

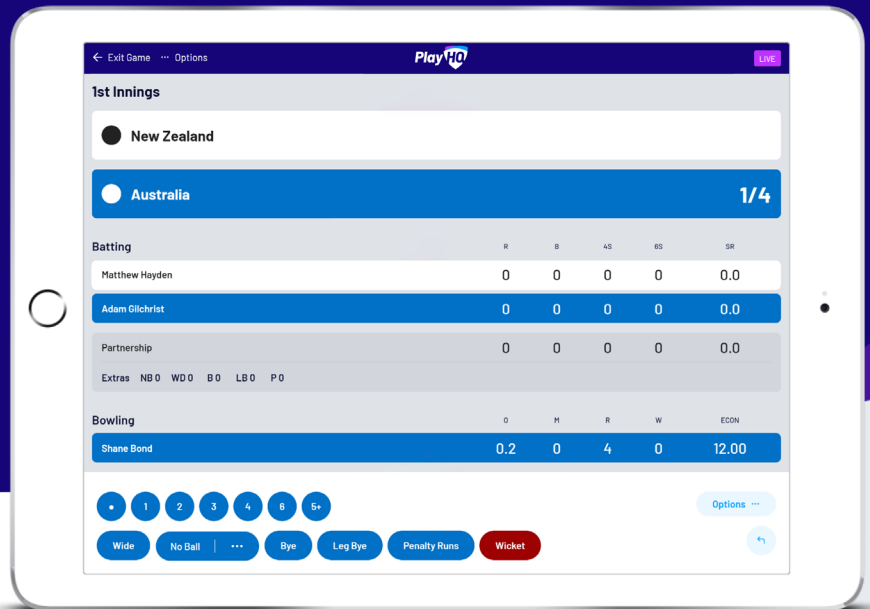


# Cricket Electronic Scoring Guide

FOR CLUB ADMINS

FOR SCORERS

SEPTEMBER 2022



**“Bowler’s name?!”** Hey there, thanks so much for putting your hand up to score, we know it can be a thankless task. It’s people like you that keep clubs running smoothly.

This document is designed to guide you through everything you need to know about Electronic Scoring with PlayHQ.

Before tossing the coin and getting play underway, you’ll need to ensure your device and browser is compatible with the Electronic Scoring Portal ([score.playhq.com](https://score.playhq.com)).

## Browser compatibility

The PlayHQ electronic scoring application is compatible with the following browsers:



**Google Chrome**  
Latest 2 versions  
(evergreen)



**Microsoft Edge**  
Latest 2 versions  
(evergreen)



**Apple Safari**  
12.5.5 or later

### Evergreen browsers

The term “evergreen” refers to browsers that are automatically upgraded to future versions, rather than being updated manually, as was the case with older browsers.



## Checklist

### Before Game

- Ensure device is compatible
- Fully charge device
- Update latest version of browser
- Have scoring-enabled PlayHQ login
- Share resources with scorers

### Game Day

- Connect to internet  
(can score offline if downloaded prior)
- Login and score game

### End Of Game

- Submit game result  
(connect to internet to do this)
- End scoring session
- Check scores have finalised



# Electronic Scoring Guide

Everything you need to know about Electronic Scoring with PlayHQ



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## Operating systems

The PlayHQ electronic scoring application is compatible with the following operating systems:



**Desktop**  
OS X Mojave 10.14.6 or later  
Windows 10 or later

**Tablet**  
iPadOS 12.5.5 or later  
Android 10 or later

**Mobile**  
iOS 12.5.5 or later  
Android 10 or later

## Best practice for scoring

To enable good performance, we also recommend the following steps prior to scoring a game:

- Close all other programs / browsers running on your device
- Close any other tabs running within your browser
- Keep operating system up to date
- Connect device to charger or have a fully charged device before commencement of play
- Ensure you're connected to a reliable WiFi or 4G connection if live scoring (can score offline)

## Taking over scoring from secondary device (device takeover)

There are instances at games when the device that is used to score a game becomes unavailable due to low battery, software updates or other unexpected reasons.

