



# SSJCA Coaches & Managers Night

Gymea Tradies

4/09/2023



CRICKET NSW

# KEY TRANSITION INFORMATION



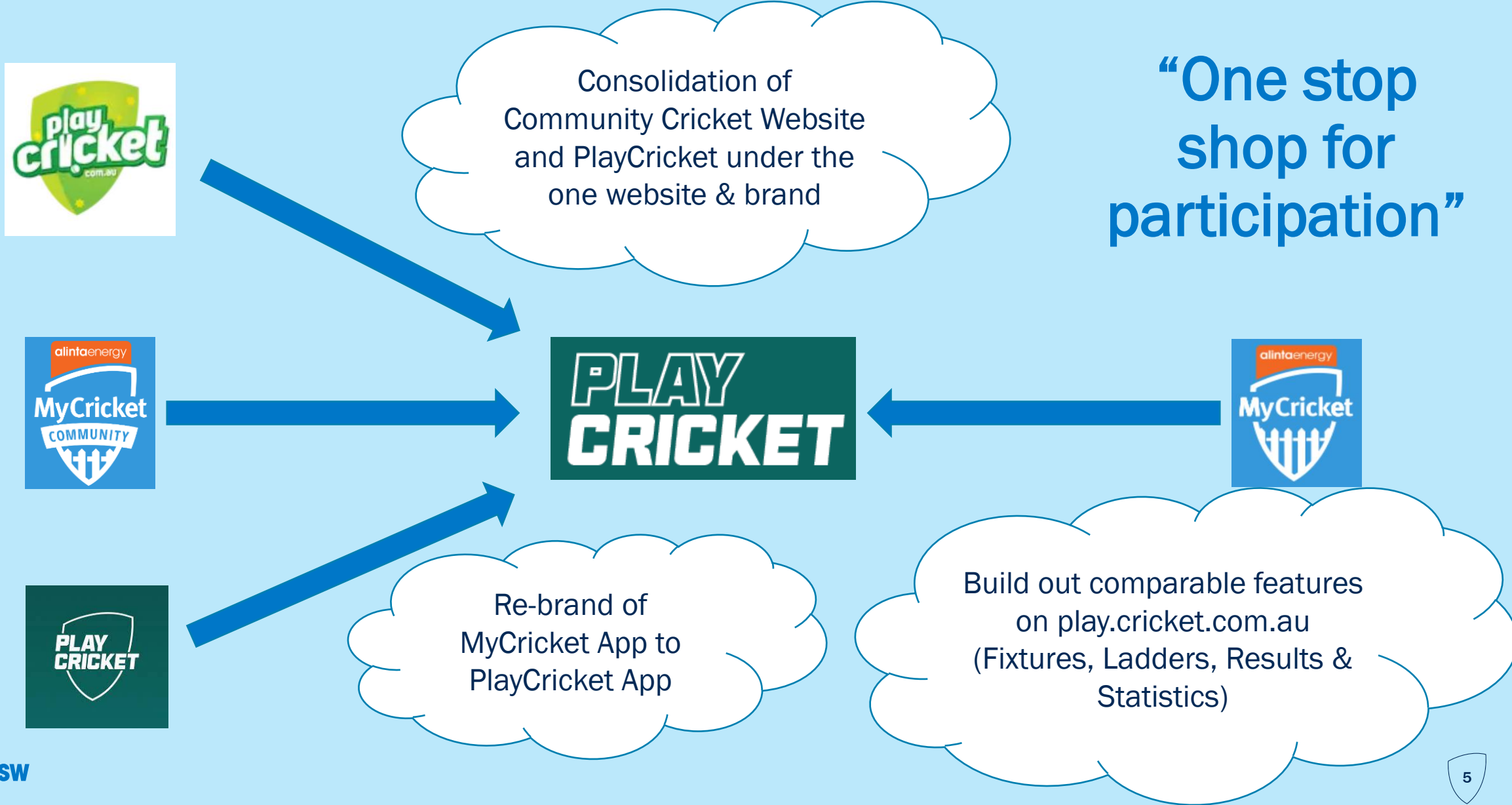
# PlayHQ – Key Transition Information

Topic	Update
Players are being charged to access their stats?	CA will surface all statistical data, free of charge. All data sits with the 'Data Warehouse' – what is required is to link this data through a Cricket ID
The National Registration Fee (NRF) only covers insurance	<ul style="list-style-type: none"><li>• The individual cost for junior player insurance is \$6.50 and for senior player insurance is \$13</li><li>• The remainder of the fee (\$9.50) helps fund improved technology, including the new PlayHQ platform, that will upgrade the digital experience of clubs and players, make administration easier and save time for volunteers.</li></ul>
The NRF will keep increasing every year?	The fee amount will be locked in for the next three years through to 2025, To be reviewed by Cricket Australia at the conclusion of this period.
Why did we move to PlayHQ?	As of season 2023/24, MyCricket developer, Interact Sport, was no longer providing a competition management solution
Transfers & Permits Information	<ul style="list-style-type: none"><li>• Transfer – Permanent move from Club A to Club B. 'Clearance' in MyCricket</li><li>• Permit – Permission to play in additional teams/competitions, in same season, for a limited period. 'Transfer' in MyCricket</li><li>• <b>Please Note - Due to registrations in representative cricket and/or winter competitions, returning players to the same club may be prompted to complete a transfer or permit</b></li></ul>

