# AFL COMMUNITY FOOTBALL TEAM MANAGER PLAYHQ USER GUIDE





Version 4, 18th November 2022





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# 1. Team Manager Registration

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

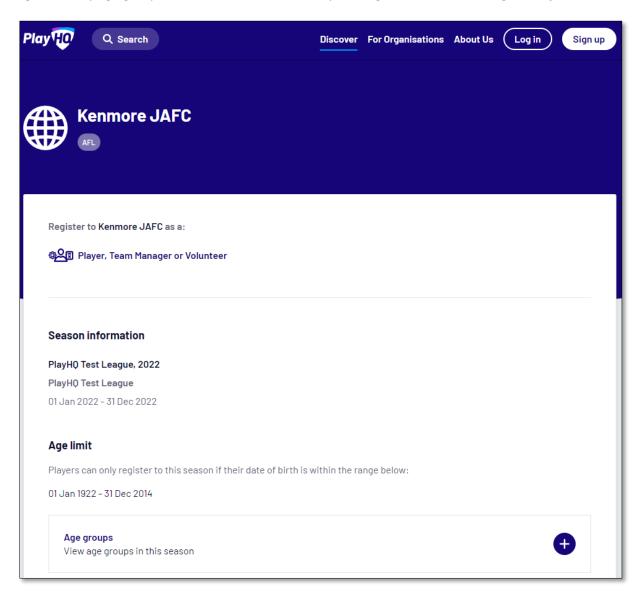
Option 1 is to go to <a href="https://play.afl/">https://play.afl/</a> and use the locator to find the **Club** they wish to register with and the link to register with the **Club**.

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.

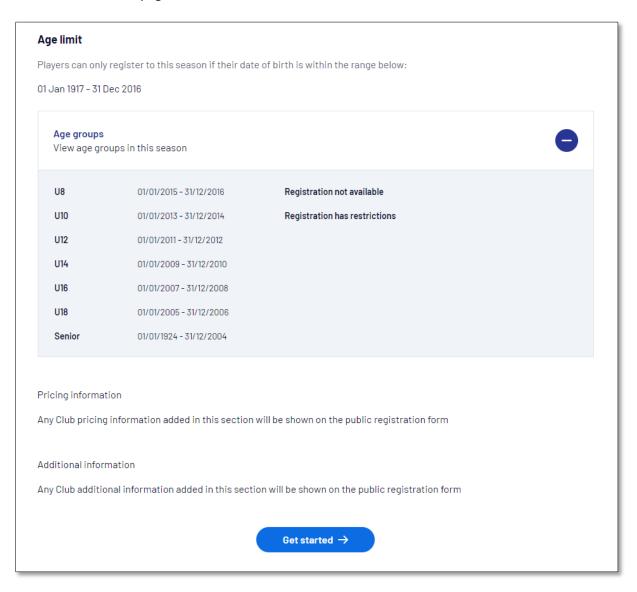
Under **Age limit** any age group restrictions can be viewed by clicking on the • icon in **Age Groups**.







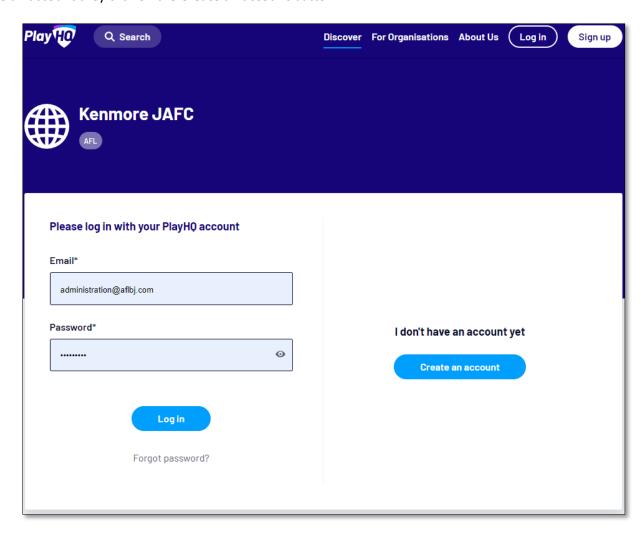
To continue scroll down the page and click on the **Get started** -> button.







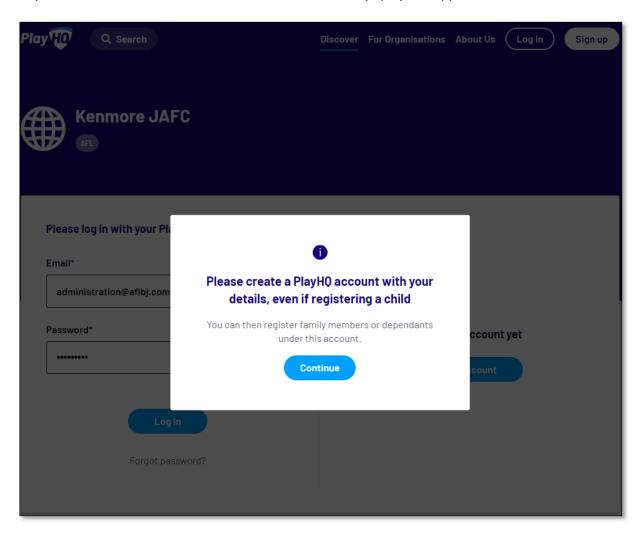
If the **Participant** (or their parent) already has a PlayHQ account they can click on the **Log in** button or if they do not have an account they click on the **Create an account** button.







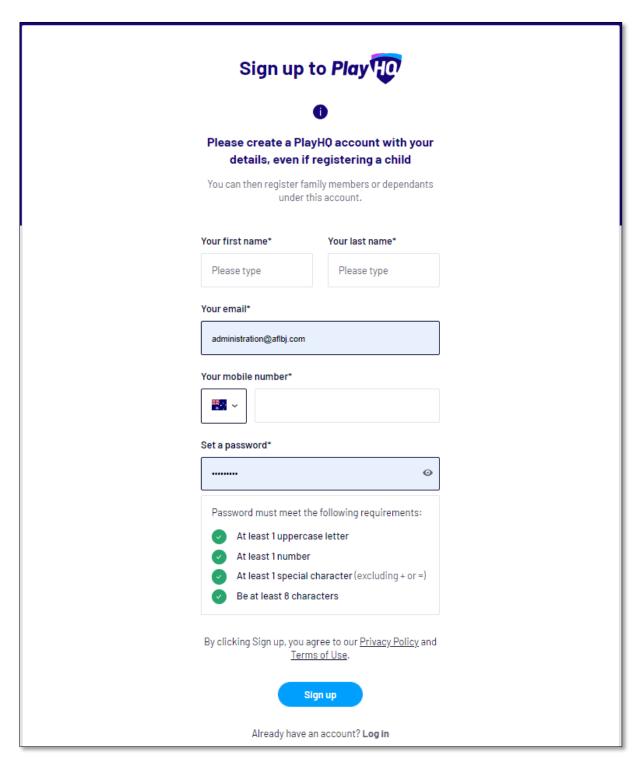
When they click on the **Create an account** button an information pop up will appear, click on the **Continue** button.







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.

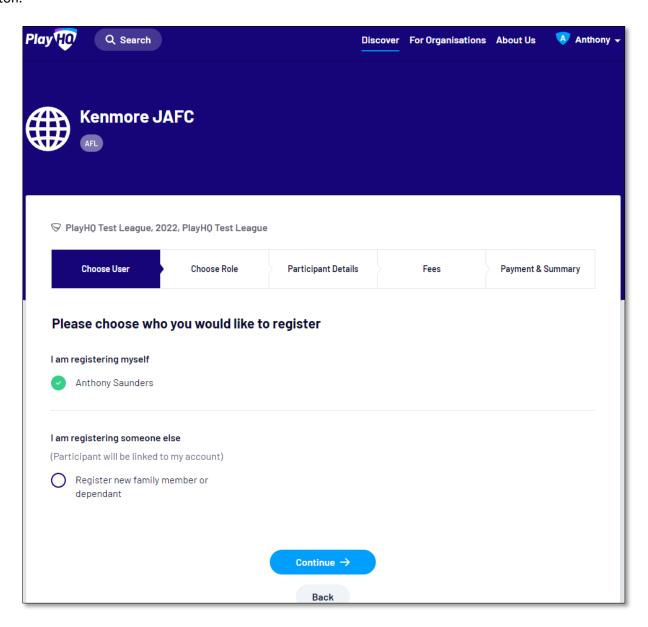








The first page of the registration form is the **Choose User** page where the **Participant** chooses who they would like to register. They can register themself, a dependant already in the list or a new dependant. Click on the **Continue** button.

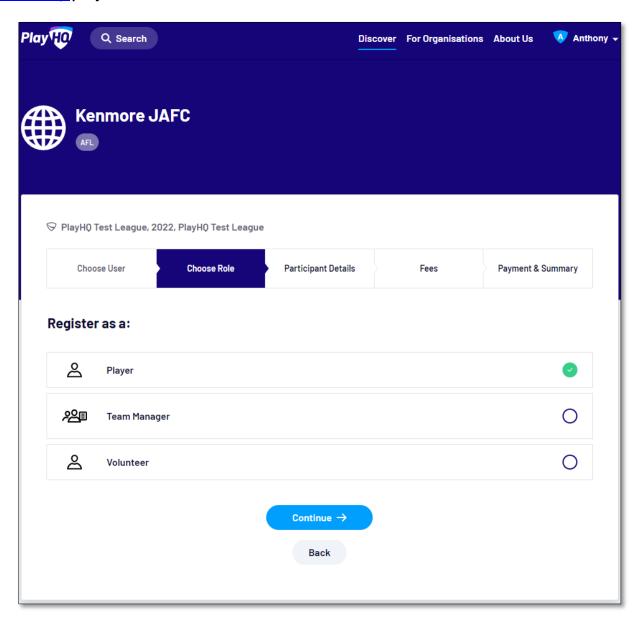






The next page of the registration form is the **Choose Role** page where the **Participant** chooses what type they would like to register as. Click on the **Continue** button.

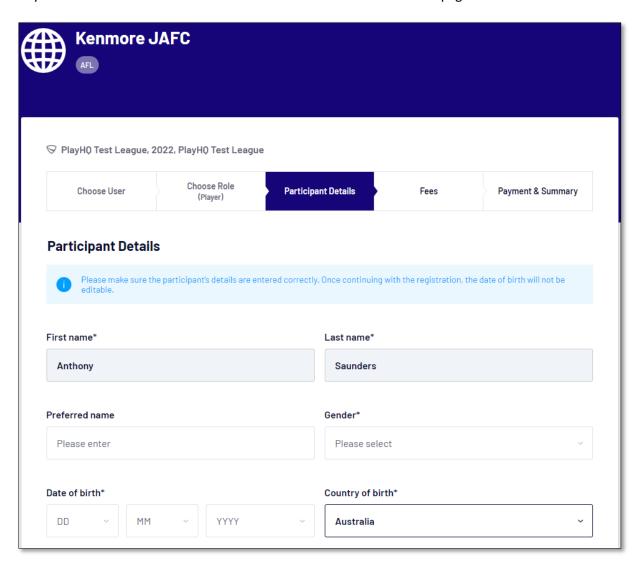
Please note the Coach role will not be available and all Coaches and Assistant Coaches must register through the www.coachl.afl platform.







