



HOW TO LOGIN AND/OR CLAIM A RECORD

1. Claiming your profile on Basketball Connect

- To claim your profile each member will need to use the EXACT data that was used on Game Day such as first name, surname, DOB, mobile and email
- *THIS MAY NOT APPLY FOR SOME MEMBERS AS THEIR DATA MAY NOT HAVE BEEN IMPORTED*
- An SMS or email will be sent with a code to claim your profile

If your details do not match, please contact your Association to collect the exact details

2. Memberships that expire DURING the competition dates

- For memberships that expire DURING the competition season, users will need to pay the BQ fee again. The new BQ membership period of 365 days will activate on the date of the old membership expiring
- For example, PLAYER A has a valid BQ registration that expires on 1/6/22. PLAYER A will need to pay the BQ fee again upfront when registering on Basketball Connect.
The new 365 day membership will begin on 1/6/22 and end on 1/6/23

3. Memberships that expire AFTER the competition dates

- For those memberships that expire AFTER the competition season, the BQ membership will either drop off for those members who have claimed their profile OR for those new users that have not claimed their profile they will need to pay the BQ fee again
- Memberships will be automatically extended; however, all users are entitled to a refund of the BQ fee should they wish to not extend their membership period for a further 12 months
- This only applies for those players who have their BQ membership expiring AFTER the competition

4. To apply for a refund of the BQ fee, all users must

- Register and pay on Basketball Connect
- Complete the following Refund Request –
<https://form.jotform.com/220227569631860>
- BQ will review all requests to determine a refund (only users that have a membership expiring outside of the competition dates will be entitled to a refund)

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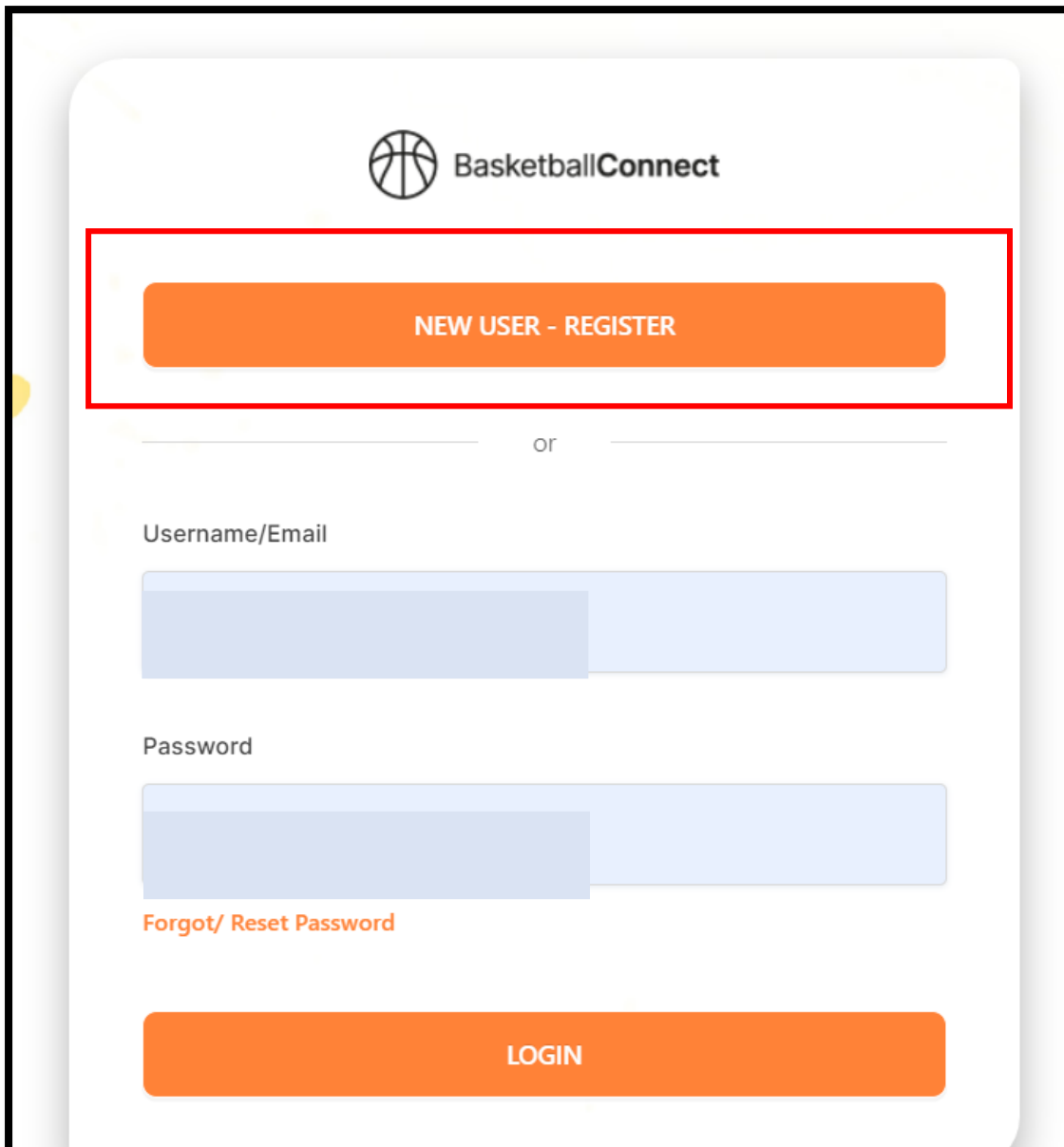
5. What this means

