BasketballConnect

BASKETBALL QUEENSLAND

BASKETBALL QUEENSLAND
BASKETBALL CONNECT

FAQ GUIDE

The new competitions platform designed for the Queensland basketball community.

BASKETBALL QUEENSLAND
BASKETBALL CONNECT

WHAT IS BASKETBALL CONNECT?

Basketball Connect is an intuitive and intelligent platform designed for the Queensland basketball community. Basketball Connect provides a comprehensive technology solution that has been designed to make administering, managing, participating, and spectating Basketball easier.

The Basketball Connect solution is extremely comprehensive and covers all technical aspects of running and administering Basketball competitions. From a sophisticated yet easy-to-use registration platform to a match day app, the Basketball Connect solution will help deliver a world-class Basketball experience to the entire Basketball Queensland community.

WHAT ARE THE BENEFITS OF BASKETBALL CONNECT?

The Basketball Connect match day app offers significant benefits including:

- Easy to find matches with google locations
- Automated notifications when matches are postponed, cancelled, moved or forfeited
- Ability to communicate with your entire Basketball community via notifications, email or the news feature
- In-app chat function which can be used by administrators, coaches, and team managers removing the need for Whatsapp and TeamApp
- Electronic match day player sign-on
- Ability for coaches and team managers to organise training, team events and other activities in app
- Ability for players to respond with their availability for matches and training
- Integrated eCommerce function
- Detail match and player statistics
- Real-time Draw and Ladder
- Real-time incident tracking

WHY ARE WE USING BASKETBALL CONNECT?

Basketball Queensland has partnered with World Sport Action (WSA) to provide their technology solution, Basketball Connect to the Queensland basketball community, to improve how basketball is managed, played, scored and spectated.

Basketball Connect is so comprehensive, it covers all aspects of running and administering basketball and removes the need to use different systems for different functions e.g. Teampay for payments, refbook for referee rosters, other apps for communication and team messages (WhatsApp, jeja etc). Everything can be managed in Basketball Connect.

With any significant change there will be an adjustment period as administrators, volunteers, coaches, officials and participants learn the system. During this time World Sport Action is also listening to feedback and will respond by making adjustments to ensure that Basketball Connect can realise its full potential as a platform for basketball.

CONTENTS

	Page
Why do I need to claim my profile?	4
I've paid the BQ Fee, Do I have to pay it again?	5
Can I use a Government Voucher?	5
How do I update my payment methods?	5
My payment had failed, how do I retry a payment?	9
How do I hide/unhide details from the public statistics?	11
How do I follow a team?	13
Can I invite players to a team?	15

WHY DO I NEED TO CLAIM MY PROFILE?

Your data from Game Day has been imported to Basketball Connect, including details of your Basketball QLD registration fees. Using the same details to register on Basketball Connect will find your details so you can "claim your profile". This will ensure that Basketball QLD fees are charged correctly and ensure there are no duplicate records.

To claim your profile use the same details used in Game Day such as first name, surname, DOB, mobile and email. When you register in Basketball Connect, an SMS or email will be sent with a code to claim your profile. Refer to the Registration Guide for more information.

I DONT KNOW MY GAMEDAY DETAILS?

Log into Gameday and check your account details, copy, or type this address into your browser to log in: https://passport.mygameday.app//login/

Your Association will also be able to provide this.

I'VE ALREADY PAID THE BQ FEE, DO I HAVE TO PAY IT AGAIN?

The Basketball QLD registration fee expires every 365 days. Current BQ registration information has been uploaded into Basketball Connect from Gameday.

For memberships that expire DURING the season that you are registering to, users will need to pay the BQ fee again. The new BQ fee period of 365 days will activate on the date the old membership expires.

E.G. PLAYER BOB has a valid BQ registration that expires on 1/6/23 however the season that BOB is registering into ends on the 30/09/2023. BOB will need to pay the BQ fee again upfront when registering on Basketball Connect. The new 365 day membership will begin on 2/6/23 and end on 1/6/24

For memberships that expire AFTER the Season that you are registering to, the BQ fee will fee will not be due.

For new users on Basketball Connect or if you have not claimed your profile, you will need to pay the BQ Fee.

Participants will no longer need a reminder to pay their BQ fee during a competition as all memberships will be valid for the length of the season.