In these instances the scorer may wish to continue scoring the game from a separate device without losing any data.

To do this, the scorer needs to ensure that the current device is connected to the internet and is being live scored (LIVE icon will appear in the top right corner). From there, login to the Electronic Scoring portal with the new device and navigate to the correct game. Select **Download & Score Game**.

## Do you have a scoring-enabled PlayHQ login?

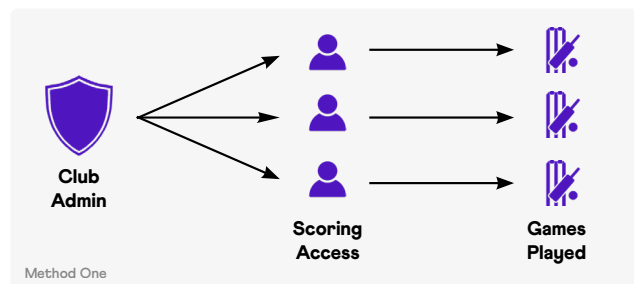
FOR CLUB ADMINS

In order to login to the Electronic Scoring Portal, scorers will need an electronic scoring-enabled PlayHQ account. There are two methods that may work at your club, depending on the amount of teams your club has.

**Note:** All existing admins will already have access to Electronic Scoring. They don't need to be added specifically as an Electronic Scoring Admin. For scorers without admin access, contact your Club Admin.

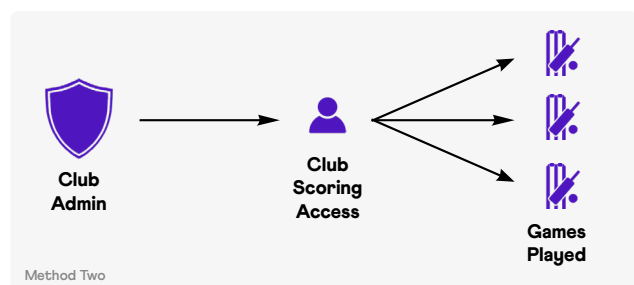
### Method One

Club administrators give electronic scoring access to the representatives from each team who will be responsible for logging into the Electronic Scoring Portal each week.



### Method Two

Although not PlayHQ's preferred method of managing logins, as multiple people will have access to the same credentials, this method involves setting up a club email to be used as a sole login, providing to anyone who needs to score that week.



## Game In-progress

This game is being scored on another device. If you download and score this game, the other device will no longer be able to score.

Cancel

Download & Score Game



# Electronic Scoring Guide

SCORE.PLAYHQ.COM



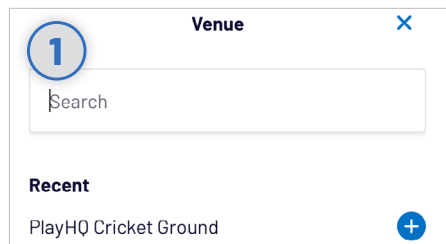
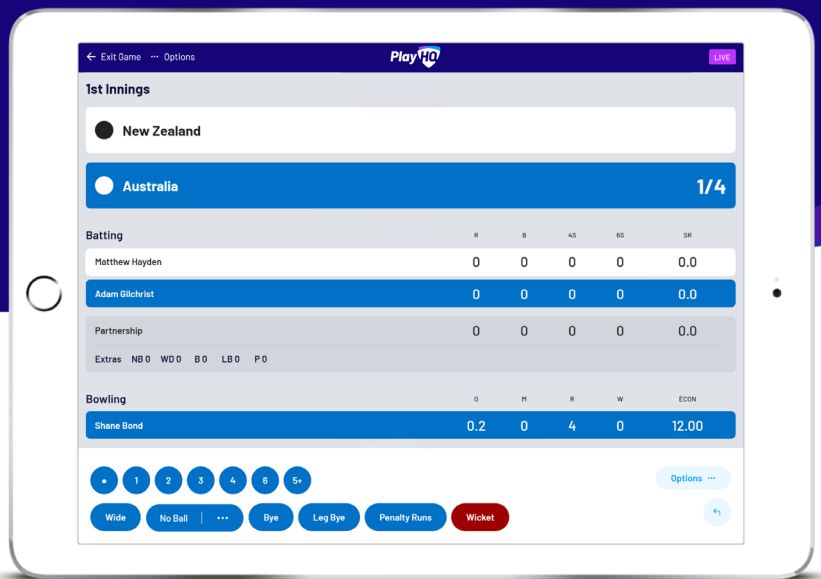
Scoring platform recommended for desktop, laptop or tablet devices.

