

Rolling 12-Month Memberships Your membership is now valid for 12 months from your registration date, not the traditional September - August. If you register before the season starts, you'll receive a grace period until the season begins, ensuring full value and coverage for pre-season activities, but don't worry you can never expire in season.

Automatic Eligibility Verification PlayHQ automatically checks your membership covers the entire season when you register for competitions. If not, you'll be prompted to purchase an extension that adds time to your existing membership.

Built-in Compliance You cannot be added to teams, lineups, or competitions without the appropriate eligibility and membership. This prevents rule breaches and ensures all participants meet Basketball England requirements.

Registration Requirements by Role

How the Process Works

- 1. Automated Checks:** Most verifications happen instantly during registration using integrated databases
- 2. Pending Status:** Some checks (like DBS) may take a few days - you'll show as "pending" until approved
- 3. No Double-Checking:** Once approved, you won't need to repeat the same checks in future seasons
- 4. Digital Membership Card:** All your verification status appears on your digital membership card via the Basketball England app

Key Benefits

- **Streamlined Process:** No more manual document checking or back-and-forth emails
- **Always Valid:** Your membership automatically covers your participation period
- **Real-Time Verification:** Instant confirmation of eligibility status
- **Future-Proof:** Approved checks carry forward to subsequent seasons until they expire

Important Notes

- You cannot participate in any capacity without proper membership and eligibility
- All document uploads and checks happen at registration time
- Basketball England will only contact you if additional verification is needed

Basketball England is using PlayHQ as their new registration platform, which means all new memberships and renewals must be completed through PlayHQ.



Step 1: Where do I register

Your club or local league will provide you with a registration link

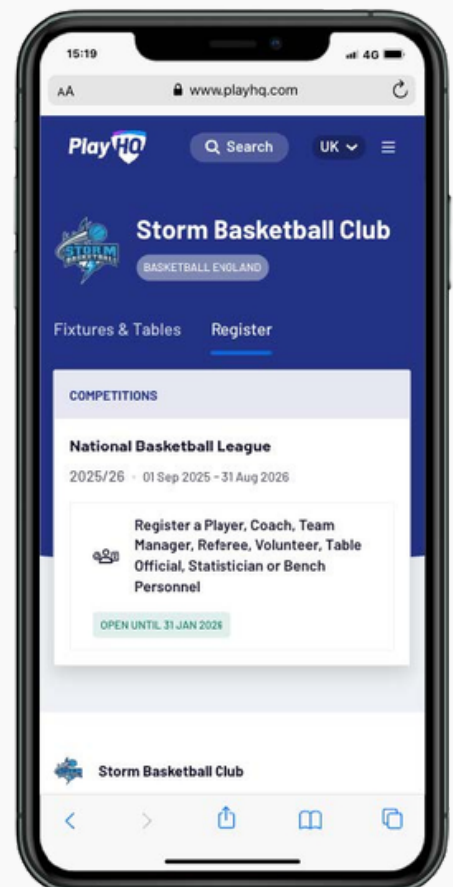
- You'll need a registration link from your club or local league. Your Basketball England membership is automatically included when you register with your club or local league through PlayHQ.
- If your local league is not using PlayHQ, you can find the link to register on the [Basketball England website](#)

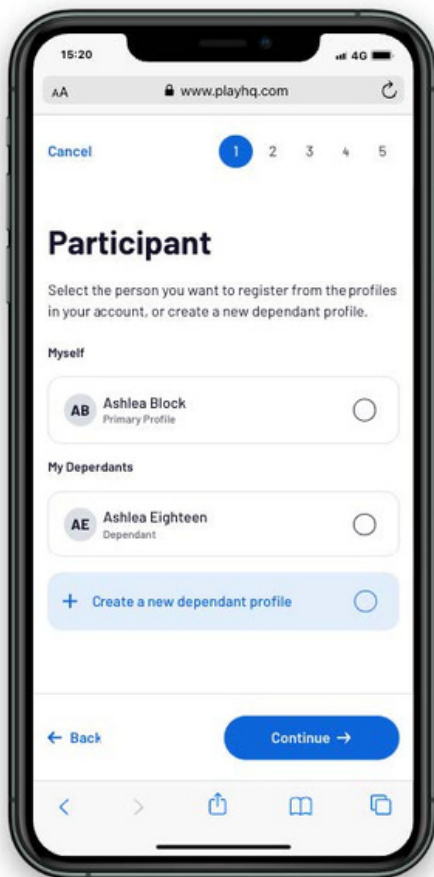


Step 2: Create Your PlayHQ Account

Once you click your club's registration link, you'll be taken to a page showing your club's details and branding. This is where you'll either create a new PlayHQ account or log in to an existing one.