Users will no longer need a reminder to pay their BQ fee during a competition as all memberships will be valid

HOW TO REGISTER ON BASKETBALL CONNECT

1. Click on the registration link - [Click Here](#)

- Select NEW USER – REGISTER



BasketballConnect

NEW USER - REGISTER

or

Username/Email

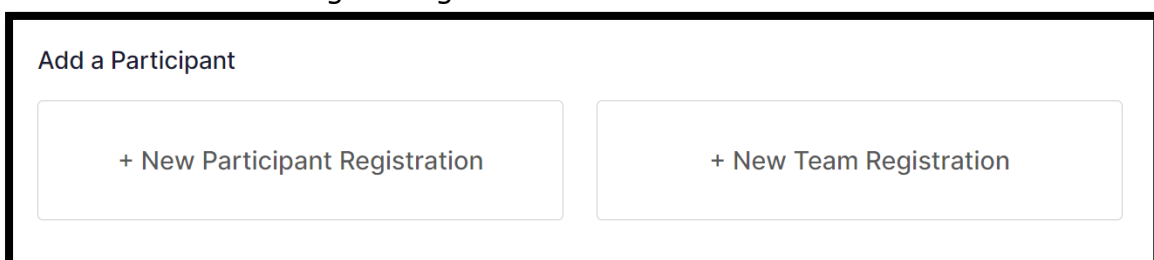
Password

[Forgot/ Reset Password](#)

LOGIN

2. Select from either New Participant Registration or New Team Registration

- New participant registration
-Select when registering as an individual
- New team registration
-Select when registering a team



Add a Participant

+ New Participant Registration

+ New Team Registration

IF YOU HAVE SELECTED NEW PARTICIPANT REGISTRATION

3.Select from the three options

- Registering myself
- Registering a family member
- Registering on behalf of someone

Who are you registering?*

Registering myself Registering a family member Registering on behalf of someone

ADD IN THE DETAILS OF WHO YOU ARE REGISTERING BY **COMPLETE THE**

ITEMS BELOW:

- 1.Gender
 - Select male, female, non-binary/gender fluid or differently identify
- 2.Participat first name
 - Enter the first name of who is being registered
- 3.Alternative or middle name
 - Enter any alternative or middle name if applicable
- 4.Participant last name
 - Enter the last name of who is being registered
- 5.Date of birth
 - Enter the date of birth of who is being registered
- 6.Contact mobile
 - Enter the contact mobile number of who is being registered
 - If registering a child, you can enter the parents' contact mobile
- 7.Contact email
 - Enter the contact email of who is being registered
 - If registering a child, you can select; do not to give the child their own login (see below for more information)
- 8.Photo
 - Add a photo of who is being registered
- 9.Address search
 - Enter the address of who is being registered

