



BasketballConnect

YOUR SPORT, YOUR WAY.

**AN INTUITIVE AND INTELLIGENT
PLATFORM DESIGNED FOR THE SOUTH
AUSTRALIAN BASKETBALL COMMUNITY.**

FREQUENTLY ASKED QUESTIONS - FAQs





BasketballConnect

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WHAT IS BASKETBALL CONNECT?

Basketball Connect is an intuitive and intelligent technology solution that makes participating in our sport more enjoyable for everyone. It is designed to make administering, managing, participating and spectating easier and will deliver a world class basketball experience to the entire basketball community throughout South Australia.

WHY ARE WE USING BASKETBALL CONNECT?

Basketball SA has partnered with World Sport Action (WSA) to provide their technology solution, Basketball Connect to the South Australian basketball community to improve the way 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!

Basketball Connect will:

- provide one source of truth for basketball in South Australia through sophisticated Customer Relationship Management (CRM)
- unite our sport through central management to provide a true picture of the profile of basketball in South Australia
- increase the visibility of basketball needs to government and key stakeholders to assist with funding, infrastructure, upgrades to facilities and new stadiums.



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WHY DO I NEED TO CLAIM MY PROFILE? WHAT DOES THIS MEAN?

Your data from Game Day has been imported to Basketball Connect, including details of your Basketball SA membership/affiliation 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 SA 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/>



GAMEDAY
powered by  stacksports

Login to Passport

Email Address *

email@address.com

Password *

[Forgot?](#)

Password

Login

Don't have an existing Passport account? Please register below.

Register

[Privacy Policy](#)

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

The Basketball SA affiliation fee or membership, expires every 365 days. Current BSA registration information has been uploaded into Basketball Connect from Gameday.

For memberships that expire **DURING** the 2023 Championship season, users will need to pay the BSA fee again. The new BSA fee period of 365 days will activate on the date the old membership expires.

E.G. PLAYER BOB has a valid BSA registration that expires on 1/6/23. BOB will need to pay the BSA 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 2023 Championship season, the BSA fee will initially show when registering in Basketball Connect, but this will drop off when you claim your profile.

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

BSA memberships will be automatically extended every 365 days with payments deducted from the payment method entered into Basketball Connect.

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



CAN I USE GOVERNMENT VOUCHERS?

Basketball SA does not offer discounts or accept Government Vouchers for the BSA membership fee that expires every 365 days. You can use the Government Vouchers to help cover your Club Fees and you can contact your Club Administration for more information.

WHAT ARE THE WEEKLY GAME FEES? ARE THERE ANY DISCOUNTS?

Previously the weekly game fees were collected via the Teampay app. This method of payment is no longer required as the weekly game fee will automatically deduct from the credit/debit card entered into Basketball Connect when a player is registered.

When using Teampay, a transaction fee of 26 cents + a 2.5% Stripe credit card processing fee per player was passed onto members and there was a sliding scale of discounts available to families with multiple registered players.

There will no longer be discounts offered on weekly game fees and Basketball SA will absorb the Stripe transaction fees.

Weekly game fees for District League 2023 are listed below:

- SDL \$10.00
- YDL \$12.00
- JDL U10 \$10.50
- JDL U12+ \$12.50

Weekly game fees are attributed to referee education and payment, court hire, stadium management and coach education.

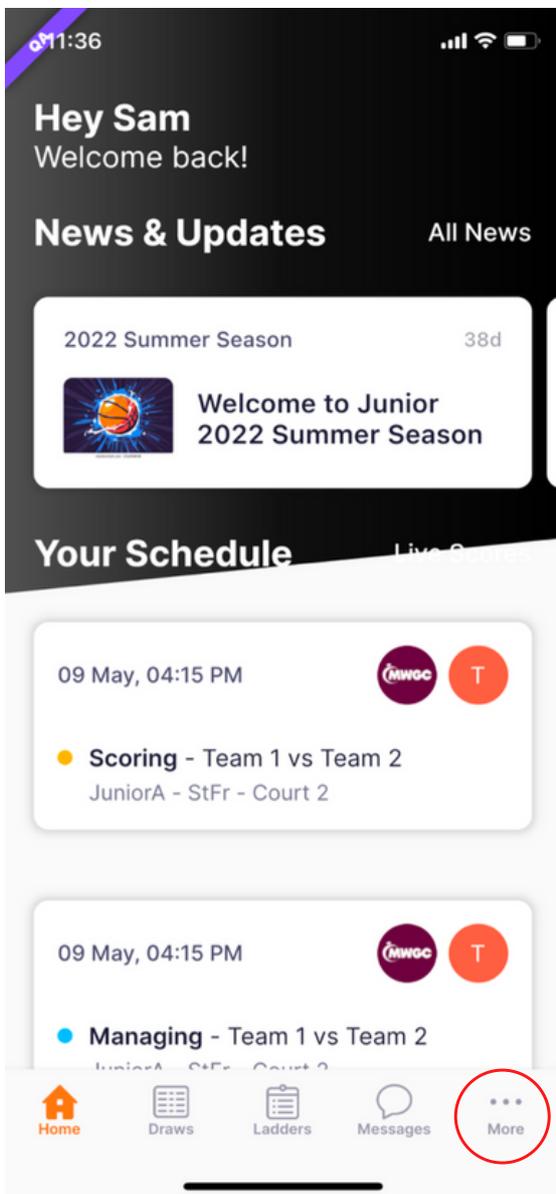


HOW DO I UPDATE MY PAYMENT METHODS?

