

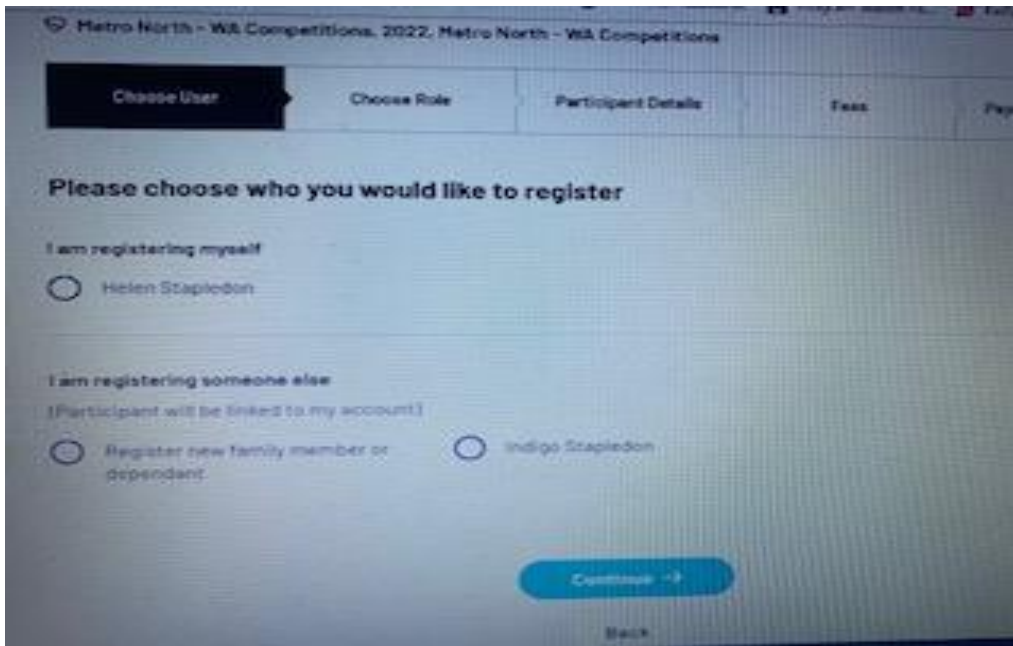
How a Participant Registers once the participant is at the Registration Page:

Click **Get Started** to commence registering.

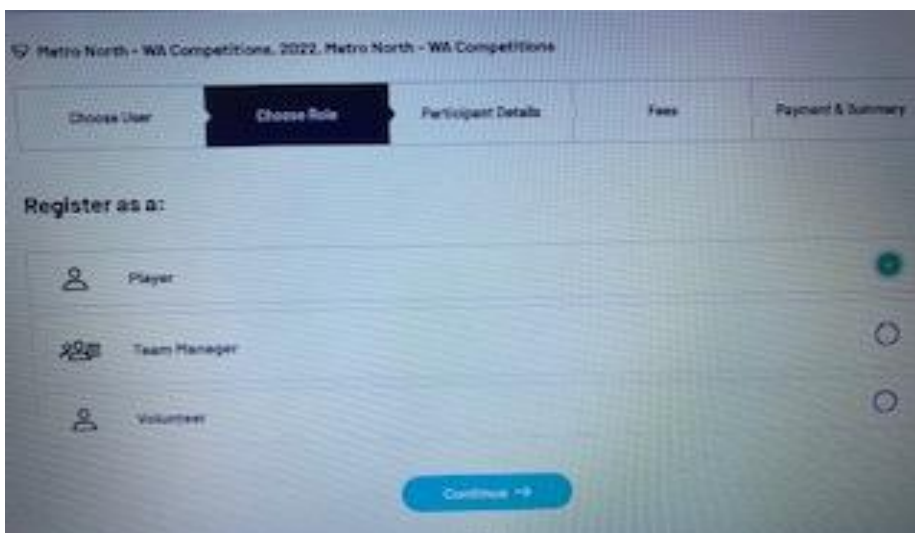
To complete the registration:

1. Login with your PlayHQ Account or Create an account if you do not already have one.
2. Choose who you would like to register – All players must be registered as themselves, so please do not register as a parent unless you are registering as a volunteer or Team Manager. If you have registered for a sport through PlayHQ (such as Cricket or Netball) you may already have a profile set up.

If you have not registered a child through PlayHQ before you will need to click Register new family member or dependant.



3. Register as – select Player, then **click Continue**.



4. Enter in all the mandatory information, and more if you are able to.

Please take note of the Year Level field – Enter the child's school year in the year the SEASON will take place. For example, If you are registering in November 2021 for the 2022 Season, enter your child's school year in 2022. If this is not done correctly you may need to contact PlayHQ Support to have it amended to ensure your child is added to the correct team.

5. **Click Continue.** If the screen does not change, scroll up to the top of the page and in red there will be an error message.

6. If the error message advises that your child does not meet the age requirements, contact your Club for clarification of what the age limits are. (registrar@sorrentoduncaraigjfc.com.au)

7. Claim Profiles – If you have never played AFL before (including Auskick and Junior Football) continue to the next step.

If you have played Auskick or junior football before, you may need to claim a previous profile that has been migrated from SportsTG. (This does not apply if you are playing Auskick again for season 2022)

Once you have completed the Participant Details section, PlayHQ looks through the system for any profiles matching a combination of First or Last Names, Gender, Date of Birth, Email Address, Mobile Number, Post Code, and/or the last organisation of Registration. There are 3 ways a duplicate profile may appear:

The image is a screenshot of a web application interface for claiming profiles. It is divided into three numbered sections, each with a heading and explanatory text, followed by a corresponding user interface element. Red boxes highlight key buttons in each section.

- 1. Profiles with the same email address**
If the matching profile has the same email address, the participant can claim it instantly by clicking the **Claim Profile** button and waiting for confirmation.
The UI shows a profile for Sally Jackson (Last Registration: Player, 2020, Coburg AFL Club) with the email sally.jackson@hotmail.com. A **Claim Profile** button is highlighted with a red box.
- 2. Profiles with an unverified email address**
If the matching profile has an unverified email address, it can be claimed in a few steps. Click the **Verify Email** button. PlayHQ will send an email to the unverified email address. Once received, enter the **Verification Code** and click **Claim Profile**.
The UI shows the same profile for Sally Jackson with an unverified email address (ss*****@hotmail.com) and a 'Claiming ***' status. Below, a 'Verification Code*' field contains '42135', and a **Claim Profile** button is highlighted with a red box.
- 3. Profiles that cannot be actioned**
Specific matching profiles cannot be automatically merged. Click **Contact Support** for assistance.
The UI shows the same profile for Sally Jackson with the status 'No email found' and a **Contact Support** button highlighted with a red box.

Once a profile is claimed, PlayHQ will merge any registration history (across all sports), player stats and transfer history to the profile being registered.

Now please continue with the rest of the registration process.

Please note:

Pending registrations will consist of ALL YEAR 3 PLAYERS, ALL PLAYERS NEW TO FOOTBALL, and a small number of returning players whose profiles could not be matched by the system.