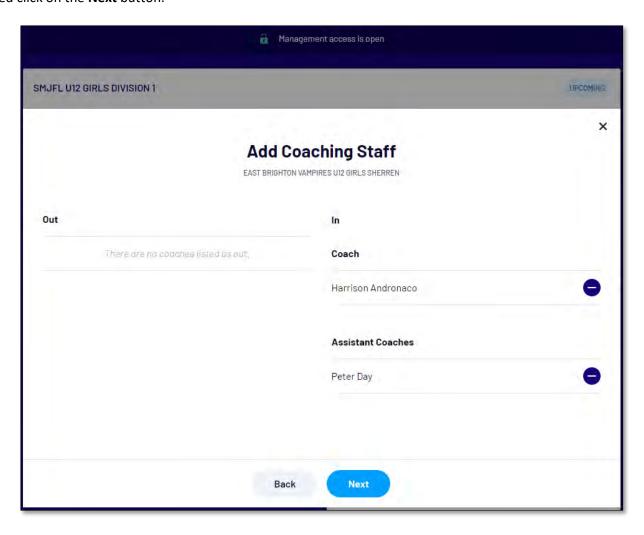
When all of the players have been added click on the **Next** button.







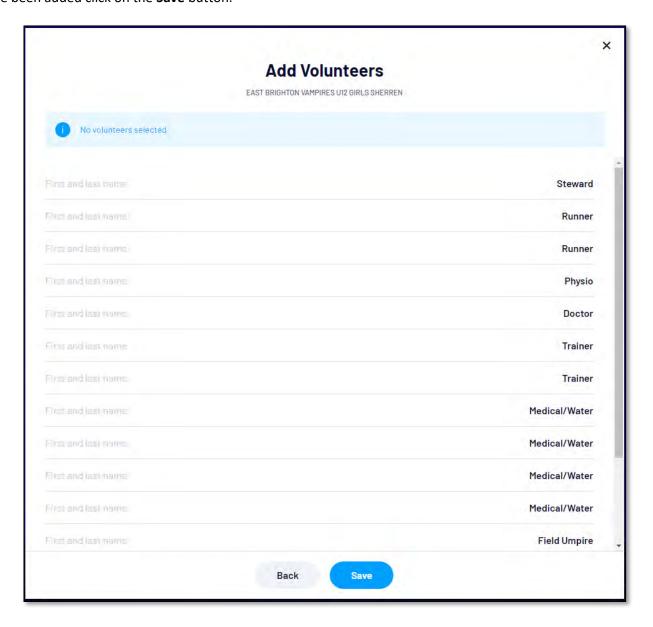
The **Add Coaching Staff** page will appear to select the coaches in the match. When all of the coaches have been added click on the **Next** button.







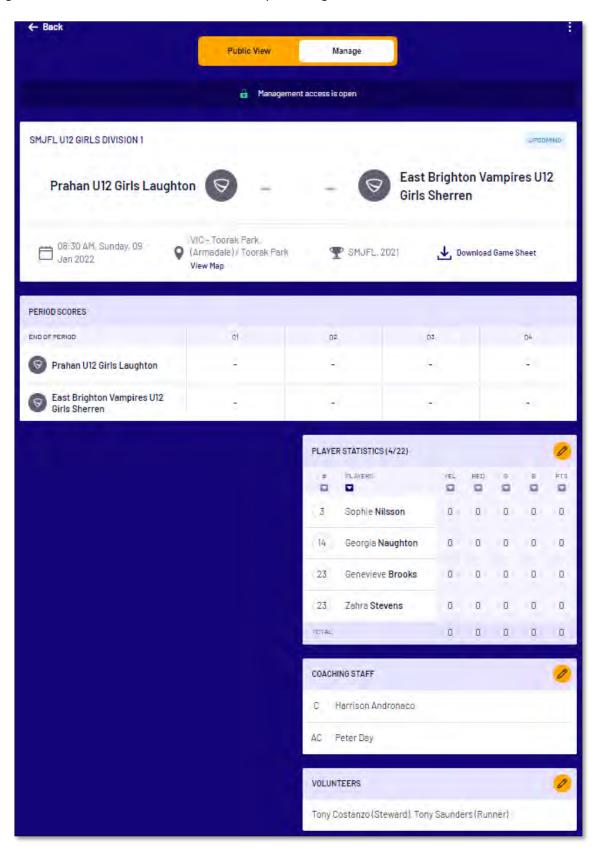
The **Add Volunteers** page will appear to type the names of the Volunteers in the match. When all of the volunteers have been added click on the **Save** button.







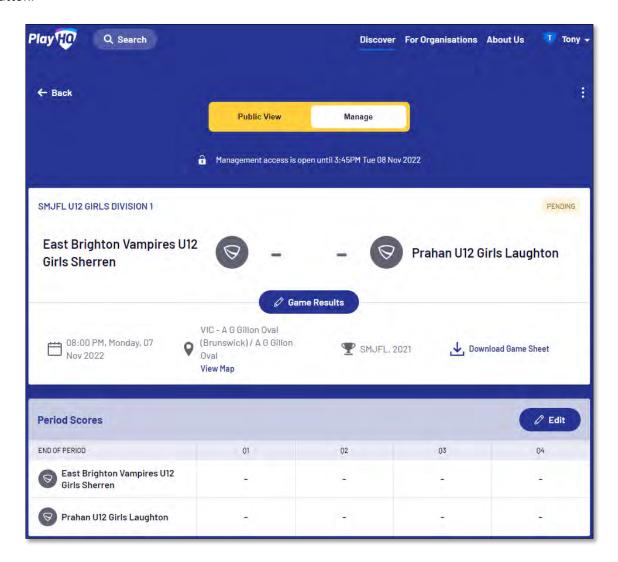
You will be returned to the **Manage** page with **Line-up**, **Coaching Staff** and **Volunteers** added. If you need to make any changes, click on the icon. To download and print the game sheet click on the **Download Game Sheet** link.







