

Participant Guide: Registering to The Basketball Network

The below information is a guide for participants registering to The Basketball Network, including step-by-step instructions, followed by a comprehensive Frequently Asked Questions (FAQs) section.

Contents

A step-by-step guide to register to The Basketball Network.....	3
Step 1: Choose how many people you are registering	3
Step 2: Enter Email Address	3
Step 3: Enter Password	3
Step 4: New or Returning to Self-Registration.....	4
Step 5: Entering Basic Information	5
Step 6: Entering Extra Information	5
Step 7: Registration Fees	6
Step 8: National Terms and Conditions	6
Step 9: Payments	7
Payments: Credit Card	7
Payments: PayPal.....	8
Payments: PoliPay.....	8
Payments: Pay Later.....	9
Step 10: Payment Confirmation via STG FSP System.....	10
Frequently Asked Questions	11
Where and how do I access my registration form?	11
Before I start the self-registration process, what must I have ready?	11
Do I need an email address to register?	11
What if I can't remember the email address I used to register previously?	11
My email address isn't recognised – how do I resolve?	11
What if I can't remember my password/my password isn't working?.....	12
What if I am new and setting up my Member Profile for the first time?	12
Can you register more than one family member under the same email address?	12

When I login, my name or a family member’s name appears multiple times on the left-hand side of the screen. Which profile do I select?	13
Why must I enter the information requested to participate in basketball?	13
Who can access and use this information?	13
Why is there a 3.9% Service Fee?	13
Why are my registration fees listed as separate amounts?	13
Why am I being asked to pay a state registration fee, which I know is not yet due?	13
Why are my registration fees not appearing on the registration form?	14
Why are my registration fees already pre-selected for me?	14
Why is the registration form not allowing me to move to the next stage?	14
Why must I accept the National Terms and Conditions to continue?	14
What payment options are offered?	14
I don’t have a credit card. How can I pay?	15
I have selected the Pay Now button, what should I do next?	15
Are online payments secure?	15
What is the Blue PayPal button for when selecting a credit card payment?	15
Do I require a PayPal account to complete my registration?	15
What is PoliPay and is it secure?	15
Why is Pay Later not available for my association/club?	15
I play at two different associations. How do I register for both?	16
I have already paid my state registration fee this year, why am I being asked to pay again?	16

A step-by-step guide to register to The Basketball Network.

Step 1: Choose how many people you are registering



How many people are you registering?

Adults

1

Children

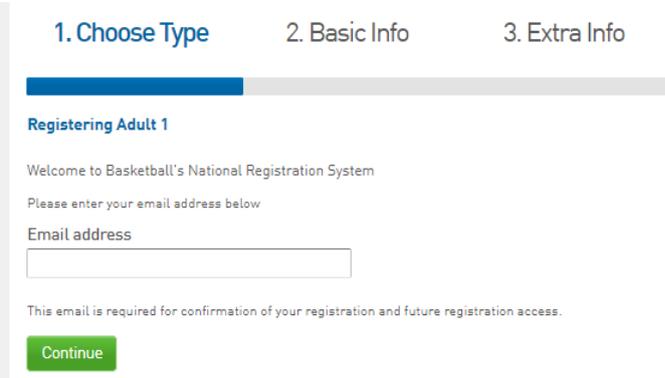
0

Continue

Choose how many adults and children you wish to register to The Basketball Network by selecting the dropdown boxes and choosing the number of people you are about to register. An adult is 18 years or older.

Your email address can be linked to multiple members of your family, you can change the email address for each individual person via member.basketball.net.au

Step 2: Enter Email Address



Enter your email address and click Continue.

You will require an email address to access a self-registration form; this is your unique identifier to ensure the system knows who you are each time you register.

If you are registering for the first time upon entering your email address, a confirmation email will be sent to you. You will need to click on the password creation link within this email to proceed.

If you are a returning participant and the email address you entered isn't recognised, try a different email address. If your email address still isn't recognised, then contact your association administrator to update your personal information.