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.





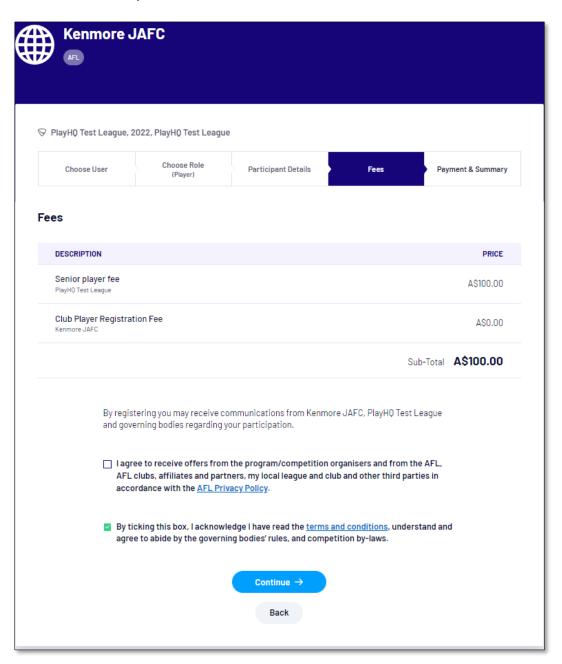


At this point the PlayHQ platform will run its Profile Matching process.

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.





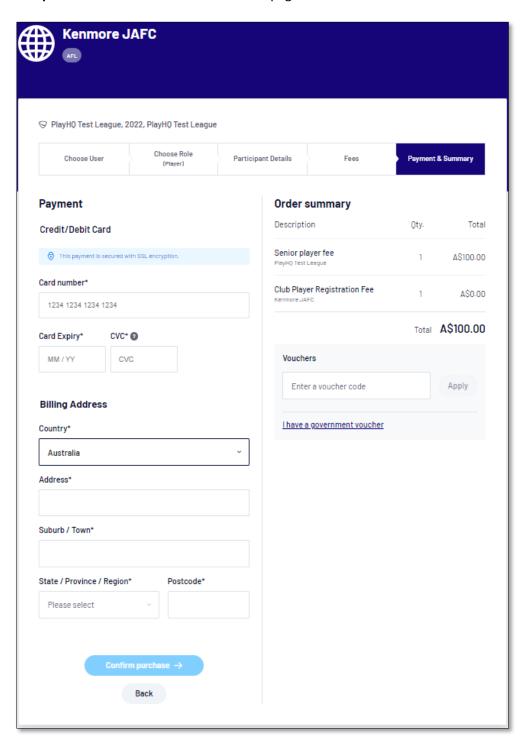


The last page of the registration form is the **Payment & Summary** page where the **Participant** must complete all of the credit card details and mandatory fields.

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.

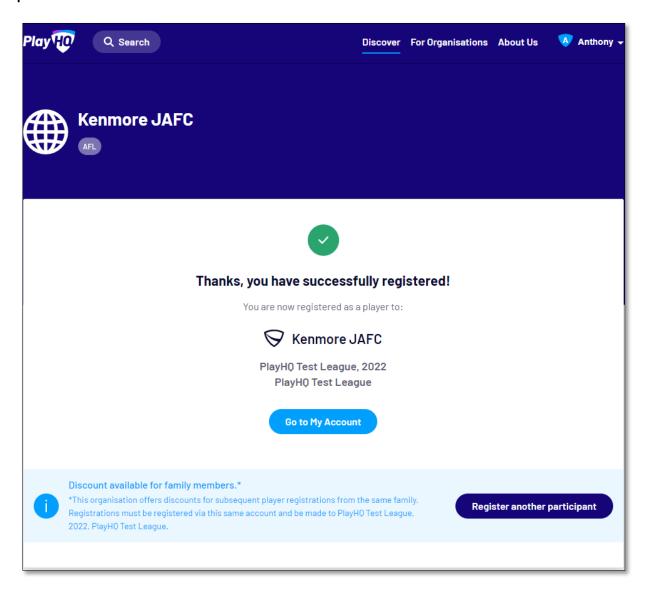






When the registration is completed the successful registration page will appear and the **Participant** will also be sent a confirmation email and invoice email.

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.

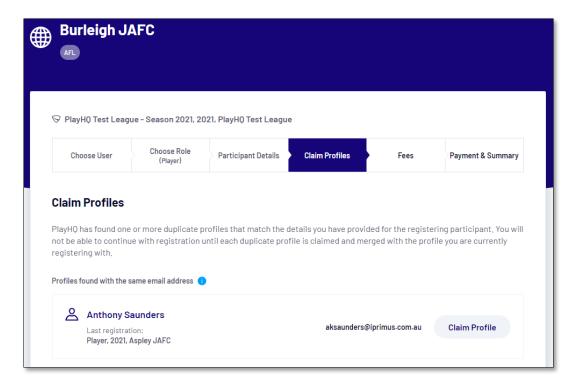
When the **Participant** has completed the **Choose User**, **Choose Role** and **Participant Details** section of the registration form the **Profile Matching** process will begin.



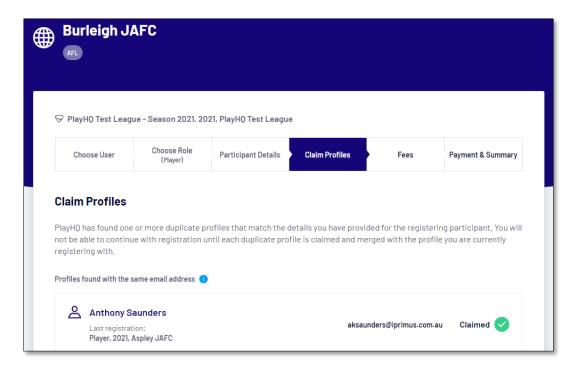


## Profiles that don't require verification

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.

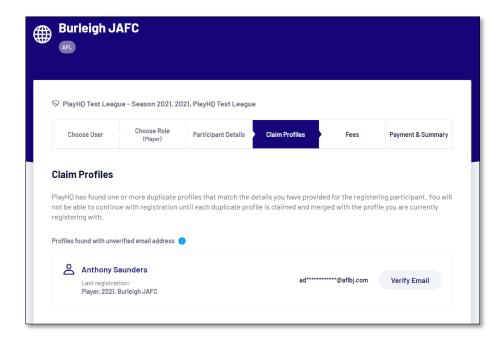




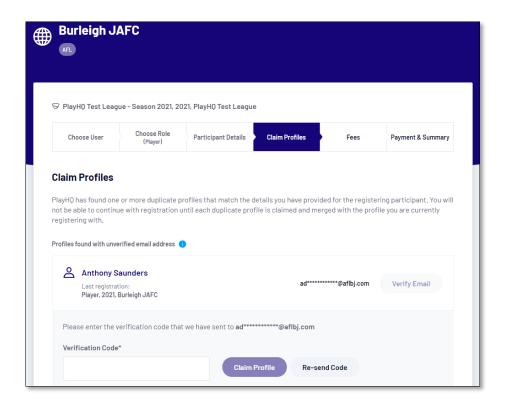


## Profiles that require verification

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.

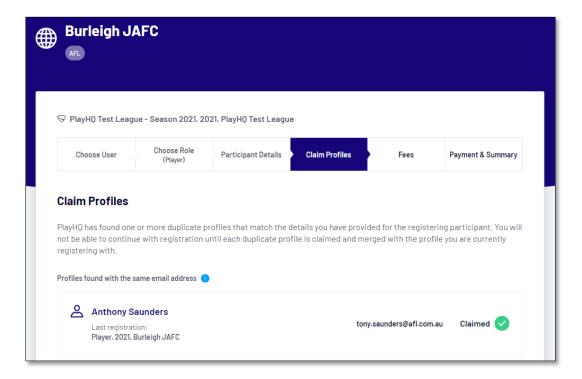






# Team Manager Registration - Profiles that require verification (cont)

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

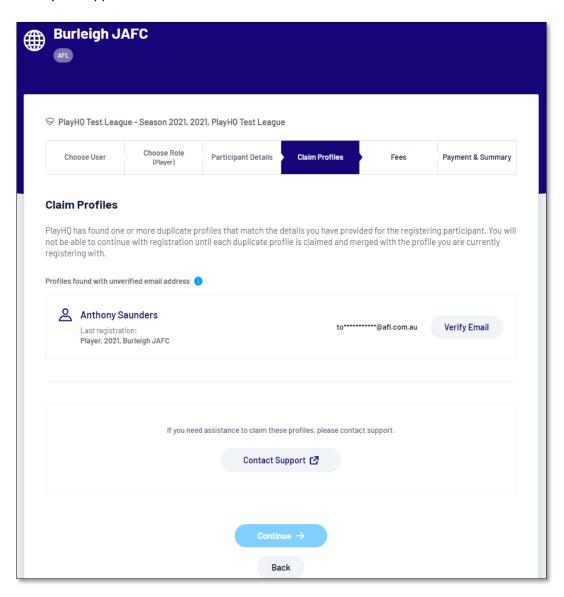






## Profiles that can't be claimed and merged

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.