Open the Mobile App

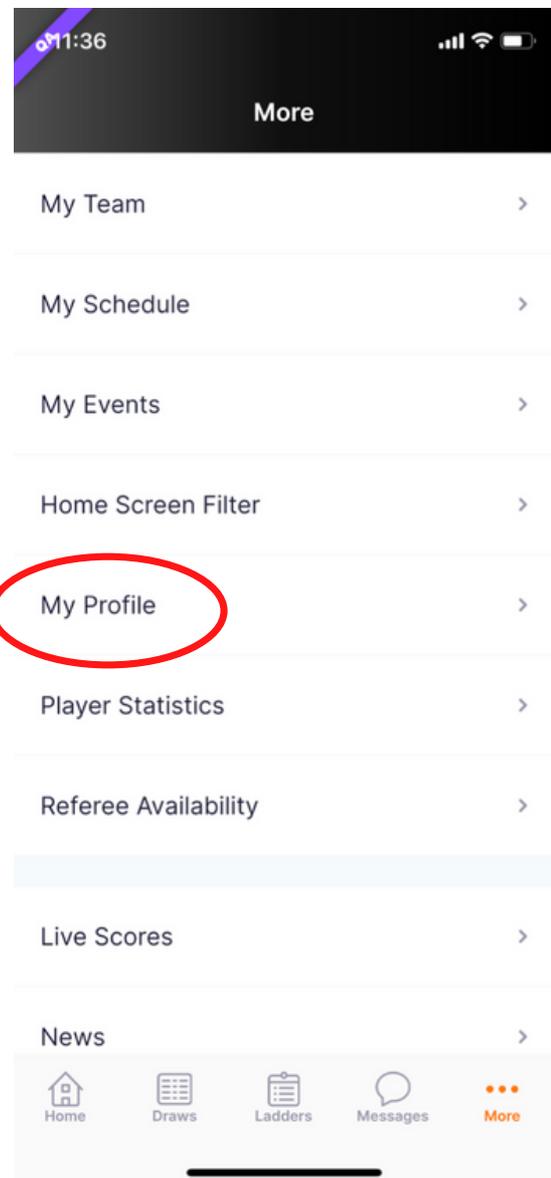
Step 1

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



Step 2

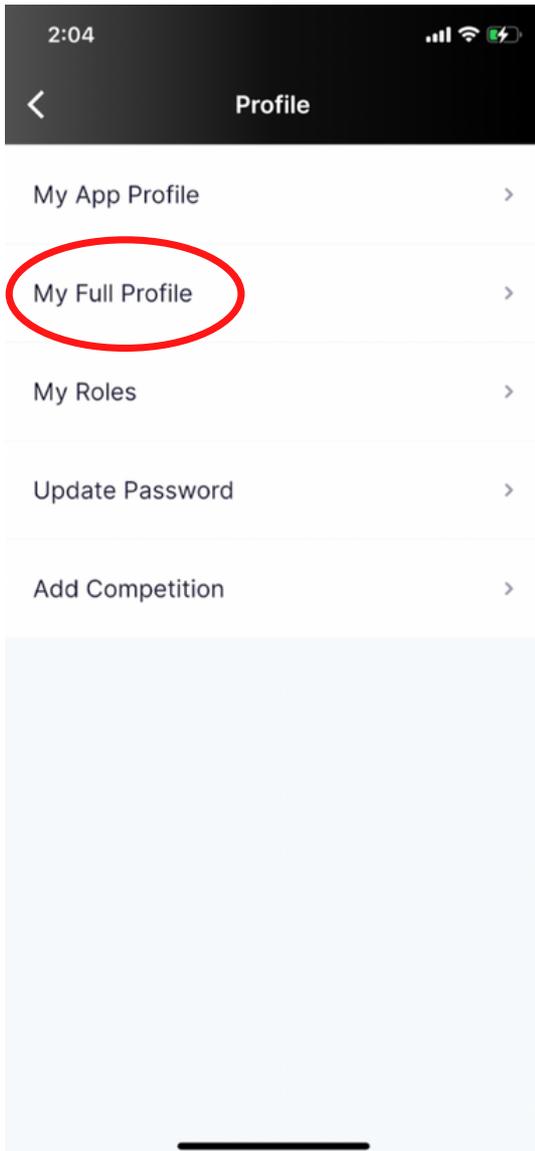
Click 'My Profile'