# PlayHQ - Key Transition Information

Topic	Update
A Cricket ID and a MyCricket ID is the same	A Cricket ID is an email address while a MyCricket ID is a number based on when you joined the MyCricket database
An incorrect registration can be transferred between Cricket Blast and Junior Cricket	This requires a 'Refund Request' to be processed by PlayCricket Support. More info to follow
Why does PlayHQ eScoring not have a native app?	<ul style="list-style-type: none"><li>• Accessibility:<ul style="list-style-type: none"><li>➤ Scorers can access their scoring sessions via web browser</li><li>➤ Local storage on scoring device not required</li></ul></li><li>• Zero interference from App stores:<ul style="list-style-type: none"><li>➤ No dependence on App stores to approve updates to PlayHQ eScoring</li><li>➤ Fixes and/or enhances to the eScoring product can be implemented quicker</li></ul></li><li>• Works across all devices:<ul style="list-style-type: none"><li>➤ Can scale to the size of all scoring devices including smartphones, tablets and especially laptops</li></ul></li></ul>

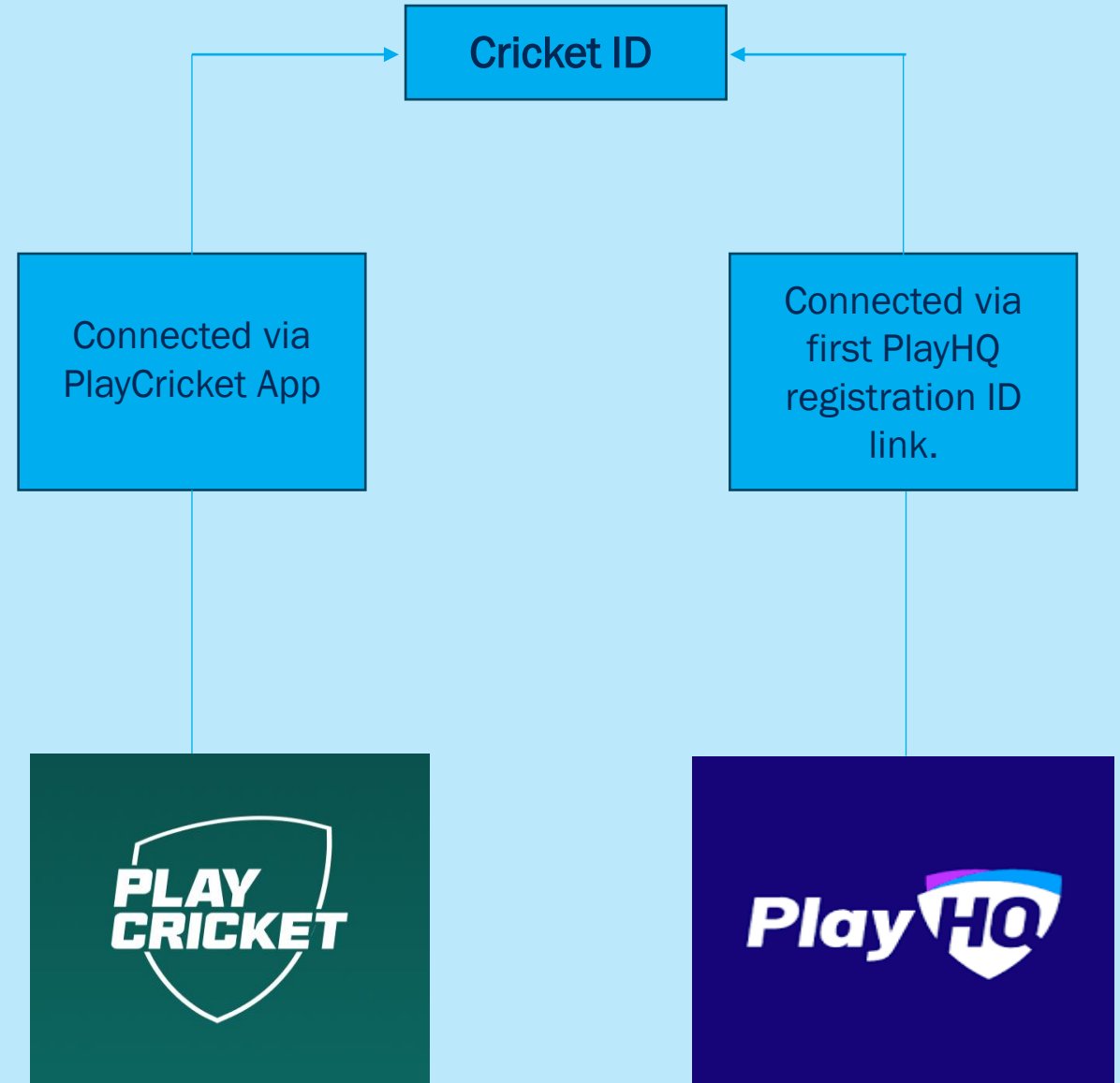
# Participation Rebrand (Phase 3)