# 2. 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**.

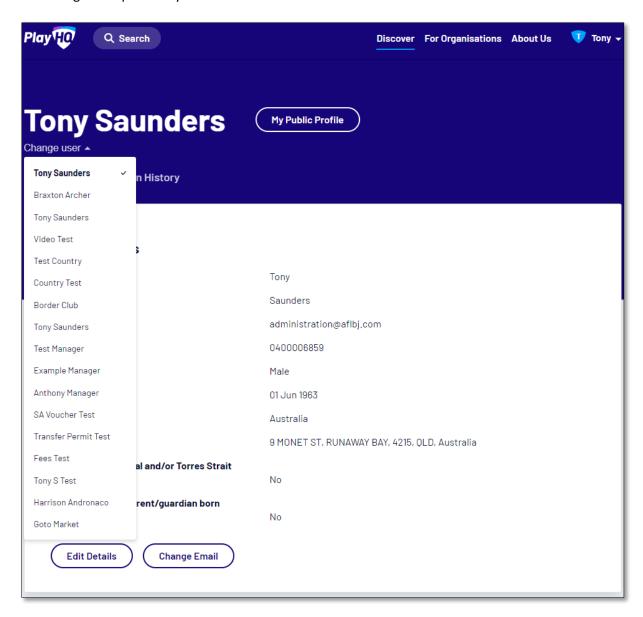






## Participant Portal (cont)

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

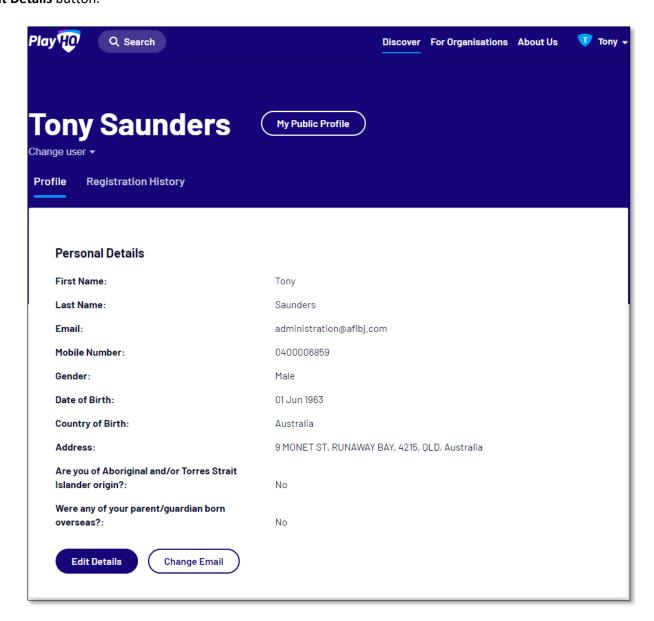






#### **Profile**

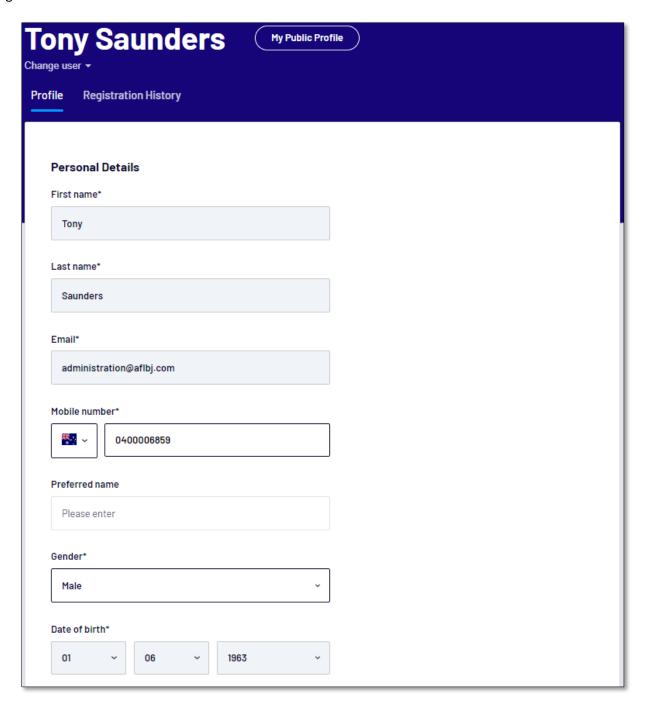
Click on the Profile tab. Under **Personal Details** it will show the current details, to edit the information click on the **Edit Details** button.







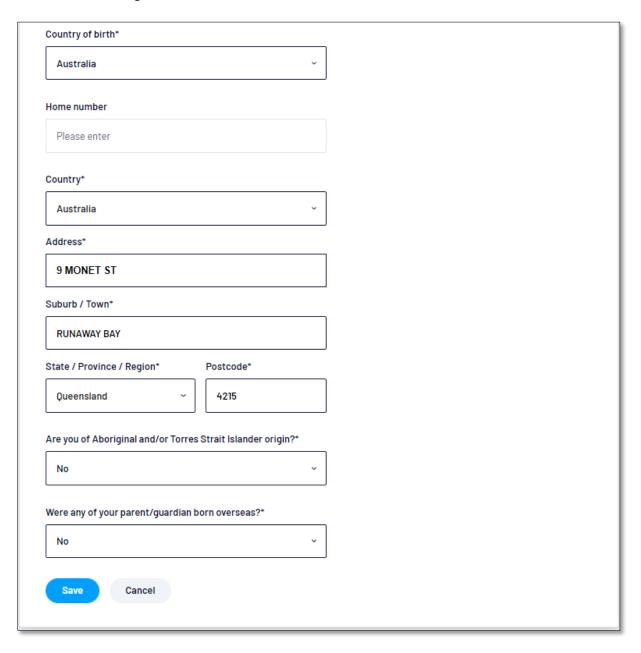
The **First name**, **Last name**, **Email** and **Date of birth** will be locked and cannot be changed. All other fields can be changed and click on the **Save** button.







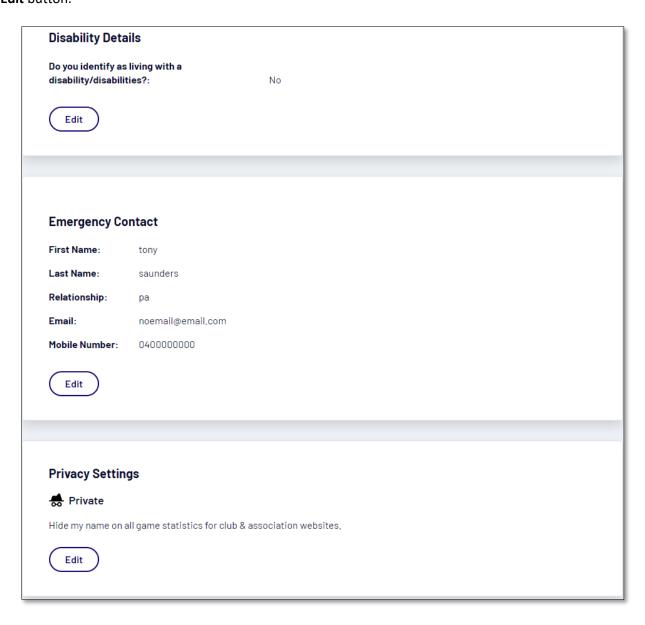
All other fields can be changed and click on the **Save** button.







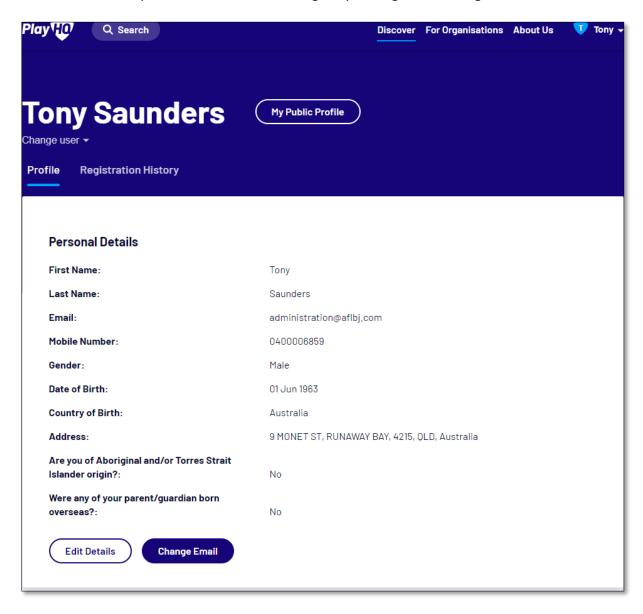
The information under **Disability Details**, **Emergency Contact** and **Privacy Settings** can also be changed by clicking on the **Edit** button.







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

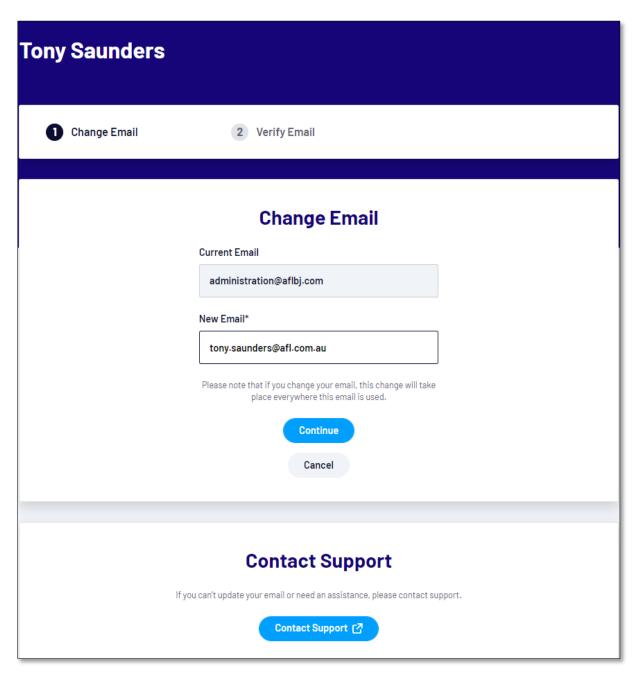






On the **Change Email** page enter a new email in **New Email** area and click on the **Continue** button.

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

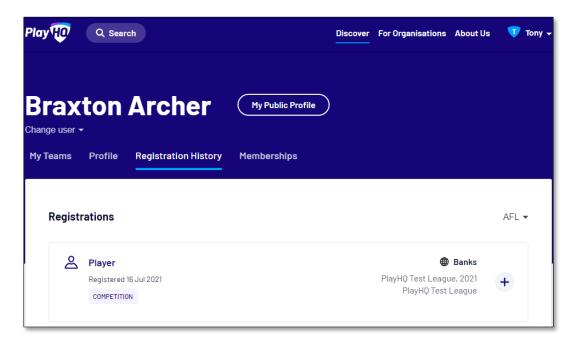




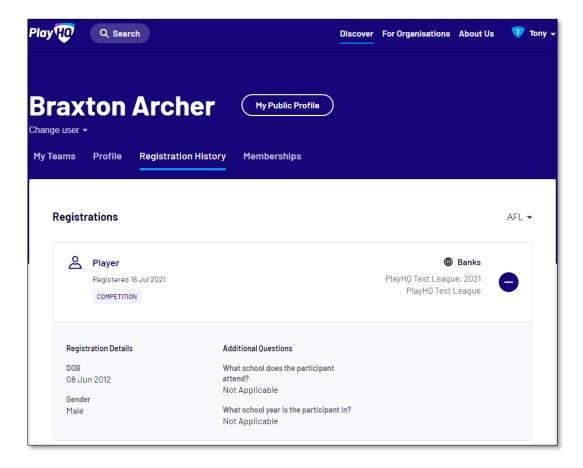


## **Registration History**

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



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

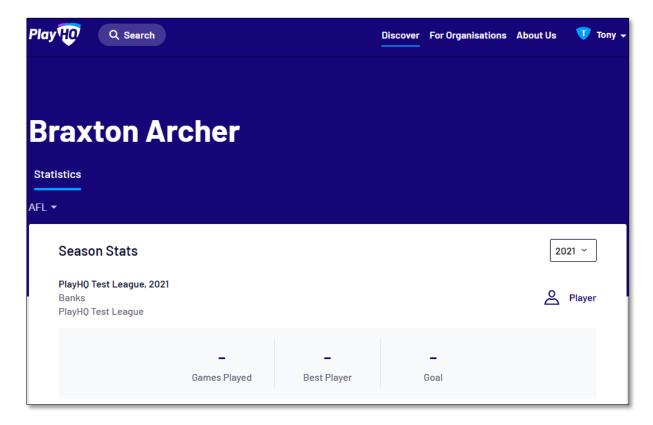






## **My Public Profile**

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.