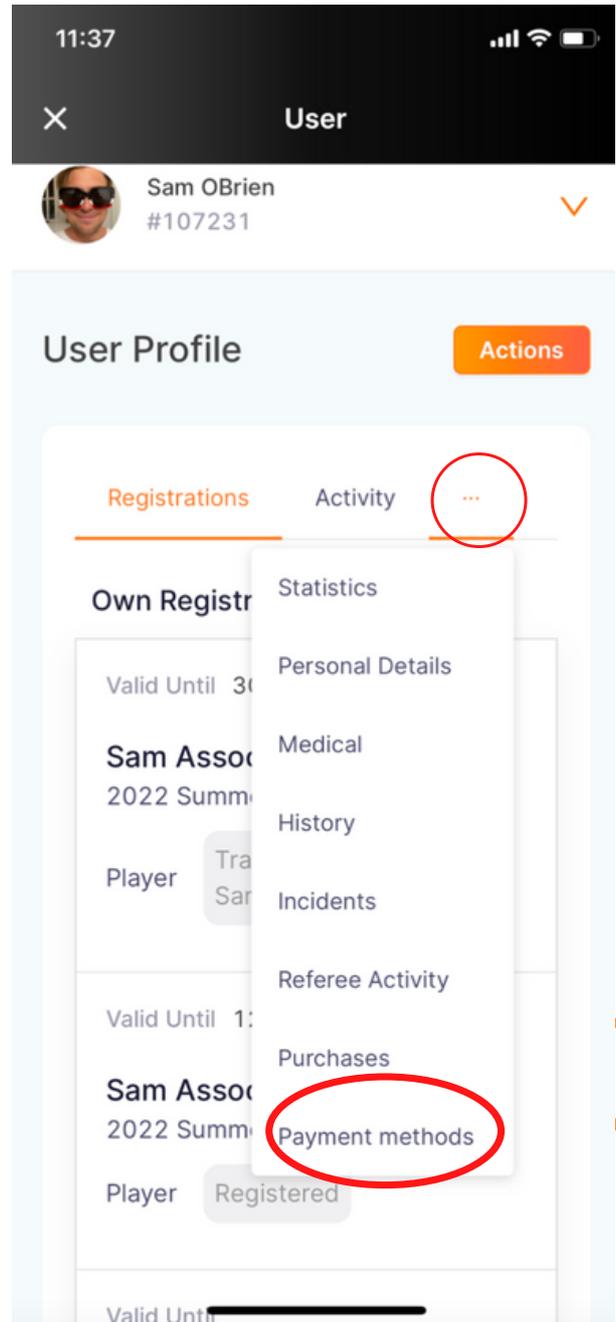
Step 3

Click 'My Full Profile'



