

Dear [Account Holder First],

We've noticed that multiple profiles exist in PlayHQ for **[Participant First] [Participant Last]**. Typically, this occurs when different PlayHQ accounts are used to register the same person between seasons.

Below are instructions on how you can merge these duplicate profiles into one. Benefits of doing this and only having one profile for each participant in the PlayHQ system include:

- Consolidated participation statistics/history
- Not missing out on career milestones
- Ensuring that you're not doubling up on the payment of fees

How to find and merge other profiles

1. **Login** (<https://www.playhq.com/account/profile>) to PlayHQ with the email address of your current/main account;
2. Once logged into your account, click on the **Profile** tab;
3. Scroll down to the bottom to the '**Find My Profiles**' section and click **Get Started**;

Find My Profiles

Search for profiles with previous registration history that belong to yourself or your family members. Claimed profiles will be consolidated into this account.

[Get Started](#)

4. **Select the participant** for which you'd like to find duplicate profiles for;
5. **Confirm the details** of the participant, **select *Basketball Victoria*** for the sporting organisation where the profile was previously registered, and click on **Search**;

Profile Search

First name* Last name*

Date of birth* Gender*

Select the sporting organisation where the profile was previously registered*


[Search](#)

[Back](#)

6. **Choose your method of verification.** This will send a code to the email address or mobile number associated with the account that the duplicate profile resides on. Once the code has been received, **enter the code** to complete the process.

Claim Profiles

PlayHQ has found one or more duplicate profiles that match the details you have provided for the participant. Please verify via email address or mobile number to claim the profile

 **Jane Smith**
Last registration:
Player, 2024, PlayHQ AFL Club 1

ant*****@pla***** [Verify via Email](#)

04*****013 [Verify via Mobile](#)

For further detail, the full instructions can be found here (<https://support.playhq.com/hc/en-au/articles/39396648289817-Find-My-Profiles-Claiming-Profiles>).

FAQs

Are there situations where profiles cannot be merged?

It is not possible to merge PlayHQ participant profiles in the following scenarios:

- For dependents on your account, you are unable to find and claim other profiles of theirs that are account holder profiles (accounts that are created in their name); and
- Accounts that have previously had admin access.

What if both parents require access to a child's PlayHQ account to manage their profile?

If both parents require access to the profile and it is not appropriate for just one parent to have the profile on their account, we recommend that a shared email address and PlayHQ account be created/utilised.

I am unable to complete this process because I no longer have access to the email address and mobile number that was associated with my other PlayHQ account. What can I do?

Please submit this profile merge request form:

<https://www.cognitofirms.com/BasketballVictoria1/PlayHQProfileMergeRequest>

I am unable to complete this process because the other account holder is refusing to cooperate/I am no longer in contact with them. What can I do?

Please submit this profile merge request form:

<https://www.cognitofirms.com/BasketballVictoria1/PlayHQProfileMergeRequest>

If you require further assistance, please submit a support request at:

<https://basketballvictoria.zendesk.com/hc/en-us/requests/new>