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A step by step guide to navigating the clearance/transfer on PlayHQ

A transfer is required, when a player wants to register to a different club within the Junior Domestic competition at the Keilor Basketball Association (KBA). Transfers are initiated during the registration process to the new club and must be fully approved to enable the registration to be completed. The transfer process is as follows:

1. Using their existing PlayHQ login details, parent/player commences registration of a player on PHQ using the registration link provided by the new club
2. PHQ will prompt the parent/player to request a transfer and they will receive a notification that the transfer request has been submitted
3. The club the player is leaving will then receive a notification of the transfer request and must approve the request for the process to continue
4. Next the KBA administration will receive a notification of the transfer request and must approve the request for the process to continue
5. The receiving club (who initially provided the link to the parent/player) then receives a notification of the transfer request and must approve the request for the process to continue
6. Once the three approvals noted above have been completed, the parent/player (owner of the PHQ account), will receive an automated email to complete the registration to their new club.

Note: If the transfer request is declined at any point, the transfer process will automatically cease. The reason for the refusal to transfer would need to be discussed with the declining club. If the reason for the denial is resolved, the registration process would need to be started again as per step 1 and a new transfer request made.