Step 4

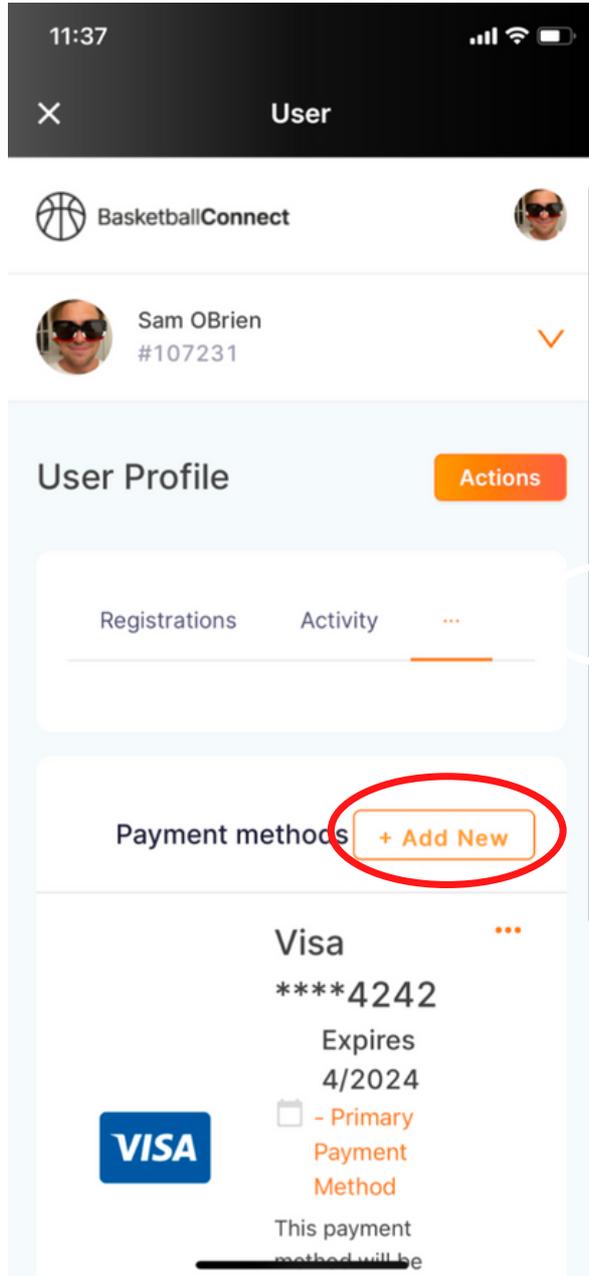
Click the 3 Dots > Payment Methods





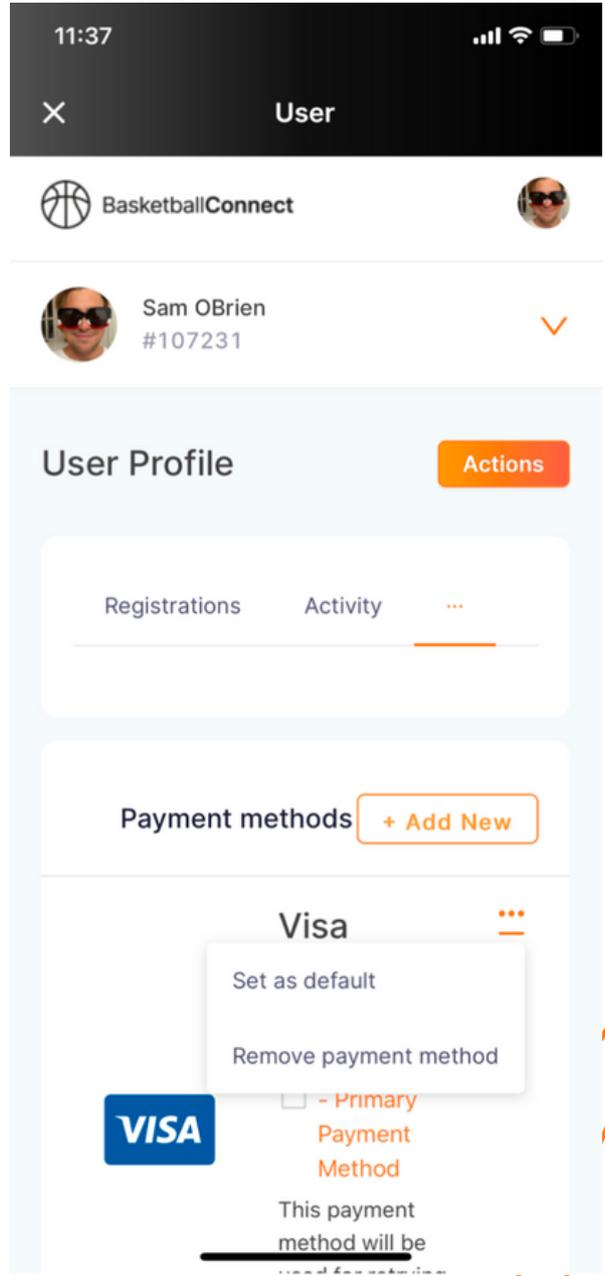
Step 5

Click '+ Add New'



Step 6

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



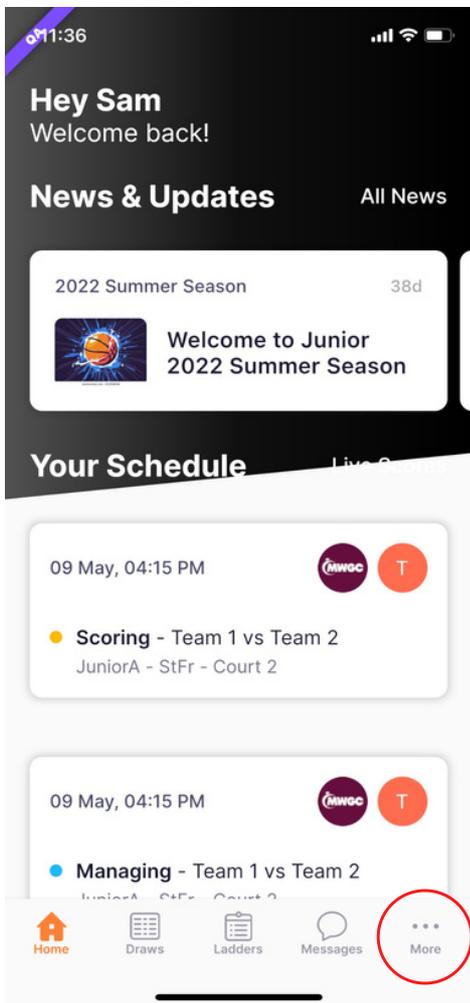
Note: the payment method entered by the parent or guardian who registers a child, is the payment method used for weekly game fees.



