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**Subject:** PlayHQ - Ready to Register" Training Video - Association  
**Date:** Wednesday, 16 March 2022 6:22:03 PM  
**Attachments:** [image001.png](#)  
[image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[New Systems Info Pack \(1\).pdf](#)  
[Assoc RTR Slides.pdf](#)  
[Ready To Register - Association Pre-Work Instructions WA \(1\) \(1\).pdf](#)  
[Association Ready to Register Checklist.pdf](#)  
**Importance:** High

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Hi Maddison

Please find below Video training for your Association to complete to get ready to take registrations through PlayHQ.

Please don't hesitate to contact me if you have any questions or we can do a zoom catchup to clarify any questions you may have!

### **PRE-TRAINING**

Please see below on what you need to check in PlayHQ upon login prior to watching the online training -

- Login to [na.playhq.com](http://na.playhq.com) using the temporary password provided in the email (separate from this one- will come from [notifications@playhq.com](mailto:notifications@playhq.com)).
- Ready to Register Checklist
- Pre-Work Instructions step by step
  - Steps 1 – 4 is actions you need to take pre-training.
  - Steps 4 - 7 is some things to consider post-training
- New Systems Info Sheet

I have attached a step by step guide on how to do each of these items, and a checklist to ensure your club is ready to go for the initial *Ready to Register* training.

### **VIDEO TRAINING**

Approx. 30 - 45 minutes.

[Please click this link here to view the Ready to Register Training video.](#)

### **POST TRAINING**

If you are also able to please take a few minutes and complete the post training survey that would be greatly appreciated as would help us to improve!

[Please click here to complete the post-training Survey](#)

### **Support**

- Registrations can open from the **1<sup>st</sup> December 2021**
- Disbursement fee for Stripe **must be added on top of your fees** in PlayHQ **(2.03%)**
- Please find attached step by step slides to go through the process of setting up a competition and taking registrations – if you have any concerns or issues please do not hesitate to contact me and happy to assist.
- Registration Links can be viewed at your Public PlayHQ Profile site – [www.playhq.com](http://www.playhq.com) (Search for your organisation)
- Netball Australia has a national **Support and Service Hotline** available **9AM – 7PM ADST** during the week. You can submit an online request to <https://support.netball.com.au/> or call 1800 NETBALL or email [support@netball.com.au](mailto:support@netball.com.au).
- Click the 'Support' button in PlayHQ or their knowledge base, as well as checking out our website here - [PlayHQ FAQ's](#).

### **Canceling Registrations in PlayHQ**

To cancel a participant's registration in PlayHQ, please view the following link - <https://support.playhq.com/hc/en-au/articles/900003187603-Cancelling-a-participant-s-registration> .

**Please note that this cancellation process does not de-register someone or refund any monies - refunds are still a manual process at each level.**

De-registration request have to be made to the association by the 1<sup>st</sup> May 2022 at the latest.

If in doubt regarding process, please contact your association or NWA.

So if a participant needs to de-register due to injury etc:

1. The club will need to refund their fee portion manually.
2. Club will advise the association that the participant needs to de-register – the association will then process the relevant refund for their level (if required).
3. The association in turn will advise NWA – and NWA will process the relevant refund and cancel their membership in system.
4. The Club needs to cancel the participant's registration in PlayHQ as per the above support article.
5. If the participant wishes to re-register, they will need to complete the online form again and pay relevant fees accordingly.

## **Further Training**

Once you are ready to Fixture your Winter season, please contact me and I will send you through the Webinar training which will show you how to go about fixturing and Game Day requirements.

Any queries please do not hesitate to contact me, otherwise I look forward to hearing from you in due course.

Please do not hesitate to contact us if you have any issues logging in, getting set up, or completing your registration forms and I can help talk you through if any dramas.

*Kind regards,*

**Eleanor Cribb | Program Change Specialist - WA**

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*Kind regards,*

**Eleanor Cribb | Program Change Specialist - WA**

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