Step 3: Enter Password

Enter your Password and click Continue.

1. Choose Type

2. Basic Info

3. Extra Info

Registering Adult 1

Please enter your password below.

Email address

liam.bednarski@basketball.net.au

Password

[Forgot Password?](#)

Continue

If you enter your password and it isn't recognised, try a different password.

If your password still isn't recognised, then press the 'Forgot Password?' link.

This will send a password reset email to your email address.

Step 4: New or Returning to Self-Registration

1. Choose Type

2. Basic Info

3. Extra Info

4. Summary

Welcome to Basketball's National Registration System. This page is for those people registering as a player of a team competing in a competition conducted by the Test Basketball Association.

For further information or assistance, please call the office during business hours on 02 8888 8888.

There are members previously registered with this email address. If you see the person you wish to register below, select them to pre-fill core data.

If you are a returning member please select from the following people attached to your account.

Liam Bednarski

FIBA ID Number: 003627992



If the person you are registering has never been registered select New Member below.

New Member



If you (or the person you are registering) are a returning member you **MUST** select your profile including your first name, family name and FIBA ID Number from the left-hand side of the login screen.

If using a mobile device, after logging in via steps 1,2 and 3 please wait for the website to load your existing profile; this can take a short-period of time.

If your name (or the person you are registering) appears more than once, please contact your association as they will need to merge the duplicate records for you.

NB: It is important that you contact your association and don't select the wrong profile as you may be asked to register and pay when your registration fees are not due.

If you do not have a returning profile, please press New Member on the right-hand side of the page.

Step 5: Entering Basic Information

Choose Type
 2. Basic Info
 3. Extra Info

Registering Adult 1

For further information or assistance please call the office during business hours on 02 8888 8888.

Legal first name : *

Family name : *

Date of Birth : / / *

DAY MONTH YEAR

Gender : *

Registering As :

- Player
- Coach
- Match Official
- Official

Continue

To register, you are required to enter your legal first name, family name, date of birth and gender.

You are also required to select a member type. The above example has Player selected; you can select multiple member types if you are, for example a Player and a Coach.

Step 6: Entering Extra Information

Telephone Number (Mobile)

Telephone Number (Work)

Residential Address

Address

If the system cannot find the address, please type the correct address in the fields below.

Address Line 1 *

Suburb *

State *

Postcode *

Emergency Contact

In case of emergency please contact

Emergency Contact Name *

Emergency Contact Telephone Number *

To register, you are required to enter extra information which includes your postal address, suburb, state, postcode and emergency or parent/guardian information.

You are also required to answer any specific questions your association may have eg. shirt number, etc

Step 7: Registration Fees

Registration fees will either be mandatory or optional depending on your state/association/club bylaws.

[2017 State Participant Registration Fee](#)

Yes		2017 Player Senior	\$79.20
-----	---	--------------------	---------

This product is your Annual Registration and covers your registration for 365 days from the date due.

A portion of your fee is the BNSW component. The remainder is your association's and online transaction fees.

Step 8: National Terms and Conditions

BA acknowledges and respects your privacy. Information collected is for the purposes of commencing or renewing membership and associated functions, including promoting services or opportunities which may be of interest to you. Information provided by you is collected, used and disclosed in accordance with our privacy policy (available on the [BA Website](#)).

I understand that by registering I have agreed to the [Terms and Conditions of participation](#) ✖

SportsTG Pty Ltd (STG) powers the platform used by your sporting organisation to process on-line registrations. As such, STG would like you to be familiar with our [Privacy Policy](#), which describes our practices in connection with information collected through all our services, noting that STG does not use information collected by your sporting organisation, other than in providing services to your sporting organisation.

Payments made online with American Express will incur an additional 1.2% surcharge.

Confirm

The National Terms and Conditions of participation can be read [here](#); you must agree to these terms and conditions on your registration form as outlined above. Please see the FAQs section for more information.