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

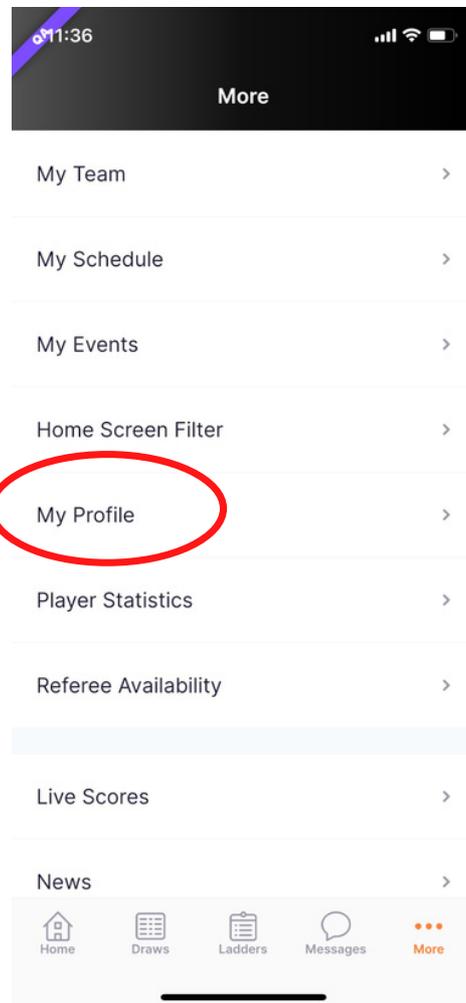
Step 1

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



Step 2

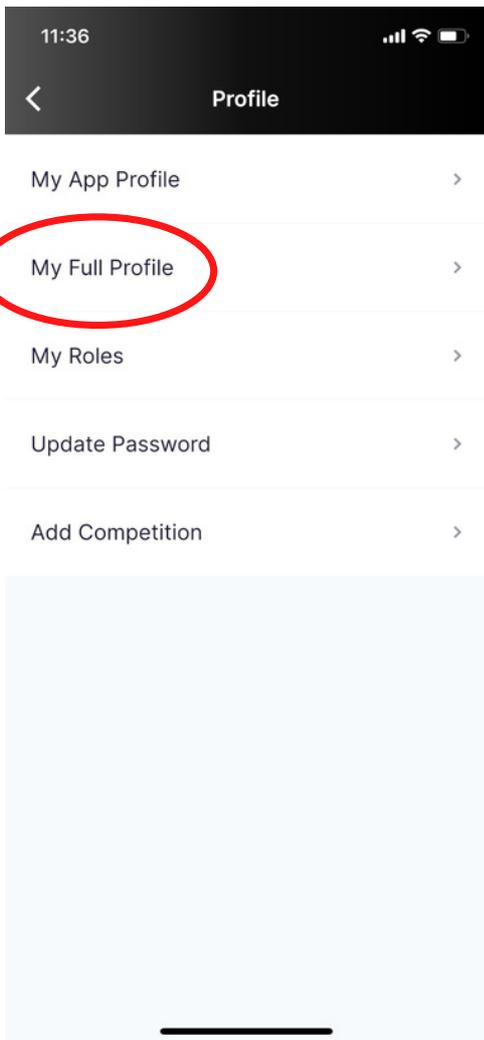
Click 'My Profile'





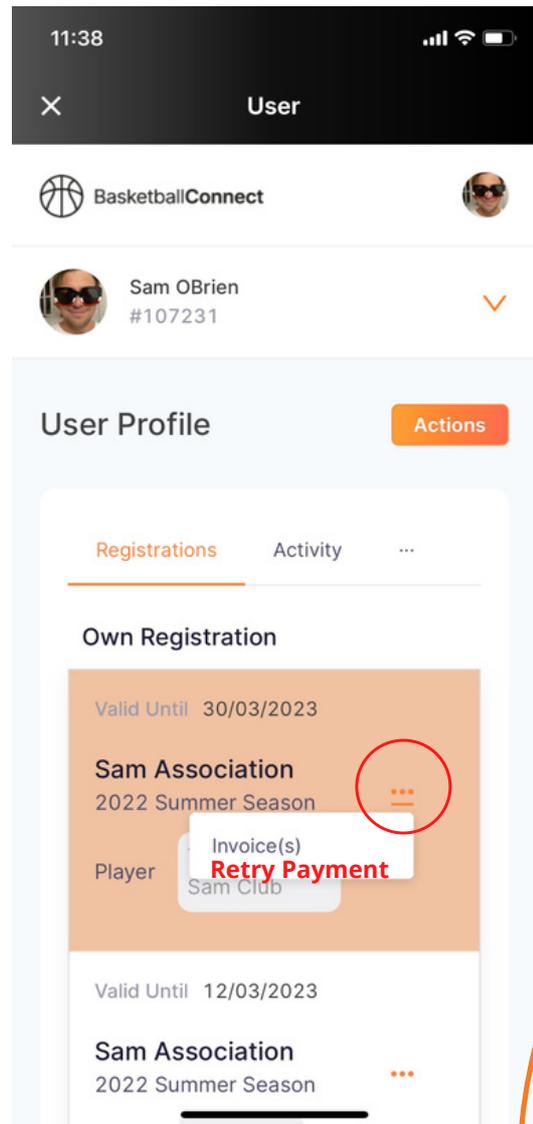
Step 3

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.





BasketballConnect

HOW TO HIDE/UNHIDE DETAILS FROM PUBLIC STATISTICS

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

Step 1

Log in

The screenshot shows the login page of the BasketballConnect app. At the top, there is the BasketballConnect logo and a 'NEW USER - REGISTER' button. Below this, there is a section for logging in with fields for 'Username/Email' (containing 'Sam@worldsportaction.com') and 'Password' (masked with dots). A 'Forgot/ Reset Password' link is located below the password field. At the bottom, there is a 'LOGIN' button.

Step 2

Hover over the 3 dots and select 'Statistics'

The screenshot shows the user profile page for 'Sam OBrien #3'. The page has a 'User Profile' header with an 'Actions' button. Below the header, there are tabs for 'Registrations', 'Activity', and a three-dot menu. The three-dot menu is open, and the 'Statistics' option is circled in red. Other options in the menu include 'Own Registrations', 'Personal Details', 'Medical', 'History', 'Incidents', 'Purchases', and 'Payment methods'. Below the menu, there is a 'Team Registration' section with a 'Registered By Sam OBrien' label and a 'Table and chairs' entry for '11/02 Direct Test' with a 'Registered' status.



Step 3

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

The screenshot shows the user profile for Sam O'Brien (#3). The 'User Profile' section includes tabs for 'Registrations' and 'Activity'. A checkbox labeled 'Hide my name from public view for Statistics' is checked and circled in red. Below this are sections for 'Season Statistics' and 'Match Log'.

	M	AVG PTS	PTS	2P
11/02 Direct Test	3	2.7	8	1
Career	3	2.7	8	1

Home Team	Away Team	PTS	2P	3P
Knife and Fork	Table and	8	1	0



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HOW DO I FOLLOW A TEAM?

