

## REGISTRATION FAQs

- 1) I no longer have access to the email address previously registered with Play HQ, what do I do?

You will need to contact PlayHQ on 1800 7529 235 (8:30am to 4:30pm Monday to Friday) or [clubhelp@afl.com.au](mailto:clubhelp@afl.com.au) to request your email address gets updated. This field is locked in PlayHQ and is not something the club admin is able to update on your behalf.

- 2) I've registered my child but they don't seem to have any historical statistics even though they've played before. What's going on?

You may have inadvertently created a duplicate player profile when registering your child. You can contact the MJFC registrar on [mjfc.reg@gmail.com](mailto:mjfc.reg@gmail.com) and ask them to check if this is the case.

If it is a case of a duplicate player profile, you as the parent will need to contact PlayHQ to request the profiles are merged into one. This will ensure historical statistics are retained for your child.

- 3) How do I check the number of games my child has played?

If you have the Play AFL app (available for both Apple and Android devices) you can use the Search function to search players for your child. When you find them you will be able to review their Career Statistics. You can also use the Star icon on the top right hand side to add them as a favourite player so you can easily access their profile from your app's home screen

- 4) I forgot to claim my Sports Voucher when registering, how do I fix this?

You will need to download the manual voucher from <https://www.sportsvouchers.sa.gov.au/> and complete and return to the Treasurer on [mjftreasurer1862@gmail.com](mailto:mjftreasurer1862@gmail.com) for actioning