**3/87**  
15.1 OVERS **LIVE**

Scores will be updated live if device is connected to internet.

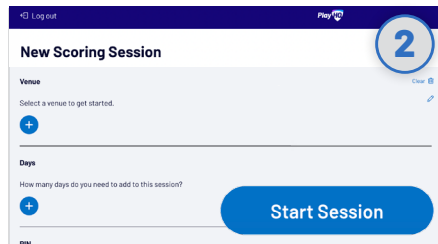
Download & Score Game

If you run out of battery you can take over scoring on a secondary device. Ensure you're online prior to switching.



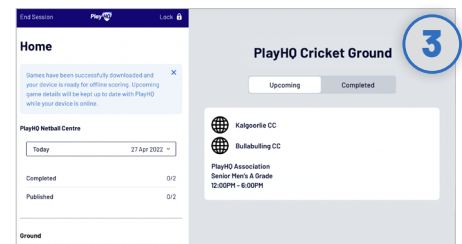
## Select Venue

Use an electronic scoring enabled login to enter [score.playhq.com](https://score.playhq.com) (the electronic scoring homepage), search and select the venue (name is as it appears on fixture).



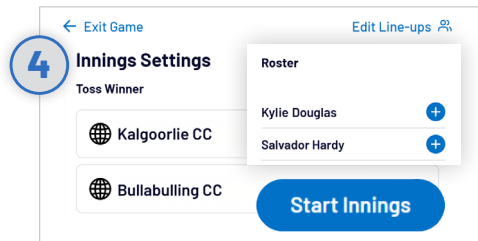
## Enter Session Details

Select the day you are playing in order to download the game. Create a pin to secure the session. Click **START SESSION**.



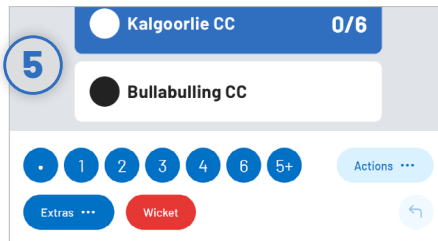
## Select Your Match

Now that you're in a session, select the **day** of your match as well as the **ground**. Select the **upcoming match** you want to score.



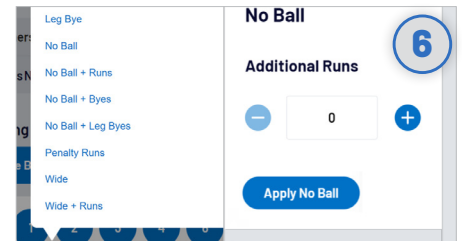
## Setup Innings

Select all the innings settings including who won the toss, opening batters and bowlers. If a batter or bowler is not displayed click **EDIT LINE-UPS** to amend. Use the **+** or **-** to move players in and out. Once ready, click **START INNINGS**.



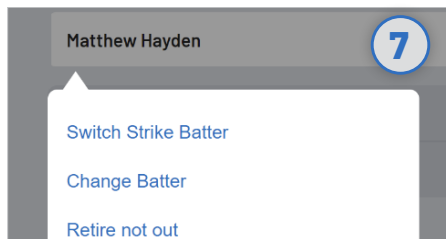
## Recording Ball By Ball Events

There are multiple events that can be recorded. When this occurs in the game, select either the **batter** or **team** then hit the appropriate event. Additional options may follow depending on event type.