Step 1 Download the Basketball Connect App

Apple

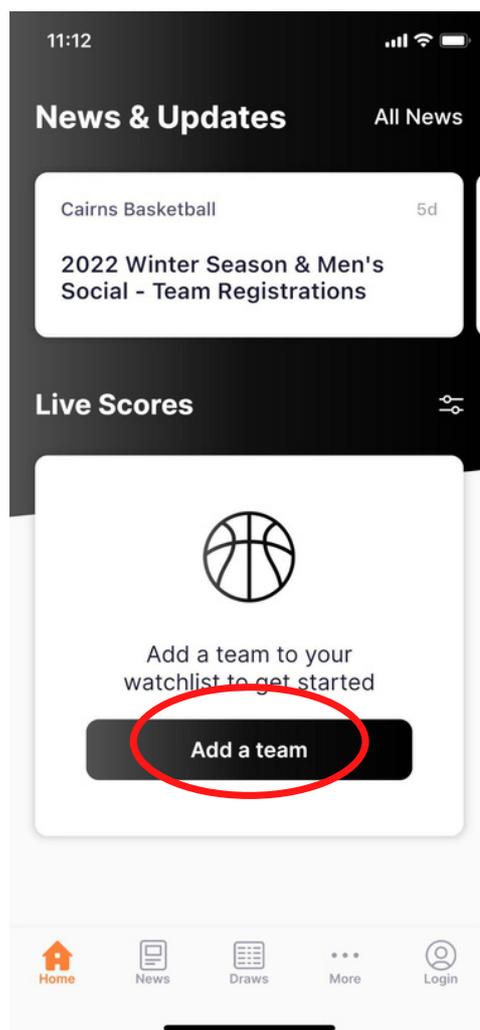
<https://apps.apple.com/au/app/basketballconnect/id1546570930>

Google Play

<https://play.google.com/store/apps/details?id=com.wsa.basketball&showAllReviews=true>

Step 2

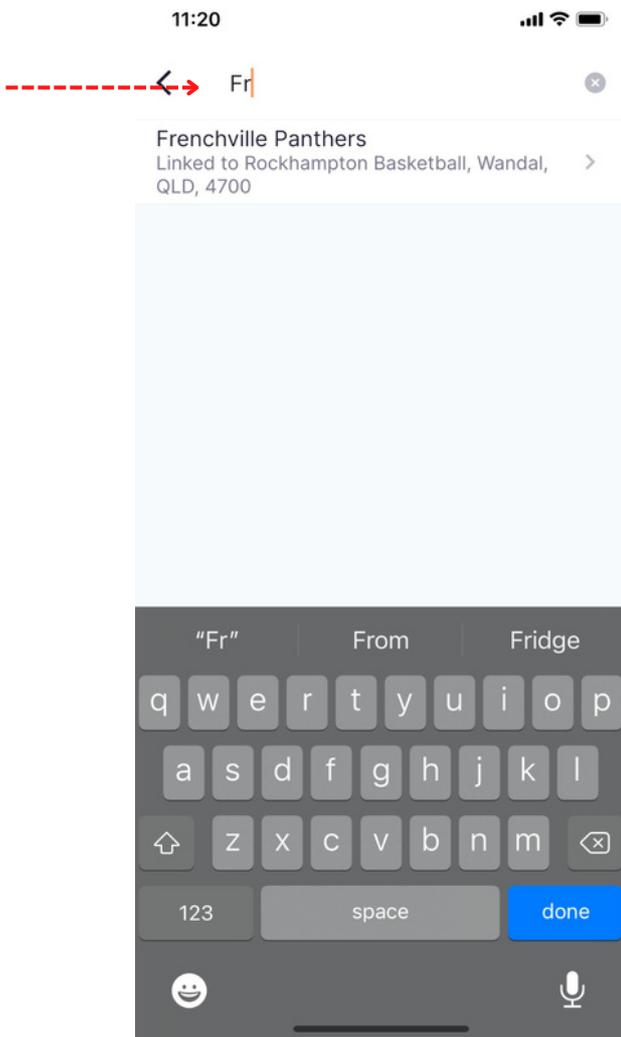
Click 'Add Team'





