



## PlayHQ | Update

Dear All,

### **Player Games and Goals - Not Available**

Due to data migration issues, player games and goals are **not currently visible** to users in PlayHQ.

Games and goals stats were visible for a short period of time earlier this week, but PlayHQ have since hidden the stats after identifying discrepancies.

**This also means individual player stats for 2022 fixtured games are currently not visible.**

The source of the stat discrepancies has been identified and PlayHQ are currently working on a fix. It is important to note this is specific to games and goals only and does not impact any other data or functionality within PlayHQ such as suspensions.

### **Game Sheets - Ability of Team Managers via My Teams to Add Participants to Game Sheets**

Team Managers have the ability to add players to the Game Sheet who have been allocated to their team by their club.

A soon to be delivered feature will enable a Team Manager to add participants from their club who are registered to the same competition and season to a Game Sheet (e.g. a player from a lower age group playing up a grade). In the meantime, a Club Administrator who has access to the club's full database can do this on behalf of the Team Manager.

It remains a club's responsibility to ensure they only play eligible players under their league's rules.

## Registrations

As is the case every year, we will have participants wanting to register at short notice. Player registrations remain the responsibility of the player and their club in line with their league rules.

If a player needs assistance in registering or claiming their profile, they can contact Club Help on 1800 PLAYAFL (1800 7529 235) or [clubhelp@afl.com.au](mailto:clubhelp@afl.com.au) .

Club Help will do their best to assist, but players and clubs need to note that players looking to register or claim their profile at short notice may experience delays at peak times so they should register well ahead of their game time.

## PlayHQ | Training:

A host of new trainings are also available on the [SANFL Website](#) to assist with game day procedures including:

- [Team Manager User Guide](#)
- [PlayHQ Live Scoring Tutorial](#)
- [Team Manager Access Guide](#)

The Customer service team is also available for extended hours over the weekend:

- Friday 1st April - 9am - 8pm (AEST)
- Saturday 2nd April - 9:00am-5:00pm (AEST)
- Sunday 3rd April - 9:00am-5:00pm (AEST)

Kind Regards,

SANFL Community Football