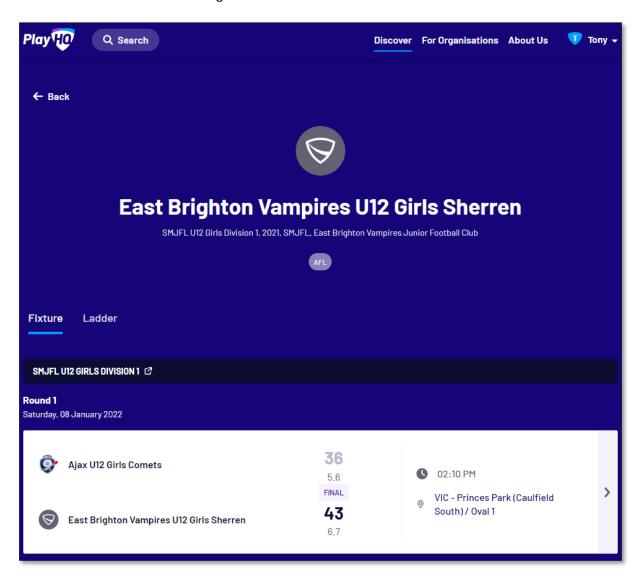






# Participant Portal - My Teams (cont)

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.

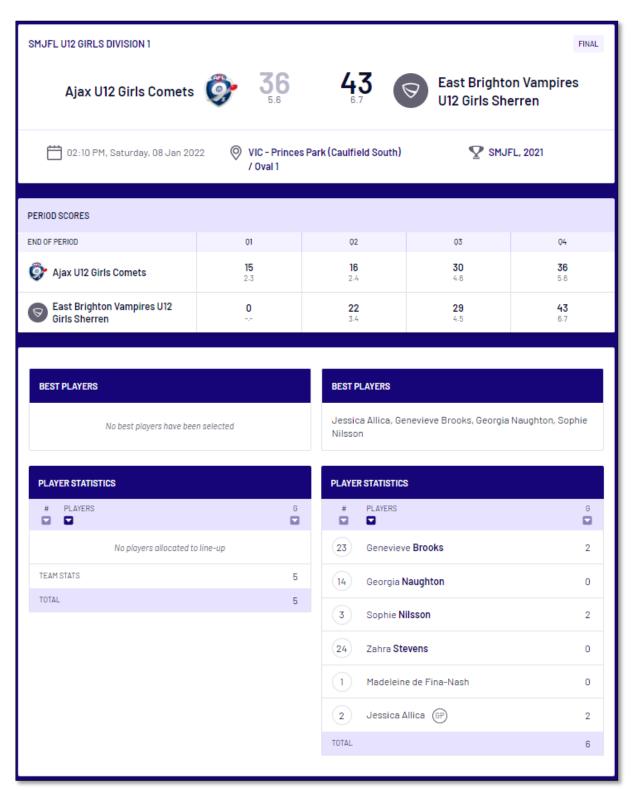






# Participant Portal - My Teams (cont)

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





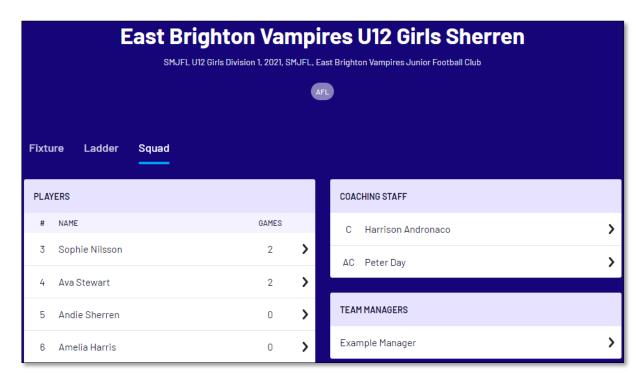


## **Team Manager Access**

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.



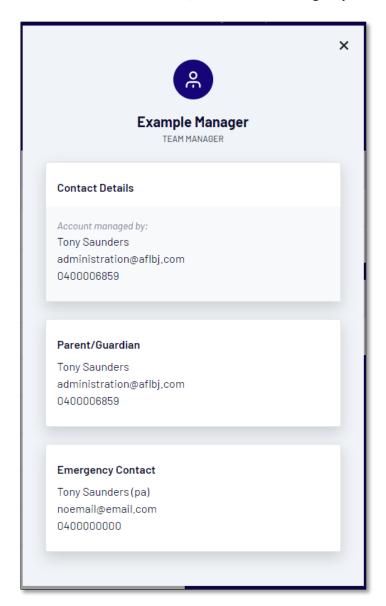




# Participant Portal - Squad (cont)

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.

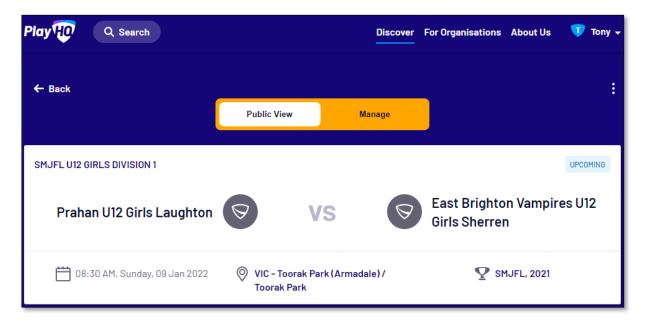






# **Select Team & Add Match Result Details**

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



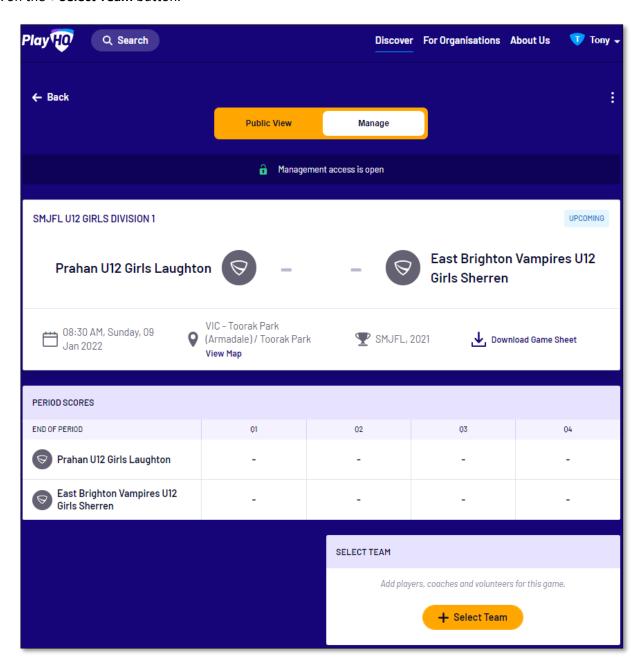




## Participant Portal - Select Team & Add Match Result Details (cont)

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.

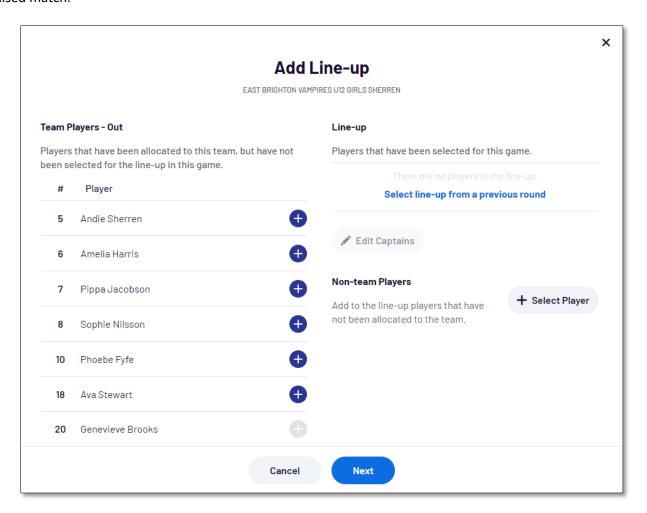






# Participant Portal - Select Team & Add Match Result Details (cont)

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.



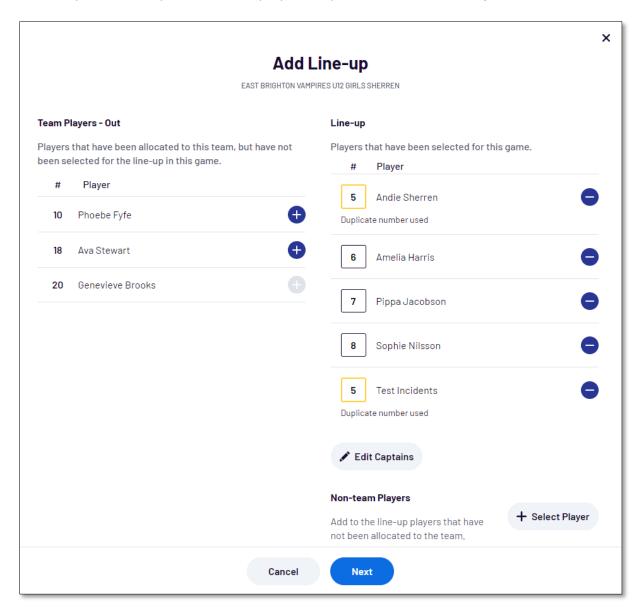




# Participant Portal - Select Team & Add Match Result Details (cont)

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.



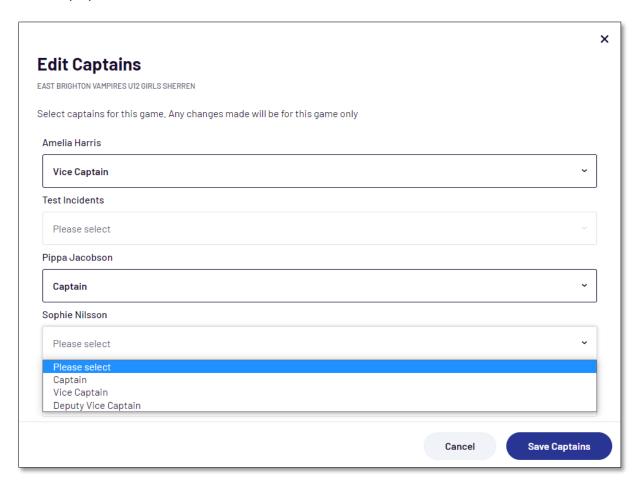




On the **Edit Captains** page select a role for the required players and click on the **Save Captains** button.

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

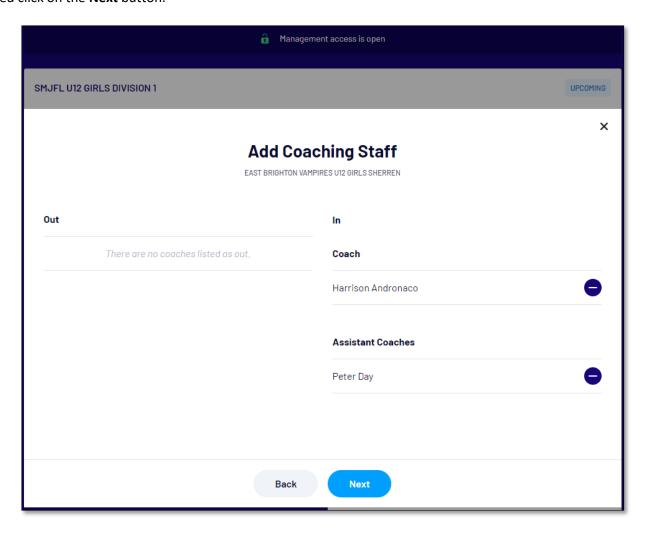
When all of the players have been added click on the **Next** button.