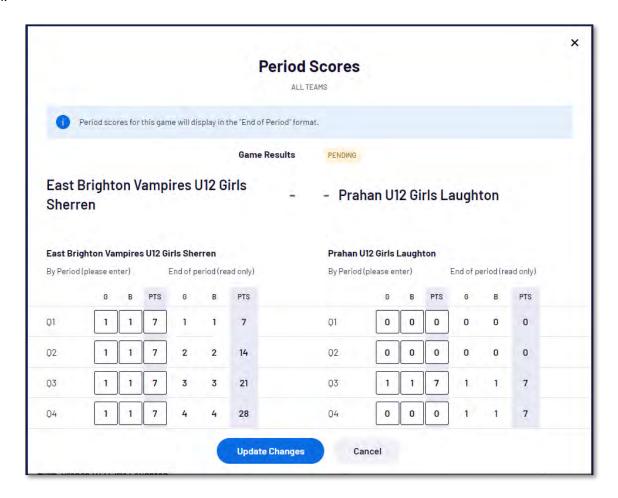
When the team manager opens a **Pending** match and change **Public View** to **Manage**, all of the edit options are available. To enter the period scores and automatically calculate the final match score, in **Period Scores** click on the **Edit** button.







On the **Period Scores** page add the period scores, click on the **Update Changes** button and then click on the **Done** button.



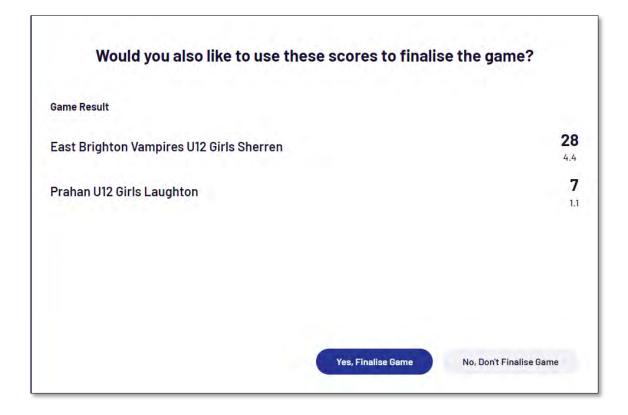




The finalise game pop-up will appear.

If the final score is not correct click on the **No, Don't Finalise Game** button to be returned to the **Period Scores** page to make adjustments required.

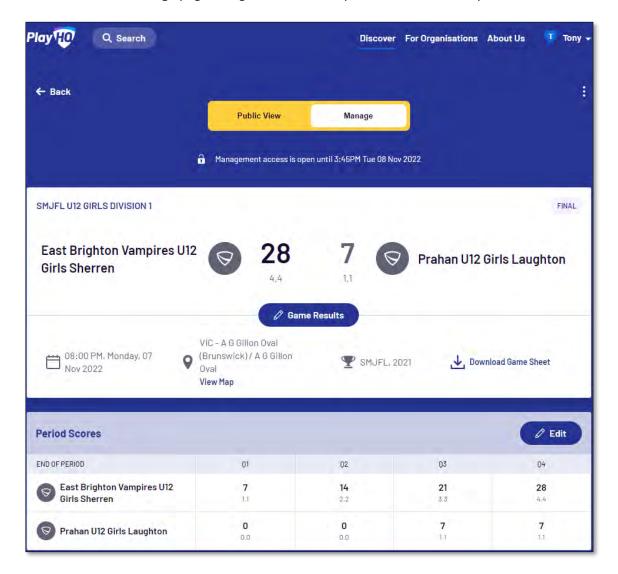
If the final score is correct click on the **Yes, Finalise Game** button.







You will be returned to the **Manage** page, the game results and period scores will be updated.

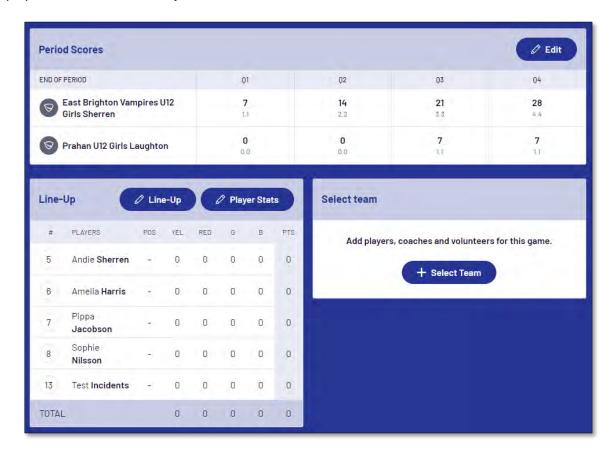






Scroll down the page, to make changes to the line-up click the **Line-up** button and make the changes.

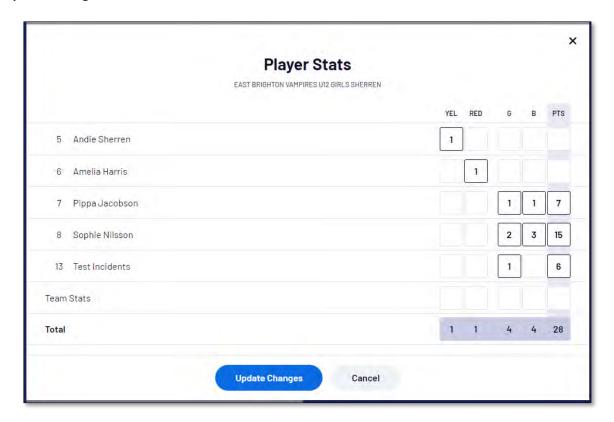
To add player statistics click the Player Stats button.







