

**PlayHQ Support: Hot topics – 11th November**

PlayHQ have curated a compilation of solutions and resources to some frequently asked support questions, particularly around electronic scoring and score entry.

1. **PlayHQ device and browser compatibility**

It can be confusing as to what web browser to use, this support article details a list of web browsers that PlayHQ supports. <https://support.playhq.com/hc/en-au/articles/900003188263-Supported-Browsers>

For electronic scoring (score.playhq.com), this support article also showcases device and operating system compatibility as well as supported browsers. <https://support.playhq.com/hc/en-au/articles/900003188103-Electronic-scoring-browser-and-operating-system-compatibility>

***PlayHQ recommend trying to set up your electronic scoring session as close to match as possible.***

1. **How do I enter my team line-up?**

There are three ways to select a team prior to a match. The method of selecting a team is dependent on the user’s level of access (for example, club administrator, coach/captain or team manager with management access or e-score admin), and the time of week in the lead up to the match.

For a full run through of how to select team prior to a match, check out the [Selecting Team Line-Ups PDF.](https://support.playhq.com/hc/en-au/article_attachments/12385722215705/PHQ_CRICKET_Selecting_Line-Ups_Guide_NOV22_2108kb_.pdf)

***Note: Try to setup your electronic scoring session as close to game day as possible.***

For more support head to the [My Teams Select Lineups and Player Positions](My%20Teams%20Select%20Lineups%20and%20Player%20Postitions) page, which takes you through the varying levels of access, along with step-by-step instructions for each method.

1. **I want to edit stats and scores between days of play during a 2-Day match, how should I do this?**

Once you apply stumps on Day 1 via electronic scoring (score.playhq.com), and you wish to use electronic scoring for Day 2. It’s critical that you DO NOT update any scores, statistics or line-ups within the Game Day section of the Admin Portal or via My Teams in between Day 1 and Day 2.

If you do need to make any changes between days of play, log back in via electronic scoring, and make the edits via the scorecard, learn more through this support article: <https://support.playhq.com/hc/en-au/articles/7284184069657-View-Adjusting-Scores>

1. **I want to score the same match with two devices in tandem, how do I do this?**

We understand that scorers for higher level are wanting to score in tandem, in order to cross-check statistics and scores. This is possible, however, the below guidelines must be followed to ensure statistics and scores are not lost.

1. Turn off Wi-Fi or data (or use flight mode) once scoring session is downloaded.
2. Open the game once disconnected and continue to score the game offline.
3. Wait until the primary online device has completed scoring the game and scores have been finalised. Do not attempt to take over the device that is being live scored.
4. Once the scores have been finalised using the primary online device, you can end the game on the secondary offline device.

***We recommend that the home team’s device should be the primary online device.***

If in the instance you need to take over scoring to a secondary device due to low battery or other causes, follow this support article for instructions. <https://support.playhq.com/hc/en-au/articles/5870344958489-Take-over-scoring-from-a-secondary-device>

1. **How to add a fill-in during a match**

Adding a fill-in whilst a match is in progress can be easily accomplished. Within the electronic scoring application, click on the Team that you wish to add your fill-in player to. Select Edit team line-up and proceed to Add a player.

1. **Recent platform updates and enhancements**

You’ll be pleased to know that the following fixes have been implemented:

* Displaying coin toss winner
* Extras
* Fall of wickets

Information on releases/fixes will be communicated as they become available.

1. **Best practice for submitting a support ticket**

If you do experience issues, please lodge a [Zendisk Ticket here](https://newzealandcricket.zendesk.com/hc/en-us/requests/new) and provide as much info as possible. Things like, the game date and URL of the game in question, details of issues you experienced and any steps you were completing prior, screenshots and recordings, device and browser. All this information will help our team support you quickly.

***Thank you for all your feedback and questions, we truly appreciate it.***