- You'll see your club details on the registration page
- Create a new PlayHQ account or log in if you already have one
- **Important for parents/guardians:** Create the account in your own name as the primary account holder - if the registration is for a dependent you'll add these details in the next step





Step 3: Choose Participant

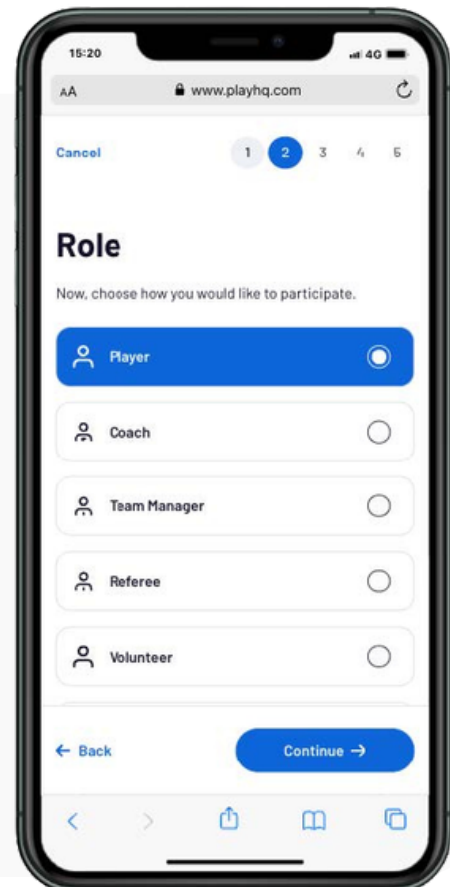
- Select whether you're registering yourself or adding a new participant/dependent
- Enter the participant's details accordingly



Step 4: Select Your Role

Basketball England has different membership types for players, coaches, officials, and other roles. Each role has specific requirements and may require different documentation or verification processes.

- Choose the appropriate role
- If you hold multiple roles, complete the registration for each role





Step 5: Complete Participant Details

- Answer all required questions
- Non-UK passport holders must provide visa information for Type 1/Type 2 visa membership eligibility.
- Post registration you will need to provide your visa share code to Basketball England via your PlayHQ profile
- You're details will be saved for future registrations



Step 6: Set Profile Visibility

PlayHQ offers public statistics and profile features that can enhance your basketball experience by tracking your games, statistics, and team history. However, you have full control over whether this information is publicly visible or kept private.

- Choose between public or private profile settings
- **Public:** Competition statistics, game times, playing history visible on PlayHQ.com and app
- **Private:** Information only visible to your club and Basketball England
- Your club and Basketball England will always have access to necessary details

Claiming Existing Profiles

Existing member data has been migrated to PlayHQ. If you've been registered with Basketball England before, you may be able to claim your existing profile, which will preserve your membership history and avoid duplicate verification processes.

Profile Migration

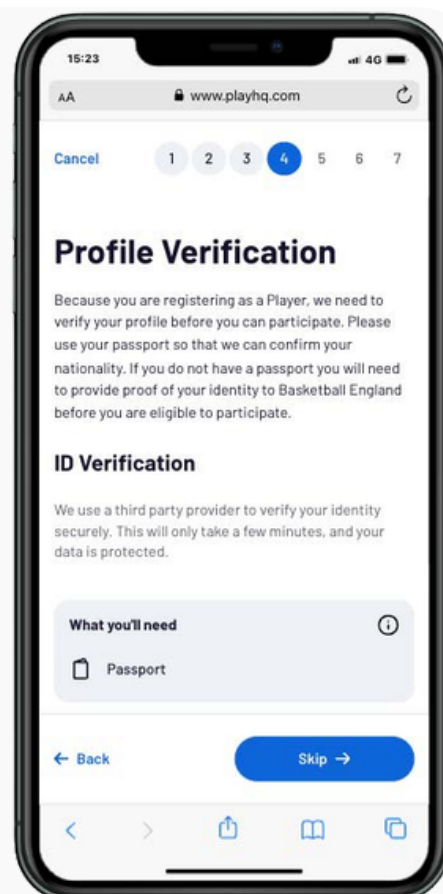
- If you've registered with Basketball England in previous years, you may be prompted to claim your existing profile
- Matching is done using name, date of birth, and email
- Claim your profile using your existing email
- If you have current DBS, accreditations or verified identity in the previous system these will be recognised in PlayHQ and you will not be required to provide these again
- **Can't access old email?** Contact Basketball England for assistance

Verification Requirements

Some roles and competitions require additional verification steps to ensure player safety and competition integrity.