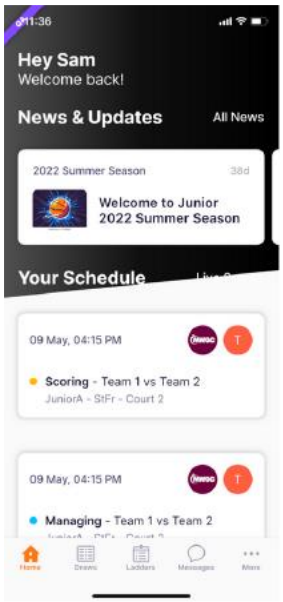
CAN I USE GOVERNMENT VOUCHERS?

Basketball QLD Associations accept QLD Government Vouchers and your Association will be able to guide you on the process.

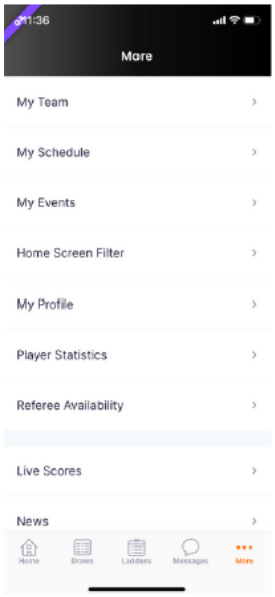
HOW DO I UPDATE MY PAYMENT METHODS?

Open the Mobile App

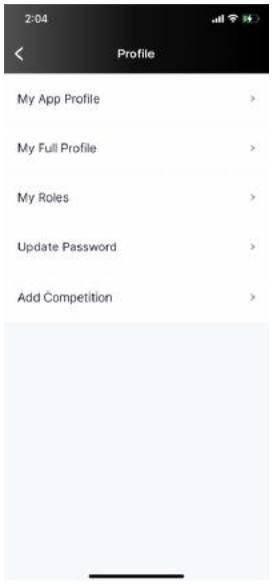
Step 1: Make sure you are logged into the app > Click'More' (Bottom Right).



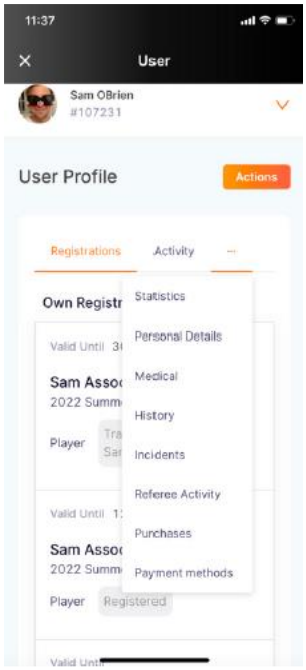
Step 2: Click ‘My Profile



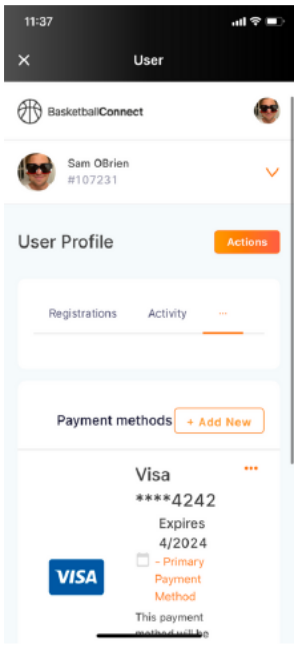
Step 3: Click ‘My Full Profile’



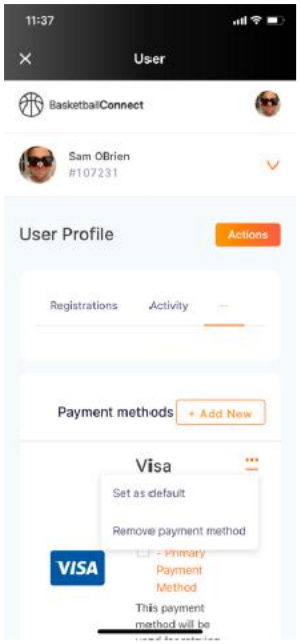
Step 4: Click the 3 Dots > Payment Methods



Step 5: Click '+ Add New'



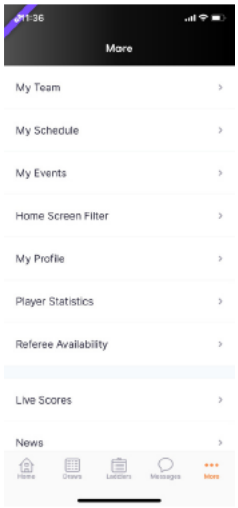
Step 6: Click the 3 Dots, remove old method and set new method as 'Default'


