netball
QUEENSLAND

Download the NetballConnect app for iOS or Andriod via the app stores.

NetballConnect
Sports
★★☆☆☆ 180

OPEN

Scores, Managers, or Coaches are required to Sign Up and create an account with Netball Connect so features relevant to your role can be accessed, such as scoring, communicating with team members, viewing statistics and much more.

The signup process is quick and easy. Download the app, open it and click 'Create account or Register' at the bottom of the screen, enter your details into the fields and click 'Next'.
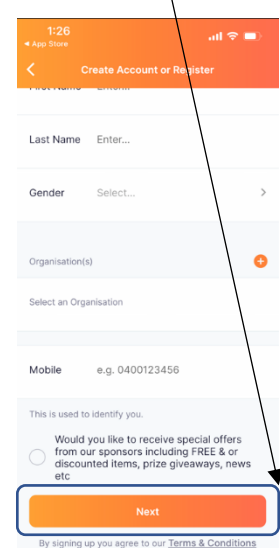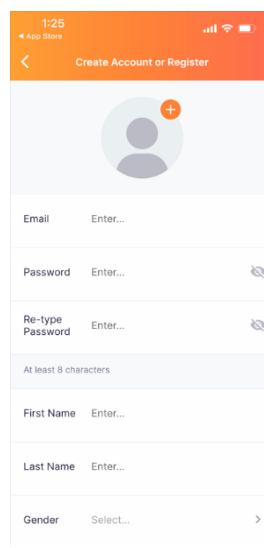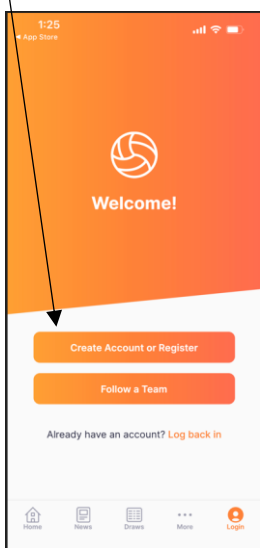
Add the competition to your profile. This will ensure your name appears in the dropdown list for Managers to allocate you as score for a game. Admins from Club and Association can also add Managers to the teams.
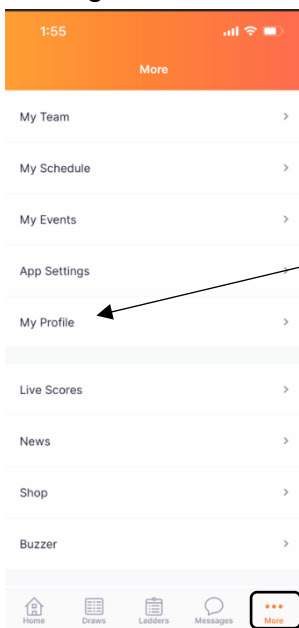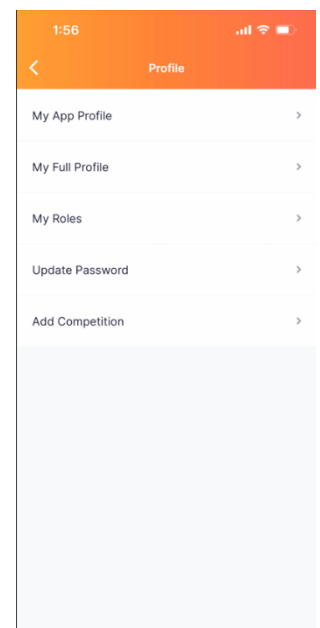

Click on ••• More

Select My Profile

Add Competition

Add in the name of the competition.

SCORING

Managers – When you sign into the app the Manager cards for your next two matches will appear on your home screen (click on More>Your Schedule to see all your upcoming matches). Click on these cards to see the details of the game and assign a scorer.

Note: Most competitions assign a single scorer for each game (the first team listed/home team is responsible for scoring). If you are the away team, you will not be required to allocate a scorer. The Away team should monitor the game and confirm scores.
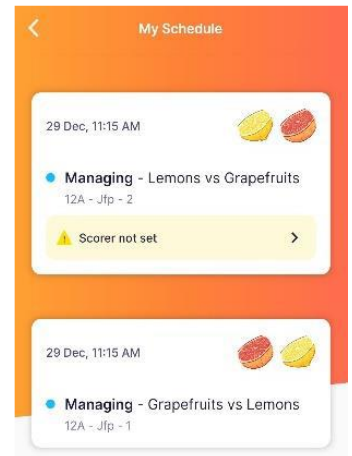

SCORING A GAME

Depending on the time set by the Competition organiser, the scoring screen will become active a set time before the game starts. The scoring panel will remain locked until that time.

A warning sign will appear on the scoring screen stating that Team Attendance and Game Umpires are not set (Team Attendance and Game Umpires are not required to be set, please ignore these warnings).