Identity Verification

- Required for certain roles if not previously verified by Basketball England.
- Completed through Stripe Identity (third-party verification)
- Upload your passport for verification



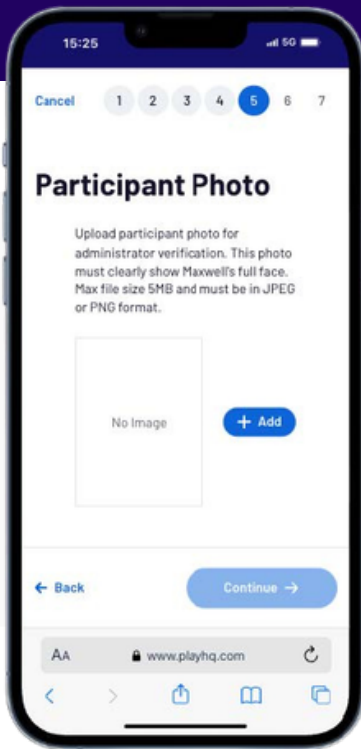


Photo Upload

- Upload a photo to appear on your Basketball England membership and participant verification
- Complete this during the registration process



Additional Requirements

For non playing roles in Basketball, you may need to complete additional background checks or hold certain accreditations. These are automatically integrated into the registration process and will be processed in the background.



DBS Checks

- DBS checks: Automatically prompted if required for your role
- Registration remains pending until checks are completed
- Process is automated - no need to provide information back to Basketball England



Accreditations

- All coaches, bench personnel, referees and table officials will need to have completed the child safeguarding requirements and appropriate accreditations as per Basketball England's rules.
- Once completed, these accreditations will flow through to PlayHQ automatically
- Registration will be pending until all required accreditations are completed



Non-UK Passport Holders

- If required you may need to have your Visa verified by Basketball England.
- Log into your [PlayHQ account](#)
- Enter your visa share code which you can find on the gov.uk website

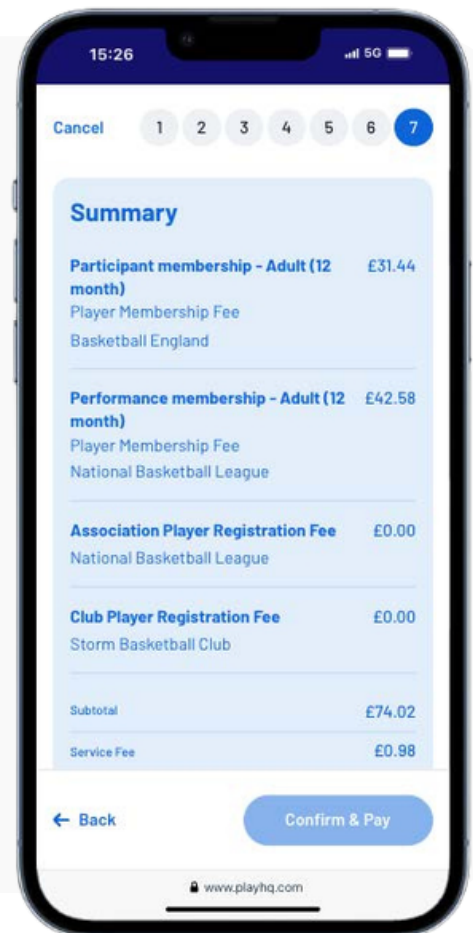


Payment

Final Step: Review and Pay

The final step in your registration process involves reviewing all the information you've provided and paying any required fees. These fees may include Basketball England membership fees & club fees

- Review all information entered
- Pay any fees owed to Basketball England or your club
- Complete registration process



Accessing Your Membership Card

Once your registration is complete, you'll access your digital membership card through Basketball England's new mobile app, which launches in late August.

- Download the Basketball England app (available from late August)
- Access your membership card for each role you're registered for
- View pending, active and expired registrations