Step 9: Payments

Choose Type
 Basic Info
 Extra Info
 Summary

Thank you, we have registered you in **Basketball Australia Training**.

Your registration is now complete subject to any relevant registration fees.

Pay now

Invoice Number	Item	Name	Price
1110011806	2017 State Participant Registration Fee - 2017 Player Senior	Test Test	\$79.20
1110011815	2017 Association Participant Registration Fee - 2017 Player Senior	Test Test	\$25.97
Total			\$105.17

Please check your product carefully before proceeding. The fees displayed are inclusive of any processing fee, we accept:

VISA Card
 Master Card
 PayPal
 PoliPay

If you are unable to play via any of the options above, please click pay later and our office will be in contact with you the next available business day.

Select your payment method

Credit Card

We accept VISA and Mastercard




Secure Payment

Internet Banking

Make payment directly from your bank account.



Secure Payment

The payment screen shows a breakdown of the products selected, total cost and different methods of payment. You have the choice to pay via Credit Card, PayPal, POLiPay and, in some instances, Pay Later.

Payments: Credit Card



The Basketball Network

Official Membership and Payments System of Basketball Australia

PayPal

Card Number
10101010101010

MM / YY
01 / 18

CVV (3 digits)
123

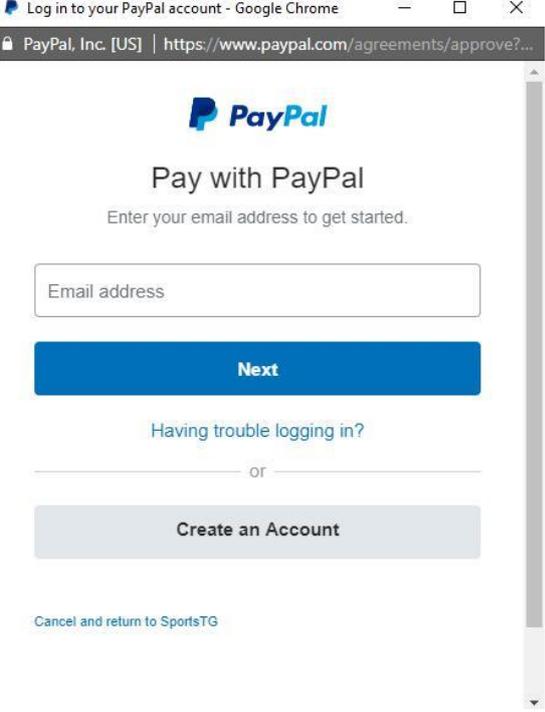
Amount: 105.17 AUD

Pay \$105.17

© Copyright SportsTG Pty Ltd. All rights reserved.

The credit card payment screen asks for a card number, MM/YY of expiry, as well as the CVV code on the back of your card.

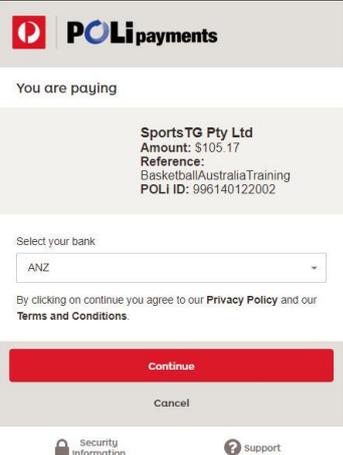
Payments: PayPal



The screenshot shows a web browser window with the title "Log in to your PayPal account - Google Chrome". The address bar shows "PayPal, Inc. [US] | https://www.paypal.com/agreements/approve?...". The main content area features the PayPal logo at the top, followed by the heading "Pay with PayPal" and the instruction "Enter your email address to get started.". Below this is a text input field labeled "Email address". A prominent blue button labeled "Next" is positioned below the input field. Underneath the "Next" button, there is a link "Having trouble logging in?". A horizontal line with the word "or" in the center separates this from a grey button labeled "Create an Account". At the bottom left of the form, there is a link "Cancel and return to SportsTG".

