



NETBALL - PENDING PLAYERS

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Pending

FIRST NAME

LAST NAME

ROLE

GENDER

D.O.B.

CLUB

NEW

STATUS

Yes

Pending

View

Yes

Pending

View

Yes

Pending

View

Yes

Pending

View

Yes

Pending

View

Yes

Pending

View

Why are my players showing as “Pending” in my Participants list?

This is because the players registration info is completely NEW in PlayHQ and may be different from what the player had previously registered with in Play HQ in 2022 or prior.

Note: a player who is Pending will NOT be able to be allocated to a team or selected on a team sheet, making them ineligible to participate until their registration is resolved.

What to do next:

Clubs need to check the following with the player and inform the league of the answers before the league can act on a resolution:

- 1) Has the player ever played Netball before, at any age or level?
- 2) **No** – Inform league and the player will be approved. (note: that if this information is incorrect, you risk the player being ineligible and further sanctions can apply. Please be completely sure of this answer before submitting it to the league.

Yes – investigate why they have created themselves as a NEW player in PlayHQ. Inform the league of your findings.

IF Yes, items to look for are:

3) Has the player been Transferred to your club this season?

No – A Transfer needs to be lodged ASAP. The player will be ineligible until their Transfer is fully complete.

Yes – Move onto the next question.

4) Has the player altered any of their details from their previous PlayHQ registration, eg, Name, DOB, Email address, Phone number OR Gender?

No – Inform the league of the answers to all of the above questions. The league will have to engage further support on this issue.

Yes – Provide the league with the information of what detail in the players registration is different, including Proof of DOB if that is what was different. Proof of the players actual DOB is required to be sighted by a league employee.

If the player Registered as “Matt” instead of “Matthew” etc, changed their Phone number or Gender this may be resolved by informing the league of the previous and new/or correct details.

If the player has changed their name from “Bob” to “Roberto” etc, Proof of the players actual name will also be required to be sighted by a league employee.

If the player has registered with an Email address that is different from the one aligned to their 2022 PlayHQ registration. Please provide the league with the information of what the previous email address was and what email address the player wants to use moving forward.

The league will then use this information to hopefully resolve the issue as soon as possible.

In certain circumstances the player or parent will be required to contact Netball Australia/PlayHQ support directly to help resolve any issue.

<https://support.netball.com.au/hc/en-au/requests/new>

and supply the participants:

- Full Name
- DOB
- Email address aligned to original account.
- Email address aligned with new account.