

EMAIL TEMPLATE RESOURCE THAT CLUBS CAN USE TO COMMUNICATE REGISTRATION INFORMATION TO MEMBERS. CLUBS CAN REMOVE ANY INFORMATION THAT IS NOT RELEVANT TO THEIR CLUB

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Dear Members,

[insert Club specific messaging here]

In 2022, the AFL is moving to a new registration platform known as PlayHQ. This means this season the registration process will be slightly different than previous years. As an existing/returning Club player, when you register this season (or when your parent/guardian completes your registration on your behalf) you will need to claim your old profile that existed in the old registration platform so that your previous playing history and statistics are linked to your brand new PlayHQ player profile.

The 2022 Club Registration form can be accessed by clicking on the following link [insert Club registration form link here].

As an existing/returning Club player, there are two ways to register for the 2022 season using the above link:

1. Register using the same email address that you used to register in 2021 (or if you didn't register in 2021 the email you used to register in the most recent season you played). This will allow you to claim your old profile when prompted to and then progress through the rest of the registration form
2. Register using a different email address to what you used to register in 2021 (or if you didn't register in 2021 a different email to the one you used to register in the most recent season you played). This will require you to have access to your old email account as a verification code will be sent to this account that you will need to enter into the claim profile section of the registration form to proceed. If you do not have access to your old email account, on the registration form you will be prompted to click on a link that will allow you to contact the AFL National Customer Support team who will be able to assist with verifying and claiming your old profile

A short video that explains how to register for the 2022 season as an existing/returning player is [here](#). The video is geared towards parents registering on behalf of their child however a player looking to register themselves can follow the same steps. There is also a high level one page instructional document [here](#) that explains how to register.

A new feature of the PlayHQ platform is that a Parent or Guardian can create their own PlayHQ account and can then register one or more children/dependants under the one account, allowing them to manage all of their children's profiles going forward in one place. How to create an account as a parent is covered off in the above existing player short video and there is also a one page instructional document [here](#). Once a Parent has registered their first child, they will be given the option at the end of the form to click a button that will allow them to register another child to the Club under their account.

If you have any family or friends that are brand new to the sport and are looking to join the Club in 2022, they can register using the above registration link as well (there is a short video [here](#) that takes a person through how to register as a brand new participant as well as a one page instructional document [here](#)).

If you are having any difficulties completing the registration process (eg. you are not given the option to claim your old player profile/your child's old player profile), you can contact the AFL's National Customer Support Team directly who are trained up to use the PlayHQ system and are ready to provide support to Players/Parents. The support centre is open Monday to Friday from 9am to 5pm and can be contacted via the following details:

1. Email – clubhelp@afl.com.au
2. Phone – 1800 PLAYAFL (1800 7529 235)

Resolving registration issues can only be completed by the National Customer Support Team as it requires a certain level of system access which we as Club Administrators do not have.

Please note that if you are looking to transfer to a new Club in 2022, the transfer period does not open until February 1 so you will need to wait until after that date to transfer to your new Club and complete your 2022 registration process.

[insert Club specific messaging here]