

# KNA Digital Scoring FAQs

**Q: In netball HQ, you can submit your availability - does this cross over to help populate our team?**

A: No.

**Q: Can you preselect your squad?**

A: You get the best accuracy on the day, however, you can preselect your team line-up right up until you submit the final score.

**Q: What if we don't have anyone that can score, such as senior teams in the afternoon?**

A: It happens! Come see us at the complex and get a paper score sheet.

**Q: How will paper score sheets be used this season?**

A: The paper score sheets will be used as a backup for the first few weeks of play. Scorers will stand together with one scoring digitally and the other using the physical score sheet. Once everyone is comfortable with it, digital scoresheets will become the norm.

**Q: What do you do if the scoring team submits the score even if the other scorer is disputing?**

A: Scorers should be standing together for the entirety of the game to ensure both scorers agree on the final score. If a dispute does occur, both scorers should go to the complex.

**Q: Do we need to input a team list prior to game start on the ONE device?**

A: Yes, just stand together and click the plus sign next to each player's name that will be participating in the match as advised by the other team's scorer.

**Q: Can we have a back up scorer?**

A: Yes! If you have multiple people registered as scorers, the game can be scored by any one of these people. Although only one person can score at a time, you can hand over the scoring at any time.

**Q: Do we need to monitor the centre pass throughout the game?**

A: No. Although you have to nominate who has the first centre pass, it is not the scorer's responsibility and you don't need to track this. You only need to record it to kick the game off.

**Q: Can you still score via the PlayHQ website if you are not registered as a manager for the team?**

A: No, you need to be registered as a manager for the team to be able to score.

**Q: If I'm listed as a manager / scorer for one team does that allow me to score for other teams or do I need to be listed as a scorer for each team individually?**

A: You need to be registered as a manager to each team that you want to score for. That means you may need to register for each of your children's teams to score across all of these teams.

**Q: Will the app score quarter by quarter?**

A: Yes!

**Q: Will signature sheets be required this season?**

A: No! Signature sheets will no longer be required with digital scoring.

**Q: Are the team members' names pre-populated? Or do they need to be entered manually for each game?**

A: Players that are registered to the teams will show up with a plus next to their name for quick adding. Borrowed players will require their name and DOB to be added for verifying purposes.

**Q: There was talk about the umpires scanning a QR code to be able to comment on/commend team behaviour this season. How will this work without paper score sheets?**

A: This is for umpires to comment on the game, and the QR code will be located at the Umpires Shelter.

**Q: Will the window duty expectations / roster change as we move to full electronic scoring?**

A: Window volunteers will still be needed as there are other duties for these volunteers. The role will change somewhat over the season.

**Q: Do we score via the PlayHQ website or the NetballHQ app?**

A: You can access digital scoring through the PlayHQ website or the NetballHQ app.

**Q: Do umpires and captains still need to confirm anything at the end of the game?**

A: No, umpires and captains do not need to confirm or sign anything, just the scorers.

**Q: How do we enter supershots?**

A: Enter the goal as 2 separate shots

**Q: How do you fix mistakes in the electronic scoring, even after submitting the final score?**

A: There is an undo button if you make a mistake before submitting, however, as with paper scoring, you can remember and fix with the next goal, or if there is an issue noticed after submitting, both scorers should head up to the complex and ask.

**Q: As a senior team, we don't have a set scorer each game, usually it is a player who is having a quarter off. Can we just register 3 managers and as long as one of them is present with a device and we start using one phone then the scorer will be different for each quarter sharing one phone making sure everyone knows how to score?**

A: If you are comfortable, you can pass your phone to another person (check your lock screen), or there are physical score sheets at the complex.

**Q: What happens if you need to change scorers during a match? Especially relevant for seniors but can happen in juniors if someone has to leave unexpectedly.**

A: You can take over the game if something occurs by following the steps outlined here. <https://support.playhq.com/hc/en-us/articles/23977827023388-Take-over-scoring-from-a-primary-device>

**Q: If the manager is away. Does the scoring for a game have to happen live, or can someone score on paper and we enter it after the game is finished?**

A: We are asking for 2-3 people to register as managers for each team to ensure someone that can score is at each game. If nobody is available from either team, there will be scoresheets at the complex, just come up and ask!

**Q: Do both teams need to score at the same time? Or just one?**

A: Although the game can only be scored on one device at a time, the game can be 'handed off' to another scorer at any point in the game, allowing teams to share the scoring responsibility.

**Q: How are scores verified by the team that is not scoring?**

A: As with paper scoring, the two scorers are required to stand side by side near the mid court point to verify scores throughout the game so that any issues can be addressed immediately. If the non-scoring team scorer chooses not to stand with the active scorer, they effectively delegate responsibility for the overall score to that person.

**Q: To register as a team manager, you need to enter a WWCC number. How will this work?**

A: Scorers should register as a 'Team Manager' through team links sent by your club Registrar and select 'I have an exemption' when asked for WWCC details. Put the reason as 'Club Umpire Official', and type 'Scorer' in the Additional Information section.

**Q: Will KNA setup the games or do we have to setup the games?**

A: The games, including player lists will be available in the app - just like with current paper scoresheets. The only extra step is selecting which players will be playing on the day - in place of signing the paper scoresheet.

**Q: Does only one team score or do both, with paper we swapped at half time are we doing that?**

A: Although the game can only be scored on one device at a time, the game can be 'handed off' to another scorer at any point in the game, allowing teams to share the scoring responsibility.

**Q: Do you record misses?**

A: No. You do not need to record misses, just the goals scored.

**Q: Will digital scoring be implemented at Lofberg or just Canoon?**

A: Digital scoring will only be implemented at Canoon Road. Games at Lofberg will remain unchanged.

**Q: Does the club register scorers as a manager?**

A: Your club can provide you with a registration link unique to each team - you'll just need to click on the link and register. It's similar to registering as a player.

**Q: Which team would be the 'home' team at KNA?**

A: The Home team is the first team listed on the scoresheet or app.