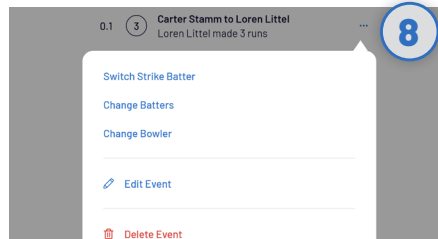
## Extras

When you click **EXTRAS**, a menu of options will appear including byes, leg byes, no balls, penalty runs and wides. When selecting a **No Ball**, you should not count the No Ball as an additional run. These additional runs are attributed to the batter on strike.



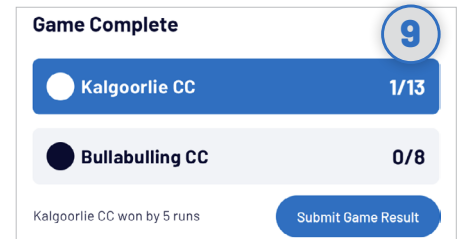
## Changing Batter Or Bowler

To change a batter or bowler, tap on the player you wish to change then select **CHANGE**. Other options are also available involving the selected player.



## Undo Ball Event

You can click the **↶** button to undo the previous event or alternatively, you can click the **...** next to the incorrect event within the **EVENT LOG**. Select **EDIT** or **DELETE EVENT**.



## Submit Game Result

If you end the innings of the second batting team, you will be provided with the option to **SUBMIT GAME RESULT**, ensure that the scores are correct. Navigate to **END SESSION** in order to finalise scores.

# Electronic Scoring Resources

Where to go for more information about Electronic Scoring with PlayHQ

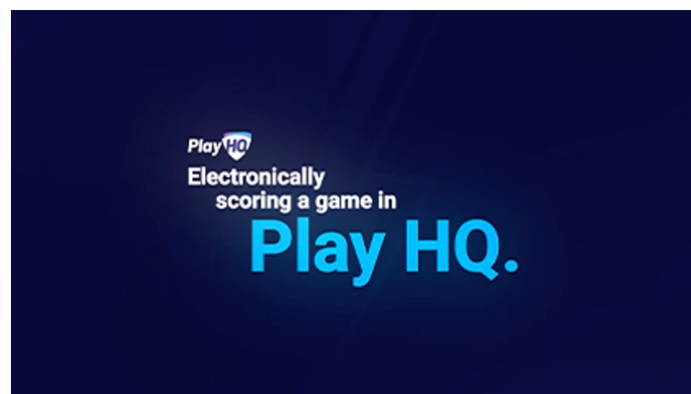
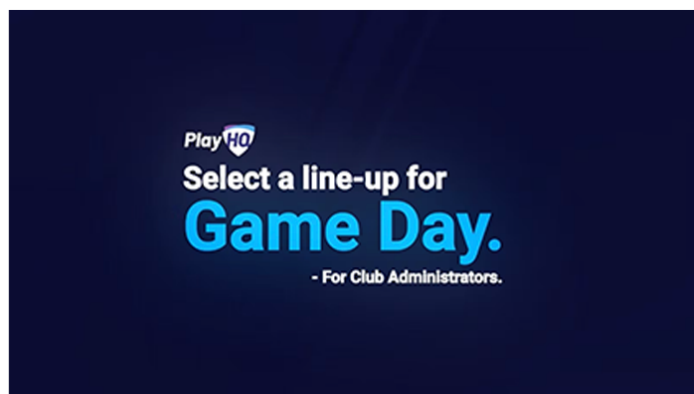


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FOR SCORERS



Electronically scoring a game in PlayHQ



## How-to videos and more training

Over the next page you'll discover a basic step-by-step guide on electronic scoring. For more advanced training and education, we highly recommend you check out the PlayHQ youtube channel for Cricket specific videos including [select a line-up for game day](#) and [electronically scoring a game in PlayHQ](#). Remember to like and subscribe.