Participant Details

Gender*

Male
 Female
 Non-Binary/Gender Fluid
 Differently Identify

Participant First Name* Alternative or Middle Name

Participant Last Name* Date of Birth*

Contact Mobile* Contact Email*

Photo

Find Address

Address Search*

[Enter Address Manually](#)

IF REGISTERING A CHILD

- There is an option to "Do not give Child their own login" if registering a child
- Whoever registers the child can link their own email to this member

Do not give Child their own login

IF REGISTERING A CHILD, YOU WILL NEED TO ADD IN THE PARENT/GUARIDAN INFORMATION BY **COMPLETE THE ITEMS BELOW:**

- 1.Parents first name
 - Enter the first name of the parent/guardian
- 2.Alternative or middle name
 - Enter any alternative or middle name if applicable
- 3.Participant last name
 - Enter the last name of the parent/guardian
- 4.Date of birth
 - Enter the date of birth of the parent/guardian
- 5.Contact mobile
 - Enter the contact mobile number of the parent/guardian
- 6.Contact email
 - Enter the contact email of the parent/guardian

7.Address search

- Enter the address of who is being registered
- Or tick, use the same address as the participant

8.Next

- Once all details are added you can select next

The screenshot shows a registration form titled "Parent/Guardian Details". It includes a section for "New Parent/Guardian" with fields for First Name, Middle Name, Last Name, Mobile, and Email. There is a checkbox for "Use same Address as Participant". Below this is a "Find Address" section with an "Address Search" field and a link to "Enter Address Manually". At the bottom left, there is a link "+ Add New Parent/Guardian" and at the bottom right, a "NEXT" button.

IF YOU HAVE ENTERED YOUR EXACT DETAILS FROM GAME DAY YOU MAY BE ABLE TO CLAIM YOUR PROFILE ON BASKETBALL CONNECT (DEPENDING ON IF YOUR DATA HAS BEEN IMPORTED)

- After clicking NEXT you will be prompted to enter an email or SMS to receive a code
- Enter the code into the registration to continue and claim your profile
- If your BQ fee expires AFTER the end date of competition this will drop off at time of payment on the last screen

The screenshot shows a confirmation dialog box with the following text: "We have found a matching user for Lauchlan Darr (for security reasons, we have masked some of the details): Lauchlan Darr - Email: ca***@no***.com, phone: xxxx xx xx /". Below this, it says "If this is the participant you are registering then please press OK." There is a "Please Note" section: "Please Note: If you have previously registered this user, and proceed without claiming, you may create a duplicate profile and be required to pay membership fees again. If you are unable to access these contact details, please contact your competition organiser or club admin." At the bottom, there are two radio buttons for "Email" and "SMS", and two buttons: "CANCEL" and "OK".

4. Select Membership Details

- Select Membership Type and then the age group/registration division you wish to register to
- Once you have selected your age group/registration division you will notice the full fee
- Please be aware that this price is indicative only and does not include any discounts, rebates or whether your membership fee will drop off at payment

DO NOT STOP ON THIS SCREEN, CONTINUE ON TO REGISTER

TEST ASSOCIATION
TEST ASSOCIATION - TEST COMP - DIRECT
Reg. Open 03/03/2022 - 15/06/2022
Reg. Close
Find Another Competition

Membership Details
Membership Product you are registering Individual to*

2022 BQ Membership - Player

Registration Divisions*

Please choose a Division

MIXED ✓
U21 MEN

Registration Divisions*

MIXED x

Single Game Fee	Total Seasonal Fees
\$0.00 incl.GST	\$171.61 incl.GST

Prices are indicative only and do not include any discounts, rebates or whether you have already paid your membership fee.

5. Additional information

- Note any additional information such as training, special notes, venues, and contact details that has been provided by your organisation. You may also need to answer any questions that your organisation has included
- Complete any/all details if applicable
- Select Add Competition and Membership

Competition Specifics

Training
No information provided

Special Notes
No information provided

Competition Venue
Townsville StarFM Stadium

Contact Details
No information provided

+ Add Another Competition

ADD COMPETITION AND MEMBERSHIP

6. Additional information

- Complete any Additional Information such as medical history or any other questions that has been included by the organisation
- Once all details are added you can select Add Competition and Membership

Additional Personal Information

Do you identify as being of Aboriginal or Torres Strait Islander origin?*

Not Applicable Aboriginal Torres Strait Islander

Please list any injury which is current or recurring or requires surgery?*

Any Injury

Do you have an intellectual disability or a physical impairment?*

Yes No

How many years have you played Basketball?