On the **Player Stats** page add the player statistics – YEL = yellow card, RED = red card, G = goals & B = behinds – click on the **Update Changes** button, then click on the **Done** button.





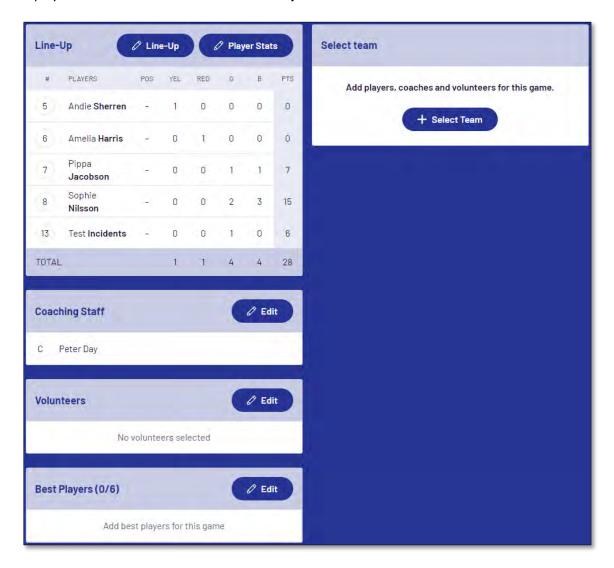


You will be returned to the **Manage** page and the player statistics will be updated.

Scroll down the page, to make changes to the coaches click the **Edit** button in the **Coaching Staff** area and make the changes.

Scroll down the page, to make changes to the volunteers click the **Edit** button in the **Volunteers** area and make the changes.

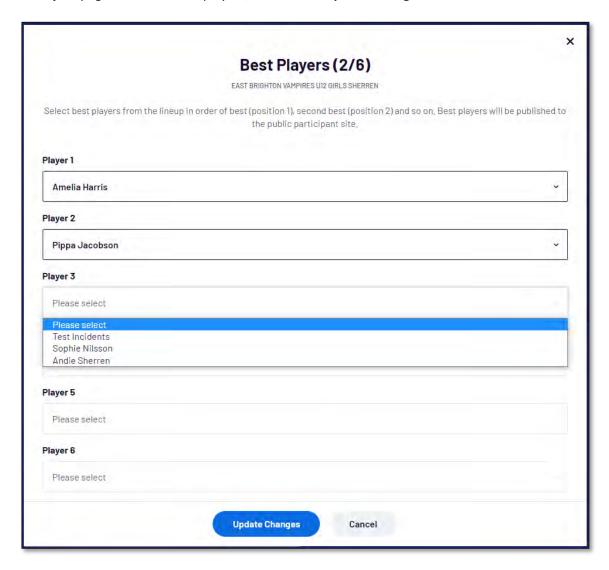
To add best players click the **Edit** button in the **Best Players** area.







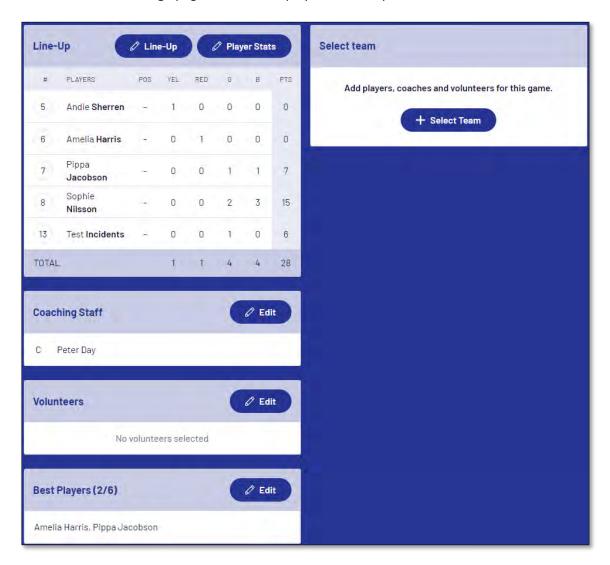
On the **Best Players** page select the best players, click on the **Update Changes** button, then click on the **Done** button.







You will be returned to the **Manage** page and the best players will be updated.

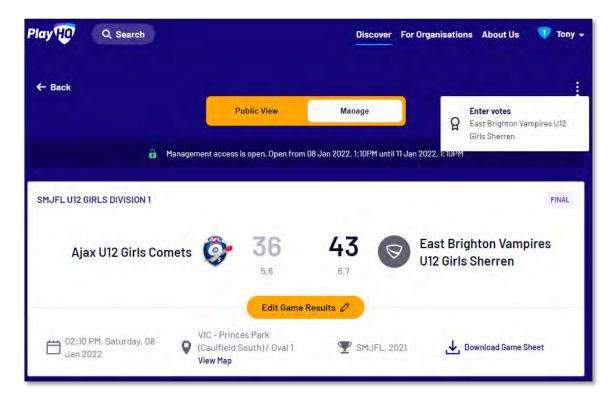




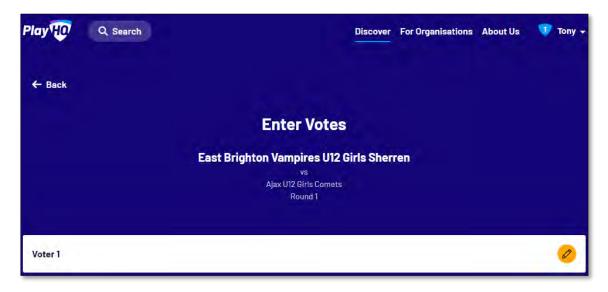


#### **Add Club Award Votes**

On the **Manage** page, click on the icon and select **Enter Votes**.



On the **Enter Votes** page click on the oicon for a **Voter**.

