

HOW TO LOGIN AND/OR CLAIM A RECORD

1.Claiming your profile on Basketball Connect

-If a player has registered on Game Day, their data may have been imported 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)

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