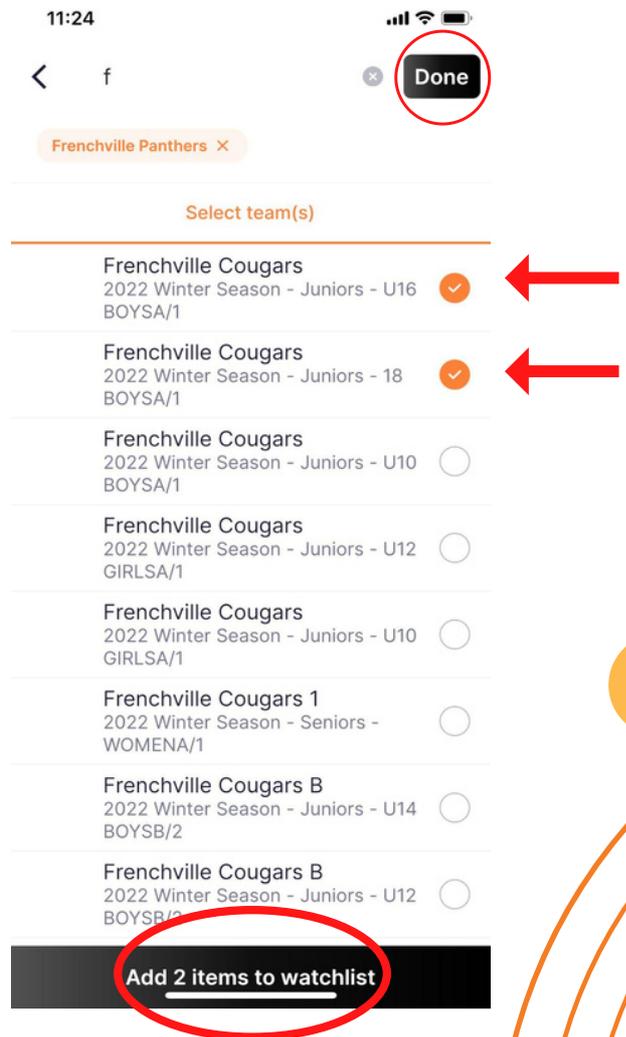
Step 3

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



Step 4

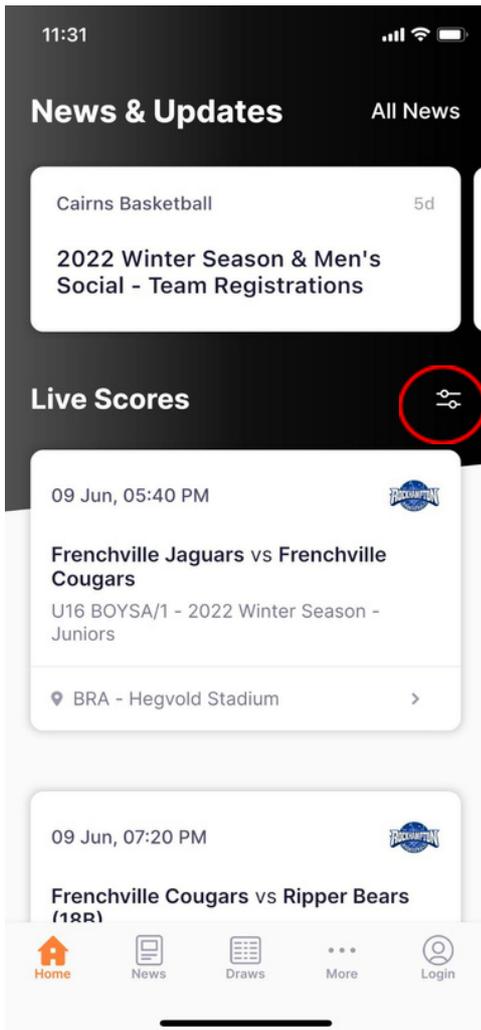
Search your team name and select the team/s you wish to follow, add to watchlist and click 'Done'





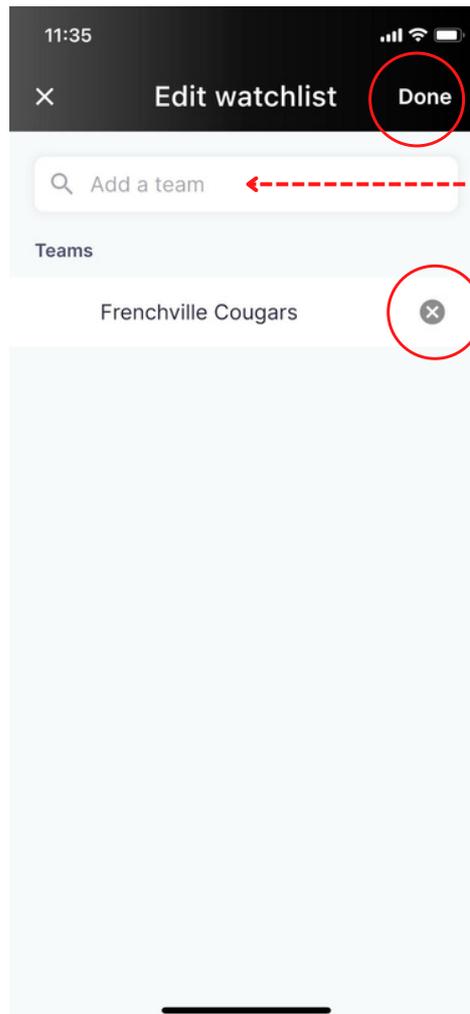
Step 5

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).





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CAN A TEAM CAPTAIN/REGISTRAR INVITE PLAYERS TO THEIR TEAM? (MSBL & Domestic Comps only)

Step 1 Download the Basketball Connect App

Apple

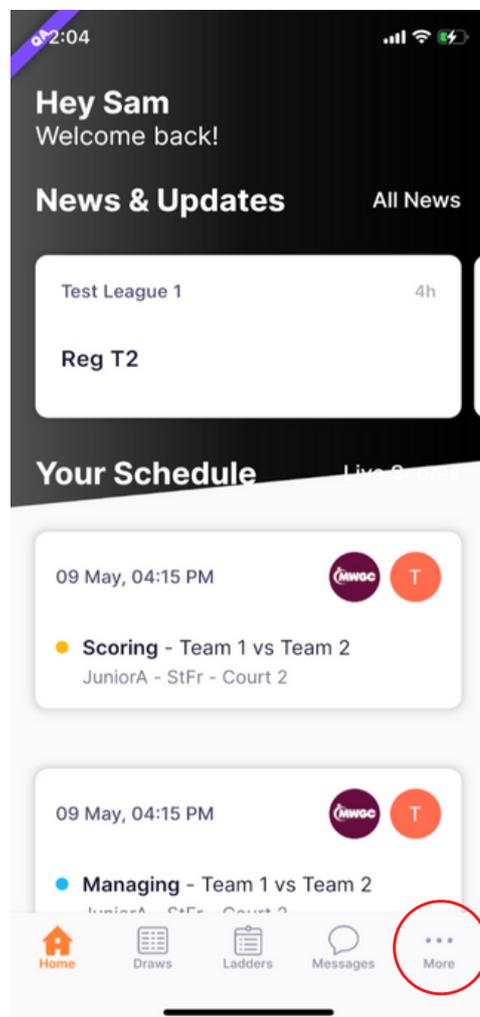
<https://apps.apple.com/au/app/basketballconnect/id1546570930>