If you press the blue PayPal button in the screen above, your device will load a login screen for PayPal asking for your PayPal email address and password, or to create an account.

Payments: PoliPay



The screenshot shows the PoliPay payment interface. At the top left is the "POLi payments" logo. Below it, the text "You are paying" is displayed. A grey box contains the following details: "SportsTG Pty Ltd", "Amount: \$105.17", "Reference: BasketballAustraliaTraining", and "POLi ID: 996140122002". Below this box is a "Select your bank" dropdown menu with "ANZ" selected. A line of text states: "By clicking on continue you agree to our [Privacy Policy](#) and our [Terms and Conditions](#).". At the bottom of the form are two buttons: a red "Continue" button and a grey "Cancel" button. At the very bottom, there are links for "Security Information" and "Support".

PoliPay is owned by Australia Post; it is an online payment service which allows you to log into your bank account to complete payments online.

Payments: Pay Later

Pay Later

You can pay for this registration at a later date.

Your registration information will be saved and a payment link will be emailed to you. Note, you may not be able to participate until payment has been made.

[Click here to pay later](#)

Pay Later allows you to self-register for basketball and pay later. It is **not** available at all associations and clubs. If you select the Pay Later option you will receive an email with a link that will take you back to the payments screen.

Please see the Pay Later Screen Below:

Basketball Australia Training



✔ Choose Type

✔ Basic Info

✔ Extra Info

✔ Summary

Thank you, you have registered to Basketball Australia Training.

Below is a list of outstanding payments as part of your registration.

Invoice Number	Item	Name	Price
1124400628	2018 State Participant Registration Fee - 2018 Player Senior	Liam Bednarski	\$79.20
Total			\$79.20

Additional fees may apply.

Please note that a full registration may require the completion of all outstanding payments. We have sent you an email with details on how to complete the payments online. Alternatively, you can [pay online now](#) or please contact Basketball Australia Training to make other arrangements.

The following screen shot is what the email from SportsTG looks like, requesting payment:



SportsTG
Let's Win

Payment Required

Pending Payment Summary

You have opted to make payment at a later date

Invoice Number	Item	Qty	Name	Price
1124400628	2018 State Participant Registration Fee - 2018 Player Senior	1	Liam Bednarski	\$79.20 GST Inclusive

Total Amount: \$79.20
 Note: Transaction fees may apply
 To complete your payment, [click here](#)

SportsTG Melbourne
 Let's Win Level 12
 565 Bourke Street
 Melbourne VIC 3000

Sydney
 C/- WeWork
 100 Harris Street
 Pyrmont NSW 2009

POWERED BY **SportsTG**

Step 10: Payment Confirmation via STG FSP System

Once you have successfully registered and paid, you will progress to the following confirmation page:

Basketball Australia Training

Thanks, you have successfully paid \$79.20

If you have provided an email address, you will be emailed a Tax Invoice

This payment will appear on your bank statement as 11111

Payment Summary

Payment Reference Number:	13236111
Payment To:	Basketball Australia Training
Payment Status:	Paid
Bank Reference Number:	996149003851
Total Amount:	\$79.20

Items

Invoice Number	Item	Qty	Price	Payment From
1123180537	2018 Player Senior	1	\$79.20	Liam Bednarski

Thank you, we have registered you in **Basketball Australia Training**.

Thanks for registering your details. You will shortly receive an email quoting your registration number. Remember - you must be currently registered with the Test Basketball Association before taking the court. If you didn't pay your registration this time you can register at any time - simply visit www.test.basketball.net.au

Good Luck and we look forward to seeing you on the court.

From the team at the Test Basketball Association.

Frequently Asked Questions

Where and how do I access my registration form?

To access your Basketball Registration Form you will need to obtain a Registration Form URL from your association/club.

Associations/clubs often store their Registration Form on their website. If you are unable to find your Registration Form, please contact your association/club directly.

Before I start the self-registration process, what must I have ready?