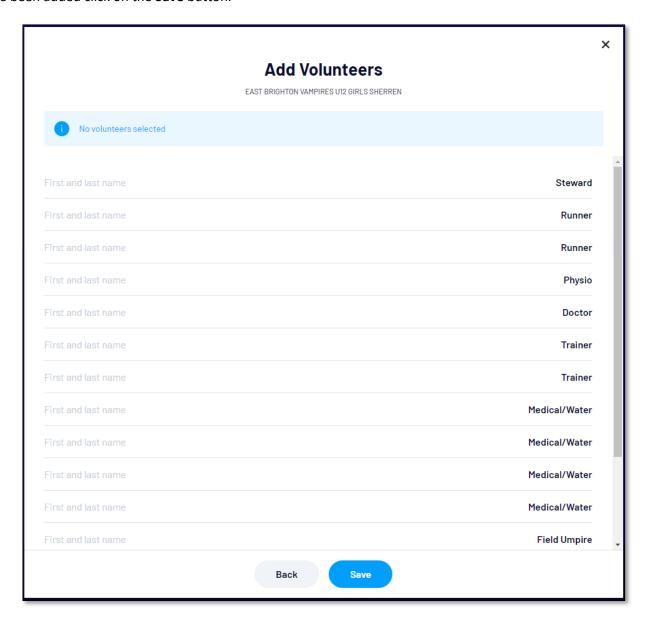
The **Add Coaching Staff** page will appear to select the coaches in the match. When all of the coaches have been added click on the **Next** button.







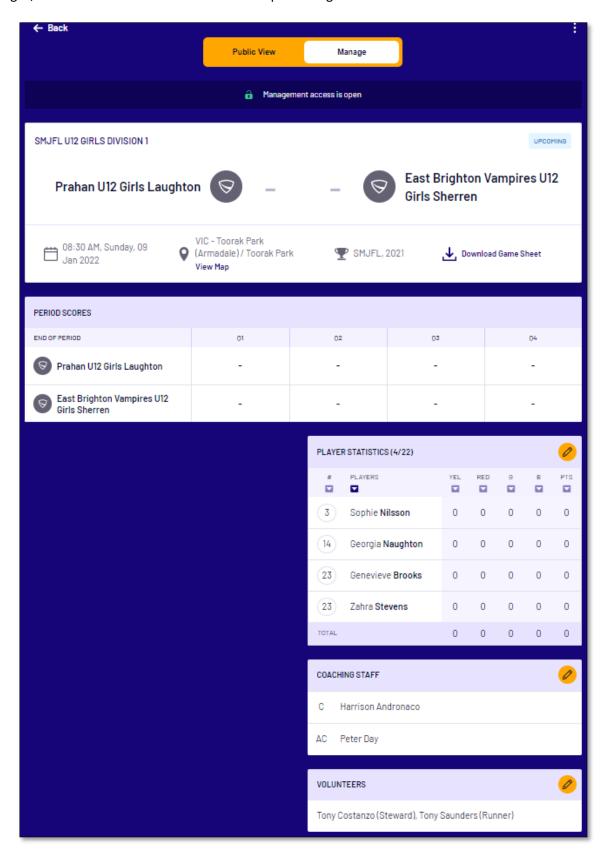
The **Add Volunteers** page will appear to type the names of the Volunteers in the match. When all of the volunteers have been added click on the **Save** button.







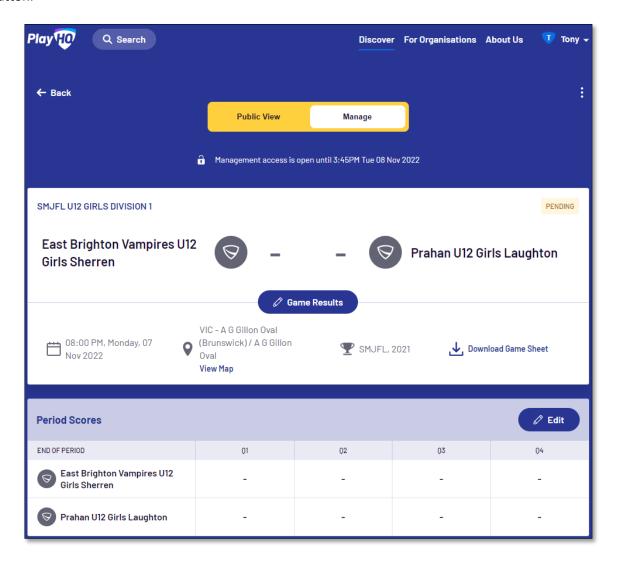
You will be returned to the **Manage** page with **Line-up**, **Coaching Staff** and **Volunteers** added. If you need to make any changes, click on the icon. To download and print the game sheet click on the **Download Game Sheet** link.







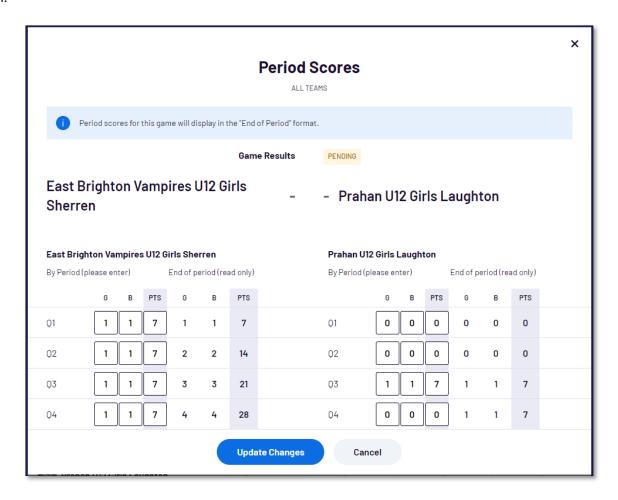
When the team manager opens a **Pending** match and change **Public View** to **Manage**, all of the edit options are available. To enter the period scores and automatically calculate the final match score, in **Period Scores** click on the **Edit** button.







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



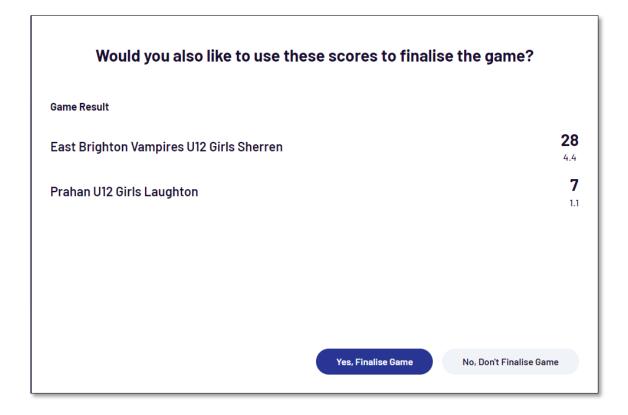




The finalise game pop-up will appear.

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.

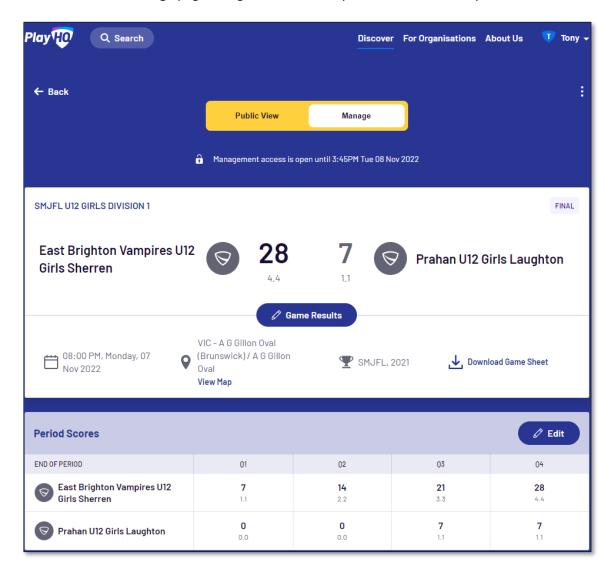
If the final score is correct click on the **Yes, Finalise Game** button.







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

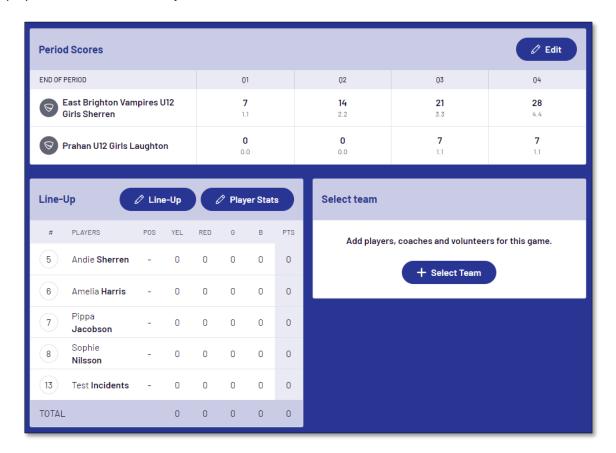






Scroll down the page, to make changes to the line-up click the **Line-up** button and make the changes.

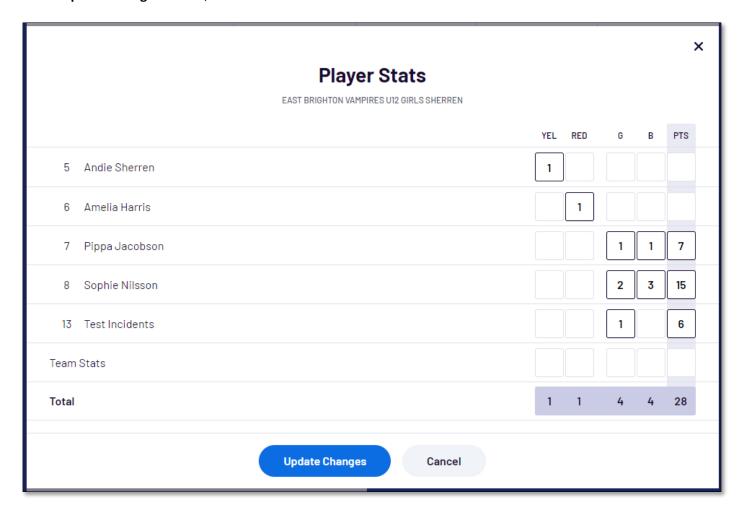
To add player statistics click the Player Stats button.







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.