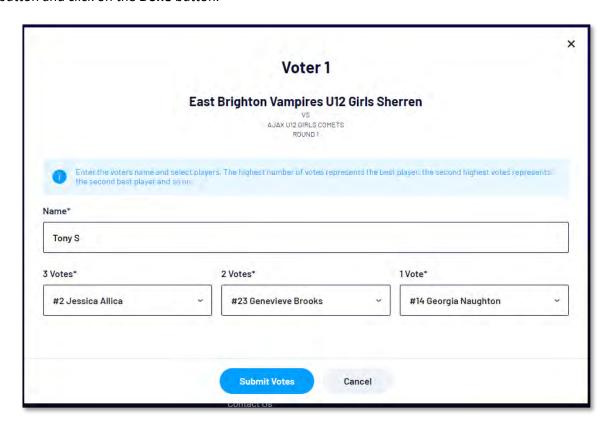






#### Participant Portal - Add Club Award Votes (cont)

On the **Voter** page, add a **Name** of the voter, select vote getter for **3 Votes**, **2 Votes** & **1 Vote**, click on the **Submit Votes** button and click on the **Done** button.



You will be returned to the **Enter Votes** page, the votes for the voter will be shown as entered, the votes will be locked and can only be changed, if required, by a club admin in the admin portal.





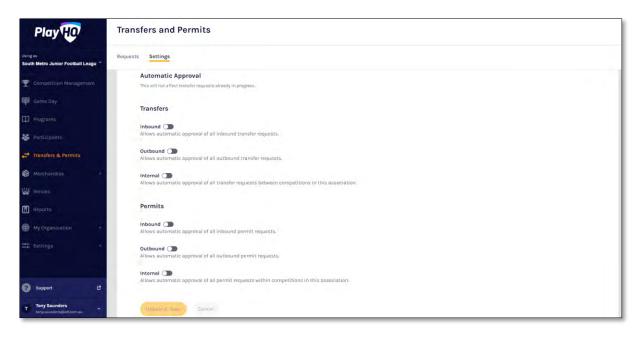


#### 14. Transfers & Permits

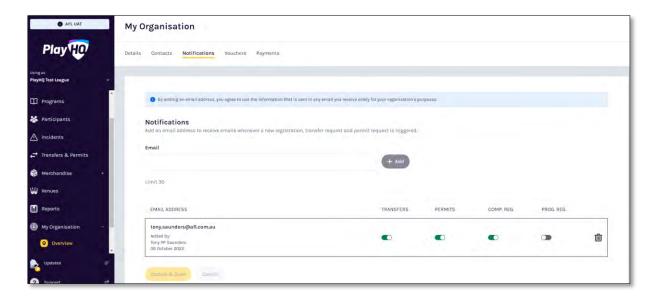
#### **Settings**

In the left menu select **Transfers & Permits** and click on the **Settings** tab.

In the **Automatic Approval** section you can turn on automatic approval for all **Inbound** and/or **Outbound** and/or **Internal Transfers** and **Inbound** and/or **Outbound** and/or **Internal Permits**. Click on the **Update & Save** button.



To turn on email notifications for transfer and/or permits, please refer to the My Organisation – Overview – Adding/Updating Notifications section earlier in his guide. You can add up to 10 Email contacts to receive transfer notifications via email. Add an email address in Email area and click on the + Add button and click on the Update & Save button.

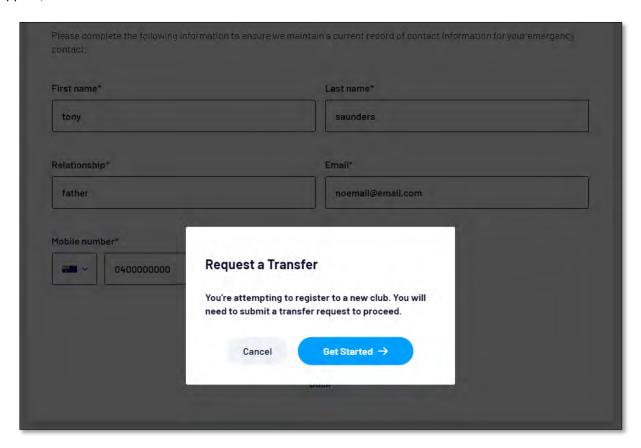






#### **Player Initiated Transfer**

As part of the online registration, when the **Participant** has completed the **Participants Details** if the **Participant** is trying to register to a different **Club** than the last **Club** they were registered with the **Request a Transfer** pop up box will appear, click on the **Get Started** button.

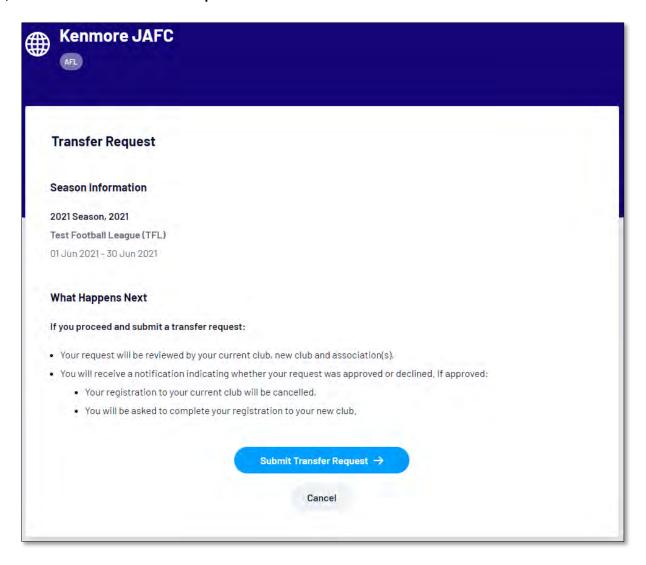






#### Transfers & Permits - Player Initiated Transfer (cont)

On the **Transfer Request** page the **Season Information** will be displayed as well as information about **What Happens Next**, click on the **Submit Transfer Request** button.