**PlayHQ Support** support.playhq.com

Cricket Information	Electronic Scoring for Cricket		
DLS results on PlayHQ	Creating a Grade	Extending an Over or Extending a Game	Recording Runs, Wickets and Extras
T20 and One Day Format Score Entry	Creating a Competition	Ending an Over, Innings, Game or Day	Ending an Over, Innings, Game or Day
Home and Away Fixturing	2Day+ Format Score Entry	View & Adjusting Scores	Changing a Batter or Bowler

## PlayHQ Support Site

If you can't find the answer you're looking for, you'll more than likely find it on the PlayHQ support site. Visit [support.playhq.com](https://support.playhq.com) and search for your topic or category. You'll also discover some more in depth support material for electronic scoring. A few suggested articles include [How to eScore cricket](#), [Managing E-score settings](#), [How to score non-traditional cricket formats](#), [Club admin access to game day](#), [Logging in to electronic scoring](#) and [Take over scoring from secondary device](#).

Request Category (optional)

- Registration
- Payment or Refund
- Fixtures, Ladders, Results
- eScoring**
- Reporting
- General Query or Feedback

### Submitting a support ticket

If you experience an issue with electronic scoring, you can submit a ticket via [playhq.com/au/support/cricket-support](https://playhq.com/au/support/cricket-support) **Device type** and **browser types**, plus the **eScoring version** is helpful when submitting.

## 2Day Cricket Scoring Scenario

On Day 1, the scorer uses Electronically Scoring, at the completion of the days play, the scorer records stumps and exits the session.

The scorer notices that the scores are slightly out in the Day 1 scorecard, the Admin then proceeds to make appropriate changes to the match score in the Game Day section of the Admin Portal.

Day 2 arrives and the scorer starts a new session, but because the match score has been updated in the Admin portal, game is showing as 'Completed' and cannot be scored.

**DO NOT UPDATE SCORES OR SCORECARD IN THE ADMIN PORTAL IF MATCH IS STILL IN PROGRESS AND YOU WISH TO USE ELECTRONIC SCORING.**

## What happens if my internet drops out?

Thankfully, you can still score your match whilst being offline. If your internet connection suddenly drops out, your electronic scoring session will revert to offline scoring. The most recent online score will be shown on [playhq.com](https://playhq.com) as well as integrated platforms such as MyCricket (AUS). Once reconnected to the internet, it will resume to the current score.

## How do I take over scoring with a new device?

There are instances at games when the device that is used to score a game becomes unavailable due to low battery, software updates or other unexpected reasons.

In these instances the scorer may wish to continue scoring the game from a separate device without losing any data.

To do this, the scorer needs to ensure that the current device is connected to the internet and is being live scored (LIVE icon will appear in the top right corner). From there, login to the Electronic Scoring portal with the new device and navigate to the correct game. Select Download & Score Game. This will enable you to resume scoring on the new device.

For more information on device takeover, visit [support.playhq.com](https://support.playhq.com) and search **Take over scoring from secondary device**.

## The settings don't seem to be matching our rules/format? How do I change this?

When creating a competition, the Association is responsible for entering a number of settings that will flow through to the electronic scoring device. These settings cannot be edited during the electronic scoring session, so it's important that Association admins are aware of these settings and the impact they can have on the scorer.

To see what settings affect electronic scoring, visit [support.playhq.com](https://support.playhq.com) and search for **Managing E-score Settings** article. If you're playing a non-traditional cricket format, search for **Scoring Non-Traditional Cricket Formats** support articles.

## What is a scoring-enabled PlayHQ login?

In order to access the Electronic Scoring Portal ([score.playhq.com](https://score.playhq.com)), your PlayHQ account needs to be granted electronic scoring access by either a club or association administrator. This action is done within the Admin Portal in the My Organisation section.

## Can I make edits to scores in the admin portal whilst E-scoring a game?

If choosing to use electronic scoring, do not update the scores or scorecard in the admin portal until the game is showing as 'Final'. If a club or association administrator attempts to make amendments in the admin portal during the game, you will no longer be able to continue scoring the game from the electronic scoring app. If there is a discrepancy in the scores or scorecard that can't be edited using electronic scoring, wait until the game is showing as 'Final' before making amendments in the admin portal.