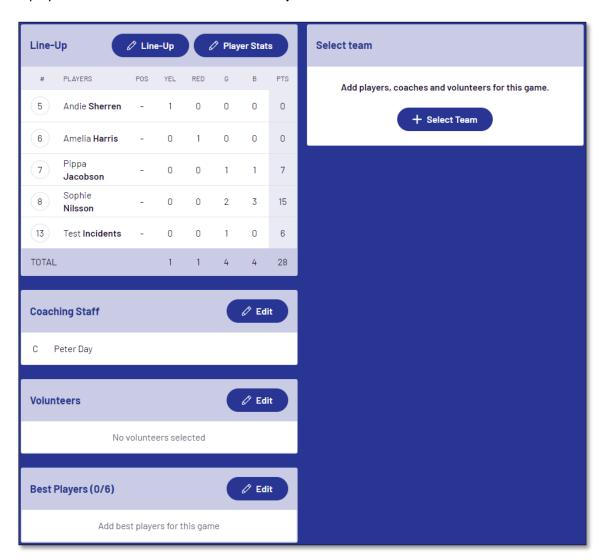


You will be returned to the **Manage** page and the player statistics will be updated.

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.

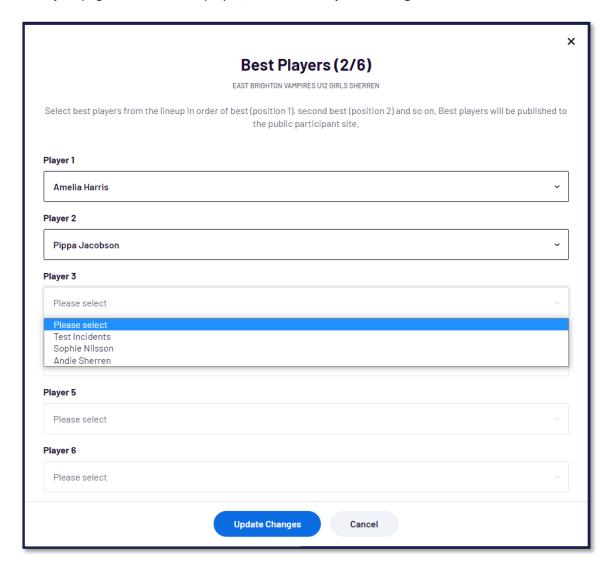
To add best players click the **Edit** button in the **Best Players** area.







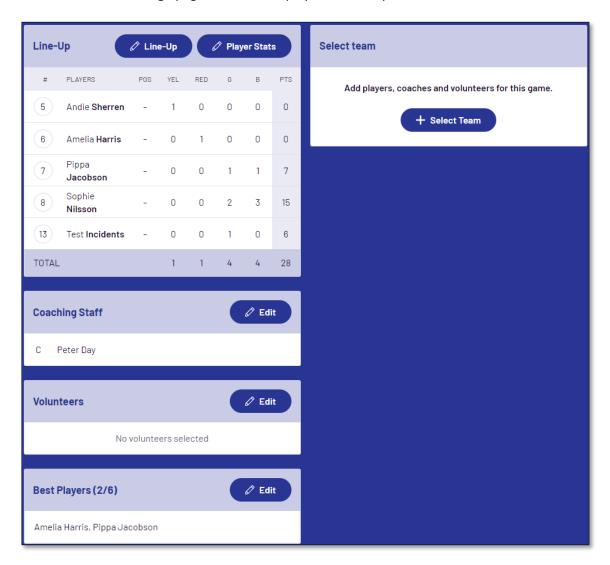
On the **Best Players** page select the best players, click on the **Update Changes** button, then click on the **Done** button.







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

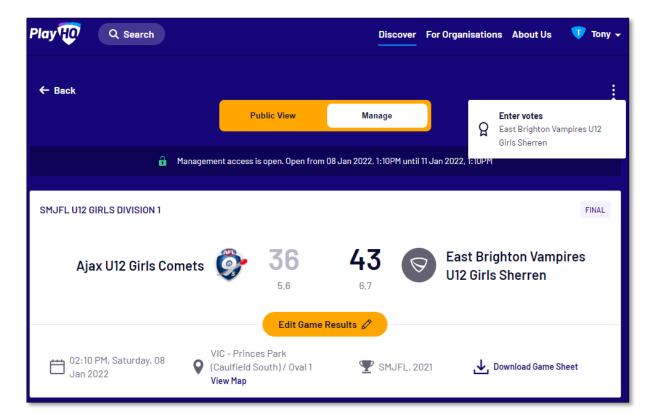




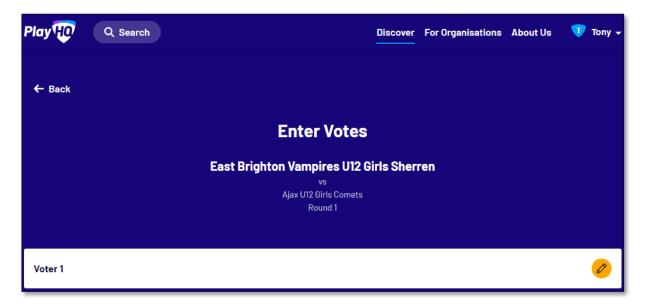


#### **Add Club Award Votes**

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



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

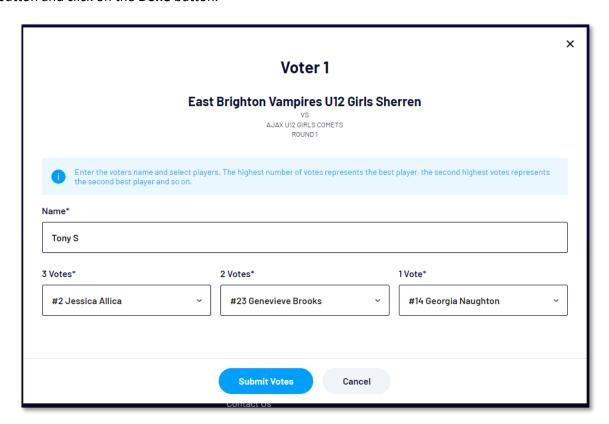




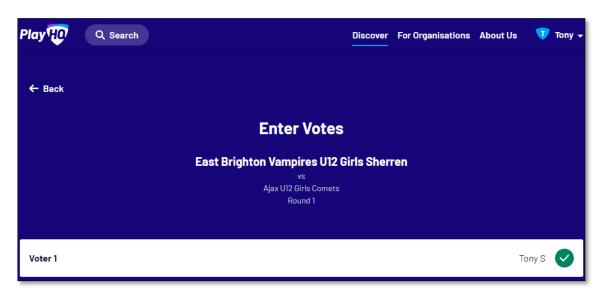


### Participant Portal - Add Club Award Votes (cont)

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.



### **Temporary Game Access for Team Managers**

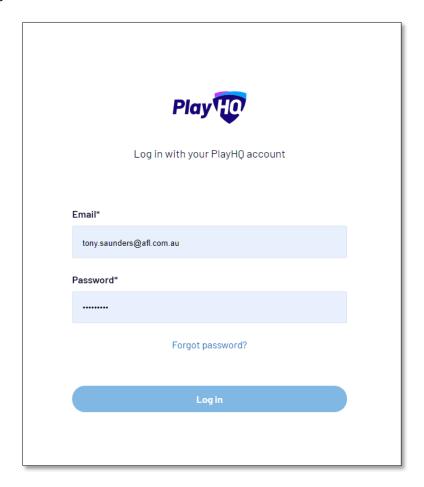
If the period of time has already expired and club admins or team managers have not added team and/or statistics, leagues admins can turn on temporary access for clubs.





## 3. LiveScore

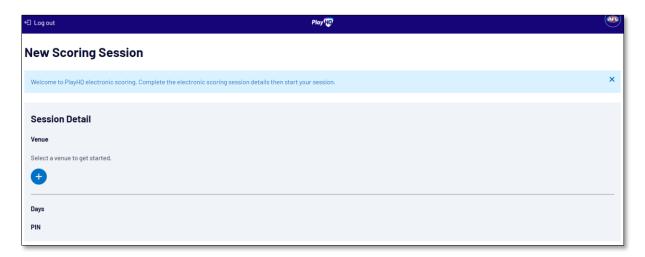
To login and access **Electronic Scoring** go to <a href="https://afl.score.playhq.com/auth/login">https://afl.score.playhq.com/auth/login</a> and enter the username & password you have registered.



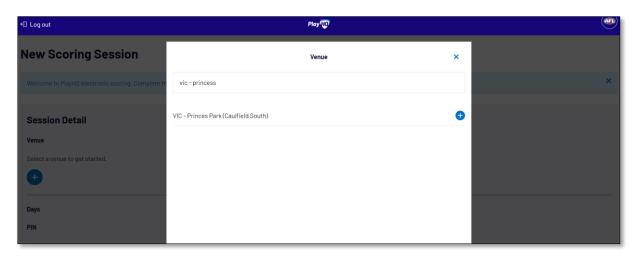




You will land on the **New Scoring Session** page.



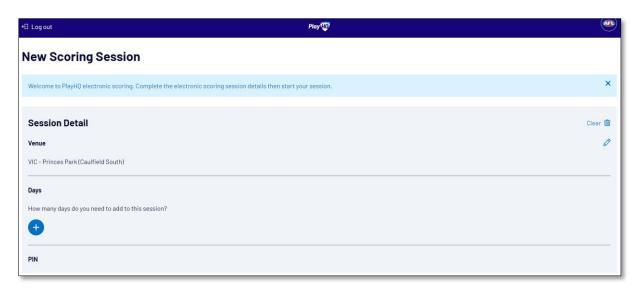
Click on the circon to select the **Venue** for the match you wish to score is being played. Start typing the name of the **Venue** in the search bar and click on the circon when the venue appears.



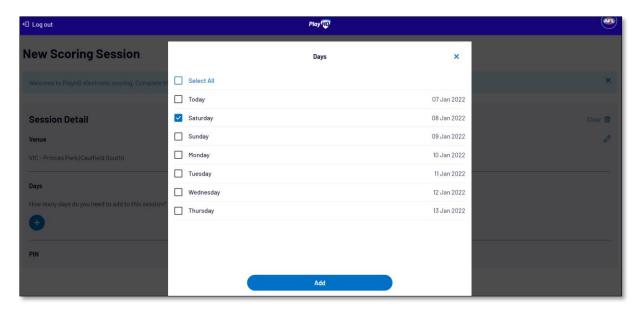




You will be returned to the **New Scoring Session** page. Click on the corn to select the **Day** for the match you wish to score is being played.



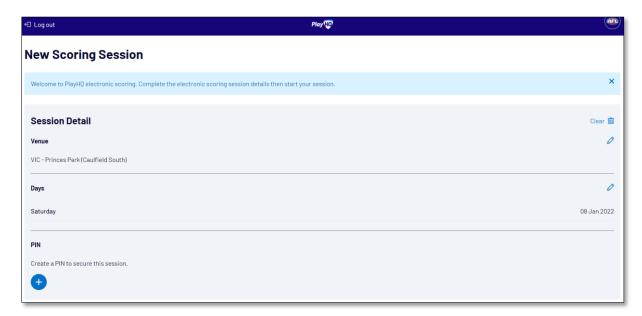
Select the **Day** of the match and click on the **Add** button.