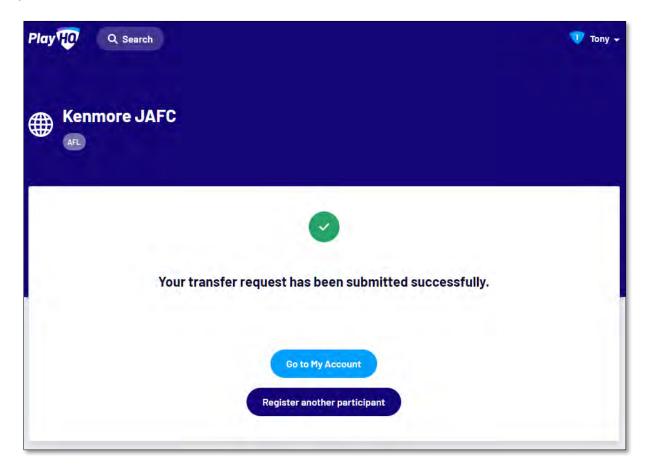




#### Transfers & Permits - Player Initiated Transfer (cont)

The **Participant** will be taken to the **Your transfer request has been submitted successfully** page and will also receive a **Transfer Request Submitted** email.

This page will also give the **Participant** the option to **Go to My Account** to view their profile or **Register another participant**.



When the **Transfer** has been approved by all organisations (source club, source league, destination league & destination club) the **Player** will receive an email notification with a link to take them back to the destination club registration form and they will need to complete the **Fees** and **Payments & Summary** sections.





#### **Club Initiated Transfer**

Please note club admins who have been given admin access will always have access to initiate a transfer request. This task can also be done by a League admin using as the club to provide assistance to Clubs if required.

In the left menu select **Transfers & Permits**, click on the **Transfers** tab and click on the **+ New Transfer Request** button.



On the New Transfer Request page, under Details select the Organisation, the Competition and the Season.

Under **Player** you must select **Club** and **Last Name** – **First Name** & **date of Birth** are optional – and click on the **Search** button.

Under **Results** select the player you would like to transfer and click on the **Review** button in the top right corner.



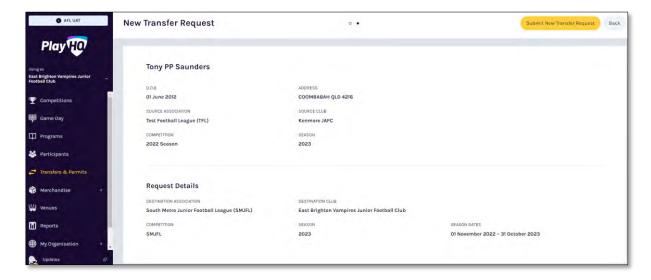




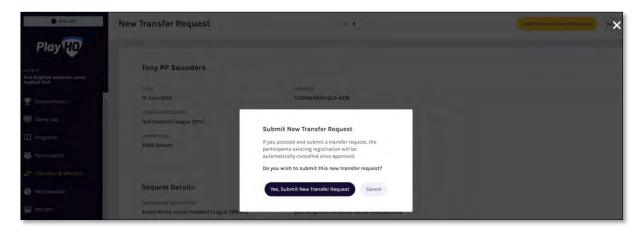
### Transfers & Permits - Club Initiated Transfer (cont)

Review the transfer details, if they are not correct click on the **Back** button and make changes as required.

If the details are correct click on the **Submit New Transfer Request** button in the top right corner.



The **Submit New Transfer Request** pop-up will appear, click on the **Yes, Submit New Transfer Request** button.



You will be returned to the **Transfers and Permits – Transfers** page with a confirmation message that transfer request was submitted successfully and the transfer will appear in the list.







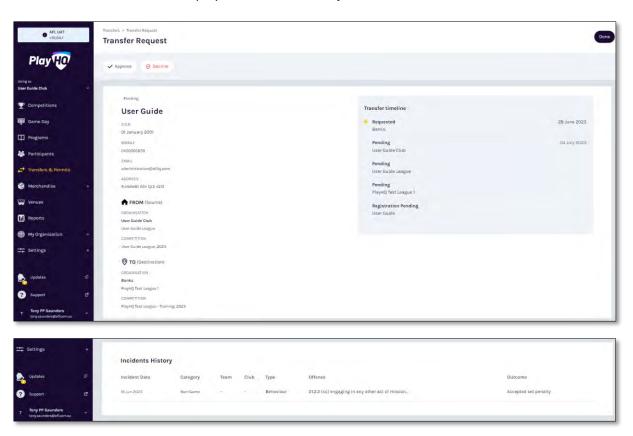
#### **Manage Transfer Requests**

In the left menu select **Transfers & Permits**, click on the **Transfers** tab and the full list of all **Transfers** will appear.

To approve or decline a transfer click on the **View** button for the **Transfer.** 



On the **Transfer Request** page you will be able to view the player's profile information, source club and source league, the **Transfer timeline** and the player's **Incident History**.



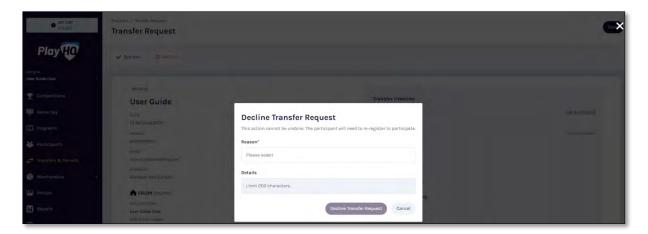




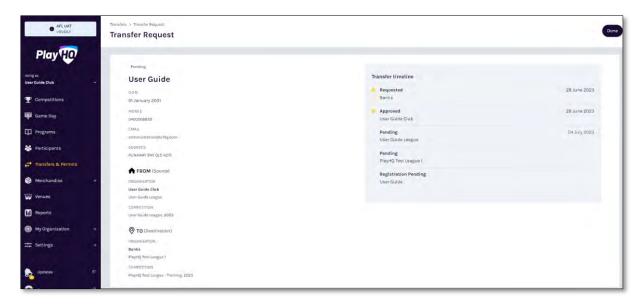
#### Transfers & Permits - Manage Transfer Requests (cont)

At the top of the page is **Approve** and **Decline** buttons.