[ADD COMPETITION AND MEMBERSHIP](#)

7. Payment screen

- Select the following payment options (not all options will be available, it depends on your organisations option)
- Full Amount Upfront
-All payments must be made at time of registration

Participants

[+ Add Another Participant](#)

TT Test Test
Female, 02/02/1981
Edit Remove

Competition
Winter Junior Club 2022
Marsden Basketball Club (Logan)

Registration(s)
Player - Playing Up

What would you like to pay for?

Full Competition - Upfront

Full Competition - Instalment

[+ Add Discount Code](#)

Your order

Test Test - Winter Junior Club 2022

Player - Playing Up **\$171.61**

Full Competition - Upfront

Total Payment Due **\$171.61**

Terms & Conditions

[Terms and Conditions for Basketball Queensland](#)

[Terms and Conditions for Logan Basketball](#)

[Terms and Conditions for Marsden Basketball Club \(Logan\)](#)

I have read and agree to all of the above Terms and Conditions*

[CONTINUE](#)

Your Details

8.Discounts

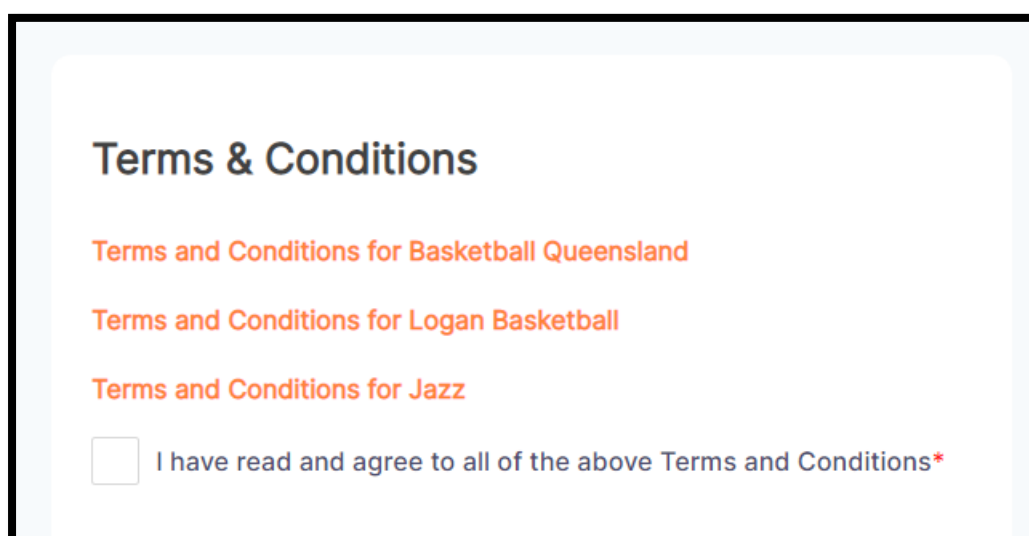
- Add any discount codes or Government Vouchers
- This will be up to each individual organisation if they have included any discount codes for you to apply – Junior Discounts only – Fair Play Vouchers accepted

+ Add Discount Code

+ Add Government Voucher

9.Terms and conditions

- Accept the terms and conditions after reading



Terms & Conditions

Terms and Conditions for Basketball Queensland

Terms and Conditions for Logan Basketball

Terms and Conditions for Jazz

I have read and agree to all of the above Terms and Conditions*

10.Payment methods

- Select payment method and submit registration
 - Direct debit
 - Credit card

You will notice on the payment screen if your BQ Membership has dropped off. This will only be for those users who have claimed their profile and have a BQ End Date that expires after the competition dates
You should then receive an email confirming your registration

If you have any questions, please contact your Association

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