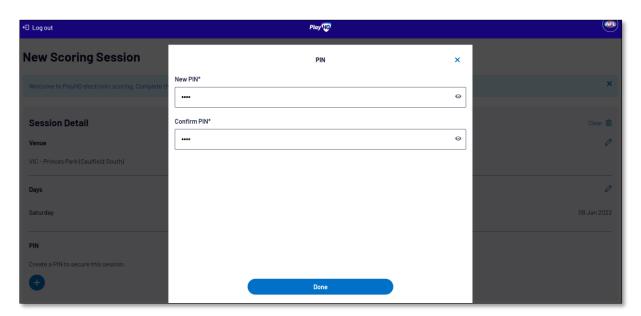




You will be returned to the **New Scoring Session** page. Click on the ticon to create a **PIN** for the session.



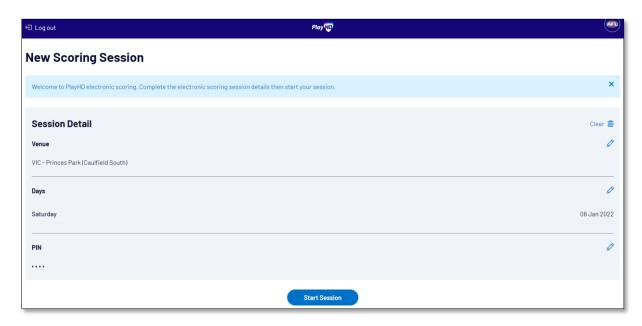
Add a **New PIN** in the area provided, add **Confirm PIN** in the area provided and click on the **Done** button.



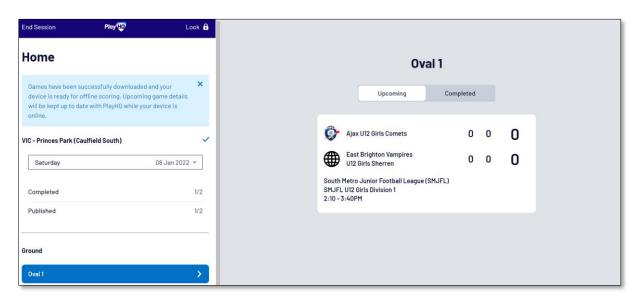




You will be returned to the **New Scoring Session** page. Click on the **Start Session** button.



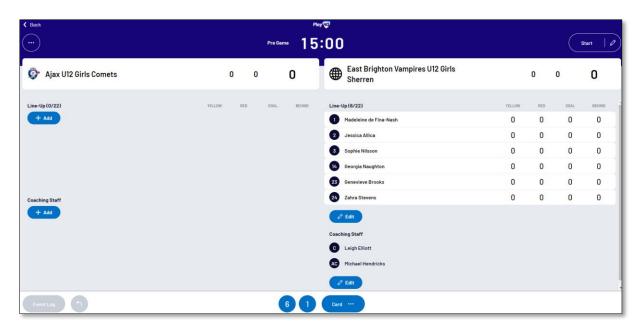
You will be taken to the **Home** page which will show matches at the **Venue** for that day.





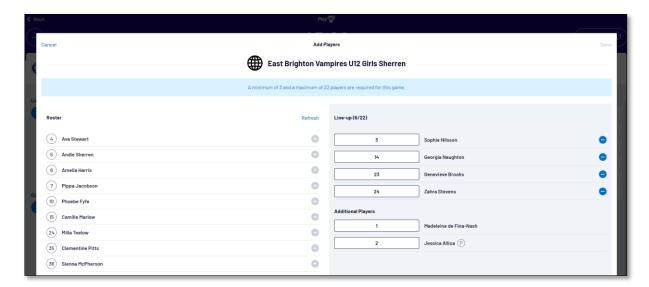


Click on the **Match** and you will be taken to the **Electronic Scoring** page. The **Teams** will show with the **Players & Coaching Staff** that have been selected.



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.

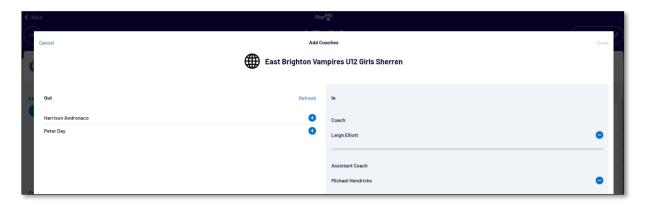






To make changes to the **Coaching Staff** click on the **Edit** button below the **Coaching Staff** list.

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.

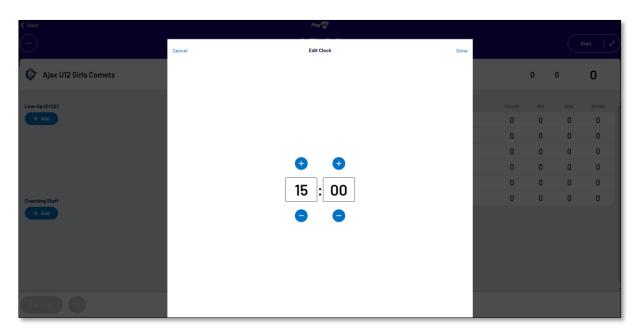


You will be taken back to the **Electronic Scoring** page. The **Teams** will show with the updated **Players** that have been selected in the **Line-up** and updated **Coaches & Assistant Coaches** selected in the **Coaching Staff**.





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.



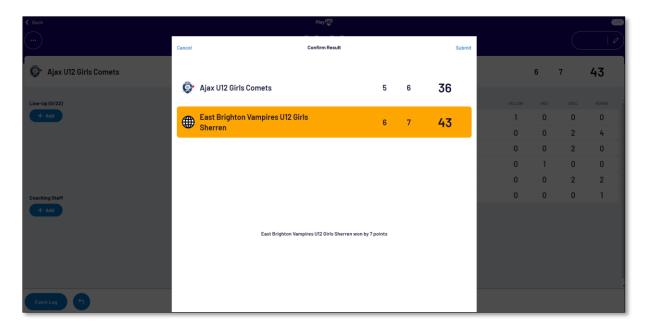
To add actions to a **Player** click on the **Player** and then click on 6 for a goal or click on 1 for a behind or click on then select Yellow or Red – the process can also be done the opposite way i.e. click the action and then click the **Player**. This will add the actions to the **Players** and 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 click on the contact of the co

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.

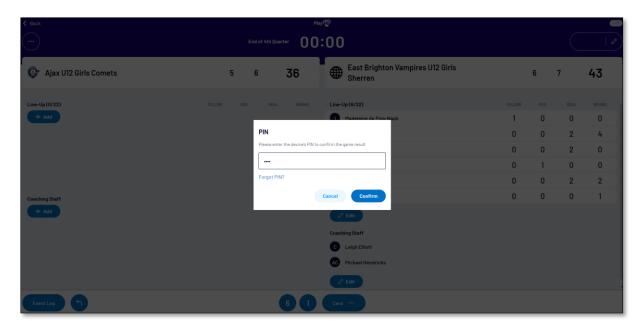




To end the match first you need to end the final quarter, then click on the icon and select **End Game** and the **Confirm Result** page will pop up.



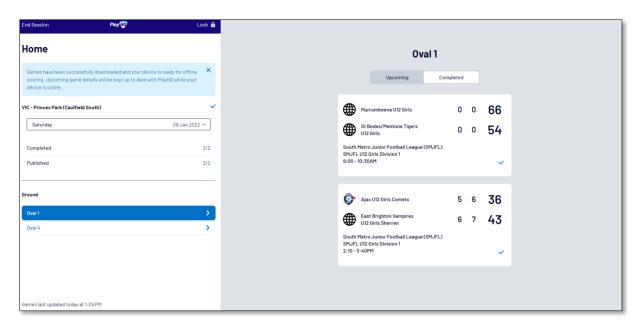
Click on **Submit** in the top right corner and the **PIN** pop up box will appear.



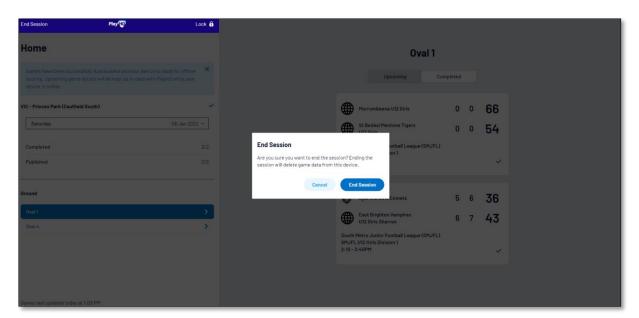




Add the **PIN** you created and click on the **Confirm** button, you will be returned to the **Home** page which will show the **Match** in the **Completed** tab.



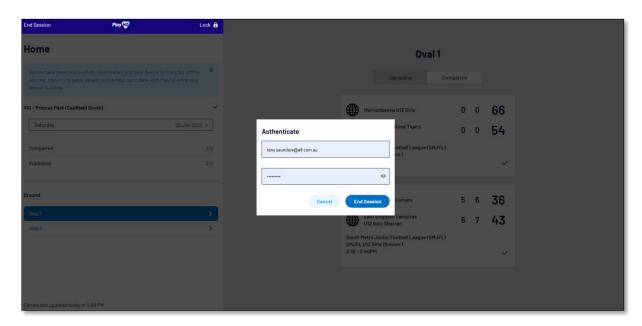
Before closing the page click on the **End Session** button and the **End Session** pop up will appear.





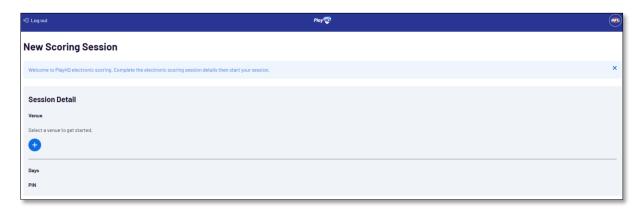


Click on the **End Session** button and the **Authenticate** pop up will appear.



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.



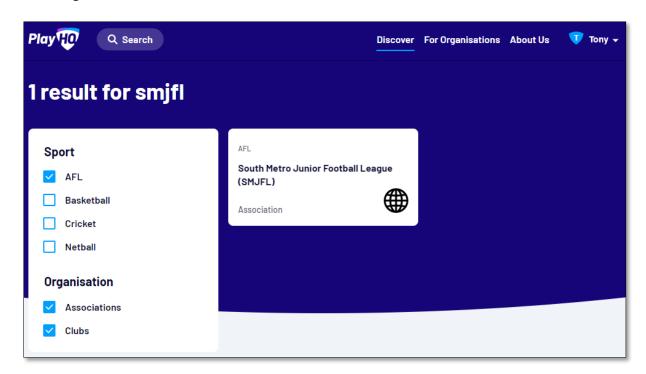




Go to <a href="https://www.playhq.com/afl">https://www.playhq.com/afl</a> and search the League.