# Profile Claiming & Cricket ID

You will most likely already have a Cricket ID if you have

- Registered to the Australian Cricket Family
- Watched Streaming on [www.cricket.com.au](http://www.cricket.com.au)
- As a School Teacher registered as a School Ambassador
- Completed a Cricket Coaching Course.



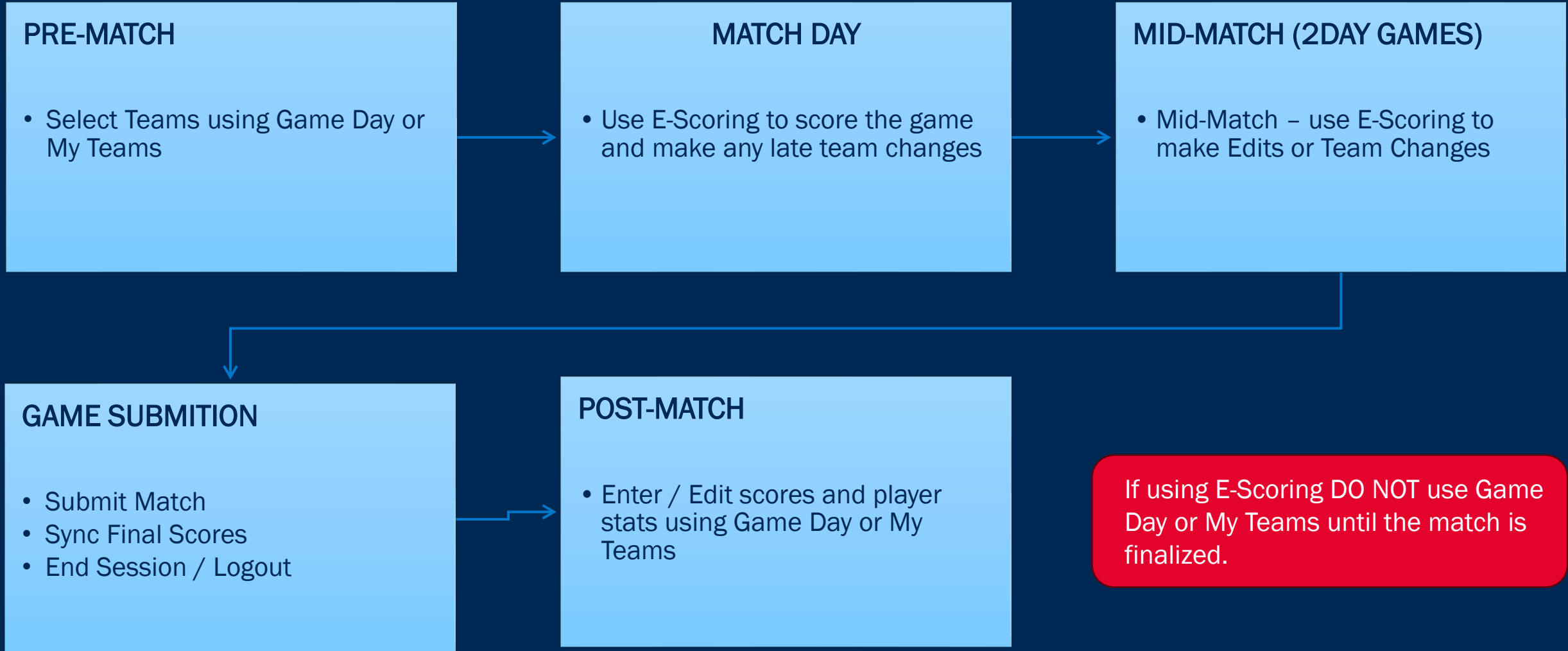
# QUESTIONS

# E-Scoring

About	Description
What is it?	<ul style="list-style-type: none"><li>• The PlayHQ E-Scoring product is web-based – it is not an App.</li><li>• Available on smart phone, tablet and computer via the internet browser (recommend using Microsoft Edge or Safari).</li><li>• Users visit this URL and enter your PHQ login details (Coach or Manager via My Teams or full Club Admin/Team Organiser only): <a href="https://ca.score.playhq.com">https://ca.score.playhq.com</a></li></ul>
Features	<ul style="list-style-type: none"><li>• Offline scoring mode is available by downloading match.</li><li>• Integration with Frog Box.</li><li>• Results and Stats to PlayCricket (formerly MyCricket) App &amp; PlayHQ website.</li></ul>



# E-Scoring Process



# Score Entry - Summary

## Score Entry:

- There are two ways in which club volunteers can manually enter scores if they did not E-Score their game.
- If you are a club administrator, you can use the PlayHQ Admin website
- If you are volunteer, such as a Team Manager or Coach, you can enter scores using the Public Portal.

