PlayHQ Sites – Which System to Use

PlayHQ is web-based and has a number of different sites which can be confusing to new comers to the platform. Set out below are the sites that will be used during the season:

1. Admin Site
   (only available to club administrations, e.g. registrars, treasurer, etc)

   This site is used to manage the club, e.g. set up registration forms, allocate participants to team squads, etc.

2. Public Site and MyTeams (www.playhq.com)
   (available to all participants, e.g. players, coaches, team managers)

   This public site allows you to access your profile. It houses fixture and registration information for participants.

   This is also where registered coaches and/or team managers can access the **MyTeams** area to manage team selections and player stats (more details below).

3. E-Scoring Site (https://ca.score.playhq.com)
   *(available to all participants that have been provided with a generic E-Scoring login by their club or have been granted **Full Access** or **Electronic Scoring Admin** access by the club administrators)*

   The E-Scoring site allows you to score the match live, ball-by-ball.

4. PlayCricket App (this is the old MyCricket app that has been rebranded)

   This will remain the home of match data, fixtures, results and viewing live scores. The only difference is that this information is now coming from PlayHQ.

1. PlayHQ Admin Site

*Only available to club administrators, i.e. those granted **Full Access** to the club in PlayHQ, e.g. registrars, treasurer, etc.*

Club administrators will have performed all the necessary processes to have your team ready for your first game, including setting up registration forms, allocating players and team officials to team squads. These processes are not listed within this document. Only steps relating to game management will be identified.

1. **Pre-Match:** Club administrators can enter team selections for a match via the Game Day menu.

2. **Post-Match only:** Club administrators can enter/update Match Results and individual player statistics for a match via the Game Day menu.

   *While Game Day information can be updated by Club Administrators, both of the above steps would normally be performed by team officials in the **MyTeams** area or via E-Scoring (see below for details).*

2. Public Site and MyTeams (www.playhq.com)

*The public site is available to all PlayHQ account holders, e.g. parents, players, coaches, team managers **AND** anyone who has registered as a coach or team manager and been allocated to a team by the club administrators will have access to the **management functionality** of **MyTeams** in the Public PlayHQ Site.*

1. **Pre-Match only: MyTeams** allows you select to your team before the game. It is recommended that you perform this task prior to game day.

   Teams can also be selected on game day via **PlayHQ E-Scoring** and once the game has been started in E-Scoring, you should **only make changes** to the line up in the **PlayHQ E-Scoring** site.

Important Note: Once a game has been started in **PlayHQ E-Scoring**, it is important that no changes are made via the **MyTeams** or Admin sites. This can lock the game and cause a loss of data.

2. **Post-Match only:** Once a game has been correctly ended and synced in **PlayHQ E-Scoring**, you can check the match result and individual player statistics in **MyTeams** and update them if required. When a game has not been E-Scored by either team, all the match details, including match result and individual player statistics will need to be updated manually in **MyTeams**.

3. E-Scoring Site (https://ca.score.playhq.com)

To have access to E-Scoring, you need to have been granted Full Access (e.g. registrars, treasurer, etc) or Electronic Scoring Admin access.

Some clubs may have created a generic club E-Scoring account and distributed the login details. If you don't have access to E-Scoring but would like to, you should contact your club.

Important Note: Once a game has been started in **PlayHQ E-Scoring**, it is important that no changes are made via the **MyTeams** or **Admin** sites. This can lock the game and cause a loss of data. Once the three step *End of Match* process is completed in E-Scoring, it will then be possible to edit details in the **MyTeams** or **Admin** sites if required.

The **PlayHQ E-Scoring** site is where you can enter the ball-by-ball live scoring of a match – it is available on phone, tablet or computer and includes Offline scoring.

1. **Pre-Match and during the Match:** You can make team selections or edits before or during the match in E-Scoring.

2. **During the Match:** You can enter live ball-by-ball scoring of a match or edit a scorecard during the match.

3. **Post-Match:** Once the match has been completed, you **must** use the three step *End of Match* process to correctly end the match and sync the data in PlayHQ (see important note below).

Important Note: It is critical that the three step *End of Match* process be followed to close off the match or it could lead to being locked out of the game or data loss:

1. **Submit Game Result**

   End Match > Submit Game Results

2. **Ensure Result is Synced.**

   Check your timestamp or error message (if you get an error message, refreshing the screen is generally enough to sync the data)
   Check the MyCricket App or PlayHQ public site
   Recommend a second record of the match via screenshot or scorecard

3. **End Session & Logout**

Tip: It is recommended that one team uses **PlayHQ E-Scoring** and the other team uses an alternative method such as a paper scorebook or offline scoring, particularly while we are all getting used to the new platform.

Like MyCricket, if both teams are prepared to E-Score, **only one of them can do the process live**. In these instances, Queensland Cricket recommend that the 'Home' team use **PlayHQ E-Scoring** and the 'Away' team uses a scorebook or alternate scoring option. However, it doesn't matter which team uses E-Scoring – **as long as only ONE team uses Live scoring**.

4. PlayCricket App

The app provides a view of match data, fixtures, results and viewing live scores. The app can be downloaded from
https://play.google.com/store/apps/details?id=au.com.cricket.mycricket&hl=en_AU&gl=US.