If you click on the **Decline** button the **Decline Transfer Request** pop up will appear, select a **Reason**, add comments in the **Details** area and click on the **Decline Transfer Request** button.



If you click on the **Approve** button the **Transfer** will be approved.



When you click on the **Done** button in the top right corner you will be returned to the **Transfer** list page.

At any stage of the **Transfer** you will be able to check at what level of the process it is sitting by clicking on the **View** button for the transfer and checking the **Transfer timeline** area of the **Transfer Request**.





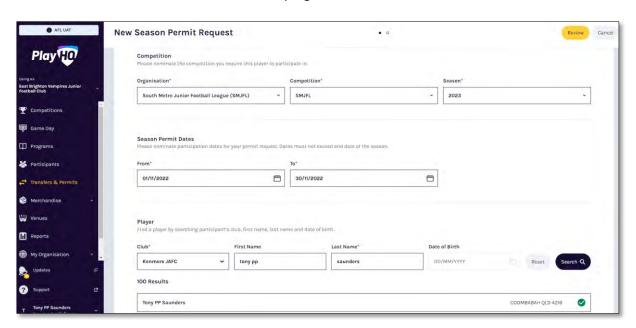
#### **Request Season Permit**

Please note club admins who have been given admin access will always have access to initiate a season permit request. This task can also be done by a League admin using as the club to provide assistance to Clubs if required.

In the left menu click on **Transfer & Permits**, select the **Permits** tab and click on the **New Season Permit Request** button.



On the **New Season Permit Request** page in the **Competition** section the **Organisation**, **Competition** and **Season** for the competition you require the player to permit to. In the **Season Permit Dates** section add the **From** date and the **To** date. In the **Player** section you must select the player's **Club** and **Last Name** and click on the **Search** button. You can add the **First Name** and **Date of Birth** to narrow down the search. When you find the **Player** you wish to permit select them and click on the **Review** button in the top right corner.





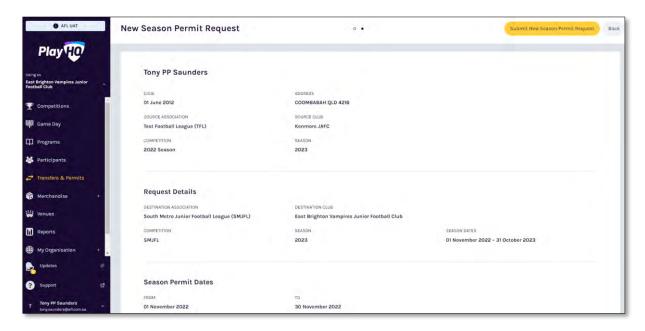


## Transfers & Permits - Request Season Permit (cont)

Review the Player details, Request Details and Season Permit dates.

If they are incorrect click on the **Back** button in the top right corner and make the changes.

If they are correct click on the **Submit New Season Permit Request** button in the top right corner.



You will be returned to the **Transfers and Permits – Permits** page and the permit will show in the list.



#### **Manage Season Permit Requests**

On the Transfers and Permits – Permits page click on the View button for the Season Permit.

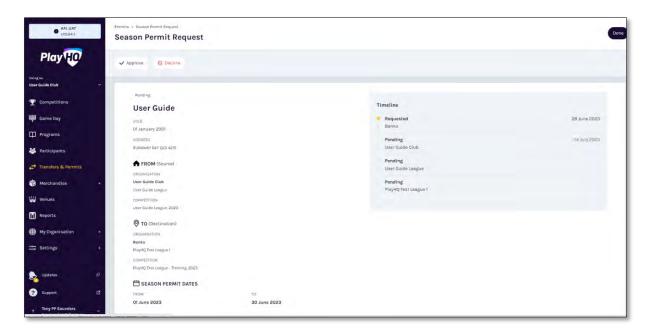






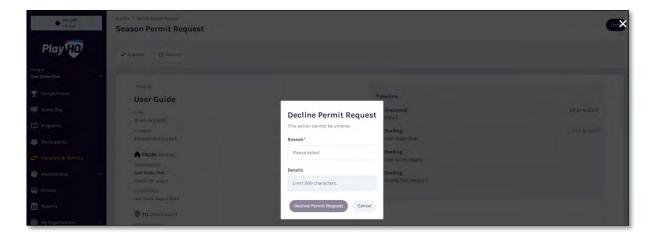
#### Transfers & Permits - Manage Season Permit Requests (cont)

On the **Season Permit Request** page you can view the **Player** details, the **Request Details**, the **Season Permit Dates** and the **Timeline**.



At the top of the page is **Approve** and **Decline** buttons.

To decline the season permit, click on the **Decline** button. The **Decline Permit Request** pop-up will appear, you must select a **Reason**, add information into the **Details** area and click on the **Decline Permit Request** button.

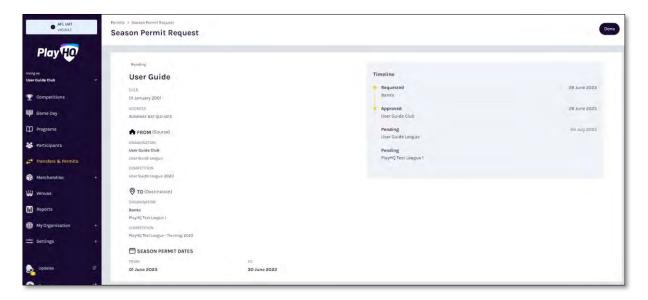






#### Transfers & Permits - Manage Season Permit Requests (cont)

To approve the season permit, click on the **Approve** button. The **Status** for **Permit Request** will change to **Approved** and you can click on the **Done** button in the top right corner and you will be returned to the **Transfers and Permits** – **Permits** page.