## My Teams:

- The My Teams feature is accessible through the Public Portal. Captains, Team Managers & Coaches can undertake duties such as input scores & edit team lineups
- Recommended best practice is for all coaches, managers & team officials to register for their relevant club and then be allocated to their respective teams (access can be granted for multiple teams)
- Ensure to toggle on the management access once you have allocated the team staff.

## Game Day:

- The Game Day feature is only accessible to Club Admins who have access to the Admin Portal. Using the Game Day functionality, Club Admins can enter scores on behalf of team officials.
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# QUESTIONS

# Refund Requests

## CA Refunds

- All Cricket Blast Refunds ‘Shared Programs’ inc. National, S&T and C&A Fees (per Refund Policy)
- [CA Refund Request](#)

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## CNSW Refunds

- CNSW Local Programs (Holiday programs with incorrect set up)
- CNSW Comp Admin Fee
- [CNSW Refund Request](#)

## Clubs & Associations

- Association Fees (Competitions)
- Club Fees (Competitions)

PlayHQ Refund Request1

\* Required

1. Reference Number  
As provided by the Playcricket Support Team if you have already contacted them.

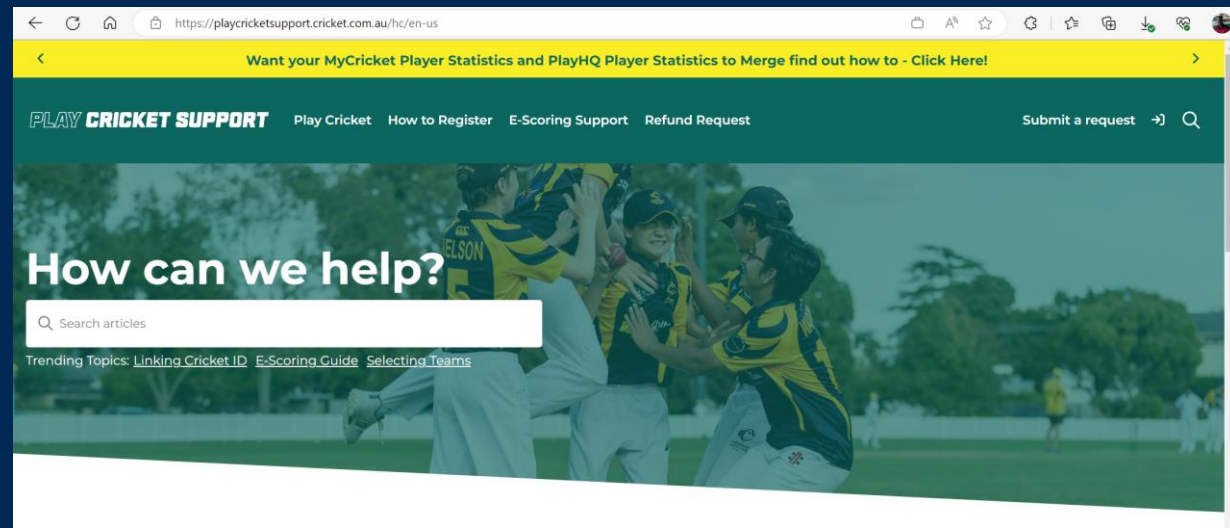
2. Your Email Address \*

3. Additional Text \*

4. Your Full Name \*



# CA Helpdesk Services (PlayCricket Support)



[1 on 1 PlayHQ Training](#)

Messaging (Chatbot – ‘Skipper’)

Phone – 1800CRICKET (1800 274 253)

[Submit a Request](#)

Email – [mycricketsupport@cricket.com.au](mailto:mycricketsupport@cricket.com.au)

## Support Hours (AEST):

Mon - 9:00 AM - 8:00 PM

Tues - 9:00 AM - 5:00 PM

Wed - 9:00 AM - 5:00 PM

Thurs - 9:00 AM - 5:00 PM

Fri - 9:00 AM - 8:00 PM

Sat - 8:00 AM - 6:00 PM

Sun - 9:00 AM - 5:00 PM

# Contact Guide

Bryon Camin

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**THANK YOU**