You will need a copy of your OR the person you are registering's first name, family name, email address and date of birth as well as one of the below:

- Credit Card
- PayPal Account
- PoliPay - Online Banking Username and Password

Do I need an email address to register?

Yes, you or your parent/guardian will require an email address before you can register to The Basketball Network. Yes, there are a number of free email services you can take advantage of, including;

- [Gmail](#)
- [Microsoft Outlook](#)
- [Yahoo Mail](#)

What if I can't remember the email address I used to register previously?

If you have registered previously to The Basketball Network, and can't remember the email address you used, we recommend contacting your local basketball state/association/club and ask them to update your profile with an email address of your choice.

My email address isn't recognised – how do I resolve?



1. Choose Type 2. Basic Info 3. Extra Info

Registering Adult 1

test@test.com

I don't think we've met, are you new?

[No, I've registered before](#)

If you have previously registered to The Basketball Network, select the 'No, I've registered before' link after entering your email address.

If you enter your email address and it isn't recognised, try an alternate email address; you may have changed your email address since you first registered.

If your email address still isn't recognised, contact your association/club and advise them of your current email address so they can update your email address in the system.

What if I can't remember my password/my password isn't working?

Once you have typed in your email address, click 'Forgot Password'.

A reset password link will be sent to the email address that you provided.

Once you have opened the email, click on the 'Click to reset password' link.

The Member Profile page will open, enter in your new password.

The screen will now state that your password has been successfully changed. Press the Click here to continue button to continue your self-registration.

For further information see: <https://support.sportstg.com/help/email-sign-on-forgot-password>

You must check your email and activate your account by setting (or resetting) your password within 24 hours to continue your registration. Please [complete a support request](#) if you have not activated your account within 24 hours.

What if I am new and setting up my Member Profile for the first time?

Select 'Yes, I'm new' if you have never registered to The Basketball Network before. An email will be sent to you. To continue, you must validate your email by selecting the link contained within the email.

Can you register more than one family member under the same email address?

Yes, you can register as many family members as you need under the same email address.

If your family member has never played basketball before you can add them as a new member from the right-hand side of the screen, as seen below:

1. Choose Type 2. Basic Info 3. Extra Info 4. Summary

Welcome to Basketball's National Registration System. This page is for those people registering as a player of a team competing in a competition conducted by the Test Basketball Association.

For further information or assistance please call the office during business hours on 02 8888 8888.

There are members previously registered with this email address. If you see the person you wish to register below, select them to pre-fill core data.

If you are a returning member please select from the following people attached to your account.

If the person you are registering has never been registered select New Member below.

Liam Bednarski
FIBA ID Number: 003627992

>

New Member

>

If your family member has played basketball before and is not appearing on the left-hand side of the screen then please contact your association/club and ask them to update your family member's email address.

When I login, my name or a family member's name appears multiple times on the left-hand side of the screen. Which profile do I select?

It is important that you don't select an incorrect record as you may be inadvertently asked to register and pay when you are not due.

Please contact your local association/club to obtain the relevant FIBA ID number for your association/club when you are unsure which profile to select.

Your association/club will be able to provide you with the relevant profile and remove any duplicates from the system.

You can also review your member profile at member.basketball.net.au

Why must I enter the information requested to participate in basketball?

This information allows the sport of basketball to grow in your local community. By providing this information, it can help your basketball association or club make decisions to administer the sport more efficiently and effectively, for the benefit of all. For a full disclosure of how we collect, store and use your data, please see our [Privacy Policy](#).

Who can access and use this information?

You can access and amend or update your personal information via member.basketball.net.au

This information is visible to your association/club, state and national governing body.

Basketball Australia's Privacy Policy is available at <http://basketball.net.au/about-ba/policies/>

Why is there a 3.9% Service Fee?

All payments through the National Payment Gateway incur a 3.9% service fee. This service fee covers access to the solution that manages all of basketball registration, membership, competition, scoring and website requirements. For more details, please see [full breakdown on The Basketball Network page](#).

Why are my registration fees listed as separate amounts?

