



MYSIDELINE: REGISTRATIONS

Registering on the MySideline registration platform in 2020, found many people were confused when it came to the NRL account side of things – **ALL parents of NON-REGISTERED PLAYERS 2020 will need to create an NRL account** this is an overarching account where the parent can have all their family members registered under this account. All 2020 players re-registering for the 2021 season will login with their existing NRL account and register as a returning player to the club.

How to register a player:

Click the link/go to <https://www.playrugbyleague.com/>

1. Click the 'Register' button in the top right-hand corner
2. Click 'Player'
3. Search for your club and click the green register button
4. 'You need an NRL Account to Register' will come up, click the green 'Continue Registration' button
5. Sign up for an NRL Account
6. 'Please select your profile below' will come up (existing members), if they are a new player or your existing profile does not come up click 'Add a new participant'
 - a. If you click 'Add a new participant' fill in the below details
 - i. If you are a returning player you will receive a screen asking to send you a verification code via email or phone number, if both of these details are incorrect a club person with access to MySideline will be able to change these to the correct details
 - ii. If you are a new player to you will be asked to fill out your details in more depth
 - b. If you select your profile you will be asked to check that your details such as address, emergency contact etc are correct.
7. Click the green 'Next' button at the bottom of your screen
8. The products you have set up will come up, select the products you wish to purchase – if none click skip
9. 'Complete Registration'

Adding ID to a pending registration:

1. To see pending registrations that do not have ID attached go to the 'Pending Registrations' tab on the left-hand side, scroll to the far-left side and you will see a 'documents' column. If it says no, no documents are attached; if it says yes, double check to ensure that the parent has not mistakenly uploaded their own ID and not the players (There is quite a few of these)
2. To attach ID to a pending registration, follow step 1 and find a player needing to attach ID, contact this player and get their ID.
3. Once you have their ID go to the 'My Members' tab on the left-hand side -> Search for the player
4. Click on the player and then click the 'Documents' tab on the top of the persons profile. Click the green 'Add a Document' button and attach ID.

Seeing your registered members on the My Members tab:

- When looking through your 'My Members' tab, not all of these people are fully registered. If a player has 'Yes' in the pending column they are still a pending registration awaiting processing.

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Finalising a clearance:

- If a club has requested a clearance on behalf of a player, the player will still need to finalise the clearance using the email they will be sent once all levels have approved.
- If a player has requested a clearance on their own behalf, once a clearance has gone through all levels they will not need to finalise their clearance.

Not able to find a player when requesting a clearance:

- When you go to request a clearance for a player that has previously played rugby league at another club and it comes up with 'Player does not require a clearance' in the top right hand side – This means that you have spelt their name wrong, the system cannot find any registered participant with that name.
- Ask the player if they are could have registered under a different name (watching for hyphens etc), if you still cannot find them; send an email through to ipswich@qrl.com.au and we will see if we can find their old profile.

Clearances – General Notes:

- All levels of a clearance have 10 **working** days to process the clearance, clubs are able to see when the clearance was requested. We are monitoring clubs' clearances and pushing through any that have been more than 10 days, please do not call the local league office asking to push a player through for a clearance that you have just requested, we **will not approve a clearance just because you have called us.**

Issues:

- The Local league does not have any additional access to change MySideline, if you have an issue with something please raise a support ticket using the support tab in the bottom right hand side (this is exactly what leagues do). However, the local league will provide guidance to clubs and help them where they can, but some issues are beyond the leagues control.

Guides:

- There is help on every page that details what each button does on the system, there is videos to help you work your way through the system.

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