11:37
User
BasketballConnect
Sam OBrien
#107231
User Profile
Actions
Registrations
Activity
Payment methods
+ Add New
Visa
Set as default
Remove payment method
VISA
Primary
Payment
Method
This payment
method will be

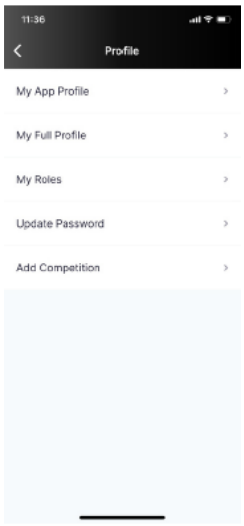
MY PAYMENT HAS FAILED, HOW DO I RETRY A PAYMENT?

Step 1: Make sure you are logged into the app > Click'More' (Bottom Right)

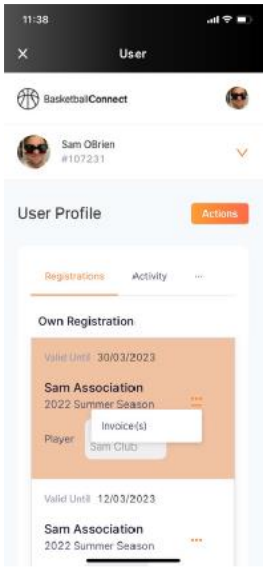
Step 2: Click 'My Profile'



Step 3: Click 'My Full Profile'



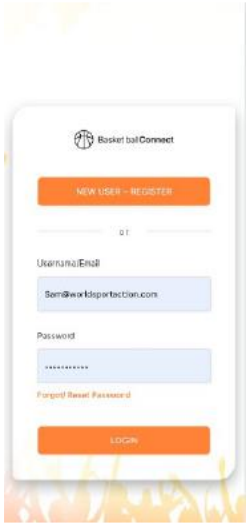
Step 4: You will see your current registrations. Hover over the 3 dots, underneath 'Invoice' if your payment has failed you will see 'Retry Payment' - click to retry.


11:38
User
BasketballConnect
Sam OBrien
#107231
User Profile
Actions
Registrations
Activity
Own Registration
Valid Until 30/03/2023
Sam Association
2022 Summer Season
Player
Invoice(s)
Sam Club
Valid Until 12/03/2023
Sam Association
2022 Summer Season

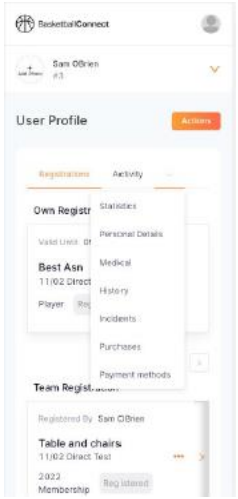
HOW TO HIDE/UNHIDE DETAILS FROM PUBLIC STATISTICS

Click this URL -https://basketball-registration.worldsportaction.com/login

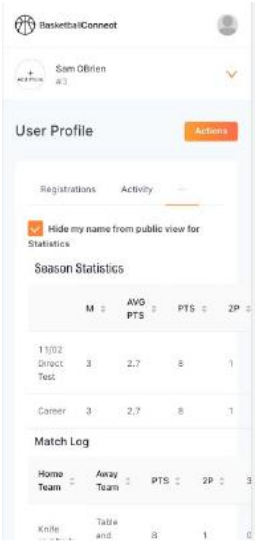
Step 1: Log in



Step 2: Hover over the 3 dots and select 'Statistics'



Step 3: Tick/Untick 'Hide my name from public view for Statistics'

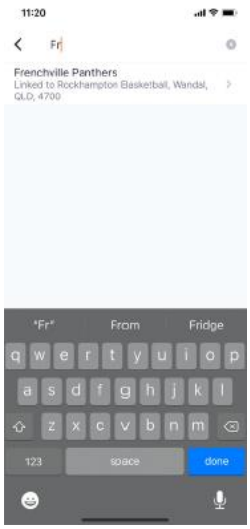

BasketballConnect
Sam OBrien
#3
User Profile
Actions
Registrations
Activity
Hide my name from public view for Statistics
Season Statistics
M
AVG PTS
PTS
2P
11/02 Direct Test
3
2.7
8
1
Career
3
2.7
8
1
Match Log
Home Team
Away Team
PTS
2P
Knife
Table and
8
1

HOW DO I FOLLOW A TEAM?