Google Play

<https://play.google.com/store/apps/details?id=com.wsa.basketball&showAllReviews=true>

Step 2

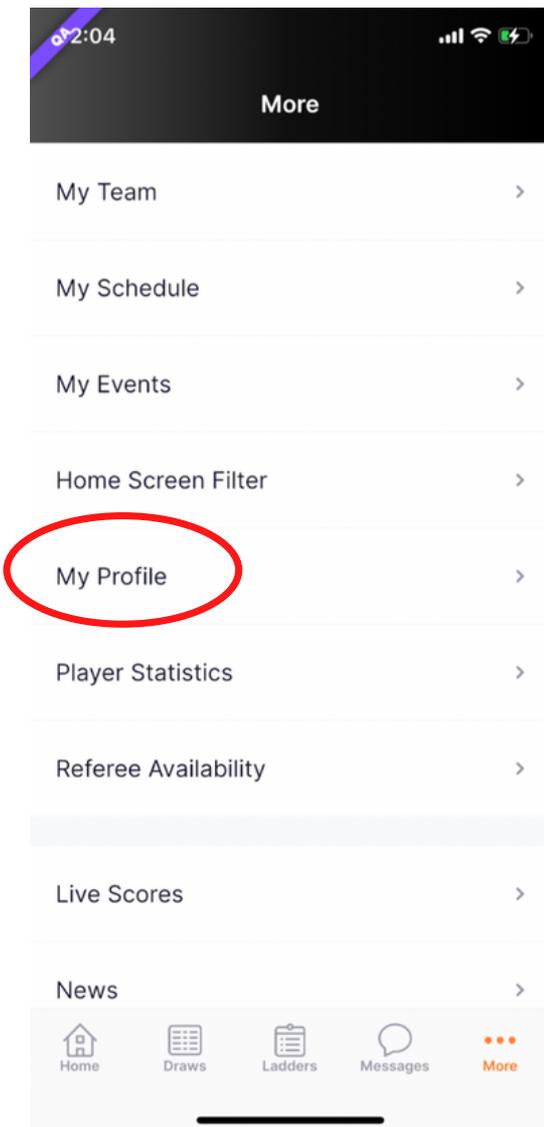
Make sure you are logged into the app > Click 'More' (Bottom Right)





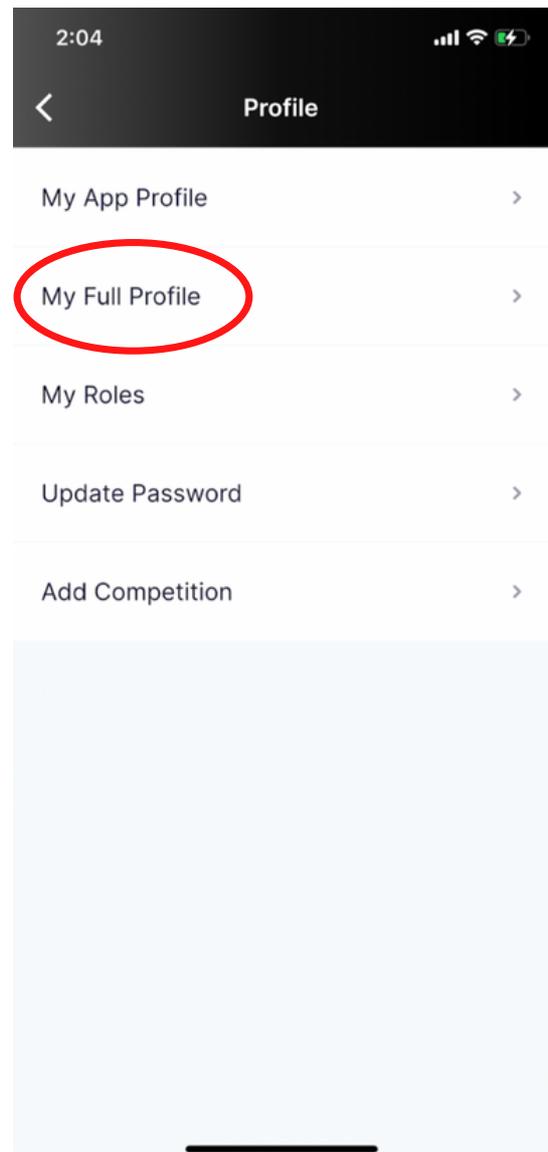
Step 3

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"

The screenshot shows a mobile app interface for a 'User' profile. At the top, it says 'Mixed Social Comp' and 'Player Registered'. Below that, it shows 'Valid Until 27/04/2023' and 'Sam Association 2022 Summer Season'. Underneath is 'Coach Registered'. At the bottom, there is a 'Team Registration' section for 'Team Dragon' (Mixed Social Comp) with a '2022 Membership' card. A red circle highlights the three-dot menu icon on the membership card, and another red circle highlights the 'Add Team Members' option in the dropdown menu that appears.

Step 6

If you would like to pay fees for this user, click relevant fee, complete the required fields and 'Save'

The screenshot shows the 'Team Member' form. It has a checkbox for 'I am paying all fees for this member' with a red arrow pointing to it. Below that is a 'Type*' dropdown menu with '2022 Membership - Player' selected, also indicated by a red arrow. The form includes input fields for 'First Name*' (Tom), 'Last Name' (Jones), 'Mobile Number' (0473828288), and 'Email' (Tomjones@email.com). The email field is circled in red.

Step 7

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