Linking Cricket ID after Setting up PlayHQ Account (for Team Officials, i.e. Coach/Manager/Scorer)

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 as a Coach or Team Manager and couldn't get past the linking step. In these circumstances, your PlayHQ account has been created but the actual registration hasn't been submitted or received by your club because the MyCricket 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:

4. Select **<Your Name>** and click **Continue**.

5. Select **Coach** or **Team Manager** 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. our custom fields (like media consent question).

7. Once all mandatory fields have been entered, click **Save and Continue**.

   There are not costs involved for a Coach or Team Manager registration.

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 **Order Summary** page should now display.

10. Click **Submit Registration**.