

Linking Cricket ID after Setting up PlayHQ Account (for Player)



Note: We have found that the most common mistake when registering a participant (player/coach/team manager) for the first time in PlayHQ is that people are getting their MyCricket ID confused with the Cricket ID. The first time you are registering a participant in PlayHQ under your PlayHQ account, the process asks you to link your Cricket ID (not the MyCricket ID) to the PlayHQ account. Once this has been linked, you won't need to worry about it for any future registrations.

A process will be made available in the future that will allow you to link your MyCricket ID number(s) to your Cricket ID. That future process will allow you to 'claim' the historical MyCricket stats if desired.

The following process assumes that you have attempted to register yourself or your child as a player and couldn't get past the linking step. In these circumstances, your PlayHQ account has been created and, if you had used the **Register new family member or dependant** option, a sub-account will have been created for your child. However, no payment has been made and the registration has not actually been submitted or received by your club because the Cricket ID wasn't linked.

We recommend that you make sure that you've got a Cricket ID first.

This step identifies how to check if you have a Cricket ID or to set one up if you don't.

1. Go to <https://id.cricket.com.au/login>.
 - If you are unsure if you have a Cricket ID (remember this is **NOT** your MyCricket ID number), click on **Forgot Password**, enter your email address and click **Send password reset email**. You will be sent an email stating that a request has been made to reset the password for your Cricket ID. Click **Reset my password** in this email. Enter and confirm your new password.
 - If you don't have a Cricket ID, click on **Don't have Cricket ID? Sign up** and enter your details and click **Create Cricket ID**.

To complete the registration for your child, you need to:

1. Log in to your PlayHQ account (<https://www.playhq.com/login>) using the email address and password you created your profile with.
2. Search for your club and select the relevant competition.
3. Once the **Season Information** page displays, click **Get started** at the bottom of the screen.

The next screen should look something like this:

The screenshot shows a registration form for 'Junior Competition, Winter 2023, Warehouse Cricket Association'. The form has a progress bar with five steps: 'Choose User', 'Choose Role', 'Participant Details', 'Fees', and 'Payment & Summary'. The 'Choose User' step is active. Below the progress bar, the text reads 'Please choose who you would like to register'. There are two radio button options: 'I am registering myself' with a text input field containing '<Your Name>', and 'I am registering someone else (Participant will be linked to my account)' with a radio button and a text input field containing '<Your Child's Name>'. A red box highlights the 'I am registering someone else' option and its input field, with a blue arrow pointing to it from a red-bordered box containing the text: 'Only if you had used the **Register new family member or dependant** link in your previous attempt at registering.' At the bottom of the form are two buttons: 'Continue →' and 'Back'.

4. Select **<Your Name>** (for senior player registrations) or **<Your Child's Name>** (for junior player registrations) and click **Continue**.
5. Select **Player** and click **Continue**.

6. Most of the details you had already entered will be displaying in the screen but there are quite a few fields where it will make you enter them again, e.g. school, year level, all our custom fields (like special playing requests).
7. Once all mandatory fields have been entered, click **Save and Continue**.
8. Tick the terms and conditions at the bottom of the **Fees** page and click **Continue**.

As this is the first participant registration (player/coach/team manager) you have processed under your PlayHQ account, you will need to link your Cricket ID to the account. This only happens with the first participant registration.

- a. Click **Link Cricket ID** and enter your Email and Password.
When you are returned to the **Link your Cricket ID** page, a green box should display identifying that the id has been linked to your account. Click **Continue**.
9. The Payment screen should now display.
10. Enter your card details and billing address and click **Confirm purchase**.