Press the + scoring button to mark a goal scored. When the period (quarter or half) finishes the scoring screen will ask you to confirm the score. In case of a goal scored right on the break, you can select No to confirming scores, amend the score and then you will be asked again to finalises the scores. Press YES to confirm the final score.
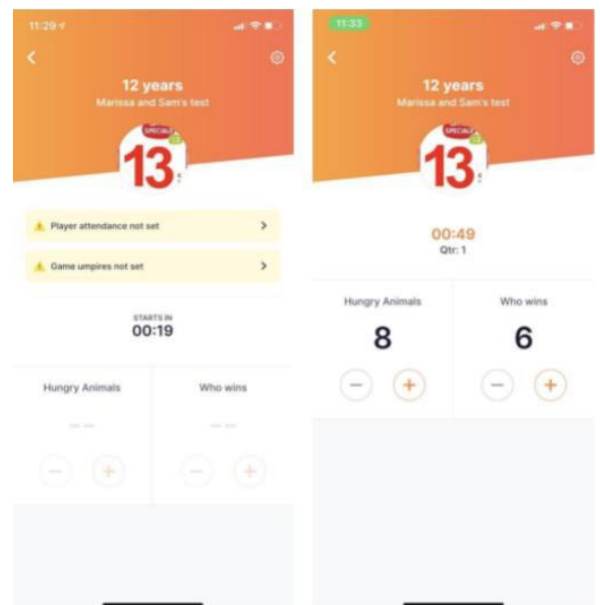
If you accidentally press the +scoring button by mistake you can minus a point.
If you press – a pop up notification will appear as below.
If you click CONFIRM, the point will be removed.
If you click CANCEL, the score will remain at the previous number.
The scoring screen will ask you to confirm scores at the end of each period and the end of the game.
When the period (quarter or half) finishes the scoring screen will ask you to confirm the score. You can say NO and amend the score, the popup will reappear, select YES to confirm the final scores of the period.
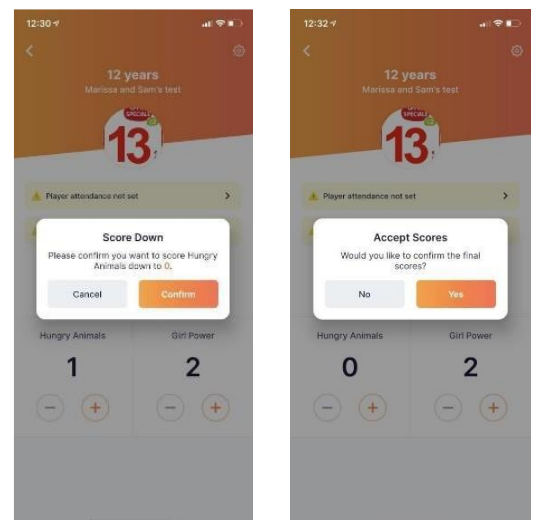
ASSIGNING A SCORER

As Manager you can assign other people to score. They must have downloaded the app, created an account, and added the competition to their profile to appear in the scorer list.

Their name will appear, click on it and it will show in your watch list. Press Confirm Scorer. You can remove them any time and add someone else by clicking on the x.
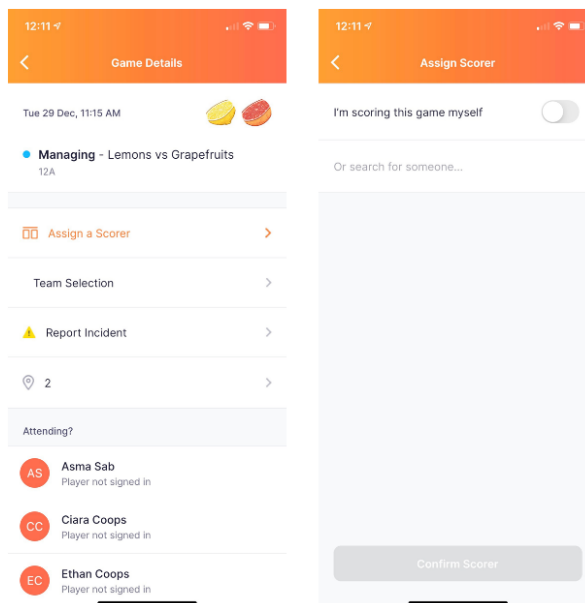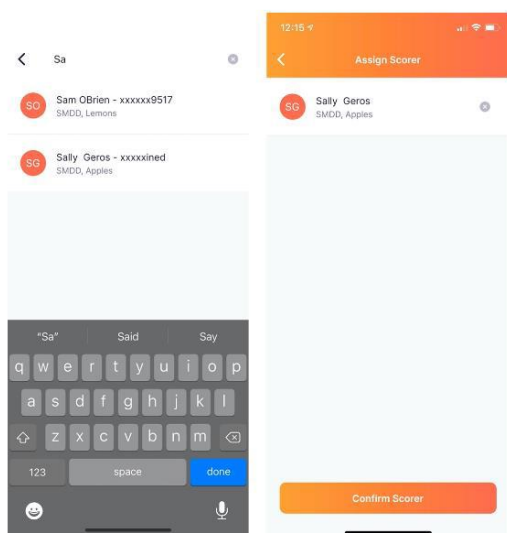
COMMON ISSUES

Searching for a user to assign them as a manager/scorer/umpire/coach and cannot find them.
- To be assigned as a Manager/Scorer etc the user must have created an account and be logged into the app. If a user has NOT created an account in the bottom right hand corner of the app you will see   , the account icon.

I have assigned someone to score but they aren't receiving the invitation.
- Check to see f the user is logged out. If they are logged out, they will need to log back in.
- Check to see if the user has a duplicate profile, the invitation may be with the wrong profile. Association and Club Administrators can check this by searching the users name the 'Users' module. Either re invite the correct account, have them log into the other account or request for their two profiles to be merged.

I have downloaded the app but it's blank or spinning.
- Check to see if you have enabled the app to use mobile data.
- If they are connected to WiFi, the WiFi may be running at capacity.

My contact details are wrong.
- Users can change their email, mobile number etc by going to More>My Profile>My full Profile>Actions>Edit Profile.

I have forgotten my password, or my password is incorrect
- Users can click 'forgot/reset password'. They will be asked to enter their account email address and will be sent a password reset link either by email or SMS. When checking your inbox, please check your junk as well.