Step 1: Download the Basketball Connect App (Apple or Google Play)

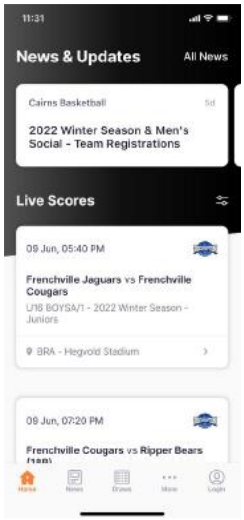
Step 2: Click 'Add Team'

Step 3: Type into the search field to find and select the organisation/club your team belongs to.

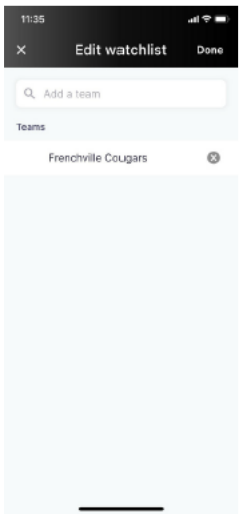


Step 4: Search your team name and select the team/s you wish to follow, add to watchlist and click 'Done'

Step 5: To edit your watch list (add or remove teams), click the edit symbol.



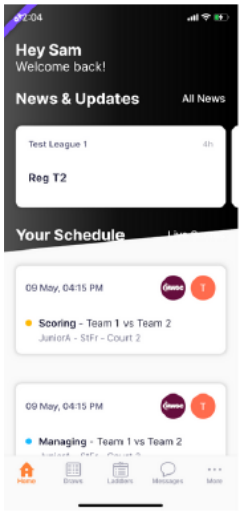
Step 6: Click the 'X' and 'Done' to remove teams or click 'Add a Team' to add. (To add teams follow the above steps on how to search a team).



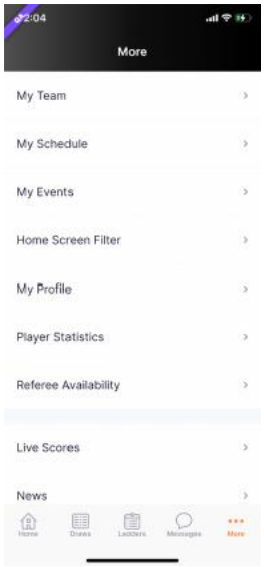
CAN A TEAM CAPTAIN/REGISTRAR INVITE PLAYERS TO THEIR TEAM?

Step 1: Download the Basketball Connect App (Apple or Google Play)

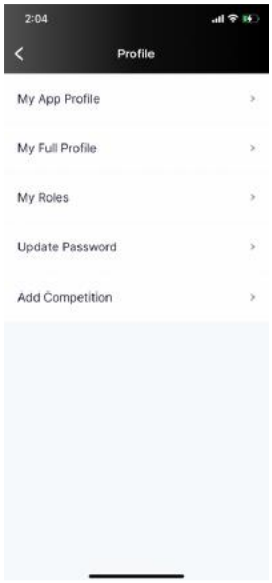
Step 2: Make sure you are logged into the app > Click 'More' (Bottom Right)



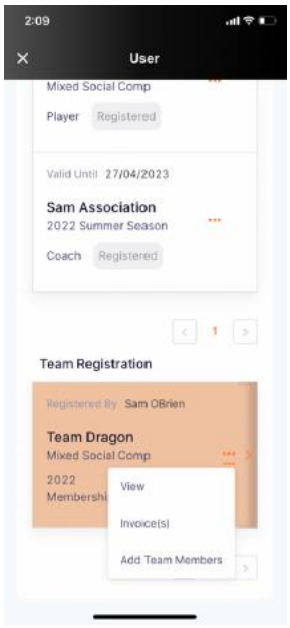
Step 3: Click 'My Profile'



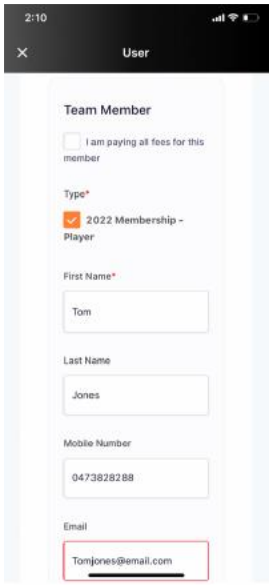
Step 4: Click 'My Full Profile'



Step 5: Scroll Down to your Team Registration, click the 3 dots and select “Add Team Member”



Step 6: If you would like to pay fees for this user, click relevant fee, complete the required fields and ‘Save’



Step 7: The player entered will receive an email invitation to complete their registration.