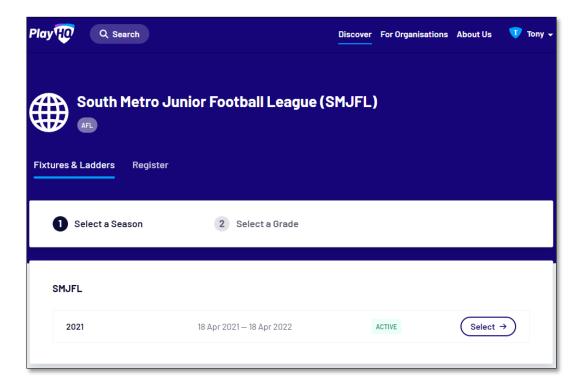
Click on the **League**.



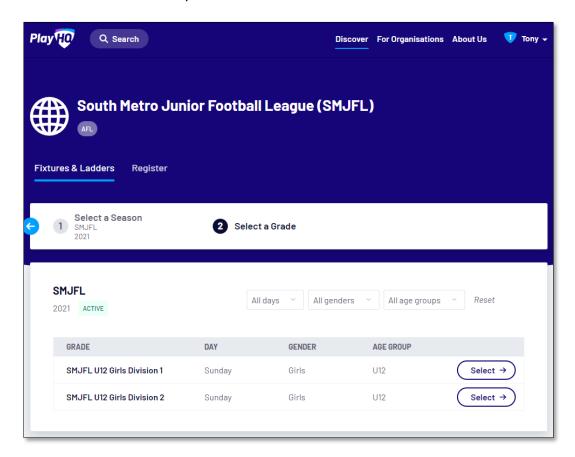




Under the **Fixtures &** Ladders tab, click on the **Select** button for the **Competition** you want to view.



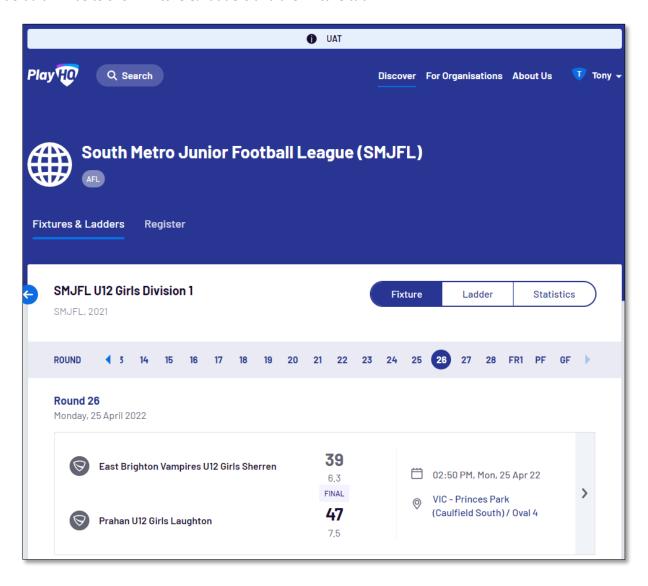
Click on the **Select** button for the **Grade** you want view.







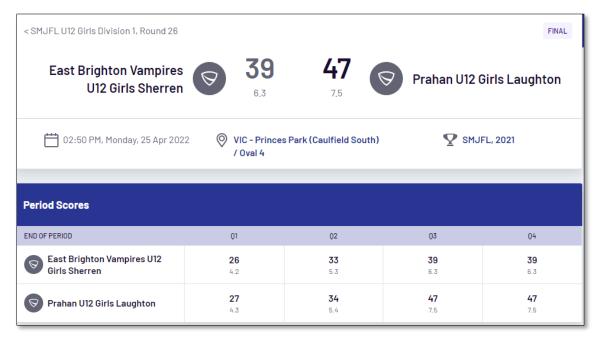
The default will be to show **Fixture & Ladders** and the **Fixture** tab.

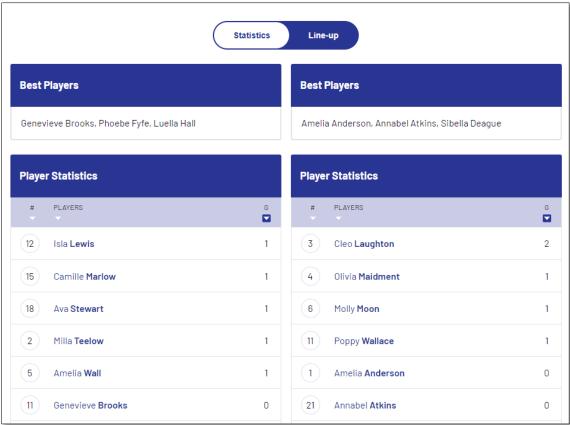






To view match details click on the icon for the **Match** to view the match details.

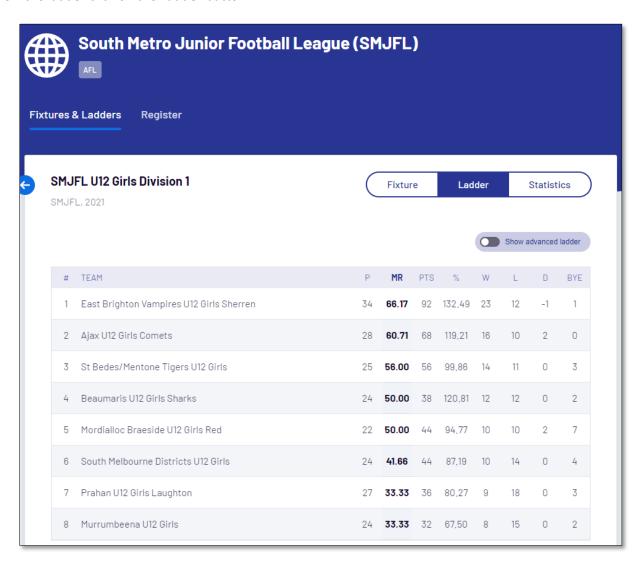








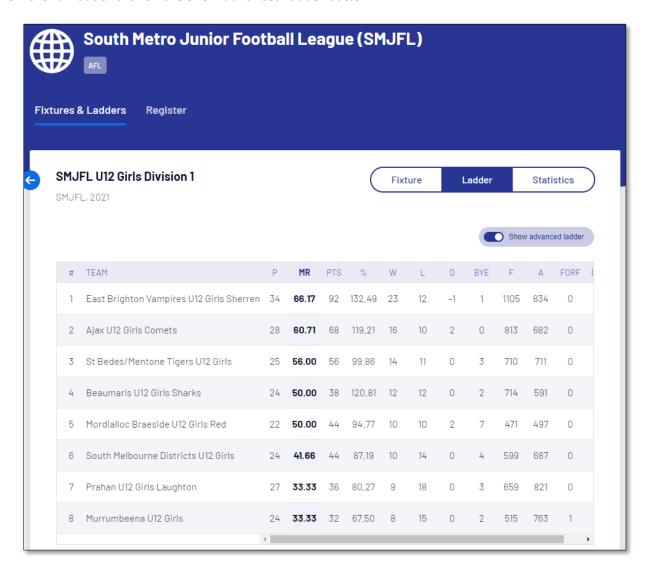
To view the ladder click on the **Ladder** button.







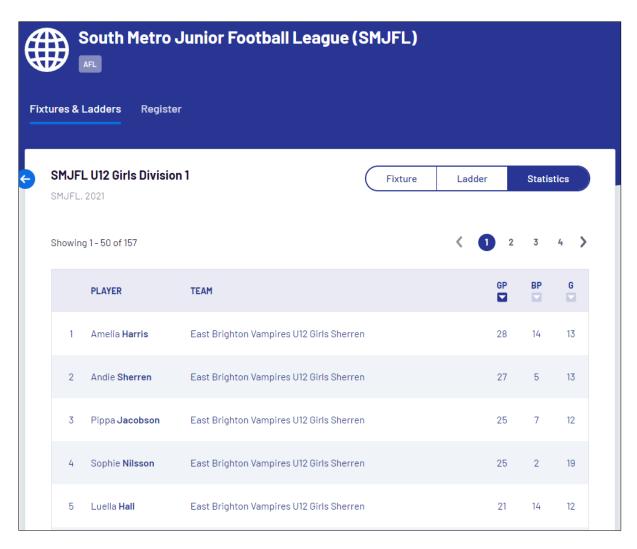
To view the full ladder click on the **Show advanced ladder** button.







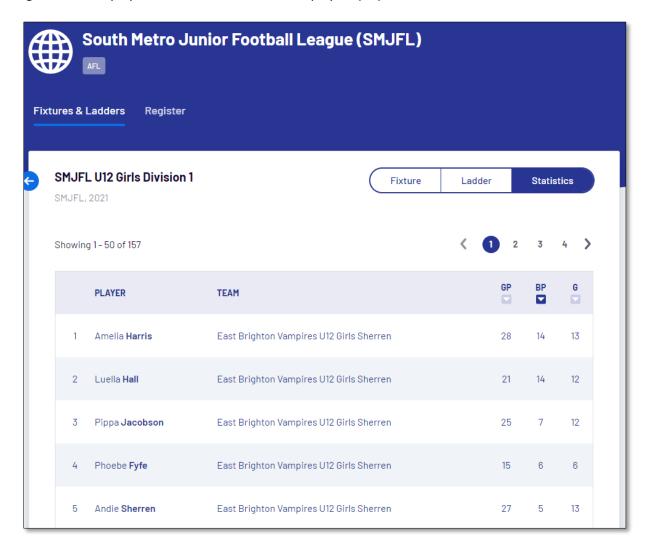
To view the grade statistics click on the **Statistics** button. The default display will be sorted by most games played **(GP)**.







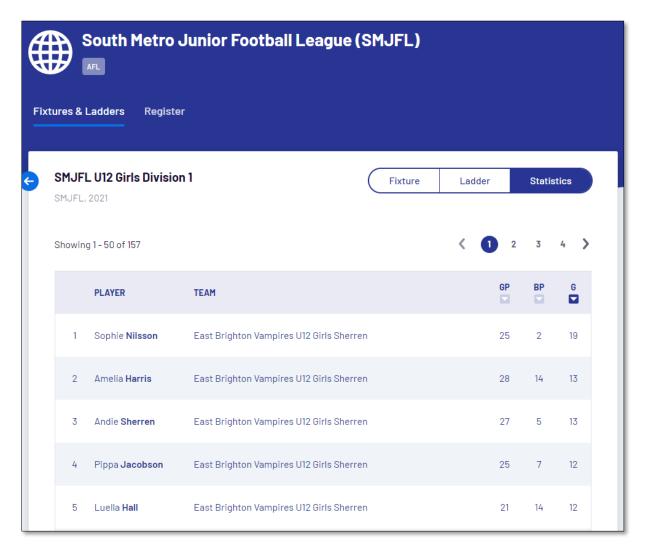
To change the sort display click on the icon for best players (BP).







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







# 5. Support

#### **Community Football Resources**

A one stop shop for all your League Admins needs, visit <a href="https://www.afl.com.au/clubhelp/playhq">https://www.afl.com.au/clubhelp/playhq</a> for all your Community Football PlayHQ needs. This website includes all things from logos, marketing assets, support material that makes running your League easy and much more.



#### **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="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.