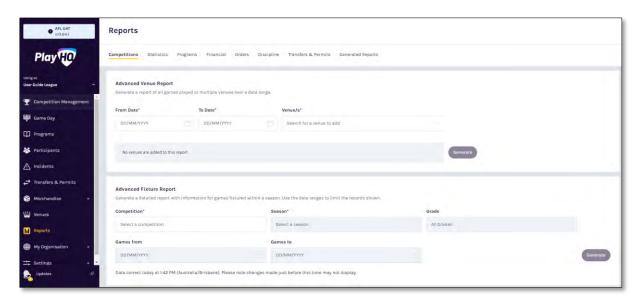
At any stage of the **Permit** you will be able to check at what level of the process it is sitting by clicking on the **View** button for the permit and checking the **Timeline** area of the **Season Permit Request**.



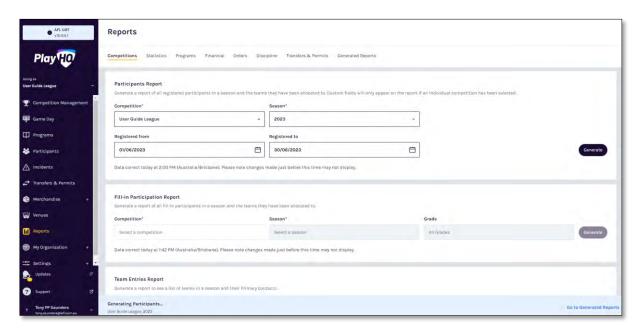


## 15. Reports

The **Reports** section is very user friendly with one click reports that download into CSV files. In the left menu select **Reports**, in the screenshot below we have selected the **Competitions** tab.



In the example below we want to run a **Participants Report**. Enter the information required for the **Report** and click the **Generate** button. The **Report** will be generated, a message will pop up at the bottom of the page. Click on **Go to Generated Reports**.

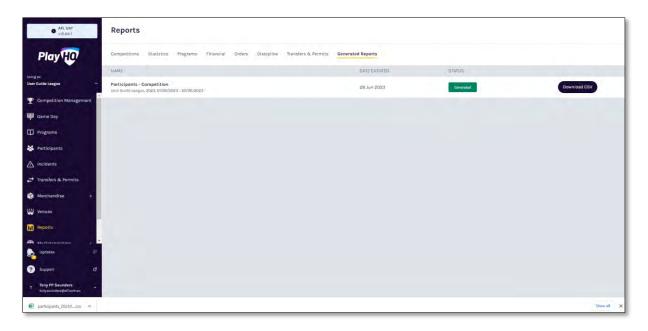






# Reports (cont)

In the **Generated Reports** area click on the **Download CSV** button. A link to the report will appear in the bottom left corner, click on the link and file will open.





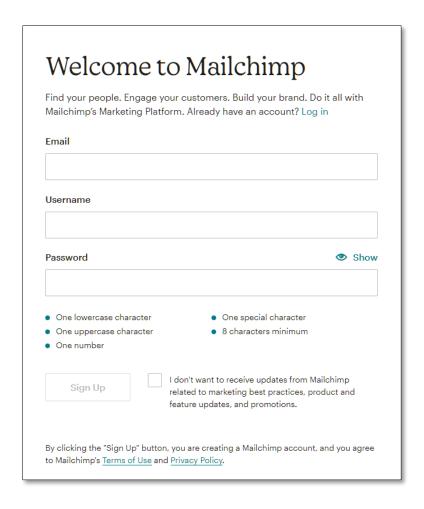


## 16. Integrations - Mailchimp

As part of your League Administration duties you may need or want to email your participants to provide general information, and ad hoc communication and updates. Using PlayHQ and another platform called Mailchimp, you can easily and quickly integrate / automatically feed your participants email addresses into Mailchimp and send emails.

Mailchimp is a free online tool that you can use to send emails to your participants. You can integrate to add existing Mailchimp account or create a new Mailchimp account.

To create a new Mailchimp account go to <a href="https://login.mailchimp.com/signup/">https://login.mailchimp.com/signup/</a>. Enter your email address, and nominate a username and password. Click Sign Up.







Go to your nominated email account and open the email from Mailchimp and click on the link to activate your account.

Confirm the \$0 plan is selected and click Continue.

Complete your account details (First Name; Last Name; Business Name; Website URL and your phone (optional). Click Continue.

Complete your address details and click Continue.

Select No when asked if you have a list of contacts and click Continue

Select Services and click Continue

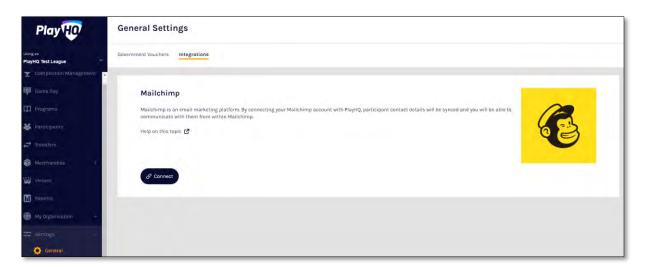
Select any offers you wish to subscribe to and click Continue

Let's set up your account		
First Name	Last Name	
Business Name		
Website URL	Optional	
Phone Number	Optional	
Continue		

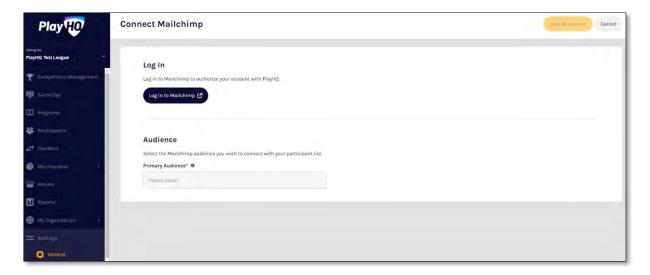




To connect an **League** to a **Mailchimp** account, in the left menu select **Settings**, select **General**, click on the **Integrations** tab and click on the **Connect** button.