Products from your state, association and club can appear on your registration form, these products are unbundled. This means they have separate prices, so you can see how much each party receives. This provides transparency to all within the basketball community.

Why am I being asked to pay a state registration fee, which I know is not yet due?

You may have more than one member record within the system and the most recent is not allocated to your email.

Please contact your association/club and they will search all member records. If multiple records are found, they will merge them, which will resolve this issue.

Why are my registration fees not appearing on the registration form?

If your state product is not visible on your registration form, it may not be due yet. You can check this at member.basketball.net.au

If you know that you are due to make payment, you may have more than one member record within the system and the most recent record is not allocated to your email.

If you remain unsure about whether you have purchased all of the appropriate products on your registration form please contact your association/club directly.

Why are my registration fees already pre-selected for me?

If your product is pre-selected for you, this indicates your association/club has marked the product as mandatory.

If your state registration fee is pre-selected it means that your current registration has expired.

Please note that your association/club may also be using compulsory payments, meaning you will have to purchase your product in order to complete your registration.

Why is the registration form not allowing me to move to the next stage?

This is likely due to a compulsory question that has not been answered and/or a product not being selected. Please ensure you have answered all questions marked with an asterisk, and follow the screen prompts.

Why must I accept the National Terms and Conditions to continue?

By accepting the National Terms and Conditions, you are agreeing to have your information collected and securely stored within The Basketball Network.

You are also agreeing to the National Terms and Conditions of Participation. These are in place to protect all members participating within the basketball community.

To read the National Terms and Conditions visit this link: <http://basketball.net.au/about-ba/policies/>

What payment options are offered?

The below payment options are offered as default throughout The Basketball Network:

- Credit Card
- PayPal Account
- PoliPay – Online Banking

I don't have a credit card. How can I pay?

You can either use PayPal or PoliPay when completing purchases in 'The Basketball Network'. Both methods support secure debit card and bank deposit payments.

I have selected the Pay Now button, what should I do next?

It is important that once you have selected the Pay Now option, you allow the payment to be processed. Please allow time for the system to confirm your payment.

Please do not Refresh, or select the Back button during the payment process. Doing so may cause the system to process an additional or duplicate payment. If you have had an additional or duplicate payment taken from your card, please [complete](#) a support request at <http://basketball.net.au/tbnsupport> and make sure to include a bank statement showing the duplicate payments, as well as the first 6 digits of your payment card.

If you are using a mobile/tablet to make payment, please keep the payment screen tab open to enable the payment to be processed. Once the payment has been successfully completed, please close the tab.

Are online payments secure?

Yes, all payments through The Basketball Network are secured with SportsTG and the payment provider's security measures.

What is the Blue PayPal button for when selecting a credit card payment?

The Blue PayPal button is if you wish to use PayPal to complete your purchase.

If you wish to use your credit/debit card enter your details on the screen.

The credit card payment screen asks for a card number, MM/YY of expiry as well as the CVV code on the back of your card.

Do I require a PayPal account to complete my registration?

No, a PayPal account is not required to complete your basketball registration, it is one of three payment options available to you.

What is PoliPay and is it secure?

PoliPay is a payment provider which allows you to login to your bank account to complete a payment. This is suitable for people who do not have a credit/debit card or PayPal account but wish to complete payments online.

PoliPay is owned by Australia Post and is extremely secure with international security to the highest standard.

Why is Pay Later not available for my association/club?

Pay Later is only available for association/clubs where payment is not mandatory at the time of purchase.

I play at two different associations. How do I register for both?

Once you register and pay your state registration fee at one association, if you then register at another association whilst your membership is still active and login using your email credentials, you will not be asked to pay the state fee a second time.

The first one you register to in each calendar year is your primary association.

I have already paid my state registration fee this year, why am I being asked to pay again?

Some registration products are for a shorter term (eg. 14 days). However, if your registration period is still active then check your login credentials.

If you are logging in correctly and are still being asked to pay, please contact your association/club for further assistance.