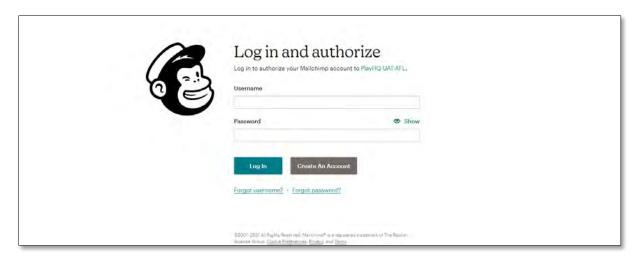
On the **Connect Mailchimp** page click on the **Log in to Mailchimp** button.



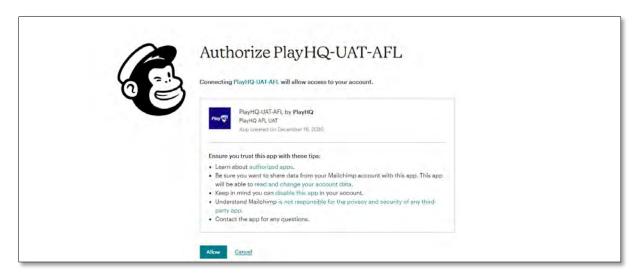




On the **Log in and authorize** page enter the **Username** and **Password** of the **Mailchimp** account you wish to connect to and click on the **Log In** button.



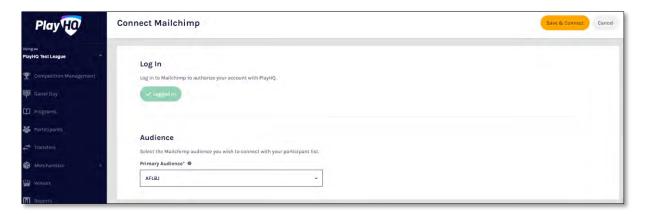
On the **Authorize PlayHQ PoC** page click on the **Allow** button.



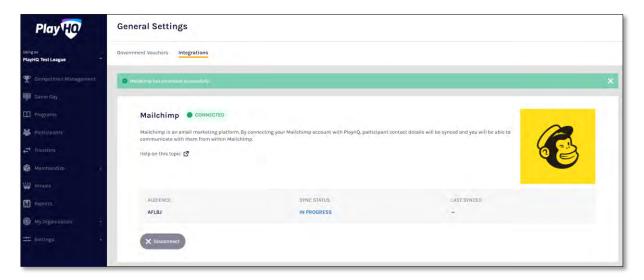




You will return to **PlayHQ Connect Mailchimp** page, in the **Audience** area select a **Primary Audience** and click on the **Save & Connect** button in the top right corner.



The page will update with a confirmation message. When the connection is created to **Mailchimp**, **PlayHQ** will immediately start synchronising your organisation's contacts.

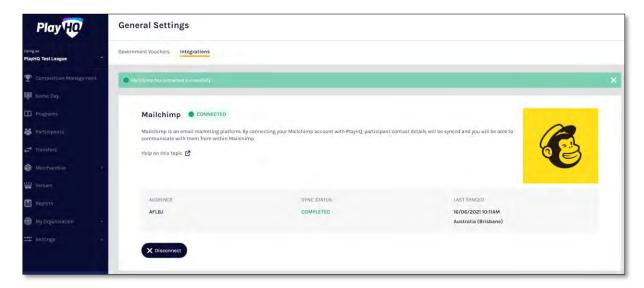






When the synchronising is complete the **Sync Status** will change.

Daily synchronising of your organisation's contact will occur overnight.



For more information on how to use **Mailchimp** and to watch a video for **How to create and send an email in Mailchimp** click <u>here</u>.





## 17. Support

#### **Community Football Resources**

A one stop shop for all your League Admins needs, visit <a href="https://www.play.afl/clubhelp/playhq/">https://www.play.afl/clubhelp/playhq/</a> for all your Community Football PlayHQ needs.



#### **AFL Customer Service Team**

Our friendly staff are always here to assist all questions relating to Community Football. Please contact our Customer Service staff on 1800 PLAYAFL or <a href="mailto:clubhelp@afl.com.au">clubhelp@afl.com.au</a> who will be able to assist and make your valuable role that much easier. The team are there to help your League admins, club admins and participants as well, so for any questions that they may have on their registration or Community Football leave it to our Customer Service team.

Participants can update their details at their leisure on their profile once logged in here.





## **Season Setup Checklist**

TASK	WHERE IN PLAYHQ	RESOURCES	COMPLET
Set up or update club bank account (if applicable)	My Organisation > Overview > Payments		
Set your club fees	Competitions > My Competitions > Registration > Configure 'Participant to Club' form		
Set up custom fields (if applicable)	Competitions > My Competitions > Registration > Custom Fields		
Mark their Forms visible when ready to open registrations	Competitions > My Competitions > Registration > Configure 'Participant to Club' form		
Review and potentially update Contacts list	My Organisation > Overview > Contacts		
Review and potentially update Details page	My Organisation > Overview > Details		
Review and potentially update Notification page	My Organisation > Overview > Notifications		
Update your Club Registration Form link for 2023 season (i.e., on club website or social media channels etc)	Competitions > My Competitions > Registration > Configure 'Participant to Club' form		
When ready send out Registration Email to your players/parents potentially via Mailchimp	Settings > General > Integrations		